



Leicester
City Council

MEETING OF THE NEIGHBOURHOOD SERVICES AND COMMUNITY INVOLVEMENT SCRUTINY COMMISSION

DATE: THURSDAY, 1 OCTOBER 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.

For Monitoring Officer

Officer contacts:

Jerry Connolly (Scrutiny Policy Officer)

Elaine Baker (Democratic Support Officer),

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Further information

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

Elaine Baker, Democratic Support Officer on 0116 454 6355.

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PUBLIC SESSION

AGENDA

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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 13 August 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. PRINTED MUSIC AND DRAMA SERVICE

Appendix B

The Director of Culture and Neighbourhood Services submits a report detailing the transfer of the printed music and drama service to a regional service.

The Commission is recommended:

- a) to note the actions taken since January 2015, to develop options for a sustainable music and drama service in the region
- b) to note the findings of the consultation exercise which took place between July and August 2015

- c) to comment on the decision to transfer the Leicester Libraries' printed music and drama service to a regional service developed and run by Nottingham City.

7. TRANSFORMING NEIGHBOURHOOD SERVICES **Appendix C**

The Head of Neighbourhood Services will give a briefing on the progress of the Transforming Neighbourhood Services Project and respond to questions from the Commission.

8. ANNUAL UPDATE ON EMERGENCY FOOD USE IN THE CITY **Appendix D**

The Director of Finance submits a report providing an update on the provision of food banks within the city and work taken to identify and engage with organisations.

The Commission is recommended:-

- a) to note the impacts and trends highlighted in the report and comment on initial findings if appropriate; and
- b) to consider the recommendations arising from the report as the basis of the Council's Food Bank Strategy as required under the citywide Leicester Food Plan.

9. LEICESTERSHIRE CITIZENS ADVICE ANNUAL REPORT **Appendix E**

The Head of Revenues and Customer Support, Finance submits the annual report of the Leicestershire Citizens Advice providing details of the City Advice Services Contract Performance 2014-15.

10. WORK PROGRAMME **Appendix F**

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

11. ANY OTHER URGENT BUSINESS



Leicester
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Appendix A

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

Held: THURSDAY, 13 AUGUST 2015 at 5:30 pm

P R E S E N T:

Councillor Dawood (Chair)
Councillor Gugnani (Vice-Chair)

Councillor Corral
Councillor Halford

Councillor Hunter
Councillor Khote

In Attendance:

Sir Peter Soulsby, City Mayor
Councillor Clair, Assistant City Mayor - Culture, Leisure and Sport
Councillor Master, Assistant City Mayor - Neighbourhood Services
Councillor Sood, Assistant City Mayor - Communities & Equalities

Also Present:

Councillor Aqbany
Councillor Dr Chowdhury
Councillor Kitterick
Councillor Malik

* * * * *

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Cutkelvin.

Apologies for absence also were received from Councillor Waddington, Assistant City Mayor with responsibility for Jobs and Skills, who although not a member of the Commission would usually attend its meetings.

2. DECLARATIONS OF INTEREST

Although not a member of the Commission, Councillor Sood, Assistant City Mayor with responsibility for Communities and Equalities, declared an Other

Disclosable Interest in the general business of the meeting, in that she was Chair of the Leicester Council of Faiths.

In accordance with the Council's Code of Conduct, this interest was not considered so significant that it was likely to prejudice Councillor Sood's judgement of the public interest. She was not, therefore, required to withdraw from the meeting.

3. MINUTES OF THE PREVIOUS MEETING

AGREED:

That the minutes of the meeting of the Neighbourhood Services and Community Involvement Scrutiny Commission held on 9 March 2015 be confirmed as a correct record.

4. PETITIONS

The Monitoring Officer reported that no petitions had been received.

5. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

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

6. TERMS OF REFERENCE

NOTED:

The Terms of Reference for the Neighbourhood Services and Community Involvement Scrutiny Commission.

7. MEMBERSHIP OF THE COMMISSION 2015/16

The Chair reminded the Commission that, in addition to the listed members, there also was a vacancy for a non-grouped Member on the Commission.

NOTED:

The membership of the Neighbourhood Services and Community Involvement Scrutiny Commission for 2015/16.

8. DATES OF COMMISSION MEETINGS 2015/16

NOTED:

The dates of meetings for the Neighbourhood Services and Community Involvement Scrutiny Commission for the 2015/16 municipal year.

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

The following decision had been called-in and was referred to this 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.

The Chair welcomed all present to the meeting and thanked them for attending.

The Chair noted that the meeting was being filmed from the public gallery, so in accordance with Council policy, he invited anyone who did not wish to be filmed to so indicate. No objections were made.

The Director of Culture and Neighbourhood Services introduced the decision that had been called in. It was noted that, as indicated in the report setting out the reasons for the decision, it was felt that events since 2014 had resulted in an irretrievable breakdown in the working relationship between the two organisations.

The building used by the HCA and the staff employed by it had been transferred to the HCA in 2010, in response to pressure from the HCA to do so. This was an unprecedented action by the Council, which involved a substantial physical asset, a staff team and a three-year funding agreement.

This funding agreement had ended in December 2013. Discussions were held on how the HCA could become financially self-sustainable, in accordance with the original agreement, but it was considered that the initial business plan provided by the HCA was not robust enough to enable this to happen. As such, three months' transitional funding was provided in December 2013 and in the spring of 2014 a further one year's funding was offered on condition that the HCA strengthened its business case.

By January 2015, the HCA had not agreed terms and conditions for the funding, which the Council considered to be standard to funding agreements, (for example, in relation to safeguarding and the right of the Council to visit the premises). Serious concerns also had arisen by this time about the action taken by the HCA on the pensions of the staff transferred to the Association. As a result of these various concerns, the decision was taken to make no retrospective payment and cease engagement with the HCA regarding Neighbourhood Services funding.

At the invitation of the Chair, Priya Thamotheram, the Head of the Highfields Centre, addressed the Commission. He also tabled some notes on his comments, a copy of which is attached at the end of these minutes for information.

Mr Thamotheram drew particular attention to the following points:-

- Records of the meetings with senior officers referred to under paragraph

1.3 of the notes were available;

- There was no formal agreement that the HCA would be financially independent within three years. The HCA had challenged the Council to provide a record of this, but none had been produced;
- A business plan had been prepared by the HCA with the assistance of a national body. This gave three different scenarios for the future of the HCA;
- Other agencies had been consulted about the terms and conditions that the Council said were standard. These agencies had said that those terms and conditions had not been applied to them;
- It initially had been thought that the HCA would need to reduce its funding by 40% in 2014, but it was realised that a reduction of 80% would be needed. The Trustees had to respond to this through a range of measures. One of these was the introduction of a new pension scheme, which was agreed with staff;
- The Local Government Pension Scheme had agreed a settlement for the pension deficit and had absolved the Council of future responsibility for the pensions of HCA staff;
- Meetings had been sought with Council officers in recent months regarding room hire charges, as the HCA wanted to formalise the room hire arrangements, due to other problems arising. A meeting had been arranged for early June, but this was cancelled at short notice;
- The HCA had been asked to respond to the Council's proposals for room hire charges in less than 24 hours. However, the HCA had sought an independent valuation of the accommodation, so could not respond within that timescale;
- The HCA's reserves had been built up over 30 years, to enable it to continue to provide services and take responsibility for the refurbishment of the Highfields Centre;
- The HCA service highlights listed on the notes tabled at the meeting had been included to show why the HCA was a successful organisation, partnered by a lot of agencies in the city and appointed the lead partner in a major project supported with European funding; and
- The HCA had not wanted its relationship with the Council to take the course it had, but it felt that service users were being victimised in relation to services in the Highfields area.

Councillor Kitterick then addressed the Commission at the invitation of the Chair:-

- He expressed concern about what had happened to the service users since the Neighbourhood Services funding had been withdrawn from the Highfields Centre, especially those attending the pre-school group.

Response from the Head of Service Early Help Targeted Services

There had been 13 children receiving Early Years day care when the service was withdrawn.

When it was known that the service was being withdrawn from the Highfields Centre, the families of those affected were advised of two days when officers would be available to discuss, with language support, alternative provision. Only four families used this facility and all were offered alternative provision. Attempts had been made to contact the other families by telephone, but it was not known if they had now found alternative provision. Councillor Kitterick asked if this information could be made available to Members.

- Further concern was expressed that four members of staff had been given less than two weeks' notice of the proposed changes to their conditions of service.

Response from the Head of Service Early Help Targeted Services

The four members of staff were fully engaged in considering the options for their relocation. Further discussions would be held on 26 August 2015, the staff having initially been told of the changes in late June / early July 2015.

- Two copies of a letter to the members of staff referred to above had been passed to the Chair of the Commission, one of which stated that the staff concerned would be relocated to the Thurnby Lodge Children, Young People and Family Centre.

Response from the Head of Service Early Help Targeted Services

Relocation to the Thurnby Lodge Centre was one of the options being discussed with staff, not the only one.

The first letter, referring to staff relocating to Thurnby Lodge, was a draft letter that had been prepared in advance of discussions, in accordance with good practice. The second letter was the one that had been used and did not refer to Thurnby Lodge.

- How many adult education classes and learners had there been at the HCA?

Response from the Head of Adult Skills and Learning Services

In 2014/15, there were 52 courses, 231 learners and, due to people enrolling on more than one course, 529 enrolments. Alternative provision had been made for these courses and learners. Many had moved to the African Caribbean Centre, while some had gone to St

Peters Church Hall and the community wing at Spinney Hills Primary School. Members were welcome to visit to scrutinise arrangements.

- Why had the HCA had not been included in the Transforming Neighbourhood Services review that had been undertaken?

Response from the City Mayor

This reflected the fact that the HCA was not a direct provider of Council services, but was a unique Centre, with self-governance and transitional funding in preparation for it achieving self-sustainability.

- Clarification of the response to the above question was sought, as it had been stated that the on-going review of community facilities would consider such facilities, irrespective of whether the Council funded them.

Response from the City Mayor

A decision on future Neighbourhood Services funding of the HCA could not wait until the review of community facilities reached that part of the city. When the review did reach that part of the city, it would include provision by the HCA and other suppliers in the area, but this was not scheduled for the immediate future..

- It was queried whether the funding withdrawn would be ring-fenced for use in Highfields.

Response from the City Mayor

Funding had not been withdrawn, it had ceased in 2013 and so what was in question was additional funding. As such, there were no funds to ring-fence.

The City Mayor addressed the Commission at the invitation of the Chair, explaining that before any decision was made on ceasing the provision of childcare at the HCA, a check had been made that there was “sufficiency of provision” in the Highfields area. From this, it had been found that there was an over-supply of children’s pre-school groups in that area of the city.

Members expressed some unease that services were being taken away from the Highfields Centre, but noted that a business plan had not been provided as requested. Priya Thamotheram reminded Members that a business plan, prepared with the assistance of a national body, had been submitted in June 2014.

The Director of Culture and Neighbourhood Services reiterated that a business plan had been received, but the Council considered that it was not sufficiently robust. Any decision on whether to provide future funding had not been made, to give the HCA time to strengthen the business plan and help to do this was offered by the Council. However, by May 2015 a revised business plan had not been received.

Members suggested that the comment made at 4.3 in the notes tabled by the

HCA was a bit severe. Priya Thamotheram replied that this referred to remarks made over the previous 18 months and a clause in the lease agreement for the Highfields Centre that if the HCA ceased to function the Council would have first call on the premises.

In reply to a question from the Commission, Priya Thamotheram explained that rent paid by the Council for use of the Centre was calculated on the basis of a formula and was capped at just under £100,000. This included payment towards insurance and heating costs. The rent proposed for future use was based on the same formula.

The Director of Culture and Neighbourhood Services noted that the Council was changing its usage requirements for the future, due to the changing needs of Adult Learning and Early Years services. This represented a reduction in space required of approximately 50%, but the rent proposed by the HCA had increased by 40% to approximately £140,000.

Priya Thamotheram confirmed that the HCA would have been willing to negotiate rent levels with the Council if more time had been made available. However, the City Mayor noted that the issue of rental of space by the Council at HCA was a separate one to that called-in.

Councillors requested information on what measures the HCA had taken to ensure that children were safeguarded. Priya Thamotheram advised that, as a responsible employer, the HCA had undertaken its own registrations with the former Criminal Records Bureau and with the Disclosure and Barring Service that replaced it. This was done for every member of staff and every volunteer engaged to deliver a service at the centre.

AGREED:

- 1) That the Director of Culture and Neighbourhood Services be asked to provide information about the services offered to all 13 children affected by the ending of the service at the Highfields Centre and to track those children to find out what play provision they will be attending in September 2015;
- 2) That concern is expressed about the future employment options of four early years staff affected by the above decision and the need for them to be offered appropriate other employment within the city;
- 3) That the Director of Culture and Neighbourhood Services be asked to:-
 - a) Provide members of the Commission with information about the successor provision for the adult education services relocated from the Highfields Centre, including numbers of students, courses and education locations; and
 - b) Invite Members to scrutinise the new arrangements identified

under a) above, notifying Commission members and signatories of the 'call in' of where the enrolment will be undertaken and enabling them to attend the enrolment days.

10. CURRENT CONSULTATIONS ON LICENSING MATTERS

The Director of Local Services and Enforcement submitted information on three current licensing consultations. The Head of Licensing and Pollution Control advised the Commission that all three consultations ended on 16 August 2015.

a) Taxi Licensing

The Head of Licensing and Pollution Control introduced this consultation, drawing attention to the four areas of taxi licensing that were being consulted on, namely:-

- i) The introduction of longer duration driver licences of up to three years;
- ii) The introduction of a Penalty Points scheme for driver misconduct;
- iii) Proposed awareness training in relation to Child Sexual Exploitation; and
- iv) A review of the existing vehicle age policy for taxis.

It was noted that it was proposed that one of the criteria for issuing a three year taxi driver licence would be that the driver had no serious criminal convictions. Members asked what constituted "serious" criminal convictions and expressed concern that someone could commit a serious offence very soon after receiving a three year licence and the Council could be unaware of this.

The Head of Licensing and Pollution Control explained that a serious conviction would be for offences such as assault, violence or dishonesty. Each driver had to have a criminal records check every three years, but it was hoped that the Council would be advised of any serious offences as they arose. However, there currently was no system that guaranteed that this would happen. Under the proposed Penalty Points scheme for driver misconduct, a driver would receive three Penalty Points for failing to notify the licensing authority of a conviction.

It was suggested that, rather than having variable length licences, they all should be for the same length, for example either one or three years, but the Head of Licensing and Pollution Control Current explained that current legislation required the Council to extend licences beyond one year unless there was good reason not to. By varying the length of licences, drivers could be seen more regularly if the Council had any concerns about their conduct.

Members queried whether any other licensing authorities used the Penalty Points scheme for driver misconduct and, if they did, how successful they found it. It was acknowledged that the Driver and Vehicle Licensing Agency already operated a penalty points system for drivers committing driving offences and asked whether this would be a sufficient means by which to assess drivers' suitability for a three year licence.

The recommendation that all drivers should be provided with Child Sexual Exploitation awareness training had been made as the Council wanted the drivers to be the “ears and eyes” of the city and report concerns they had. This was fully supported by the Commission.

Councillor Clair, Assistant City Mayor – Culture, Leisure and Sport, addressed the Commission at the invitation of the Chair, explaining that:

- The Council had regular dialogue with the National Union of Rail, Maritime and Transport Workers, so its members were aware of the changes being proposed in these consultations;
- It was proposed that the Penalty Points scheme for driver misconduct initially would be introduced for a trial period of 12 months. During this time, discussions could be held to ensure that the scheme of points was appropriate;
- The Head of Licensing and Pollution Control would manage the Penalty Points scheme for driver misconduct. All drivers would have a right of appeal against any points awarded under this system before a final decision was made;
- Drivers had indicated that they were happy to undertake the Child Sexual Exploitation awareness training; and
- A report on the final recommendations arising from these consultations would be presented to the Executive. That report also could be presented to this Commission for scrutiny.

In response to questions from Members, the Head of Licensing and Pollution Control explained that documentary evidence would need to be provided to substantiate a complaint of driver misconduct. The driver could challenge this evidence.

The length of a driver’s licence would be reduced when that driver had accumulated 12 points. To reach this level, repeated misconduct must have occurred. A report would be made to the Council’s Licensing Enforcement Sub-Committee for a decision to be made on whether the driver’s licence should be revoked or suspended. If this was done, the driver could appeal to a magistrate’s court and the revocation or suspension would not come in to effect until the appeal had been heard.

Members enquired whether exceptions to the upper age limit for vehicles could be made, (for example if the Council’s taxi testing station confirmed that a vehicle was in good order). However, the Head of Licensing and Pollution Control advised that this could become rather arbitrary. Also, with the age limit set at 11 years, the fleet renewed more quickly than with an age limit of, for example, 15 years and newer vehicles tended to be more efficient, creating less pollution.

AGREED:

- 1) That the Scrutiny Policy Officer be asked to pass the Commission's comments on the consultation on taxi licensing to the Head of Licensing and Pollution Control as follows:-
 - a) A clear definition of what is meant by a serious criminal offence committed by a licensed hackney or private hire driver is needed;
 - b) Licences for hackney or private hire drivers should be for a standard term of either one or three years;
 - c) There should be a formal agreement with partner agents, including the police, under which the Council is informed directly of any relevant convictions of, or offences by, licence-holders;
 - d) Further consideration should be given to the Council's proposed Penalty Points system for driver misconduct. This should include ensuring that there is a fair and effective way of managing it and that what constitutes an offence is clearly stated;
 - e) If the Penalty Points system for driver misconduct is introduced, the Assistant City Mayor – Culture, Leisure and Sport be asked to present the report of the review of its operation in 12 months' time to this Commission for scrutiny; and
 - f) The requirement to attend child sexual exploitation awareness training is fully supported; and
- 2) That the Assistant City Mayor – Culture, Leisure and Sport be asked to submit a report in 12 months' time on the review of the trial period of operation of the penalty points scheme to be scrutinised by this Commission.

b) Licensing Act Policy

The Head of Licensing and Pollution Control explained that the Council was required to review its Licensing Act Policy every five years. This was the purpose of the current consultation.

Members expressed some concern at the recommendation that off-licenses in areas associated with problem street drinking should not sell high alcohol content drinks. This could result in customers going to other outlets in the area to buy these drinks, which would be detrimental to the trade of off-licenses.

In reply, the Head of Licensing and Pollution Control explained that the restriction would apply to all licences in areas that had problems with street

drinking. This already was used in some parts of the city, such as London Road, and had led to a reduction in problems being experienced with street drinking.

AGREED:

That the Scrutiny Policy Officer be asked to advise the Head of Licensing and Pollution Control that this Commission comments on the consultation on the Council's Licensing Act Policy as follows:-

The Commission welcomes the consultation, but considers that the policy of banning some stores from selling high alcohol content drinks while others are allowed to sell such drinks is anti-competitive and may lead to smaller local businesses losing trade.

c) Gambling Policy Review

The Head of Licensing and Pollution Control drew Members' attention to the proposal that area profiles would be drawn up for all parts of the city. Members welcomed this, but noted that this could not be done until guidance was received from the Gambling Commission on what could be included.

Members raised concern that currently there was no limit to bets that could be placed through fixed-odds betting machines and suggested that a limit of £2 should be applied. The Head of Licensing and Pollution Control noted these concerns and advised the Commission that the Council previously had lobbied the government for such a limit to be introduced, but without success.

Concern also was raised about the number of betting shops that could be located in one street. The Head of Licensing and Pollution Control confirmed that this was a concern nationally, but the Gambling Act did not include any power to limit the number of betting shops in one area. Instead, the government was proposing that planning restrictions could be used to limit numbers.

Councillor Sood, Assistant City Mayor – Communities and Equalities, addressed the Commission at the invitation of the Chair. She reminded Members of her declaration of interest, (see minute 2, "Declarations of Interest", above), noting that Leicester was a very diverse city, with many different places of worship. However, betting shops were opening near places of worship, which was of concern to residents and worshippers. To help avoid this, it would be useful to include information on places of worship in the area profiles to be prepared.

The Commission concurred with this and suggested that a definition of what constituted a place of worship should be included in the area profiles. The Head of Licensing and Pollution Control advised that this was the sort of issue that it was hoped could be included in area profiles, but this could not be assured until guidance on completion of the profiles was received from the Gambling Commission.

It was suggested that indices of deprivation could be used to help create area profiles, which could help identify any correlation between the locations of betting shops and deprivation.

Councillor Master, Assistant City Mayor - Neighbourhood Services, addressed the Commission at the invitation of the Chair, suggesting that the location of betting shops could be plotted on the map of the locations of places of worship previously compiled by the Council.

AGREED:

That the Scrutiny Policy Officer be asked to pass the Commission's comments on the consultation on the Gambling Policy review to the Head of Licensing and Pollution Control as follows:-

- a) It is recommended that area profiles of the city should be prepared as soon as advice on what can be included is received from the Gambling Commission, to allow gambling licence applications to be judged on their local and cumulative impact on the local communities, especially in terms of pre-existing deprivation within those communities and including the impact on local places of worship; and
- b) It is recommended that the council continues to support the campaign for a reduction in the maximum bet which can be made in fixed-odds betting machines to £2.

11. NEIGHBOURHOOD SERVICES PORTFOLIO

The Director of Culture and Neighbourhood Services, Director of Finance and Director of Local Services and Enforcement submitted a report providing an overview of the key areas and services relating to the Neighbourhoods element of this Scrutiny Commission's work.

The Director of Culture and Neighbourhood Services introduced the report, explaining that it aimed to illustrate the wide extent of the portfolio and help Members decide what they wished to scrutinise.

AGREED:

- 1) That the report be noted; and
- 2) That all directors be asked to ensure that all reports submitted to the Commission contain recommendations on the action being sought from the Commission.

12. COMMUNITY INVOLVEMENT PORTFOLIO

The Director of Delivery, Communications and Political Governance submitted a report providing an overview of the key areas and services relating to the Community Involvement element of this Scrutiny Commission's work.

The Director of Delivery, Communications and Political Governance introduced the report, drawing Members' attention to the wide range of services involved in Community Involvement.

AGREED:

- 1) That the report be noted; and
- 2) That all directors be asked to ensure that all reports submitted to the Commission contain recommendations on the action being sought from the Commission.

13. WORK PROGRAMME

The Commission received the draft Neighbourhood Services and Community Involvement Scrutiny Commission Work Programme for 2015/16.

The Chair explained that this would evolve over the coming year, so members of the Commission were welcome to suggest areas of work that could be scrutinised. It was anticipated that no more than two major reviews would be done each year, which could be led by members of the commission other than the Chair if wished.

AGREED:

That members of the Commission e-mail the Chair to suggest areas of work to be scrutinised over the coming year.

14. CLOSE OF MEETING

The meeting closed at 7.18 pm

Minute Item 9

Neighbourhood Services and Community Involvement (NCSI) Scrutiny Commission – 13.08.2015

Highfields Community Association (HCA) / Highfields Centre (HC)

1.0 Introduction:

- 1.1 Presentation - Priya Thamotheram (Head of Centre) & Furzana Khalifa (HCA GB part time staff rep.)
- 1.2 Thanks to the sponsors of the call-in for the opportunity for this matter to be considered at NCSI.
- 1.3 Regrettable that positive discussions with officers about the renewal contract have been negated over last 18 months.
- 1.4 Decision to not provide any LCC funding for Arts, Sports, Advice and Community services at HC and to remove excellent and well-established pre-school and adult learning from HC is already having seriously detrimental impact on both service users and service delivery staff.

2.0 Issues raised by LCC

- 2.1 Financial Independence within 3 years but no formal/informal agreement
- 2.2 No Business Plan (BP) but 4 year BP was provided in April 2014 & updated BP delayed due to LCC's failure to provide information and car park license termination, funding & room hire decisions.
- 2.3 Funding Contractual Clauses not agreed but HCA agreed this in January 2015, albeit under duress as these contractual conditions were not being required of other equivalent agencies the Council funded.
- 2.4 No Comparable Pension provided but given projected 42% cut, subsequently actualised to 80% cut, HCA staff unanimously agreed new pension scheme.
- 2.5 Pension Deficit Payment – HCA's initial settlement agreement with Local Government Pension Scheme not agreed by LCC, so HCA agreed new settlement with LGPS which removed LCC's guarantor role.
- 2.6 Excessive room hire charges – meeting finally arranged to discuss new rental agreement cancelled at short notice and instead, less than a week given for HCA to provide an offer and less than 24 hours given for HCA to reconsider that offer!
- 2.7 High level of reserves - HCA's reserves is largely designated, with £250,000 for Asset Replacement Fund, £40,000 for programme support work and the balance providing the recommended six months operational costs.

3.0 HCA Service Highlights (2011 – 2014)

- 3.1 Turnover has increased by 360% & LCC's share of HCA's income has reduced from 95% to 48%
- 3.2 Expenditure has increased by 494 % (inclusive of a one-off pension deficit payment)
- 3.3 Staff team has increased by 40%
- 3.4 Over 400,000 users in 4 years (2011 – 2014) & exceeded all contractual targets
- 3.5 Open to the public 7 days per week over 326 days per year
- 3.6 Provided 5000 activity sessions in 2014, averaging 16 people per session
- 3.7 Member of 5 successful, externally funded service consortiums and raised over £600,000 in last 4 years from European Union and Big Lottery for new and additional services
- 3.8 Highfields Centre's pioneering community cohesion work resulted in it championing 'Celebrating Diversity and Unity in the Community' long before it became common parlance in both local and national discourse and reflected in both its staffing and usage figures, with HCA staff comprising last year of 59% Asian, 21% African/Caribbean, 12% White and 8% Other and reflected in its people usage pattern, with 73% Asian, 16% African/Caribbean, 4% White and 7% Other
- 3.9 91% of our users said HCA's services were excellent to good
- 3.10 98% of our users said they would continue to use HCA's services
- 3.11 97% of our users said they'd recommend our services to their friends, family, etc
- 3.12 Gained national accreditation through the achievement of the Social Enterprise Mark, Investors in People, Matrix, Advice Quality Standard and other national kite marks
- 3.13 Successful lead applicant for Highfields Our Place

4.0 In Lieu of a Conclusion

- 4.1 Just a fraction of the above service highlights would suggest a remarkable set of achievements to be celebrated & utilised as a benchmark for equivalent developments to be effected elsewhere in this city
- 4.2 It's been said that a week is a long time in politics and as for the last year, it's taken up much of our creative energies to ward off LCC's determined and unmerited attacks on our Centre.
- 4.3 In a blatant quest to bankrupt Highfields Community Association, the increasingly disadvantaged and predominantly racial minority communities in Highfields are being victimised through LCC's actions on several service related developments

Report to Scrutiny Commission

Neighbourhood Services and Community
Involvement

Date of Commission meeting: 1st October 2015

Transfer of Libraries' Printed Music and Drama Service

Report of the Director of Culture and Neighbourhood
Services



Useful Information:

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

1. Summary

This report updates the report to Scrutiny Commission of 26th January 2015 and details the decision to transfer the printed music and drama service to a regional service developed and run by Nottingham City.

A market research exercise was undertaken with Leicester and Nottingham service users in February and March 2015. The exercise was commissioned by Nottingham City working with Leicester City and undertaken by Making Music, the umbrella organisation for amateur music groups. A similar exercise was undertaken by Nottingham City working with Leicester City with groups using the play sets services in both cities.

The Nottingham regional model was updated to take the market research findings into account. A further consultation of service users was undertaken between 27th July and 23rd August 2015. Service users were asked to comment on the proposal to transfer the Leicester printed music and drama sets service to Nottingham City, and to comment on the detailed model which has been developed.

The purpose of this report is to:

- Provide an overview of the development of the model for a sustainable printed music and drama sets service run by Nottingham City
- Present a summary of the results of engagement work and consultation carried out with service users
- Invite comment on an executive decision to transfer the printed music and drama sets service to a regional hub developed and run by Nottingham City Council.

2. Recommendation(s) to scrutiny

- a) The Scrutiny Commission is recommended to note the actions taken since January 2015, to develop options for a sustainable music and drama service in the region
- b) The Scrutiny Commission is recommended to note the findings of the consultation exercise which took place between July and August 2015.
- c) The Scrutiny Commission is invited to comment on the decision to transfer the Leicester Libraries' printed music and drama service to a regional service developed and run by Nottingham City.

3. Supporting Information

This report updates the report to Scrutiny Commission that was presented on 26th January 2015 concerning the future of the Libraries printed music and drama service. It summarises the results of the Market Research which was undertaken in February 2015 and the findings of the consultation that was carried out in July/August 2015 into a proposal for the future delivery of the printed music and drama service. It details the model for the transfer of the Leicester Libraries' printed music and drama service to a regional service developed and run by Nottingham City for comment.

3.1 Background

A significant collection of sheet music, orchestral and vocal scores and drama texts is located at Fosse Centre library.

Choirs, orchestras and societies subscribe to a service where they may borrow multiple copies of music and drama sets for amateur performances.

Significant resourcing is required to run the service, for example to manage requests for extra copies of works from other authorities to make up sufficiently large sets for orchestras and choirs, Inter Library Loan charges and transport charges as well as stock replenishment. The total cost of the service is estimated at £23k per annum which places additional pressure on the capacity to deliver the core service.

Currently subscription charges paid by the groups only cover the cost of replacing stock. The cost of delivering the service is therefore wholly subsidised.

Approximately 25% of the 111 music groups who have used the service in the last 3 years have a key contact with a city postcode.

A total of 21,838 printed music items were borrowed through the service in the year 2013-14.

The printed music service is one of a reducing number that still remain active in the country. It should be noted that there are commercial services that offer a rental loan service but the cost of these is far higher than the model developed by Nottingham regional service.

Libraries need to focus staffing and resources on key service priorities. These are to support reading and learning, access to public IT and engaging with local communities around key issues such as health and employment. It is necessary to examine all library services to ensure that there is sufficient staffing resource for the highest priority work. This means limiting the scope of other services that are of a lower priority or finding alternative solutions to make them sustainable.

3.2 Consultation and engagement work

3.2.1 Initial consultation April 2014

An initial consultation exercise was undertaken between 10th April and 18th May 2014, with all registered service users invited to take part. A simplified self-service model with no specialist staff involvement was proposed. It was clear from the feedback that this model was unsatisfactory for the majority of subscribers as the ability to deliver advanced bookings (reservations) and to obtain part or full sets from other library authorities is key to the groups' planning and performance requirements and cannot be delivered on a self-service model.

However, many subscribing groups did understand the need to change and a range of alternative suggestions were made to achieve a more sustainable service. These included:

- working together with other organisations
- investing in an IT solution for a more efficient system
- raising subscription or hire charges
- raising Inter Library Loan charges
- charging for delivery costs

As a result of the feedback a decision was made to explore alternative options (consultation findings June 2014).

3.2.2 Development of regional model

Following research within the East Midlands region an option to work with Nottingham City Council was identified. Nottingham City obtained funding from Arts Council England and Locality to undertake initial feasibility work to develop a sustainable Printed Music and Drama service to serve Nottinghamshire and potentially Leicester, Leicestershire and Rutland. The service would also be available to other groups in the East Midlands region and throughout the country.

The redeveloped Nottingham Music and Drama service has been researched and developed in consultation with the Making Music organisation. It will offer:

- A new charging structure to cover the full cost of the service and ensuring a sustainable service for the future
- A new customer facing website enabling customers to:
 - Register online
 - Search detailed records of the full music and drama sets

catalogue

- Check availability and return dates for individual sets
 - Book music sets online for user defined time periods
 - Request additional copies through the Inter Library Loan system
 - Select collection site.
 - Pay charges for sets hire, Inter Library Loan and delivery online.
- The system will be unique in the field and will enable customers from any location to access the service
 - Options for collection will include branches in Nottingham City and Nottinghamshire County or a collection site (currently Fosse Library) at Leicester.
 - Specialist Nottingham City staff will support the collection and can be contacted direct by 'phone at advertised times.

Market research work was undertaken by Nottingham in January and February 2015 through Making Music, the national umbrella organisation for amateur music societies. The market research surveyed all existing subscribers to both the Leicester and the Nottingham printed music services using an online questionnaire. In addition focus groups run by Making Music were held in both locations. Drama subscribers were surveyed separately in February 2015.

3.2.3 Consultation July 2015 on transfer to Nottingham

A further consultation of service users was undertaken between 27th July – 23rd August 2015. Service users were asked to comment on the proposal to transfer the Leicester printed music and drama sets service to Nottingham City, and to comment on the model which has been developed. Service users were invited to respond to an online questionnaire, and also to attend one of two briefing sessions held in August.

The results of the research are encouraging. The Leicester briefing groups were broadly positive about the option to transfer the stock to a sustainable regional service. Key concerns are the Pay As You Go pricing structure which will mean a significant increase in charges for larger organisations who borrow for long periods of time. There was also concern over the charges for delivery and return to Fosse Centre for Leicester based groups.

The briefing sessions were well attended. The development of an IT system by Nottingham to provide online access to all transactions was welcomed. Despite concerns about increased charges for larger groups there was an understanding that the service needs to cover costs in order to be sustainable

over the longer term, and that this is best achieved across a wider area.

3.3 Decision to transfer the Printed Music and Drama Service

Details of the decision to transfer the Leicester printed music and drama sets service to Nottingham City as part of the development of a regional service run by Nottingham are as follows:

- The Leicester City collection of around 24,000 printed music and drama sets items will be transferred to the Nottingham City service to expand the core stock and to support the creation of a regional service.
- Current Leicester, Leicestershire and Rutland music and drama service subscribers will be supported to register with and use the new regional service. Training sessions will be held for all service users who wish to attend prior to commencement of the new service.
- Fosse Neighbourhood Centre will remain a collection and return point for sets supplied by the Nottingham service. Nottingham City will be responsible for delivery of the sets and will apply a charge to cover the costs of the courier. Leicester City will be responsible for the return of sets from Fosse Centre to Nottingham City and will apply a charge to cover the cost of the courier.
- Leicester City will operate a 100% subsidy on the return charge from Fosse Centre for the first 12 months of operation.
- It is understood that Nottingham City will implement a new scale of charges for sets loans, Inter Library Loans and delivery which will cover the cost of the service.
- It is understood that a new IT system will be developed by Nottingham to enable all subscribing groups to search, request, book and pay online.

3.4 Overview plan

The proposed implementation plan for transfer of the Leicester printed music and drama sets service to the Nottingham regional service is as follows:

Actions	Timescale
Completion of Nottingham IT system	November 2015
Memorandum of Understanding signed between Nottingham & Leicester	November 2015
Transfer of stock and shelving from Leicester to Nottingham	November – December 2015
Training on new service for Leicester & Nottingham users and staff and promotion of service	December 2015 - January 2016
Official launch of new service (dependent on Nottingham and Leicester)	January 2016

3.5 Issues and Risks

- A process for dealing with current annual subscriptions and those due for renewal will need to be put in place. If the service transfers in January 2016 part refunds will need to be made to those groups who have already paid in full.
- The delivery mechanism and costs are a key consideration for Leicester City users. There will be an option to collect sets directly from any Nottinghamshire library at no extra charge. However this will not be convenient for all groups, especially those based in the south of the county. It is proposed that an option will be made available to collect sets from the current pickup branch, Fosse Library. A charge would be made to cover delivery and return costs. It is proposed that the Leicester return charge be subsidised for the first 12 months of operation.
- It is understood that some of the groups would still prefer a Leicester based service even if this means significantly increased costs. However such a service is no longer sustainable as the specialist knowledge and staffing resource required to run this are no longer available within the Leicester service.
- A Memorandum of Understanding would be signed between Leicester City Council and Nottingham City Council with regard to the transfer of the printed music and drama sets stock. The stock would be returned to Leicester City Council should the regional hub service cease operations within the first two years.

4. Financial, legal and other implications

4.1 Financial implications

‘There are no significant financial implications arising from this report, which provides an update and signals consultation about a possible regional service.

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

4.2 Legal implications

“Legal Services’ Commercial, Contracts & Capital Team can provide advice to Culture and Neighbourhood Services on setting up a shared service to music groups, as this project develops.

Greg Surtees, Legal Services – 37 1421”

4.3. Climate Change implications

“If the development of a regional service across Nottingham, Nottinghamshire, Leicester, Leicestershire and Rutland were to lead to an increase in the number of inter-library loans then this would result in an increase in carbon emissions due to transportation of goods between libraries. This area should be clarified when presenting the results of further research.

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

4.4 Equality Impact Assessment

“As indicated above, local consultation findings have emphasised the importance of such a service in enabling local choirs and groups to continue to produce music and drama events that enable local residents to participate in community events of interest to them. The establishment of a regional resource is an option that if financially viable and appropriately accessible, would continue to ensure existing

need for such material is met. The outcome of the feasibility study and proposal for decision regarding the future of the service will determine more detailed equality implications for consideration. Given the range of subscribers to the service, those using and likely to use the service cover all protected characteristics.

Irene Kszyk, Corporate Equalities Lead, ext. 374147.”

4.5 Other Implications

None.

5. Background information and other papers:

None.

6. Summary of appendices:

A. Consultation Findings September 2015

7. Is this a private report?

No.

Printed Music & Drama Service – proposed transfer

Findings of the closed consultation
as at 1st September 2015

Prepared by:

- *Neighbourhood Services*
- *Research and Intelligence*



This report provides a summary of the findings of the closed consultation.

It includes information about:

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

1. BACKGROUND

1.1 Development of the proposal

The city council is required to make difficult decisions about its services as a result of significant cuts in government funding. The council's response to this challenge is to work with service users and local communities to develop proposals to make the required savings in ways that will provide a revised but sustainable service offer.

The Music and Drama service to groups in both the city and the county requires a lot of resource to maintain and the subscriptions that are currently charged only cover a very small part of the cost of the service.

Last year subscribers were consulted on a proposal to run the Music and Drama service on a basic self-service model. The majority of respondents indicated that this model would not work because Inter Library Loans and advanced bookings are essential to their operations.

A number of alternative options were proposed by service users. These included:

- working together with other organisations
- investing in an IT solution for a more efficient system
- raising subscription or hire charges to cover the true cost

As a result Leicester City Council has developed an alternative option to transfer the printed music and drama collection to Nottingham City Council in order to develop a sustainable regional service which would be run by Nottingham. An in depth market research exercise was undertaken with Leicester City subscribers earlier this year to help shape the model.

This consultation seeks to gain feedback from Leicester City service users on the proposal to transfer the Leicester printed music and drama sets service to a regional hub run by Nottingham City.

1.2 Overview of the proposal

Under the proposed scheme the music and drama service will be run by Nottingham City Council and based at a Nottingham City Library. Leicester City music and drama items will be transferred to Nottingham doubling the size of the current collection and reducing the need for Inter Library Loans.

The regional service will deliver a fully costed sustainable music and drama service for the East Midlands.

Benefits of the redeveloped Nottingham City music and drama service:

- Groups will be able to reserve music and drama sets up to 1 year in advance.
- Specialist staff knowledge and expertise will be available by phone or email
- A greater range and volume of stock will be accessible reducing the need to order copies from other authorities
- Online access to the full music and drama catalogue will show full copy and bookings availability
- Groups will be able to access their account online and to view current loans and the progress of any orders and requests

- Payments will be made online
- Queries or stock suggestions can be made using the online system

Access

Access to the service will be online

A new IT system will be developed to provide 24/7 access for music and drama groups from any location. The system will be unique in the UK. Groups will be able to:

- Register
- Search & view the full catalogue
- Order & reserve sets for specific dates
- Request Inter-Library Loans
- View charges and make payment using debit/credit card
- Select delivery point
- Record loans as “returned”

Customer support

Specialist staff advice will be available by ‘phone at advertised times, and by email

Training sessions would be arranged in Leicester City locations for all music and drama groups to support the move to the new online system.

Charges

Music sets will be charged on a Pay As You Go basis. Charges will be per item per month:

Type of material	Charge per item per month
Large Vocal score	£0.35
Small Vocal score	£0.25
Part Song	£0.10
Orchestral Set	£6.00

Drama sets will be charged on an annual subscription basis of £50 per year.

Inter Library Loans charge: non-refundable admin charge of £6 per set or part set, regardless of size. Standard PAYG charges apply to Inter Library Loaned music items.

Charge for sets or part sets overdue by 2 weeks or more: £0.50 set/part set per day

Courier delivery charge to Fosse Library Leicester: £4.80 per 10kg box

Courier return charge from Fosse Library Leicester: £4.80 per 10kg box.

Charges and payment methods will be set by the service provider, Nottingham City Council.

Collection options

Collect direct from Nottingham Central Library (no charge) – avoids delivery wait time

Collect from any Nottingham City or Nottinghamshire Library (no charge) – delivery time incurred and included in loan period

Collect from Fosse Centre Library, Leicester (courier cost £4.80 per 10kg box)

Return options

Return to any Nottingham or Nottinghamshire Library by due back date (no courier charge)

Return to Fosse Centre Library, Leicester by due back date. There is a courier charge of £4.80 per 10kg box.

Arrange self-return direct to Nottingham Central Library via your own courier

There is a buffer period of 2 weeks for all returns to allow for delivery

2. CONSULTATION METHOD

Objectives and techniques

Subscribers to the Printed Music and Drama service were consulted over a four week period between 27th July and 23rd August 2015.

All 90 subscribing groups were contacted by email or letter. A reminder email was sent mid-way through the consultation period.

Library staff highlighted the consultation to all groups who visited Fosse Library during the consultation period, or who contacted the service by 'phone or email.

The consultation outlined the details of the proposed transfer of the Leicester printed music and drama sets service to Nottingham City to facilitate the development of a regional service run by Nottingham City. The objectives of the consultation exercise were:

- to brief all service users on the detailed service model developed by Nottingham City and supported by Leicester City Council
- to consult upon the proposed transfer of the Leicester City printed music and drama collection to Nottingham City
- to consult on the suitability of the model of redeveloped Nottingham service for Leicester City service users
- to consult on the transfer of the service with regard to access requirements for Leicester City groups and individuals

Groups were invited to respond to an online consultation in the form of a questionnaire. The questionnaire included areas for respondents to write their own comments with regard to the proposed transfer of the Leicester city service.

Two briefing sessions were held at which managers from both Leicester City Council and Nottingham City Council were present. The sessions were held on Wednesday 19th August in the evening and Saturday 22^d August in the morning to ensure a wide range of representatives were able to attend. Full details of the proposed service and transfer arrangements were given. Questions, comments and general feedback were invited throughout the sessions.

Some groups submitted additional comments by email. These responses have also been included in the consultation results.

3. PUBLIC RESPONSE AND VIEWS EXPRESSED

Respondents

23 individuals responded to the questionnaire representing 21 identified organisations in total. In one case two members of the same group completed the questionnaire.

In addition to the completed questionnaires 2 individuals contacted the council by email or letter to register their comments outside of the questionnaire format.

Several groups contacted the “Making Music” association of amateur and semi-professional musicians including choirs and orchestra. Making Music have also submitted their own response and have sent a representative to attend the briefing sessions. The comments made by Making Music are also included in the consultation.

In addition to the online questionnaire, 29 representatives from 19 music and drama groups attended 2 briefing sessions at Fosse Neighbourhood Centre. Although the initial number of bookable places was increased from 24 to 30, subsequent requests could not be accommodated due to the capacity of the meeting room. It is recognised that music and drama groups appear to have placed greater importance on the face to face briefings, possibly because a fuller dialogue has been required to clarify detail around the proposed service.

In total 32 music and drama groups engaged with the consultation, representing over one third (36%) of the user groups who had been contacted.

The figure below shows the number and percentage of groups responding to the online questionnaire, where stated:

Members	Groups	
	19 organisations	
	N	%
Up to 20	1	5%
21 – 40	5	26%
41 – 60	5	26%
61 – 80	6	32%
81 – 100	1	5%
Over 100	1	5%

Responses were received from groups using all types of printed music and drama materials. The materials were categorised by the Nottingham charging category type. The figure below shows how many of the groups who responded use each type of material:

Material type	Groups	
	23 organisations	
	N	%
Large vocal scores	13	56.5%
Small vocal scores	13	56.5%
Orchestral sets (box)	10	43.5%
Part songs (sheets)	10	43.5%
Play sets	3	13.0%

4. VIEWS AND COMMENTS

4.1 Accessing the service

4.1.1 Online service

Access to the Nottingham Performing Arts Sets Service would be primarily online. A website is being developed by Nottingham City underpinned by a new bespoke IT system. Customers would be able to register their group, search the expanded catalogue, check sets and copy availability, place bookings and make payment online.

Development of an IT system to achieve efficiencies was suggested by some Leicester City groups during the initial consultation in April 2014. The model was developed as part of the market research commissioned by Nottingham City and supported by Leicester City in February 2015.

Of the 20 groups who responded, 19 said they would be able to access the Nottingham service online and 1 group said they were not sure.

4.1.2 Staff support

Feedback from the two briefing sessions highlighted the value placed on continued staff support and in particular the specialist knowledge required to obtain the required sets in the correct formats and quantities. Some groups stated that they rely on the feedback from staff to help plan performances for the year ahead, as an indication is required as to likelihood of obtaining suggested sets in the correct quantities for future performances well in advance.

The briefing session groups welcomed the availability and support of staff members with specialist knowledge within the Nottingham service. A key point was the confirmation that staff intervention and knowledge would be available at Nottingham to source Inter Library Loans and the recognition that this part of the service cannot be automated. Although it was made clear that, as with Leicester, Nottingham staff would need to limit Inter Library Loan (ILL) searches to around six external authorities due to time constraints, staff specialist knowledge would be used to approach those authorities most likely to hold the required set(s) to give the best chance of success.

Most groups attending the briefing sessions preferred to contact staff by email with their enquiries. The groups also welcomed the ability to contact music and drama service staff by 'phone on occasion to discuss in depth requirements. One group would like to visit the Nottingham music and drama library to talk to staff face to face. All groups welcomed the availability of specialist staff to talk to by phone or in person at advertised times.

Leicester City groups were asked which days and times they would prefer staff support to be available. The responses are summarised in the figure below:

Day	No. of Groups		
	23 organisations		
	Morning	Afternoon	Evening
Monday	6	6	4

Tuesday			5	4	6
Wednesday			4	4	5
Thursday			5	4	4
Friday			7	5	2
Saturday			6	3	N/A

The preferred times for phone support were Monday morning and afternoon, Tuesday evening, Friday morning and Saturday morning.

4.1.3 Online payment

Payments for the music and drama service would be made online to Nottingham City by debit or credit card.

Leicester City service users were asked if their group would be able to make payment online. The figure below shows the responses to the online questionnaire:

Able to pay online by credit/debit card?	Groups	
	21 organisations	
	N	%
Yes	16	76.1%
No	3	14.3%
Don't currently pay	2	9.5%

Of the 3 groups who responded “no” one stated that did not currently have a card but would investigate. Two stated they were charities and understood they this precluded the group from having a card.

The online payment requirement was also discussed at the briefing sessions. Several groups reported that debit cards had since been issued to their organisation, but this may depend on individual group arrangements and financial controls.

4.1.4 Training requirements

Groups were asked if they would like members to attend training sessions to familiarise users with the website which is being developed for the Nottingham service.

This was identified as a strong requirement, with 84% of the groups who responded to the questionnaire requesting training for one or more members.

Groups attending the briefing sessions also welcomed the training sessions. The majority were confident that those who needed to access the system had an adequate level of familiarity with online IT systems. However two groups were concerned that their members has limited IT skills and may require additional training.

The groups attending both briefing sessions were interested in early access to the new IT system and have volunteered to attend user testing sessions.

4.1.5 Other access issues

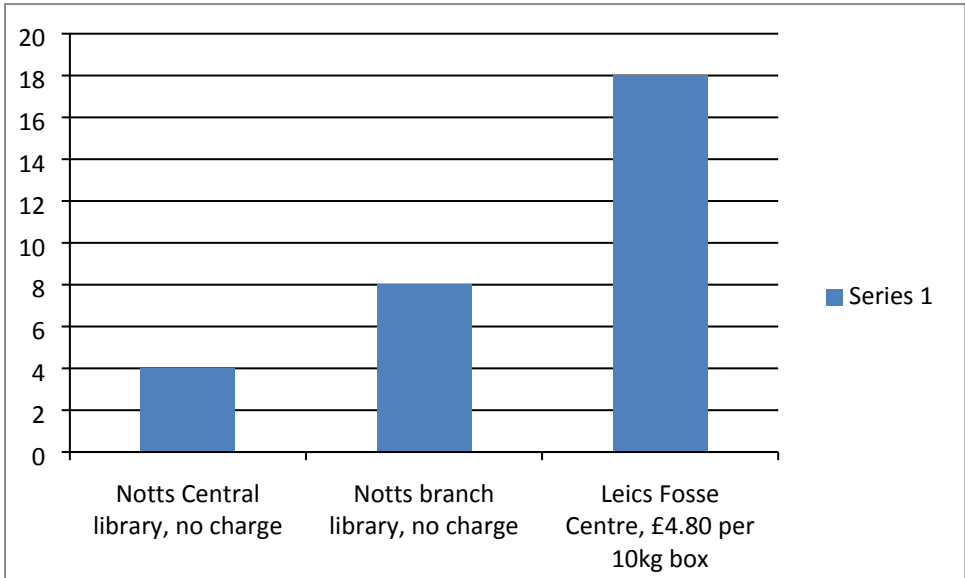
User groups were asked if there were any other access requirements for their groups. Responses were categorised as follows:

Other access issues	Groups
	23 organisations
	N
None	13
Access to online service for 2 members	1
Detailed catalogue records	1
Level access for collections	1
Prefer Leics County Library collection	2
Delivery charge to Fosse is high	3
Car parking required	1
Trolley required for collection of bulky sets	2

4.2 Collection and return options

Collection and return of music and drama sets was particularly important to Leicester users as the physical sets would be based in Nottingham. Following extended discussion at the market research session in March 2015 an option to collect sets from and return to Fosse Neighbourhood Centre has been developed. This option was welcomed by many Leicester customers responding to the questionnaire and also at the briefing sessions.

Leicester groups responding to the questionnaire intended use the following options for collection of their music and drama sets (note some groups may use more than one option). 20 groups responded in total:



Leicester groups responding to the questionnaire intended to use the following options for return of their music and drama sets (note some groups may use more than one option). 21 groups responded in total:



Five of the groups responding to the questionnaire objected to the delivery and return charges to and from the Leicester collection point at Fosse Neighbourhood Centre. One group commented:

“...we are a large group and boxes of more than 10kg are not uncommon and Leicester being our easiest point of collection or drop off this will cost us a lot”

At the briefing sessions two separate views were expressed. Groups based in north Leicestershire, or with links in Nottingham were happy to collect and return to Nottingham at no charge:

“Our group would be happy to return to Nottinghamshire libraries as we are based in North Leicestershire”.

Other groups were based further away from Nottingham and were concerned by the additional collection and return charges:

“Is there any possibility of reviewing the delivery costs for Leicester users to find a way of reducing the delivery costs?”

Two groups were interested in a costed courier service which would deliver direct to their door, but Nottingham City Council explained this option had been investigated and costs were unrealistic due to the low volume. This was why the standard inter-libraries courier agreement had been proposed to deliver sets to and from Fosse Library as the cheapest rate available.

4.3 Pricing structure

A range of opinions were expressed with regard to the pricing structure which would be introduced by Nottingham when the redeveloped regional service is launched.

4.3.1 Music sets charges

Music sets loans would be loaned on a Pay As You Go basis with no annual subscription charge.

Some large choirs were concerned that based on their current annual usage the full cost of their sets loans would be significantly higher than at presently. One group with 65 members, collecting from Fosse library and borrowing a range of sets for 7 month periods twice a year each had calculated their annual sets hire charges at over £1,300.

Another choir had calculated the cost of their current music order under the new pricing structure. The loan of 50 copies each of 8 varied pieces weighing 80kg in total would cost in the region of £320. However the group had compared this to the cost of another provider and found that the same loans would have cost £170 more.

Groups also discussed making changes to their current music sets hire arrangements, for instance borrowing for shorter periods of time and reviewing their programmes for the year. There was a consensus that groups may want to organise themselves differently to minimise costs in moving from the annual subscription arrangement to a Pay As You Go pricing structure.

Feedback from orchestras was that the charges for boxed orchestral sets were fair and that loans periods for this type of material were often shorter limiting overall costs under the proposed scheme.

4.3.2 Drama sets charges

Drama sets would be borrowed on an annual subscription basis due to different patterns of use identified by these groups during the market research exercise.

No feedback was received from performing drama groups with regard to the proposal. It was noted at the briefing sessions that there would be no change to the annual subscription charges for these groups, although there would be an additional delivery charge to pay for collection at Fosse Neighbourhood Centre.

However one reading group who currently uses the Leicester service at no charge did respond to the questionnaire and another reading group attended the briefing sessions. Leicester City service reading group users do not currently pay to borrow drama sets on the basis that they do not

perform. Under the redeveloped Nottingham City service all drama sets users would pay an annual subscription charge as part of a consistent policy.

The group responding to the questionnaire was unhappy that a charge would be implemented for all users of the drama sets service, and commented that many of their members were retired. Although a similar point was made at the briefing session representatives from the group discussed the possibility of funding the annual subscription charge of £50 by splitting the cost between the 12 members. The consensus amongst the groups attending the briefing session was that a consistent charging policy should be in place for all service users.

4.3.3 General approach to pricing structure

Music groups attending the briefing sessions made a number of points regarding the charges. It was recognised that the Nottingham pricing structure would mean an increase in charges for most groups based on current usage with the heaviest users experiencing the greatest increases. During the initial discussion some groups expressed dissatisfaction with the pricing structure and concern as to how the raised costs would be met.

However there was a consensus that the service did have to pay for itself to be sustainable and an understanding that the service was not intended to be profit making. Groups were also welcomed the upfront investment being made by Nottingham City in the IT system and in tidying up the catalogue.

Music groups were eager for a decision to be made, and if the transfer were to go ahead to find out when this would be. Several groups are looking to review their annual subscription charge to members in order to cover costs and therefore need to know the plans for the coming year as soon as possible.

4.4 Service model

The Nottingham City proposed service model was discussed in detail during the two briefing sessions with regard to its suitability for Leicester City service users. Several key areas were identified.

4.4.1 Stock and catalogue

Under the proposal Leicester City stock would be transferred to Nottingham City to double the size of the core collection. This would reduce the need to source full or part sets from external library authorities, reducing administrative and delivery costs and avoiding some Inter Library Loan charges for customers.

The expanded core music and drama stock pool was welcomed by groups at both briefing sessions and also by respondents to the online questionnaire:

Leicester groups will be much more reliant on the information held on the online catalogue, as it is less likely they will visit Nottingham Central Library to view the sets. The following practical feedback was offered and will be considered by Nottingham City part of the system and catalogue development work:

“The catalogue needs to show how many copies of each part are available in a full orchestral box set, especially for string parts”

“One of our difficulties is having to transpose clarinet and trumpet parts from A for players who only have Bb instruments. Will the staff be able to inform us whether parts are in A or Bb as it takes a week or so to make the transpositions”

“Will need a catalogue of plays held including the numbers in the cast.”

Groups highlighted the continued need for staff support and advice at advertised times to help clarify some of the above detail. Groups were also pleased to have an email address to send further detail relating of their specific requirements, for example numbers of parts required in orchestral box sets.

4.4.2 Reservations (advanced bookings)

Leicester City service users were pleased with the ability to reserve sets up to 1 year in advance using the Nottingham website. The reservation function has previously been identified as a key concern by groups responding to an initial consultation in April 2014.

The ability to view the availability of sets and copies into the future using the online catalogue was also welcomed at the briefing sessions, as this would help groups to decide on future pieces to perform.

Clarification was sought and received on a number of practical points regarding the Nottingham system:

- Reservations may be cancelled by the customer if they have not yet been supplied or if additional ILL copies cannot be sourced to complete the set.
- There is no limit on the length of bookings, but under Pay As You Go charges would reflect longer loan periods.
- Payment for reservations would not be required until the set was ready to release for collection.
- The website will provide a link to an Inter Library Loan request facility if additional copies are required to complete the set.

4.4.3 Inter Library Loan (ILL)

Leicester service users were particularly concerned to ensure that the Inter Library Loan service would be available as part of the overall offer. This requirement was the second key finding of the initial consultation which took place in April 2014. One online questionnaire respondent commented:

“The use of inter library loans is still going to be essential. For any one piece of music we get copies from a range of libraries of which Nottingham is only one. Ipswich, Bournemouth, Derbyshire, Hertfordshire, Lincolnshire, Carlisle and Staffs are some of the many that have supplied us. Your ability to find copies from this variety is very important to us.”

The ability to request Inter Library Loans for full or part music or drama sets through the newly developed website was welcomed by groups attending the briefing sessions. However reassurance was sought that the sourcing of Inter Library Loans would be undertaken by staff with specialist knowledge to ensure the best chance of sourcing the correct materials at the right time.

4.5 Intention to use the service

All groups were asked if they would use the redeveloped music and drama sets service run by Nottingham City Council if the Leicester service was transferred.

17 out of 20 groups (85%) responding the online questionnaire said they would use the service.

One play reading group and two choirs said they would not use the service as things stand. All cited the increased charges as the main reason. However two of the three groups intended to review internal arrangements and subscriptions to see if increased costs could be accommodated.

All representatives attending the two briefing sessions indicated that their groups would use the redeveloped Nottingham service. It was noted that groups felt more confidence in the proposal following attendance at the detailed briefing sessions. Some groups said would look to change the way they organise their operations to make the most of the new service model.

The delivery and return charges for collection from Leicester Fosse Library were cited by a number of groups as a potential obstacle, raising already increased costs for Leicester groups. This factor was referenced by 6 of the 21 groups who responded.

The closing comments made by groups responding to the questionnaire reflected disappointment at the transfer of the Leicester sets service, and enthusiasm for the redeveloped Nottingham regional service in equal measure. Several respondents praised the high standard of service they had received from Leicester City over the years.

Making Music, the umbrella organisation for amateur music groups, attended the briefing sessions and clarified a range of detailed queries regarding the proposed transfer from local groups. They commented "This potential solution is much better than the one originally proposed by Leicester City Council and one that we wholeheartedly endorse and therefore will recommend to members as a way of going forward which has a greater chance than any other to guarantee a long term future for a music library service in the region."

A sample of the closing comments which were submitted by groups responding to the questionnaire is included below:

"I have attended meetings with the Nottingham City Council regarding this proposed transfer and see no problem and more than likely an improvement"

"Unless I'm overlooking something, this looks good. The one sacrifice is having to pay for delivery to and collection from Fosse Library in Leicester..."

"This is obviously not going to be as convenient as the current arrangement but is better than having no service at all."

"(we)... very much regret that the proposed transfer needs to go ahead ... We are disappointed that the excellent service provided by Leicester libraries will no longer exist."

"The charge per item per month is a great problem... The cost to our Society which has 62/65 members will be very expensive and, therefore, prohibitive."

"I applaud the statement that there will be a bigger pool of music to choose from in the new service, and also I like the idea that there will be a good online service. But I have very serious reservations about the proposed charges ... and the effect these will have on small and poorly financed choirs such as ours."

“The proposed regional model sounds a good solution. Thanks for taking the time to put this in place!”

5. CONCLUSIONS

The regional music and drama sets service which has been developed by Nottingham City Council in consultation with Nottingham and Leicester service users addresses key issues which were raised during an initial consultation in April 2014.

Key developments such as the investment in a new IT system and the amalgamated core stock pool were welcomed by many groups.

85% of music and drama subscribers who responded to the consultation questionnaire stated that they would use the redeveloped service. All of the groups who attend the briefing sessions indicated they would use the service, but there are some reservations.

The need to cover the true cost of the service whilst achieving efficiencies through the creation of a regional hub service was generally accepted by groups attending the briefing sessions. However there was concern from some groups with regard to the increased charges they would need to accommodate if the proposal went ahead. Some groups intended to review their sets loan periods and internal subscriptions in order to accommodate the new pricing structure.

Leicester City service users were also concerned by the potential additional cost of delivering sets to and from the Leicester City drop off branch (Fosse Neighbourhood Centre). Several groups asked whether anything could be done to reduce these costs.

With regard to the proposal, groups attending the briefing sessions requested that a decision be made sooner rather than later so that they could plan for the future.

Next steps

Practical service development suggestions will be summarised for consideration by Leicester City and Nottingham City Library services.

Groups attending the briefing sessions will be included in any future systems user testing.

A report summarising the results of the consultation will be made to the Leicester City Council executive.

Transforming Neighbourhood Services Project

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Update on progress to
Neighbourhood Scrutiny &
Community Involvement Commission
1st October 2015

Overview

1. Background
2. Progress to date
3. Benefits delivered
4. Next steps

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1. TNS Background

TNS Programme is reviewing the way in which neighbourhood based services are delivered throughout the city

Reviews are focussed on the use of buildings managed by these services with a priority given to retaining services provided over retention of specific buildings

49 Services currently in scope:

- Adult Skills & Learning
- Community Services
- Libraries
- Neighbourhood based Customer Service points

TNS neighbourhood areas

TNS uses a neighbourhood area based approach:

Neighbourhood Area	Wards
South	Aylestone, Eyres Monsell, Knighton, Saffron
West	Braunstone Park & Rowley Fields, Fosse, Western Park
46 North West	Abbey, Beaumont Leys, Abbey
North East	Belgrave, Humberstone & Hamilton, Rushey Mead, Thurncourt, Troon
East	Evington, North Evington, Spinney Hills, Stoneygate, Wycliffe
Central	Castle

TNS Methodology

Each neighbourhood is considered in turn:

- Early meeting with ward councillors
- Initial engagement with all stakeholders, providers, service users, communities and members of the public to help develop draft proposals
- Development of draft proposals, costings and feasibility work
- Further period of engagement to seek comments and views prior to refining the proposals and then, following agreement, implementation
- Where buildings no longer to be used, working with the groups / providers to relocate to alternative locations
- Develop options for reuse or disposal of buildings, for example Community Asset Transfer

2. Progress to date - overview

South Neighbourhood Area

- Consultation: October 2013 – February 2014
- Executive decision: March 2014

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West Neighbourhood Area

- Consultation: April – August 2014
- Executive decision: October 2014

North West Neighbourhood Area

- Phase 1 consultation: Nov – Dec 2014

Progress: South Neighbourhood Area

- **South area** executive decision March 2014
 - Investment in Pork Pie Library and Community Centre
 - Relocation of community services from Linwood and Southfields Drive Community Centres allowing alternative use
 - Delivery of self-service library at Eyres Monsell Community Centre
 - Community Asset Transfer of old Aylestone Library on Richmond Road

Progress: West Neighbourhood Area

- **West Area** executive decision Sept 2014
 - Investment in Westcotes Library
 - BRITE Centre to accommodate STAR office
 - 4 buildings made available for Community Asset Transfer:
 - Oak Centre – Agreed Sept '15
 - Cort Crescent Community Centre - Agreed Sept '15
 - Newfoundpool Community Centre - Agreed Sept '15
 - Braunstone Grove – Under discussion
 - Manor House Community Centre – work with groups to review use
 - Fosse Centre – further review needed

Case Study: Aylestone Leisure Centre & Library



- Old Aylestone Library on Richmond Road poorly located with accessibility issues
- Relocated to Leisure Centre July 2013
- Large Increase in library visits, book loans and computer use

Aylestone Library		
Performance Indicator	2012 - 13	2014 - 15
Total book loans per year	13,029	28,504
Total hours PC use per year	968 hrs	4,526 hrs
Total visits per year	7,730	47,001

- Overall use of the leisure centre and sports facilities has increased
- Library staffed hours extended + self service available when staff leave
- Community Asset Transfer of old building reused for childcare provision

Case Study: Pork Pie Library & Community Centre



- Joint Service Centre created
 - Library
 - Community Centre
 - Adult Learning Centre
- Services relocated from nearby buildings
 - Linwood Centre – workshops developed
 - Southfields Drive Community Centre – reuse for community enterprise
- Benefits
 - Building investment
 - One stop shop
 - New heating & lighting systems
 - IT Suite for Adult Learning
 - Kitchen for lunch club and events
 - New community rooms for hire
 - Longer opening hours (+16hrs/week)
 - Out of hours access
 - Community stakeholder group

Case Study: St Matthews Centre



St Matthews Centre
10 Malabar Road,
Leicester LE1 2PD

Centre Opening Times


Monday	8.45am – 10pm
Tuesday	8.45am – 10pm
Wednesday	8.45am – 10pm
Thursday	8.45am – 10pm
Friday	8.45am – 10pm
Saturday	10am – 4pm
Sunday	10am – 4pm


- | | |
|--------------------------|--------------------|
| • Room hire | • Youth activities |
| • Birthday parties | • Badminton |
| • Adult learning courses | • Football |
| • Older persons groups | • Basketball |
| | • Karate |
| | • Gymnastics |

T: 0116 222 1045

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W: www.leicester.gov.uk/communityservices

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SCAN ME



WITH YOUR PHONE



- Early model developed in consultation with community groups
- Joint Service Centre created, with 10 services
 - Community Rooms
 - Housing Office
 - STAR
 - Adult Learning Centre
 - Sports Hall
 - Youth service
 - Nursery
 - Library
- Building redesigned in consultation with local community organisations.
- 3 shop units re-let
- Some works remaining – to revisit as part of TNS North North East



Leicester
City Council

3. Key Benefits: Summary

1. Engagement of local groups and communities
2. Improvements to local buildings
3. Development of multi-service centres
4. Increased opening hours by combining services
5. Improved access to buildings
6. Creation of new community spaces
7. Modernised facilities
8. Reduced carbon footprint / energy efficiencies
9. Opportunities for local groups to take on community buildings
10. Reduced building running costs

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4. Next steps: North West Neighbourhood

- Initial consultation undertaken on services in 12 community buildings Nov – Dec 2014
- Feedback from local residents and stakeholders was as follows:
 - Services provided are more important than particular buildings.
 - That transfer of assets through Community Asset Transfer would be welcomed.
 - Services could be combined into fewer buildings, based on location and proximity of other sites.
 - That there should be better advertising of community spaces that are available for hire to increase usage and income.

North West Neighbourhood – next steps

- Summer / Autumn 2015: Running feasibility studies to test some of the suggestions from stakeholders
- Finalise options following engagement work
- Winter 2015/16: Consult with local people on the proposed options
- Spring 2016: Executive decision and start projects

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Any questions?

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Report to Scrutiny Commission

Neighbourhood Scrutiny & Community
Involvement Commission

Date of Commission meeting: October 2015

Annual Update on Emergency Food use in the city



Useful Information:

- Ward(s) affected: All
- Report author: James Rattenberry, Service Development Manager
- Author contact details 0116 454 1616 James.rattenberry@leicester.gov.uk
- Date of Exec meeting 1 October 2015

1. Summary

1.1 The Commission requested and were provided in April 2014 with a report detailing the provision of food banks within the city and the work undertaken to identify and engage with the organisations. An update of this exercise has now been completed and recommendations put forward a Food Bank Strategy arising from the research findings as required by point 32 of the Food Plan (see appendix D).

2. Recommendation(s) to scrutiny

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

2.2 To consider the recommendations arising from the report as the basis of the Council's Food Bank Strategy as required under the citywide Leicester Food Plan.

3. Supporting Information**Background**

3.1 The number of food banks set up in Leicester over the past two years has doubled in correlation with the tightening of welfare reform benefit restrictions applied since 2013. In 2014/15, 2,525 households were affected by under-occupancy (the 'bedroom tax') and 296 were made subject to the Benefit Income Cap. In 2013/14, the last full year for which statistics are available, 16,545 sanction decisions were made against JSA and ESA claimants in the city – over 300 per week - removing benefit entitlement those affected for between four weeks and three years.

3.2 Further demand is anticipated in the medium term – the government are committed to welfare cuts of £12bn per year by 2020, some 28% of the working age welfare bill. Manifesto commitments include further reducing the Benefit Cap to £23,000 per year, removal of Housing Benefit entitlement for those under 21 and additional restrictions on EEA national claimants.

3.2 Leicester is particularly vulnerable due to multiple indicators of deprivation, including:

- 44% of under-30s in Leicester are living on less than the living wage, and one third of children are growing up in poverty, amongst the highest level in the country with the national average being 27%;
- Residents have a life expectancy of 79.4, as opposed to the national average of 81.1;

- 16.8% of the adult population is long-term unemployed, close to double the national average of 9.9%;
- Residents in work earn an average of £399.10 per week, far less than the £510 per week national average – according to the Office for National Statistics, residents also have the lowest rates of disposable income in the UK.

Summary of provision

3.3 The research exercise consisted of semi-structured interviews with staff at all operational food banks, followed by a questionnaire survey completed by 102 food bank users sampled on the basis of each site's average weekly distribution. Research was focussed around providers of emergency and surplus food distribution. A separate project into hot food provision is also being undertaken in partnership with Neighbourhood Services and the Food Plan Coordinator.

3.4 25 food banks were identified as operational at the time of the research, with a further 2 having opened subsequently. Whilst the number of food banks had reduced from 32 in early 2014, level of provision had remained consistent with approximately 869 food parcels being distributed weekly and half those surveyed were struggling to cope with demand. Comparable studies in other major cities identified 20 food banks in Nottingham and Coventry, and 7 in Derby.

3.5 Food bank clients are generally not travelling far to access emergency food. Half of those not using their closest food bank are accessing city centre sites, some of which offer more specialist help, working with groups such as new immigrants, people affected by HIV and women involved in prostitution.

3.6 As in the previous survey, some 80% of respondent organisations were wholly or predominantly reliant on Fareshare deliveries, although many were not entirely satisfied with the service and were seeking viable alternatives such as independent food drives or other organisations offering similar services. Faith groups are a significant contributor with regard to food, facilities and other support.

3.7 Most food banks provided some form of additional support, which was often vital to clients. Benefits advice and form-filling were the most in-demand forms of support, due to the complexities of the benefit system and difficulty understanding official letters. These services vary in terms of professionalism, with some offered by experts and others more informal. Some food bank staff members attempt to help clients in any way possible, regardless of their knowledge.

3.8 Other support services accessed by food bank users predominantly involved housing and benefit services, although a third of those did not consider them to be constructive. 18% had accessed money management services, although over half did not find them useful. IT support and language skills were the least accessed services with only 4%, although these are felt to be particularly beneficial to the sample with regard to employability. Of the small number who did access these services, none found them useful. A third of those surveyed had not accessed any support services.

3.9 No uniform demographic was established in the survey – respondents were from a wide array of backgrounds and with a diverse range of reasons for access, presenting difficulties with formulating policy and anticipating changes. However, the most common form of income was Jobseekers Allowance (33%) and the majority were either single or members of small households. Whilst 81% of respondents were white, asylum

seekers and refugees were over-represented (15%).

3.10 The information provided a clear picture of the uneven distribution of the food bank provision in the city, particularly in relation to ward boundaries and areas of deprivation. A full list of food banks and lunch clubs in the city (not for wider distribution) is included in Appendix B.

Issues & Risks Identified

3.11 Most food bank staff had little knowledge of surrounding food banks, and further signposting and mutual support was sparse. Likewise, food bank clients were often unaware of what else was available in their area. However, the development of a Food Bank Network Group chaired by Leicester CharityLink (LCL) and funded by Leicester City Council has proved highly productive with regard to information sharing, and developing relationships around food, services, resources and equipment.

3.12 Some deprived areas of Leicester have no emergency food provision in their area. Detailed scoping has been carried out in association with our Local Welfare Provision partners Leicester CharityLink (LCL) provided in Appendix C – using these findings, LCL intend to set up two new food bank locations close to Saffron and Beaumont Leys wards.

3.13 At present there is very little provision at weekends, with only two food banks providing this service – however this is subject to change as two new planned sites intend to offer weekend support.

3.14 Staff members reported that some food bank users are unable to cook with basic ingredients because they lack the knowledge required. This limits the foods that food banks are able to supply to these clients, and sometimes means they are not supplied with sufficient amounts of food.

3.15 Food bank staff generally had very little knowledge of Universal Credit, and following discussion were concerned about its effect on the service and their ability to cope.

Recommendations

3.16 On the basis of the research and consultation summarised above, the following recommendations are made in respect of the Council's Food Bank Strategy:

- To continue to survey and monitor the emergency food demand and provision in the city;
- To continue to monitor the emergency food demand and provision in the city for the weekend/bank holiday periods. Where there is fluctuation consider what action may be necessary;
- To continue to offer support and facilitate the network achieve collaboration and partnership working across the provision;
- To develop effective solutions to support this group with their emergency food needs and support inter scheme sharing and re-distribution of surplus food through the Food Network Support Group (FNSG);
- The Food Network Support Group (FNSG) to plan, develop, implement and

monitor a robust referral scheme between providers and referral agencies;

- To survey and review user cooking skills, cooking facilities and affordable fuel to inform FNSG to plan, develop, implement and monitor a training and support package to assist and enable this client group to understand western food, develop their cooking skills, provide recipes to cook the food they receive thus reducing food waste and developing the household skills making the food provided sustainable;
- To facilitate the FNSG understand the client group and their specific needs through awareness training;
- To develop effective solutions to support this group with their emergency food needs;
- To explore and develop the opportunity for food providers to formally refer clients on to support groups where applicable;
- To develop and deliver an effective awareness and communication programme for claiming and understanding Universal Credit with particular focus in the sector around advice and support available in the city;
- To develop and deliver an effective awareness and communication programme advice and support available in the city;
- To raise awareness of emergency food support in the city for the public whilst providing reassurance to the sector around demand.

4. Financial, legal and other implications

4.1 Financial implications

No new resource implications are raised. Issues around monitoring are already covered via arrangements with SWAP, Leicester Charitylink and our participation with the Food Network Support Group, which is a voluntary body made up of food bank volunteers.

Training and support needs are covered through a pre-existing agreement with Public Health. Universal Credit and welfare reform training are provided to food banks as part of wider stakeholder awareness scheduled. Possible pilot around cooking skills is covered through Local Welfare Provision and is part of the ongoing procurement process.

Colin Sharpe, Head Finance (Skills & Enterprise)
City Development & Neighbourhoods
4081

4.2 Legal implications

There are no apparent legal implications arising from this report. I understand that most of the recommendations save for the Pilot Cooking Skills Training, will be delivered internally by the Council.

The Pilot Cooking Skills Training forms part of an ongoing procurement, as such this

particular aspect of the project will be subject to the Public Contracts Regulations 2015 (“Regulations”) and the Council’s Contract Procedure Rules. The client department must work directly with the Council’s Corporate Procurement Team (“CPT”) to drive the procurement process in compliance with the Regulations.

Any collaborative working may need to be formalised through a Partnership Agreement. Further legal advice should be sought.

*Mannah Begum, Solicitor (Commercial, Contracts & Capital)
Legal Services
Ext 1423*

4.3. Climate Change implications

No - the most significant climate change implication from this report is around the prevention of food waste going to landfill. Where food is landfilled, the decomposition process leads to methane being generated – which is a powerful ‘greenhouse gas’. So wherever the goal of alleviating food poverty can successfully be combined with reducing food waste, there could be positive implications for preventing climate change. FareShare provides a good example of this in action, whereby the food supplied by the organisation to food banks is surplus food from supermarkets and food companies that would otherwise have been sent to landfill.

Cooking skills courses can also fall within this category by helping families to reduce food wastage at home (although it should be noted that the vast majority of Leicester’s household food waste is separated at the ‘Ball Mill’ and doesn’t go to landfill).

*Louise Buckley, Senior Environmental Consultant,
Environment Team
Ext 2293*

4.4 Equality Implications

Support for and co-ordination of emergency food provision by the council is a function that is relevant to our Public Sector Equality Duty. Therefore we need to reflect as to how our activities meet the aims of the PSED: eliminating discrimination, advancing equality of opportunity and fostering good relations between different groups.

Our key considerations in regard to eliminating discrimination are ensuring that we understand each of the populations affected – the different groups of food bank users and those in need of emergency provision; that we understand their protected characteristics; and that we understand their respective need and impacts of provision. Therefore there should be an attempt in any monitoring information collected on those using the services to ensure that they capture relevant protected characteristics. For example, the consultation findings capture the ages of those using the food banks but do not capture the ages of the family members benefiting from those visits. The key consideration here is that we are able to demonstrate that we are not discriminating against any particular group/protected characteristic in need.

In regard to advancing equality of opportunity, we need to be able to articulate the outcomes of emergency food provision and how they do promote equality of opportunity around accessing and benefiting from access to food/nutrition. This is particularly relevant in considering the impacts of the range of related activities highlighted in the food plan that in effect contribute to achievement of this equality outcome. The importance of the cumulative impact of these activities should be tracked and promoted.

The final consideration is fostering good relations between different groups. It is important that we are able to articulate how good relations are being fostered within the city and how different partners and volunteers are working collectively to address this problem.

Irene Kszyk, Corporate Equalities Lead, ext 374147.

4.5 Other Implications

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

None

5. Background information and other papers:

6. Summary of appendices:

Appendix A – Food Bank Consultation 2015 statistics and analysis

Appendix B – Scoping & Demand analysis conducted with Leicester CharityLink

Appendix C – Food Bank Consultation 2014 summary findings

Appendix D – Leicester Food Plan

7. Is this a private report? - No

(If so, please indicate the reasons and state why it is not in the public interest to be dealt with publicly)



Food Banks Consultation 2015

Service Development & Improvement
Leicester City Council Revenues & Benefits



Contents

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1. Introduction

The vast expansion of food bank use in recent years has created a new dimension to society. Over the past five years, what was previously a marginal and little-documented resource has rapidly become a genuine staple and cornerstone in communities in response to extreme poverty in the UK. Nationally, in 2011-12 Trussell Trust food banks provided 128,697 food parcels. However, by March 2014, this number had increased to 913,138 (Trussell Trust, 2015). In the first half of the 2014-15 financial year, despite the emerging economic recovery 492,641 people were given three days' food and support, including 176,565 children, between April and September 2014, compared to 355,982 during same period in the preceding year.

There is not currently a database which depicts the image of food banks in Leicester in comparison to other cities, but the statistics below demonstrate Leicester's position within the country with regards to deprivation, and indicate a genuine need for an efficient support network.

1.1 Poverty in Leicester

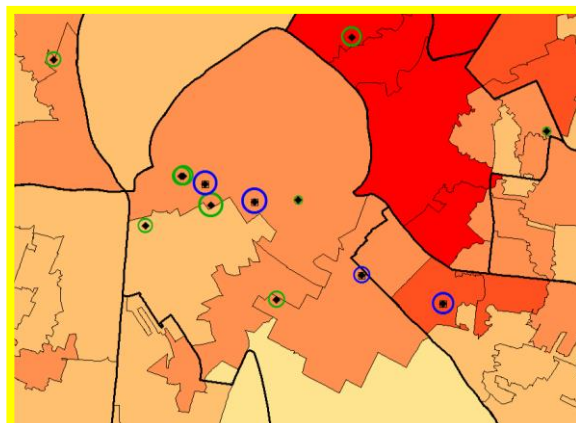
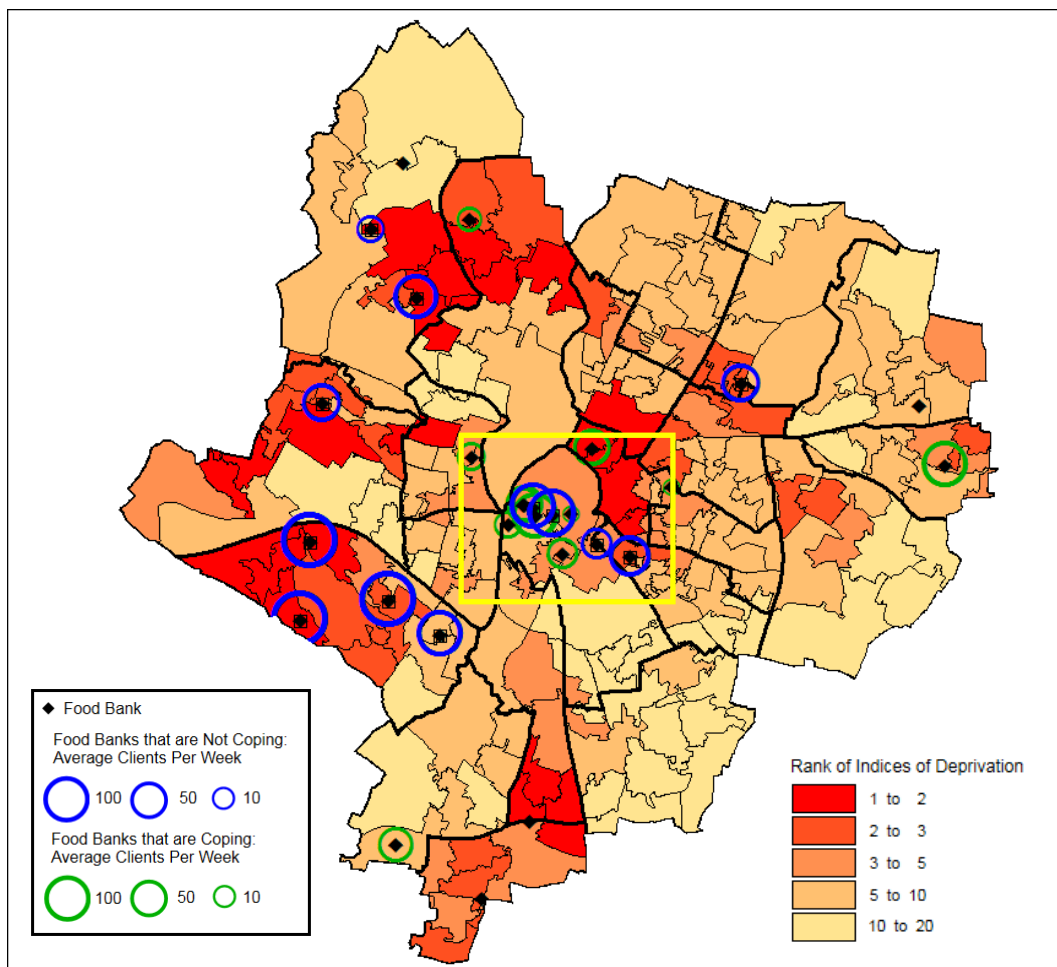
The present study focuses wholly on the residents within the Leicester area. There are 22 wards with vast variations regarding deprivation and poverty. Some areas, such as Knighton and Evington are relatively affluent, whilst areas like Spinney Hills and Charnwood have disproportionately high levels of deprivation (Public Health, 2014; Hirsch et al, 2014). Leicester's wards may be diverse, but collectively, the image of Leicester against National and Regional averages is underprivileged.

- *44% of under-30s in Leicester are living on less than the living wage, and one third of children are growing up in poverty, amongst the highest level in the country with the national average being 27% (Hirsch et al, 2014; Leicester Child Poverty Commission, 2013; End Child Poverty, 2014; Poverty Commission, 2015; Department for Work and Pensions, 2013);*
- *Residents have a life expectancy of 79.4, as opposed to the national average of 81.1;*
- *attainment of good GCSEs is below average, with 54.8% achieving 5 A*-C grades, as opposed to the national average of 60.8%;*
- *16.8% of the adult population is long-term unemployed, close to double the national average of 9.9% (Public Health, 2012; Office for National Statistics, 2010; 2009);*
- *Residents in work earn an average of £399.10 per week, far less than the £510 per week national average (Office for National Statistics, 2011).*



The below map depicts the **25** food banks known to be operating in Leicester – the size of the circle represents the average number of people assisted per week. **Green** circled locations are currently coping – **Blue** circled locations are struggling to meet demand. Across the city, approximately **869** parcels are distributed weekly.

Shaded areas represent relative areas of deprivation – red indicates the most deprived areas.





1.2 Approach to research

The research was comprised of two-stages. The initial aim was to construct an image of the food bank situation in Leicester in order to create a basis from which additional research could be proceeded from, and to ensure there was an accurate database of food bank demographics. The research was a repeat of an exercise from early 2014, in which the known food banks in Leicester were visited and information was collected about their locations and contact details, their date of establishment and opening times. Data were collected to distinguish the sizes of food banks, the nature of their food provision, their ability to cope with demand and any additional services they provide, their target groups and whether they have seen any changes in recent times. With the transient nature of the food bank phenomena, the existing data was in need of an update.

The present research intended to generate the same information as the previous work, although with the prospect of extended research aimed at service users, additional information was sought from food bank representatives. This information relates to how quickly the demand on food banks is rising, whether they anticipate any change in their circumstances or demand in the near future, whether they felt they were missing a service that would be beneficial to users, and some information on lunch clubs. This was also an opportunity to investigate the food bank staffs' knowledge of their ward, and to find out about potential new social food provision projects in the area. This extra information will provide a preliminary foundation for the secondary stage of the project on service users, which looks at their experience of poverty and food bank usage, support services and income. The survey was structured so that it was easy to gauge how far people are travelling to access emergency food. Information on the demographics of food bank users was also contained within the survey.

1.3 Methodology

The present study adopts a mixed-methods research design, which embraces both qualitative and quantitative genres. The study was designed so that the predominant stage was qualitative, and the second quantitative.

For the first part of the study, each operating food bank was approached for inclusion. Every food bank took part, with a few exceptions (some were in a transition period of closing down or were not operating at the time of research). Semi-structured interviews were conducted with food bank staff and the topics discussed were largely co-productive. The food bank staff often offered a tour of the facility, the food storage area and available rooms. Although this data collection was employed for the vast majority of the food banks in Leicester, there were a few that were unwilling or unable to facilitate such a meeting. For these cases we offered an open-ended survey that was emailed out for return.

For the second stage, a provisional survey template was constructed which was short and simple, and designed to be as sensitive as possible. This survey was emailed out to various responsive food



banks in a piloting effort. Feedback for the survey was positive, with comments relating to the ease of completion, and the suitability of the language used. The survey distribution method used in the previous study was employed again, whereby surveys were handed out with a food parcel, and participants asked to complete the survey whilst still inside the food bank venue. Measures were taken to improve the reliability of the method, which included a 'handbook', informing food bank staff about the survey and ways in which to help participants. The number of surveys each food bank was required to distribute was relative to the average number of weekly customers they had in order to increase representativeness.

2. *Background*

Existing research suggests that most food bank users in the UK rely on the benefits system. In order to revolutionize the current system and devalue the 'nanny state,' which is thought to deter people from finding work, the Government introduced a series of amendments to the system in operation. The aim was to reduce dependency on welfare and promote autonomy, through the vision of work being the most satisfying, fair and rewarding option. Effectively, the Government wanted life on benefits to be unappealing (Couling, 2013). There are three main areas in which welfare reform has reportedly had an adverse effect on claimants. The limited literature suggests that changes to unemployment benefits, the introduction of a benefit cap and the launch of the robust Employment and Support Allowance are instrumental in the hardship experienced by claimants and the subsequent rise in food bank usage (Perry et al, 2014; Tarasuk and Beaton, 1999; Goodwin, 2008; Oakley, 2014).

2.1 *Jobseeker's Allowance*

Existing research demonstrates that issues with unemployment benefits are by far the most prominent causes of food bank usage. Firstly, Jobseekers have been encouraged to work without payment for specific organisations and businesses, in order to receive their allowances. Secondly, a longer minimum sanction period has been imposed, meaning that the non-payment interval could be anywhere from 4-13 weeks. Finally, a new criterion was introduced, whereby each claimant must abide by their own personal 'claimant commitment', which generically includes a requirement to spend 35 hours per week actively seeking work (Venn, 2012).

There is evidence which suggests that benefit sanctions applied to those on Jobseeker's Allowance are the main reason for food bank access. According to the Joseph Rowntree Foundation sanctioning rates have more than doubled in the last ten years from 2.5% to 7% of claimants being sanctioned in the average month (Watts, 2014). It has been estimated that just below 100,000 additional claimants will be sanctioned per year under the new punitive regime (Wintour, 2013). In addition to



this, a recent study by Oxford University has revealed that the areas of the UK with the most food banks are also those that have experienced the highest rates of sanctioning (Butler, 2015). Therefore, it is no surprise that 83% of food banks state that they are seeing an increase in sanctioned clients (Trussell Trust, 2015). These statistics clearly indicate not only that sanctioning is increasing, but also that it is a major issue for people, as it is denying them the ability to purchase the most basic of necessities. There is research available that attempts to analyse and uncover the increased act of sanctioning. Research by Watts et al (2014) for the Joseph Rowntree Foundation suggests that with the new punitive response to unemployment, there have not been any improvements to the support services offered by the Department of Work and Pensions that might be beneficial to claimants if they are expected to re-enter the workplace. Watts et al found that the increased sanction criterion actually deters access to support services among claimants. This could be because people feel as though they are being abandoned by the safety net that is supposed to provide a sense of security, and as a result have chosen to dismiss any form of authority that they might associate with the Department of Work and Pensions (DWP). Oakley (2014) found that generally, there is a poor comprehension of the new, reformed welfare system and sanctioning procedures, and that this is one of the realistic reasons for sanctioning. People do not thoroughly understand the system, and are therefore unintentionally forfeiting their payments. Goodwin's research (2008) supports this, and found that there are only a tiny proportion of sanctioned claimants that deliberately disregard the rules of the system. This suggests that many of those sanctioned are being punished for something they cannot control.

2.2 Employment and Support Allowance

Considered to be somewhat less problematic than the changes to Jobseeker's Allowance, Employment and Support Allowance does still appear amongst the existing research as an issue. As a replacement for Disability Living Allowance, since 2008 claimants have been required to undergo a 'mandatory reconsideration', which involves a medical reassessment of an individual's health and ability to work. With stricter criteria, many claimants have been expected to enter employment and so are transferred onto Jobseeker's Allowance in the meantime. In a study by Mekatoa et al (2014), a variety of obstacles were identified with this new benefit. Aside from disagreements over their ability to work, participants in their study reported switching between ESA and JSA being problematic, confusing and lengthily. In some cases, ESA payments had stopped before the claimant had had a chance to apply for JSA and so were therefore left with no income at all. It was also noted that, similarly to JSA claims mentioned previously, the time periods for application, processing and decisions for ESA were lengthily and delays were common. One participant claimed to have waited three months for her first payment, and this was only after repeated prompting. Consequently, some of these people are turning to food banks for help.



2.3 Benefit Income Cap

Although the exact number is unknown, around 20,000 children are part of households using Trussell Trust food banks in the UK (Trussell Trust, 2015). Similarly, the majority of households affected by the Benefit Income Cap have four or more children (Department for Work and Pensions, 2014a). This reform means that households are no longer entitled to more than £26,000 per year in benefits, regardless of their location or family situation. The benefit cap applies to the majority of benefits, including child benefit and child tax credit. This means that families with relatively large numbers of children, and those in high-rent areas are disproportionately affected. Reductions are taken from housing benefit if the family did receive more than this amount. There are some exemptions to this, such as an entitlement to Working Tax Credit or disability benefits. This would mean that for exemption, one member of the household would be working a considerable number of hours or is not fit to work. Those faced with the cap are therefore encouraged to enter employment. However, a study for the Department for Work and Pensions (2014b) described how the main barriers to employment for people experiencing the benefit cap were a lack of qualifications and caring responsibilities. There are families with capped benefits who are unable to improve their own situation by finding work, because of their difficult circumstances. In addition, some of the participants in the study stated that they were not coping with the sudden drop in income that they had experienced. It is presumed that some of the families using food banks are subject to this benefit cap. The government have also announced plans to introduce new legislation reducing the Benefit Income Cap level to £23,000 later this year.

2.4 Other welfare reform changes

Reductions in other areas affecting those on low incomes also include:

- Reduced allowances for childcare received as part of Child Tax Credits;
- Higher thresholds for qualifying for Working Tax Credits;
- Reductions in Housing Benefit rates for those in both private and social sector housing;
- Additional restrictions and time limits for EEA national claimants.



3. Findings: The nature of food banks in Leicester

There were 25 food banks operating at the beginning of 2015, which represents a large presence of social food provision in the city. There was a notable dispersal of such services across the city, although some areas had more food banks than others. The food bank presence in Leicester is somewhat consistent with neighbouring cities; in the city of Nottingham, there are around 20 food banks (Nottingham Community and Voluntary Service, 2014). Coventry has a central food bank that operates from 17 different locations, with some additional independent outlets (Coventry Telegraph, 2014). However, the situation in Derby is noticeably different. There are 22 food banks in Derbyshire, but as few as seven of these are in the city area of Derby (Derbyshire County Council, 2015).

3.1 Food Bank Changes

As anticipated, the nature of food bank services was dynamic and unstable. In the year since the previous research was complete, there was a dramatic displacement of services. In this time, there were four closures, two re-locations and a variety of intended re-openings or new openings. Interestingly, there was a denial of food bank services from some of the leads supplied by other food banks. Some staff members that were interviewed provided details of organisations providing food parcels which were previously unknown. However, upon approaching these organisations, they denied such services. This could be because of the diversity of social food provision. It was established that some of these services were not actually food banks, but provided essential items on an ad-hoc delivery basis. In these cases, information had been misinterpreted.

Food bank representatives were asked about the date of establishment of their food provision service, and most prominent was that the food bank presence in Leicester has almost doubled in the last two years. Unsurprisingly, this shows that Leicester is consistent with the national picture of poverty, as the need for social food provision has escalated overwhelmingly. In addition to this, almost every food bank reported a present surge in demand. Some reported a desperate need for more food, while others had sufficient stocks. The pattern of these phenomena was dispersed.

Food bank staff were asked about the ratio of new to repeat clients in an attempt to establish a numerical rate of expansion. The average amount of new clients per week was 10% of the total number. This would suggest that the rise is currently at 10%. However, the format of some food banks was such that every client was new, and in some cases there were no new clients in the average week. The number of food banks in Leicester at present has declined compared to the previous study. There have been four closures during this time, although one of these has very recently received some valuable peer support from another food provider, and is in the process of



rejuvenating. There are also several active proposals for new openings, and so there will presumably be a notable recovery from the declining numbers in food banks overall in the near future.

3.2 Provision

The research discovered vast variance in every aspect of food bank operation. There was divergence in the ideology of the food banks, the availability of food, the access criteria, flexibility, the extent of help and support, the management of the food banks and food storage and operations. There appears to be a diverse time-table of the food bank services, with a good provision regarding days and times. However, it is noted that not every food bank is accessible to everyone that potentially needs to use it, as some have specific client groups. In addition to this, it may be difficult for those in need to travel to a location in which they can be catered for. There is also a reduced offer of provision of services at weekends, with only two food banks providing supplies. This is understandable because volunteers and managers may have other priorities at weekends, although the realistic need of food bank service users does not cease at weekends.

3.3 Competition and networking

One major aspect detected from the interviews was that there is a degree of competition between some food banks. There is an acknowledgement that food supplies are limited and a worry that gaining or losing too many clients could impact negatively on their facility. Losing too many clients could result in the closure of their services, and gaining too many could mean an overbearing strain. For this reason, it is suspected that some food banks seemed to be uncomfortable with working together and this could be the reason why some food banks are completely unaware of what else is available in their area. Some units did have some knowledge of other services, but most had no familiarity of the picture of social food provision in their ward at all. Five interviewees had no knowledge of food banks within a five minute walk.

Despite this, there was an approval across almost all food banks, of the development of a 'food bank network'. This idea was concerned with a mutually available database of all the food banks in the city, details on what they each provided and when. The aim of the network initiative is to work co-operatively to increase support and strengthen one another's services. It encourages sharing surplus food and resources and offers intelligence on new opportunities for development, whilst enhancing relationships. There was an acknowledgement that with more awareness of each other's services, that none would become overwhelmed, because the client base could be spread more appropriately, depending on what is easier for the clients. Therefore, some food banks may lose some clients, but gain others. There was a strong desire to evolve from the 'them and us',



individualised mentality of the food banks, into a collaborative effort that benefits the clients overall. This 'food bank network' is in the process of development at present and has so far been well received. One food bank staff member stated that the network had saved their service.

3.4 Food Supply

Research shows FareShare Leicester (FSL) is the majority supplier of their emergency food provision. It was identified in the last survey despite the emergency foods rapid expansion in the city, FSL has struggled to source the long-life food requested by food bank customers. This is because of the nature of FSL resources from the waste food industry. The food they distribute is in date and good to eat, but has become surplus for simple reasons such as over-production, labelling errors or short shelf-life. FSL cannot supply a standard offer of stable products such as bread, rice, pasta, milk, cheese as this is not the nature of their food source. Because of this variance in the type of food distributed some providers stated they struggle to cope with supplying regular stable ingredients in their food bags and need to supplement FSL deliveries. Concerns have been raised by numerous subscribers as to the sporadic nature of provision, the varying nutritional quality of food delivered and the insufficient quantity of staples such as rice and pasta which groups have often had to purchase supplementary stock (or carry out regular food drives) through their own funds where possible.

In 2013 we reported FSL had been increasingly shifting its emphasis towards chilled and fresh food, a resource far more readily available from its wholesale partners. This model was anticipated to roll out as a 60/40 split between ambient and chilled food. It appears that Fareshare Leicester have not managed to achieve this to the extent they aimed for, although slight progress has been made.

It was suggested by numerous interviewees that what suppliers offer is unfair and unpredictable. Some food banks thought this was due to a lack of organisation, but others commented it was deliberate and that there was a 'food bank hierarchy' in existence. One food bank representative recalls arriving at the supply depot and being allocated a crate that was substantially inferior in food variety to that of another food bank representative. It was suggested by one food bank representative that the newer food banks are advantaged in one supplier depot, because they are new to the supplier service and want to present a good impression. Food banks that have been customers to the service for a longer time are seen as loyal, and so are not priorities when creating a good impression. This could be problematic because the needs of some clients are simply not being met and this puts them in further disadvantage, if even social food provision cannot attend to their needs.

Another trend in the research is that the vast majority of food banks have a Fareshare subscription, although their service is perceived by the majority of food providers as not fit for purpose and has a



limited application for the emergency food demand sector. One issue was that Fareshare is not sensitive to cultural and individual needs. The availability of halal, baby and children's foods was scarce, despite some food banks describing a large demand for this. Food banks stated that Muslim clients and families with small children are not being given food with enough nutritional value because of their specific needs. However it should be pointed out that Fareshare Leicester largely met this demand.

3.5 Faith Groups

One part of the community that is helping to alleviate this issue is local faith groups. There was a strong acknowledgement of the variety of groups that offer significant support to food banks with food and money donations. Many food banks stated how vital this support was, and some mentioned that without this, the service would be ineffective. This puts Leicester at a slight advantage nationally, as the city is more religious than England as a whole (Leicester City Council, 2015). The number of people that identify as religious is 3% higher in Leicester than the national average.

Summary

- Food banks remain distinct from one another.
- There is limited provision at weekends across the whole city.
- 80% of food banks have a Fareshare subscription.
- Faith groups are a vital support for food banks all over the city. 68% percent of Leicester food banks receive help from these sources.
- There has been identified a degree of competition between some of the food banks in the city.
- Food banks are keen on establishing a network in which they can work co-productively.
- The food bank presence in Leicester is constantly changing.
- The number of food banks in Leicester has doubled since 2012, even with the closure of some emergency food providers in the city.
- The rate of increase in service users is around 10%



4. Findings: Issues identified

4.1 Multiple use and falsifying need

One concern that featured heavily in the interview stage was that some food bank users were accessing multiple services on a regular basis. These individuals were 'stocking up' on emergency food and this was considered unacceptable to the food providers.

'I usually find out because someone else will tell me. They grass each other up and say he's using a food bank in town you know.'

'I don't know how they do it but they give me a referral form and they've got more forms they are giving to other food banks. I check that the forms I get are real but I don't know if other places do.'

This is not appreciated by emergency food providers because there are people in genuine need that are not accessing food banks. The food providers want to target these people, and feel that a standard referral system, or a stricter regime can help to eliminate those that are not as needy as they suggest. However, the reluctance of some food banks to work co-operatively means that this standardised referral system may take time to establish.

'We've had people coming for a food parcel and then I've seen them in the shop five minutes later buying booze and fags. It makes me angry because I limit what I give out so it will last, and people with no money at all go without.'

'We've seen one family and every single member has got a referral letter. They all live in the same house but come in separately like I won't notice. I'll give them enough food for the whole family but I feel like they're trying to get more.'



'I've had someone get a food parcel from me and then a taxi pulls up to take them home. I don't understand it.'

'I've heard of people getting a food parcel and then selling the food. It's not that uncommon.'

Food providers recognise that there is a need for a more efficient system to avoid people taking advantage. Food bank staff work had to ensure their clients are catered to, and feel betrayed by some that don't respect their efforts. Staff were vocal in their desire for a fool-proof system that can ensure the most needy are provided for. They are keen to work more closely with referring agencies, because it is often here that the need is recognised.

4.2 Cooking and food knowledge

On several occasions, staff members mentioned that their clients often had very little knowledge of fresh produce. The food deliveries from Fareshare and other suppliers do contain some fruits and vegetables, but some clients are not only unaware of how to cook them, but also of what they are.

'We get things like fennel and no one knows what to do with it. I don't even know what to do with it.'

'I gave one lady some carrots and she said 'what am I supposed to do with these?!' She didn't know how to cook them.'

'We do get some produce but no one really wants it so I just give it to the school and they do a lunch club with it.'

It appears that there is a real need for a strategy to help enable people to maximise the produce and food they receive in parcels. Some of the food banks have lunch clubs, which create meals for the clients, or 'take-away' style services, which allow users to take a meal home with them. Some cook and freeze meals and reheat them on demand for clients. These services are very well received by service users, as they are provided with a nutritious meal which they haven't got to worry about cooking, and ensure that the available produce is used.



4.3 Homelessness and addictions

A few interviewees mentioned a recent increase in the amount of homeless clients they are receiving. They consider this to be in direct correlation with the increase in demand, recent hostel closures in the city and recent welfare reform. Homeless clients were described as white British in the north of the city, and eastern European and African migrants in the central area of the city. Numbers of both men and women are increasing in this group.

'A lot of the hostels have closed down and they've got nowhere to go'.

'It's a problem because I'm limited in what I can give them. It's no good me giving them a tin of soup because they can't cook it'.

These vulnerable clients are amongst the most difficult to help because of their unstable and inadequate housing circumstances. It is unlikely that these clients would be able to maintain employment, and if they are in receipt of benefits, it could be difficult for them to comply with the commitments required for some reformed benefits. In addition to this, some do not have cooking facilities or fuel.

Similarly, a number of food bank representatives mentioned an increase in intoxicated clients, or people known to have substance misuse issues.

'We get a lot of drunk people now or people we know are on drugs. I usually turn them away because I don't have much food to give out and I think there are people that need it more. They scare the kids and I don't want to have to deal with that.'

'They've got such chaotic lifestyles and they can't keep appointments and things so they can't conform to the system.'

These statements show some of the problems that those with substance misuse problems face. Their routines are usually not conducive to the requirements of new welfare reform changes and as a result are unable to satisfy the criteria. In addition to this, some of the food banks were reluctant to offer their services and food supplies to people with these issues. This is somewhat understandable, although not necessarily productive. However, there are some food bank sites that offer help with overcoming addictions.



4.4 Universal Credit

Interviewees were questioned about the expected impact of Universal Credit on their services. However, almost all food bank representatives had little or no knowledge of this impending change in the benefit system.

'We don't know anything about it really. What is it?'

'A few clients have asked us about it but we're not sure what to tell them'.

This is a concern because Universal Credit is to be introduced within the next year in Leicester (January 2016), and there is evidently a lack of preparation. Both support services and customers need to be informed well in advance in order for them to adapt to the extensive changes in a productive way. In order to help alleviate this lack of knowledge, a member of the Revenues and Benefits team at Leicester City Council delivered and distributed a presentation on Universal Credit to the food banks in the city.

After a concise briefing at interview, almost all food bank staff members interviewed stated that they were considerably worried about the impact it could have on their service. Some worried that the strain would be too much and that they would not be able to cope. Some indicated that they would develop plans in the coming months to ease the potential pressure. These plans included attempting to increase their stores of long-life food and possibly establishing new working relationships with businesses that may donate.

'We're already at breaking point, I don't know what we're going to do'.

'We need to start preparing just in case'.

There were a few food banks that said they were not particularly worried about the implementation of Universal Credit. This was because of the nature of their services, as some are concerned with issues that are not directly affected by benefits. For example, some are predominantly focussed on supporting sex workers or newly immigrated individuals, and these issues are often independent from benefits.



Summary

- There has been a recent rise in homeless men and women accessing food bank services in Leicester due to the closure of hostels. This group is difficult to facilitate for.
- People with addictions are sometimes refused entry into food banks. In order for this group to be better equipped to comply with the benefits system, some help with their addictions would be helpful.
- There are food bank clients that use multiple sites, and staff sometimes question their motives.
- Many food bank users lack basic cooking and food knowledge and this affects the types of food and amount of food they receive at the food bank.
- Benefits claimants are largely unaware of what Universal Credit is and what it implies.
- Food bank staff believe that Universal Credit will impact their service significantly.

5. Findings: Services

5.1 Support services

There is a very comprehensive list of support services offered by the emergency food provision sites in Leicester. Many of the sites are primarily aimed at providing services before food provision, and have developed the food bank almost as a side line. Services offered across the city include, but are not exclusive to, advice on money, debt, pregnancy, benefits, domestic violence, housing and immigration. There are also places that offer counselling, training and enrichment activities. The sites all vary in the levels of professionalism and all that offer additional support said that they are well received by clients.

'Yes we offer support services to each client. We want to tackle the underlying issue, not just keep giving out food parcels.'

'I think we are very important to some people. We listen to them and it means a lot to them. Some clients have got nothing else and no one to talk to and so we are very important to them.'

These statements show that there are dedicated teams working to improve the situations of their clients, and how valuable these services are. For many people, these services are life changing in terms of receiving help with mental illness, debt or obtaining additional benefits. The vast majority of food banks were a respected amenity in the community and the friendly and informal nature of



the service meant that service users were comfortable in their company. Food bank staff often had close friendships with their service users, and this seemed to be an advantage as opposed to an authoritarian and formal relationship, which users might have with DWP staff or support workers. Another trend in the interview data was that clients were often completely unaware of the support available to them in the city. In addition to this, some of the food bank staff were not familiar with the help available outside their own facility. Some staff were not sure of other services in their own ward.

'We're often the last resort and people don't know what support is available and where.'

This would suggest that advice and support services are not publicised to the extent that they should be, if their target clients, and support providers, are uninformed. It is also evident that people would benefit significantly from an increased knowledge of support services, because those that already exist at food bank sites are popular. There is clearly a demand for them that in some cases is not being met. However, a good proportion of food banks were reluctant to advertise their services through fear of being overwhelmed. Many are happy with their current arrangements and are not interested in sharing their details with other agencies. On the other hand, some food banks do want to increase their client base, are keen to publicise their services and are willing to share their information in order to attract more clients.

5.2 Form-filling

Almost all of the food banks described form-filling help as an important and appreciated service. These forms ranged substantially and included government, immigration, local authority, medical and passport forms. Letters from the Department for Work and Pensions were among the most commonly misinterpreted by clients.

'We get a lot of people needing help with form-filling. People just don't understand the letters- they're too complicated.'

'We get people that can't read English very well and the letters are so confusing. They need to be more sensitive to the people that they're dealing with.'

'I don't even understand some of them!'



These accounts are consistent with previous studies that considered complicated systems and unclear communications to be a fundamental factor in disengagement and subsequent punishment in the form of a sanction. According to the interviewees, many clients cannot comprehend letters about their benefits and often gain significantly from holistic and sensitive support.

5.3 Benefits advice

The majority of food banks offered benefits advice and many said that this was their most popular service.

'It's mostly benefits advice that people ask for. They don't know what they are and are not entitled to and the Job Centre never help them.'

The food banks that did not offer benefits advice stated that they do receive enquiries about benefits and so they signpost out to other agencies to ensure clients get the help they need. Benefits

and housing advice were by far the absent services most in demand. This suggests that people are struggling with welfare reform.

'We get a lot of people asking for benefits advice and we usually signpost them out. I would love to help them but I don't know enough about it.'

Undoubtedly the most recurrent issue regarding benefits was loss of income from sanctioning, followed by switching benefits and waiting for a new claim to be processed. Sanctioning was repeatedly identified as the main reason for clients accessing food banks, and the food bank staff were very illustrative in their experiences with sanctioning.

'These sanctions need to stop. They're not fair. Everyone is getting sanctioned for things they can't control.'

'I'm sure they're doing it to catch people out.'

'How can they expect people to live on nothing?'

It is clear that those in customer-facing roles are dissatisfied with the sizable effect that sanctioning is having on their clients. The occurrence of a sanction is linked to a reform in Job Seeker's Allowance, and so this should be highlighted as a particularly problematic benefit. Secondary to this, food bank staff stated that transitions from one benefit to another were an area for concern. This



was usually when customers had moved from Disability Living Allowance to Employment and Support Allowance, after they had been found fit to work. However, there were often problems with the migration process, in which there was often a period of time that customers had no income. The third most prominent benefits issue was the period of time waiting for a new claim to be processed. Some food bank representatives mentioned customers waiting weeks and even months for the first payment of a new claim. The Benefit Income Cap was not mentioned in any of the interviews and so was clearly not considered to be a significant issue by participants.

Summary:

- **Support services enhance the offer and are well received and vital in communities.**
- **Food banks and their clients are sometimes unaware of the support services available in the area.**
- **Communications from authority organisations are often too complex and do not inform their customers.**
- **Benefits advice is the most required service among the food bank users.**

6. Findings: Client demographic

Information on clients frequenting food banks could be crucial in establishing the effect of welfare reform on those affected. Finding the demographic of service users can help to determine which areas of welfare reform are particularly detrimental, or which groups are most in need. The vast majority of food bank representatives stated that there was no specific user profile and that there was an unpredictable variety of clients accessing their services. There are no trends in family structures, gender or age of clients, and many food banks said that this has always been the case. Some food banks did have high proportions of clients from ethnic minority backgrounds, although this was because of the type of food bank or the location. Some food banks worked specifically with people from ethnic minority backgrounds or migrants, or were situated in settlements with high proportions of ethnic minority groups.

‘It’s always been very varied; there’s no uniform client. Everyone is different with different issues, which makes it difficult to help’.

‘We never know who’s going to come through the door next. We’ve even had people from quite affluent areas like Queniborough. You never know who you’re going to get.’



This evidently ambiguous client base is problematic as it suggests there are many complicated issues, and no single benefit creating obstacles. From these statements, it appears that there is an abundance of problems and that many benefits are precarious in some way. This will make the identification and implementation of efficient support difficult because of the vast diversity. One issue identified by many of the food banks was that clients are often travelling to food banks that are a significant distance from where they live. This was the case with clients that live within close proximity to another suitable food bank that they were unaware of. This was flagged as an issue mainly because of the inconvenience to the client, and because it meant that some food banks were overwhelmed, while others were quiet. It is noteworthy that this position is contributed too by the providers themselves. The survey each year produces a reference tool of the provision in the city, detailing location, operating hours, referral route and where applicable qualifying criteria. The providers have collectively requested this list is not distributed to the public as they have concerns this will increase demand and 'swamp' them. As we are responsible for this information we have adhered to this request however this does mean the information for the public is not as accessible as it should be and instances of this nature will continue.

Summary

- **Food bank users are very diverse and come from a wide range of backgrounds. It is difficult to pinpoint the most problematic benefits at this point.**

7. Findings: quantitative user survey

7.1 Using food banks

The second stage of the research yielded a reasonable response from food bank users. After food bank staff were given a month in which to get their allocated number of surveys complete, 102 responses were returned. These 102 responses were from nine food banks. There was a decent dispersal in terms of locations across the city and there were responses from people living in all areas of Leicester.

After contacting the food banks regarding the response rate, many food banks reported that it was very difficult to persuade clients to fill in the questionnaire. This was because clients are often uncomfortable with receiving emergency food, do not want to discuss it and are keen to be in and out as quickly as possible. In addition to this, some food banks stated that they had had a recent influx of surveys from different organisations and thought that clients may feel overwhelmed.



Is the respondent using their nearest accessible food bank?

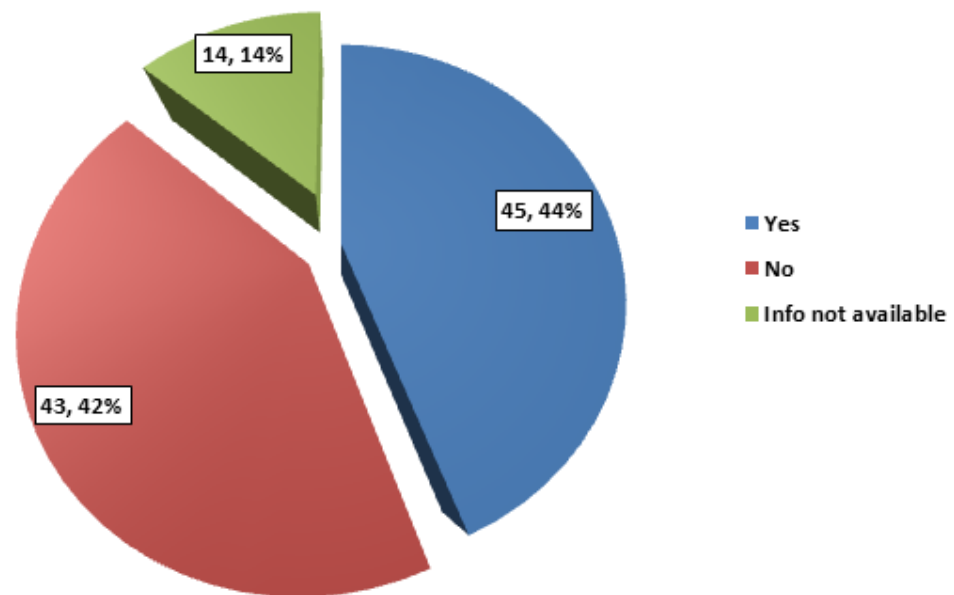


Figure 2

Participants were asked for their post code or their area of residence. This information was compared to the area in which the food bank they had used was, in order to determine how far clients were travelling to get emergency food. Post codes were 'matched up', to see whether clients were using the food bank nearest to them.

The chart shows that 44% of respondents were using the food bank closest to where they live which was accessible. Around half of those that were not using the food bank closest to where they lived were visiting city centre sites. Two of the food banks were specialist and targeted at people affected by HIV and so this could explain why people were travelling further. 40% of those that are not using the food banks closest to them come from the western area of the city, in Braunstone Park and Rowley Fields. Despite this, there is a prominent food bank presence in this area, in which three of the largest facilities in Leicester are located. All three of these facilities were struggling with demand at the time of research, and so this may explain why people in this area are travelling further to access emergency food.



Respondents' location by ward

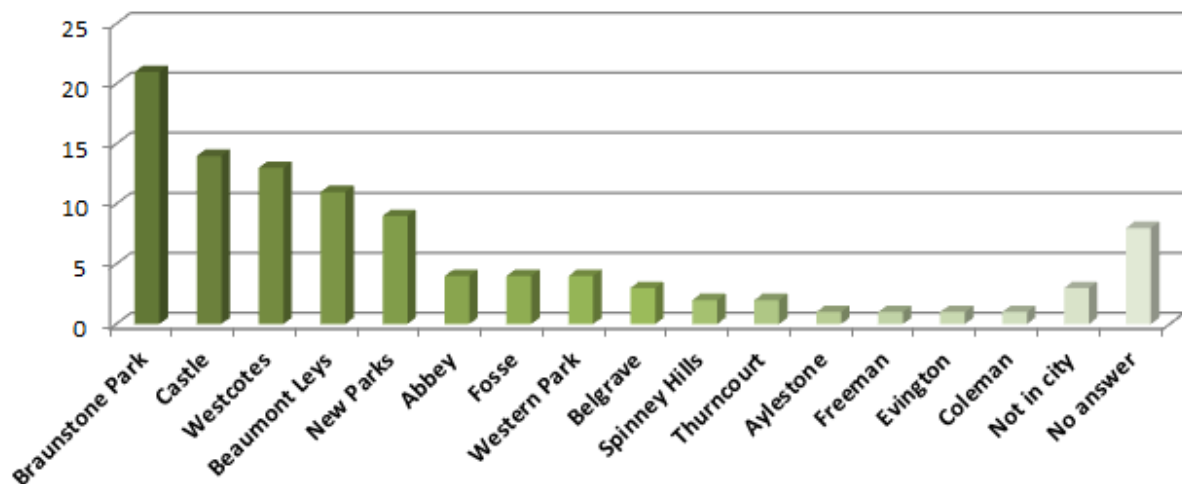


Figure 2

It is also worth noting that people from the Braunstone Park and Rowley Fields area that were not using their closest food bank were typically using a food bank that is reasonably close by. This would suggest that most people do visit a food bank close to their area of residency, even if it isn't the closest food bank to them. This could mean that people are not necessarily aware of the support around them. This could be improved, if people were made more aware of food banks in their area, although some food banks are reluctant to advertise their services.

This data is consistent with previous research and census data, which suggests that the LE3 and LE4 areas are some of the most deprived in Leicester. The New Parks area is considered to be the third most deprived in the city, and Beaumont Leys is the fourth, according to the Indices of Multiple Deprivation (2007). Also considered to be amongst the most deprived is the Braunstone Park and Rowley Fields ward (second), which again reflects the survey data.



Respondents' locations by post code

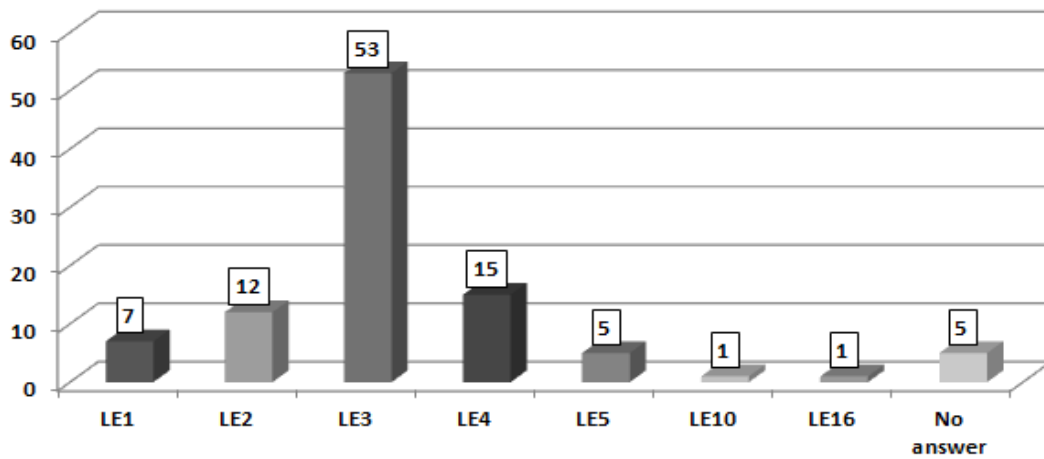


Figure 3

What is the main reason you need to use a food bank?

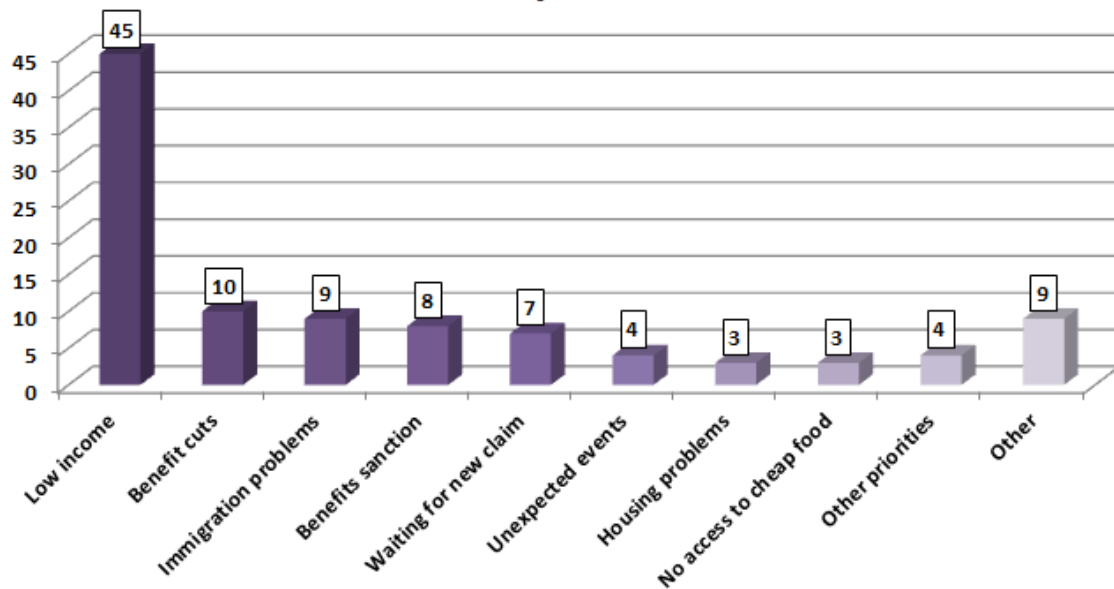


Figure 4



Participants were asked about why they were using a food bank in order to identify problem areas. The graph shows that by far, the main reason people felt they had to use a food bank was because their income was so low, it prevented them from purchasing food themselves (44%). This seems to suggest that helping people to manage their money in a more efficient way could be a response to food poverty, as opposed to other issues which could help with immigration issues or benefits claims. Interestingly, benefit sanctions appeared relatively infrequently, which is not consistent with the findings from the previous research. Food bank staff stated that benefit sanctions were the main reason for the use of their services. However, in more recent conversations, some staff have mentioned that sanctions have become much more uncommon. People are struggling most with insufficient funds and so helping people to maximise their spending power would be beneficial.

How long have you been using food banks?

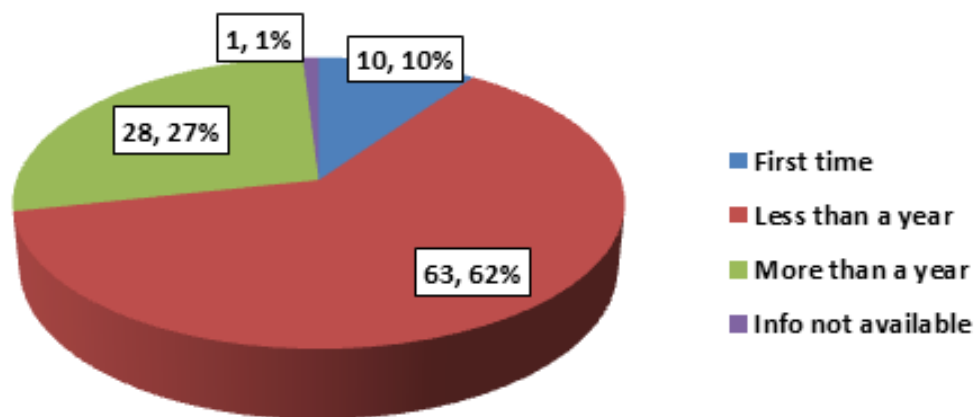


Figure 5

In order to gauge the extent of food bank use, people were asked about their length of use, whether they use more than one food bank and if they think they will need to use a food bank in the future. The chart shows that the majority of respondents had been using the food bank for less than a year, but had visited more than once. Ten people were using a food bank for the first time, and 28 people had been using them for more than a year. This shows that just over a quarter had been using emergency food provision for more than a year, meaning that their situation had not improved in this time. 10% of respondents were using the food bank for the first time, which is consistent with the findings from the previous stage of research. On average, the amount of new clients the food banks reported seeing on a weekly basis was 10%. This is not necessarily a good thing, as it shows that 90% had used a food bank before and so their circumstances were not improving.



Do you use more than one food bank?

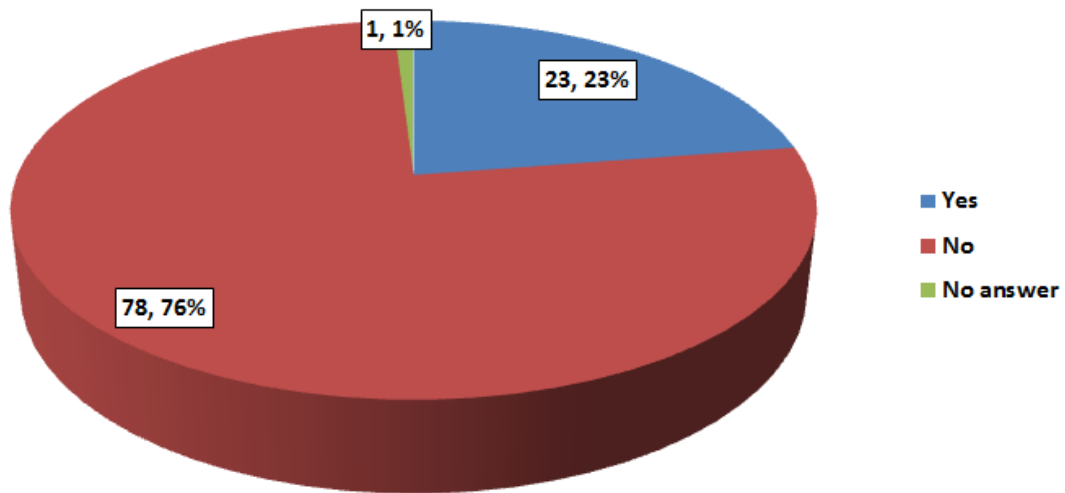


Figure 6

The question on whether clients were using multiple food banks derived from conversations with food bank staff. They were concerned that people were either more needy than they originally appeared to be, or that people were taking advantage of the system. The survey suggests that just under a quarter of food bank users had accessed more than one food bank. These respondents were dispersed across the city with no particular pattern or similarities. The issue of multiple use is not too much of a problem, as these users make up a small proportion of the sample.

Interestingly, a large majority (86%) of respondents felt that they would have to use a food bank again in the future. This shows that people have little security and feel that their financial future is uncertain. Again, money management help could improve this statistic and make people feel more able to manage. Most of the twelve people that felt they would not need to use a food bank again stated that their main reasons for using the food bank were housing issues, immigration problems and a benefit sanction. This seems to make sense, as these issues are typically temporary.



Do you think you will need to use a food bank in the future?

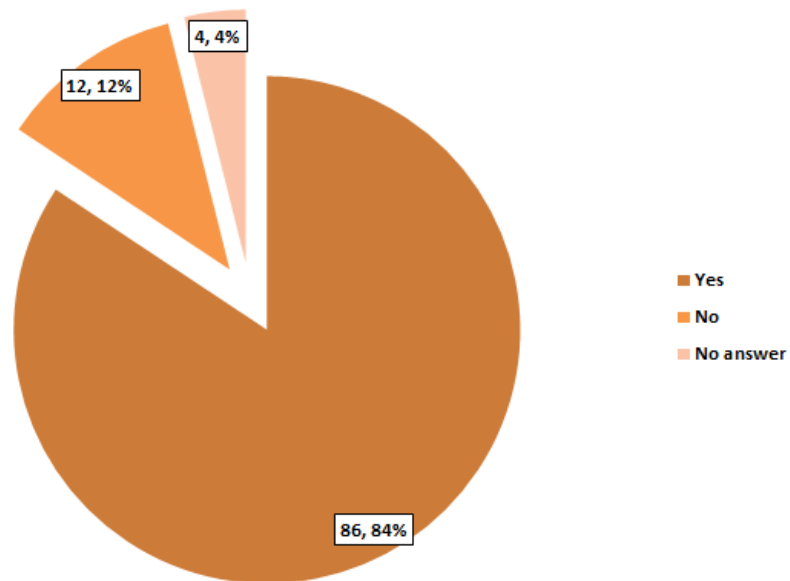


Figure 7

Summary:

- Most of the sample was from Braunstone Park and Rowley Fields, which is consistent with the Deprivation of Multiple Index ranking.
- People are generally not travelling far to visit a food bank.
- Low income is the primary reason for use. Money management help could have the biggest impact on the sample.
- People are uncertain about their financial futures and again, money management help could have a positive impact.



Findings: Support Services

The survey included questions about support services that they had accessed and whether they were helpful. Support services in this context refer to many different types of help. There are a wide variety of services available throughout the city, which range from intensive holistic support from independent voluntary organisations, to informal and basic discussions with food bank staff. There was no stratification of the support services available, because this would have over-complicated the survey by adding length and detail, which the respondents may not have understood. Therefore any references to support services in this section are purely generic. Information gathered from this section could be used as a base on which further research could be developed if required. This section was an attempt to identify which services in the city were the most accessible, which were the most useful and which could be improved.

The graph shows that by far, the most accessed services (and presumably the most accessible), are those related to housing and benefits. This is consistent with the first part of the research, in which food bank staff claimed that benefits advice was the most sought after. Despite this, not all service users considered these services to be useful. 33% of people that accessed housing advice did not find this service useful and 44% did not find benefits advice useful. These proportions of

Support Services - access & usefulness

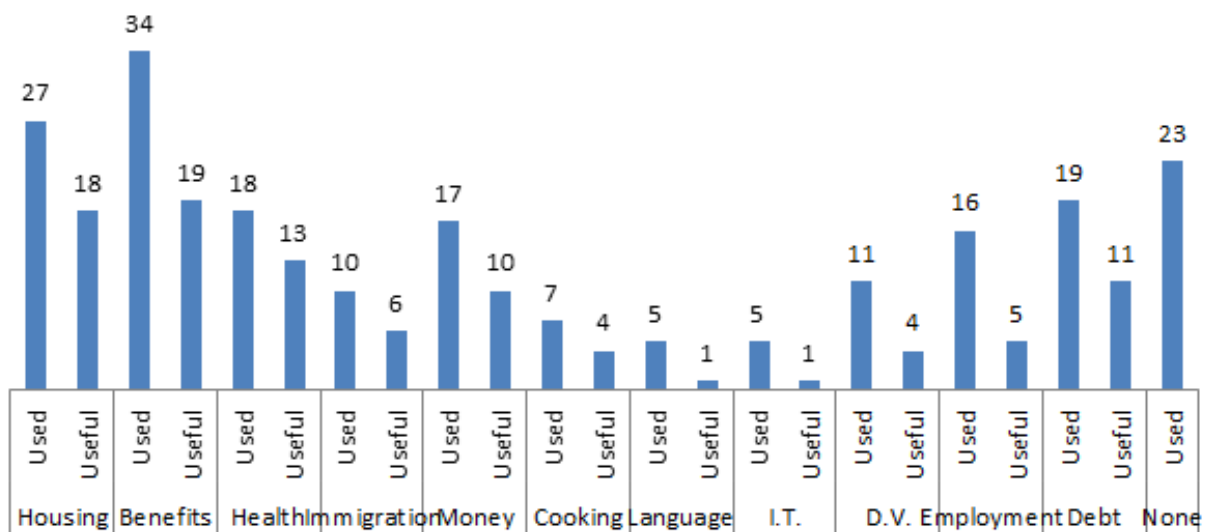


Figure 8



dissatisfaction are quite high and so these could be areas to address.

The services accessed the least include language support and IT. This is not surprising, as previous research has suggested that language and IT skills are often barriers to employment, and so their lack of accessibility could explain why very few of the sample is employed, but most claim Jobseeker's Allowance. People that did access these services did not find them useful. If these two services were to be made more accessible and valuable, then it could be beneficial to people in finding employment.

The service considered most useful were those related to health (mental and physical). These services were found to be useful in 72% of cases. This could be because there are a number of food banks that are specifically aimed at people with ill health, and have comprehensive support available. The first stage of research included visits to some of these establishments and both staff members and service users described the importance of the services to clients. These services were described as genuine life-lines for people in need of the specific help and so this could account for the high opinion of these services. These services potentially do not need to be improved or expanded.

Previously identified as a potential solution, money management services had been accessed by 17% of the sample. However, of this group, over half said they did not find their experience of money management services useful. The services accessed which refer to money management were diverse and ranged from independent voluntary organisations dedicated only to this topic to more informal, non-professional discussions with food bank staff. This is one area that could be developed, as the data suggests that the main issue facing food bank users is that they are on a low income and just cannot manage on the funds they receive. In addition, the people that answered the survey tended to be uncertain about their financial future. These people could benefit from effective money management advice, and so improvements to the accessibility and effectiveness of these services in Leicester could be a consideration.

One notable feature of the support services data is that more than a fifth had not accessed any support services at all. This is potentially concerning because many people in the survey did find advice beneficial, and so this group absent from support services could be easily assisted, although they have not been signposted and could be unaware of what is available to them. This reflects data from the first part of the study, in which food bank staff said that many food bank users are unaware of what is available to them. This could mean that an effort to increase knowledge of support services and to signpost more often may be constructive.



Summary:

- Benefits and housing advice are the most accessed services, although around of third of people did not find them useful.
- IT support and language skills are the least accessed services. A development of these services could benefit the sample.
- Health services were the most useful.
- Money management services are being accessed, but over half did not find them useful.
- Over a fifth of the sample had not accessed any support services.

Findings: About you

Data was collected on the demographics of the food banks users, in terms of their income, their household type, their gender, age and ethnicity. This was an attempt to understand which groups of people are most at risk of food poverty.

Regarding income, the majority of respondents were in receipt of benefits (60%). Thirteen people stated that their income was from another source not mentioned, and fifteen people said they had no income at all. One participant was in full time employment, and six were in part time employment. The most frequent benefit in the survey was Jobseeker's Allowance (31%), which is consistent with previous studies, and the findings from the first part of the research. This could suggest that employment support could benefit the sample, because most of them are considered fit for work and are living on an income too low to afford necessities.



What is your main income?

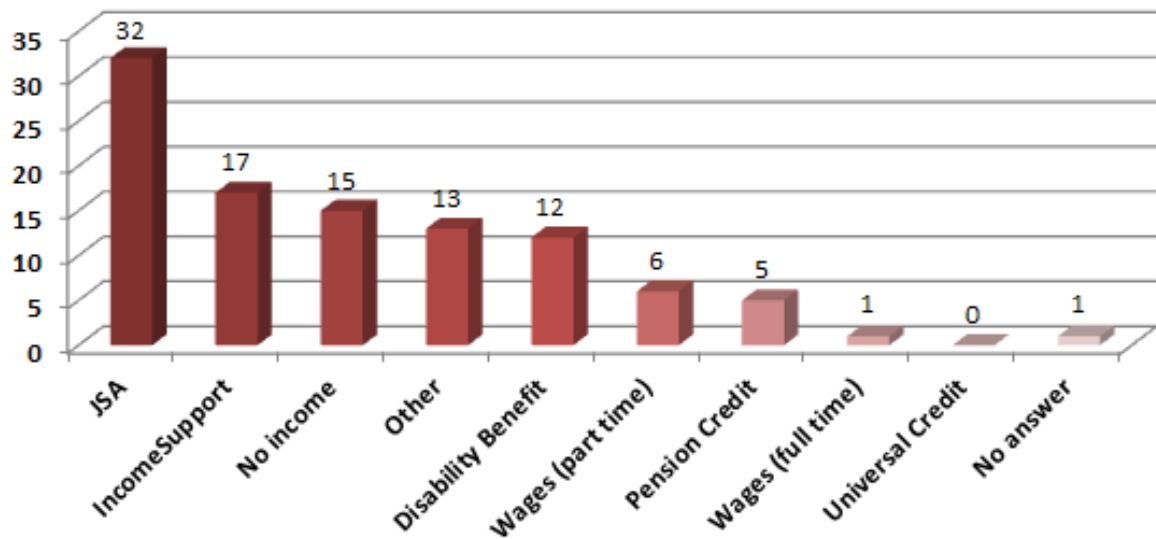


Figure 9

Do you care for children?

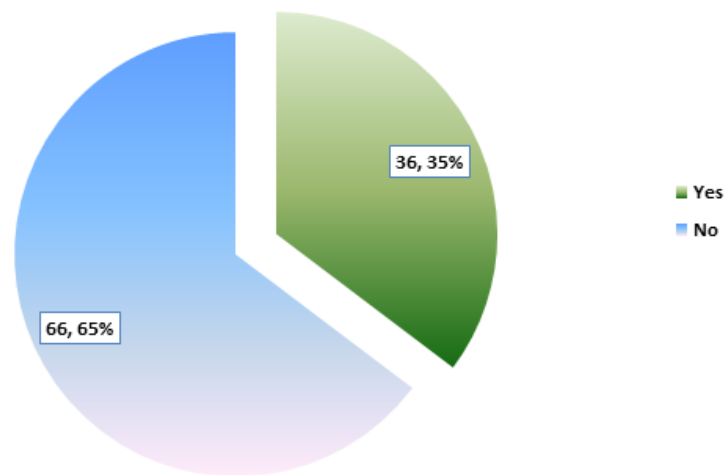


Figure 10

Most of the sample did not have children living in their household (65%). Of those that did, most of the families were relatively small. Nine households had only one child, ten had two children, five had three children, four had four children and one family contained five children. Five stated that they did have children but did not specify how many. This shows that few households in the study contained four or more children and that the families in the sample are not particularly large. Nineteen respondents (19%) were identified as lone parents, while 71% overall were single. This



could explain their low income, as there is only one member of the household that is economically active.

How many children do you care for?

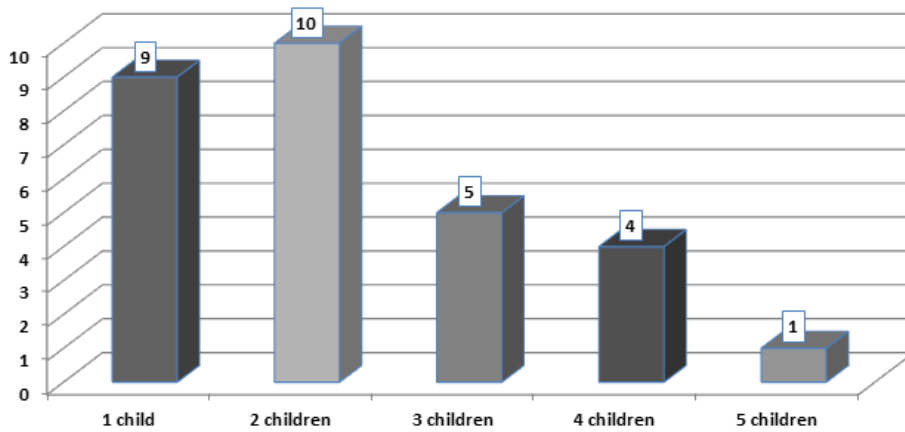


Figure 11

What is your age?

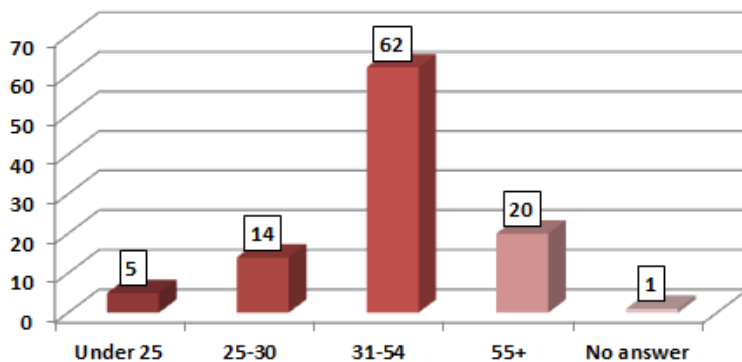


Figure 12

What is your relationship status?

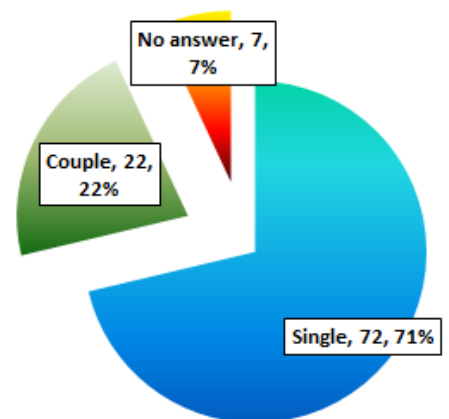


Figure 13

Most of the sample were aged 31-54 (61%) and there were only five participants under 25. This prominent age group is not typically disadvantaged in society, as opposed to younger and older



groups and so this is somewhat unusual. An attempt to identify why this is and aiming support services at this group could be beneficial.

In terms of gender, the sample was split quite equally, which suggests the issues related to food bank use have little to do with gender.

What is your gender?

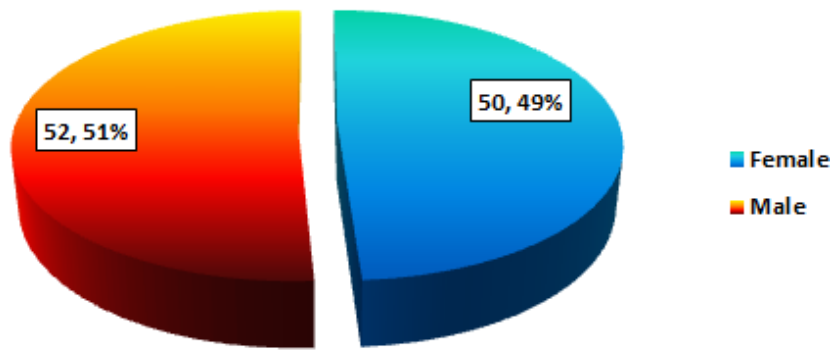


Figure 14

The ethnic group that appeared most frequently in the sample was white (72%). This is interesting, considering the sample was well dispersed across the city and included areas that were diverse in culture and ethnic backgrounds. This seems to suggest that more support services should be aimed towards white communities. There was only two Asian respondent and nineteen people from a black background. This is not consistent with recent conversations with food bank staff, in which it was stated that they have seen an increase in black African migrants in recent weeks.



What is your ethnicity?

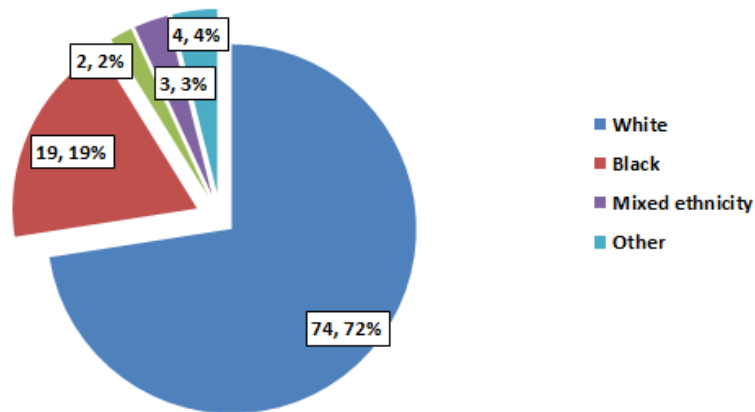


Figure 15

Refugees and asylum seekers made up approximately 14% of the sample, which suggests there is an issue with these groups in terms of food poverty. Support aimed at helping to alleviate the issues that these groups face could be helpful to reduce food poverty overall in the city. There are a number of support services aimed at immigration in Leicester, although only 10% of the sample had accessed these. Perhaps signposting could be increased to attempt to increase use of these services and potentially reach out to the 14% of the sample that identify as an asylum seeker or refugee. The 9% of the sample that preferred not to specify whether they are an asylum seeker or refugee is also significant, as it is quite a high proportion regarding the subject matter.

Are you a refugee or asylum seeker?

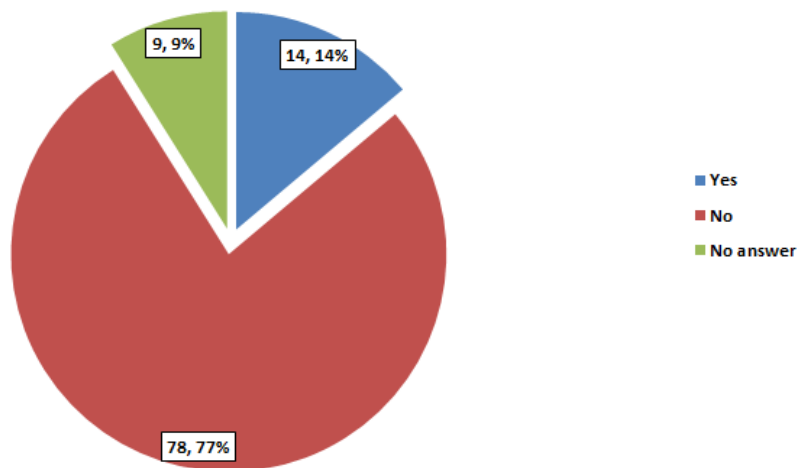


Figure 16



Summary:

- Jobseeker's Allowance was the most common form of income for food bank users (31%) - more employment support could benefit this group.
- Only a small number of households have four or more children (5%).
- There was a high number of respondents aged 31-54 (61%). This age group must be disadvantaged in some way.
- Respondents were mostly white (72%), although refugees and asylum seekers were represented disproportionately.

Recommendations

Objective 1: Leicester City Council to continue to survey and monitor the emergency food demand and provision in the city.

Objective 2: Leicester City council to continue to monitor the emergency food demand and provision in the city for the weekend/bank holiday periods. Where there is fluctuation consider what action may be necessary.

Objective 3: Leicester City council to continue to offer support and facilitate the network achieve collaboration and partnership working across the provision.

Objective 4: To develop effective solutions to support this group with their emergency food needs and support inter scheme sharing and re-distribution of surplus food through the Food Network Support Group (FNSG).

Objective 5: The Food Network Support Group (FNSG) to plan, develop, implement and monitor a robust referral scheme between providers and referral agencies.

Objective 6: To survey and review user cooking skills, cooking facilities and affordable fuel to inform FNSG to plan, develop, implement and monitor a training and support package to assist and enable this client group to understand western food, develop their cooking skills, provide recipes to cook the food they receive thus reducing food waste and developing the household skills making the food provided sustainable.

Objective 7: To facilitate the FNSG understand the client group and their specific needs through awareness training.



Objective 8: To develop effective solutions to support this group with their emergency food needs.

Objective 9: To explore and develop the opportunity for food providers to formally refer clients on to support groups where applicable.

Objective 10: To develop and deliver an effective awareness and communication programme for claiming and understanding Universal Credit with particular focus in the sector around advice and support available in the city.

Objective 11: To develop and deliver an effective awareness and communication programme advice and support available in the city.

Objective 12: To raise awareness of emergency food support in the city for the public whilst providing reassurance to the sector around demand.



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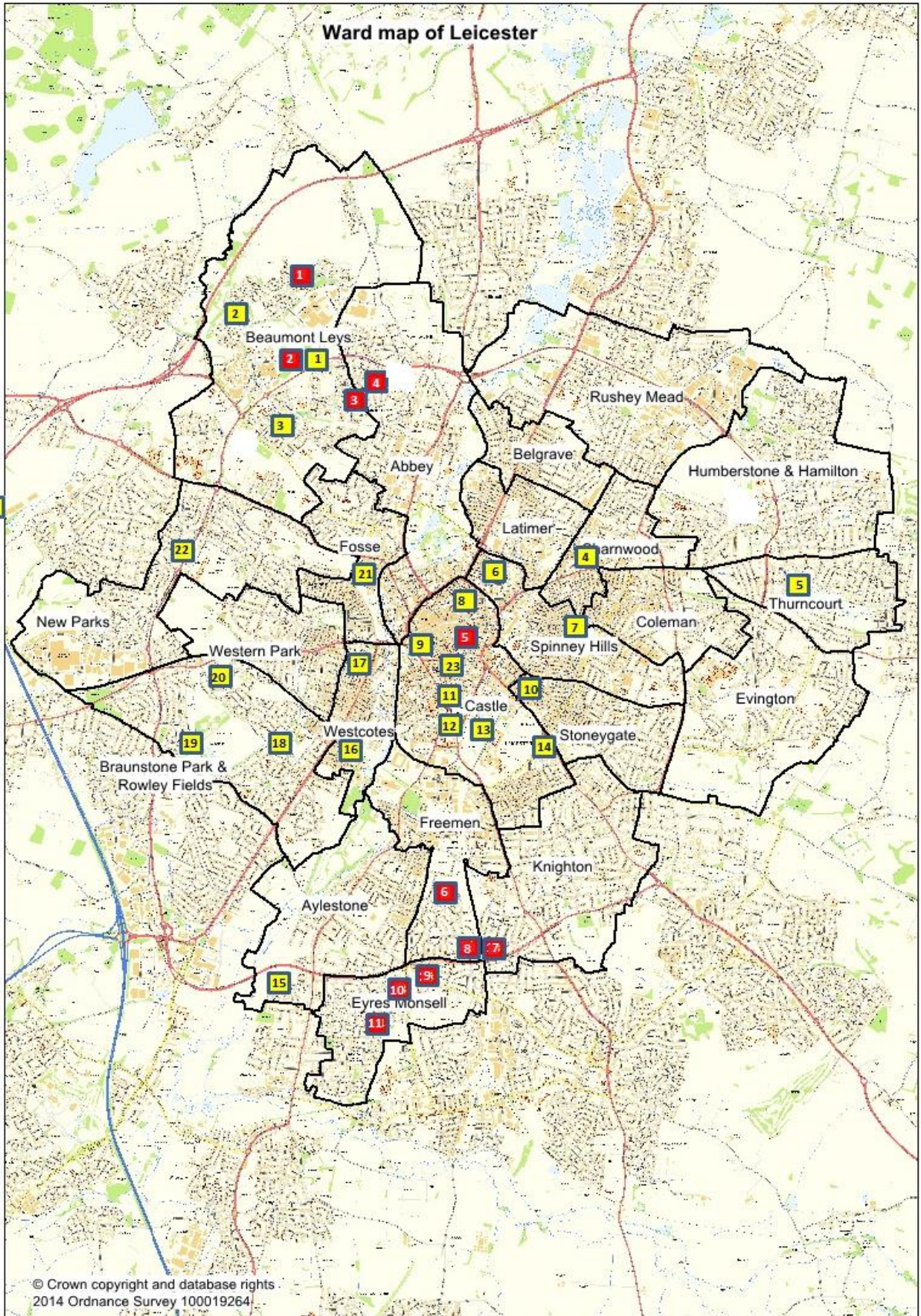


 Food banks operating early 2015

1. Mowmacre Hill TARA
2. Christ the King Church
3. Barley Croft Community Centre
4. Northfields TARA
5. Peace Centre
6. Contact Project
7. Highfields Food Bank
8. Leicester Charity Link
9. Welcome Project
10. Open Hands Trust
11. Faith in People
12. The Centre Project
13. Leicester Aids Support Service (LASS)
14. New Futures Project
15. Gilmorton Development Group
16. Mosaic Church
17. Women's Welcome Project
18. B Connected
19. B Connected
20. B Connected
21. Vineyard Storehouse
22. New Parks STAR
23. Zinthiya Trust

 Food banks ceased operation since 2013

1. Beaumont Lodge Neighbourhood CIC
2. Beaumont Leys STAR
3. Healthy Living Centre
4. Emerald Centre
5. Leicester Progressive Spiritualist Church
6. Saffron Lane Resource Centre
7. Saffron Lane Children, Young People and Families Centre
8. The Linwood Centre
9. Eyres Monsell STAR
10. Eyres Monsell Community Centre
11. Eyres Monsell Children, Young People and Families Centre





Food Bank Update:

Scope & Demand Analysis 2015

Service Development & Improvement
LCC Revenues & Benefits
IN ASSOCIATION WITH
LEICESTER CHARITYLINK
& THE LEICESTER FOOD FORUM

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1 Preface

In the current economic and political climate, many welfare and provision budgets are being cut. Since 2011, Leicester has faced public service funding reductions of more than £75 million. Consequently, many advice services in areas such as benefits, housing, debt management, employment and immigrations have been scaled back or ceased, and the poorest among the Leicester City community have been affected the most. In addition, social institutions have been required to constrict their outputs and services, often meaning that vulnerable people are left without the basic necessities of everyday life.

Seven years after the financial crash of 2008, Leicester continues to suffer from the after-effects of recession – more than 25,000 jobs were lost between 2008 and 2011, twice the national average – and both unemployment and under-employment remain high. Among the most extreme examples of increased deprivation is individuals and families going hungry and not eating enough nutritional foods, because they simply cannot afford it. Other issues that have derived from recent research include digital exclusion, as a result of a lack of computing facilities. This in turn affects an individual's chance to find more employment opportunities, or chances to succeed in an existing educational opportunity.

Since April 2013, Leicester City Council has supported a five day per week city centre food bank through our partners Leicester Charity Link as part of the Local Welfare Provision funding our customer support. Following research conducted in 2013 and 2014 by LCC Revenues & Benefits, there has been recognition that an increase in food bank facilities is needed – in December 2013 food banks across the city were distributing essential food to over 800 families per week, although a number of providers were closing or at risk due to lack of support.

Our partners have therefore agreed to commit to supporting a further two five day per week sites at strategic locations outside the city centre. However, with necessarily limited resources planning for these new sites - comparing areas that are most in need and analysing where these facilities would be of most benefit - is crucial.



2 Targeting Priority Wards: Methodology

Historically, assessment of need within LCC of deprived areas has been carried out on a ward-by-ward basis. The 2011 Social Welfare Advice Review considered the needs profile of claimants with reference to the below:

“The Indices of Multiple Deprivation is a measure of multiple deprivations taking deprivation measured and recognised separately then combining into an overall measure of deprivation, this is a national model developed by the DCLG. Leicester was ranked as the 20th most deprived local authority region out of 354 according to the Indices of Multiple Deprivation 2007 (IMD 2007). In the 2010/11 Social Welfare Advice Review, data grouped by ward as follows:”

CLUSTER	Abbey	Aylestone	Beaumont Leys	Belgrave	Braunstone Park and Rowley Fields	Castle	Charwood	Coleman	Evington	Eyres Monsell	Fosse	Freemen	Humberstone and Hamilton	Knighiton	Latimer	New Parks	Rushley Mead	Sprinney Hills	Stonegate	Thurcroft	Westcotes	Western Park
FAMILY CLUSTER	H	M	S	M	S	M	H	H	L	H	M	M	H	M	M	S	M	S	H	M	L	L
HEALTH AND WELFARE	H	L	H	M	S	H	M	M	M	M	L	M	M	M	H	S	H	S	S	M	L	L
ECONOMIC ACTIVITY	H	M	S	M	S	M	H	H	L	H	M	M	H	M	M	S	M	S	H	M	L	L
HOMELESSNESS	H	L	H	M	S	H	H	M	L	H	M	M	M	M	M	S	M	S	S	M	L	L
OVERALL	H	L	S	M	S	M	H	H	L	H	M	M	M	M	M	S	M	S	H	M	L	L
RANK	6	19	4	15	2	11	8	9	20	7	18	14	12	16	12	3	10	1	5	17	21	22

KEY: S=SEVERE NEED (TOP 4 WARDS) ■ H=HIGH NEED (WARDS 5-9) ■
 MH=MODERATE HIGH NEED (wards 10-14) ■ ML=MODERATE LOW NEED (15-18) ■
 LOW NEED (19-22) ■

The above analysis was based on 2007 data, and used a number of measures relevant to welfare advice (such as proportion of welfare benefit claimants and lone parents) averaged out across ward boundaries. This data has subsequently been used to establish priority locations in adult social care information, advice and guidance, most notably in the contract awarded to the Citizens Advice Bureau in allocating outreach in the top 10 wards.



More up-to-date analysis has now been carried out based on 2011 Census data – the first to include a ‘deprivation measure’ operating at ward level. Dimensions of deprivation used to classify households are indicators based on the four selected household characteristics:

2011 ward	All categories: Classification of household deprivation	Household is not deprived in any dimension	Household is deprived in 1 dimension	Household is deprived in 2 dimensions	Household is deprived in 3 dimensions	Household is deprived in 4 dimensions	Total household deprivation indicators
Spinney Hills	7,508	1,384	2,472	2,477	1,016	159	11110
New Parks	6,892	1,824	2,378	1,915	711	64	8597
Braunstone	6,893	1,908	2,292	1,854	759	80	8597
Castle	9,177	3,540	3,552	1,496	486	103	8414
Abbey	6,169	1,691	2,131	1,680	574	93	7585
Stoneygate	6,316	2,017	2,221	1,521	482	75	7009
Beaumont Leys	6,459	2,279	2,185	1,429	496	70	6811
Coleman	4,832	1,082	1,722	1,451	516	61	6416
Hum. & Hamilton	6,830	2,799	2,173	1,432	390	36	6351
Charnwood	4,490	915	1,550	1,374	565	86	6337
Rushey Mead	5,635	1,752	2,005	1,510	334	34	6163
Eyres Monsell	4,711	1,246	1,598	1,379	455	33	5853
Latimer	4,130	840	1,373	1,368	496	53	5809
Belgrave	3,922	896	1,301	1,216	446	63	5323
Fosse	5,564	2,186	1,928	1,092	328	30	5216
Thurncourt	4,189	1,210	1,443	1,159	344	33	4925
Freemen	4,222	1,379	1,346	989	469	39	4887
Knighton	6,792	3,588	2,093	904	179	28	4550
Westcotes	4,989	2,126	1,689	838	290	46	4419
Aylestone	4,839	1,979	1,642	980	225	13	4329
Evington	4,117	1,472	1,490	934	201	20	4041
Western Park	4,449	2,101	1,398	767	153	30	3511



3 The 2010 Index of Multiple Deprivation

There has been an identification of the wards most in need of help regarding a deprivation index, health and wellbeing issues, cultural needs and employment and educational assistance. Initially, it is beneficial to refer to the map 'Rank of 2010 Index of Multiple Deprivation', which demonstrates the areas most in need, against the provision of existing food bank facilities. According to the data, the areas in red represent the most need, while green represents the least deprived areas. The relative deprivation index refers to disadvantages that are linked to:

- **Employment**- Anyone not in full time education and out of work.
- **Education**- No member of the household between age 16 and 18 is a full time student, and no member of the household has at least level 2 qualifications.
- **Health and disability**- Any member of the household has a long term health issue or general health described as 'bad' or 'very bad'.
- **Housing**- The living accommodation is over-crowded, shared or has no central heating.

It should be observed however that grouping data output areas by ward is not a definitive measure of deprivation – not least because several wards contain pockets of deprivation and relative wealth. Mapping on the following page is conducted on a much smaller 'super output' scale and compared with the average weekly provision of food banks surveyed in late 2013. A further survey updating this is currently underway, although preliminary findings are that demand has remained appreciably static over the past twelve months.

Drawing from information from the 2010 Index, 2011 Census data, food bank research and Community Support Grant data amongst other sources, seven main wards were highlighted as a cause for concern. The reasons for the concern and an explanation for each of the seven wards will be provided.

Following a detailed qualitative analysis of each prospective site, three particularly vulnerable wards are identified in the summary for further consideration, for each of which advantages and disadvantages have been identified for selection.

More detailed mapping of other potential indicators of deprivation, for example disability, lone parent status and language for consideration are provided in Appendix C.

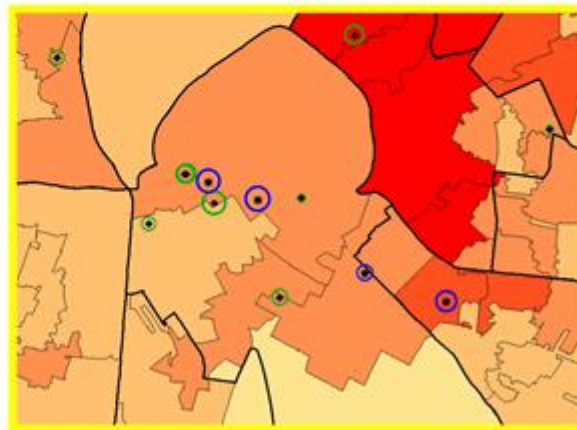
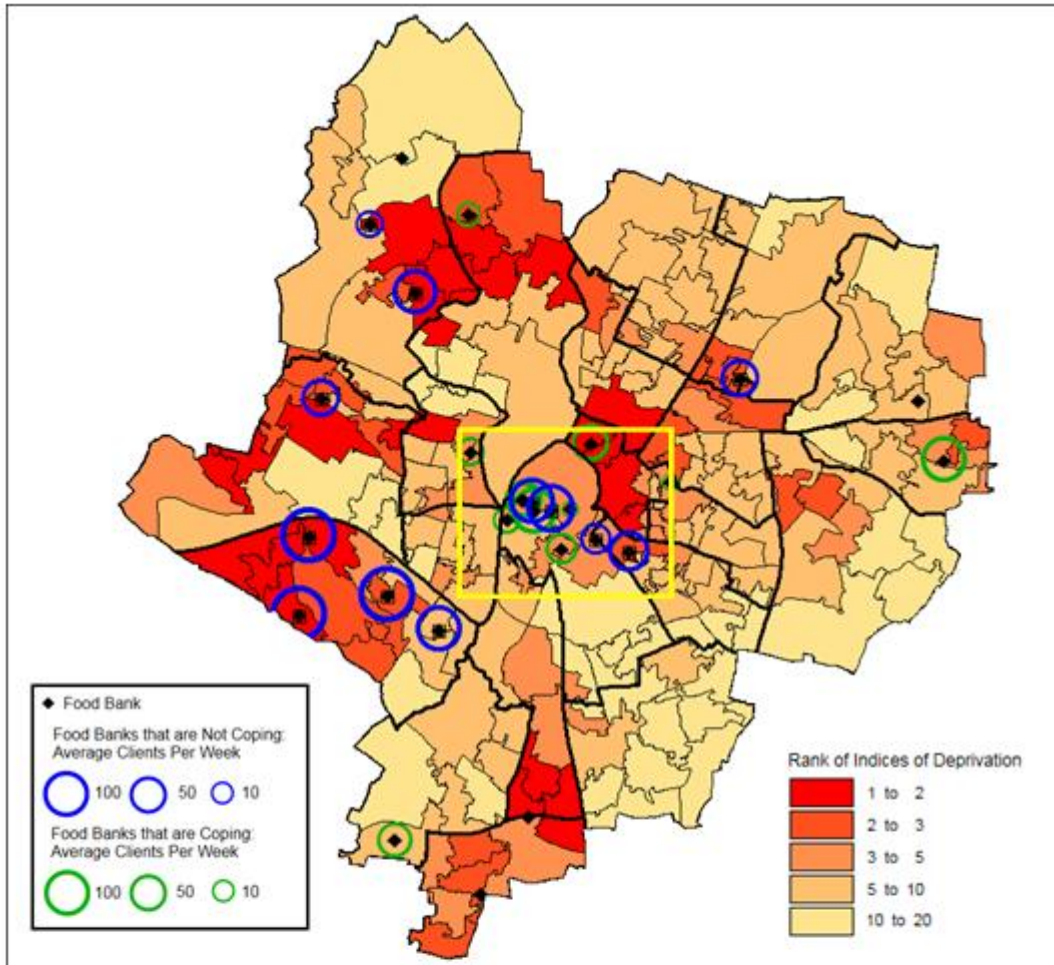


Fig. 1 –Rank of Deprivation Index against Existing Food Banks 2014



Food banks operating early 2015

1. Mowmacre Hill TARA
2. Christ the King Church
3. Barley Croft Community Centre
4. Northfields TARA
5. Peace Centre
6. Contact Project
7. Highfields Food Bank
8. Leicester Charity Link
9. Welcome Project
10. Open Hands Trust
11. Faith in People
12. The Centre Project
13. Leicester Aids Support Service (LASS)
14. New Futures Project
15. Gilmorton Development Group
16. Mosaic Church
17. Women's Welcome Project
18. B Connected
19. B Connected
20. B Connected
21. Vineyard Storehouse
22. New Parks STAR
23. Zinithiya Trust

Food banks ceased operation since 2013

1. Beaumont Lodge Neighbourhood CIC
2. Beaumont Leys STAR
3. Healthy Living Centre
4. Emerald Centre
5. Leicester Progressive Spiritualist Church
6. Saffron Lane Resource Centre
7. Saffron Lane Children, Young People and Families Centre
8. The Linwood Centre
9. Eyres Monsell STAR
10. Eyres Monsell Community Centre
11. Eyres Monsell Children, Young People and Families Centre

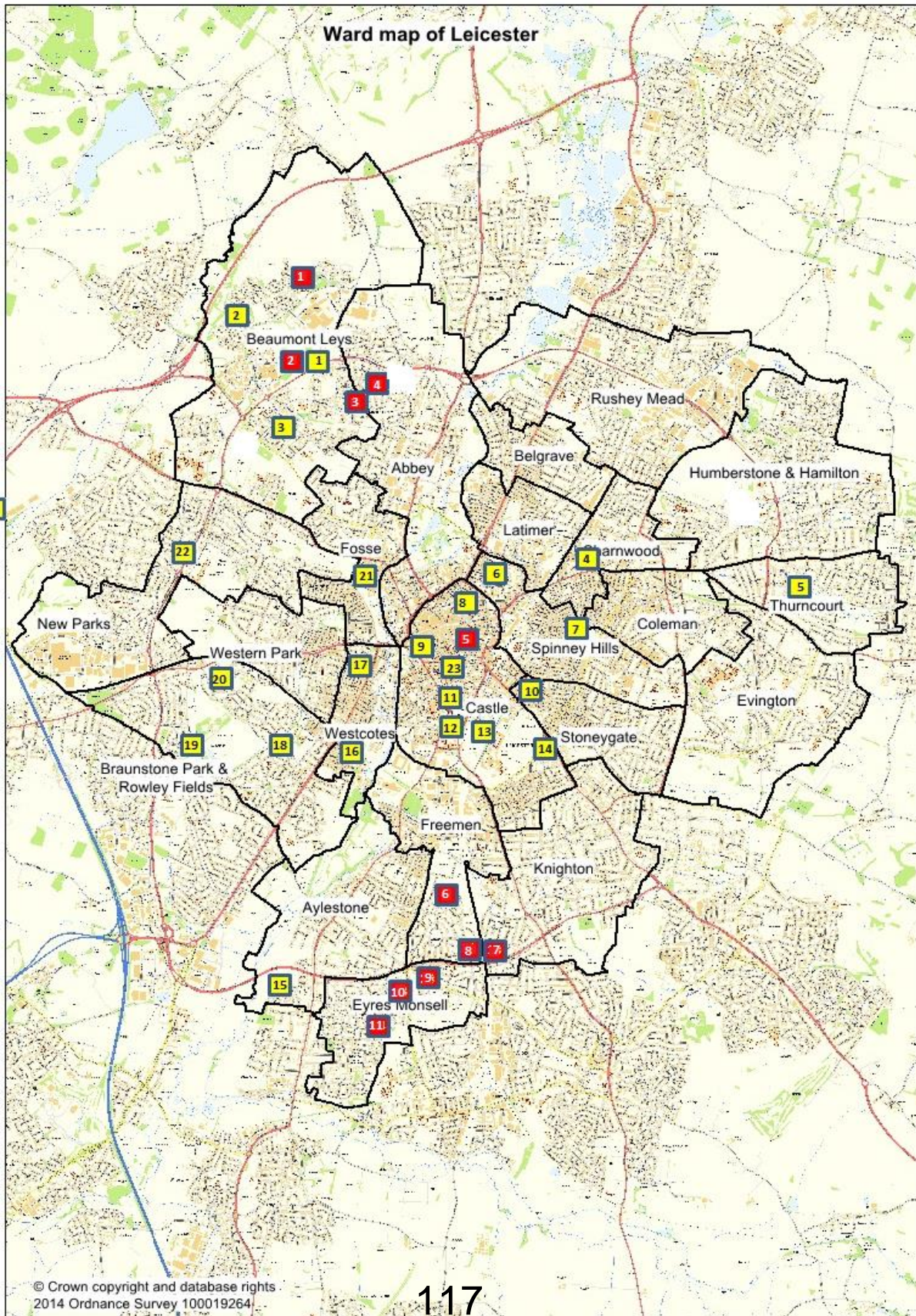




Fig. 2 –Food Bank Spread 2013-15

4 Priority Ward Analysis

4.1 Beaumont Leys (North-West)

Beaumont Leys is listed as number 4 on the comparative deprivation index list. This suggests that Beaumont Leys residents are typically the fourth most deprived in the city, with particular issues in the fields of family clustering and economic inactivity. It is worth noting that 1.1% of Beaumont Leys residents are thought to be deprived in all four facets of the deprivation index. The Beaumont Leys area also indicated a significant proportion of people with limitations in their daily activities; both a little (8.4%), and a lot (7.3%). Data from the 2011 census showed that 38.1% of households had dependent children, and 12.5% of households involved a single parent. Regarding unemployment, Beaumont Leys showed a significant number of people out of work (7.2%), and an even higher number of people that were absent from economic activity due to long term sickness, disability and other reasons (8.8%). Of those that were employed, Beaumont Leys census data showed that the majority (16.9%) were in elementary employment, which typically pays less.

Reviewing this information, it is clear that the Beaumont Leys area is facing potential risk zones including the disability of its residents, single parent families and child dependency, general unemployment and low payment for those in work. Regarding the aim of the potential new food banks, this fits into the focus area. There is sufficient evidence which suggests that the majority of food bank service users are benefits claimants (Troup Buchanan, 2014; Milligan, 2014; Trussell Trust, 2015; Dugan, 2013; Rayner, 2011), and so the profile of Beaumont Leys residents may be at risk of requiring help either at present or in the future. The high number of people with limited daily activities or disability, and the high number of people that are unemployed would presumably be on benefits. Also, research suggests that there are also a notable proportion of food bank users that are in either full or part time employment, but are in receipt of low wages (Trussell Trust, 2015; Andrew, 2014; Morris and Cooper, 2013). This could mean that the high proportion of Beaumont Leys residents in elementary employment, and typically low pay, might mean a higher demand for food bank resources.

It must be noted that the Beaumont Leys area currently has four active food banks (as of June 2015), although these are comparatively small-scale given the large area and disadvantaged population. Despite these food banks, Beaumont Leys remains an area that is experiencing multiple deprivations on a high level – and four more providers in the area were forced to either close or drastically scale back operations in the past 18 months due to funding concerns. The food banks that currently exist continue to provide a reasonable supply of food bank services – it may be that the facilities do not



operate frequently enough, or are not available to enough residents. There is a substantial area in the south east of Beaumont Leys that is not catered for in terms of food bank services.

4.2 Humberstone & Hamilton (North-East)

According to the deprivation index, Humberstone and Hamilton is the twelfth most deprived in the city. This would suggest that the residents are typically not as needy as those in other areas, although the 2011 census data does show a degree of deprivation concentrated in relatively small areas, such as the Netherhall estate. At the time of the 2015 survey, no food banks operated within this ward, although there was one close by in Thurncourt. Under a councillor's direction, a food bank was ultimately established in December 2014, although progress on the development of this project has been slow. It is worth analysing the situation to address whether further support would be required.

While Humberstone and Hamilton contain a small number of people that are deprived in all four areas of the deprivation index (0.5%), and among the seven wards compared here, the lowest number of community support grant applications and awards (82 and 44, respectively), there is still 6,351 people in the area experiencing at least one type of deprivation. It is likely that these people are not currently being adequately provided for, and there could be a potential opportunity to improve lives.

By far, the most pressing issue facing Humberstone and Hamilton is the inclusion of people that cannot speak English. There is a relatively large proportion of residents in the area with no English language skills (0.8%). This could explain the deprivation in some areas of Humberstone and Hamilton, in that language skills are crucial to progress in education, to enter the workplace legitimately, or to feel included in general society. Those in the area that cannot speak English may feel marginalised, isolated or may even have experienced racism or discrimination from others. Similarly to Beaumont Leys, a substantial amount of residents have some kind of disability, limiting their daily activities. 7.9% believe their activities are limited a little, and 7.7% say they are limited a lot. Again, these groups of people are likely to be benefits claimants, because of inability to work, or difficulty in language skills being a barrier to work, and so a food bank facility might be needed, given the profile of food bank users nationally.

Among the seven wards here, Humberstone and Hamilton have one of the highest numbers of households with dependent children. Although it has one of the lowest numbers of single-parent households, the large number of children living in the area is significant because they are vulnerable individuals and must be a priority. If they are not already living in poverty, changing family circumstances could mean that they might be at some point, and a food bank could provide help in these instances as a safety net.



4.3 New Parks (West)

The New Parks area is one of the most deprived of the seven wards discussed here, according to the comparative deprivation index. At number three, there is a high number of community support grant applications and awards (245, 166), and has one of the highest numbers of people in at least one mode of deprivation, among the seven (8,597). Although there is one food bank in the area that is quite large, the area to the left of this food bank is not catered for, and a very high level of deprivation remains in the area in which the food bank exists, meaning it may not be sufficient.

There are several areas of concern regarding the New Parks area in terms of disadvantage that could be helped by another food bank. The level of limitation of activity in the area is the highest among the analysed wards, with 10.2% limited a little and 10.4% limited a lot. Unemployment levels, as well as long-term unemployment and long-term sickness are one of the highest in the seven wards (7.9%, 3.7% and 11.1%). The people from these cohorts are typical of the food bank user profile. There is also a notable number of people in New Parks that are not educated to level 1 or above (40.8%), and that are employed in elementary occupations, paying little (22.1%). These people could be struggling with insufficient wages and short-term provision could be supplied in the form of food parcels in an attempt to alleviate deprivation.

There are a lot of people in New Parks that do not have access to a car or a van (42.9%), which means that they are at a disadvantage in the employment field, and also in terms of being able to get to other places for advice. This statistic could be a contributing factor in the unemployment rate of this ward, and so these people could be struggling to cope on benefits. It would be easier and more rational for food provisions to be situated nearer to these people, because they would be more likely to access them if they are nearby, as they do not have transport.

There are a lot of families in New Parks that have dependent children (37.6%), and the highest number of lone parent households among the seven wards being discussed (14.7%). These lone parent households are vulnerable because they are more likely to be living in poverty as a result of a single potential income-earner, the parent being unable to work due to child care facilities being unavailable or too expensive or a lack of adequate employment opportunities that can be worked around other responsibilities. A food bank here would be of benefit to these families, because it can help to alleviate their poverty short-term.



4.4 Castle (Central)

The Castle area of Leicester contains much diversity in terms of socioeconomic class. It appears at number 11 on the comparative deprivation index, suggesting that it is the eleventh most deprived area. Despite this, there is still a high volume of community support grant applications and awards (326, 223). In addition to this, Castle experiences a typically average amount of deprivation when comparing the seven wards. The area has the most food banks in close proximity, and so those in need are catered for to a degree.

There is a sizable number of people in this area that were not born in the UK (36.2%) and people whose main language is not English (25.8%). These numbers are high compared to other wards, and there is a possibility that these people could be vulnerable to racism and discrimination. However, as Leicester is generally celebrated as a culturally diverse city, those living in or near to the city centre may feel more socially included than those living outside the city, with cultural and language barriers. Some food banks in and around the Castle ward have reported a small number of University students accessing their services. These are usually mature students with children or those with problems relating to student finance. These cases are quite rare, and accumulatively food banks have had less than ten students visiting them for food. However, one city centre food bank confirmed that they do see some students that have recently finished their courses and are transitioning into work or benefits and are unprepared for the change.

In comparison to the other wards discussed here, the residents in Castle are more educated, less likely to have limitations in their activities, and have a higher rate of professional employment. These are all positive assets and show that there is some affluence in the area. In addition, Castle residents are far less likely to be unemployed, long-term sick and have dependent children. This could indicate that those in the area that are deprived are being catered for, because there are relatively few people here that are struggling. The existing food banks in the area and information services are rich sources that may be able to cope.

4.5 Eyres Monsell (South)

The Eyres Monsell area is in a southern location and is not supported by any food banks at all, except for a small one in close proximity. The deprivation index for this area is 7 and it has been noted that



issues facing the area include family clustering, economic inactivity and homelessness, with these rates being some of the highest in the city. There are relatively few community support grants being applied for and accepted in this area, and numbers are low for people considered to be experiencing four dimensions of deprivation. Despite this, there is data from the 2011 census that suggests there may be some disadvantaged residents that are vulnerable to deprivation that are not being catered for.

The main area, in which this is so, is when the data on limited activities is addressed. The number of people both limited a little (10.5%) and a lot (11.2%) are the highest in the seven wards. This is a concern, considering there is no existing food bank, as these people could benefit from help with food provision, according to national statistics on food bank users. These people may also be excluded from the workplace as a result of their activity restrictions, and so may be relying solely on benefits. If there were an active food bank in this area, it may be a useful resource for people struggling with money because they cannot work. However, any prospective food bank would need to be close to the residents of Eyres Monsell, because if they are restricted in their abilities, they may not be able to travel for this service.

Eyres Monsell residents are also typically less qualified than in some of the other wards. The amount of people that are qualified to at least level 1 is 59.2%, meaning that those that are working might be employed in low paying jobs. It can also signify that education is a barrier to employment for some people and they are unable to find employment because they do not have any qualifications. A food bank would be helpful to these people because if they are in low paid employment or not employed at all, they may not be receiving efficient funds and may be struggling to pay for bills and food. In addition, if a food bank was installed in this area, there may be potential to expand the services provided, with additional support provisions. A HUB facility would be beneficial for those wanting to advance their levels of qualification if computing facilities were available. This rules out digital exclusion and would provide tools to help individuals access and then take advantage of educational opportunities. As a result, this could mean that in the long term, people can advance economically and leave benefit provision.

It would be logical to implement a food bank location in this area because of the large amount of people it could potentially help short-term. Despite the low number of community support grants and data suggesting the area is not as deprived as others, the census contradicts this, and shows there are a proportion of people here that could genuinely benefit from better support.

4.6 Spinney Hills (East)

According to the comparative deprivation index, Spinney Hills in the central area of Leicester is the most deprived of all. At number one, it is recognised that the area is in severe need with regards to



the four components of the deprivation index, and 11,110 households experiencing deprivation in at least one dimension. This is clearly a substantial number of households, although the application and awards of community support grants rate is comparatively low. This area is marginally catered for in terms of food banks by one relatively large provider. In addition to this, the area is in close proximity to the city centre, where there are many more opportunities for food provision and helpful services.

Among the seven wards that are being analysed, the Spinney Hills area appears to have the most people born outside Britain (55.8%), the most people that do not refer to English as their main language (54.8%) and the most people that cannot speak English at all (4%). This could explain some of the severe deprivation, because cultural exclusion and a lack of social cohesion are possible for people that were born overseas and new to the country. In addition to this, these people might have experienced racism or a difficulty in adapting to life in Britain and may not be able to communicate with social institutions effectively. It is apparent that the food bank sites that are already located in this area do not offer specific support in terms of social adjustments for immigrants. The most accessible food bank in this area primarily targets young people and families. These services are valuable to the community, but are not necessarily helpful to the large immigrant population of Spinney Hills. However, previous research in the area has suggested that the food bank facilities are not exclusive of any group. Effectively, this food bank does not turn anyone away and is supportive of anyone presenting as in need, regardless of circumstances.

By far, Spinney Hills has the most households with dependent children (47.8%), and considering this, the fact that there is such a high degree of deprivation is a concern. If children in this area are living with severe disadvantage, they may not only be undernourished through a lack of healthy food, but they may be vulnerable to the cycle of deprivation. This is when individuals struggle to escape the constraints of poverty, and could grow up to be dependent on benefits themselves, having not had the opportunity to alleviate their difficult circumstances. If help was more readily available for these families while the children are young, it could help to break this cycle, so that the children can obtain a valuable education, enter the workplace and become self-sufficient in the future. Despite this, food bank outlets are generally targeted at reducing poverty short-term, and cannot alleviate deprivation long-term. It is a valuable support system, which many food banks have, that is needed to help these families beat poverty.

Unemployment and long term sickness are other major issues facing the communities of Spinney Hills. They are the highest among the seven wards, with 7.9% unemployment in the area, and 12% long term sickness. These people are most likely to be struggling financially and could benefit from the use of a food bank. This needs to be addressed, and the reasons for this unemployment need to be uncovered. It could be that the people of Spinney Hills are being discriminated against in terms of their ethnicity, and this is hindering their opportunities in work. The food banks in this area, although stretched, are coping relatively better than those in some areas. In addition to this, the



area's close proximity to the town centre, where more food provision exists, means it might be easier for some people in this area to access emergency food than people in more isolated areas.

4.7 Braunstone & Rowley Fields (South-West)

Braunstone and Rowley fields currently have three of the largest food bank sites. It is considered to be the second most deprived area, with 8,597 people believed to be deprived in at least one dimension. Community Support grant applications and awards are relatively low here, with an unsubstantial number of people deprived in all four dimensions (1.2%). This could indicate that the three food bank provision sites are actually catering efficiently for the residents in need.

Braunstone and Rowley Fields have a large proportion of people either experiencing severe limitation of activities, or long term sick. The community also has a high number of lone parent families, which is an issue if the lone parent is unable to work because of child care issues. Lone parents that do work can also be in a relatively disadvantaged position because there is only one income coming into the household, and so they could still be struggling financially. However, the provisions of the three large food banks in the area could help to alleviate this. These groups can be vulnerable to food poverty, as previous food bank research indicates.

Among those that are working, the residents of Braunstone and Rowley Fields are much more likely to be employed in elementary positions, typically paying less. Elementary employment is among these residents is the highest of the seven wards at 22.2%. This means that households could be struggling financially, despite them working. However, the B-Connected organisation that operates in the area has a program for improving employment prospects and has been quite successful at this. In this respect, this cohort of people is also being adequately catered for. The food bank sites that are present in Braunstone and Rowley Fields seem quite established and rewarding to the community. They offer a wide range of facilities that reflect the need in the area.



5 Food Banks in 2014: Demand Analysis

When the food bank mapping research was originally undertaken, there were conversational indicators that demonstrated each food bank's ability to cope with the demand they were subject to. This question was asked specifically, but additional questions were asked in the repeat exercise in early 2015 to help establish a more thorough depiction of how well the supply is meeting demand in separate areas. After completing the follow-up study, the study is being repeated in 2015, with some slight alterations. As the study is ongoing, there is currently around a quarter of responses already obtained. These responses can be considered here, against the results from last year. It appears that the ability for food banks to cope with demand is improving. In 2014, food banks were compared that existed in 2014 and still exist in 2015. Those that have ceased to operate were not included because they could not be compared. In 2014, 78% of food banks were not coping with demand. However, in 2015, 48% of food banks from the same list were not coping. Food banks that are currently coping with the demand tend to be in the eastern and central areas of the city. Those that are struggling the most are in the northern and western areas of the city. Interestingly, 80% of the city centre food banks had progressed from a position in which they were not meeting demand, and in 2015 are coping well. Generally, food banks in the city are doing better than twelve months ago. This could be because the food bank phenomena is appearing increasingly frequently in the media, to which the public are becoming more aware of their presence. This could mean that there are more food bank donors, particularly in the city centre where there is substantially more footfall. The 2014 study showed that there is substantial number of food banks that were struggling with demand. Some were more concerned than others, and some had a strategic plan in place in order to increase their supplies. Some were keen to increase their supplies, although did not have the means to do so. The food banks that were struggling to cope with demand were not ward specific; they were dispersed across the city. However, the mapping of these food banks can be compared to the map of deprivation index, in order to determine the need of the area. The food banks in the western and eastern parts of the city were struggling the most, with the three outlets in the Braunstone Park and Rowley Fields ward stating that they had ran out of food, and had to purchase more themselves to meet demand. The eastern part of the city had two food banks at the start of 2014, quite a distance apart, both of which were struggling to cope. One was maintaining a very limited service, and the other had used up their emergency stocks and were worried about further increasing demand.

However, after reviewing the index of deprivation for both of these areas, it is evident that the Braunstone Park and Rowley Fields ward is considerably more deprived than the eastern wards of Humberstone and Hamilton and Thurncourt. However, the Charnwood ward, also in the east, is also



noticeably deprived. This food bank is also somewhat smaller than those in Braunstone and Rowley Fields. However, the Indices of Multiple Deprivation (2011) suggests that the Braunstone and Rowley Fields area is significantly more deprived than the Charnwood ward, because of the amount of combination cases of deprivation. It was found that Braunstone and Rowley Park are severely 'in need' in terms of all four categories; family cluster, health and welfare, economic activity and homelessness. For this reason, this ward was named the 2nd most deprived in the city. In comparison, the Charnwood ward was considered to be in high need for three of the criteria. This means that Charnwood is the 8th most deprived ward. Because of this, the Braunstone Park and Rowley Fields area is likely to benefit the most from an additional food bank. In 2015, there was little change to the demand on services in the eastern and western parts of the city, and similarly little change to the food banks' abilities to cope.

The Beaumont Leys area had five food banks in early 2014, although sufficient data was gathered from only two of these, perhaps due to a reluctance to take part in the study. At the time of the 2015 study, two of the five food banks had ceased operation, as anticipated in 2014, although in recent weeks one has had a revival with some support from another food bank, whilst the other supports the surrounding food banks with food donations. This signifies that the supply for Beaumont Leys residents could have declined, and if Leicester is subject to national trends, demand may have risen. Principally, in 2014 one food bank reported an extremely high demand that was very difficult to accommodate. They stated that they had to turn large numbers of people away because their food supply was severely limited. When this information is analysed against the other food bank that offered a decent amount of data in the area, it is clear that although they were not expecting to close, there was a high demand on their services, too. One food bank in Beaumont Leys had no spare food when they received their Fareshare deliveries, and were looking at increasing the frequency of their deliveries to meet demand. Beaumont Leys appears at number 4 on the Multiple Deprivation Index, suggesting that the residents do experience relatively serious poverty. Again, this ward is more deprived than Charnwood, and would possibly benefit substantially from another food bank.

Food banks in the areas that were previously identified as most deprived appear to have been coping relatively well in 2014. The food bank in New Parks reported that while they were not coping every week, they were coping well in other weeks, as their Fareshare supplies and number of clients varied a lot. In addition, they were starting to develop a rationing strategy in 2014, which they hoped would make demand easier to cope with. However, by 2015 this food supplier was still finding it difficult to meet the demand on their services. The food bank in Eyres Monsell reported that they were coping very well with the demand of their services, and even had food left over in order to create an extra emergency bank of food. This unit was not concerned at all and did not anticipate any strain in the future, because they could cope with extra clients if demand increased. This does not reflect the outlook of deprivation in these wards, as there does not seem to be a desperate



need, according to these organisations. However, this food bank is open only fortnightly, for one day. This could mean that it is not a prominent service in the area, which is not advertised on the scale of some of the other food banks in the city, and so therefore, it may be little known. Perhaps if the service was run more regularly and a more outstanding feature in the community, the deprived individuals in the area may be referred to them. In addition to this, the food bank only supplies food for people in a small, deprived estate, not on a ward basis.

6 What does 2015 look like?

With the 2015 study now complete, it is worth looking at these results to assess how the situation in Leicester has changed, and if the need remains the same in the specified areas. In the western part of the city, the situation is very similar to last year. Food banks here are still struggling to maintain their supplies and although one food bank reported they were coping slightly better this year, another felt their circumstances had worsened. The New Parks food bank admits they have a large number of clients in the average week and are looking to expand their lunch club services. They are prepared for the Universal Credit rollout, and are not particularly concerned with the potential increase in demand. In 2015, the Beaumont Leys food bank that aimed to increase their Fareshare deliveries had done so, and they stated that they are able to manage their supplies much better now. As a result, they felt they are in a better position this year. At the time of the 2015 research, there were only three food banks operating. The other two were still not coping and were sometimes turning people away. However, one of these now receives valuable help from a city centre food bank, which has proved to be crucial in the maintenance of the project.

One Beaumont Leys food bank also runs a lunch club which is extremely popular, and they suspect that if they had the resources to increase the frequency and size of this activity, there would be even more of a take-up. Since the 2015 research, this organisation has been in contact with another social food project, which aims to utilise their café facility to maximise the help they can offer together. Christ the King say they have a number of large families approaching them, and that they cannot help them as much as they would like to. This suggests that if there are food banks in Beaumont Leys that have ceased to exist, this has put pressure on Christ the King particularly, and that they might be under threat if demand continues to increase. This means that today, both the Braunstone Park and Rowley Fields area, and Beaumont Leys, are not able to fulfil their potential and may benefit from more services in the area, particularly with the Universal Credit proposal.



In the south of the city, the food bank in Eyres Monsell has reported little change in 2015, and is also very content with their situation. They do not see a need for any additional support in the area. However, the as this food bank supplies only for a small area instead of the whole ward, means that people outside of the estate are essentially neglected.

In the east, food banks reported very little change and are generally coping with demand. One food bank, however, does run out of food on a regular basis and relies on the support of local faith groups to provide essential items. Food bank staff at this unit also admitted that they had purchased food themselves for clients when all other methods had been exhausted.

The situation of city centre food banks appears to have improved significantly. In 2014, the majority stated that they were not coping with demand. However, they are now able to provide much better for their clients. It appears that much of the city community has contributed towards this, with many faith groups and local businesses regularly donating food and money to food banks. The food provision in this area is generally stable at present.

7 Summary

It appears that the most relevant places for food banks include the Beaumont Leys area, New Parks, Braunstone Park and Rowley Fields, Eyres Monsell and Spinney Hills. Upon analysis, these areas present a diverse range of issues, with little on offer to ease these problems. The food banks in Beaumont Leys are somewhat scarce and a better dispersion of centres would be constructive. In Spinney Hills, there is serious and oppressive poverty that is not being addressed by the current locations. People here need help with integration in order to improve their lives. However, the position of the area is a small advantage, in that larger, more accommodating services are available nearby. It would be feasible for people here to travel into the city centre, which is much more equipped to help them. Ideally, the services in Spinney Hills would be more sensitive to immigration issues, but at present, there are areas that appear to be more overlooked.

The New Parks area should possibly be a site improved by a food bank facility. The western area of New Parks is particularly neglected, and with a large number of community support grant applications, the residents here clearly feel that they cannot cope financially. The facility available in New Parks is very diverse and professionals support many issues that reflect residents' needs, making it potentially very effective. However, the fact that the area remains very deprived despite the longevity of this facility could mean that it needs expanding. Perhaps there just isn't enough availability or enough resources for everyone. If this was to be expanded, it could reach more people in the area and ultimately increase support.



In Eyres Monsell, there is simply not enough in place to support those in need. The small food bank is not enough to support the deprived area that exists around it. This area is also distant from the city centre, so residents here that are struggling may feel rejected and isolated. There are also a lot of people that have limited activity, and so travel to the city centre may be difficult. Similarly to New Parks, the small food bank in the Eyres Monsell proximity has not been sufficient enough to relieve the severe deprivation in the area. An expansion on the services and food distribution from this site may be effective in reaching more people in the area and supporting them.

A productive idea would be to situate one of the proposed food banks in the area between Braunstone Park and New Parks. This way, the deprivation experienced in both wards could be addressed, the pressure on food banks struggling in Braunstone could potentially be relieved, with some of their clients perhaps moving onto the new site, and anyone in New Parks that is in food poverty, and not in a position to access the existing food bank in the area, may be more inclined to visit the new location. The other food bank may be best placed in the Eyres Monsell area, as the food bank there is not catering for the whole ward, but only a very small area. The area is deprived and there are no other food provision services for these people, out of the town centre. The Eyres Monsell area is situated a fair distance from the city centre, and the extremely high rates of activity limitation means that people may not be able to get into town in order to utilise services there.

The number of social food facilities in Beaumont Leys has declined significantly within the past year, at a time when potentially, need will be increasing. There are a lot of single parent households in Beaumont Leys, families with dependents and high unemployment. With the substantial imminent welfare reforms taking place in the coming weeks, these residents will be affected, and so any attempt to ease the transition and increase support for people experiencing these reforms would be invaluable to the community here.

There are a number of elements in all of the areas discussed that provide an argument for and against a proposed food bank. These elements should be addressed with regards to the areas identified here as ideal locations for a food bank, as there are only two planned units, and three areas that are suitable for them. The advantages and disadvantages of providing a food bank in each of the three areas are provided.

OPTION 1: Eyres Monsell / Saffron / Freeman area

Reasons for a food bank site in Eyres Monsell:

- The area includes significantly fewer food provision facilities than most of Leicester. The existing food bank in the area caters only for a limited space, and any other area outside of this estate is neglected.



- There are a relatively high number of people regarded as homeless in the area, and so these people may struggle to not only purchase their own food, but also to cook food.
- The numbers of people limited a little and a lot in their daily activities is very high in Eyres Monsell, and these people may not be able to work and may be living on a meagre income.
- These people that have limited daily activities are living a fair distance from the city centre, where they could receive help outside their ward. If they are limited in activity, they may not be able to get into the town centre to use these provisions.
- There is a large area around Eyres Monsell, spanning four wards, that has little or no food provision facilities. There is nowhere in close proximity for needy people here to go to.
- There is a high proportion of individuals without level 1 qualifications or above, and so these people are more likely to be employed in low-paying jobs, with little prospect of social mobility
- The 2011 census suggests that Eyres Monsell is more deprived than it appears in other reports.
- In the last 2 years, there has been a closure of 6 food bank outlet points all over Eyres Monsell, which suggests a valuable resource could have been removed from a large number of people that genuinely need it.
- Elementary occupations are very common in the area for those that are employed, and are the most common in the wards discussed here. This means that there are a significant number of people receiving a low wage. Research suggests that this is one of the rising categories of people that are using food banks.
- The food bank in the Eyres Monsell area operates on a referral only basis, and so if someone is genuinely in need, but does not have access to support services they may be excluded. The food bank close to the area is only operational on a fortnightly basis for two hours. This means it does not have a good presence in the area and there may be some residents eligible to use their services that are unaware it exists.

Reasons against a food bank in Eyres Monsell:

- Despite the census, data from 2014 shows that Eyres Monsell is only the 7th most deprived area in Leicester, and so according to this, there are areas that are more in need.
- There is a very low number of Community Support Grant applications and rewards, and so this could suggest that the deprivation the census suggests is not being experienced to its fullest extent.
- The number of people in the area that are experiencing at least one dimension of deprivation is very low in comparison to the other wards.
- The unemployment rates in Eyres Monsell are high, but no higher than the other wards being considered.

OPTION 2: New Parks

Reasons for a food bank site in New Parks:



- New Parks appears at number three on the comparative Deprivation Index, suggesting it is the third most deprived in the whole city.
- There is a very high amount of Community Support Grant applications and awards in New Parks, which suggests the residents, feel deprived and the council recognises this deprivation.
- Although there is one food bank, it is situated in such a way that the south, east and west of the ward are quite distanced from provision.
- Despite this one food bank in the ward, there still remains very high deprivation, suggesting the one food bank may not be sufficient.
- There is a very high number of people with limited activity in New Parks, and so could be unable to work, and living on a low income which may not be sufficient for their needs.
- This high number of people with limited activities may not be in close proximity to the existing food bank, and may be unable to travel to the site, or into the town centre.
- The three large food bank outlets in neighbouring deprived area Braunstone Park and Rowley Fields are struggling to meet the high demand from clients, and so if there was another unit nearby in New Parks, this could help alleviate the pressure on the struggling sites.
- The number of people without level 1 qualifications or above is amongst the highest in the city, and these people are likely to be employed in low paying jobs, with little career progression, which means they are less likely to escape the poverty trap.
- There is a high number of lone parents in the area. These parents may be unable to work, because of childcare restraints, or may only be able to partake in part time work, which may not generate enough funds to be self-sufficient.
- The number of households without access to a car or van is high in New Parks. This can be an issue for people wanting to work, because they may be limited in the jobs they can do if they are not geographically mobile. These people could be living on unemployment benefits for long periods of time, which may be insufficient for a satisfactory living standard. In addition to this, long term and short term unemployment rates are high in this ward.
- There is a sizable proportion of people in employment working in elementary positions in New Parks. This means they may be subject to low pay and little career progression.
- The food bank in New Parks is likely to be changing location in the future, and they are unsure of how this might affect their clientele.
- The food bank in the area reports that they are getting a lot of new referrals recently, and so this could indicate a rise in demand that they may struggle with in the future.

Reasons against a food bank in New Parks:

- The southern area of New Parks, which is the furthest away from the operating food bank, is relatively affluent, and so this area that is neglected in terms of food provision may not need a food bank.
- The New Parks food bank is open for four days a week, and so there is a lot of time availability for residents to use the facilities.



- The food bank accepts self-referrals, and so an individual desperately in need can access the services immediately when they need to, as opposed to waiting for referral.
- In addition to this, those excluded from support services that might be in need can access the service.
- The unit in this area has a lot of food traffic, and a lot of support from local businesses and organisations such as local shops, faith groups and schools, as well as public donations. They have got a lot of food to distribute and are not currently struggling to cater to all their clients.

OPTION 3: Beaumont Leys

Reasons for a food bank site in Beaumont Leys:

- Beaumont Leys is considered to be the fourth most deprived ward in the city.
- In the last 2 years, Beaumont Leys has experienced the closure of four of its food banks, meaning vulnerable people that need food may have had their supply stopped.
- The increase in demand on the existing Beaumont Leys food banks in recent weeks has been reported, and they also say that the demand is still increasing.
- The food banks in Beaumont Leys are not positioned efficiently. There is food provision in an area considered quite affluent, and a smaller provision of food in the southern part of Beaumont Leys, which is very deprived. There is a need for more food provision in the southern area of the ward.
- One food bank in the deprived area of Beaumont Leys has stated that the demand of cultural foods, such as halal meat is not being met, with many ethnic minorities going without enough food because they are unable to access it for them.
- One food bank in the area said they were getting high numbers of large families needing food parcels, and this has an impact on their food supply, as there are more mouths to feed. This is a particular concern because children could be at risk of going hungry.
- Beaumont Leys has a relatively high number of households that are deprived in all four dimensions, which suggests a severe degree of poverty.
- Existing food banks state that there is a demand for growth, but while they are not capable to extend their services at present, an extra service may be appreciated by the residents.
- Although there is a decent number of existing food banks, these are all very small in comparison to others in the city, which could distort the perception of provision.
- One of the food banks reports that they get a very high number of people referred to them as a result of a benefit sanction. This number is likely to increase with the forthcoming introduction of Universal Credit, because of the various alterations in frequency and nature of payments proposed.

Reasons against a food bank in Beaumont Leys:

- Between them, the food banks in the area are open every week day, and so there is a lot of availability to enquire about help.



- Compared to the other wards, Beaumont Leys has a decent number of people with a level 1 qualification or above, and this is advantageous because they may have more chance of find employment than people in other wards that do not have this.
- Many Beaumont Leys residents have access to a car or van, which, again increases their chances of employment, and means they have a better earning potential than others.
- People claiming sickness benefits long term, as well as people with limited activities are low for Beaumont Leys. This means that there are less people that cannot work due to health issues, and so are less vulnerable to poverty.
- Beaumont Leys has a high proportion of residents employed in professional occupations, which equates to higher earnings. This means there is a sizable amount of people in Beaumont Leys that do not need another food bank.



Food banks currently in operation as per diagram on p5:

- 1 – Mowmacre TARA
- 2 – B-Connected Brite Centre
- 3 – B – Connected St. Peters Church
- 4 – B – Connected United Reform Church
- 5 – STAR New Parks
- 6 – Morton / Northfields TARA
- 7 – Welcome Project – St. Martin’s House
- 8 – Women’s Welcome Project - Church of the Martyr
- 9 – The Contact Project – St Matthew’s House
- 10 – The New Futures Project
- 11 – The Open Hands Trust
- 12 – Social Services DAS, GreyFriars Centre
- 13 – Beaumont Leys STAR
- 14 – The Centre Project
- 15 – Faith in People with HIV
- 16 – Kirton Lodge (defunct 2013)
- 17 – Healthy Living Centre (defunct 2013)
- 18 – Saffron Lane Resource Centre (via Linwood, ending March 2014)
- 19 – Saffron Lane Children’s Centre (via Linwood, ending March 2014)
- 20 – Saffron Neighbourhood Management Board (via Linwood, ending March 2014)
- 21 – Eyres Monsell Children’s Centre (via Linwood, ending March 2014)
- 22 – Eyres Monsell Community Centre (via Linwood, ending March 2014)
- 23 – Eyres Monsell STAR (via Linwood, ending March 2014)
- 24 – The Mosaic Church
- 25 – City Vineyard Storehouse
- 26 – Gilmorton Development Group
- 27 – CharityLink – St Martin’s House
- 28 – CharityLink – St Andrew’s Centre
- 29 – New Parks Library
- 30 – Barleycroft Community Centre
- 31 – The Emerald Centre (from September to December 2013)
- 32 – Spiritualist Progressive Church
- 33 – Highfields Food Bank
- 34 – Peace Centre Food Bank

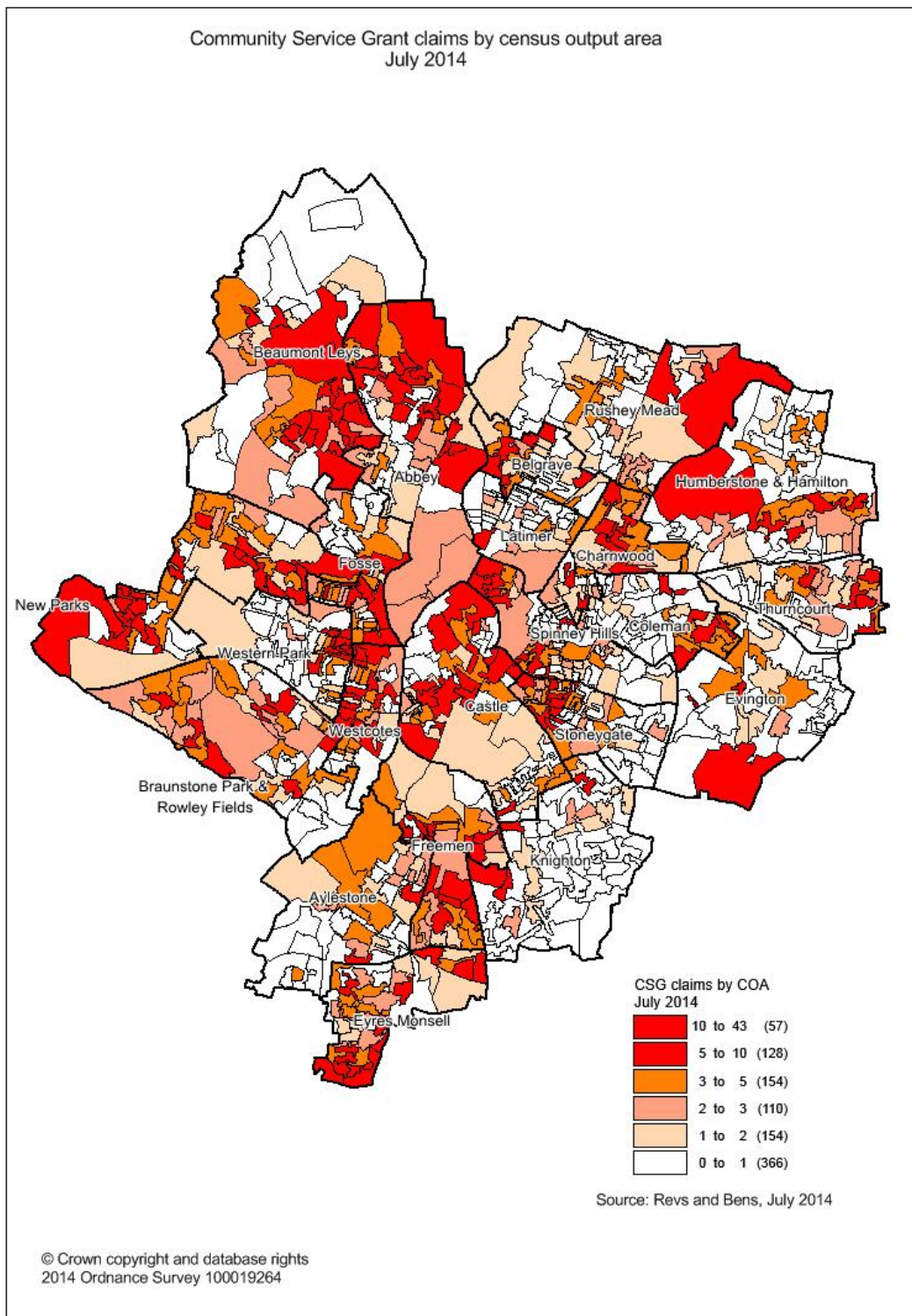


Neighbourhood Centres currently available as sites:

	Centre	Opening Hours
1	Tudor Centre	Mon-Fri 9am-10pm W'kends on request
2	Stocking Farm Youth & CC	Mon-Fri 9am-10pm W'kends on request
3	Home Farm Neighbourhood Centre	Mon-Fri 9am-10pm W'kends on request
27	Braunstone Frith Recreation Centre	Mon-Fri 9am-10pm W'kends on request
28	New Parks Community Centre	Mon-Fri 9am-10pm W'kends on request
4	Rushey Mead Recreation Centre	Mon-Fri 9am-10pm W'kends on request
5	Belgrave Neighbourhood Centre	Mon-Fri 8:30am – 10pm, Sat 10am – 8:30pm, Sun 8am – 6pm
6	Northfields Neighbourhood Centre	Mon-Fri 9am-10pm W'kends on request
7	Netherhall Neighbourhood Centre	Mon-Fri 9am-10pm W'kends on request
8	Ocean Road Recreation Centre	Mon-Fri 9am-10pm W'kends on request
9	Coleman Neighbourhood Centre	Mon-Fri 9am-10pm W'kends on request
10	Thurnby Lodge Youth & CC	Mon-Fri 8am-10pm W'kends on request
11	Coleman Lodge	Mon-Fri 9am-10pm W'kends on request
12	St Matthews Community Centre	Mon-Fri 8:30am-10pm Sat-Sun 9:30am – 4pm
13	African Caribbean Centre	Mon-Fri 9am-10pm W'kends on request
14	Linwood Centre	Mon-Fri 9am-10pm W'kends on request
15	Southfields Drive CC / Southfields Sports Hall	Mon-Fri 9am-10pm W'kends on request (both sites)



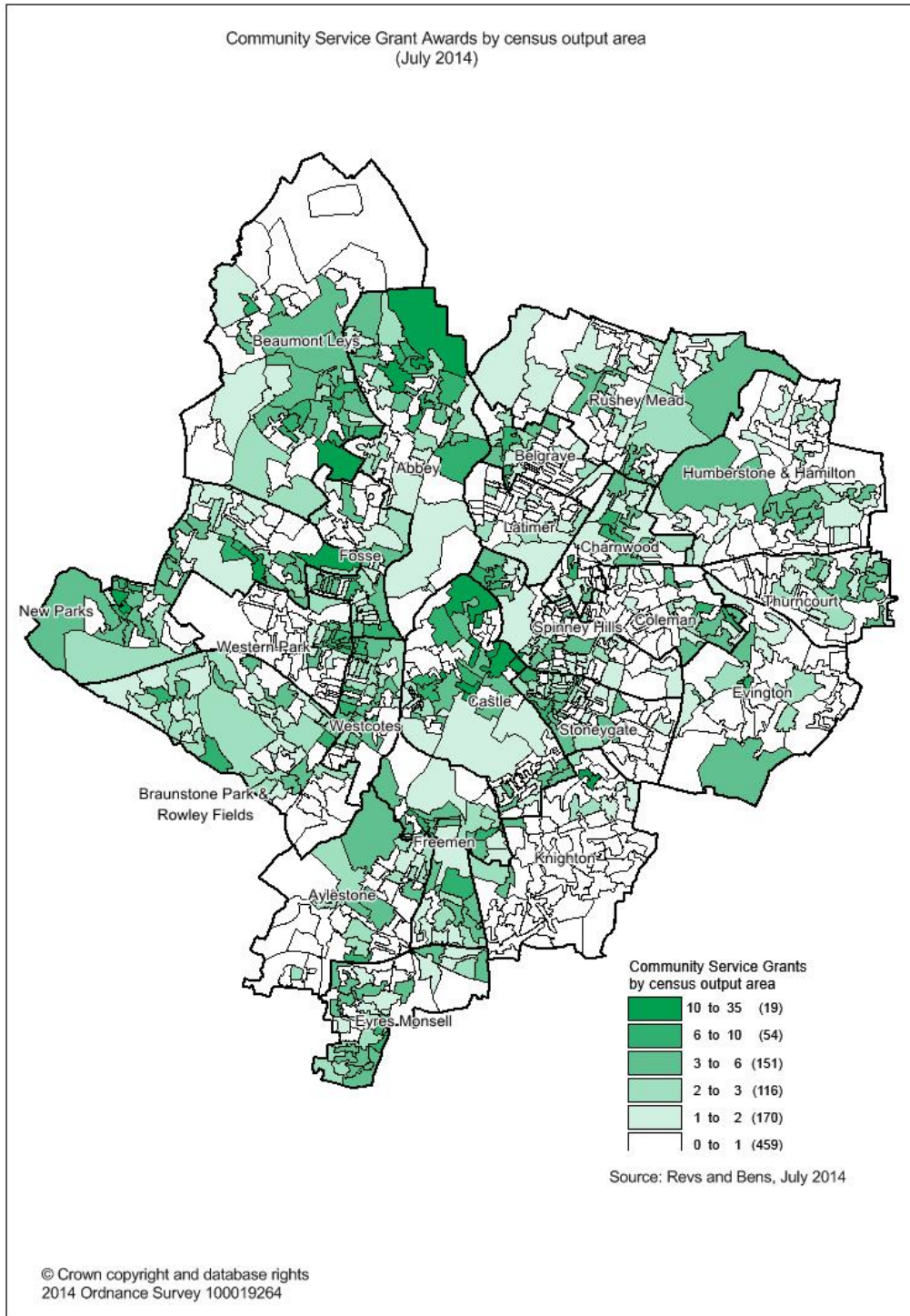
	Centre	Opening Hours
16	Eyres Monsell Community Centre	Mon-Fri 9am-10pm W'kends on request
17	Gilmorton Community Rooms	As and when required
18	Manor House Neighbourhood Centre	Mon-Fri 9am-10pm W'kends on request
19	BRITE Centre	Mon-Fri 9am-10pm W'kends on request
20	Braunstone Oak Centre	Mon-Fri 9am-10pm W'kends on request
21	Cort Crescent Community Centre	Mon-Fri 9am-10pm W'kends on request
22	Braunstone Grove	Mon-Fri 9am-10pm W'kends on request
23	Winstanley Centre	Mon-Fri 9am-10pm W'kends on request
24	West End Neighbourhood Centre	Mon-Fri 9am-10pm W'kends on request
25	Fosse Neighbourhood Centre	Mon-Fri 9am-10pm W'kends on request
26	Newfoundpool Neighbourhood Centre	Mon-Fri 9am-10pm W'kends on request





CSG CLAIMS BY WARD AND TENURE

WARD	Council	Friends	Hostel	Owner Occupier	Private rented	Relatives	Social Landlord	Grand Total - all CSG claims
Castle	95		21	1	123	3	83	326
New Parks	195			4	28	2	16	245
Abbey	131	2	4	3	42	1	15	198
Beaumont Leys	138	1	3	3	33		15	193
Spinney Hills	116	3		5	30		10	164
Braunstone Park & Rowley Fields	92		2	2	35		6	137
Freemen	55	3	3	3	55	4	7	130
Eyres Monsell	86	1		1	30	2	2	122
Westcotes	37	2	7	2	64		10	122
Charnwood	72	1	2	1	38		3	117
Fosse	37	1	1	5	53		5	102
Stoneygate	39		2	2	46	1	11	101
Humberstone & Hamilton	40			5	28	3	6	82
Knighton	17		26	2	22	1	11	79
Western Park	12		8		54		5	79
Belgrave	24		7	3	28	1	14	77
Coleman	42		3		21	2	7	75
Thurncourt	39			1	19			59
Aylestone	29	1		3	19		3	55
Rushey Mead	14				28		4	46
Evington	25	1		3	14			43
Latimer	11				10		5	26
Grand Total	1346	16	89	49	820	20	238	2,578

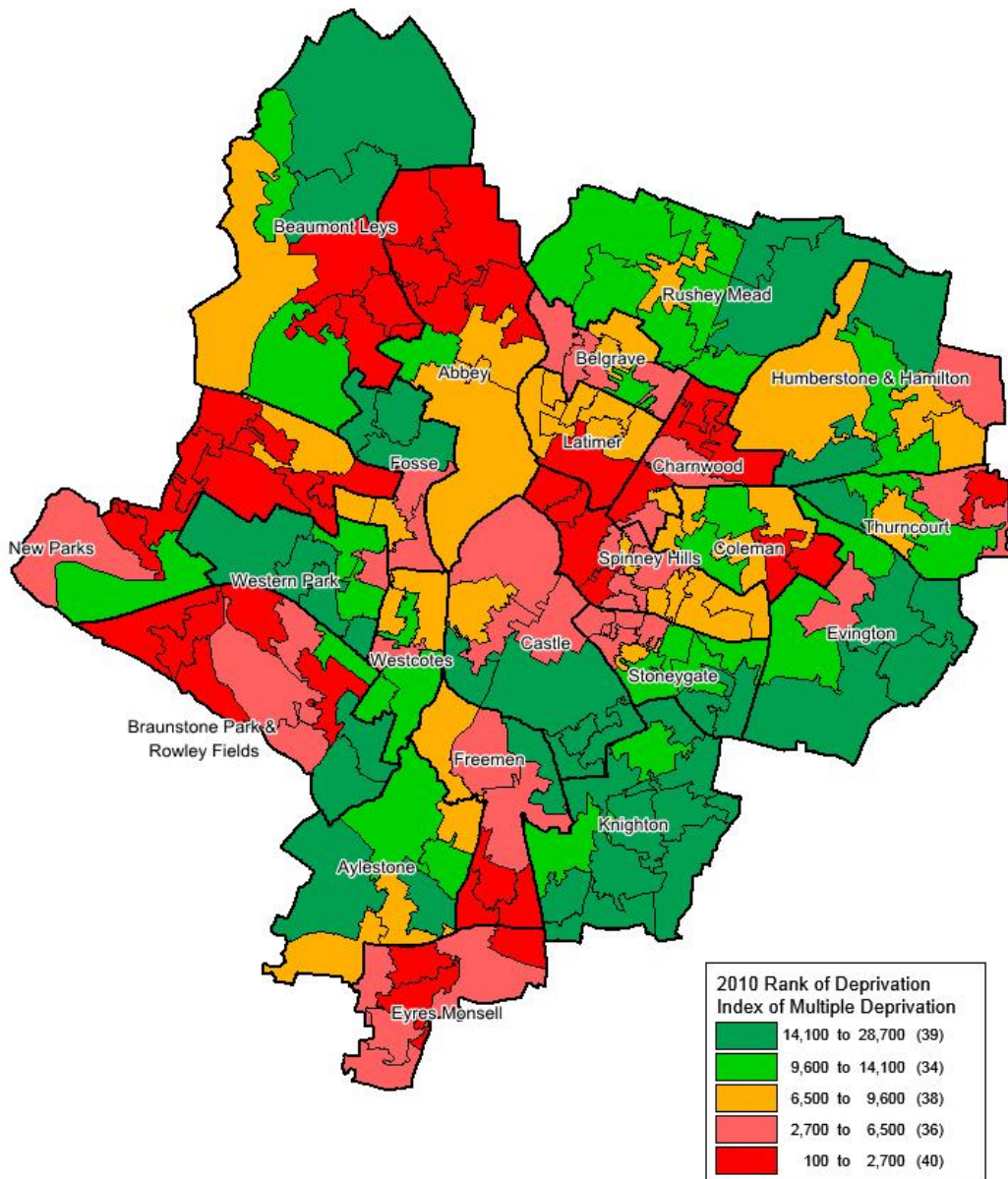




WARD	Count of CSG awards (July 2014)
Castle	223
New Parks	166
Abbey	134
Beaumont Leys	128
Braunstone Park & Rowley Fields	93
Freemen	83
Spinney Hills	81
Eyres Monsell	79
Westcotes	76
Fosse	67
Stoneygate	66
Charnwood	61
Knighton	50
Coleman	46
Humberstone & Hamilton	44
Western Park	42
Thurncourt	40
Aylestone	39
Belgrave	38
Rushey Mead	34
Evington	30
Latimer	14
Total CSG awards (with an address)	1,634



Rank of 2010 Index of Multiple Deprivation



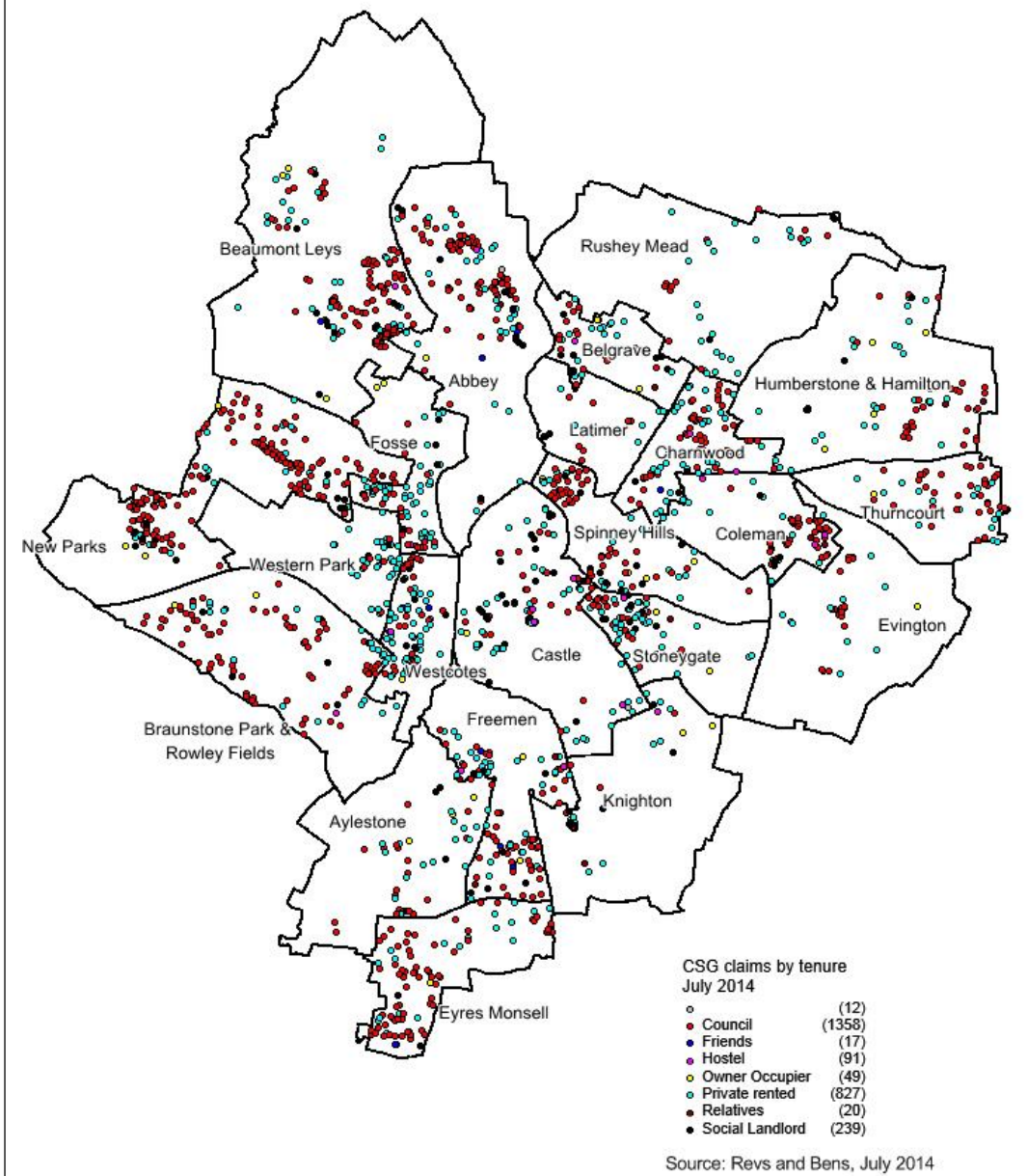
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2011 ward	All categories: Classification of household deprivation	Household is not deprived in any dimension	Household is deprived in 1 dimension	Household is deprived in 2 dimensions	Household is deprived in 3 dimensions	Household is deprived in 4 dimensions	% of all households deprived in 4 dimensions
Abbey	6,169	1,691	2,131	1,680	574	93	1.5
Aylestone	4,839	1,979	1,642	980	225	13	0.3
Beaumont Leys	6,459	2,279	2,185	1,429	496	70	1.1
Belgrave	3,922	896	1,301	1,216	446	63	1.6
Braunstone Park and Rowley Fields	6,893	1,908	2,292	1,854	759	80	1.2
Castle	9,177	3,540	3,552	1,496	486	103	1.1
Charnwood	4,490	915	1,550	1,374	565	86	1.9
Coleman	4,832	1,082	1,722	1,451	516	61	1.3
Evington	4,117	1,472	1,490	934	201	20	0.5
Eyres Monsell	4,711	1,246	1,598	1,379	455	33	0.7
Fosse	5,564	2,186	1,928	1,092	328	30	0.5
Freemen	4,222	1,379	1,346	989	469	39	0.9
Humberstone and Hamilton	6,830	2,799	2,173	1,432	390	36	0.5
Knighton	6,792	3,588	2,093	904	179	28	0.4
Latimer	4,130	840	1,373	1,368	496	53	1.3
New Parks	6,892	1,824	2,378	1,915	711	64	0.9
Rushey Mead	5,635	1,752	2,005	1,510	334	34	0.6
Spinney Hills	7,508	1,384	2,472	2,477	1,016	159	2.1
Stoneygate	6,316	2,017	2,221	1,521	482	75	1.2
Thurncourt	4,189	1,210	1,443	1,159	344	33	0.8
Westcotes	4,989	2,126	1,689	838	290	46	0.9
Western Park	4,449	2,101	1,398	767	153	30	0.7



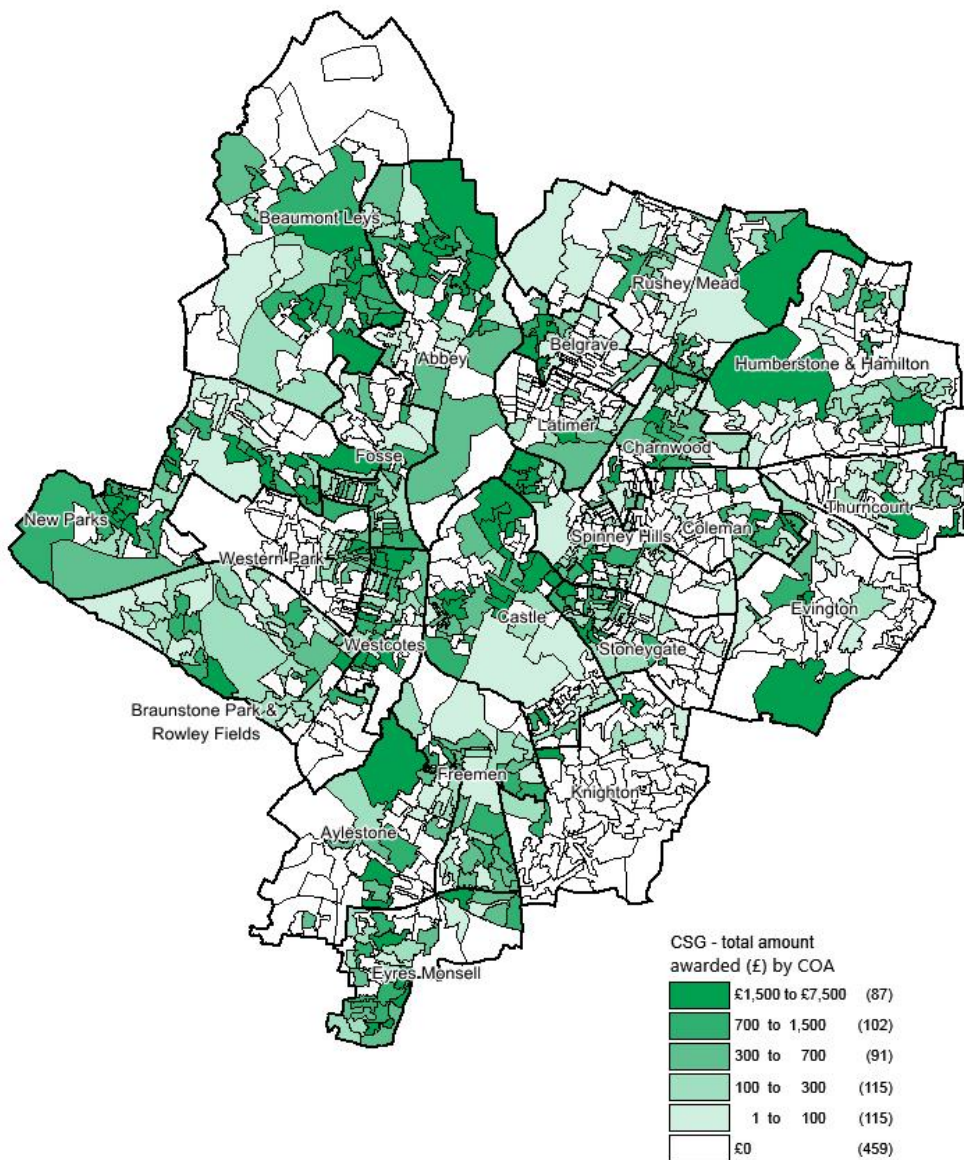
Community Service Grant Claims by tenure
 July, 2014



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Community Service Grants - total value of award by census output area
 (July 2014)



Source: Revs and Bens, July 2014

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Food Banks Survey 2014

Service Development & Improvement
Leicester City Council Revenues & Benefits
ON BEHALF OF THE FOOD NETWORK GROUP

February 2014



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Preface

Leicester City Council is currently engaged in assessing the provision of emergency food within City boundaries in terms of demand, distribution and social need.

Previous engagement with voluntary services in conjunction with Voluntary Action Homeless established a mapping resource of food banks, information, advice and guidance providers detailing the organisations involved, distribution addresses, opening times/days, a summary of the type of assistance provided and details of any referral system involved.

The Service Development & Improvement team have subsequently been tasked to approach emergency food distributors directly in order to conduct an in-depth study covering the following:

- The date each site commenced distribution;
- The source and frequency of food distributed;
- Longevity/suitability of food and capacity for storage;
- Referral systems and criteria for access;
- Provision of non-food items and support services/signposting;
- Changes in client group demographic over period of operation;
- Experience of fluctuations in demand over time versus sufficiency of supply;
- The long-term viability of continuing provision.

The above study was concluded in February 2014 and a summary of our findings is enclosed. Of 31 known active food banks within the city, 29 responded in full and form the body of the following report.



Fig. 1.1 – Leicester City by ward



The expansion of food bank provision 2012– 2014

As demonstrated by Fig 2.1 below, the number of food bank distribution outlets has increased exponentially in recent years – although funding and staffing restrictions in recent months have forced some to cease provision and the long term future of a number of others remains in doubt, as discussed later in this report.

Number of known food banks in operation



Fig. 2.1 – Food banks proliferation May 2012-date

The findings included in this report on the proliferation of food bank provision in response to rising demand are matched by reports on a national level. A December 2013 All-Parliamentary Report¹ reported figures from the Trussell Trust (the largest national food distributor) which showed demand for their service for the period April-September 2013 had tripled the number helped in the same period in 2012, and a Church Action in Poverty report in May 2013² estimated that over 500,000 people in the UK were reliant on food aid.

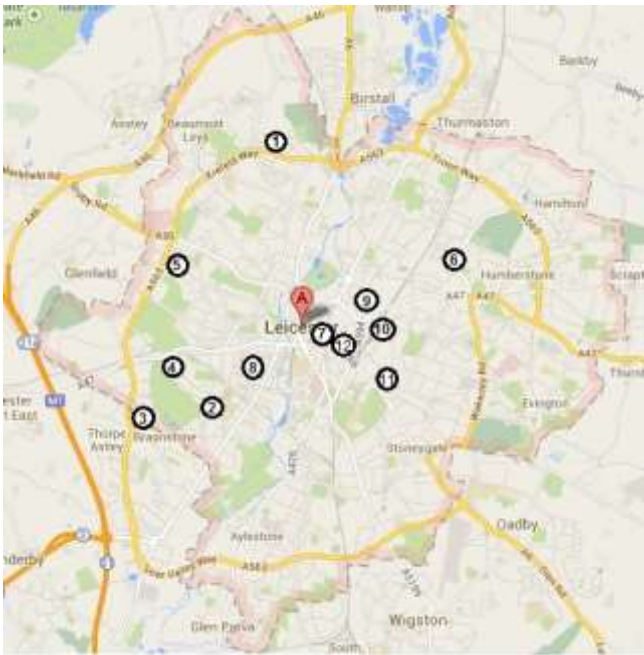
On a local level, Leicester City Council faces its own challenges following reductions in central funding – for the transfer from Council Tax Benefit to the current local scheme alone a funding gap of £4.8 million was predicted to fall on working-age claimants in respect of 2013/14. Furthermore, the under occupation of social housing welfare reform was predicted reduce average Council tenant's benefit receipt by £19.98 per week, and Housing Association tenant's benefit receipt by £23.43 per week.³

Aside from those relying on a welfare benefit as their primary income, decreases in the national unemployment statistics to 7.1%⁴ have masked the problem of 'underemployment,' i.e. those working on zero-hour or part-time contracts who cannot find full time work – a further 9.4% of the working age population. Wages in real terms have declined for the past five years and the minimum wage has not increased above inflation since 2008⁵. It is therefore little wonder that both benefit households and those on low salaried income are now struggling to afford to feed the household.

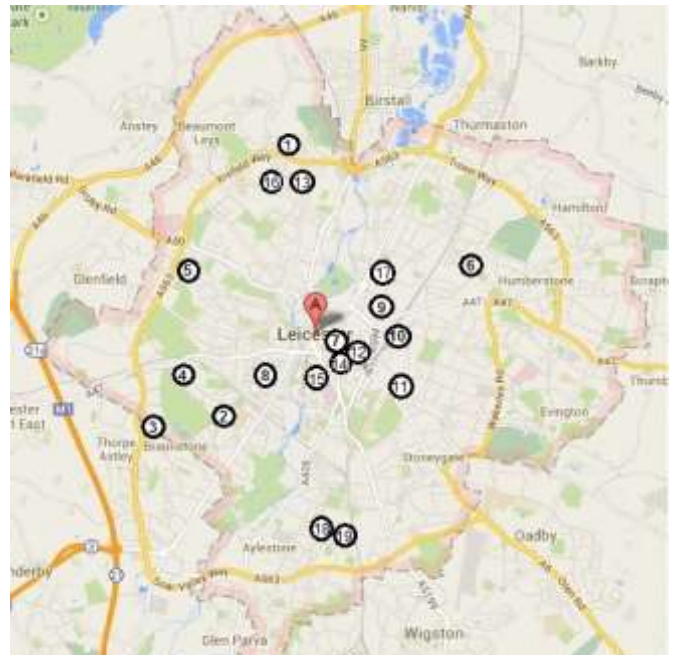


Provision of food banks across the Leicester City area 2012 – date

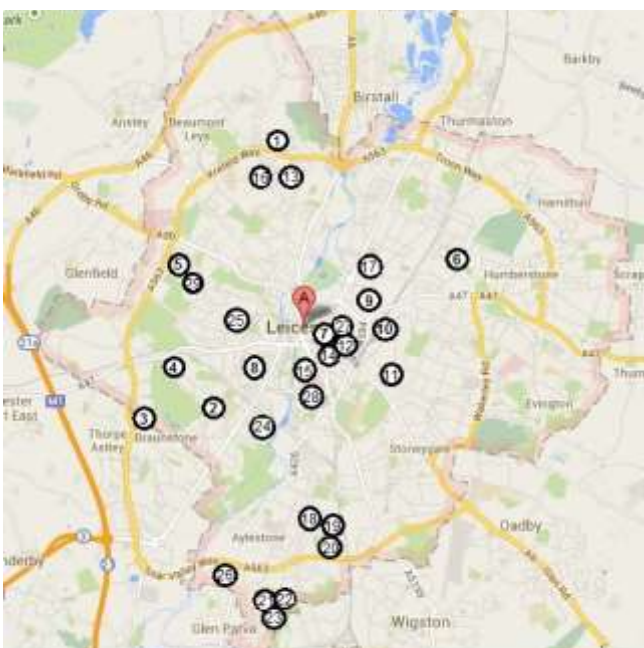
A full index of food banks as numbered below is available in Appendix A.



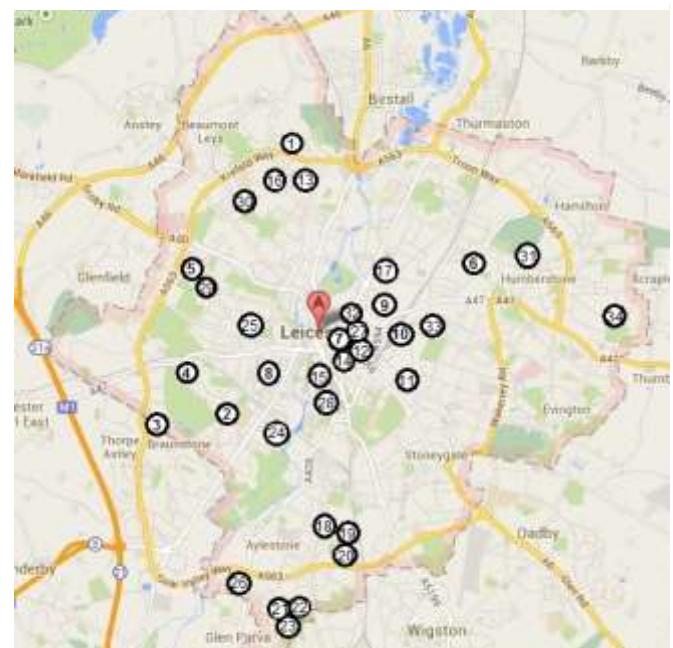
June 2012



December 2012



June 2013



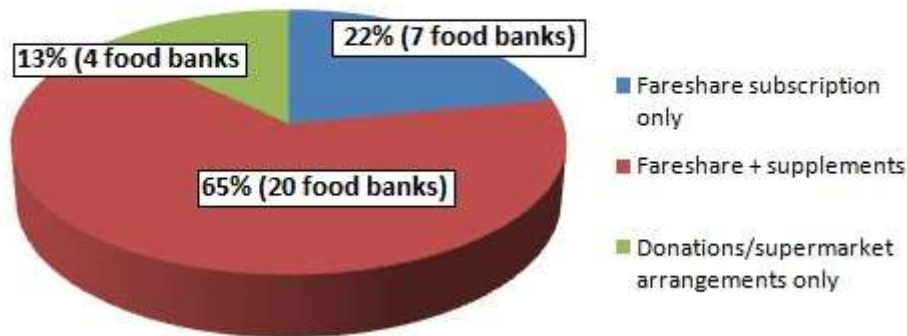
December 2013



Food distribution: Source and Frequency

Local food distribution is heavily dependent on Fareshare, a national charity first franchised in the city as a project of the Diocese of Leicester in July 2008. Fareshare Leicester's capacity has increased markedly in the past 12 months following their move to a dedicated warehouse in April 2013, and recently reported more than doubling the number of member groups supplied to across the wider Leicestershire area.

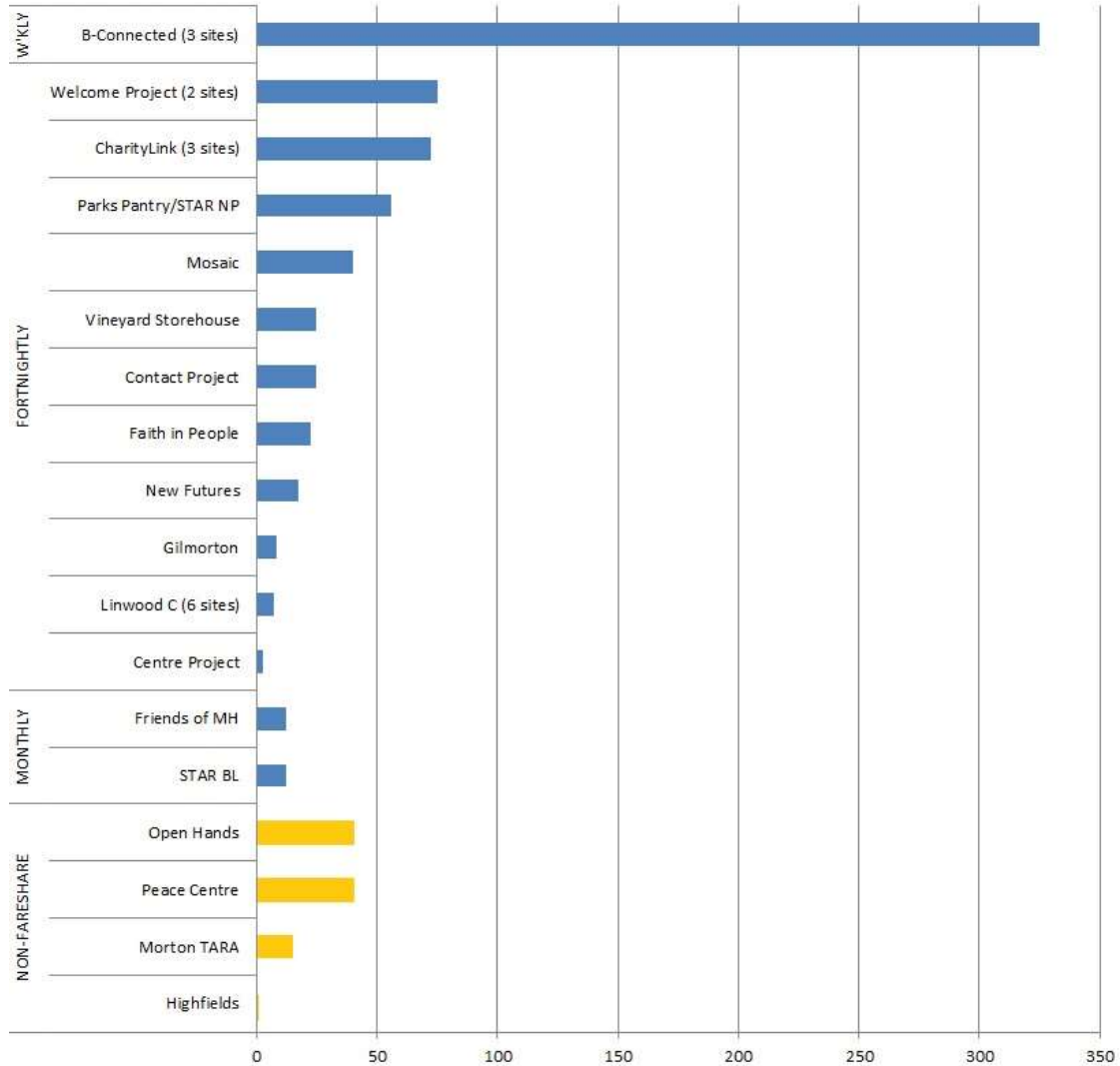
Source of emergency food distributed



Of the four food banks operating without Fareshare assistance, two had previously held subscriptions (ceased due to financial constraints and perceived inadequacy respectively) whilst the remaining two operators had been established in the last three months and were awaiting responses from Fareshare to expressions of interest.

Despite the heavy reliance on Fareshare, only a minority of subscribers (26%) have been able to meet the needs of their service users through their subscriptions alone. The remainder rely on Fareshare deliveries for the bulk of their provision but have had to supplement this through their own resources. This primarily takes the form of charitable donations, although a smaller number of distributors have established their own backdoor arrangements with local supermarkets to obtain additional close-to-expiry consumables. Organisations established by Christian organisations typically have arrangements with local churches to provide funding and periodic donations peaking at Harvest time. Other groups rely on their own central funding (for example, ward grants and central funding from Leicester City Council for special interest group providers) or charging a nominal fee per bag distributed.

The chart on the following page shows a breakdown of Fareshare subscribers (shared in a number of cases across multiple sites) versus their average weekly distribution of food bags. This data clearly shows the varying extents to which organisations are reliant on their own resources. Other possible reason for the variance in distribution from subscriptions may also be the extent to which supplies per bag are 'rationed' from one provider to another, and potentially uneven distribution per site from Fareshare itself, an explanation suggested by some existing subscribers but not provable on the basis of currently available data.



		Average bags per week
NON-FARESHARE	Highfields	0.2
	Morton TARA	15
	Peace Centre	40
	Open Hands	40
MONTHLY	STAR BL	12.5
	Friends of MH	12.5
FORTNIGHTLY	Centre Project	3
	Linwood C (6 sites)	7.5
	Gilmorton	8.5
	New Futures	17.5
	Faith in People	22.5
	Contact Project	25
	Vineyard Storehouse	25
	Mosaic	40
	Parks Pantry/STAR NP	56
	CharityLink (3 sites)	72.5
Welcome Project (2 sites)	75	
W'KLY	B-Connected (3 sites)	325
		797.7

Reported range 727 - 863 bags per week. 29 of 31 sites provided figures.



Fareshare offer deliveries on a monthly, fortnightly and weekly basis dependant on subscription fee. However, a majority of current subscribers stated that the frequency of their subscription was based on financial constraints rather than the demand experienced. The cost of Fareshare subscriptions ranges from £450 p.a. for monthly long-life food delivery to £1000 p.a. for weekly deliveries incorporating fresh and chilled food. A number of providers had raised concerns regarding their ongoing commitments due to a planned increase in Fareshare subscriptions for the new financial year; however recent discussions with Fareshare have confirmed that subscriptions will be maintained at their current level prior to transferring to a fresh and chilled food only service from April 2015.

Of the 27 current Fareshare subscribers identified above, only two (Beaumont Leys STAR and the Friends of Mowmacre Hill) continue to rely on monthly provision. The vast majority are now receiving fortnightly deliveries, with over half having switched to more frequent subscriptions in the past 12 months due to the increase in demand. Only the very largest providers operating across multiple sites (the Welcome Project and B-Connected) were currently able to sustain weekly deliveries, although 1/3 of respondents currently receiving fortnightly deliveries were at least exploring the possibility of establishing more frequent deliveries. Demand is considered in full later in this report.

Provision of non-food items

None of the food banks contacted routinely provided non-food items as part of their typical provision. The two organisations which did provide such services generally (Vineyard Storehouse and the Open Hands Trusts) had separate referral criteria and volunteers to manage this area of their charitable operations.

Almost all of the 86% of distributors reliant on Fareshare stated they did provide such items infrequently, but were dependant on very occasional Fareshare availability – every few months a limited number of baby toys, washing soap/powder, toiletries and even clothing had been sourced and delivered. It was reported that these were well received, but could not be guaranteed to service users despite their popularity due to their very infrequent

On behalf of the Information & Governance team, queries regarding the provision of free toothbrush/toothpaste kits to promote Leicester's commitment to combatting tooth decay have been enthusiastically received, with several hundred initial orders placed. It is to be hoped that similar ancillary support can be provided by LCC in future to further broaden the provision of food banks in future.



Food distribution: Supply longevity and suitability

Despite the increased pressures of demand experienced, only 3 food banks reported running out of stock completely on a routine basis and having to turn customers away. The vast majority preferred to retain at least some stock on site regardless of the demand experienced.

Most distributors stated that Fareshare provision could be sporadic in both quantity and quality, as it was dependant on the surplus industry supplies sourced that month. For this reason, 'staples' such as rice and pasta and long-life and ambient foods such as tinned and dry goods were frequently either retained in bulk from previous deliveries or donations, purchased separately from funds or both. Most providers emphasised the need to provide meals with nutritional value as opposed to the 'treats' such as fizzy drinks, crisps etc. which were frequently part of the Fareshare provision.

A common theme amongst respondents was that provision in recent months was being 'rationed' to meet demand. Most providers had commenced operations with the intention of providing approximately three days of food for either a single person or a family. Only 4 of 29 (14%) of food banks were currently able to sustain this currently – the amount of food provided typically varied from 1 to 2 bags per person/family, or approximately 1 to 2 days of food each. This did however range in practice from the Gilmorton Development Group, which permitted one bag per household only and requested a 50p surcharge to effectively unlimited provision at Vineyard Storehouse and the Contact Project.

Fareshare subscribers stated that it was not possible to define an 'average' food parcel due to the wide variance in provision between deliveries. The extent to which this was raised as a concern varied depending on their capacity to stockpile deliveries with large quantities of 'staples' and whether they were frequently able to supplement deliveries using their own resources.

A further concern raised was the recent increased provision in fresh and chilled food, with a corresponding decrease in the provision of longer-lasting items. Although most providers did agree that demand did exist for fresh food, of the 29 interviewed only 5 (17%) had the capacity to retain chilled or frozen goods beyond the day of distribution, placing a further premium on the limited provision of long-life food which Fareshare did provide.

Of those providers which did not have the facility to store fresh food not distributed on the day of delivery:

- 4 provided detailed of secondary distribution to local day centres or hostels;
- 2 shared leftover food with other food banks, although when this was suggested to other food banks it was stated this was potentially in breach of the terms of the contact between themselves and Fareshare;
- 3 were able to supply excess food to other local food banks with storage facilities;
- 1 passed on food beyond its expiry date to local pig farms;
- Only 2 providers explicitly admitted of disposing of waste food, although it is likely this is a largely unacknowledged problem which will intensify should fresh food provision further increase due to the paucity of the facilities available at distribution points.

A majority of providers unable to store fresh or chilled goods are simply refusing to take deliveries of such items, which are outlined by Fareshares' model from 2015/16 onwards will no longer be a viable option in the near future.



Fareshare Leicester: 2014/15 and beyond

Following consultations with of Fareshare Leicester on 25/2/14, the following details have been obtained:

- That the current overall picture is unsustainable – over the past 12 months the number of individual subscriptions has doubled and FS do not have the resources to continue such provision indefinitely;
- Food bank subscriptions make up less than half of FSL's total customer base (18 individual subscriptions at present), but are substantially the most problematic to consistently source and provide the dry/tinned/ambient food requested.
- Fareshare's overall objective is to reduce food waste, and substantially more surplus quality food is available within the industry which is fresh/chilled;
- FSL's provision has evolved in recent months following move to a dedicated warehouse and investiture in refrigeration units and transport;
- FSL's business model from hereon in is to continue to increase provision of chilled and fresh foods whilst phasing out provision of longer-life goods;
- It is felt that existing food bank provider supplied are not sufficiently addressing the causes of food poverty – e.g. cooking skills, feeding families on a budget, promotion of healthy eating etc.;
- Existing food bank subscribers are actively being encouraged to move from traditional 'food bank' services towards the provision of cooked meals on the basis of Fareshare provision, and also to pass on basic cooking skills in order to educate service users to cook 'on a budget,'
- At present, at least 4/5 current food banks have some capacity for chilled/frozen storage and kitchen facilities and others would be able to develop this given capital investment. LCC could potentially assist with this model by providing support with the costs associated, also with co-ordination, venue hire, increased volunteer expenses and increased Fareshare membership fees (food bank fees current average £700 p.a., increasing to £1000 p.a. for the full Fareshare provision of chilled/fresh foods delivered weekly if required);
- FSL have trialled the above model through a successful partnership with North Warwickshire Council, which is currently in the 2nd of a 3 year plan to promote healthy eating and community inclusion. The intention is that the Council is able to withdraw financially following the third year;
- FSL will not accept any further subscriptions for new food banks. Existing subscriptions will be maintained for the next financial year, however thereafter provision to food banks not distributed chilled/fresh foods will cease.

Provision of support services and signposting

As observed by Fareshare, is limited – although all but 4 food banks (86%) did at least offer limited signposting to other organisations or basic local advice on budgeting and assistance. For providers who only took LCC referrals, it was clearly felt that service users' needs was already being addressed by other organisations, although it was accepted that this was not necessarily the case.

(will add breakdown and chart showing categorised level/frequency of provision – is an area which requires further input/coordination, majority of food banks do operate in isolation and focus mostly or entirely on emergency food provision).



Referral systems and access criteria

Provision for access vary from site to site, ranging from those permitted a regulated number of items only following a formal LCC referral to those which allowed free access to unlimited food without any form of assessment.

At one end of the spectrum, the Highfields Food Bank (a joint project established in November 2013 by a local MPs office, the Race Equality Centre and volunteers) currently relies solely on referrals from three small local organisations, and provided a parcel to its first service user in February following three months of operation. At the other, the Contact Project at St. Matthews House broadcast Fareshare deliveries via Twitter and text and allows respondents to browse an 'open market' intended to be free from the stigma of food bank access.

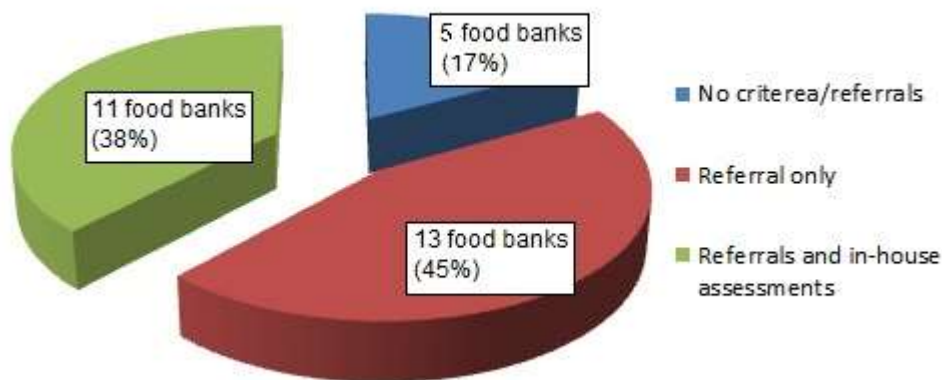
For the purposes of this study, the access criterion has been divided into the following groups.

Referral only: Those distributors who accept users only following a formal referral, for example from Social Services or another LCC organisation, Women's Aid, Refugee Action etc.:

Referrals and in-house assessments: Those distributors who accept referrals as above but also take on self-referrals, subject to the completion of their own assessment taking into account financial need;

No criteria/referrals: Those distributors who operate an unassessed service available for all attendees.

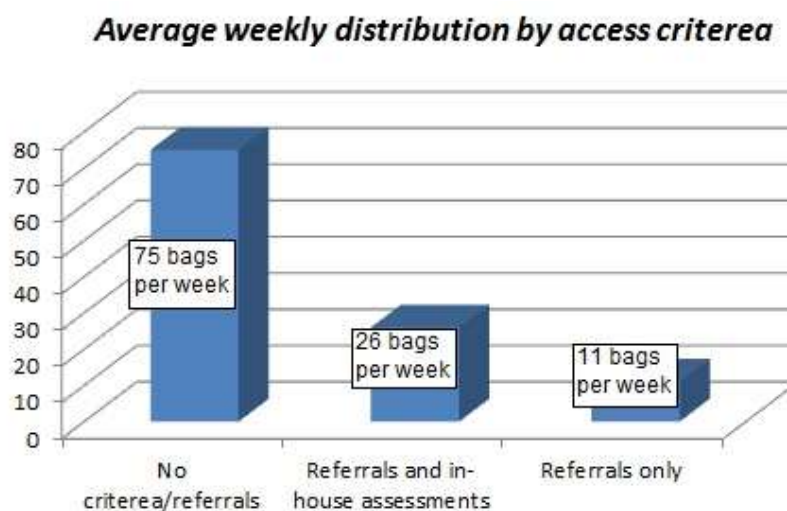
Food banks by access criteria



As the above diagram demonstrates, the majority of food banks operated some form of assessment criteria – although it should be stressed that in some cases this was relatively informal and no independent evidence was required, simply a summary of their current finances or other statement satisfying a requirement for being 'in need,' however interpreted. As can be observed from the graph below, there is a strong correlation between the adherence to strict qualification criteria the corresponding level of distribution per week.



As can be observed from the graph below, there is a strong correlation between the adherence to strict qualification criteria and corresponding level of distribution per week. A number of food banks did raise concerns regarding the problem of customers not in urgent need accessing the service, either fraudulently in the case of referred individuals or abusing the free access of more open distributors. Given their own limited capacity to verify circumstances however, the majority were uncertain whether they had experienced such inappropriate use on a significant scale and were only able to offer anecdotal evidence of individual examples, e.g. families attending food banks by car.



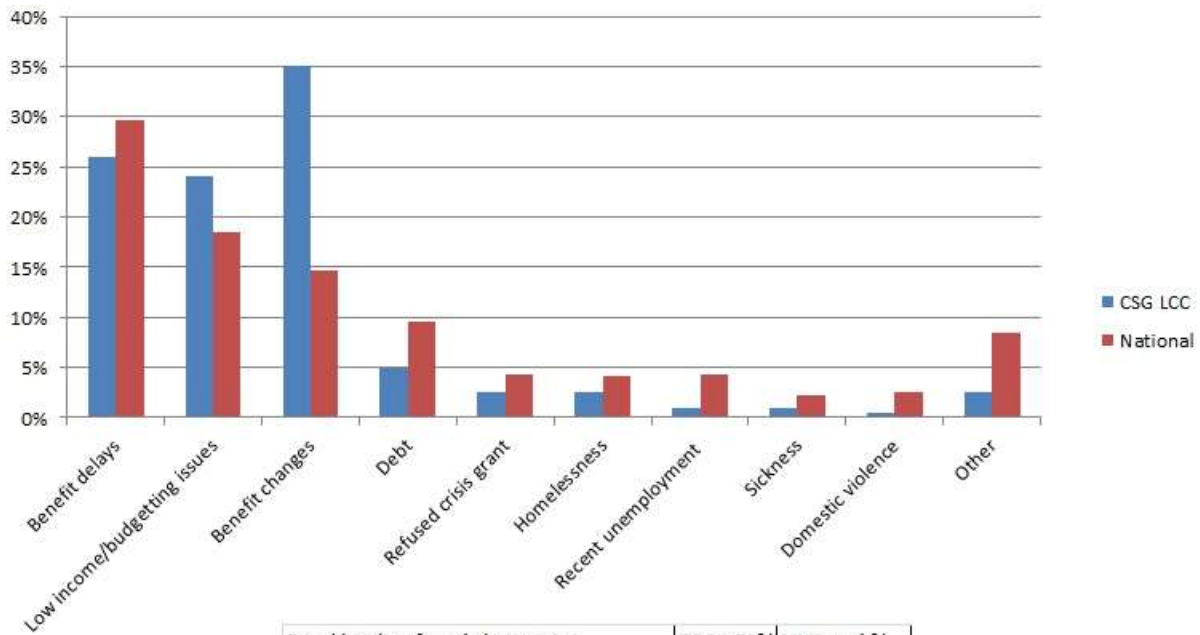
Changes in demographic over period of operation

Based on the observation of the distributors contributed:

- Many providers commenced with a specific target group in mind, particularly those inspired by a particular charitable organisation or body (for example the Welcome Project for asylum seekers, the New Futures Project for those affected by prostitution, etc.);
- Many of the newest food banks had set up intending to provide provision mostly to families, as existing resources tended to focus on single males;
- The majority explained that provision had become broader based on demand over time – although most tried to dissuade regular use, the longer-established providers had an established customer base which may have moved from their original urgent need as presented – for example those no longer homeless/involved in prostitution/asylum granted who still required ongoing support;
- All food banks agreed that above and beyond their ‘base level’ of anticipated client groups – for example the homeless, drug/alcohol abusers, recent immigrants, single males more frequently than families etc. – new users over the past twelve months were from a broader base and included more families and those with what would previously have been regarded stable social conditions. These were mostly those in receipt of benefits or whose benefits had ceased, been sanctioned or considered ineligible for some other reason. However, there had also been increases in the number of asylum seekers (understood to be due to Border Agency backlogs, and large Somali/African families who required support after asylum granted) and limited numbers of those in need who were reportedly in work.



An analysis of the last months reasons for food bank voucher referral taken from the CSG team tally closely with national figures available from the Trussell Trust:

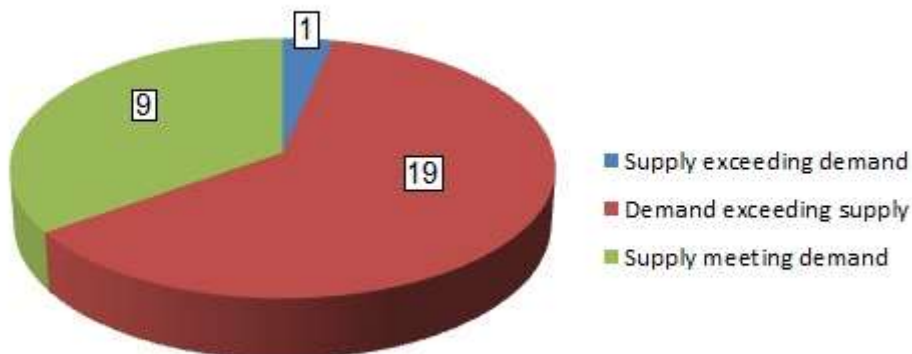


Food bank referrals by reason	CSG LCC%	National %
Benefit delays	26%	29.69%
Low income/budgetting issues	24%	18.45%
Benefit changes	35%	14.65%
Debt	5%	9.52%
Refused crisis grant	2.50%	4.29%
Homelessness	2.50%	4.16%
Recent unemployment	1%	4.25%
Sickness	1%	2.21%
Domestic violence	0.50%	2.50%
Other	2.50%	8.50%

LCC figures based on 200 CSG referrals 22/1/14 - 26/2/14

National figures courtesy of Trussell Trust 2014.

Supply versus demand



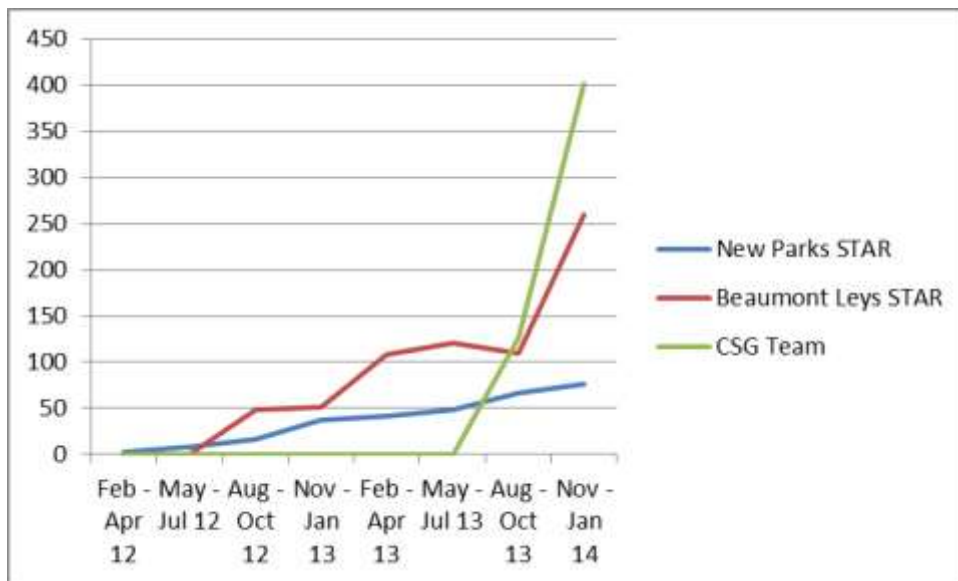


Experience of client demand versus supply

Hard data is only available from LCC-funded centres (ie STAR Beaumont Leys and New Parks) and referrals via the Community Support Grant team. Anecdotally, all distributors reported a gradual increase in demand over their period of operation followed by a sharp increase over the past twelve months, particularly from November onwards, which has continued to date. Food banks in operation for a number of years also observed that whilst demand tended to fluctuate to a peak around Christmas each year, this had not receded to a background level as in previous years.

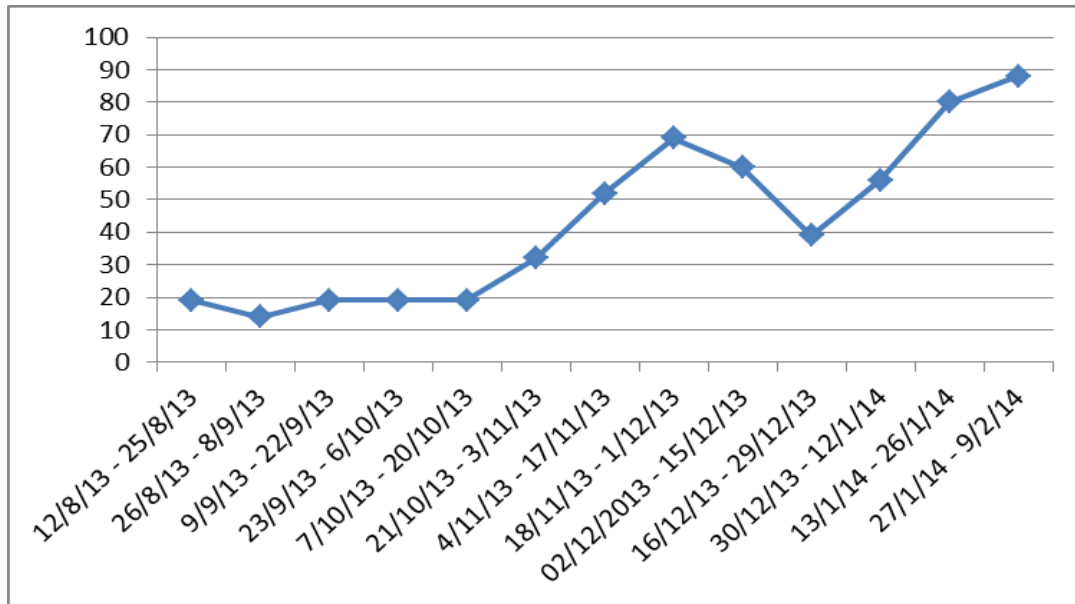
	New Parks STAR	Beaumont Leys STAR	CSG Team
Feb - Apr 12	3	0	0
May - Jul 12	8	0	0
Aug - Oct 12	16	49	0
Nov - Jan 13	38	51	0
Feb - Apr 13	42	108	0
May - Jul 13	49	121	0
Aug - Oct 13	67	110	126
Nov - Jan 14	77	*260	401

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

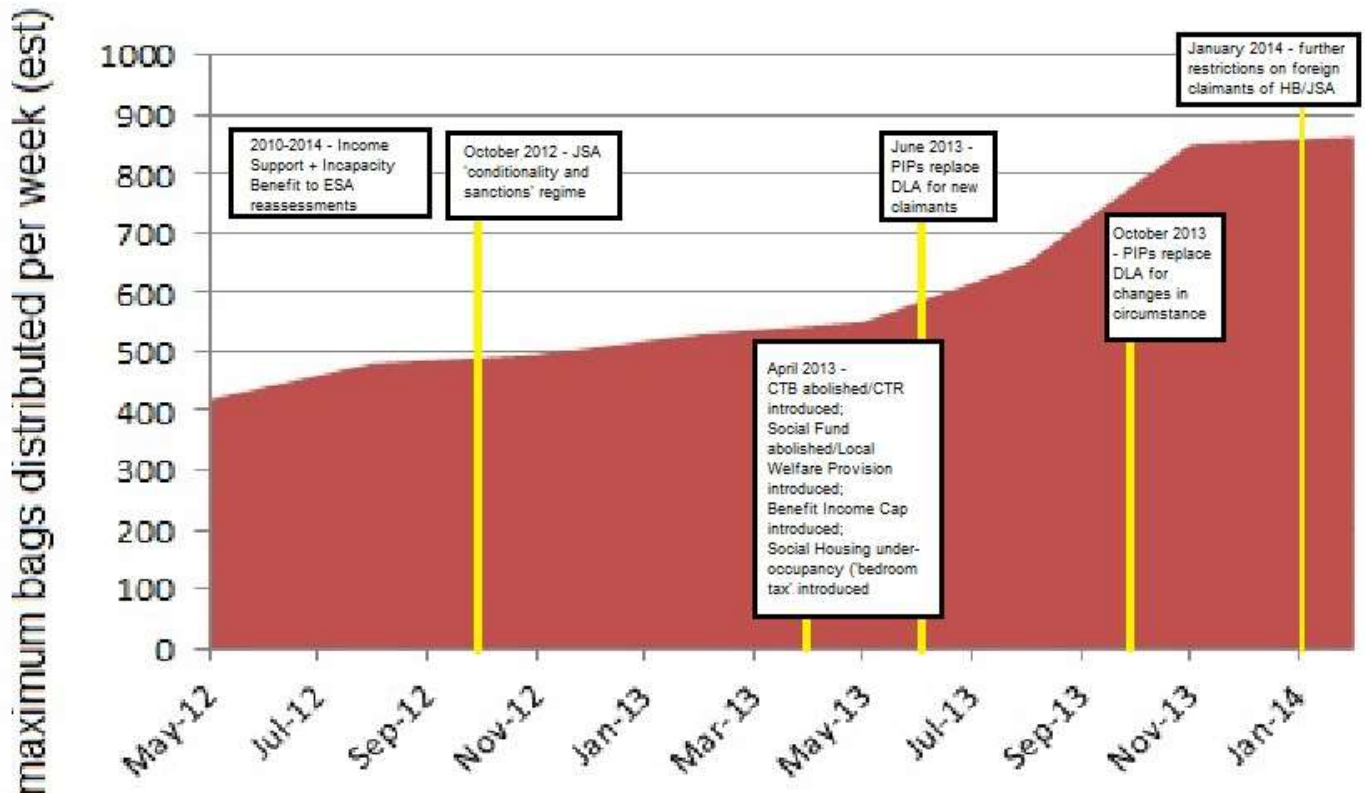




Community Support Grant team – number of referrals made per fortnight:



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



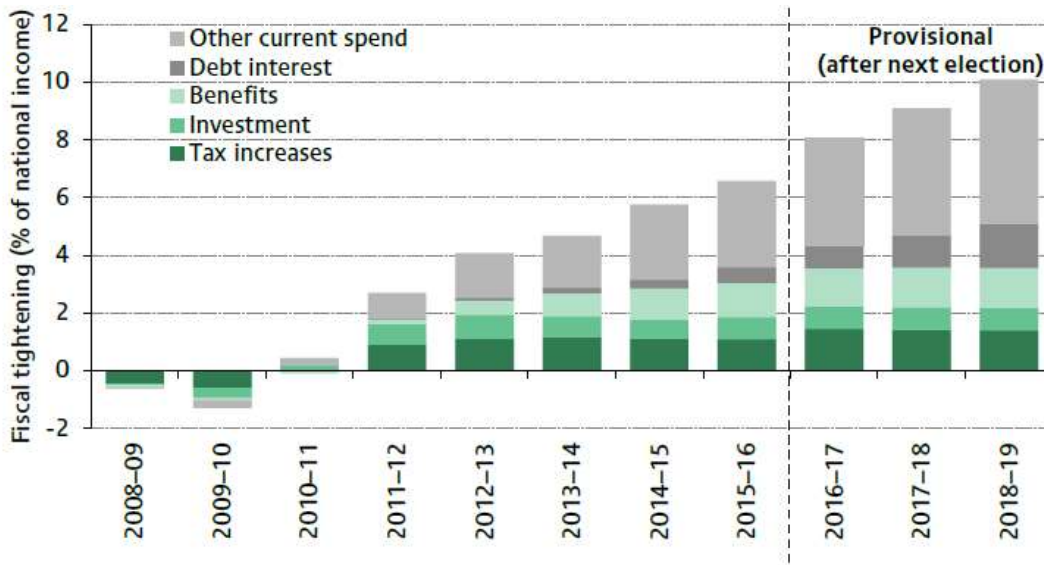


The above clearly demonstrates the continually rising demand for emergency food – the only exception to the trend being the Christmas weekend during which restricted opening and staffing hours will have affected supply.

(to add timetable to above table) relevant changes over this period affecting the observed increased demographic over this time period were the abolition of the Social Fund, reassessment of IB and recently DLA claimants, limitations on HB including the Benefit Income Cap and under occupancy, introduction of local CTR schemes and the increased sanctions and policing of the DWP’s “conditionality and sanctions regime” 2012-date.

It is anticipated that under the Governments existing spending plans further more marked savings are intended to be made from the welfare budget, raising concerns about the continuing impact on claimant’s circumstances following increases in global food costs together with declining local government budgets, rising utility bills, a stagnant jobs market, stubbornly high inflation, minimum Council Tax liability and rental costs.

Government’s spending plans p to 2018/19 (Institute for Fiscal Spending Green Budget Feb 2013⁶)

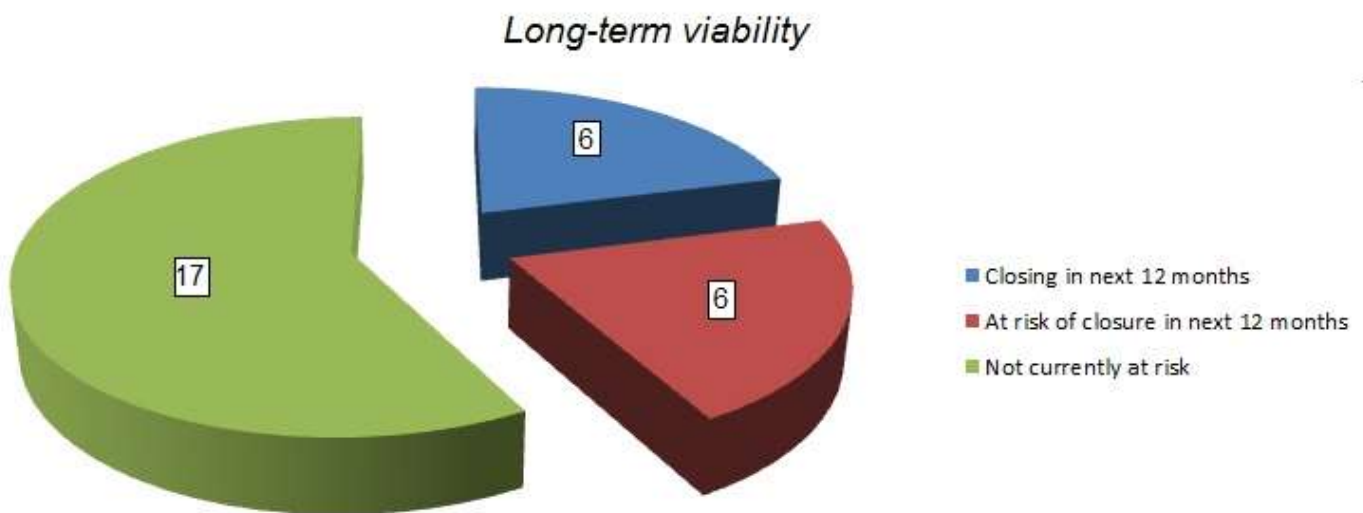


	<i>Percentage of total planned tightening in place by:</i>								
	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
							(after next election)		
Total	3	27	40	46	57	65	80	90	100
Tax increases	0	64	79	84	80	79	104	102	100
Spending	4	21	34	40	53	63	76	88	100
Investment	23	94	107	90	83	96	99	100	100
Current spend	2	13	27	35	50	60	73	87	100
Benefits	-8	11	35	58	77	87	95	99	100
Debt interest	0	2	6	12	22	35	52	74	100
Other current spend	5	18	31	36	51	60	74	88	100



Long-term viability of continued provision

The overall picture of food bank provision long-term is approaching crisis point and many distributors long-term future was described as being in serious doubt within the next 12 months - prior to Fareshare's admission that their provision to food bank providers is due to cease by March 2015.



- From a high point of 34 food distributors at the end of 2013, 2 have now ceased operations due to funding withdrawal and one due to the collapse of a distribution agreement with Sainsburys;
- Of 29 food banks polled, 6 were in danger of ending their current operations within the next 12 months. A further 6 centres operating under the Linwood Centre were due to cease in March 2013 due to the redundancy of the coordinator unless another organisation came forward to assume responsibility;
- 19 of the 29 distributors polled stated demand exceeded their current supply. The remainder stated that supply was only sufficient to meet demand with no capacity for expansion – the sole exception being the Highfield Food Bank discussed on p10, whose future is currently under review as a result.
- Given that only four food banks currently operating are not dependant on Fareshare provision and two had made enquiries to ask for their assistance, the current picture is bleak in the absence of any other model of in operation in the Leicester area.



Conclusions: Risks & Issues identified

1. Location

The expansion of the food bank provision has been of an ad-hoc nature with no co-ordination regarding the geographical location of the new provision. It has typically been as the result of a local need being identified and an organisation within that community trying to meet the need, but this has resulted in some areas having no provision even though one is required. Whilst virtually all sites reported demand at least meeting their current capacity¹, it is likely the food poverty needs of a number of deprived inner-city areas are not being met.

2. Co-ordination

There has been no co-ordination as to what is provided within the food banks themselves. This means that a person presenting at a food bank could receive a very different experience depending on which one they attend. Some food banks offer other support on site, such as clothing, others are able to offer hot meals or a cup of tea and advice/support or signposting for help. Most providers indicated a willingness to expand their provision if possible to include practical necessities such as toiletries, baby items and furniture, as well as better systems of referral to support agencies and the development of in-house advice provision. Improved communication and internal referrals between food banks would also increase efficiency and further reduce food waste.

3. Agreed Standards

There are no clearly agreed standards of provision within the food banks, many are run by volunteers who are unable to pay for training themselves, or the group has little or no budget to finance training for those volunteers. Some operate an access criteria based on LCC referrals only whilst others allow unlimited access without assessment.

It is clear that the provision would benefit from the setting up of a clear structure of standards in key areas to ensure that the current provision adhere to all the necessary standards in relation to Health and Safety, such as food handling, food storage etc. The introduction of key standards would improve the current provision but would also assist with the setting up of any new provision giving a clear framework on which to operate.

4. Sustainability

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

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



5. Mixed delivery mode

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

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

Assuming the food poverty needs identified earlier in this report will persist into 2014 at comparable levels, urgent action will be required to source alternative suppliers of emergency food. No other UK suppliers are known to operate on the 'warehouse model' employed by Fareshare.

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



References

- ¹ Food Banks and Food Poverty, All-Parliamentary Poverty Group 16 December 2013 SN06657
- ² Church Action on Poverty, May 2013
- ³ Welfare Reform Impact Assessment, Leicester City Council March 2013
- ⁴ Quarterly Labour Market Statistics, Office for National Statistics January 2014
- ⁵ Underemployment in the UK, D. Blanchflower & D. Bell, National Institute Economic Review, May 2013
- ⁶ The Green Budget, Institute for Fiscal Spending February 2013



Appendix A

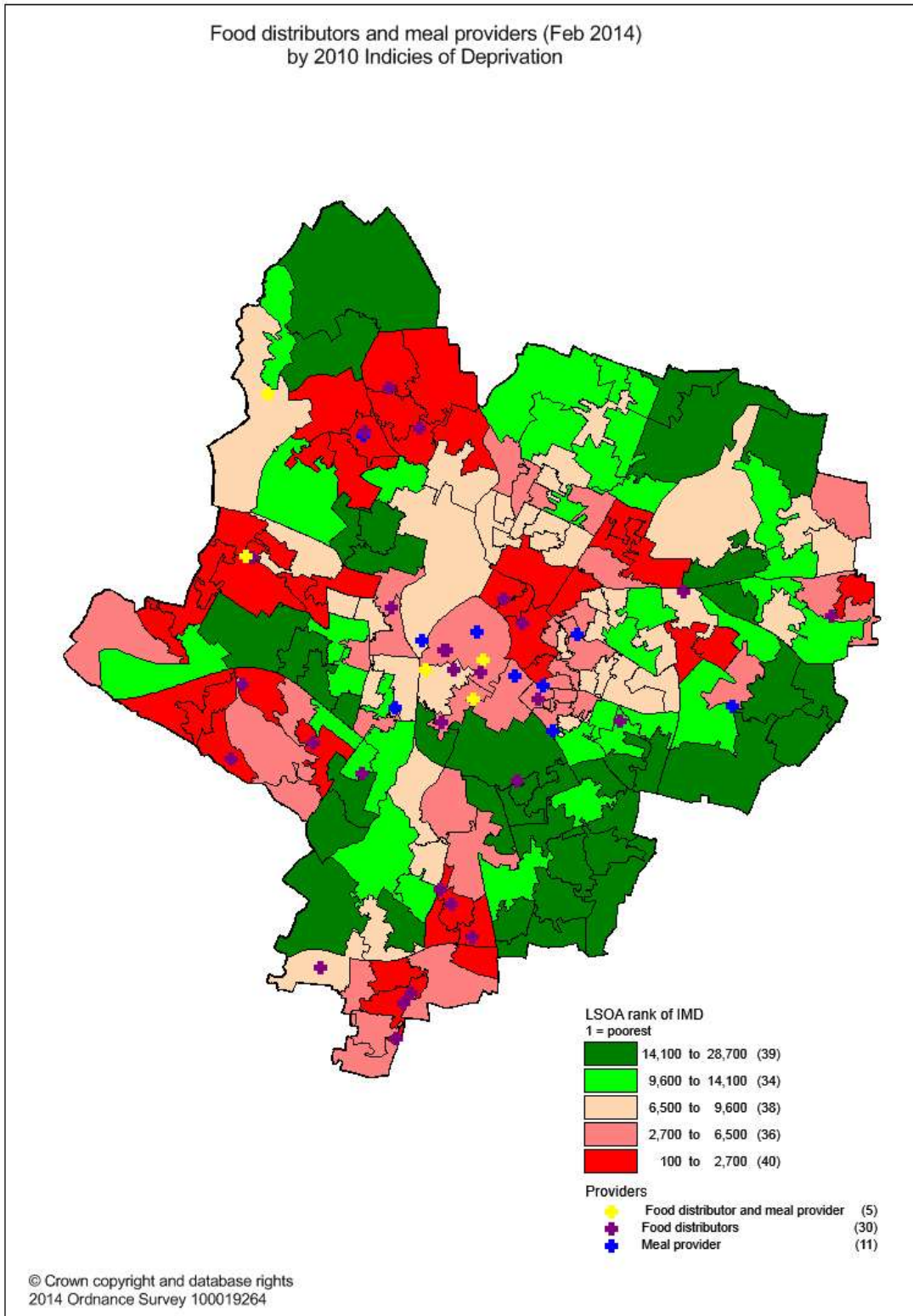
Food banks currently in operation as per diagram on p5:

- 1 – Mowmacre TARA
- 2 – B-Connected Brite Centre
- 3 – B – Connected St. Peters Church
- 4 – B – Connected United Reform Church
- 5 – STAR New Parks
- 6 – Morton / Northfields TARA
- 7 – Welcome Project – St. Martin’s House
- 8 – Women’s Welcome Project - Church of the Martyr
- 9 – The Contact Project – St Matthew’s House
- 10 – The New Futures Project
- 11 – The Open Hands Trust
- 12 – Social Services DAS, GreyFriars Centre
- 13 – Beaumont Leys STAR
- 14 – The Centre Project
- 15 – Faith in People with HIV
- 16 – Kirton Lodge (defunct 2013)
- 17 – Healthy Living Centre (defunct 2013)
- 18 – Saffron Lane Resource Centre (via Linwood, ending March 2014)
- 19 – Saffron Lane Children’s Centre (via Linwood, ending March 2014)
- 20 – Saffron Neighbourhood Management Board (via Linwood, ending March 2014)
- 21 – Eyres Monsell Children’s Centre (via Linwood, ending March 2014)
- 22 – Eyres Monsell Community Centre (via Linwood, ending March 2014)
- 23 – Eyres Monsell STAR (via Linwood, ending March 2014)
- 24 – The Mosaic Church
- 25 – City Vineyard Storehouse
- 26 – Gilmorton Development Group
- 27 – CharityLink – St Martin’s House
- 28 – CharityLink – St Andrew’s Centre
- 29 – New Parks Library
- 30 – Barleycroft Community Centre
- 31 – The Emerald Centre (from September to December 2013)
- 32 – Spiritualist Progressive Church
- 33 – Highfields Food Bank
- 34 – Peace Centre Food Bank



Appendix B

Food providers in the Leicester City area compared with the National Deprivation Index



LEICESTER'S FOOD PLAN



2014 - 16



City Mayor

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Published: March 2014

INTRODUCTION

Levels of interest in food are arguably as high as ever. Here in Leicester, as in other places, people are taking more interest in where their food comes from, how it is produced, how much it costs and how healthy it is. Whilst I welcome this growing interest and awareness in food it reminds us of important challenges.

Over the past year the number of food banks in the city has increased dramatically. This reminds us of the alarming and unacceptable levels of food poverty. Levels of obesity are also too high and we face significant health challenges in the city including high rates of diabetes and heart disease.

We are determined to address these challenges through a citywide approach to food policy that recognises the links across these different areas. Our vision is for Leicester to be a healthy and sustainable food city. Food production should help support the local economy and at the same time protect the environment and natural resources.

I am pleased to introduce Leicester's first Food Plan. To deliver this plan, new partnerships will be required across Leicester's communities. The Leicester Food Plan Board brings together a partnership from different sectors and I am grateful

for the input from a wide range of organisations into shaping this plan.

As a founding member of the national Sustainable Food Cities Network we have also demonstrated our commitment to working with other cities and partners to learn from experience in other parts of the country.

Over the next three years we are aiming to see more community food projects in place across the city, more land under food production and a growing programme of cookery skills courses. We also want to see the city's food economy grow with existing and new food-related enterprises thriving.

Ensuring the city has a food supply that is sustainable, healthy and affordable is important. It spans a number of policy areas and will require the development of strong partnerships across different sectors. We face some significant challenges. This plan sets out our response to those challenges and we look forward to working with a wide range of partners as we work to deliver this plan.

Rory Palmer
Deputy City Mayor and Chair,
Leicester Food Plan Board



Deputy City Mayor Rory Palmer at the Bloomin' Eyres Monsell project

ABOUT THIS PLAN

This is Leicester's first Food Plan. It marks the start of a long term programme to make Leicester a 'healthy and sustainable food city': a place where the production, distribution, purchase and use of food supports better health, stronger communities and a successful economy - while protecting the environment and conserving natural resources.

The plan sets out 10 ambitions for Leicester in an updated *Food & Drink Charter*. These are the long term goals. 10 specific commitments, linked to the ambitions, are then presented. They cover the first three years of the programme from 2014. A detailed action plan follows, showing what will be done in the first year.

Developing and implementing the plan

This plan has been put together by the Leicester Food Plan Board, a partnership involving representatives from Leicester City Council, the voluntary and community sector and the business

community. Through its members, listed later in this document, it can co-ordinate with other bodies which have priorities in common, including Leicester City's Health and Wellbeing Board, Leicester Child Poverty Commission, the Environmental Experts Reference Group and Leicester and Leicestershire Enterprise Partnership (LLEP).

To ensure the plan is tailored to Leicester's specific needs and challenges, the Food Plan Board has listened to a wide cross-section of views from individuals, community groups, voluntary organisations, food businesses, schools, colleges, universities and health services. This culminated in a workshop: "Creating a Food Plan for Leicester" in October 2013.

It will meet regularly to support the delivery of actions in the plan, to oversee progress towards the three-year commitments and to identify further actions for 2015 and 2016. At the end of each year, it will publish a progress report alongside the next year's action plan.



The board is keen to share experience with other cities and towns working on similar programmes. To this end, Leicester has been part of a National Lottery-funded pilot scheme: *Our Food Plan*, which has supported the action planning process. In July 2013 the city also became one of 13 founding members of the Sustainable Food Cities Network, through which Leicester will share information nationally.

Background to Leicester's food challenges

Leicester is a large and growing city with a relatively young and ethnically and culturally diverse population. The city is the 25th most deprived out of 326¹ local authority areas and in the period September to December 2013 had an unemployment rate of 15.7%: considerably higher than the 7.9% UK average².

The following sections outline some of the key issues and challenges facing the city, describing how they relate to food and also the opportunities to address them through a programme around healthy and sustainable food.

Health issues

It is estimated that nearly a quarter of adults in Leicester are clinically obese and nationally levels of overweight and obesity are still increasing. By 2050 obesity is predicted to affect 60% of adult men, 50% of adult women and 25% of children³. Obesity levels in children in the city are higher than the national average, with nearly 11% of children in reception year (age 4-5) and over 20% in year 6 (age 10-11) being classified as obese following weighing and measuring programmes in schools.

The personal and societal costs of obesity are high in that obesity is a risk factor for a range of diseases including cardiovascular disease, type two diabetes and some cancers. It is estimated that mortality rates would decrease by 14% if all the population was a healthy weight. There is also a recognition that some

Black and Minority Ethnic communities, including South Asians, develop these obesity-related diseases at a lower body mass index than white populations. NHS costs attributable to overweight and obesity are projected to reach £9.7 billion by 2050, with wider costs to society estimated to reach £49.9 billion per year.

As a result of the high prevalence of heart disease, diabetes and other obesity-related conditions in Leicester, actions for preventing and tackling obesity are prioritised within "Closing the Gap" - Leicester's Joint Health and Well Being Strategy 2013-2016. Leicester's Healthy Weight Strategy is currently being revised and Leicester's Food Plan will link into this. Along with levels of physical activity, diet and the food environment are the most significant contributing factors to levels of obesity. Diet, however, also has a wider impact on health than the link with obesity. Even in the absence of obesity a poor diet is linked with a range of diseases including heart disease, strokes and some cancers. Oral health is also associated with diet. Five year old children living in Leicester have the highest experience of dental decay observed in England. The cause of dental decay is well understood and is related to the frequent consumption of sugary food and drink, as well as poor tooth brushing and a lack of dental attendance.



1 Index of Deprivation 2010

2 Based on ILO definition. Source: Labour Force Survey/Annual Population Survey, Office for National Statistics (NOMIS)

3 Foresight - Tackling obesity: Future choices. Government office for science, 2007

The importance of good diet begins antenatally and in babies. Optimal infant nutrition, especially breastfeeding, is a protective factor for the health of babies and mothers. It increases children's chances of leading a future healthy life. Breastfeeding reduces such potential health risks as gastroenteritis and respiratory disease in infants and obesity and type two diabetes in later life. Rates of breastfeeding in Leicester are comparable to the national average with nearly 75% of mothers starting breastfeeding. However by 6-8 weeks the rates have reduced significantly to around 55%. Healthy weaning at around 6 months is another key element of setting the foundations of good health. The Leicester, Leicestershire and Rutland Infant Feeding Strategy and action plan outline the current position and plans for how to improve infant nutrition locally.

In Leicester, less than a quarter of adults eat the recommended five portions of fruit and vegetables per day and this is much lower in some of the most

disadvantaged areas of the city. Improving diets requires action by a whole range of organisations. There are many reasons why people do not adopt a healthy diet including lack of knowledge; poor access to affordable, healthy food; easy access to cheap, fatty, sugary and processed food; limited cooking skills and a lack of time to plan, shop for and cook meals. Improving diets is not just about education, it is essential that the healthy choices become the easier choices, for example making healthy school meals the most affordable and tastiest choice and developing growing schemes in our most disadvantaged communities, ensuring ready access to affordable fresh fruit and vegetables for all.

There is a clear association between levels of obesity and deprivation, with higher levels of obesity in our most disadvantaged areas. By tackling poverty through mechanisms such as the Child Poverty Commission an associated improvement in diet and a reduction in obesity is expected.



CASE STUDY



Eat Better, Start Better

Leicester was one of 20 local authorities invited to take part in the Children's Food Trust's roll out of the *Eat Better, Start Better* voluntary food and drink guidelines for early year settings in England and the *Let's Get Cooking* family cooking courses. Early years settings include nurseries and children's centres.

Evaluation in Leicester has shown that in the settings involved there was:

- Increased food, nutrition and healthy cooking knowledge, as well as skills and confidence, for the early years and childcare workforce
- Improved healthier food provision for children aged one to five years in childcare settings and at home
- Increased food and nutrition knowledge and practical cooking skills for parents and families attending early years settings.

The Leicester Food Plan includes ambitions, commitments and actions that will build on this success and further enhance the level of knowledge, healthier food provision and cooking skills in early year settings and amongst families and the wider community.

Food poverty

The current economic climate and recent welfare reforms have contributed to a great many households in the city facing increasing financial pressures and poverty. Over 43,000 households in the city are in receipt of a welfare benefit as their main source of income with 26,000 children in the city growing up in poverty. These households are facing increases in general cost of living, they pay the highest tariff rate for fuel, the majority now contribute to their council tax bill and around 2,500 are subject to the under occupancy rule (bedroom tax). There is also a hidden population in the city: people who are working and were coping financially, but since the recent increases in food and fuel costs they are now at a tipping point and are no longer able to manage within their budget. As a consequence many households are now struggling to afford to feed their families. These households are increasingly turning to food distribution locations across the city to help them cope.

The Child Poverty Commission report 2013 recommended that “In response to the growing demand for emergency food aid, Leicester City Council should work with partners, including FareShare, to provide citywide co-ordination of food banks with an agreed local referral framework.” As a result, the food distribution sites in the city have been mapped and demand assessed to inform the development of a Food Banks Strategy.

Research shows there are three types of food outlets in the city: waste food distribution, emergency food banks and meals provision. In total there are upwards of 41 outlets and of these 12 are dedicated to meals, with the remainder distributing food and five distributing food and providing meals. Historically the majority of the food distribution locations in the city were set up by community groups or volunteers to prevent food going to waste; they do not operate with the intention to provide an emergency food provision. Their only access criterion is that the recipients live in the community they serve. These schemes often run for just a few hours each week or fortnightly with a nominal contribution of 50 pence per bag.

Many of the original schemes were set up in conjunction with FareShare Leicester who provided an agreed tonnage of food delivered to the scheme for distribution for a set annual licence fee. The food is surplus to supermarket requirements and is provided to prevent good food being sent to landfill.

Leicester City Council Community Support Grant crisis provision helps feed people who are facing immediate need:

- on a low or no wage, especially where children or young people are at risk
- homeless or vulnerably housed
- supporting vulnerable young people in the transition to adult life
- supporting vulnerable people in the local community
- at risk due to mental health problems, learning difficulties, or HIV/AIDS
- women and children affected by domestic violence
- help people through personal and difficult events





Plot to Pot

Plot to Pot is a community allotment project in New Parks ward. The project started in 2011. It is a joint venture between the ward councillors and the New Parks community panel. The volunteers have a team leader and they are supported by staff from the community services section.

The project started as a way of teaching local people how to grow food to help people eat more cheaply and have a healthier diet. What we quickly found was that it also served to create friendships, develop confidence and make a big positive impact on the lives of the people who got involved. Rather than just concentrating on growing, although that is still very important to the project, we now also use the project to help people get over issues of isolation.

This year the project has been working with adults with learning disabilities as part of the integration project in care services. Some of the people who used to use day centres are now the proud gardeners on some of the plots.

Each year Plot to Pot is assessed under the Britain in Bloom scheme called It's Your Neighbourhood. So far Plot to Pot has scored four stars each year.

The group have plans for the coming years. They now have three plots together and are looking to get a poly tunnel on one of the plots to lengthen the growing season.

There has been a steady and sustained increase in demand for food aid over the past years, with an increasing number of new food distribution schemes being set up in the city in 2013. The emphasis for the new schemes has changed to that of emergency food provision. In some cases existing established schemes have changed their purpose from distributing waste food to providing emergency food aid.

The increased demand means schemes now have to increasingly rely on supplementing resources through organising food drives, direct contact arrangements with local stores or using their own cash resources to supplement and make up the food bags for distribution. The reason for this is that waste food cannot guarantee the type or quantity of food supplied and where emergency food is required households look for regular staple items in their bag e.g. pasta, rice, tinned fruit and vegetables, cereals, meat and fish etc.

The city council is developing a Food Banks Strategy to deliver better co-ordinated provision. This will include providing improved support to staff and volunteers of existing schemes e.g. provision of health and safety training. Assistance will be provided with the setting up of new schemes including advice on accessing funding opportunities and how to provide customers with more holistic support e.g. money advice, cookery training, advice on healthy eating on a budget and access to growing schemes which altogether can potentially help recipients move forward so they no longer need the provision.

Environmental issues

A further set of challenges lies around the environmental impact of food systems. Humanity is using natural resources faster than they can be replenished and the impact of the 'food cycle': farming, processing, manufacturing, distribution and waste disposal - on climate, water quality and biodiversity threaten the security and quality of life of future generations.

For example:

- Farming generates about 9% of UK greenhouse gas emissions⁴
- Food transport accounts for a quarter of miles travelled by heavy goods vehicles⁵.
- 60% of UK farmland wildlife species in a recent study were found to be in decline⁶ and 75% of European fish stocks remain overfished⁷.
- An estimated fifth of food purchased by UK households (7.2 million tonnes per year) goes to waste,⁸ with another 4.3Mt wasted in the food supply chain⁹.
- The carbon saving of preventing all avoidable food waste would be equivalent to taking one in four cars off the road¹⁰.

To avoid potentially catastrophic changes in sea level and global temperatures resulting from climate change, major reductions in greenhouse gas emissions will be needed. The Government has set a target to reduce UK emissions by 80% by the year 2050 and this will require big reductions in the impact of food systems in Leicester and elsewhere, including :

- Significantly cutting energy and water use in food and drink manufacturing – making best use of new, more efficient technologies and redesigning production processes;
- Reducing waste at each stage of the food cycle: on the farm, during manufacturing, at the retailer and at home; and, where waste is unavoidable, keeping it out of landfill through environmental treatments such as composting and anaerobic digestion¹¹;
- Cutting the carbon emissions of food transportation, for example by growing the market for locally produced food to reduce 'food miles' and modernising freight transport to take advantage of the latest fuel-efficient and low carbon vehicle technologies.

4 Meeting Carbon Budgets – 2013 Progress Report to Parliament, Committee on Climate Change

5 The Validity of Food Miles as an Indicator of Sustainable Development, DEFRA, 2005

6 State of Nature, RSPB, 2013

7 State of Nature, RSPB, 2013

8 New estimates for household food and drink waste in the UK, WRAP, 2011

9 Estimates of waste in the food and drink supply chain, WRAP, 2013

10 Taken from: Household Food and Drink Waste in the United Kingdom, WRAP, 2012

11 These break down food waste using bacteria to generate 'biogas' which can be used as a fuel.

In Leicester, organisations are already working to address some of these issues. The Climate Change Programme of Action is delivering actions towards the city’s target of halving its carbon dioxide emissions by 2025 and the universities, city council and other organisations are developing new projects together through the Environmental Experts Reference Group. Food banks are daily redistributing surplus from the food industry – alleviating food poverty while reducing waste and community food growing projects such as the Saffron Acres Project and Bloomin’ Eyres Monsell are helping to increase supplies of local produce.

Even if efforts to cut carbon emissions are successful, scientists predict that the world is already ‘locked in’ to a certain degree of climate change. For the East Midlands, this is likely to mean hotter, drier summers and warmer, wetter winters¹². Farms, market gardens and community food growing will all need to adapt and water availability (and cost) for both food producers and manufacturers is likely to become a bigger risk factor. Similarly, flood risk will increase for some food producers. So the agricultural sector and community food projects will need support to prepare for these changes and become more resilient, while investment and modernisation programmes looking to improve process efficiency in the food and drink manufacturing sector will need to address water as well as energy use.

Economic issues

Food and drink is also important to Leicester’s economic future. The food and drink manufacturing sector is worth £600m in the Leicester and Leicestershire economy and provides 2.7% of employment - twice the national share¹³.

Leicester is home to world famous food and drink companies and also produces a range of ethnic foods, with the city benefiting from a diverse range of small start-up businesses. There are over 100 food and drink manufacturing businesses in the city and the sector has expanded rapidly¹⁴.

¹² UK Climate Projections 2009

¹³ Economic Growth Plan 2012-2020, Leicester & Leicestershire Enterprise Partnership

¹⁴ Business Register and Employment Survey (2011)



There is potential to accelerate growth in this sector and create jobs through developments in food technology, speciality ethnic foods and through links with the tourism and hospitality sectors. As a result of this potential, the food and drink industry has been identified as a priority sector for investment by the Leicester and Leicestershire Enterprise Partnership (LLEP).

The LLEP Food and Drink Strategy 2011-2016 identifies a number of key barriers to business growth including: low investment in research and development, weak local supply chains and the lack of affordable food grade units as clear barriers to business growth. The strategy also identifies a priority to strengthen local supply chains - reducing food miles and increasing sales of local produce.







A key theme of the City Mayor's Economic Action Plan 2012-2020 is an Enterprising Leicester; a place where people, businesses and communities thrive and are supported to grow. The action plan identifies food and drink as one of four key priority sectors for investment. It establishes the council's intention to establish a Business Investment Area (BIA) to support food and drink manufacturing in the city. The BIA is focused on the development of a 20,000 square foot development of nine high quality food grade premises, ranging from 1,000-5,000 square feet available for lease to new or expanding companies. The £5.8m food park in the north east of the city will open in autumn 2014 and will be at the heart of the city's support for the food and drink sector. Companies locating there are able to benefit from a range of support services including financial assistance programmes, accelerated planning and specialist advice.

Support for the food and drink industry does not end at the food park. Help for this sector is available throughout the city and as new locally-led funding streams come on-line i.e. City Deal, Single Local Growth Fund and EU Structural Funds, new opportunities will present themselves to offer support to businesses within the food and drink industry to grow. Food and drink has been identified in each of these plans as a priority sector with the potential for substantial growth. As funding becomes available the research base that exists, and is being developed through engagement with local businesses, will be utilised to put forward the business case for investment to overcome known barriers to growth; from technical advice to supply chain support, from skills development to capital investment, from enhancing the local food offer to developing sustainable technologies.

Community issues

Closely related to the issues outlined in the previous sections: health, poverty, environment and economy, is the strength, resilience and well-being of Leicester's communities. So a common theme running through the delivery of this Food Plan is the role of working at a community level: bringing diverse communities together, teaching and sharing skills, increasing knowledge and understanding, bringing underused land into productive use and developing local scale solutions. This needs to happen through community food projects, in schools and training programmes and via public services.

Leicester already has a good foundation to build on, with examples amongst the case studies in this plan. Across the city the Food Plan Board is already aware of over 20 community food growing and horticultural projects turning plots of land into community food growing and horticulture assets. Some of these are next to community centres, while others use small plots in public spaces. Allotments also play a key role, with 45 sites across the city between them providing nearly 3200 plots – most managed by community-run allotment societies and many with waiting lists.

As the city population continues to grow and the pressures on the use of land intensify, a challenge will be to identify and protect enough land for growing food at a community level.



CASE STUDY



Bloomin' Eyres Monsell

Interest from Eyres Monsell residents in learning how to 'grow your own' led ward councillors Virginia Cleaver and Rory Palmer to start Bloomin' Eyres Monsell. Based at the community centre, the project started with a series of events during 2013 in which volunteers built raised beds in the centre's garden. They grew carrots, peas, beetroot, lettuce, turnips, potatoes, tomatoes and courgettes as well as a variety of herbs. Help was enlisted from BBC Radio Leicester's Grow Your Own team: Ben and Aide, who answered the growers' gardening questions and added to the publicity.

The project is now firmly established with volunteers meeting weekly at the community centre and produce shared with community groups. Plans to develop the whole of the garden are ready for discussion and phase two is developing well with work on the Featherstone Orchard – where fruit trees are being planted and raised beds made. Further plans include involving families at Sure Start on Hillsborough Road by growing vegetables there too.

The project shows that community interest in growing your own is strong – and with help and support to get things started it can develop and flourish.

LEICESTER FOOD & DRINK CHARTER

Leicester Food and Drink Charter promotes healthy, nutritious, affordable food, produced with care for the environment and natural resources in a thriving local food economy. It seeks to unite people in growing, cooking and sharing good food – celebrating the city’s diverse food cultures.

10 ambitions for food and drink in Leicester

- 1** Work towards the eradication of food poverty – improving access to affordable, healthy food for all, whilst seeking to influence the underlying causes.
- 2** Reduce food waste in businesses and households and encourage more redistribution of food, composting and recycling of packaging.
- 3** Reduce obesity and diet-related ill health by supporting people to make healthier choices across all stages of life – raising awareness about healthy eating, encouraging breastfeeding, developing growing and cooking skills and improving access to fresh, healthy food.
- 4** Bring people together through food projects - developing inclusive, resilient communities sharing knowledge, experience and skills in growing and cooking and creating links with farms.
- 5** Maximise the use of food production space within the city, looking at opportunities for using green spaces and brownfield sites for community growing projects and small enterprises.
- 6** Develop a vibrant local food and drink economy, supporting food businesses in and around the city and encouraging healthy products at the heart of a nationally renowned food offer.
- 7** Promote skills and learning for those in the food industry or looking to enter it and supporting the job opportunities the industry can provide.
- 8** Support food and drink production that conserves resources, enhances biodiversity and minimises pollution – while adapting to the potential impacts of climate change.
- 9** Reduce food miles and support producers in and around the city - raising awareness of local and seasonal products and encouraging their use by the public, food businesses and institutions.
- 10** Support Fairtrade for products that can't be grown in the UK.



Saffron Acres Project

Organisers describe the Saffron Acres Project as a “six acre working farm” on former allotments in the Saffron Estate. Launched in 2006 with National Lottery funding, the project brought a derelict “no-go area” back into use while aiming to use food growing to tackle poverty and disadvantage in the local community and to create a better environment.

The project provides volunteering and training opportunities for residents of all ages and backgrounds including: school children, young people, the long term unemployed, those with disabilities and ex-offenders. In the words of one volunteer:

“You get well-being and a sense of achievement [by coming to Saffron Acres] and it gets you out, doing something you like, helping the community. It keeps you busy – if you put something in, you get more out of it.”

I’m not saying I’m fitter, but I’m eating more properly by coming here, I’m not going vegetarian or anything but I’m eating more veg and that. I’ve met people from more different walks of life and countries than before.”

Produce grown on site is not only shared with the volunteers; kitchens at a local school and a day care centre are supplied on a social enterprise model and buyers have been found amongst city restaurants too.

In an exciting new development, Saffron Acres spiced plum jam and spiced apple chutney were produced by trainees for sale in Midlands Co-operative stores in and around Leicester over Christmas 2013 – part of the Co-op’s “Locally Sourced” range.

THREE YEAR COMMITMENTS

By January 2017, through this plan, we will have:

- 1 A bigger network of community food and horticulture projects, with at least 9 more projects supported; and more land under food production, with at least 3900m² of new allotment space provided.
- 2 A support programme available to schools – to help them achieve a whole school approach to healthy, sustainable food through their teaching, the running of the school and its community links.
- 3 More children choosing school meals, with at least 10% higher take-up of free school meals from key stage 2, in schools taking part in the support programme.
- 4 Increased support for women and their families to encourage an improvement in rates of breastfeeding and good infant nutrition.
- 5 At least double the proportion of early years settings (children’s centres, nurseries) meeting Children’s Food Trust nutritional standards.
- 6 A jointly planned and promoted annual calendar of events, open days and awareness campaigns about healthy, sustainable food involving numerous partners.
- 7 A growing pool of staff and volunteers trained up and delivering healthy food and cooking skills sessions in the community.
- 8 More Food Plan partners with health and sustainability policies, standards, and good practices in place for their food procurement, catering or retail.
- 9 Programmes in place to help food businesses grow, create jobs and gain a commercial benefit from adopting health and sustainability good practices and technologies.
- 10 A programme to reduce food waste.

CASE STUDY



Indoor market redevelopment

In December 2012, Leicester City Mayor, Sir Peter Soulsby, announced a £7million investment plan for Leicester Market.

A key element of the plan is the construction of a brand-new food hall, to replace the current 1970's indoor market, which will aid in making the historic Corn Exchange building the focal point of Leicester's 700-year-old market.

The new food hall will be a glass and timber pavilion offering an attractive and practical space for meat, fish and deli stalls, with flexible exterior units for hot food stalls or temporary trading. Suspended lamps and natural daylight will ensure the space is well lit, insulated floors and ceilings will keep working conditions comfortable and new layouts will create an authentic market atmosphere.

Outside, the demolition of the 40-year-old indoor market hall – which is no longer fit for purpose – will allow an attractive public space to be created at the back of the Corn Exchange, framed by trees and opening up views of the surrounding heritage buildings.

Permission for the work to commence was granted in early 2013, with preliminary work commencing in May that year. At the time of writing, phase one of the project, involving construction of the food hall, is well underway – with its opening scheduled for later in 2014.

The redevelopment project will not only regenerate a key area of the city centre, but also secure the market's future as a focal point for fresh food retail to city residents and visitors alike.

ACTION PLAN FOR 2014

The actions below will be delivered by the Food Plan partners during the first year of our three-year programme. The Food Plan Board will publish a summary of progress at the end of 2014, along with an Action Plan for 2015.

ACTION	WHO WILL LEAD?	FOOD CHARTER AMBITIONS SUPPORTED
1. Delivery of 'Food Routes' training and family cooking skills courses within schools to help embed a whole school approach to healthy eating.	Leicester City Council, public health; Leicestershire Nutrition and Dietetic Service; primary schools	3,4
2. Build on the pilot 'Eat Better, Start Better' programme to ensure an increase in number of early years settings achieving the Children's Food Trust nutritional guidelines and develop a programme of family cooking skills courses including how to reduce food waste.	Leicester City Council children's centres and public health; Children's Food Trust	1, 2,3,4
3. Launch a revised infant feeding strategy and action plan aimed at improving rates of breastfeeding and overall infant nutrition.	Leicester City Council, public health; children's centres; Leicestershire Partnership Trust; University Hospitals of Leicester	1,3
4. Develop a comprehensive breastfeeding peer support programme .	Leicester City Council, public health	1,3
5. Work towards achieving the Food for Life Bronze Catering Mark for school meals.	Leicester City Council, City Catering; Food for Life Partnership	1,3,9
6. Work towards achieving the Food for Life Bronze Catering Mark for catering at the University of Leicester.	University of Leicester, residential and commercial services	1,3,9
7. Work towards developing 19,250 square feet of new food grade workspace for food and drink manufacturing businesses.	Leicester City Council, economic development	5,6
8. Explore a programme of wider support for the Food and Drink Manufacturing Business Investment Area .	Leicester City Council, economic development	6,7
9. Complete and open the new Food Hall at Leicester Market to provide an attractive new food retail space - as part of a wider programme to improve Leicester Market as a focal point for fresh food retail in the city centre.	Leicester City Council, markets	6,9
10. Take account of Leicester's Food & Drink Charter as part of a review of Council standards and systems for procuring food and catering services .	Leicester City Council, procurement	3,9,10
11. Offer training for farmers and growers about adapting their businesses to a changing climate.	Permaculture Association	8

ACTION	WHO WILL LEAD?	FOOD CHARTER AMBITIONS SUPPORTED
12. Take account of Leicester's Food & Drink Charter and the promotion of healthy food options as part of developing the new Local Plan .	Leicester City Council, planning	3,5,9
13. Create a new Allotments Strategy to support and encourage allotment gardening.	Leicester City Council, parks and open spaces	1,3,4,5,8,9
14. Create a new post to further develop support for community horticultural and food growing groups through the It's Your Neighbourhood scheme.	Leicester City Council, parks and open spaces	1,3,4,5,8,9
15. Continue encouraging schools to include food growing in the curriculum through the Grow Your Own Grub Competition .	Leicester City Council, parks and open spaces with City Catering	3,4,5,8,9
16. Find a site to develop a Community Food Champions project in Leicester, to involve local people in growing their own food.	The Conservation Volunteers	1,3,4,5,8,9
17. Community Harvest Whetstone will recruit new crop-sharers and bid for funding to work up options for expanding the project.	Community Harvest Whetstone	1,3,4,6,8,9
18. Develop a Food Forum to involve food businesses, community projects and public services in Leicester's Food Plan.	Leicester City Council, environment team and public health	All
19. Publish a regular bulletin to keep Food Forum supporters informed and to highlight opportunities and successes.	Leicester City Council, environment team	All
20. Hold a series of networking events for those involved in community food projects, designed to share ideas and boost community-led action.	Leicester City Council, environment team with f3	1,3,4,8,9
21. Jointly plan and promote an annual calendar of events to raise public awareness about healthy, local, sustainable food including: Summer and Winter Food Festivals at Leicester Market, Belgrave Hall Good Food Fair, allotment and community project open days and the monthly Farmers Market.	Leicestershire Food Links, Leicester City Council, allotment societies, community growing projects and others	3,4,6,8,9,10
22. Run a campaign to raise awareness of the health and sustainability implications of food choices – influencing consumer behaviour and widening availability of healthy, sustainable food.	Leicester City Council, University of Leicester, De Montfort University, local media and other partners.	3,6,8,9,10

ACTION	WHO WILL LEAD?	FOOD CHARTER AMBITIONS SUPPORTED
23. Run a Smart Start campaign to promote healthy nutrition for pre-school children and provide healthy, nutritious breakfasts for children attending nursery .	Smart Start campaign partners with Leicester City Council and nursery providers.	1,3
24. Continue to run an annual campaign encouraging take-up of school meals .	Leicester City Council, young people's services	1,3
25. Look for resourcing to run a pilot scheme providing healthy packed lunches to replace free school meals during school holidays in a target area of the city.	Leicester City Council, in partnership with a school holidays activity scheme provider.	1,3
26. Commission an integrated food, health and sustainability support service to help schools implement a 'whole school' approach including curriculum activities, the running of the school and links into the surrounding community.	Leicester City Council, public health	1,2,3,4,5,8,9,10
27. Treat food and drink manufacturing firms as a priority sector when assessing applications for any future support starting in 2014.	Leicester and Leicestershire Enterprise Partnership.	2,6,7
28. Launch a programme to promote the adoption of healthy and sustainable food procurement , including local, seasonal produce and responsibly sourced fish, by restaurants and other hospitality businesses and larger employers.	Leicester City Council, environment team with partners.	3,6,8,9,10
29. Consult local growers and community food projects about future land allocation as part of developing the new Local Plan.	Leicester City Council, planning	5,8,9
30. FareShare Leicester will continue to prevent waste and support those in food poverty by expanding their operation, planned to increase by 30% in 2014 and by similar amounts by 2015/2016.	FareShare Leicester	1,2
31. FareShare Leicester will pilot the support of school breakfast clubs .	FareShare Leicester	1,2
32. Saffron Acres Project will scale up its production of local jams and preserves , developing local supply chains and a production facility – leading to a regional launch.	Saffron Acres Project, Midlands Co-operative	4,5,6,7,8,9
33. Run a seasonal food awareness program with local schools in the Saffron area and pilot the supply of local, seasonal food to a school kitchen.	Saffron Acres Project	3,4,9

ACTION	WHO WILL LEAD?	FOOD CHARTER AMBITIONS SUPPORTED
34. Consult the local community about ideas for food growing activities on additional land at Saffron Acres and begin site preparation – in conjunction with plans for sustainable housing at Saffron Heath .	Saffron Acres Project	4,5,7,8,9
35. Implement the Food Bank Strategy , including widening the sources of food available to Food Banks.	Leicester City Council, revenue and benefits, food banks	1,2,3,4
36. Work with Adult Social Care and Clinical Commissioning Group regarding the identification and prevention of malnutrition , and early intervention, in both the elderly and high nutritional risk groups.	Adult social care, strategic commissioning and public health	1,3
37. Encourage providers of residential, day care, lunch clubs and mobile meals to adopt healthy and sustainable food standards and practices in line with Leicester's Food Plan.	Adult social care, strategic commissioning and corporate procurement	1,3,8,9

CASE STUDY



FareShare Leicester

FareShare Leicester was established in 2008 as a project of the Diocese of Leicester and a franchise of the national FareShare charity. It is entirely dependent upon income generated, grants and donations.

The project takes good quality surplus food from the food industry to be used for those in need rather than being sent to landfill. All food is within its “use by” date and complies with strict hygiene legislation.

In 2013 FareShare Leicester...

- Redistributed 205 tonnes of food
- Reduced greenhouse gas emissions by keeping the food out of landfill
- Supported 60 member groups with a low cost food solution
- Helped to feed 3,700 people in need
- Were supported by 35 volunteers, working a combined 140 hours per week
- Provided opportunities for work experience and training, leading to a 60% employment success rate.

The project couldn't do what it does without the loyalty, enthusiasm and commitment of its volunteers, who drive vans, sort food, manage the distributions and help with administration and fundraising. It relies on funding from donors, grant funders and the Diocese of Leicester, as well as on the food industry for entrusting it to re-distribute their surplus food in a safe and ethical way.

The acquisition of a fully fitted out warehouse is allowing FareShare Leicester to continue developing.

FIND OUT MORE

Organisations and individuals are invited to get more involved:

- **Sign up for e-bulletins:** To keep up with news about Leicester's Food Plan and find out about events and opportunities to get involved, register for Food Plan e-bulletins. To sign up, contact environment@leicester.gov.uk
- Visit leicester.gov.uk/foodplan and leicester.foodplan.org.uk to find out about upcoming events, read latest news and contribute to on-line discussion.
- If you've got questions or want to discuss any aspect of the plan, you can contact either the public health or the environment team at Leicester City Council:

Public health: ☎ 0116 454 2032

Environment team: ☎ 0116 454 2110 E: environment@leicester.gov.uk

Further reading

Read more about healthy eating and sustainable food issues locally or nationally:

- **Sustainable Food Cities Network** sustainablefoodcities.org
Explains more about health and sustainability issues surrounding food and the 'sustainable food city' concept. Provides details of Leicester and other UK cities involved in the network, including key projects and contacts for further information.
- **Leicestershire Food Links** leicestershirefoodlinks.org.uk
Provides a directory of local food suppliers including farmers, farm shops, farmers markets, retailers and restaurants.
- **Food for Life Partnership** foodforlife.org.uk
A partnership led by the Soil Association, offering information and services including standards for caterers and a programme for schools.
- **Children's Food Trust** childrensfoodtrust.org.uk
A national charity protecting every child's right to eat better and so do better. They provide specialist advice, training and support to anyone who provides food for children.
- **School Food Plan** schoolfoodplan.com
School Food Plan is an agreed plan that has the support of the Secretary of State for Education and of the diverse organisations that are going to support head teachers to improve food in their schools
- **Fish Online** fishonline.org
Provides a buyer's guide to choosing sustainably-sourced fish and avoiding products from threatened fisheries.
- **Sustain: the Alliance for Better Food and Farming** sustainweb.org
Details of campaigns and initiatives to promote healthy, sustainable food.
- **Change4Life** nhs.uk/Change4Life
Advice on eating well, moving more and living longer
- **NHS Choices** nhs.uk/livewell/healthy-eating
Includes advice on healthy eating, healthy recipes, food safety and losing weight.



THE FOOD PLAN PARTNERS

Leicester's Food Plan is co-ordinated by a Board made up of the following people:

Leicester Food Plan Board		
Representative	Service and/or Organisation	Relevant Roles and Responsibilities
Councillor Rory Palmer (Chair)	Deputy city mayor and executive member, Leicester City Council	Deputy city mayor and executive member for health and climate change. Chair of Leicester City Council Health and Wellbeing Board and Leicester Child Poverty Commission.
Jo Atkinson	Public health, Leicester City Council	Public health improvement services relating to healthy diet and nutrition.
Stephanie Dunkley	Public health, Leicester City Council	Public health improvement services relating to healthy diet and nutrition.
Duncan Bell	Environment team, Leicester City Council	Environmental policy and management including climate change and waste reduction.
Andy Rose	Leicester and Leicestershire Enterprise Partnership	Economic development including Food and Drink Sector Strategy.
David Wright	Economic development, Leicester City Council	Economic development including food and drink sector projects.
Neil Bayliss	Corporate procurement, Leicester City Council	Council procurement policy and procedures, including food and catering services. Chair of Leicester City Council Food Procurement Board.
Jane Faulks	Education catering, Leicester City Council	School meals.
Bob Mullins	Parks and open spaces, Leicester City Council	Allotments, parks development and support for community growing projects.
Alex Hewins	The Conservation Volunteers	Community growing projects.
Kay Jaques	Early years, Leicester City Council	Children's centres.
Liz Warren	Learning services, Leicester City Council	Schools Development Support Agency.
Roman Leszczyszyn	Regulatory services, Leicester City Council	Environmental health service.
Caroline Jackson	Revenues and benefits, Leicester City Council	Council representative on Food Banks Forum.
Alec Duthie	F3	Advice and support from the Our Food Plan initiative.
Helen Dickens	Diabetes UK	Advice and support on health promotion best practice.

The following organisations are delivering the 2014 programme of actions in the Food Plan:

- Adult social care, Leicester City Council
- Children's centres
- Children's Food Trust
- Community Harvest Whetstone
- The Conservation Volunteers
- Corporate procurement, Leicester City Council
- Economic development, Leicester City Council
- Education catering, Leicester City Council
- Environment team, Leicester City Council
- Estates department, De Montfort University
- F3
- FareShare
- Food banks
- Food for Life Partnership
- Leicester and Leicestershire Enterprise Partnership
- Leicestershire Food Links
- Leicestershire Nutrition and Dietetic Service, Leicestershire Partnership Trust
- Markets service, Leicester City Council
- Midlands Co-operative
- Parks and open spaces, Leicester City Council
- Permaculture Association
- Planning service, Leicester City Council
- Public health, Leicester City Council
- Residential and catering services, University of Leicester
- Revenues and benefits, Leicester City Council
- Saffron Acres Project
- Smart Start campaign



Leicester Food Plan Board would like to acknowledge the support of the Big Lottery during the development of this plan, through its funding of the 'Our Food Plan' programme.



LeicesterShire Citizens Advice City Advice Services Contract Performance 2014 - 2015

1. Summary of provision

The council has commissioned social welfare law advice for the city. Leicestershire Citizens Advice was awarded the contract in 2013 and has operated from 3rd floor, 60, Charles Street, Leicester.

28,198 enquiries were dealt with under the contract for 2014 - 2015.

A definition of the advice offered through the tier structure is explained in Appendix A.

Table to show the CA performance against Advice & Support targets 2014/15		
Tier	Target	Actual outrun
1	17,600	18,027
2	8,800	10,171
3	600	595

2. Contact Channel

Table to show the Advice & Support contact by delivery options 2014/15				
Tier	Charles Street Bureau F2F	Contact Centre Telephone, Email & Webchat	SHARP & Employment. (referral)	Outreach sessions & Home Visits
1	9,350	7,618	-	1,059
2	8,530	0	-	1,641
3	0	0	595	-

The primary choice of contact option for our clients is face to face (F2F) at our contact centre centrally located at 60, Charles Street seeing 18,000 clients over the year.

The contact centre is now providing a webchat facility, supporting clients who are accessing our web pages which is another growing strand of self-serve supported enquiry access. This is part of a nationwide pilot project and we have been able to provide 2 apprentices with a position under this funding to support this offer for the city. The contact centre continues to provide valuable work experience to the long term unemployed, and we have seen over 30 candidates move into paid employment after participating in the scheme. During their time with us, they have the opportunity to work towards a NVQ level 1 in Customer Services; this has been a success with 9 achieving the certificate, along with the training provided by Citizens Advice. We continue to encourage law students and have a high demand from both Leicester and De Montford University; the students find the practical situation of providing advice at face to face invaluable for experience.

We are working with Leicester Ageing Together to provide advice, income maximisation and guidance to isolated older people in the following wards: Thurncourt, Latimer, Evington and Spinney Hills. There are 17 partners within the project, which is funded by The Big Lottery and managed by Vista. We have a project worker in post and currently arranging venues to interview clients. We are also providing a 'problem noticer'¹ training to the partners and volunteers within the project.

Why do clients seek advice?

The top three requests for advice in the city are Welfare Benefits including tax credits at 33%, debt advice represents 15% of the requests and employment advice is 11%. Leicester's top three contacts are reasonably reflective of the national advice picture from CA perspective. However within the national picture the highest contact is debt advice, predominately council tax recovery. In Leicester the CA work with the Council and operate two drop in sessions, one on summons days; at the Customer Service Centre on Granby Street to support clients manage their finances.

Where are the advice pressure points in the city?

We have seen an increase with European Economic Area (EEA) nationals, due to the new ruling of proving a genuine prospect of work. We have adapted the information from the Leicester City Council website to produce a leaflet, which is less wordy and provides clear instruction to clients with limited language skills. We are also seeing clients who are in work and needing advice regarding employment problems, linked to Tax Credits. Employment Support Allowance (ESA) is another priority for clients, where they will be submitting a mandatory reconsideration (challenge about an award decision) due to suspension of the benefit.

Welfare benefits continue to be our largest area of work reflecting the extent and impact of current benefit changes. Debt is lower than anticipated, however this might be masked by how our enquiries are categorised by the initial presenting problem. For example, a person who seeks help for a benefit problem which has caused a debt problem would only be recorded as benefit as opposed to a debt issue, although advice would be provided for both.

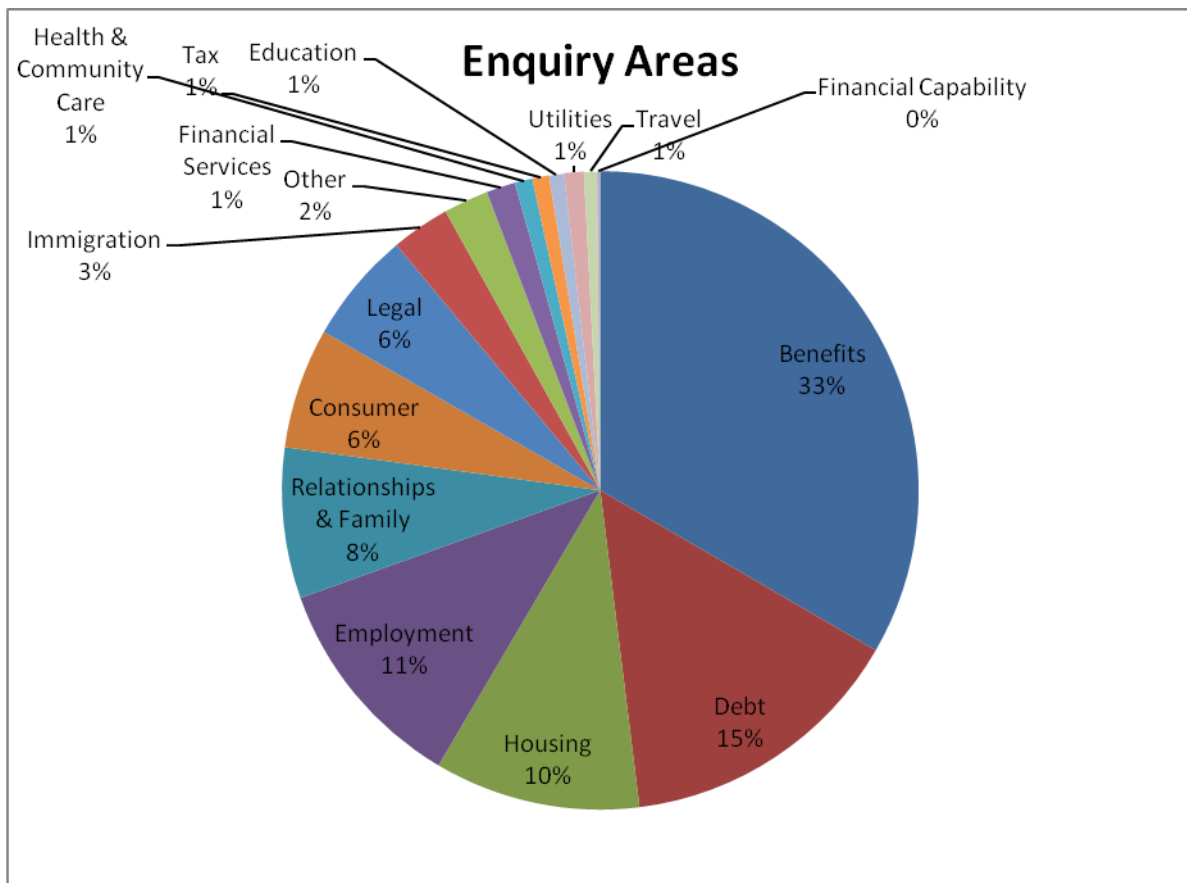
¹ Problem noticer's are volunteers or employees out in libraries, food banks, surgeries who are trained to spot individuals who require sign posting to advice or other services such as mental health drop in sessions in the city

Within the category of welfare benefits advice we are seeing increasing numbers of clients needing help with benefit applications (increasingly online), handling the new appeal process (reconsiderations are now mandatory prior to appeal), and coping with the impacts of sanctions or disputing the decision to apply a sanction. This often leads to further appointments for financial capability and debt advice.

For example a client wishing to claim ESA would need support with an initial application over the telephone, plus a further hard copy form for an assessment of their work capability a few weeks later. The client is then sent for a medical assessment and then awaits a decision. If this decision is unfavourable, they would then require assistance with a mandatory reconsideration form as well as a JSA application for financial support during this time as they would receive no ESA. If the mandatory reconsideration request is also unfavourable, they would then need further support with an appeal form.

One of the areas of growth is the increase in the number of clients we are referring for food parcels and hot meals. However, we are pleased to be one of the pilot organisations chosen by the Council's Community Support Team to be able to distribute Co-op vouchers for food or fuel under the terms of the Community Support Grant scheme. We have been doing this since December 2013 and have made 110 awards so far.

The following graph gives a breakdown of the enquiry areas with which we have been presented.



There continues to be an increase in the proportion of clients seeking help with family law since the changes to civil legal aid in April 2013. We are seeing more people unable to access and receive legal aid help for court action in relation to divorce or child custody/access issues. This is not one of the areas in which we are able to provide Tier 3 help. There is family law advice provision in the city however this advice is chargeable.

By Demographic - Disability

Our demographic data shows that 26% of clients identify as having a disability or long term health problem (52% identify as having no health problems and 22% do not disclose anything about their health). Nationally about 17% of UK residents describe themselves as disabled, which suggests people with disabilities have a disproportionate need for our service. This is to be expected given the ongoing changes to sickness and disability benefits.

By Demographic - Age

The majority of our clients are of working age (around 70%), with around 20% being over 65. Given that Leicester is a young city, we need to do more to market the service you young adults. Only 10% of our clients are under 24. We are expanding our social media presence and online offering to appeal to this age group.

By Demographic - Ethnicity

Our biggest single group of clients identify as White – British. The next largest groups identify as Asian or British Asian – Indian and Black – African. Around 10% of clients do not disclose their ethnicity.

Outreach Delivery

Outreach sessions are offered in ten wards across the city. This comprises 10 half day sessions per week, one in each ward. In Braunstone & Rowley Fields, Humberstone & Hamilton and Spinney Hills the outreach takes place at alternating venues to cover the ward area.

The outreach is delivered by two advisors supplied by our partners AgeUK. Their workers see anyone of any age.

2,700 people have been seen at our outreach sessions. We are currently encouraging people to book appointments for outreach by contacting the city centre office, through councillor referral or by using our contact centre phone or email as this has proven to be the most effective way to achieve maximum use of their sessions, but there remains some facility for drop in.

We have been providing an outreach service at York House since April 2015, on a Monday and Wednesday morning. This is proving to be successful, we have seen 24 clients from the end of April to the end of June 2016, and we aim to build on this, the council staff can now book clients into see us, which will also allow for drop in's.

Leicester City Citizens Advice continues to work with the Advice Leicestershire Partnership (ALP) group and we took part in the conference held in March, Breaking Leicester's Poverty Cycle. Over 80 people attended from the voluntary and statutory sectors. Workshops explored the effects of poverty and the impact of advice services on children and families; health and well-being; prospects of gainful employment. We also contributed to the Fairer Finance Leicestershire consultation on financial pressures and risks in the city in March 2016.

Alt –alternative weeks

This table details the current list of locations, times and venues for the outreach sessions across the city. 2014/15		
Braunstone/Rowley Fields	Brite Centre	Alt. Mon 9.30 - 12.30
	Oak Centre	Alt. Mon 9.30 - 12.30
Spinney Hills	Wesley Hall	Alt. Tues 9.30 - 12.30
	St Matthews TARA	Alt. Tues 9.30 - 12.30
New parks	New Parks Library	Wed 2pm - 5pm
Beaumont Leys	Beaumont Leys library	Tues 2 - 5pm
Abbey	Tudor Centre	Tues 9.30 - 12.30
Stoneygate	Open Hands	Thurs 9.30 - 12.30
Humberstone and Hamilton	Netherhall Community Centre	Alt. Fri 10am - 1pm
	Hamilton Library	Alt. Fri 10am - 1pm
Charnwood and Coleman	St Barnabas Library	Tues 2 - 5pm
Eyres Monsell	Southfields Library	Wed 2 - 5pm
Rushey Mead	Woodbridge Sure Start Centre	Thurs 2 - 5pm

Surgeries provided by third parties

- We have a pro bono solicitor, Josiah Hincks, who attends once a month to provide a free half hour in family law. They see 6 clients per session
- Community Advice and Law Service (CALs) also provides 2 sessions per week to provide debt case work up to bankruptcy and Debt Relief Order level. They see 3 clients per session
- Community Legal Services (CLS) attend 2 sessions a week providing a free half hour appointment to advise on benefits, immigration and employment law. They assist with application forms, assessment forms and mandatory reconsiderations within this free half hour and have been delivering this free service since October 2014. They see 9 clients per session.
- In addition to their free service, CLS also offer a 'no win, no fee' service for tribunal representation in the areas of employment and benefits. Clients are given details of this service along with details of services offered by other agencies, both free and fee charging.

In the period 1st October 2014 to 30th June these three organisations have assisted clients in the numbers given below. The numbers reflect both the number of sessions provided and the number of clients able to be seen in the session which is influenced by the complexity of the work:

- Josiah Hincks - 72 clients
- Community Advice and Law Services – 122 clients
- Community Legal Services – 205 clients

In addition to the numbers assisted by the free services, 3 clients have used the 'no win, no fee' service provided by Community Legal Services. All three were seen by our generalist service and presented as needing assistance with a benefits tribunal. All three told us that they had already approached the City Council's welfare rights service but were unable to access assistance from that service.

They opted to use the 'no win, no fee' and we have had feedback on the outcome from one of those clients. The client's working tax credit had been suspended and she was also being pursued for a supposed £10,000 overpayment. CLS represented the client at tribunal and was able to get the £10,000 overpayment written off and her working tax credit reinstated and backdated to the date of its suspension.

The table below shows the client content of third party organisation dealt with what subject area and the numbers involved between October 2014 and June 2015:

Subject Area	Organisation	Number of clients
Debt	CALS	122
Family Law	Josiah Hincks	72
Employment	CLS	21
Benefits Tier 2 SSCS1 assistance	CLS	36
Benefits Tier 2 Mandatory Reconsideration	CLS	113
Benefits Form filling – ESA50/PIP2	CLS	32
Total	Total	205

Communications

The media team have been very busy in the last few months, with raising the profile of our service with Leicester residents and to highlight the campaigning work we undertake. Recent press coverage through radio and tv has included pieces on payday loans, rogue landlords, consumer queries, Employment Support Allowance appeals and the summer budget. We are also increasing our social media presence through Facebook and Twitter, and can provide information through the television set in the waiting room. There is a monthly newsletter produced to highlight the work done both across the City and County. The team are currently compiling a series of videos to show on the television in reception, which will provide step by step guidance on subjects such as, form filling and enforcement agents. We hope that while clients are waiting they will find these presentations informative.

Social Policy Work

Citizens Advice LeicesterShire has been very active in research and campaigning in Leicester City. Below is some of the work we have and are currently undertaking.

- Voters rights

In the run up to the general election, we were active in promoting voter registration in Leicester. This involved canvassing students to register to vote, and assisting with sign up with the help of a tablet computer.

- Scams Awareness

Scam awareness month ran in July. During this national campaign, we collected cases and published a press release which demonstrated how we had seen 149 scams in a year in Leicester City.

- Registering with General Practitioner's

We assisted with a national campaign to find out about the registration procedures with GPs in Leicester. The purpose of this was to see if GPs were helpful in assisting individuals who may lack some paperwork or ID in trying to register themselves or their children. This was an important campaign which highlighted that many GPs in Leicester are accommodating, and many have registration procedures which are easily identifiable and accessible.

- Carers Week

During Carer's week, Citizens Advice LeicesterShire was active in promoting our services at events in Leicester. We tried to demonstrate our presence amongst a range of other charities.

- Europeans Economic Area migrants

We are currently researching into the effects of welfare reforms on European Migrants in the city. New regulations on welfare entitlement have meant we have seen increased European migrants expressing financial hardship, because of these regulations.

- Tax credits

A national research interest is looking at the difficulty people have had calling the tax credits helpline in the past few months. We have had many people who have tried to renew their tax credits but been unable to contact them. Therefore, we are currently investigating how many of our clients have been affected.

- Zero Hours Contracts

A long term investigation is looking how zero-hours contract affect individuals. This research has shown that many people express severe financial hardship and debts as the result of not having fixed hours. It has been very difficult for clients to budget accordingly, with little idea of how many hours they can expect to have worked.

Author:

Sue Beasley

Leicester City Manager

21st September 2015

Appendix A:

TIER 1: Information & Signposting

An information service involves giving clients the information they need, for them to know and do more about their situation. It can include information about rights, policies and practices; and about national and local services and agencies. Responsibility for taking any further action rests with the client.

TIER 2: Generalist Advice

A generalist unaccredited advice service includes a diagnosis of the client's enquiry and their financial circumstances, giving information and explaining options, and identifying further action the client can take. Some assistance is provided, for example contacting third parties on the client's behalf, form completion and drawing up a budget or action plan.

This level of service may be provided either by self-contained interviews following which the customer takes responsibility for further action, or ongoing casework support including all of the above and taking action on behalf other client, with the advice provider taking responsibility for follow-up work.

TIER 3: Specialist Advice

A specialist service accredited by the Financial Services Authority undertakes advice and casework at a level where detailed knowledge of the law is required. This would involve intensive one-on-one support and casework up to litigation and advice on Court hearings, including bankruptcy, insolvency, Debt Relief Orders and appropriate financial products.

Existing '**Tier 3**' services include LCC Welfare Rights, Community Advice Legal Services (CALs), CA and two other **voluntary agencies**.

Appendix B:

What can you do?

Rules around benefits are complicated. If you need assistance to demonstrate your right to the DWP, you can get free independent support from Citizens Advice Leicestershire.

Citizens Advice Leicester is located at 60 Market Street (LE1 1FB).

Opening times:

Monday – 4.30pm
Tuesday – 4.30pm
Wednesday – 4.30pm
Thursday – 4.30pm
Friday – 4.30pm

Please be aware that our reception is extremely busy and appointments are given out on a first serve basis.

Appointments will be given for emergencies.

Please do contact us by telephone on 01530 1025

Other Advice Services in Leicester



We provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination

Citizens Advice Leicestershire

We provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination

Explanation of Brexit Regulations EEA Nations in the



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

Date	Topic	Actions Arising	Progress
Thurs 13 Aug 15	1) Neighbourhood Services Portfolio Oversight 2) Community Involvement Portfolio Oversight 3) Licensing Consultations: <ul style="list-style-type: none"> • Private Hire and Hackney Carriage Licensing • Licensing Act Policy • Gambling Act Policy 4) Call In of City Mayor Decision – Highfields Community Association	1) That the report be noted. Ensure reports submitted to Commission contain recommendations on the action sought. 2) That the report be noted. Ensure reports submitted to Commission contain recommendations on the action sought. 3) That the SPO be asked to pass on the Commissions comments to the Head of Licensing and Pollution Control. 4) The Director of Culture and Neighbourhood Services provide: Information about services offered to all 13 children since Highfields Centre closed. Information to be provided about new provision for adult education services relocated from Highfields Centre.	SPO passed on information – waiting for response.

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

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Date	Topic	Actions Arising	Progress
Thurs 1 Oct 15	1) Printed Music and Drama Service 2) Transforming Neighbourhood Services – Next Steps 3) Food Provision in the City 4) Citizens' Advice Bureau Annual Report.		
Tues 17 Nov 15	1) Ward Community Meetings 2) Food Safety		
Thurs 7 Jan 16			
Thurs 3 March 16			
Thurs 21 April 16			

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

