



Leicester  
City Council

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

**DATE: THURSDAY, 12 MAY 2016**

**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

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

*Elaine Baker*

For Monitoring Officer

**Officer contacts:**

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

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

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

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

## Information for members of the public

### Attending meetings and access to information

You have the right to attend formal meetings such as full Council, committee meetings, City Mayor & Executive Public Briefing and Scrutiny Commissions and see copies of agendas and minutes. On occasion however, meetings may, for reasons set out in law, need to consider some items in private.

Dates of meetings and copies of public agendas and minutes are available on the Council's website at [www.cabinet.leicester.gov.uk](http://www.cabinet.leicester.gov.uk), from the Council's Customer Service Centre or by contacting us using the details below.

### Making meetings accessible to all

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If you intend to film or make an audio recording of a meeting you are asked to notify the relevant Democratic Support Officer in advance of the meeting to ensure that participants can be notified in advance and consideration given to practicalities such as allocating appropriate space in the public gallery etc..

The aim of the Regulations and of the Council's policy is to encourage public interest and engagement so in recording or reporting on proceedings members of the public are asked:

- ✓ to respect the right of others to view and hear debates without interruption;
- ✓ to ensure that the sound on any device is fully muted and intrusive lighting avoided;
- ✓ where filming, to only focus on those people actively participating in the meeting;
- ✓ where filming, to (via the Chair of the meeting) ensure that those present are aware that they may be filmed and respect any requests to not be filmed.

### Further information

If you have any queries about any of the above or the business to be discussed, please contact: **Elaine Baker, Democratic Support Officer on 0116 454 6355.** Alternatively, email [elaine.baker@leicester.gov.uk](mailto:elaine.baker@leicester.gov.uk), or call in at City Hall.

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

# **PUBLIC SESSION**

## **AGENDA**

### **FIRE / EMERGENCY EVACUATION**

If the emergency alarm sounds, you must evacuate the building immediately by the nearest available fire exit and proceed to the area outside the Ramada Encore Hotel on Charles Street as directed by Democratic Services staff. Further instructions will then be given.

#### **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 4 April 2016 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 submitted in accordance with the Council's procedures.

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

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

#### **6. PROGRESS ON ACTIONS AGREED AT THE LAST MEETING**

To note progress on actions agreed at the previous meeting and not reported elsewhere on the agenda (if any).

#### **7. CHANNEL SHIFT DELIVERY PROGRAMME**

**Appendix B**

The Director of Finance submits a report outlining the Revenues & Customer Support Service Channel Shift (and Customer Access) transformation programme. The Commission is recommended to review and comment upon

achievements from November 2014 – to date and review and comment upon the outline programme of works and resources.

**8. TRANSFORMING NEIGHBOURHOOD SERVICES - NORTH WEST AREA** **Appendix C**

The Director of Neighbourhood and Environment Services submits a report providing an overview of progress to date of the Transforming Neighbourhood Services Programme, summarising the results of engagement work and consultation carried out in the North West area of the city and setting out the proposals that are intended to be implemented by the TNS programme in relation to the north west area. The Commission is recommended note the progress made to date, feedback and lessons learned regarding the engagement activity in the north west area and to comment on the proposals made in relation to the north west area.

**9. IMPACT OF GAMBLING ON VULNERABLE COMMUNITIES SCRUTINY REPORT UPDATE.** **Appendix D**

The Neighbourhood Services and Community Involvement Scrutiny Commission endorsed the task group's report on the impact of gambling on vulnerable communities at its meeting on 4 April 2016. An update is attached which sets out the actions and events which have taken place in relation to this review. The commission is asked to note the update.

**10. WORK PROGRAMME** **Appendix E**

A schedule of progress with the 2015/16 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**