



Leicester  
City Council

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

**DATE: WEDNESDAY, 24 AUGUST 2016**

**TIME: 5:30 pm**

**PLACE: Meeting Room G.02, Ground Floor, City Hall, 115 Charles  
Street, Leicester, LE1 1FZ**

**Members of the Commission**

Councillor Cutkelvin (Chair)

Councillor Gugnani (Vice-Chair)

Councillors Aldred, Dr Chowdhury, Fonseca, Halford and Hunter

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:**

**Alex Sargeson (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

Wheelchair access – Public meeting rooms at the City Hall are accessible to wheelchair users. Wheelchair access to City Hall is from the middle entrance door on Charles Street - press the plate on the right hand side of the door to open the door automatically.

Braille/audio tape/translation - If you require this please contact the Democratic Support Officer (production times will depend upon equipment/facility availability).

Induction loops - There are induction loop facilities in City Hall meeting rooms. Please speak to the Democratic Support Officer using the details below.

Filming and Recording the Meeting - The Council is committed to transparency and supports efforts to record and share reports of proceedings of public meetings through a variety of means, including social media. In accordance with government regulations and the Council's policy, persons and press attending any meeting of the Council open to the public (except Licensing Sub Committees and where the public have been formally excluded) are allowed to record and/or report all or part of that meeting. Details of the Council's policy are available at [www.leicester.gov.uk](http://www.leicester.gov.uk) or from Democratic Support.

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 6 July 2016 are attached and Members are asked to confirm them as a correct record.

#### **4. 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).

#### **5. CHAIR'S ANNOUNCEMENTS**

#### **6. PETITIONS**

The Monitoring Officer to report on the receipt of any petitions submitted in accordance with the Council's procedures.

#### **7. 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.

**8. THE FURNITURE BANK SCHEME: EVALUATION AND FUTURE OPTIONS** [Appendix B](#)

The Director of Finance submits a report providing the Commission with an overview of the historical context of The Furniture Bank pilot scheme and advising of future sustainable options for awarding furniture for vulnerable low-income households in crisis. The Commission is recommended to receive the report and make any comments and/or observations that it sees fit.

**9. SOCIAL WELFARE ADVICE PROCUREMENT OPTIONS PAPER 2017/22** [Appendix C](#)

The Director of Finance submits a report providing an overview of social welfare advice and outlining options for future procurement of social welfare advice. The Commission is recommended to note the report and consider how it would wish to be engaged in the procurement review.

**10. GETTING THE MOST OUT OF COMMUNITY SERVICES - SCOPING DOCUMENT FOR PROPOSED REVIEW** [Appendix D](#)

To consider a proposal by the Chair that a Task Group is established to consider:

- a) Whether residents understand what the new service offer is and the changes that have come about as a result of the centralisation and transfer of customer services online and into fewer buildings, and
- b) Whether this meets residents' needs.

**11. WORK PROGRAMME** [Appendix E](#)

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

**12. ANY URGENT BUSINESS**



Leicester  
City Council

# Appendix A

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

Held: WEDNESDAY, 6 JULY 2016 at 5:30 pm

P R E S E N T :

Councillor Cutkelvin (Chair)  
Councillor Gugnani (Vice-Chair)

Councillor Aldred  
Councillor Fonseca

Councillor Halford  
Councillor Hunter

In Attendance:

Councillor Sood, Assistant City Mayor - Communities & Equalities  
Councillor Waddington, Assistant City Mayor - Jobs & Skills

\* \* \* \* \*

**1. WELCOME**

The Chair welcomed everyone to the meeting and, at her invitation, Councillors and officers introduced themselves.

**2. APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor Dr Chowdhury.

An apology for absence also was received for Councillor Master, Assistant City Mayor for Neighbourhood Services, who although not a member of the Commission would usually attend its meetings.

**3. DECLARATIONS OF INTEREST**

Councillor Aldred declared an Other Disclosable Interest in the general business of the meeting, in that she was Secretary of the Community Association in Thurncourt Ward.

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

In response to a question, Members were reminded that they did not need to declare an interest at a meeting if that interest was already entered in the corporately held Register of Interests, although some chose to do so for clarity.

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

AGREED:

That the minutes of the meeting of the Neighbourhood Services and Community Involvement Scrutiny Commission held on 12 May 2016 be agreed as a correct record, subject to the first line of minute 68, "Channel Shift Delivery Programme", be amended to refer to the Director of Delivery, Communications and Political Governance, (not the Director of Finance).

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

##### **a) Channel Shift Delivery Programme (minute 68)**

A further review of the Channel Shift Delivery Programme was programmed for November 2016.

##### **b) Transforming Neighbourhood Services – North West Area (minute 69)**

A report on how voluntary groups would be supported under the Transforming Neighbourhood Services programme would be included in the Commission's work programme.

##### **c) Impact of Gambling on Vulnerable Communities Scrutiny Report Update (minute 70)**

Members' thanks were extended to the Scrutiny Policy Officer and all participants in the review of the impact of gambling on vulnerable communities. A review of progress with the report's recommendations would be made in one year. In the meantime, the Vice-Chair, who had chaired the review, would discuss with the Scrutiny Policy Officer how the work could be taken forward.

Councillor Waddington, Assistant City Mayor for Jobs and Skills, advised the Commission that the recommendations in the report were being considered individually by the relevant service areas and officers were collating responses. These responses would be considered by the Executive and then submitted to this Commission, to determine whether there were any specific matters that Members would like to examine in more detail.

The Head of Licensing and Pollution Control had been leading on this work, but would be leaving the employment of the authority in July. A new lead officer would then be identified.

## **6. TERMS OF REFERENCE**

AGREED:

That the Terms of Reference for the Neighbourhood Services and Community Involvement Scrutiny Commission be noted.

## **7. MEMBERSHIP OF THE COMMISSION 2016/17**

The Chair thanked Members for agreeing to join the Commission and noted that the range of experience held and Wards represented by members of the Commission would be very useful.

AGREED:

That the membership of the Neighbourhood Services and Community Involvement Scrutiny Commission for 2016/17 be noted.

## **8. DATES OF COMMISSION MEETINGS 2016/17**

Members noted that all of the Commission's meetings would be held at 5.30 pm in meeting room G.02 at City Hall.

AGREED:

That the dates of meetings of the Neighbourhood Services and Community Involvement Scrutiny Commission for the 2016/17 municipal year be noted.

## **9. PETITIONS**

The Monitoring Officer reported that no petitions had been received.

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

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

## **11. PORTFOLIO OVERVIEW REPORT**

The Director of Neighbourhood and Environmental Services, Director of Finance and Director of Delivery, Communications and Political Governance

submitted a report providing an overview of the key areas and services related to the Neighbourhood Services and Community Involvement Scrutiny Commission. Members were reminded that no budgetary information was included in the report and that, although no reference was made to service reviews, these would impact the work of the service areas and the Commission.

The Director of Neighbourhood and Environmental Services drew attention to the following points:

- There were over 140 staff employed in Neighbourhood Services, which had a budget of approximately £5.1 million;
- A major initiative in Neighbourhood Services was the Transforming Neighbourhood Services (TNS) programme, which was part of the Using Buildings Better initiative;
- The Private Finance Initiative contract with Biffa for the collection, treatment and disposal of the city's household waste ran until the end of 2028;
- Cleansing services had a net budget of approximately £2.4 million and employed approximately 160 full-time employees; and
- An important element of cleansing services' work was responding to particular events in the city, such as cleaning after the parade for the reinterment of King Richard III and the recent parade to mark the success of Leicester City Football Club.

The Director of Delivery, Communications and Political Governance noted that:

- There were no Heads of Service posts within her division, each team being managed by its own team manager;
- The work of the Digital Media team included looking after the Council's social media profiles; and
- She was the Chair of the corporate Channel Shift Board and led the TNS programme.

The Head of Revenues and Customer Support advised the Commission that the Channel Shift programme fell within her service area, as did management of the advice contracts held with partners.

Councillor Sood, Assistant City Mayor for Communities and Equalities, explained that:

- Her portfolio included responsibility for how the Council worked with external partners and employees;



- Work with employees was focussed through nine employees' equalities groups;
- Work with external partners was done through a variety of forums, such as the City Centre Board, the Faith and Community Forum, and the Leicester, Leicestershire and Rutland Police Crime Panel; and
- The portfolio also included responsibility for granting final approval to requests for funding through Ward Community Grants.

The Commission welcomed the work that was being done with employees' equalities groups and noted that it was hoped that the Council could become one of the top 100 organisations in the Stonewall Workplace Equality Index.

The following comments were then made in discussion:

- The wide range of work covered by this Commission meant that it needed to focus on the most important and/or urgent issues;
- The City Wardens and Parks officers worked jointly to try, where appropriate, to deter people from feeding geese and swans if this was causing a littering problem. If the amount of food put down by someone was greater than the number of birds, it was classed as littering, for which the City Wardens could issue a Penalty Charge Notice;
- Problems were being encountered at recycling banks ("bring sites") due to fly tipping at some of these sites;
- Hotspots in the city for fly tipping were being targeted, as a result of which the amount of fly tipping was decreasing there. An intelligence-led approach was being taken, through the City Warden service, but a constant watch needed to be kept on what was happening;
- Grass cutting programmes in parks had been reduced and cuts on highway verges had reduced to either two, six or ten cuts per year. However, cuts on housing land were unchanged at 14 per year, although a problem this year had been that the very wet weather made it difficult to cut the grass;
- It was not possible to accurately predict when the grass would be cut in certain areas, but general information could be provided;
- The public should be encouraged to use the Love Leicester app to report environmental problems;
- The Customer Service desk at the Merlyn Vaz centre had transferred to a self serve offer at St Matthews library, but this did not appear to have been advertised beforehand. The Head of Revenues and Customer Support undertook to clarify how this transfer of service provision had been publicised;

- Work on domestic violence and sexual abuse previously had been done in various service areas across the Council, but it had now been brought together within the Community Safety Team. This enabled the Council to ensure that services commissioned across the city were inter-related and to provide one contact telephone number through which people could be channelled to the right service for them;
- SOCITM had used its own data to assess that Leicester had a low digital exclusion rate. It was not known what this assessment was based on; and
- Following the recent reduction in the number of Ward and Community Engagement Officers, it would be useful to confirm their activities and what they could assist with.

**AGREED:**

- 1) That the overview of the key areas and services related to the Neighbourhood Services and Community Involvement Scrutiny Commission be noted;
- 2) That the Scrutiny Policy Officer be asked to:
  - a) include an item in the Commission's work programme on the being undertaken to combat fly tipping, including that by the City Warden's service; and
  - b) circulate details of Area Cleansing Managers to all members of the Commission;
- 3) That the Head of Revenues and Customer Support be asked to investigate how the transfer of the Customer Service desk at the Merlyn Vaz centre had been advertised;
- 4) That the Director of Delivery, Communications and Political Governance be asked to include information on digital exclusion, particularly in relation to the SOCITM assessment of Leicester's low rate, in the report on Channel Shift scheduled to be submitted to the Commission in November 2016; and
- 5) That the Director of Neighbourhood and Environmental Services be asked to undertake a review of the services provided by Ward and Community Engagement Officers, following the recent reduction in the number of these officers.

## **12. USING BUILDINGS BETTER (UBB) OVERVIEW**

The Director of Delivery, Communications and Political Governance submitted a report providing an overview of the Using Buildings Better (UBB) programme, noting that:

- The programme had been running since the end of 2015;
- The Chief Operating Officer chaired the UBB Programme Board. All directors were members of that Board;
- Decisions were taken on individual work streams within the UBB programme as needed;
- Before any decisions were taken, consideration was given to the impacts of those decisions. The Corporate Equalities Lead officer advised when a full Equality Impact Assessment was needed;
- The UBB programme did not include schools, but it was recognised that they could be affected by decisions taken under the programme;
- The Council's commercial portfolio, (approximately 250 buildings), also was not included in the programme;
- It was hoped that the programme would lead to an improved customer experience, improve the Council's carbon emissions and provide financial savings;
- Consultation was underway on Transforming Neighbourhood Services (TNS) in the north-east of the city. When this was completed, one area of the city remained to be considered under the TNS programme;
- Channel Shift was included in the UBB programme, as this would help assess whether there was a need to keep customer service access points in any buildings;
- There currently were 23 Children, Young People and Family Centres in the city. Remodelling Early Help targeted services could include delivering some of these services, currently delivered at the 23 Centres, from other Council buildings, so this also was included in the TNS programme;
- Consideration was being given to moving some Adult Social care staff to the office accommodation in Beaumont Leys Library in Beaumont Way;
- Consideration was being given to the most appropriate service model(s) for the Council's depots, workshops and stores, in order to identify the best future use of these premises. No target had been set for reducing the number by a certain amount but, as set out in the report, financial savings were being sought through the UBB programme;
- Disposal of the eight depots identified in the report would have little or no impact on staffing, as they were not staffing bases. No staff would be lost as a result of the disposal of these premises;

- Public consultation had not been carried out on the disposal of the eight depots identified in the report, as they were not open to the public and their disposal should not affect service delivery;
- Following consultation with Youth Services officers, further consideration needed to be given to the future use of two buildings that were key to their activities;
- In the West area, further work was needed under the TNS programme on the proposed community asset transfers of the Manor House Neighbourhood Centre and Braunstone Grove Community Centre; and
- The disposal of surplus assets was a reactive work stream, which responded to decisions taken in other work streams of the UBB programme.

Some concern was expressed that young people had not been invited to a discussion on the impact of the closure of buildings under the TNS programme that they used. The Director of Neighbourhood and Environmental Services undertook to look in to this, as it was understood that youth services staff and young people were being involved in briefing sessions.

AGREED:

- 1) That the Director of Communications, Delivery and Political governance be asked to:
  - a) circulate Equality Impact Assessments produced under the Using Buildings Better programme to members of the Commission;
  - b) provide details of the use of buildings being reviewed following discussion with Youth Services officers to Councillor Hunter; and
  - c) continue to provide reports on Channel Shift and the Using Buildings Better programme to the Commission;
- 2) That a report on the legacy of the Transforming Neighbourhood Services programme be presented to the Commission in one year's time, in the meantime, the Commission to continue to receive reports on that programme as it progresses; and
- 3) That, in view of the wide ranging implications of the work being done under the Using Buildings Better programme, the Director of Communications, Delivery and Political governance be asked to liaise with the Chair of the Overview Select Committee, so see if he would like this report to be considered by that Committee.

### **13. RESPONSE TO THE LEICESTER ADVICE SECTOR: A REPORT OUTLINING THE RISK AND DEMANDS IN THE CITY**

The Director of Finance submitted a report providing a response to the risks and issues highlighted in an independently prepared report by the Social Welfare Advice Partnership (SWAP).

The Head of Revenues and Customer Support introduced the report, explaining that the SWAP wanted to increase its profile and alert the Commission to the needs and experiences of people they worked with in the voluntary sector. In considering the SWAP report, and the Council's response to it, the Head of Revenues and Customer Support explained that:

- This would be an annual report and would be presented to the Commission with the Council's response;
- The Council had had a contract for the provision of advice services with the SWAP for approximately one year;
- Benchmarking was undertaken of this Council's work against that of other authorities. Most of the authorities compared to were outside of London;
- 60% of appellants won appeals against the level of Personal Independence Payments awarded. SWAP specifically monitored these because, as a new scheme, it was likely to generate appeals. It had been anticipated that, as a result, there would be a higher demand for support for appeals, but this had not materialised;
- Single people assessed as being ineligible for Job Seekers Allowance were unable to re-apply for it. Many of these people therefore applied for crisis funding, as they often did not have family, or other support networks, to help them. The numbers of people applying for crisis funding were fairly evenly divided between males and females;
- In order to receive Housing Benefit, anyone not on Job Seekers Allowance had to prove they had no income;
- Monitoring was done of whether people had access to IT and whether they had the knowledge to be able to use it. All City Council libraries and Customer Service at Granby Street had dedicated IT facilities for public use and a referrals system was used for people needing to be shown how to use it;
- The Department for Work and Pensions recognised that at least 5% of claimants would find it hard to access the IT help described above, so provision had been arranged to enable people identified as needing more intense support and was provided by Citizens Advice LeicesterShire. For those who needed a little more help to increase their confidence using computers, one to one tuition could be arranged and referrals made on to adult learning courses;

- Client behaviour was being monitored, to help Council staff and employees at the Job Centre+ understand what Universal Credit meant to people in real terms;
- A leaflet was being prepared about debt advice. This would include information on discretionary funds available from the Job Centre+;
- The Council used its own experience to identify individuals who could benefit from referral to the Advice Leicester partnership;
- It was anticipated that there would be approximately the same number of appeals lodged in relation to Universal Credit claims as currently were lodged regarding Job Seekers Allowance claims. It was felt that the advice sector could cope with this volume of appeals;
- All claimants had the right to challenge a decision made about benefits and to have advice sector support in doing this. The sector anticipated a 40% success rate for these appeals, which it was felt would be a good rate; and
- The first point of contact for someone wishing to appeal against a decision on their benefits claim was the Job Centre+. All appeals / challenges against decisions were submitted on-line.

Councillor Waddington, Assistant City Mayor for Jobs and Skills, suggested that it would be useful for a representative of SWAP to be present when the next SWAP report and Council response were considered by the Commission. The Chair undertook to consider this.

Some concern was expressed that the Council was not receiving the level of service it should from the Citizens Advice service. The Head of Revenues and Customer Support asked Members to pass any concerns to her, as she was the manager of the advice contract that the Council held with that organisation.

The Commission endorsed the authority's response to the SWAP report regarding the value and contribution of the SWAP to advice provision in the city.

AGREED:

- 1) That the report be noted;
- 2) That the Chair and Vice-Chair give consideration to:
  - a) the most appropriate time for the next report from the Social Welfare Advice Partnership, and the Council's response to this, to be considered by this Commission, and whether a representative of the Social Welfare Advice Partnership should be invited to the meeting for this; and

- b) including an update on the work of the Citizens Advice Bureaus under the advice contract held with the Council in the Commission's work programme; and
- 3) That, as further reports on welfare reforms and advice are brought to this Commission, the Head of Revenues and Customer Support be asked to consider what training can be given to Members to facilitate their understanding of these reforms and advice.

#### **14. THE CITY'S EMERGENCY FOOD BANK BRIEFING REPORT**

The Director of Finance submitted a report providing an overview and brief history of Council-funded Food Bank provision and forthcoming developments for emergency food provision in the City.

The Head of Revenues and Customer Support introduced the report, explaining that:

- There were approximately 22 emergency food outlets in the city. This number could vary, because as outlets closed others opened. However, there were fewer organisations providing this assistance than there had been three years previously. Also, there were gaps in provision across the city, but it was hoped that the new network would make it possible to identify gaps and take action to minimise their impact;
- The Council procured emergency food provision on a crisis basis. The central provision was through Action Homeless, based in the Malcolm Arcade;
- Action Homeless also was responsible for facilitating the Leicester City Emergency Food Partnership network. This network encouraged organisations providing emergency food to act co-operatively;
- Approximately 800 one-day food parcels were given out, along with approximately 2,000 3-day parcels across the city. Recipients also could top up fuel cards, as crisis was linked to food and fuel poverty;
- Food currently was sourced from food drives and the FairShare charity, but this was not sustainable. For example, the cost of membership of FairShare doubled over the last few years, which made it difficult for food banks to raise the necessary funding;
- Nationally, a community supermarket model was considered to be a good alternative to food banks. Anyone identified as eligible would be able to shop there and buy food at up to a 70% discount;
- Some of the funding needed to operate a community supermarket model of food distribution could be obtained from the operation of a café at the shop.

Advice also would be available in the café;

- The possibility of establishing a community supermarket in the city would be explored with Action Homeless and a feasibility study would be undertaken during 2016/17. As Action Homeless had only just started its contract with the Council, it was anticipated that feasibility options would be discussed within the next year;
- A Food Strategy was being drafted; and
- The key points for resolution set out in the report were very similar to those that had been raised over the last few years. However, the sector now was more engaged with the process and understood the need for a co-ordinated approach, which should make it easier to address these points.

Councillor Waddington, Assistant City Mayor for Jobs and Skills, noted that there was no indication that the number of people needing crisis assistance would reduce. Also, co-ordination was needed, as what food banks offered could vary greatly, as did the rules they operated under. An additional consideration was that some people receiving food parcels could have no access to a fridge or freezer.

Councillor Waddington welcomed the idea of a community supermarket and café. However, it could be difficult for volunteers to set up and run this type of enterprise, so a paid managerial presence probably would be needed. It also needed to be noted that some people would be unable to afford to buy food, even at 70% off usual prices.

The Head of Revenues and Customer Support advised the Commission that Action Homeless held a list of volunteers who could assist organisations when needed. Members suggested that Voluntary Action LeicesterShire could train volunteers, but it was recognised that not all volunteers wanted to work on food banks.

The Commission thanked all volunteers working to ensure that those in need received food parcels and hot meals.

AGREED:

- 1) That the report be noted;
- 2) That a feasibility study in to the introduction of community supermarket provision in the city be supported;
- 3) That the concerns for providers of food and fuel crisis support be noted and the Head of Revenues and Customer Support asked to identify ways to address these as quickly as possible;
- 4) That the Head of Revenues and Customer Support be asked to:
  - a) invite Action Homeless to contact faith communities



providing emergency food provision, to invite them to be included in the Council's food bank provision; and

- b) liaise with Voluntary Action LeicesterShire about the provision of volunteers, particularly in relation to problems being experienced in the Braunstone area; and
- 5) That the Director of Delivery, Communication and Political Governance be asked to liaise with the Chair about the possibility of offering a standing invitation to representatives of Voluntary Action LeicesterShire to attend meetings of this Commission as observers.

## **15. WORK PROGRAMME 2016/17**

The Chair introduced the Commission's work programme, stressing that this was not an exhaustive list of items. Members were invited to pass any questions on items to the Chair, so that they could be responded to in future reports.

The Head of Revenues and Customer Support noted that a re-procurement exercise would be undertaken during the year for the Social Welfare Advice contract. This would include a review of what demand there was for the service and what was considered to be good advice. Scrutiny by this Commission could be included in the re-procurement process.

The Head of Revenues and Customer Support noted that, before Council took a decision on the Council Tax Reduction Scheme, public consultation on proposed changes would be undertaken, hopefully from early August to late September 2016. She therefore suggested that could be included in the Commission's work programme.

AGREED:

- 1) That the Chair liaise with the Head of Revenues and Customer Support to determine whether briefing sessions for members of the Commission should be held on the Social Advice Welfare Contract and the Council Tax Reduction Scheme;
- 2) That consideration be given to establishing a Task Group with the remit of scrutinising whether buildings remaining with the Council under the Transforming Neighbourhood Services programme are vibrant and that staff have the resources needed to provide an appropriate service to customers; and
- 3) That the following be included in the Commission's work programme:
  - a) a review of the work being undertaken to combat fly tipping, including that by the City Warden's service, as agreed under

minute 10, "Portfolio Overview Report", above;

- b) a report on the legacy of the Transforming Neighbourhood Services programme, to be presented to the Commission in one year's time, and in the meantime the Commission to continue to receive reports on that programme as it progresses, as agreed under minute 11, "Using Buildings Better (UBB) Overview", above;
- c) the next annual report by the Social Welfare Advice Partnership and the Council response to this, as agreed under minute 12, "Response to the Leicester Advice Sector: A Report Outlining the Risk and Demands in the City", above;
- d) a report on the re-procurement of the Social Welfare Advice contract; and
- e) a report scrutinising proposed changes to the Council Tax Reduction Scheme.

## **16. CLOSE OF MEETING**

The meeting closed at 8.15 pm

Report to Scrutiny Commission  
Neighbourhood Scrutiny & Community  
Involvement Commission



---

## ***The Furniture Bank Scheme: Evaluation & Future Options***

---

Date of Commission meeting: 24 August 2016

Lead director: Alison Greenhill

## Useful information

- Ward(s) affected: All
- Report author: Caroline Jackson, Head of Revenues & Customer Support Service.
- Author contact details: [Caroline.Jackson@leicester.gov.uk](mailto:Caroline.Jackson@leicester.gov.uk) Direct line 0116 454 2501
- FINAL Version 1 NSCIC

### 1. Purpose of report

The purpose of this report was to provide the Executive with an overview of the historical context of The Furniture Bank pilot scheme and to provide future sustainable options for awarding furniture for vulnerable low-income households in crisis. The report highlighted the importance of the welfare provision to households, outlining how the pilot scheme operates; what the issues and risks were, and offered future options for sustainable delivery models.

Option 3 in this paper is the preferred solution with an extension of the pilot to 30 September 2016 to allow time to put a suitable replacement service in place, which was agreed by the Executive.

### 2. Summary

**2.1** The current pilot arrangement with Waste Management and Revenues & Customer Support Service was due to end on 30 June 2016.

**2.2** The Furniture Bank scheme began as a trial partnership arrangement between Waste Management and the Revenues & Customer Support services distributing second-hand furniture in October 2013, and was referred to as the Pass It On scheme until October 2015. This is a Leicester specific scheme and was last reviewed in July 2014.

**2.3** The Executive were recommended to:

Note the impacts and trends highlighted in the report and comment on findings if appropriate.

**2.3.1** To consider which of the following options were appropriate to help people secure household furniture:

**OPTION 1:** That the scheme be continued as a long-term undertaking by Waste Management and Revenues & Customer Support, and further investment provided to improve the scheme's efficiency, profile and partnership working;

**OPTION 2:** That the scheme's pilot status be extended for a further twelve month period, to allow further research and development to be carried out as proof of concept. Exploratory soft-market testing would be undertaken of alternative second-hand furniture providers as part of a Community Support Grant procurement exercise;

**OPTION 3:** The Furniture Bank scheme is continued to 30 September 2016 to allow for a procurement process to take place. Furniture demand under the CSG scheme would then go out to market to be met through accessing a possible consortium of charitable

providers of second-hand furniture, already established locally.

**OPTION 4:** The scheme is continued until 30 September 2016 to allow for a procurement process to take place. Furniture demand under the CSG support applications would then go out to market to find a supplier of new goods. This may be supported through voucher cards from high street stores or from new furniture suppliers who could deliver the goods directly to the customer.

2.4.2 The Executive supported Option 3 to continue the Furniture Bank Pilot until September 2016 to allow time to put a suitable replacement service in place.

### **3. Recommendations**

**3.2** NSCIC is invited to make any comments and/or observations that it sees fit.

### **4. Report/Supporting information including options considered:**

**4.1** The Furniture Bank scheme started as a trial in October 2013 branded as “Pass It On”. The trial ran initially for a 9 month period, when the decision was taken to continue the service until the end of June 2016.

**4.2** In December 2015, the service was rebranded to “The Furniture Bank”, alongside a change to collection procedures. The Furniture Bank is largely run by Waste Management, essentially as ‘the contractor’ with Revenues and Customer Support as ‘the client’.

**4.3** Waste Management operate and manage the warehouse, collections, customer deliveries and promotions. Customer Services take the initial calls from customers donating items and the Community Support Grant (CSG) team process the applications for items from residents in crisis.

**4.4** The service aims to divert items of furniture which are in good working condition away from our bulky waste collection service and landfill. Items which are collected, must be in a good working condition, and will undergo minor repairs and cleaning. Once items are in a suitable condition they are made available to the Community Support Grant (CSG) team who award the items to Leicester residents who are identified as being in crisis and eligible for support.

**4.5** Residents who wish to donate items to The Furniture Bank are asked to contact the Council through the Waste Management telephone line, where customer service advisors ask a number of questions to identify which items are suitable for the scheme. Details are then sent to The Furniture Bank, via email and the resident is contacted by the supervisor to arrange a convenient collection time.

**4.6** The Furniture Bank collection crew will visit around 6 properties a day, and enter the property to remove items of furniture. Before being collected, each item is checked to ensure it is in a suitable condition. Any item which is damaged, very dirty or not suitable for the scheme will be left with the customer, who will be left advice on other ways that it can be collected. Once furniture has arrived back at the warehouse, it undergoes cleaning and essential repairs, before being photographed and uploaded to

the shared visual database with the CSG team ('showroom').

**4.7** The CSG team, part of the Revenues and Customer Support Service (R&CS), receive applications for assistance from residents who require support under the Community Support Grant Scheme. The Community Support Grant Scheme is set up to help vulnerable customers either in crisis; or, to meet urgent needs; or, to maintain independence in the community. One of the ways the CSG team can provide assistance is to provide furniture. The CSG team assess each application on a set criterion. The customer/their support worker make a telephone application for a Support Grant. The customer's financial circumstances are assessed for eligibility along with their support needs. When a need for furniture is identified the CSG team are able to view pictures of every item in The Furniture Bank 'showroom' which is in stock and pick items the applicant has qualified for. An 'award notice' detailing the items to be delivered is then sent to The Furniture Bank to make delivery. The Supervisor liaises with the applicant or their support worker to arrange delivery of the items.

**4.8** As the service is a pilot, resources are currently limited to a warehouse, a van, two driver/loaders and a warehouse supervisor. Due to the resources available, collections are restricted to 6 per day, with the van out making collections across the city. There are no restrictions in place for the number of awards, and these are often made in the afternoons, within a day or two of an award notice coming through.

**4.9** In determining whether this is cost-effective however, analysis has been conducted comparing the attributed costs of the scheme against the equivalent brand new goods being purchased through Leicester Charity Link. A small saving is also realised through landfill tax. The cost of providing the scheme doubled after it was extended beyond the 9 month trial, to its current form, including the addition of a second warehouse. No management costs are included in the running of this pilot.

**4.10** Benefits of the pilot:

- ❖ 3,210 pieces of furniture and household items have been reused since scheme began.
- ❖ Made 700 deliveries to applicants
- ❖ 77 tonnes of waste diverted from landfill.
- ❖ Gross saving of c. £292,143 from CSG fund as opposed to purchasing new goods since scheme began. Net cost for the re-use furniture of c. £20,505 over lifetime of the scheme up to end of February 2016. Total spend of the scheme in 2014/15 and 2015/16 c. £279,112.
- ❖ The pilot provided three completely furnished homes in December 2015 for refugees to the City. This was achieved with close partnership working with LOROS furniture shops and other sources within the council to supplement usual collections from residents e.g. from care homes closing down.
- ❖ Equivalent-value item exchange with LOROS. The scheme received 81 items (excluding cutlery) from the organisation between October 2015 and February 2016. Exchange is sporadic due to availability of stock from LOROS. Weekly contact is maintained with LOROS to establish whether items are available for swapping each week. This process has been made possible by a swap of items which are unsuitable for The Furniture Bank, with essential items which are in demand from CSG. The swap has maintained a mutual cost balance, by receiving the same value in goods as is given to LOROS.

#### **4.11 Benefits of the pilot since improvements introduced in December 2015:**

- ❖ Very popular interaction with residents on Social Media/Twitter spotlight posts were seen 12,050 times and received 179 engagements
- ❖ Donation of items has increased, with more essential and high quality items being collected with a corresponding decrease in waste items donated. Over 85% of goods collected being successfully reused, since collection methods have been improved in December 2015.
- ❖ Made net savings of £11,723 since improvement to collection methods were made in December 2015 to end of April 2016.
- ❖ Working with JobcentrePlus, have taken on a volunteer who has excelled and gained in confidence since starting with the team.

#### **4.12 Drawbacks with re-use items and lessons learnt from the current pilot:**

- ❖ When there are insufficient items for offer goods are purchased at a direct cost to the council.
- ❖ There have been on-going staff shortages, at times significantly resulting in insufficient items on offer for selection. On occasion technology supporting the stock control and imaging of items for selection has been problematic. Limited IT resources, including slow internet access.
- ❖ Supervisor has had to spend time covering for sick staff meaning images are not uploaded quickly enough.
- ❖ Demand outstrips supply with current staffing levels. Additionally the furniture demand is increasing by circa 12.5% per year due to the impact of welfare reform, but there has been no increase in resources to reflect this increase.
- ❖ Stock management has on occasion been problematic.
- ❖ The scheme currently offers no visual choice to the recipient. Customers have no *choice* in what items they receive – their needs are simply met through the type of item they require. Items on offer vary in customer desirability due to the nature of the donation. When items are second-hand this occasionally has a detrimental perception on the ‘customers’ acceptance of the furniture.
- ❖ Using re-used furniture relies on items being donated, which does not provide a constant supply of essential items. Items can usually come in which are too large for small flats/bedsits, and too heavy to safely carry upstairs meaning awards have to be returned and items substituted.
- ❖ Between April and November 2015, approximately 50% of items that were scheduled for collection, were unable to be collected for a number of reasons. Mainly:
  - Items too large
  - Customer not in
  - Customer given away items
  - Items left outside and wet
  - Items left outside and disappeared
  - Items were too large, unsuitable or had been given away.
- ❖ However, all these took time for supervisor to make contact with customer, and in some cases visits by the van. Following a publicity and awareness campaign by Waste Management in December 2015, this has reduced to just 13%. In these instances, the customer must re-arrange a bulky waste collection.
- ❖ Volunteers from JobCentre Plus are of variable quality – some have not turned up to work and a large number of candidates have to be interviewed to find a suitable volunteer.

**4.13 Options summary.** Four options were detailed for the Executive to consider.

Furniture Bank Options :Table to estimated spend by option				
Option	Option Summary	Estimated annual cost of running the Scheme	Recommended	Services provided
Option 1	Continue with Current arrangement ( Long term)	£202,561	No	Collection, provision of items & delivery
Option 2	Continue with current arrangement (Medium term)	£202,561	No	Collection, provision of items & delivery
Option 3	Continue with current arrangement (Short term) moving to procure reuse goods	£70,000	Yes	Provision of items & delivery
Option 4	Procure solely brand new goods	£143,390	No	Provision of items & delivery

Management costs are not included in the above table. The estimated management costs are below.

Management costs	Estimated management costs (10% of each manager's time) 2016/17
Options 1 & 2 (Waste Management and R&CS)	£15,000
Options 3 & 4 (R&CS only)	£7,500

**4.14 Option 3 – This option was recommended to and approved by Executive.**

The Furniture Bank scheme has been extended for a further 3 months and will be discontinued from 30 September 2016. Furniture demand under the CSG scheme will be met in full through a possible consortium of charitable second-hand furniture providers; single charities or second-hand furniture providers would also be able to bid. Any single supplier will have to assure the Council that they can meet the expected demand. CSG award recipients will be issued with voucher(s) detailing the items awarded. The customer would then be able to choose the items that they have been awarded through the charity's/supplier's showroom(s); and their chosen items would be delivered direct to the customer's home.



City residents who wish to donate items suitable for re-use would be directed via the Council's website to donate to the furniture bank's consortium of charities/supplier through a single telephone number and/or a link to the charity webpage. The charities/suppliers would arrange the collection themselves with the customer. The authority would not be involved in this process however it will be clear their donation will go to the 'furniture reuse scheme'. All re-use furniture items donated as a result of the CSG awards will continue to count towards the Council's re-use tonnage. This approach is recommended in the interests of Waste Minimisation and the Council adhering to the principles of the Waste Hierarchy by prioritising reuse over waste treatment/disposal to landfill.

The current shortfall in required furniture and small items (that is unable to be met via the current Furniture Bank scheme) is supplemented through a consortium of charities (Sofa Loughborough, Work Link Project; React Coalville) called The Leicestershire and Rutland Re-use Network (LRRN). This procured consortium has been operational for three months since 9 May 2016 and is working well. A wider consortium or framework agreement would be offered through a variance of the recently awarded contract; with LRRN as the lead charity. This greater group of charities would ensure furniture supply meets demand.

To enable promotion of the continued use of reuse furniture from City residences it is the opinion of the council that Leicester-based charities/suppliers would be the most appropriate to facilitate this objective. There is known to be an appetite for partnership working from the recent procurement exercise, whereby some charities would not be able to provide the full demand on their own, but would be interested in partnering to contribute to supplying furniture. As this option was agreed, we will run a workshop, facilitated by VAL (Voluntary Action Leicestershire) to promote the wider consortium concept and allow charities to develop through liaison possibly with LRRN. Such a consortium would remain reliant on donations, and also have their own customer base to serve; it is therefore envisaged that a consortium or framework of suppliers would be key to this arrangement to embed resilience.

Several charitable organisations and suppliers in the city already provide a second-hand furniture service. These include The Second Hand Warehouse Ltd, Open Hands Trust, the Red Cross, LOROS, The British Heart Foundation, AgeUK and Kingsgate – the latter of which already has in place an agreement to obtain unused IKEA furniture, which is constructed and distributed by volunteers.

This option is based on 2015/16 estimated demand plus 12.5% welfare reform estimated impact and assuming all demand is met through this means. This figure has been calculated based on 869 bulky furniture items (sofas, beds, wardrobes), including delivery and administration costs. The total CSG demand for furniture is expected to be provided through this option. There would be no requirement under this Option to have a supplementary new/re-use provision to meet overall demand (as in Options 1 and 2 – valued at £16K).

**4.15** The service recommended Option 3 which is supported by the Executive.

## 5. Update on progress

5.1 Staff have been given 3 months notice of redundancy. TUPE rights are being investigated with the legal employment team.

5.2 Procurement have advised that there is an opportunity to vary the recently awarded current back-up furniture contract without compromising the procurement rules.

5.3 The current back-up furniture contractors, Leicestershire and Rutland Re-use Network (LRRN), have been approached to ask if their Trustees are willing to vary the contract and invite more third sector organisations with a shop window in Leicester to join their Network. LRRN Trustees have agreed to this.

5.4 VAL have been approached and will facilitate the conversations in respect of 5.3.

## 6. Financial, legal and other implications considered by the Executive

### 6.1 Financial implications

The estimated costs of the four options are provided at 4.13 above. These costs can be compared with estimated spend in 2015/16 of £155,315.

The costs of the service, as with all the costs of crisis support, are met from an earmarked reserve which was created when the DWP stopped providing an annual grant. At the end of 2014/15, this reserve stood at £5.0m. This is budgeted to be spent at £925,000 per annum, and hence would be spent by 2020. Applications are, however, expected to increase as welfare reforms take effect, with the implication that the money will run down more quickly. There is no provision within the general fund budget and therefore it is essential that the monies set aside in the earmarked reserve are spent as efficiently as possible.

A decision to increase or reduce the costs of the Furniture Bank will similarly impact the life of the reserve.

It is likely that we will top the reserve up with any underspends on associated budgets (e.g. council tax hardship alleviation monies), but sums are unlikely to be substantial (£0.2m estimated in 16/17, probably declining thereafter)

Mark Noble, Head of Finance (Financial Strategy) Finance Division. Extension 374041

### 6.2 Legal implications

#### Advice from the Contracts team:

Following a procurement exercise undertaken by the Council, legal services were instructed to prepare contract documentation in respect of a contract award to the Leicestershire & Rutland Reuse Network Community Interest Company ("LRRN") in respect of charitable re-use furniture supply and delivery. Contract documentation was sent by letter dated 1 June 2016 to LRRN for signing and legal services currently await

the return of the documents. Following receipt of the contracts from LRRN, the contract will be sealed for and on behalf of the Council.

In relation to the comment at 5.2, legal services have recently advised that to the extent of increasing the quantity of furniture items to be supplied by LRRN under the contract, this can be achieved in accordance with procurement legislation. Legal services will need to be instructed to prepare and draft an agreement to vary the original agreement.

In relation to the comment at 5.3, legal services would recommend that further legal advice is taken on whether the proposed change can be made in accordance with procurement legislation.

Nilesh Tanna, Solicitor, extension 371434

#### Advice from the Employment Team.

Where staff are employed on fixed term contracts and their period of continuous service extends over two years they will become entitled to full employment rights; which includes the requirement to make a redundancy payment in the event the service ceases.

Where staff are employed and their particular service is procured to a new provider it is possible for the TUPE Regulations to apply and which can be further complicated by ensuring pension rights are also transferred.

Where volunteers are engaged it is recommended that each signs up to a standard Volunteer Agreement.

The Employment Legal Services team can advise further on the above as required.

Caroline Woodhouse, Employment, Education and Litigation Team, Legal services.

### 6.3 Climate Change and Carbon Reduction implications

As demonstrated in 4.10, the scheme has diverted 77 tonnes of waste from landfill and has permitted the reuse of 3,210 pieces of furniture. As there is a considerable amount of “embedded” carbon that is created in the manufacture of household goods, through re-using unwanted furniture there is a significant environmental benefit to the scheme. Carbon is saved from avoiding both the manufacturing implications of a new product and the emissions associated with waste disposal. As the scheme requires public participation, it promotes the use of the waste hierarchy to the city’s residents and encourages behavioural change. It is therefore preferable from a carbon perspective that the scheme continues.

Louise Buckley, Senior Environmental Consultant, 37 2293

### 6.4 Equalities Implications

From an equalities perspective, the key consideration is the benefit received from those in financial crisis seeking support from the council – furniture they require for their day to day living. In order to achieve that benefit, the report presents a range of options available – each with their own cost implications based on the method of

provision of furniture. In order to promote equality of opportunity, one of the aims of our Public Sector Equality Duty, the council would seek to maximise the number of people they could support within their budget limitations. However, as the report points out, the current provision also supports a range of environmental and social outcomes around recycling that also benefit the city's residents. Consideration should be given as to how these different needs should be balanced against each other.

Irene Kszyk, Corporate Equalities Lead, ext 374147.

#### 6.5 Other Implications

None.

#### **7. Background information and other papers:**

Building a Strong Future for our City: Labour's Manifesto for Leicester 2015  
<https://www.leicester.gov.uk/media/180397/labour-manifesto-2015.pdf>

#### **8. Summary of appendices:**

None

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

No.

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

No

## Neighbourhood Services and Community Involvement Scrutiny Commission

---

### **Social Welfare Advice Procurement Options Paper 2017/22**

Lead director: Alison Greenhill

Date: 24<sup>th</sup> August 2016

---

## Useful information

- Ward(s) affected: All
- Report author: Caroline Jackson – Head of Revenues and Customer Support
- Author contact details: 37 2501 and Caroline.Jackson@leicester.gov.uk
- Report version number: 2

### 1. Summary

- 1.1 A number of social welfare advice contracts are due for re-procurement in March 2017, providing a timely opportunity to review and rationalise the Council's approach to procuring advice services.
- 1.2 In principle, there are a number of options for re-procurement:-
- Option 1 – Procure a mixed model of social welfare advice services, to streamline services and remove duplication
  - Option 2 – Procure social welfare advice using a consortium model of delivery or similar contractual arrangements with multiple providers working together
  - Option 3 – Procure a reduced level of advice services but above statutory minimum requirements
  - Option 4 – Maintain statutory advice provision and do not procure non-statutory advice services
- 1.3 The Council also needs to save money, to meet the anticipated budget gap of £55m in 2017/18 and advice services is part of the Council's spending review programme.
- 1.4 It is proposed to look at what the Council wants from advice services and made a recommendation to the Executive in October 2016

### 2. Recommendations

Scrutiny Commission Members are asked to:-

- 2.1 Note the report and consider how they would wish to be engaged in the procurement review.

### 3. Background information

- 3.1 The most recent review of some of the social welfare advice provision in the city was conducted by Adult Social Care in 2011/12. It found that whilst the Council had a long record of supporting welfare advice services, it did not have a strategic vision for the sector nor a means of bringing together all the partners involved to support and develop a future vision. It also found there was a lack of coordination across

providers, with a confusing pathway for clients.<sup>1</sup>

3.2 Since then, significant funding challenges and demands on the advice sector have emerged, resulting from the government's programme of welfare reform. As several existing advice contracts are due to end in March / April 2017, this provides a timely opportunity to review and rationalise the Council's approach to procuring advice services.

3.3 An in-depth analysis of existing provision is being undertaken, the findings so far show that information for sign-posting, advice and guidance relating to social welfare advice is fragmented, with duplicate service provision and scope for improvement in the referral pathway between contracted organisations.

3.4 There are differences in the costs of service provision and monitoring, and the way services are evaluated.

3.5 As contracts are managed by different departments, there is no single Council wide model.

3.6 There is differing understanding of the agreed tiers of advice. These are explained in Appendix 1.

- Tier 1 - Information and signposting to enable clients to self-help
- Tier 2 - General advice and general help with casework
- Tier 3 - Specialist advice and tribunal representation

3.7 Performance monitoring is inconsistent and there is a lack of Key Performance Indicators embedded in some contracts. A standardised model of targets, tiers of support and delivery has not been adopted and contracts do not guarantee appropriately qualified staff.

3.8 Assisted signposting and information (Tier 1) is currently provided face to face however benchmarking with other authorities suggests that Tier 1 information / signposting is more usually provided on-line, supported by an element of face to face support for those who are most vulnerable.

3.9 Many of the existing contract specifications have not been revisited and have been renewed year on year, potentially resulting in "traditional" contracts and not reflective of the current climate.

#### **4. Social welfare advice overview**

4.1 There are various definitions of what social welfare law and advice is and also what constitutes advice and at what level. However, following the Social Welfare Advice Review 2011/12, the Council adopted the definitions set out in the New Quality Mark (NQM) for Legal Advice 2010. In 2012/13, Advice Services Alliance took over ownership of the Standard, known as the current Advice Quality Standard (AQS).

---

<sup>1</sup>Leicester City Council Welfare Law Advice Review 2011/12

4.2 The AQS demonstrates that an agency has a well-managed service, ensures staff have relevant and up to date knowledge and the quality of advice given remains high. In 2014, the Money Advice Service (MAS) received full accreditation against quality framework.

4.3 Social welfare law generally refers to those categories of law which govern entitlement to state benefits and public housing; the management of personal and business debt; an employee's rights at work and access to redress unfair treatment. Additionally, access to appropriate care and support for people with particular health problems.

4.4 Within the advice sector, the advice generally given is in relation to welfare benefits, debt, housing, employment and community care.

4.5 Some advice services also give advice on issues such as education, family, consumer and general contract law. Immigration and asylum law may also be considered as social welfare law, but the Office of the Immigration Services Commissioner (OISC) separately regulates the provision of advice in this category and so is not covered by the AQS.

4.6 Advisers, both paid and voluntary, often (legitimately) give advice on matters of social welfare law, even though they may not be legally qualified or trained in social welfare law or case law. However, any advice, which involves interpreting how the law applies to a client's particular problem or set of circumstances, is defined as legal advice. Legal advice may include:

- Advising someone on whether or not his circumstances satisfy the criteria for the award of a particular social security benefit
- Advising an employee of her right to make a claim against her employer for unfair dismissal
- Advising a homeless person on his rights to re-housing

4.7 The Council only has a statutory duty to provide advice in line with the following legislation.

- Children (Leaving Care) Act 2000 – duty to provide advice to care leavers, which includes include benefits advice. This is currently provided by the Children, Young People and Schools Service.
- Care Act 2014 – duty to provide Information, Advice and Guidance (IAG) to residents relating to care and support for adults and their carers.
- Homelessness Act 2002 – duty to provide preventative advice. This is currently provided by the Housing Service.
- Fairer Charging Guidance - provide benefits advice to all users of non-residential social services and carers' services, at the time of a charge assessment. This is currently provided by the Adult Social Care Service.



## **5. National and regional context**

- 5.1 In 2014, the Law Commission<sup>2</sup> highlighted that maintaining the status quo in relation to advice provision was not a viable strategy in the current financial climate. The Commission advised that advice organisations should be constantly reviewing ways of developing their services, or increasing efficiency and sustainability, which may involve partnering or merging with other organisations<sup>3</sup>.
- 5.2 Nationally, many local authorities are changing the way that Information, Advice and Guidance (IAG) services are funded, with many either vastly reducing funding and provision levels or reconfiguring the way advice services are procured and delivered.

## **6. Current advice provision in Leicester**

- 6.1 There are a number of agencies, both contracted and voluntary, across the city, providing advice on a range of issues including community care, consumer problems, debt and finance management, employment, family, housing and homelessness, welfare benefits and immigration.
- 6.2 The Council funds advice contracts for dedicated Information, Advice and Guidance to a total of £0.6m per annum.
- 6.3 Leicestershire Citizens' Advice was awarded the main contract for Social Welfare Advice in May 2013 with a target of 30,000 clients per year. The contract was varied in 2015/16 to include the provision of Personal Budgeting Support, in relation to Universal Credit, for 55 clients from January 2016 to March 2017.
- 6.4 Advice services are provided using a 3 tier model. Leicestershire Citizens' Advice delivers the service using a gateway assessment but it is unclear how all contract providers undertake this process.

Tier 1 - Assisted information and signposting

Tier 2 - General advice and general advice with casework

Tier 3 - Specialist advice and tribunal representation

- 6.5 These tables show the advice services available in Leicester, as detailed in Social Welfare Advice Partnership Guide to Services. Advice provided includes community care, employment, immigration, consumer problems, family, welfare benefits, debt and finance management and housing and homelessness.

---

<sup>2</sup>Tackling the Advice Deficit: A Strategy for Access to Advice and Legal Support on Social Welfare Law in England and Wales - 2014

<sup>3</sup> <http://www.lowcommission.org.uk/dyn/1389221772932/Low-Commission-Report-FINAL-VERSION.pdf>

Key					
CC	Community Care.	E	Employment	I	Immigration
CP	Consumer Problems	F	Family	W	Welfare Benefits
D	Debt and Finance Management	H	Housing and homelessness		

### 6.5.1 Voluntary Advice provision across the City

Advice Agency	Advice Areas								
	CC	CP	D	E	F	H	I	W	
Leicestershire Citizens Advice Bureau	✓	✓	✓	✓	✓	✓	✓	✓	
Age UK - +55 years	✓							✓	
Bangladeshi Youth and Cultural Shomiti	✓		✓			✓		✓	
Highfields Centre	✓		✓	✓	✓	✓	✓	✓	
Moneywise			✓						
Mosaic : shaping disability services	✓		✓					✓	
Saffron Resource Centre			✓			✓		✓	
Somali Development Service			✓			✓		✓	
The Race Equality Centre						✓	✓	✓	
Zinthyia Trust			✓						

### 6.5.1 Advice services providing Tier 3 specialist advice

Advice Agency	Advice Areas								
	CC	CP	D	E	F	H	I	W	
Christians Against Poverty			✓			✓		✓	
Community Advice and Law Service (CALs)			✓			✓		✓	
Leicestershire Citizens Advice Bureau	✓	✓	✓	✓	✓	✓	✓	✓	
Shelter Housing Aid and Research Project (SHARP)						✓		✓	
Trinity Money Advice Leicester			✓						

### 6.5.2 Leicester City Council in-house advice services.

LCC Services	Advice Areas								
	CC	CP	D	E	F	H	I	W	
Community Support Grant Team									
Housing Options			✓			✓			
Revenues and Customer Support			✓			✓		✓	
Income Management Team			✓					✓	
Supporting Tenants and Residents (STAR). This includes P3.			✓			✓		✓	
Welfare Rights Service								✓	

## **7. Procurement proposals (2016)**

### **7.1 Rationale**

7.1.1 Although the Council does not have a duty to ensure advice provision is available, beyond statutory services such as homelessness and community care, the city faces a range of demographic challenges including ranking as the 21st most deprived local authority area (out of 326), falling within the 10% most deprived local authority districts (LADs) in England. Leicester also ranks within the 10% most deprived LADs in relation to income, education, skills and training and crime. 24.5% of Lower Super Output Areas (LSOAs) in Leicester are within the 10% most deprived in England.

7.1.2 The Council needs to make further budget reductions of £55m by 2019-20, in addition to around £100m savings already made, however we recognise the need to respond to the various challenges our most vulnerable residents face including; the impact of welfare reform, the roll out of Universal Credit, the introduction of personalised budgets and the genuine prospects of work requirements. Also, there is a changing landscape of work patterns and debt and for the first time we are seeing working families being impacted and in need of support. In Leicester, there are further challenges for the sector with the national closure programme of the face to face Money Advice Service (MAS), which includes 2 day sessions per week, on both a drop-in and appointment basis, located in the Customer Services Centre. Take up is high and its removal is a significant loss to the City. The Moneywise project is also scaling down with a planned closure in December, dependent on the outcome of their bid to the EIF Fund for Financial and Digital Inclusion.

7.1.3 Demand for advice services is increasing and it is expected to further increase with the continued roll out of Universal Credit and it is vital that those most in need are able to receive appropriate advice, when they need it. This means co-ordinating advice services to ensure they are delivering the best service possible. Current provision and delivery of services appears fragmented with multiple access points and limited guidance available on which service is best placed to meet an individual's needs. There is a high risk that residents will go to the closest or easiest service, rather than the most appropriate one.

7.1.4 The 2011/12 review of advice services identified a number of issues which are still relevant at this time.

- There is increasing demand for advice services which we are investigating
- Signposting and promotion of advice services could be improved
- Advice services are not fully joined up
- There is a lack of strategic planning and co-ordination of advice services which could be improved by the Council
- There is a lack of access, use and promotion of self-help channels such as web-based information<sup>4</sup>

7.1.5 Building on the original findings of the review in 2011/12, and ongoing internal organisational reviews of service areas in the Housing (STAR) and Welfare Rights

---

<sup>4</sup> Leicester City Council Welfare Law Advice Review 2011/12

Services, it is proposed that we revisit Council contracted social welfare advice services, prior to procurement in 2017.

7.1.6 It is envisaged that synergies can be realised, particularly through the elimination of duplication, without the loss of provision or accessibility. This could potentially result in cost reductions which would contribute to the indicative savings guideline of £0.5m p.a. for the Advice Services (follow up) spending review announced in June 2016.

## 7.2 Scope of this procurement

7.2.1 Six contracts have been identified for potential inclusion in the proposed scope, with an annual value of £601,345. These are:

Organisation	Contract (£000)
Age UK	£34
Citizens Advice	£371
Mosaic	£61
SSAFA	£21
Somali Development Service	£32
Race Equality Centre	£82
<b>TOTAL</b>	<b>£601</b>

## 7.3 Post procurement vision

7.3.1 The aim is to develop a co-ordinated, good quality and accessible model of advice provision which meets the needs of the city and providers are able to demonstrate the impact of their service. A Statement of Aims supports this and is detailed at Appendix 2. This will include a tiered model of advice provision based on the AQS standard as detailed in section four of this report.

7.3.2 Clients will benefit from the synergies achieved with an improved pathway to both access and navigate advice services. Streamlining processes will:

- Remove duplication through the development of a quality advice model, with clearly defined access and referral processes, giving clients appropriate choice
- Provide consistency in advice provision across the city
- Widen the opportunity for channel shift to on-line, 24/7 access to advice
- Improve co-ordination of services
- Provide clients with a quality service
- Deliver efficiency savings to the Council
- Improve reporting and monitoring of client journeys, with a defined set of Key Performance Indicators
- Ensure services use accredited and qualified advisors
- Predict future demand and accustom service provision to any changes.
- Reduce contract management administration

7.3.3 The proposal is to procure good quality general and specialist advice, with some outreach provision, with the aim of removing contract specification duplication which would deliver efficiency savings to the Council. The advice contract would include welfare benefits, community care, debt, personal budgeting support, housing and employment. Advice for protected groups would include disability, age (pensioners), new and emerging communities, including low level immigration advice, and armed forces personnel. Language skills will be a contract requirement, also the provision of an Online Advice Directory. (Tier 1)

7.3.4. Contract specifications would include a Tier 1- 3 model of provision. We are currently talking to providers about advice tiers.

7.3.5. A list of key milestones and dates is detailed in the table below.

<b>Timetable for procurement.</b>	
NSCI Scrutiny Commission	24/8/16
Evaluation of engagement event	02/08/16 - 25/09/16
Engagement event results published	30/09/16
<b>Report to Executive</b>	<b>06/10/16</b>
Publication of Decision (subject to call-in)	TBC
Potential call-in meeting (Oct/Nov)	TBC
Writing of specification for EU Procurement/Comms plan preparation	01/11/2016 to 01/02/2017
<b>ITT Published. All interested parties notified</b>	<b>15/02/17</b>
Bidder event	w/c 20/02/2017
Deadline for supplier clarification questions	07/03/17
ITT closes	15/03/17
3 months' notice given to all current suppliers	31/03/17
Evaluation of Tenders	16/03/2017 to 16/04/2017
Supplier(s) chosen	17/04/17
DPC signed off	18/04/2017 to 19/04/2017
<b>Award decision communicated to suppliers/Comms plan enacted</b>	<b>20/04/17</b>
Stand still period	21/04/2017 to 05/05/2017
End of Standstill Period and final award decision confirmed to suppliers	08/05/17
Contract Signature/Pre-Contract meetings begin/Mobilisation Begins	08/05/2017 to 31/07/2017
<b>Service commencement</b>	<b>01/08/17</b>

7.3.6. We will engage with the advice market to verify and check the validity of this approach which will identify and propose changes as a result. Our proposal is to fund the following areas of advice.

<b>Advice type</b>	<b>Area</b>	<b>Standard required</b>	<b>Tier</b>	<b>Additional Notes</b>
General	Welfare benefits	AQS	1,2,3	Welfare Rights Service would deliver Tier 3
	Community care	AQS	1,2	Continue to be provided by ASC
	Debt	AQS / FCA	1,2,3	Includes general budgeting advice
	Housing	AQS	1,2,3	Housing to provide statutory advice
	Employment	AQS	1,2,3	
	Personal budgeting support	FCA	1,2	Universal Credit clients only

<b>Advice type</b>	<b>Area</b>	<b>Standard required</b>	<b>Tier</b>	<b>Additional Notes</b>
Specialist advice for protected groups	Disability	AQS	1,2,3	
	Age (Pensioners)	AQS	1,2,3	
	New and emerging communities Immigration advice	AQS OSIC	1,2 1,2	Signposting and form filling as per OSIC Level 1
	Armed forces personnel	AQS	1,2	

## **8. Stakeholder engagement**

8.1 A stakeholder engagement event took place on 1<sup>st</sup> August 2016 which was open to all organisations providing information, advice and guidance services, regardless of whether they are funded by the Council, also other interested key stakeholders.

8.2 The aim of the event was to identify the key challenges the city faces in relation to advice provision and to develop a model of what 'good' advice provision looks like, with a clear referral pathway which delivers improved outcomes for clients. The event was facilitated by Voluntary Action LeicesterShire who provided independent facilitation and identification of the key messages made throughout the event.

8.3 The key messages from the event included:-

- Quality advice provision
- Affordable and accredited
- Holistic service to meet client needs
- Outreach services where they are most needed
- Joined up referral system and client journey
- Commitment to partnership and collaborative working

## 9. Next steps

10.1 A report to the Executive will be presented in October 2016 with detailed analysis of demand mapping, an equality impact analysis of demand, the results from the stakeholder engagement exercise and a detailed appraisal of the options. A follow up report will also be submitted to Scrutiny.

## 11. Financial, legal and other implications

### 11.1 Financial implications

As reported to OSC on 22 June 2016, the Advice Services (follow up) spending review has an indicative savings guideline of £0.5m p.a., on annual budgets totalling £2.8m. This is to be achieved by a review of internal and external advice services provided by internal Welfare Rights Service, the STAR service and external organisations and by eliminating duplicate provision.

This report covers constituent budgets totalling £0.6m p.a. The future procurement options present an opportunity to make efficiency savings to contribute towards the £0.5m guideline.

**Colin Sharpe, Head of Finance, Ext 37 4081.**

### 11.2 Legal implications

The Council intends to re-procure Social Welfare Advisory Services by setting up a Framework Agreement with multiple providers or single agreement with a Managed Service Provider who may in turn sub-contract some of the services. This is procurement under the light touch regime of the Public Contracts Regulations 2015.

, It should be noted that a change in service provision will trigger a Best Value Duty to Consult and the Council will need to consult service users, local voluntary and community organisations and people that have evinced interest in the services within the area. (Best Value Statutory Guidance 2011). The client department will need to consult the public before a decision is made to make significant changes to services

**Padma Srinivasan, Solicitor (Contracts, Property and Planning) 37 1442**

### 11.3 Climate Change and Carbon Reduction implications

There are no climate change implications arising from this report.

**Louise Buckley, Senior Environmental Consultant, 37 2293**

### 11.4 Equalities Implications

Any information, advice or specialist advice provision set out in the procurement vision in section 7.3, should be accessible and understandable to the individual regardless of their protected characteristic. Commissioners and providers must be aware of the different access needs arising for users based on their protected characteristics, and how to effectively address them so that there are no barriers to accessing needed social welfare advice. This is reflected in the statement of aims for the advice procurement. The other important dimension to consider is the outcomes to be achieved as a result of people using the service and the extent to which they meet the second general aim of our Public Sector Equality Duty – that of promoting equality of opportunity. Ideally outcomes are about reducing inequality. The proposed service should be able to articulate how it aims to achieve that longer term goal.

**Irene Kszyk, Corporate Equalities Lead, 374147**

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

None

### **13. Background information and other papers**

None

### **14. Summary of appendices:**

Appendix 1 – Explanation of tiers of advice

Appendix 2 – Statement of Aims

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

No



**16. Is this a “key decision”?**

Yes

**17. If a key decision please explain reason**

The proposals will impact all wards across the City.





Leicester  
City Council

---

## ***Appendix 1***

### *Social Welfare Advice Procurement Review 2017-22*

#### *Proposed Tiers of Advice*

Lead director: Alison Greenhill

Date: 24<sup>th</sup> August 2016

---

## Proposed Tiers of Advice

(Example of tiers of advice for clients with financial problems)

Tier	Overview	Detail
1	Assisted information and signposting	<ul style="list-style-type: none"> <li>▪ Involves giving clients the information they need, to enable them to know more and do more about their situation.</li> <li>▪ Includes information about rights, policies and practices, national and local services and various agencies that can help them.</li> <li>▪ The responsibility rests with the client whether to take any further action or not</li> </ul>
2	General advice and general advice with casework	<ul style="list-style-type: none"> <li>▪ Includes diagnosis of a client's enquiry and their financial circumstances, giving information and explaining their options and identifying further action to take.</li> <li>▪ Some assistance is provided, for example contacting third parties (e.g Council Tax Department or enforcement agents on the client's behalf, form completion and drawing up a budget.)</li> <li>▪ This level of service may be provided either by self-contained interviews, following by the customer taking responsibility for further action</li> <li>▪ 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.</li> </ul>
3	Specialist advice and tribunal representation	<ul style="list-style-type: none"> <li>▪ A specialist service accredited by the Financial Services Authority undertakes advice and casework at a level where detailed knowledge of law is required.</li> <li>▪ This would involve intensive one-to-one support and casework up to litigation and advice on Court hearings, including bankruptcy, insolvency, Debt Relief Orders and appropriate financial products.</li> </ul>



## ***Appendix 2***

### ***Social Welfare Advice Procurement Review 2017-22***

#### ***Statement of Aims & Definitions***

Lead director: Alison Greenhill

Date: 24<sup>th</sup> August 2016

---

## **Statement of Aims for the 2016/17 Advice Procurement**

1. To ensure the continued provision of good quality, affordable and accessible advice across the City.
2. To explore and work with the City's social welfare advice sector to remove duplication and improve the efficiency, accessibility and quality of generalist and specialist social welfare advice. Ensuring the appropriate level of advice is given by a suitably qualified provider, in accessible locations.
3. To determine the location, frequency, opening hours and delivery method of social welfare advice.
4. To improve contract standards utilising the Tier 1/2/3 model of social welfare advice. Where:
  - a. Tier 1 provides assisted information and signposting;
  - b. Tier 2 provides general advice and general advice with casework; and,
  - c. Tier 3 provides specialist advice.
5. To ensure that all advice providers are suitably qualified and appropriate.
6. To ensure that referrals are made to the most appropriate social welfare advice provider, which is best placed to provide the required specialism or quality of advice, in accordance with an agreed referral framework.
7. To promote channel shift, wherever possible, at Tier 1, including self-help, in order to improve coordinated signposting and reduce face-to-face demand on advice services; whilst recognising that face-to-face advice is still required for those customers who are most vulnerable and those unable to readily access these services.
8. To meet the multi-cultural needs of our diverse City by being responsive to existing and newly emerging communities; including managing language as a risk and defining at what level language should be provided within the scope of all contracts.
9. To review contracts in light of new or existing national Government schemes that may have replaced the need for local advice; or, consider implementing new local advice contracts where national schemes are withdrawn.
10. To ensure all contracts have Key Performance Indicators which are agreed in advance of contract, monitored and reviewed on a regular basis.







**DRAFT**

## **Leicester City Council Scrutiny Review**

---

‘Getting the best out of our neighbourhood services’

---

A review of the Neighbourhood Services and Community  
Involvement Scrutiny Commission

August 2016



## **Background to scrutiny reviews**

Determining the right topics for scrutiny reviews is the first step in making sure scrutiny provides benefits to the Council and the community.

This scoping template will assist in planning the review by defining the purpose, methodology and resources needed. It should be completed by the Member proposing the review, in liaison with the lead Director and the Scrutiny Manager. Scrutiny Officers can provide support and assistance with this.

In order to be effective, every scrutiny review must be properly project managed to ensure it achieves its aims and delivers measurable outcomes. To achieve this, it is essential that the scope of the review is well defined at the outset. This way the review is less likely to get side-tracked or become overambitious in what it hopes to tackle. The Commission's objectives should, therefore, be as SMART (Specific, Measurable, Achievable, Realistic & Time-bound) as possible.

The scoping document is also a good tool for communicating what the review is about, who is involved and how it will be undertaken to all partners and interested stakeholders.

The form also includes a section on public and media interest in the review which should be completed in conjunction with the Council's Communications Team. This will allow the Commission to be properly prepared for any media interest and to plan the release of any press statements.

Scrutiny reviews will be supported by a Scrutiny Officer.

### **Evaluation**

Reviewing changes that have been made as a result of a scrutiny review is the most common way of assessing the effectiveness. Any scrutiny review should consider whether an on-going monitoring role for the Commission is appropriate in relation to the topic under review.

**For further information please contact the Scrutiny Team on 0116 4546340**

<b>To be completed by the Member proposing the review</b>		
<b>1.</b>	<b>Title of the proposed scrutiny review</b>	Getting the best out of our neighbourhood services.
<b>2.</b>	<b>Proposed by</b>	Councillor Elly Cutkelvin, Chair, Neighbourhood Services and Community Involvement Scrutiny Commission
<b>3.</b>	<b>Rationale</b> Why do you want to undertake this review?	<p>Significant cuts to local government have meant the authority has not been able to sustain the services on offer in local communities as they have been historically delivered. As a result the innovative Transforming Neighbourhood Services programme aims to review and identify different ways that local services can be delivered with a view to reduce the number of buildings in which services operate. Savings are being achieved whilst key services are being protected. This model can be compared favourably with the much more negative outcomes for residents in other authorities.</p> <p>Much has already been achieved around service change, but there is not yet a fully shared understanding amongst all locally based staff and service users as to the nature of the new service offer.</p> <p>As such it is important for the commission to work with services to identify additional measures that will mitigate and reduce any negative impact arising from this lack of shared understanding and to improve the ways in which service changes are communicated to Council staff and residents.</p>
<b>4.</b>	<b>Purpose and aims of the review</b> What question(s) do you want to answer and what do you want to achieve? (Outcomes?)	<p>Establish whether residents understand what the new service offer is and understand the changes which have come about as a result of the centralisation and transfer of customer services online and into fewer buildings; and whether this meets resident's needs.</p> <p>The review would assess the current position through a number of site visits and evidence gathering sessions; and consider whether further recommendations are needed.</p>
<b>5.</b>	<b>Links with corporate aims / priorities</b> How does the review link to corporate aims and priorities?  <a href="http://citymayor.leicester.gov.uk/delivery-plan-2013-14/">http://citymayor.leicester.gov.uk/delivery-plan-2013-14/</a>	<p>Under the City Mayor's Delivery Plan this review contributes towards 'Our Neighbourhoods and Communities' and 'The Built and Natural Environment'.</p> <p>The review also links with programmes such as:</p> <ul style="list-style-type: none"> <li>a) Transforming Neighbourhood Services</li> <li>b) Channel Shift</li> </ul> <p>The aims within this include ensuring that services continue to meet the needs of residents and that changes in the service</p>

		offer are fully understood by staff and members of the public.
6.	<p><b>Scope</b> Set out what is included in the scope of the review and what is not. For example which services it does and does not cover.</p>	<p>The scope of this review <b>will include</b>:</p> <ol style="list-style-type: none"> <li>a) Mapping to show to location of neighbourhood and community buildings with a customer face-to face element &amp; changes made to neighbourhood customer service centres. <ol style="list-style-type: none"> <li>i. Name of buildings and list of services within the centres</li> <li>ii. Highlight which services are new in the buildings in the context of TNS and how they have changed.</li> <li>iii. How services are advertised (digital media etc.)</li> </ol> </li> <li>b) Phone and internet services</li> <li>c) Neighbourhood customer service centres and central customer services</li> <li>d) Advertising and promotion of services</li> </ol> <p>The review <b>will not include</b>:</p> <ol style="list-style-type: none"> <li>a) Back of office services</li> <li>b) Operational decisions in how services are delivered but may make recommendations of extra services</li> <li>c) Staffing numbers or the role of staff</li> </ol>
7.	<p><b>Methodology</b> Describe the methods you will use to undertake the review.</p> <p>How will you undertake the review, what evidence will need to be gathered from members, officers and key stakeholders, including partners and external organisations and experts?</p>	<p>Working with relevant officers with TNS and channel shift to explore lessons learnt and ways to establish the best methods of communicating with residents.</p> <p>The commission would like to identify the following:</p> <ul style="list-style-type: none"> <li>• Do residents know how and where to access services and if not how can the Council best communicate these changes to residents?</li> <li>• How does planning of communications across neighbourhood services work?</li> <li>• Are residents aware of the digital service offer and do they use it?</li> </ul> <p>A task group will be set up to administrate the evidence of this review.</p> <p>Site visits to multiservice centres: Porkpie library, BRITE centre, St Matthews Centre.</p>

	<p><b>Witnesses</b> Set out who you want to gather evidence from and how you will plan to do this</p>	<p>Potential witnesses may include:</p> <ul style="list-style-type: none"> <li>• Assistant City Mayor leads</li> <li>• Relevant Council Officers</li> </ul>
8.	<p><b>Timescales</b> How long is the review expected to take to complete?</p>	<p><b>August</b> Scoping document to be agreed at 24<sup>th</sup> August meeting. <b>September – December (4 months)</b></p> <ul style="list-style-type: none"> <li>• Site visits</li> <li>• Task Group meetings</li> <li>• Drafting findings and recommendations</li> </ul> <p><b>January</b> Present the final review report to the 25<sup>th</sup> January meeting.</p>
	Proposed start date	September 2016
	Proposed completion date	December 2016
9.	<p><b>Resources / staffing requirements</b> Scrutiny reviews are facilitated by Scrutiny Officers and it is important to estimate the amount of their time, in weeks, that will be required in order to manage the review Project Plan effectively.</p>	<p>It is expected that the Scrutiny Policy officer will support the whole review by capturing information at meetings, arranging evidence and compiling the draft report of the review.</p>
	Do you anticipate any further resources will be required e.g. site visits or independent technical advice? If so, please provide details.	It is anticipated that there will be site visits to multiservice centres.
10.	<p><b>Review recommendations and findings</b></p> <p>To whom will the recommendations be addressed? E.g. Executive / External Partner?</p>	<p>Recommendations will be presented to the Executive for consideration.</p>
11.	<p><b>Likely publicity arising from the review</b> - Is this topic likely to be of high interest to the media? Please explain.</p>	<p>It is not expected that this review will generate high media interest but the council's communications team will be kept aware of any issues that may arise of public interest.</p>
12.	<p><b>Publicising the review and its findings and recommendations</b> How will these be published /</p>	<p>There will be a review report that will be published as part of the commission's papers on the council's website.</p>

	advertised?	
13.	<b>How will this review add value to policy development or service improvement?</b>	<p>The review hopes to achieve the following:</p> <ul style="list-style-type: none"> <li>• Service improvement: ensuring that neighbourhood services work in the best interest of residents.</li> <li>• Policy development: learning lessons on how we can best help residents understand and best engage with changes to neighbourhood services.</li> </ul>
<b>To be completed by the Executive Lead</b>		
14.	<b>Executive Lead's Comments</b>  The Executive Lead is responsible for the portfolio so it is important to seek and understand their views and ensure they are engaged in the process so that Scrutiny's recommendations can be taken on board where appropriate.	
<b>To be completed by the Divisional Lead Director</b>		
15.	<b>Divisional Comments</b>  Scrutiny's role is to influence others to take action and it is important that Scrutiny Commissions seek and understand the views of the Divisional Director.	
16.	<b>Are there any potential risks to undertaking this scrutiny review?</b>  E.g. are there any similar reviews being undertaken, on-going work or changes in policy which would supersede the need for this review?	
17.	<b>Are you able to assist with the proposed review? If not please explain why.</b> In terms of agreement / supporting documentation /	

	resource availability?	
	<b>Name</b>	
	<b>Role</b>	
	<b>Date</b>	
<b>To be completed by the Scrutiny Support Manager</b>		
<b>18.</b>	<b>Will the proposed scrutiny review / timescales negatively impact on other work within the Scrutiny Team?</b> (Conflicts with other work commitments)	The review will be supported by the Scrutiny Policy Officer and it is not expected to negatively impact on his work as it is the first review of the commission.  As the timescale is four months and includes site visits it may be that some prioritising of work will need to take place in order to meet deadlines.
	<b>Do you have available staffing resources to facilitate this scrutiny review? If not, please provide details.</b>	The review can be adequately supported by the Scrutiny Team as per my comments above.
	<b>Name</b>	Kalvaran Sandhu, Scrutiny Support Manager
	<b>Date</b>	2 <sup>nd</sup> August 2016





**Neighbourhood Service and Community Involvement Scrutiny Commission**

**Work Programme 2016-17**

Meeting date	Meeting items	Actions Arising	Progress
<p><b>6<sup>th</sup> July 2016</b></p>	<ol style="list-style-type: none"> <li>1. Portfolio overview</li> <li>2. Using Buildings Better overview</li> <li>3. Response to the Leicester Advice Sector: A report outlining the risk and demands in the city</li> <li>4. The City's Emergency Food Bank Briefing Report</li> </ol>	<ol style="list-style-type: none"> <li>1. That work to combat fly-tipping, including that undertaken by the City Wardens' service, be included in the forward plan and come as a report at a later meeting.</li> <li>2. That the Director of Delivery, Communications and Political Governance continue to provide reports on Channel Shift and the UBB programme to the commission; that the legacy of TNS come to the commission after the programme has been rolled out; and for the UBB programme to be included in the OSC's work programme.</li> <li>3. That the next report from the Social Welfare Advice Partnership and the Councils response to this consider including a SWAP representative; and that the CAB report comes to the commission later this year.</li> <li>4. That a feasibility study in the introduction of community supermarket provision in the city is supported; That the Head of Revenues and Customer Support identify ways to address concerns for providers of food and fuel crisis; to invite Action homeless to contact faith communities to be included in the Councils emergency food provision; and to liaise with Voluntary Action LeicesterShire about the provision of volunteers in relation to the Braunstone</li> </ol>	<p align="center">Complete</p>

## Neighbourhood Service and Community Involvement Scrutiny Commission

### Work Programme 2016-17

		area. The Director of Delivery, Communication and Political Governance is asked to liaise with the Chair about offering a standing invitation to representatives of Voluntary Action LeicesterShire to attend meetings of the Commission.	
<b>24<sup>th</sup> August 2016</b>	<ol style="list-style-type: none"> <li>1. Social Welfare Advice procurement paper</li> <li>2. The Furniture Bank Pilot Scheme</li> <li>3. Scoping document: 'Getting the best out of our neighbourhood services'</li> </ol>		
<b>5<sup>th</sup> October 2016</b>	<ol style="list-style-type: none"> <li>1. CAB Annual report and outcomes</li> <li>2. Social Welfare Advice Partnership report on advice provision and City Council's response</li> <li>3. Welfare reform impact</li> </ol>		
<b>30<sup>th</sup> November 2016</b>	<ol style="list-style-type: none"> <li>1. Channel Shift update</li> </ol>		
<b>25<sup>th</sup> January 2017</b>	<ol style="list-style-type: none"> <li>1. Gambling impact report update</li> </ol>		
<b>22<sup>nd</sup> March 2017</b>			

## Neighbourhood Service and Community Involvement Scrutiny Commission

### Work Programme 2016-17

55

FORWARD PLAN / SUGGESTED ITEMS		
Topic	Detail	Proposed Date
Apps and digital offer	Love Leicester app and digital inclusion	
Budget		
CAB annual report	Outcomes	5 <sup>th</sup> October
Channel shift		30 <sup>th</sup> November
Children Services (TNS)	Children services (TNS and using buildings better)	
City Wardens Service	Communication of role to public	
Cleansing Services		
Communications Strategy		
Community Asset Transfer		After UBB
Community Involvement	Community engagement review report	25 <sup>th</sup> January 2017?
Council Tax Reduction Scheme	Consultation exercise Briefing session for members To come back to scrutiny to discuss outcomes and recommendations.	30 <sup>th</sup> November?
Customer Services	Scrutiny review on getting the best out of neighbourhood services Resident needs and communications	24 <sup>th</sup> August
DIY and Bulk		?
Emergency food: City's Food Banks	Overview and forthcoming developments Update report on volunteering numbers on food banks Voluntary action LeicesterShire	6 <sup>th</sup> July
Enforcement	Residents parking	
Fly tipping	Data from each ward City Wardens service	5 <sup>th</sup> October?
Food Action Plan	Emergency food survey	
Food Safety: Public protection and	Update in respect of 2015.	22 <sup>nd</sup> March

## Neighbourhood Service and Community Involvement Scrutiny Commission

### Work Programme 2016-17

regulation	Improvement plan Quality assurance and food procurement Halal meet in schools	
Gambling Impact Task Group Report		January 2017
Libraries	Which community groups use this space?	
Neighbourhood Policing and Community Safety	Governments modern crime prevention strategy	March 2017?
Private Landlords.		
Regulatory Service review	1 million saving	
Social Welfare Advice Partnership	Report on advice provision and Council's response SWAP representative to be invited Single male claimants seeking help and crisis support	5 <sup>th</sup> October 2016
Social Welfare advice review	Social welfare advice contract procurement Briefing session for members	24 <sup>th</sup> August
Taxi Drivers	Child Safety/ screening process/ air quality	
Taxi Penalty System	12 month review – recommendation from NSCI August 2015	Early 2017
The Furniture Bank Pilot Scheme: Evaluation & Future Options	Evaluation of pilot scheme and future options	24 <sup>th</sup> August
Trading Standards	Legal highs	
Transforming Neighbourhood Services		
Using Buildings Better	Overview of the programme	6 <sup>th</sup> July
Ward Community meetings		
Waste Management	Biffa contract 2028	
Welfare reform	Impact and roll-out.	5 <sup>th</sup> October 2016