

Leicester
City Council

MEETING OF THE NEIGHBOURHOOD SERVICES AND COMMUNITY INVOLVEMENT SCRUTINY COMMISSION

DATE: WEDNESDAY, 30 NOVEMBER 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
(1 unallocated non-grouped place)

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

Elaine Baker

For Monitoring Officer

Officer contacts:

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

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Further information

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

Elaine Baker, Democratic Support Officer on 0116 454 6355.

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PUBLIC SESSION

AGENDA

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1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

Members are asked to declare any interests they may have in the business to be discussed.

3. MINUTES OF PREVIOUS MEETINGS

Appendix A

The Minutes of the following meetings of the Neighbourhood Services and Community Involvement Scrutiny Commission are submitted:

- a) the ordinary meeting held on 5 October 2016 (**Appendix A1**); and
- b) the Special Meeting held on 16 November 2016 (**Appendix A2**).

Members are asked to confirm these minutes as correct records of the respective meetings.

4. PETITIONS

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

5. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

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

6. PROGRESS ON ACTIONS AGREED AT THE LAST MEETING

To note progress on actions agreed at the previous meeting and not reported

elsewhere on the agenda (if any).

7. CONSIDERATION OF THE FLY TIPPING STRATEGY **Appendix B**

The Director of Neighbourhood and Environment Services submits a report providing Members with an overview of fly-tipping incidents in Leicester and asking for their views on the actions taking place to address this issue. The Scrutiny Commission is therefore invited to comment on the four strands of the Fly Tipping Strategy.

8. REGULATORY SERVICES SPENDING REVIEW

The Head of Regulatory Services will give a presentation on the Regulatory Services Spending Review. The Commission is recommended to note the information presented and comment as appropriate.

9. CLEANSING SERVICES SPENDING REVIEW

The Head of Parks and Open Spaces will give a presentation on the Cleansing Services Spending Review. The Commission is recommended to note the information presented and comment as appropriate.

10. TRANSFORMING NEIGHBOURHOOD SERVICES - NORTH EAST

The Director of Neighbourhood and Environmental Services will give a presentation providing an overview of progress to date with respect to the Transforming Neighbourhood Services Programme, summarising the results of engagement work and consultation carried out in the North East area of the City and setting out the proposals that are intended to be implemented by the TNS programme in relation to the North East area. The Commission is recommended to note the progress made to date, feedback and lessons learned regarding the engagement activity in the North East area and to comment on the proposals made in relation to that area.

11. UPDATE ON THE TASK GROUP REVIEW "GETTING THE BEST OUT OF OUR SERVICES IN NEIGHBOURHOODS"

The Chair will give a verbal update on progress with the Task Group review "Getting the best out of our services in neighbourhoods". The Commission is recommended to receive the update and comment as appropriate.

12. SPENDING REVIEWS

To receive verbal updates on spending reviews affecting services within this Commission's portfolio not considered elsewhere on the agenda. Members are recommended to receive the updates and comment as appropriate.

13. WORK PROGRAMME

Appendix C

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

14. ANY OTHER URGENT BUSINESS



Leicester
City Council

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

Held: WEDNESDAY, 5 OCTOBER 2016 at 5:30 pm

P R E S E N T :

Councillor Cutkelvin (Chair)

Councillor Dr Chowdhury	Councillor Halford
Councillor Fonseca	Councillor Hunter

In Attendance

Councillor Clarke, Assistant City Mayor - Energy & Sustainability
Councillor Master, Assistant City Mayor - Neighbourhood Services
Councillor Sood, Assistant City Mayor - Communities & Equalities
Councillor Waddington, Assistant City Mayor - Jobs & Skills

Also present

Councillor Chaplin – Member for Stoneygate Ward

* * * * *

29. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Aldred and Councillor Gugnani.

30. DECLARATIONS OF INTEREST

Councillor Fonseca declared an Other Disclosable Interest in agenda item 10, "Citizens Advice Leicestershire City Advice Services Contract Performance 2015-16", in that he had previously worked for three months as a volunteer with the Citizens Advice service.

Councillor Dr Chowdhury also declared an Other Disclosable Interest in agenda item 10, "Citizens Advice Leicestershire City Advice Services Contract Performance 2015-16", in that he worked in a voluntary organisation that provided welfare advice.

In accordance with the Council's Code of Conduct, these interests were not considered so significant that they were likely to prejudice the Councillors' judgement of the public interest. They were not therefore required to withdraw from the meeting during consideration of the relevant item.

31. MINUTES OF THE PREVIOUS MEETING

The Commission received the minutes of its meeting held on 24 August 2016.

With regard to the eleventh paragraph of minute 25, "Social Welfare Advice Procurement Options Paper 2017/22", Members noted that, in order to establish comparable rates for the contracts identified for possible inclusion in the scope of the new contract, they had been calculated as the value of the contract divided by the number of customers seen. It therefore was suggested that the minute be amended to reflect this.

AGREED:

That the minutes of the meeting of the Neighbourhood Services and Community Involvement Scrutiny commission held on 24 August 2016 be confirmed as a correct record, subject to the first sentence of the eleventh paragraph of minute 25, "Social Welfare Advice Procurement Options Paper 2017/22", being amended as follows (new wording in italics):

"The Commission expressed some concern that the contracts identified for possible inclusion in the scope of the new contract had significantly different *rates costs per customer.*"

32. PROGRESS ON ACTIONS AGREED AT THE LAST MEETING

At the invitation of the Chair, the Director of Finance advised the Commission that consultation on proposals for a revised Council Tax Reduction Scheme had closed and the results were being analysed. Members would be advised as soon as possible whether a Special Meeting of the Commission was needed to enable them to consider the outcome of the consultation before they were reported to the Executive. (Minute 21, "Chair's Announcements", referred.)

Members noted that it was likely that procurement options for Social Welfare Advice now would be considered by the Executive in February 2017, (not early October 2016 as originally anticipated). (Minute 25, "Social Welfare Advice Procurement Options Paper 2017/22", referred.)

The Chair also advised the Commission that it had been confirmed that the Council bought both halal and non-halal meat. Where halal meat was being served, the food choices were clearly labelled. An item on food regulation would be considered by the Commission in April 2017, so instead of a separate item being included in the work programme on halal and non-halal meat, it would be included in the food regulation report.

33. PETITIONS

The Monitoring Officer reported that no petitions had been received.

34. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

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

35. CONSIDERATION OF CHARGING FOR BULKY WASTE COLLECTIONS

The Director of Neighbourhood and Environmental Services submitted a report asking the Commission for its views regarding the potential to charge for bulky waste collections, it being noted that a six-week consultation on the options set out in the report was scheduled to start on Friday 7 October 2016.

The Director of Neighbourhood and Environmental Services reminded Members that the City Council currently was one of the few local authorities that did not charge for the collection of bulky waste. While mindful of the potential implications of introducing charges for this service, especially with regard to fly-tipping, the Council needed to consider all options for creating income while safeguarding services.

Councillor Clarke, (Assistant City Mayor for Energy and Sustainability), reiterated that the current financial situation created a need to consider all aspects of services to identify savings. Concerns about increased fly-tipping were important, especially in areas that already had problems with this. However, although some areas had seen an increase in fly-tipping when charges for bulky waste collections were introduced, others had seen a reduction, while in other areas there was no noticeable change.

At the invitation of the Chair, Councillor Chaplin, one of the Members representing Stoneygate Ward, addressed the Commission. She noted that the report submitted identified Stoneygate as currently having the highest level of fly-tipping in the city. The Council's difficult financial situation was acknowledged, but to introduce charges for the collection of bulky waste could make the fly-tipping situation worse. For example, mattresses had been seen stacked outside a house, piles of furniture had been left on street corners and some residents had had other people's rubbish dumped on their property. If people reporting these things had to pay to have the items removed, they

would stop reporting them.

Councillor Chaplin explained that Stoneygate Ward contained large numbers of properties that were rented and houses in multiple occupation. When people moved from these, they often left behind items, which the landlord became responsible for disposing of, but instead of using the bulky waste collection service, the items often were fly-tipped. The more items were abandoned in this way, the more it encouraged others to do the same. As well as being unsightly, the accumulated rubbish also created potential health hazards.

Council Chaplin further explained that a lot of time had been spent trying to tackle fly-tipping in Stoneygate Ward. Fly-tipping was a problem across the city, but the situation in Stoneygate Ward was such that officers already were unable to deal effectively with the volume being created. Introducing the charges proposed would make the situation worse.

The following points were then made during discussion on this report:

- Landlords in areas such as Stoneygate Ward, which had a high density of residents and/or students, with a high turnover, could have many bulky items to dispose of;
- The charges recommended in the report had been calculated following extensive research in to charges made by other councils. Approximately 89% of councils charged for this service, with the average charge being £20;
- Any charge made for this service would be received by the Council, not the contractor who removed the waste, (currently Biffa);
- It was estimated that savings of approximately £150,000 per annum could be achieved through the introduction of these charges. This was based on a projected reduction of 75% in the current number of collections made. It was possible that further savings could be achieved if the contractor was able to reduce the number of vehicles used as a result of a drop in demand for the service, but this would need to be negotiated with the contractor;
- The bulky waste collection service currently cost approximately £350,000 per annum to provide;
- The Council currently needed to find savings of £150 million, so the savings achievable through the introduction of charges for bulky waste collections were a very small part of this. It therefore was questioned whether the potential problems created by introducing these charges outweighed the benefits;
- The introduction of concessionary charges, (for example, for the low waged or the elderly), had not been considered at present, as to do so would reduce the level of saving achievable. It also could be resource-intensive to administer;

- Although the Council held information such as the number of people receiving housing benefit, strict data protection rules governed the purposes for which this information could be used. Residents therefore could be asked to self-declare and/or prove their entitlement to concessionary charges, although currently it was not possible to do this on-line, so they would have to visit Council offices for their entitlement to be checked. Checking personal data was not part of the current contract held with Biffa for the collection of bulky waste;
- Some authorities, such as Nottingham City Council, who did not charge people on benefits or low incomes for some services, took self-declarations of eligibility on trust, but the challenges this presented were acknowledged;
- In some areas there were large numbers of people who would not be able to afford to pay these charges, but could be ineligible for concessionary rates. This could lead to a surge in fly-tipping in areas that currently were not identified as problem areas;
- Housing services had an arrangement for bulky waste on some estates to be collected by Council-operated cleansing vehicles, rather than those operated by Biffa;
- The introduction of any charges for this service would need to be accompanied by an appropriate communications plan, to ensure that residents were aware of how to access the service;
- The Waste Standards Authority had identified Leicester as being very similar to a London borough in terms of waste management, so this Council's service had been bench-marked against equivalent London boroughs, as well as neighbouring authorities. However, the expectations of residents in a London borough could be very different to those of residents in Leicester, so Members expressed some caution about the appropriateness of this comparison;
- Increasing levels of fly-tipping had led to the City Wardens being asked to target the worst ten streets in the city to try to reduce the amount being fly-tipped. This had resulted in the volume plateauing and had increased awareness of the problem. However, the procedures that needed to be followed to achieve such improvements could make this very resource-intensive;
- Residents in accommodation such as flats could leave bulky waste items in shared areas of flats without requesting collection if deterred by the charge and residents in terraced streets could resort to leaving the items on the highway. There also could be further examples of people dumping items on other people's property. These issues did not appear to have been explored in the report;
- Although it could be possible to divert some bulky waste items to the local furniture bank scheme, it also could lead to the scheme receiving a lot of

calls about items it was unable to use. This had been highlighted as a risk, so conversations with the furniture bank and waste management officers about how to avoid it happening were ongoing;

- One possible negative result of the introduction of charges could be an increase in the “backyard burning” of items;
- Information was awaited on the impact of the recent introduction of charges by Leicestershire County Council for the disposal of certain types of waste at the recycling centres it operated. However, anecdotal evidence suggested that there had been an increase in fly-tipping in areas of the city adjoining the county area; and
- This was a very visible service and was important to residents. Although there was no wish to sensationalise the possible impact of introducing charges, care needed to be taken to ensure that concerns were addressed.

Members suggested that the Executive could be asked to consider delaying the consultation on the proposals to introduce charges for bulky waste collections until evidence has been received of the impact of the charges introduced by Leicestershire County Council. However, Councillor Clarke expressed some concern that it would not be possible to achieve the looked for savings if this happened.

RECOMMENDED:

- 1) That the Executive be asked to consider delaying the consultation on proposals to introduce charges for bulky waste collections until evidence has been received of the impact of the charges introduced by Leicestershire County Council for the disposal of certain types of waste at its household waste recycling centres, with particular attention paid to city wards that are on the boundary with the county;
- 2) That, before the consultation referred to under recommendation 1) above is undertaken, the Director of Neighbourhoods and Environmental Services be asked to provide the Executive with more detailed information on weaknesses in the current bulky waste collection service, such as difficulties encountered by residents in flats, terraced houses and on estates;
- 3) That the Executive be asked to include formal engagement with partner agencies in the consultation process referred to under recommendation 1) above, this to include, but not exclusively, the City Warden service, City Council officers responsible for collecting waste from housing estates, Biffa (as the contractor) and the Leicestershire and Rutland Reuse Network;

- 4) That the Executive be asked to give consideration during the consultation referred to under recommendation 1) above to options for providing free and/or reduced charge bulky waste for residents such as the elderly or those on benefits, and to make appropriate recommendations for delivering such a scheme, including whether residents should “self-declare” their status and what, if any, evidence should be provided by those residents of their status;
- 5) That when options for the future delivery of the bulky waste collection service are submitted to the Executive, improved information be included on the potential environmental and social impact of an increase in “backyard burning” of waste materials; and
- 6) That the Director of Neighbourhoods and Environmental Services be asked to consider how:
 - a) residents in houses of multiple occupation and transient residents such as students can be better educated about waste collection, including household waste collection and what items can be recycled; and
 - b) landlords can be encouraged to take more responsibility for waste left by their tenants.

36. CONSIDERATION OF CHARGING FOR DIY WASTE AT HOUSEHOLD WASTE RECYCLING CENTRES

The Director of Neighbourhood and Environmental Services submitted a report seeking the Commission’s views on the potential to charge for DIY waste deposited at the city’s two Household Waste Recycling Centres (HWRCs).

The Service Development Manager (Waste Management) reminded the Commission that the Council operated two HWRCs, one at Freemans Common and one at Gypsum Close. These Centres were not required to accept non-household waste, but the Council chose to do so.

Household waste was defined by regulation. As such, DIY waste was classified as commercial / industrial waste. This led to problems with builders using the HWRCs illegally, although regular visitors to the sites were monitored.

The Council’s financial position was such that savings needed to be made in order to safeguard services. It was estimated that a saving of £77,000 could be achieved if a charge of £3 per bag of DIY waste was made. Consultation on these proposals would run concurrently with the consultation on the proposed

introduction of charges for bulky waste collections, (see minute 35, “Consideration of Charging for Bulky Waste Collections”, above).

Members noted that, if charges were introduced for the disposal of DIY waste, the HWRCs would continue to receive items such as large pieces of furniture free of charge.

Councillor Clarke, (Assistant City Mayor for Energy and Sustainability), explained that:

- DIY waste referred to the type of waste a builder would be expected to produce when undertaking work on a domestic property, (for example, plasterboard, wood or kitchen units);
- Asbestos would not be included in the charges proposed for DIY waste, to continue to encourage the safe disposal of this material; and
- There was anecdotal evidence that waste materials which Leicestershire County Council now charged to dispose of were being diverted to city HWRCs.

The following comments were made in discussion on this report:

- If charges for the disposal of DIY waste were not introduced, monitoring of HWRCs would have to be improved, to ensure that builders were not using them to illegally dispose of building waste;
- It appeared that residents were being penalised by the proposed introduction of these charges due to problems in identifying people disposing of trade waste illegally at HWRCs;
- A range of surveillance techniques were used to identify people fly-tipping building waste;
- The introduction of any charges for the disposal of DIY waste at HWRCs would need to be accompanied by an appropriate communications plan, to ensure that residents were aware of how to access the service;
- Hard-bonded asbestos currently was accepted free of charge at Freemans Common HWRC. It needed to be double-bagged and was collected in a separate skip on the site. Residents therefore needed to check before arriving at the HWRC that space was available in the skip; and
- It was anticipated that the amount of DIY waste disposed of at the HWRCs would reduce by approximately 75% if charges for its disposal were introduced. This was based on research undertaken with local authorities that had introduced charges for the disposal of this waste. Therefore, if the reduction was not as large as this, more income would be generated and more savings made.

Members suggested that the Executive could be asked to consider delaying the consultation on the proposals to introduce charges for the disposal of DIY waste at HWRCs until evidence has been received of the impact of the charges introduced by Leicestershire County Council for the disposal of various types of waste. Councillor Clarke expressed some concern that it would not be possible to achieve the looked for savings if this happened. However, it could be possible to consider extending the consultation period, to give more time for the required evidence to be received.

RECOMMENDED:

- 1) That the Executive be asked to consider delaying the consultation on proposals to introduce charges for the disposal of DIY waste at household waste recycling sites until evidence has been received of the impact of the charges introduced by Leicestershire County Council for the disposal of certain types of waste at its household waste recycling centres, with particular attention paid to city wards that are on the boundary with the county;
- 2) That, before the consultation referred to under recommendation 1) above is undertaken, the Director of Neighbourhoods and Environmental Services be asked to provide the Executive with more detailed information on weaknesses in the current DIY waste disposal service, such as fly-tipping and abuse of the system by professional builders;
- 3) That the Executive be asked to include formal engagement with partner agencies in the consultation process referred to under recommendation 1) above, this to include, but not exclusively, the City Warden service, City Council officers responsible for collecting waste from housing estates and Biffa (as the contractor);
- 4) That the Executive be asked to give consideration during the consultation referred to under recommendation 1) above to options for providing free and/or reduced charge disposal of DIY waste at household waste recycling sites for residents such as, but not exclusively, the elderly or those on benefits, and to make appropriate recommendations for delivering such a scheme, including whether residents should “self-declare” their status and what, if any, evidence should be provided by those residents of their status; and
- 5) That, when options for charges for the disposal of DIY waste at household waste recycling sites are submitted to the Executive, improved information be included on the potential environmental and social impact of an

increase in “backyard burning” of waste materials.

37. ADJOURNMENT OF MEETING

The meeting adjourned at 7.12 pm and reconvened at 7.19 pm.

Councillor Master left the meeting during the adjournment.

38. WELFARE REFORM

The Director of Finance submitted a report providing the Commission with an update on the effect of welfare reform in Leicester during 2015/16 and highlighting the expected impact of changes to be introduced by April 2017.

The Service Improvement Manager (Revenues and Customer Support) introduced the report, reminding Members of the welfare reforms introduced since 2013 and those still to come.

One change with continued impact was that relating to under occupancy of a property, (the “bedroom tax”). This measure aimed to encourage people to move to smaller properties, but although the number of people on the housing register had now increased to 7,000, there was a shortage of Council-managed properties. The Council had a legal duty to protect certain people, such as those with disabilities who, due to their needs, were unable to move, despite under-occupying a property, (for example, by supporting them through discretionary payments).

With effect from 7 November 2016, the benefit income cap would decrease to £20,000 per year for families. Existing capped households would be re-capped and it was anticipated that approximately 700 additional families would be capped in early 2017. In total, the amount of benefits received by these families would reduce by approximately £1 million, so the Council could not provide additional support for all of them.

Other changes included:

- Universal credit was being introduced gradually. Just over 4,000 people currently were affected by this in the city, but this number would increase;
- Various smaller cuts had been made to benefits over the last few years. For example, Housing Benefit and Council Tax Benefit now could only be backdated for one month, allowances for dependent children had reduced and would continue to do so, people registering new claims for Tax Credit could only claim for up to two children, and the period of temporary absence from home for which benefits could be paid had been reduced from 13 weeks abroad to four;

- It had been announced in 2015 that claimants under 22 years of age no longer would automatically receive Housing Benefit. The draft legislation giving effect to this had not been seen yet, so it currently was not known what exceptions could be made;
- Assistance that could be provided for new claimants with social sector housing rent would be capped; and
- Continuing reassessment for disability benefit of people with chronic conditions would cease.

Councillor Waddington, (Assistant City Mayor for Jobs and Skills), reiterated that these changes were affecting residents that the Council would want to protect. However, although the Council could provide some support, it did not have the resources to help all those affected. In addition, it was recognised that people with children and those with disabilities could find it difficult to find work, despite government policy being to reduce benefits to encourage them in to work.

During discussion on this item, it was noted that:

- Anyone receiving Employment and Support Allowance (ESA) with their benefits would not be affected by the benefits cap. However, they would only receive ESA if they claimed it;
- Anecdotal evidence suggested that rent arrears could accumulate when people moved on to Universal Credit. If people moved from Jobseekers' Allowance on to Universal Credit they could request a hardship advance of their benefit, which could then be repaid over a 6 – 12 month period. Over 20 people had applied for an advance to date and more applications were anticipated as more people received Universal Credit;
- A leaflet had been produced advising people on how to apply for assistance when facing financial hardship. In addition, posters at the Jobcentre Plus provided information on assistance available from local authorities, as these were venues at which applications for benefits could be made;
- Housing Benefit rates for new claimants in social sector accommodation would be limited to the Local Housing Allowance private sector rates for claimants who had lived in their properties for less than two years. Existing claimants would retain their existing limit;
- Entitlement to benefits was partly based on nationality and whether a claimant had a right to reside in this country;
- Jobseekers were not automatically entitled to housing benefit, but needed to meet other criteria, such as whether they had dependents;

- The Council now had no discretion to backdate benefits claims further than one month. It therefore was very important that claimants were aware of this restriction;
- The reduction in the period of temporary absence abroad for which benefits could be paid had been communicated proactively to community groups, schools, council hubs and the local media. There was some concern that people would not report that they had been abroad, but the Council's Audit and Risk Committee had provided useful advice on key community locations for posters around the city, (minute 22, "Housing Benefit Subsidy and Improvement Regime", Audit and Risk Committee meeting of 3 August 2016 referred). The effectiveness of these would be monitored;
- Funding for hardship grants had been provided by the government for two years, but had now ended. The Council therefore needed to consider what crisis support it could provide; and
- Care should be taken to ensure that the opportunities available for the personal development of children in households with decreasing income were monitored, to ensure that they are not disproportionately disadvantaged because of these welfare reforms.

The Commission welcomed the report and the quality of the information contained in it, but asked that more information be included in future reports on what action was being taken to support people and respond to emerging issues.

Members were invited to contact officers about individual claimants' cases outside of the meeting.

AGREED:

- 1) That the Head of Revenues and Customer Support be asked to supply Members with copies of the leaflet produced advising people on how to apply for assistance when facing financial hardship;
- 2) That the Head of Revenues and Customer Support be asked to include information in future reports on what action is being taken to support people and respond to emerging issues
- 3) That the Assistant City Mayor for Children, Young People and Schools be asked to ensure that the opportunities available for the personal development of children in households with decreasing income are monitored, to ensure that these children are not disproportionately disadvantaged because of these welfare reforms; and
- 4) That the Director of Finance be asked to submit a further report in 12 months' time updating the Commission on the effect of welfare reform in Leicester, but that this report be made earlier if

unexpected significant welfare reforms occur before then.

39. CITIZENS ADVICE LEICESTERSHIRE CITY ADVICE SERVICES CONTRACT PERFORMANCE 2015-16

The Director of Finance submitted a report providing an overview of the Social Welfare Law and Advice contract outcomes for the city, highlighting key outcomes and identifying risks and issues arising during 2015/16.

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

- This was a review of Year 3 of the contract, which had been awarded to Citizens' Advice LeicesterShire (CAL);
- CAL had met the targets for Tier 1, 2 and 3 advice;
- CAL had undertaken 500 outreach sessions outside the city centre and 210 home visits. This work was sub-contracted to Age UK;
- Outreach sessions had been quite fractured, (for example, being held for half a day each in various locations). This was confusing for clients, so was being addressed through contract management;
- Clients were not required to divulge demographic data, so the information recorded reflected casework where clients were willing for CAL to collect data;
- The target for customer satisfaction was 85%, but in all elements of the contract surveyed it was at over 90%. The only element not surveyed was outreach provision, but data on customer satisfaction with this would be collected during 2016/17; and
- Risks had been identified as set out in the report and a collaborative approach to addressing them would achieve improvements going forward.

Dawn Mason, Service Leader at Citizens' Advice LeicesterShire, addressed the commission at the invitation of the Chair, in accordance with Scrutiny Procedure Rule 8(2), (part 4E of the Council's Constitution). Ms Mason noted that:

- Welfare reform had led to an increased number of people approaching CAL for advice;
- In responding to this, CAL also aimed to identify issues associated with enquiries that they could provide advice on, as many client groups were very vulnerable and needed help with basic life administration;
- All people working with clients were volunteers;

- CAL was becoming very successful at getting people in to work using skills learned with the Citizens' Advice Bureau;
- Even if people raised several issues on one visit, this was counted as one contact;
- Councillors could contact CAL about individual cases and CAL would make appointments to see those people;
- Webchat enabled people to click on a link from the CAL website and interact with staff, (who were trained generalists), on issues. Only general advice could be given over the website, so this was Tier 1 advice and as such was only an initial assessment of a person's situation; and
- Leicester appeared to have a higher number of disabled clients than the national average, but this figure was derived from self-classification by clients.

Councillor Waddington, Assistant City Mayor for Skills and Jobs, welcomed the report and the notable number of people helped, the scope of advice offered and the variety of locations used. However, she agreed that more information was needed on outcomes for people who received advice on social welfare matters. She also suggested that improved marketing was needed, to get information on the scope and availability of advice to people who needed it.

Members asked that information be made available on where outreach sessions were held, as they were not always aware of those within their own wards. They also suggested that it would be useful to receive information on how clients and Councillors could access CAL.

It was noted that the Ward names used in the information on contract performance were out of date. However, the updating of Ward data was included on the list of improvements needed, so this would be addressed during the coming year.

The Commission welcomed the range of good practice identified in the report, but questioned whether the translator service included provision for clients to provide their own interpreter. In response, Dawn Mason explained that it was recognised that some people preferred to use their own interpreter. It was important though that such people were impartial, as not being so could influence the way things were interpreted.

Members particularly welcomed the initiative to train people as "problem noticers" and suggested that this could be very useful training for Councillors and front-line staff to receive.

AGREED:

- 1) That the report be received and welcomed;

- 2) That the Head of Revenues and Customer Support be asked to provide information for Councillors on how clients and Councillors could access Citizens' Advice LeicesterShire's advice services, this information to be sent direct to each Councillor and included in the information bulletin issued by Members' Services;
- 3) That Citizens' Advice LeicesterShire be asked to include more information in its next report on outcomes for people who receive advice under its Social Welfare Law and Advice provision contract with this Council;
- 4) That the Head of Revenues and Customer Support be asked to consider how "problem notice" training can be provided for front-line staff and to liaise with the Democratic and Civic Support Manager to determine how provide this training could be provided for Councillors;
- 5) That Citizens' Advice LeicesterShire and the Head of Revenues and Customer Support be asked to regularly assess the locations at which outreach services are provided, particularly with a view to identifying new locations;
- 6) That Citizens' Advice LeicesterShire and the Head of Revenues and Customer Support be asked to provide future contract monitoring reports in the same format as that presented here.

40. SPENDING REVIEWS

The Director of Neighbourhood and Environmental Services gave a verbal update on spending reviews affecting services within his remit, as follows:

- **Neighbourhood Services**
The Transforming Neighbourhood Services review was being delivered. Regular reports were being made to the Commission and this would continue as the review progressed.
- **Regulatory Services**
These services currently were being considered by service analysts, so no decisions had been taken yet. Although these were front-line services, opportunities needed to be identified to restructure spending. Discussions on potential savings would then be held with the Executive.
- **Waste and Cleansing Services**
Waste and Cleansing services were operated under Private Finance Initiative contracts with Biffa. It was felt that opportunities for savings existed with regard to both contracts.
- **Standards and Development**
These were smaller scale services, such as landscape design, allotments

and CCTV operation. Spending in these areas also would be reviewed.

A programme of spending reviews had been considered by the Overview Select Committee, when the need to properly engage with the scrutiny process had been stressed. (Minute 5, "Outturn 2015/16 – Budget Strategy Update", Overview Select Committee meeting of 22 June 2016 referred.)

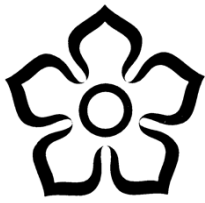
41. WORK PROGRAMME

The Commission received its work programme, noting that it currently was anticipated that the following reports would be submitted to its next meeting:

- Transforming Neighbourhood Services: North-East Area
- Channel Shift – Update
- Social Welfare Advice Partnership Annual Report
- Update on Spending Reviews

42. CLOSE OF MEETING

The meeting closed at 8.29 pm



Leicester
City Council

Appendix A2

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

Held: WEDNESDAY, 16 NOVEMBER 2016 at 5:30 pm

P R E S E N T :

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

Councillor Dr Chowdhury Councillor Halford
Councillor Fonseca Councillor Hunter

In Attendance

Sir Peter Soulsby – City Mayor

Also present

Councillor Chaplin
Councillor Sood – Assistant City Mayor Communities & Equalities

* * * * *

43. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Aldred.

Although not a member of the Commission, Councillor Waddington, (Assistant City Mayor – Jobs and Skills), also submitted her apologies for absence, as she normally would have attended the meeting.

44. DECLARATIONS OF INTEREST

No declarations of interest were made.

45. CHAIR'S ANNOUNCEMENT - MR ALLAN GRATRIX

The Chair announced with regret that Mr Allan Gratrix, a well-known community campaigner who had attended meetings of this Commission on many occasions, had died.

The City Mayor noted that, although he had known Mr Gratrix as a City Councillor, he was better known as an active campaigner within the community and would be greatly missed.

The Commission endorsed these comments.

46. COUNCIL TAX REDUCTION SCHEME 2017/18

The Director of Finance submitted a report setting out a request to be made to full Council on 24 November 2016 that a Council Tax Reduction Scheme (CTRS) be adopted for 2017/18.

The City Mayor introduced the report, reminding Members that reductions in funding from the government meant that the Council had to make savings of £155 million in the Council's revenue budget between 2010 and 2020. Of this, £100m already had been delivered. To find the balance, the Council was reviewing where savings could be made and how income could be increased

Initially, the government had funded a national scheme for Council Tax benefit, but since 2013 the Council had had to meet this cost with a reduced funding envelope. Given the Council's very difficult financial position, consideration therefore needed to be given to whether the current level of contribution being made by recipients of relief under this scheme should be increased to contribute to the savings the Council needed to make.

Before a decision could be taken on this, the Council was required by statute to consult residents. This had been done, with three options being offered, details of which were set out in the report. However, the consultation had generated a low level of response, with half of respondents favouring option one (no change) and the preferences of the remainder being split fairly evenly between options two and three.

The City Mayor therefore suggested that, having considered the results of the consultation and the Council's financial situation, it would be possible to continue with the current CTRS for a further year. However, if it was decided at that time not to reduce the relief given on Council Tax, this decision would need to be reconsidered next year, at which time further consultation with residents would be required.

The City Mayor reminded Members that people over state pension age were exempt from the scheme, and so were able to still receive 100% reduction, (dependent on income levels). Working age residents could only receive a maximum 80% reduction. When the CTRS was next reviewed, the Council

would seek to retain a “safety net” for those in greatest hardship, but it could not guarantee that there would be no change to the level of support provided.

The Director of Finance confirmed that an active marketing programme had been undertaken, to increase awareness of the proposals for the CTRS. This included undertaking consultation on the scheme in conjunction with Leicestershire County Council and the seven district authorities within the county area.

During the consultation period, a flier had been included with all letters sent out by Finance services. Approximately 30,000 such communications had been sent. Other communication methods included adding the consultation to the City Council’s consultations website, putting up posters in neighbourhood centres and attending community events.

It was acknowledged that the language used in the consultation could be a barrier to people responding, as it was difficult to describe some of the terms. Consequently, a lot of work had been done to try and make it simple and accessible for residents. One possible change for the future was to refer to the CTRS as Council Tax Support, which some other authorities already did, as this could make it easier for residents to understand.

The following comments were made during discussion on the report:

- When consultation was undertaken for the first CTRS in 2013, information had been posted to all 130,000 households in the city, but only 871 responses had been received. 570 responses were received to the consultation this year;
- The value of the consultation was queried, both in terms of the low response and the equality in the preferences indicated by respondents, but it was noted that a low response to this type of consultation was not unusual. However, it raised the question of whether other methods of consultation should be tried, or longer consultation periods used;
- The cost of future consultations would depend on the mechanisms used. For example, writing individually to the 134,000 households in the city would cost approximately £40,000 in postage. Alternatively:
 - Information could be included in other communications sent throughout the year to residents. However, although this would reduce postage costs, the consultation could be missed through being included with other papers;
 - A pilot consultation could be undertaken before the main one, preferably with people currently receiving discretionary relief, to identify strengths and weaknesses in the proposed consultation mechanism; or
 - A focus group could be established to consider the proposals;

- Approximately one third of households in the city received a reduction in their Council Tax under the current CTRS, which was a very high proportion;
- Spoken language had not been identified as a barrier, as approximately 53% of the CTRS caseload were white British people;
- Approximately 66% of those receiving CTRS were of working age and approximately 61% did not receive Department for Work and Pensions benefits;
- Just over 6,000 cases receiving CTRS had been sent a court summons for non-payment of Council Tax during the last year, but most people paid what was owed when recovery action was started;
- It was hard to assess whether a decrease in CTRS would lead to more recovery action being needed, as Council Tax payment levels were consistently high, at over 90%, so recovery action was only needed against a small proportion of households;
- In view of the Council's current financial position, the recommendation to make no change to the CTRS should be reviewed in 12 months' time;
- If it was recommended that the minimum payment of Council Tax required under the CTRS was increased, compensatory adjustments would need to be made to the Discretionary Relief Fund (DRF);
- £500,000 currently was set aside annually for the DRF. To date, this had been sufficient to meet identified need, with any excess being kept as a reserve to help support households affected by the government's welfare reform agenda. However, if the CTRS was reduced, an increased amount could be needed for the DRF;
- If the amount of support provided through the CTRS had to reduce, the payments towards their Council Tax that residents would be required to make should increase gradually, to make it more manageable for those paying. In reply to this, the City Mayor suggested that, as the amounts involved were relatively small compared to the impact of other benefit cuts, there was no particular advantage in staging the increases, so a one-off increase could be preferable;
- People could receive up to 100% council tax support, (comprised of 80% CTRS and 20% discretionary relief), with decisions being made on applicants' individual circumstances. Applications for relief needed to be renewed annually;
- Officers proactively identified potential recipients of CTRS and council tax discretionary relief when considering other financial support available for residents, or contact with those people suggested that they could be in

financial difficulty, and encouraged them to apply. In addition, officers trained staff from the Social Welfare Advice Partnership to promote available support to customers;

- When compared to other authorities' CTRSs, this Council's was fairly average. For example, over 80% of schemes required a minimum payment to be made; and
- Eligibility criteria for CTRSs were discretionary, so consideration could be given to whether those used for this Council's CTRS were in line with those used by other authorities. However, comparisons already made showed that increasing the minimum payment required was the only way in which a meaningful increase in income could be achieved.

Members thanked officers for submitting a very comprehensive report.

In view of the comments made on the report, it was suggested that the CTRS consultation process should be scrutinised at an earlier stage in the future. The Commission had not been party to the discussions on the options to be consulted on this year and some Members felt that this had been restrictive. For example, a three-year scheme could have been considered, rather than the current one-year proposal, which would have avoided having to review the scheme again in 12 months' time.

AGREED:

- 1) That the Executive be asked to recommend to Council that no changes are made to the current Council Tax Reduction Scheme at this time, but that this decision be reviewed next year, taking account of the comments recorded under 2) below;
- 2) That the Executive and the Director of Finance be asked to:
 - a) Ensure that this Commission has the opportunity to be involved in all aspects of the consultation process for any future Council Tax Reduction Scheme, including, but not exclusively, the opportunity to scrutinise what is to be consulted on, the consultation method and the results of the consultation;
 - b) In addition to a) above, the opportunity to be provided to scrutinise the Council Tax Reduction Scheme eligibility criteria and how discretionary payments are administered, to explore if these can be strengthened and better targeted, paying particular attention to those at the threshold;
 - c) Undertake the involvement referred to in a) and b) above in sufficient time to enable the Commission to make considered responses;

- d) Give consideration to how participation by residents in future consultation on Council Tax Reduction Schemes can be improved including, but not exclusively, the points raised by the Commission and recorded above;
- e) During the next 12 months, explore the opportunity to include the following in future Council Tax Reduction Schemes:
 - i) if the required minimum Council Tax payment is increased, these payments to increase gradually; and
 - ii) a “ceiling price” that claimants are required to contribute towards their council tax bill

and report back on this to this Commission on the feasibility of these;

- f) Continue to monitor the impact of the government’s welfare reform agenda on the city’s residents and ensure when considering any changes to the Council Tax system that people’s income is considered holistically;
- g) Further to f) above, consider how negative effects of changes arising as a result of the government’s welfare reform agenda can be mitigated, including, but not exclusively:
 - i) options such as discounts for and/or free use of appropriate Council services; and
 - ii) continued work with schemes associated with the Crisis Support Grant, such as furniture and food banks, and the use of pre-payment cards for utilities;
- h) Build on current strengths in communication and partnership working with the social welfare advice sector to, where possible:
 - i) strengthen the accessibility and quality of debt advice provided; and
 - ii) ensure that partnership agencies are aware of the possible impacts of social welfare changes on claimants’ mental wellbeing and are able to signpost appropriately;
- i) Consider how barriers to claiming reductions in council tax and other discretionary funding can be minimised or removed to ensure that those eligible for reductions in their council tax, or other discretionary funding, receive this

assistance;

- j) Continue to proactively promote discretionary funds to those who are eligible for this support and explain how they can be accessed, and to consider mapping recipients of these payments;
- k) If it is decided to make no changes to the Council Tax Reduction Scheme at this time and the Council re-visits this decision in 12 months' time, ensure that, for any increase in minimum Council Tax payments required, corresponding amounts of discretionary funding are made available and that everything within the Council's power is done to protect these amounts; and
- l) Consider how the number of court summonses for non-payment of council tax can be reduced through improved channels of communication at early stages of the process.

47. CLOSE OF MEETING

The meeting closed at 6.55 pm



Leicester
City Council

Consideration of the Fly Tipping Strategy

Neighbourhood Services & Community
Involvement Scrutiny Commission

30 November 2016

Lead director: John Leach

Useful information

- Ward(s) affected: All
- Report author: Roman Leszczyszyn, Head of Regulatory Services
- Author contact details: (0116) 454 3191, leszr001@leicester.gov.uk
- Report version number plus Code No from Report Tracking Database: 20161116 NSCI Scrutiny Fly-Tipping Report FINAL

1. Purpose of report

- 1.1 The purpose of this report is to provide Members of the Neighbourhood Services and Community Involvement Scrutiny Commission with an overview of fly-tipping incidents in Leicester and ask for their views on the actions taking place to address this issue.

2. Summary

- 2.1 'Fly-tipping' adversely affects the wellbeing of Leicester citizens and visitors to the City; and imposes significant costs on the City Council in terms of protection, clearance and investigation.
- 2.2. The nature of 'fly-tipping' – the improper dumping of domestic and commercial waste – is multi-faceted and many Council Services are involved in preventing and responding to 'fly-tipping'.
- 2.3 Like all cities Leicester is not immune from fly tipping. At times the problem is more acute and visible in some parts of the City and this is reflected in the current targeted response which accepts problem areas vary.
- 2.5 An effective 'control strategy' for the City requires the commitment to an appropriate mix of contributions from different Services and external agencies.
- 2.6 An effective tactical response to incidents, problems and perpetrators requires the sharing of good analysis, management arrangements for designing the response and a frontline capability to deliver.

3. Recommendations

The Scrutiny Commission is invited to comment on the four strands of the strategy:

- Protecting Leicester City Council and other land from being the destination and location of fly-tips
- Preventing the occurrence of fly-tipping by encouraging and facilitating the proper and timely disposal of waste
- Pursuing perpetrators of fly-tipping to recover costs, impose punitive sanctions and deter them and others from similar behaviour
- Preparing the capability and capacity of Leicester City Council and its partners to deliver a response that is more effective, efficient, economic and equitable.

4. Report

4.1 What is Fly Tipping?

4.1.1 Fly tipping is:

- The illegal deposit of waste on land contrary to Section 33(1) (a) of the Environmental Protection Act 1990. It includes the deposit of any waste onto land with no licence to accept waste.
- The deposit of waste that doesn't use an authorised method such as kerbside collection or the use of an authorised rubbish dump.

4.1.2 Waste includes: general household waste, larger domestic items including fridges and mattresses, garden refuse and commercial waste such as builder's rubble, clinical waste and tyres.

4.1.3 Fly-tipping differs from littering in that it involves the removal of waste from premises where it was produced with the deliberate aim of disposing of it unlawfully. For LCC purposes, waste on the street or elsewhere for example by a 'bring bank site' is counted as a fly tip if it has moved from the place of origin and is too large to be removed by a normal hand- sweeping barrow.

4.1.4 Side waste is excess, unauthorised bags of waste from a household, which is presented for collection at the side of the container.

4.15 There are over 60 recycling bring sites across the City, where people can recycle: books, cardboard, paper; mixed glass bottles & jars; clothes, shoes and textiles.

4.1.6 The definitions used by Leicester are in line with the definitions used by DEFRA to capture data at the national level. The current recording system is Wastedata Flow (replaced Flycapture) and the data collated is in the public domain. www.wastedataflow.org

4.1.7 There are 2 Household Waste and Recycling Centres in Leicester: Freeman's Common and Gypsum Close. Freeman's Common accepts household waste only and does not accept commercial or trade waste. Gypsum Close Recycling Centre also has a trade waste facility and weighbridge for commercial customers. A permit is required if using a van, or a car with a trailer longer than 1.4m.

4.1.8 The following are examples of the fly-tip incidents encountered by LCC:



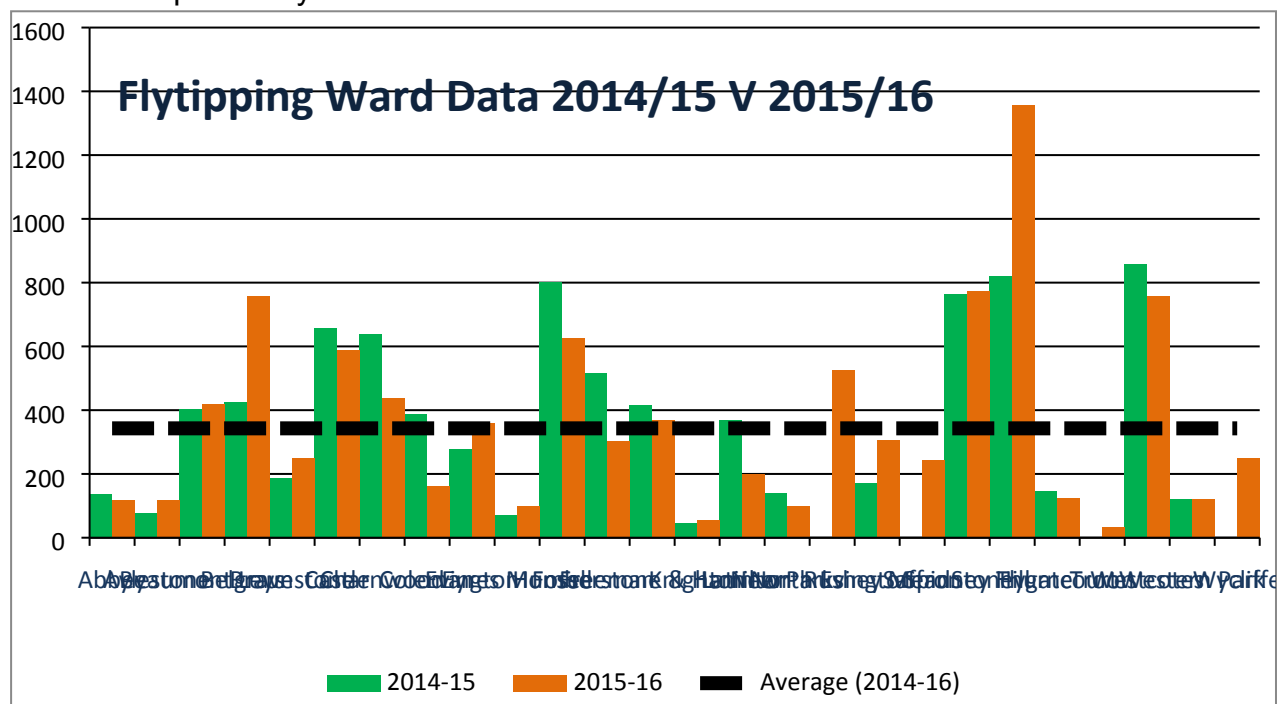
5. The Fly-tipping Problem

5.1 Comparisons between Leicester and other local authorities can be made but this is often not comparing like with like, for a number of reasons.

City	2012/13	2013/14	2014/15	2015/16
Newham LB	28,443	67,930 ¹	66,487	30,900
Manchester City Council MBC	20,085	21,449	18,921	22,251
Liverpool City Council	17,770	17,882	16,179	20,016
Birmingham City Council	14,043	16,186	13,709	12,348
Leicester City Council	8020	6592	8416	9,449
Camden LB	11,478	10,950	8,308	7,268
Peterborough City Council	4,236	6,108	6,890	6,765
Derby	3865 ²	4844	5236	4,283
Nottingham	7680	10549	8357	3,907 ³

Table 1: Number of Reported Fly Tips Comparison Data with other local authorities

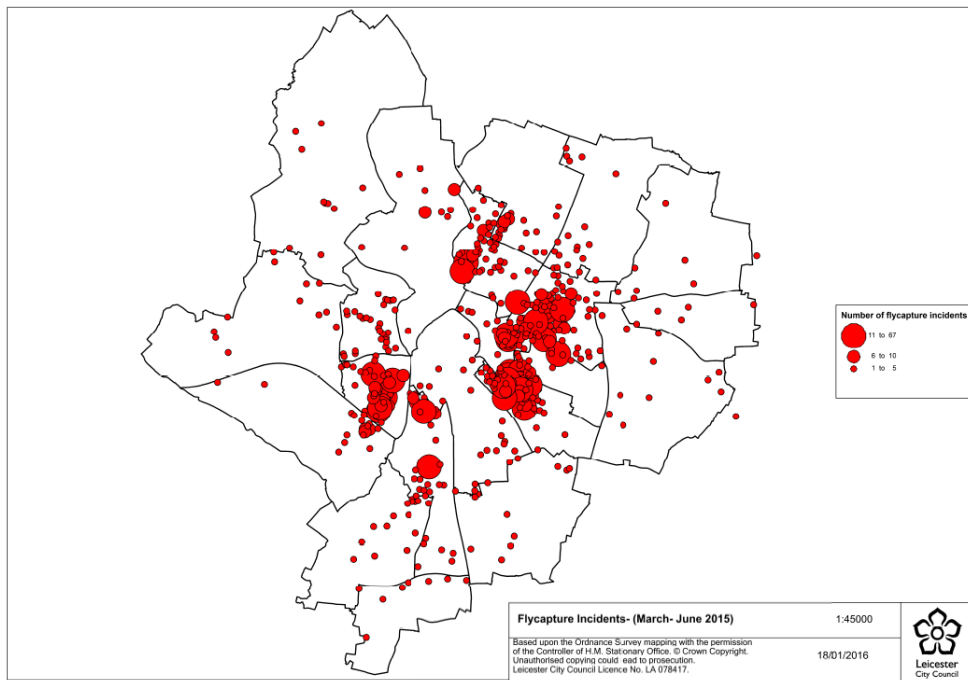
5.2 The picture by ward



¹ Newham reported a change in the way they defined fly tips. This led to higher figures in 13/14 and 14/15.

² The lower incidence of reported fly-tips in Derby is ascribed to the removal of Bring Bank Sites in 2010/11.

³ The reduction is due to additional enforcement action and changes in definition.



Whilst no part of the City is immune from fly tipping the problem is more acute in some parts of the City. These parts of the City are ones of high density residency, high levels of private rented housing, and transient populations.

The increase in reported incidents is due to fly tipping on the highway. The reduction within the bring banks data is mainly due to the reclassification of the waste removed from these sites.

Year	Removed from the Highway	Removed from Bring Banks
2013/2014	4451	2141
2014/ 2015	5361	3055
2015 / 2016	6596	2853
2016 / 2017	8400 Current est	900 Current est

The average cost of clearing a fly tip by Cleansing Services was £34 per incident in 2015/16. The total cost of clearing fly tipping was £322,239 in 2015/16.

5.3 Fly-Tipping Behaviour

There are a number of reasons given to explain why some people fly-tip. They include:-

- Ignorance of the City Council's waste collection services and facilities
- Lack of waste bins or inadequate bins for the property often due to houses being converted to flats/Houses in Multiple Occupation (HMO).
- Lack of transport
- For businesses – a way of reducing costs.

6. The Council's Fly-Tipping Control Strategy

6.1 The Intelligence Led Approach

Leicester City Council is implementing an 'Intelligence Led' approach to fly tipping. This approach is common to many regulatory and law enforcement agencies. In this approach the problem is identified, analysed, understood and an appropriate package of control measures designed and applied. It ensures that there is an effective application of scarce officer resources on a problem.

6.2 Leicester City Council's control strategy to fly-tipping has four streams of activity:

- PROTECT
- PREVENT
- PURSUE
- PREPARE

6.3 **PROTECT** – ensuring that Leicester City Council and other owners of land protect their land from fly tipping

- Target hardening of vulnerable sites:
 - Our Building Protection & Safety Team worked with the owners' of vacant buildings to ensure that their sites are clear of fly-tipped material and have adequate security to prevent re-occurrence.
- Timely removal of fly-tips to avoid accumulation:
 - Fly-tipping on the public highway is the priority for clearance. There is a 24 hour target time for clearance starting from report or discovery. The intervening period is to enable evidence to be secured and removal arrangements made. The actual time for removal of some fly-tips may be extended for the purposes of securing evidence or if the fly tip is not accessible or contains dangerous materials.
 - Fly-tipping on private land is more problematic as it is for the landowner to remove it. It can take over 6 months for the City Council to achieve compliance for a large fly-tip using Section 215 of the Town and Country Planning Act.



6.4 **PREVENT** – enabling and encouraging individuals to dispose of waste responsibly (detering and discouraging)

- Ensuring access to waste disposal services
- Promoting responsible waste disposal

In Leicester the ‘intelligence led’ approach has led to the identification of ‘hotspots’ areas which are identified from data supplied by Cleansing on fly-tips, side waste and bins. Any relevant households in those locations are then notified of the problem in their area. In following matters up they have highlighted to them the Council’s waste services and facilities, and the potential legal consequences of fly-tipping that would apply to parties who do this. As the approach is applied areas affected by fly-tipping change.

Fresher’s Week information stand – new and existing students moving into rented accommodation and Halls of Residence are informed of the Council’s waste services and facilities, and provided with bags by the Waste Management Team.

Leicester City Website (and social media) – provides information on weekly household waste collection, orange bag recycling service, recycling centres, bulky waste collection and garden waste service.

New resident’s information pack – this is an initiative in its early days. It involves identifying new households from Council databases and the Waste Management Team sending them an information pack on the Council’s waste services and facilities.

Duty of care inspections – there is a legal duty on persons to ensure that their waste is legally disposed of by persons authorised to do so. Anyone who produces waste has a duty of care under Section 34 of the Environmental Protection Act 1990 to ensure that it is disposed of properly. Businesses can demonstrate that they meet this duty by contracting with authorised waste disposal suppliers. Leicester City Council undertakes inspections to ensure that businesses and other agencies meet their duty. In 2012/13 the City Wardens undertook a significant operation to this effect.

	12/13	13/14	14/15	15/16
Duty of Care Inspections	349	65	31	98

6.5 PURSUE – investigate and take enforcement action against perpetrators of fly-tipping

- Fly-tipping Investigations

Investigations are undertaken by the City Wardens and the Enviro-Crime Team. Where the perpetrator is identified then appropriate enforcement action is taken. The offence of fly-tipping, and the additional offences of ‘knowingly causing’ or ‘knowingly permitting’ fly-tipping, are set out in Section 33 (1) (a) of the Environmental Protection Act 1990. Section 33 is enforceable by both the Environment Agency and local authorities.

	12/13	13/14	14/15	15/16
Submitted for investigation consideration	780	789	913	2438
Direct surveillance authorised under RIPA	3	1	0	2

The increase in 2015/16 is due to improved recording by officers, increased use of Love Leicester, consolidation of reports from CRM into Uniform. It estimated that about 90% of reports considered in 2015/16 relate to fly-tips on highways and 10% to private land.

- Enforcement actions

	12/13	13/14	14/15	15/16
Warnings	46	74	101	203
Fixed Penalty Notices	16	16	4	24
Formal Cautions	1	3	1	1
Prosecutions	9	12	1	12

A recent example:

<p>Swift Wood Services Ltd, Jeremy Swift, Martin Wood</p> <p>Slurry from clearing debris from road caused by building work at De Montfort University, in Mill Lane was disposed of using drains in October and November 2014.</p> <p>At hearing of Leicester Crown Court, JS pleaded guilty to 9 counts of causing controlled waste to be deposited without an environmental permit with connivance, consent or neglect. MW pleaded guilty to depositing controlled waste without environmental permit.</p> <p>Crown Court sentencing hearing Friday 11th November 2016.</p> <p>Martin Wood fined £2,700 and contribution to costs of £3000 Jeremy Swift fined £4500 and contribution to costs of £3000</p>

6.6 PREPARE – enhance our capacity and capability to quickly and effectively tackle fly-tipping.

Effective Reporting arrangements for the public

Alongside Love Leicester there are multiple routes for reporting fly-tips including LCC’s Customer Services, Ward Councillors. Cleansing Services, Parks Team, Highways and City Wardens liaise on referrals, clearance and investigation.

The next gives an example of the kinds of things reported through Love Leicester, including fly-tipping.

Love Leicester Reports 01/04/2015 to 31/03/2016	
Dog Fouling	248
Fly-Tipping	2401
Fly-Posting	7
Graffiti	482
Litter	372
Nuisance Vehicles	12
Bins On The Street Domestic	129
Bins On The Street Commercial	8
Abandoned Shopping Trolley	47

Enhancing understanding of the problem

- Data is collated by Cleansing Services. See Appendix One.

Enhancing internal procedures and competencies

- A process mapping exercise has been undertaken to enable public fly-tipping reports to be processed via the CRM (DASH)
- A comprehensive process mapping exercise of regulatory processes is planned in order to support development of the Council’s CRM system and the re-tender of Regulatory Services IT System/s. It is expected that this will identify improvements in the routing of jobs.

Positive working arrangement with other regulators and law enforcement;

- The LeicesterShire Enforcement Forum meets every six weeks and includes Leicestershire and Rutland authorities, Environment Agency, County Trading standards occasionally MATU. The forum deals with intelligence, cross border work and deal with best practice or problems solving.
- There are operational links with Environment Agency and the canals and river trust for fly-tips on water courses; and contacts with Network Rail and British Transport Police for fly tipping on their land.

7. Further Developing our Strategy / Areas for Development

7.1 The following areas are being considered and as appropriate developed to support the Council's newly defined intelligence led approach to fly-tipping.

- Review of process of identification of new flats and houses to ensure that they have access to waste collection services.
- Better targeting of bespoke information for transient households.
- Landlords related intervention to ensure they take responsibility for the waste from their tenants.
- Production of more detailed problem profiles.
- Intelligence on prolific perpetrators.
- Horizon scanning - Early sight of any national/local policy changes that might require changes to intervention practices.
- Clarification of responsibilities for Strategy Lead, Control Strategy work streams and tactical responses.

8. Financial, legal and other implications

8.1 Financial implications

There are no financial implications arising directly from this report. However, the costs of dealing with fly tipping on public land are significant, at £300k - £350k annually. Therefore initiatives that reduce fly tipping have a direct financial benefit for the Council. – Colin Sharpe, Head of Finance, ext. 37 4081

8.2 Legal implications

Fly-tipping is an offence under the Environmental Protection Act 1990, which can result in the offender being fined up to £50,000 and/or imprisoned for up to 12 months in the Magistrates Court or imprisoned for a term not exceeding 5 years and/or a fine on indictment. A successful prosecution by the Council can only be achieved if sufficient evidence exists and there is a realistic prospect of a conviction.

Katherine Jamieson, Solicitor, Legal Services

8.3 Climate Change and Carbon Reduction implications

There are no climate change implications associated with this report.

- Mark Jeffcote, Environment Team x372251

8.4 Equalities Implications

Fly tipping is antisocial and can pose risks to both human health and animal welfare, spoil relationships between neighbours and their wider community, and affect the way people feel about the place that they call home – affecting people from across all protected characteristics.

Surinder Singh, Equalities 37 4148

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

None

Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2016-17

Meeting date	Meeting items	Actions Arising	Progress
<p>6th July 2016</p>	<ol style="list-style-type: none"> 1. Portfolio overview 2. Using Buildings Better overview 3. Response to the Leicester Advice Sector: A report outlining the risk and demands in the city 4. The City's Emergency Food Bank Briefing Report 	<ol style="list-style-type: none"> 1. That work to combat fly-tipping and that undertaken by the City Warden's service, be included in the forward plan and come as a report at a later meeting. 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. 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. 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 	<p align="center">Complete</p>

Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2016-17

		Braunstone 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.	
24th August 2016	<ol style="list-style-type: none"> 1. The Furniture Bank Pilot Scheme 2. Social Welfare Advice procurement paper 3. Scoping document: 'Getting the best out of our neighbourhood services' 	<ol style="list-style-type: none"> 1. For an update report to come back to the commission in a years' time on the schemes future arrangements and operation. 2. The Commission endorsed option 2 to go to the Executive; procurement to include organisations which have local knowledge, contacts and addresses the needs of a multicultural city in respect to language translations; for there to be a clear framework for monitoring of the contract and advice services in the city under the new arrangement; and for an update on social welfare advice to come back to the commission in the future. 3. Scoping document was endorsed by members of the commission. 	
5th October 2016	<ol style="list-style-type: none"> 1. Consideration of charging for Bulky waste collections 2. Consideration of charging for DIY waste at household waste recycling centres 3. Welfare Reform 4. Citizens Advice Leicestershire: City advice services contract performance 2015-16 5. Update on Spending reviews 	<ol style="list-style-type: none"> 1. That the executive consider delaying consultation until evidence has been received of the impact of the charges introduced by Leicestershire County Council for the disposal of waste at household recycling centres, with particular attention paid to city wards that are on the boundary with the county; that before the consultation is carried out that the Director of 	

Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2016-17

41

		<p>Neighbourhoods and Environmental Services provide the executive with more detail on the weaknesses in the currently bulky waste collection service e.g. people not using the free charge and difficulties encountered by residents in flats, terraced houses and estate; That the executive is asked to include formal engagement with partner agencies to include but not exclusively the city warden service, city council officers responsible for collecting waste from housing estates, Biffa (as the contractor) and the LRRN; That the Director of Neighbourhoods and Environmental Services is asked to consider during the consultation process a system of concessions for those on benefits or the elderly, including whether residents should “self-declare” their status and what, if any, evidence should be provided by those residents of their status; improve information on the potential environmental and social impact of an increase in backyard burning of waste; That the Director of Neighbourhoods and Environmental Services is asked to consider how residents in houses of multiple occupation and students can be better educated about waste collection and what items can be recycled; and for landlords to be encouraged to take more responsibility for waste left by their</p>	
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Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2016-17

42

tenants.

- 2. That the executive consider delaying consultation until evidence has been received of the impact of the charges introduced by Leicestershire County Council for the disposal of waste at household recycling centres, with particular attention paid to city wards that are on the boundary with the county; that before the consultation is carried out that the Director of Neighbourhoods and Environmental Services provide the executive with more detail on the weaknesses in the current DIY waste disposal service, such as fly-tipping and abuse of the system by professional builders; That the executive is asked to include formal engagement with partner agencies to include but not exclusively the city warden service, city council officers responsible for collecting waste from housing estates, Biffa (as the contractor) and the LRRN; That the Director of Neighbourhoods and Environmental Services is asked to consider during the consultation process a system of concessions for those on benefits or the elderly, including whether residents should “self-declare” their status and what, if any, evidence should be provided by those residents of their status; and improve

Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2016-17

43

		<p>information on the potential environmental and social impact of an increase in backyard burning of waste.</p> <p>3. That the Head of Revenues and Customer Support is asked to supply members with copies of the leaflet advising people on how to apply for social welfare assistance and that future reports on what the Council are doing to ease the cuts from central government on welfare payments; that the Assistant City Mayor for Children’s, Young People and Schools monitor to changes to welfare payments to houses with more than 2 children when the changes are introduced (April 2017) and for the Director of Finance is asked to provide a further welfare report update to scrutiny in 12 months’ time.</p> <p>4. To provide information for Councillors to understand how to access and refer citizens to Citizens Advice Leicestershire by providing this information to Councillors and through members services; That CAL provide more information on outcomes for people who receives social welfare law and advice provision ; That problem notice training is provided for front line staff and to liaise wit democratic and civic support managers to determine how this is delivered; to let Councillors know about the outreach sessions /</p>	
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Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2016-17

		changes to this under UBB programme; and for CAL and head of Customer Support is asked to provide future contract monitoring reports in the future. 5. None.	
30th November 2016	<ol style="list-style-type: none"> 1. Fly-tipping 2. Regulatory services review 3. Cleansing services review 4. North East TNS 5. Task group update 6. Update on Spending reviews 		
25th January 2017	<ol style="list-style-type: none"> 1. Gambling impact report update 2. Channel shift: The use of new technology in customer services 3. Community Involvement 4. Update on Spending reviews 		
22nd March 2017	<ol style="list-style-type: none"> 1. Food safety regulation 2. Social welfare advice procurement options 3. Update on Spending reviews 		

Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2016-17

45

FORWARD PLAN / SUGGESTED ITEMS		
Topic	Detail	Proposed Date
Apps and digital offer	Love Leicester app and digital inclusion	
Budget		
CAB	Leicester's Welfare Advice Contract Analysis 2015/16	5 th October
Channel shift		25 th January
Children Services (TNS)	Children services (TNS and using buildings better)	
City Wardens Service	Communication of role to public	
Cleansing Services review		30 th November
Communications Strategy		
Community Asset Transfer		25 th January
Community Involvement	Community engagement review report Community engagement officers	25 th January
Council Tax Reduction Scheme	Consultation exercise Briefing session for members Special scrutiny meeting on the matter	16 th November – special meeting
Customer Services	Scrutiny review on getting the best out of our neighbourhood services Resident needs and communications Task group update – 30 th November	30 th November
DIY and Bulk	Consideration for charging for waste Consultation results may come back to scrutiny – March	5 th October
Emergency food: City's Food Banks	Overview and forthcoming developments Update report on volunteering numbers on food banks Voluntary action LeicesterShire	6 th July
Enforcement	Residents parking	
Fly tipping	Data from each ward City Wardens service	30 th November

Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2016-17

Food Action Plan	Emergency food survey	
Food Safety: Public protection and regulation	Update in respect of 2015. Improvement plan Quality assurance and food procurement Halal meet in schools	22 nd March
Gambling Impact Task Group report		25 th January
Libraries	Which community groups use this space?	
Lottery Fraud		
Neighbourhood Policing and Community Safety	Governments modern crime prevention strategy	March 2017?
Private Landlords.		
Regulatory Service review	1 million saving	30 th November
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	?
Social Welfare Advice review	Social welfare advice contract procurement – 24 th August. Briefing session for members. Item to come back to scrutiny: procurement options	22 nd March 2017
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 th August
Trading Standards	Legal highs	
Transforming Neighbourhood Services	North East	30 th November
Using Buildings Better	Overview of the programme	6 th July
Ward Community meetings		
Waste Management	Biffa contract 2028 Recycling figures and orange bags. Flats and terraced houses. Jan / March.	
Welfare reform	Briefing Impact and roll-out.	5 th October 2016