![Leicester City Council logo]

MEETING OF THE NEIGHBOURHOOD SERVICES AND COMMUNITY INVOLVEMENT SCRUTINY COMMISSION

DATE: **WEDNESDAY, 22 MARCH 2017**
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

Information for members of the public

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PUBLIC SESSION

AGENDA

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1.   APOLOGIES FOR ABSENCE

2.   DECLARATIONS OF INTEREST

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

3.   MINUTES OF THE PREVIOUS MEETING   Appendix A

The minutes of the meeting of the Neighbourhood Services and Community Involvement Scrutiny Commission held on 25 January 2017 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 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.   **CHANNEL SHIFT PROGRAMME UPDATE**   **Appendix B**

The Director of Delivery, Communications and Political Governance submits a report updating Members on the channel shift programme. The Commission is recommended to review and comment on the report and to identify any issues arising from the work of the Task Group which may be appropriate for consideration as part of the channel shift programme.

9.   **COMMUNITY INVOLVEMENT UPDATE REPORT**   **Appendix C**

The Director of Neighbourhood and Environmental Services submits a report outlining the services and activities which have been involved in the delivery of community engagement over the past decade. The report also outlines the current support for community engagement particularly with regard to the Neighbourhood Services section.

The Commission is recommended to note the historical information supplied and to provide comment on the community engagement activity which is currently promoted through Neighbourhood Services and other council services. It also is recommended to note and comment on the range of community engagement activity which is promoted through a wide range of council services.

10.   **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.

11.   **EXECUTIVE RESPONSE TO SCRUTINY REPORT ON**   **Appendix D**
      THE IMPACT OF GAMBLING ON VULNERABLE COMMUNITIES

The Assistant City Mayor with responsibility for Jobs and Skills presents a report setting out the Executive's response to the recommendations of the scrutiny review of the impact of gambling on vulnerable communities. The Commission is recommended to consider and comment on the response.

12. **SPENDING REVIEWS**

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

13. **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.

14. **ANY OTHER URGENT BUSINESS**

Leicester
City Council

<u>Minutes of the Meeting of the</u>
<u>NEIGHBOURHOOD SERVICES AND COMMUNITY INVOLVEMENT SCRUTINY</u>
<u>COMMISSION</u>

Held: WEDNESDAY, 25 JANUARY 2017 at 5:30 pm

P R E S E N T :

<u>Councillor Cutkelvin (Chair)</u>

Councillor Aldred   Councillor Fonseca
Councillor Dr Chowdhury   Councillor Hunter

<u>In Attendance:</u>

Councillor Master, Assistant City Mayor - Neighbourhood Services
Councillor Waddington, Assistant City Mayor - Jobs & Skills

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62. APOLOGIES FOR ABSENCE

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

63. DECLARATIONS OF INTEREST

Councillor Dr Chowdhury declared Other Disclosable Interests in the following
agenda items:

- Agenda item 8, "Community Asset Transfer Update", in that he worked in a
  voluntary organisation that could be involved in asset transfer in the future;

- Agenda item 10, "Citywide Voluntary and Community Sector Support", in
  that he had received support under the contract discussed in the report and
  the organisation he worked for was a delivery partner for a project funded
  through the European Social Fund and the Lottery Fund; and

- Agenda item 11, "Response to the Leicester Advice Sector: A Report Outlining the Risk and Demands in the City", in that his employer received some funding from the Council and HMRC to provide advice to city residents.

Councillor Fonseca declared Other Disclosable Interests in the following agenda items:

o Agenda item 10, "Citywide Voluntary and Community Sector Support", in that he was a member of a voluntary organisation affiliated to Voluntary Action LeicesterShire (VAL) that had received assistance from VAL some years previously to frame a constitution; and

o Agenda item 11, "Response to the Leicester Advice Sector: A Report Outlining the Risk and Demands in the City", in that he had done some voluntary work with the Citizens Advice Bureau, (now Citizens Advice Leicestershire), approximately three years ago.

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 items.

64. MINUTES OF THE PREVIOUS MEETING

The Commission received the minutes of its meeting held on 30 November 2016, noting that amendments to minute 54, "Transforming Neighbourhood Services – North East", had been tabled at the meeting.

AGREED:
> That the minutes of the meeting of the Neighbourhood Services and Community Involvement Scrutiny Commission meeting held on 30 November 2016 be confirmed as a correct record, subject to the incorporation of the amendments attached at the end of these minutes, (new text shown in italics).

65. PROGRESS ON ACTIONS AGREED AT THE LAST MEETING

The Chair gave a verbal update on actions greed at the last meeting, reminding Members that the Commission had asked her to write to the City Mayor, asking him to advise the Executive of the Commission's regret that the Youth Services Review was not being undertaken concurrently with the Transforming Neighbourhoods Programme, (minute 54, "Transforming Neighbourhood Services – North East", as amended, referred).

As consultation on the Youth Services review had only just started, the sending of this letter had been deferred, in order to ascertain what was being included in the review and therefore whether the letter was still needed. Having seen

the scope of the review, it was clear that it did not include a review of the use of buildings, so the Chair would now send the letter to the City Mayor.

66. CHAIR'S ANNOUNCEMENTS

The Chair advised the Commission that, further to minute 39, "Citizens Advice Leicestershire City Advice Services Contract Performance 2015-16", (Neighbourhood Services and Community Involvement Scrutiny Commission 5 October 2016), work on developing "problem noticer" training was progressing and it was hoped that it soon would be formally incorporated in to the Member Development Programme.

The Chair also noted that the format of the standing item on the Commission's agenda relating to Spending Reviews had changed, so that details of each review relevant to this Commission's work now would be presented in a table, setting out details of the reviews and updates on their progress, including the timeline for each review and the Commission's involvement. (See agenda item 13, "Spending Reviews")

67. PETITIONS

The Monitoring Officer reported that no petitions had been received.

68. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

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

69. COMMUNITY ASSET TRANSFER UPDATE

The Director of Neighbourhood and Environmental Services submitted a report providing an overview of the Community Asset Transfer (CAT) policy, a summary of the work undertaken as part of the Transforming Neighbourhood Services project and information on lessons learned from early experiences.

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

- The process used enabled community groups to make an early offer to lease community premises before firm options for those premises were developed. This gave such groups time to develop an understanding of what was involved in managing community premises before they made a commitment;

- This was followed by a six-week consultation period and early consultation was undertaken with Ward Councillors;

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- The Council procured assistance for groups through the organisation Locality. This assistance was optional, but could include things such as helping groups write business cases, so helping provide groups with an understanding of what was involved in managing a building;

- Bids received were assessed by Property Services officers against the criteria specified for each transfer and Ward Councillors were consulted again before a decision was taken;

- The business case provided by the successful bidder was written in to the lease for the building they would manage; and

- It was recognised that some asset transfers had been more successful than others. For example, some organisations had increased hire charges significantly, and access to transferred buildings had become difficult for some groups. Work to resolve these issues was ongoing.

The Assistant City Mayor for Neighbourhood Services noted that every time a CAT was undertaken, the Council learned something, as all transfers were different. Great care was taken throughout the transfer process to ensure that the organisations leasing premises were able to take on this role, as it was important that assets did not become liabilities for the groups managing them.

The following comments were then made during discussion on the report:

o The report was welcomed and the process by which organisations acquired a lease of community building was noted;

o It could be useful for a handbook, or guidance, to be provided on how to prepare a business plan for a community asset transfer, in order to reduce the challenges faced by organisations interested in taking on the lease of a building;

o The Council was very aware that voluntary groups often relied on a few key individuals to manage or maintain the group, but if those individuals were no longer able to continue in this role, the group could find it difficult to function efficiently. The criteria for CAT therefore included the need for assurance from a group that its proposals were financially viable and that it had strong governance. However, leases under CAT contained terms under which a group could terminate a lease before it ended;

o Locality recommended that groups undertook their own risk analysis as part of the business case they prepared and some groups now did this;

o The criteria that groups or organisations needed to fulfil to be considered for taking on the lease of community building were set out in the Council's CAT policy. The CAT process was designed to ensure that community assets remained in use for the community, so the heaviest weighting was given to the community benefit of the transfer that bidding groups anticipated;

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o   Information on the building being considered for transfer was available to interested organisations at the start of the CAT process, such as its size and current running costs;

o   Workshops were held when a proposed transfer was advertised, which also gave groups an indication of whether they would be considered suitable to take on a lease;

o   Information was set out in the Council's CAT policy on how a community-led group was defined for the purposes of CAT;

o   A standard lease for transferred buildings was not used, as the terms for each transfer were different, to reflect the different opportunities identified and timescales preferred or required for each transfer. For example, an organisation could lease a building for a few years, to see whether it worked for them, but others could take on a longer lease;

o   When considering the future of a building, a range of disposal options were considered;

o   Once a group had taken on a lease for a building, assistance was available on an on-going basis from the council's Neighbourhood Services officers; and

o   A key fob entry system had been introduced for various community buildings in the city, with the Council retaining management of these buildings. This meant that access to these buildings was increased, as staff did not need to be on the premises. Most of the buildings included in this scheme had been identified through the Transforming Neighbourhood Services programme.

Some concern as expressed over whether adequate assistance was available for groups and organisations leasing community buildings after they had taken on a lease, but Members felt that the effectiveness of assistance provided could be monitored as the Transforming Neighbourhood Services programme developed.

AGREED:
1) That the undertaking of the Transforming Neighbourhood Services programme in stages be welcomed;

2) That the Head of Neighbourhood Services be asked to provide Members with any additional information available to that provided in Appendix 1 to the report on the Council's Community Asset Transfer policy, in particular on the criteria used against which an organisation's suitability for Community Asset Transfer is considered and, if available, information on any criteria used by the Locality organisation;

3) That the Director of Neighbourhood and Environmental Services be asked to report to the Commission on the success, or otherwise, of the key fob system used to provide access to some community buildings;

4) That representatives of some groups who have taken on leases for community buildings be invited to advise the Commission of the success, or otherwise, of Community Asset Transfers; and

5) That the Director of Neighbourhood and Environmental Services and the Head of Neighbourhood Services be asked to consider the comments recorded above when considering future Community Asset Transfers.

70. PUBLIC SPACES PROTECTION ORDER (NEW PSYCHOACTIVE SUBSTANCES & STREET DRINKING)

The Director of Neighbourhood and Environmental Services submitted a report providing details of the work undertaken to date to consider establishing a city-wide Public Spaces Protection Order (PSPO) around new psychoactive substances ("legal highs"). Information on plans to consult residents and communities on the continuation of the current street drinking PSPO also was included in the report.

The Head of Community Safety explained that:

- The Commission was being asked to comment on these PSPOs as part of the consultation process for each of them;

- The street drinking PSPO gave Police powers to ask people not to drink in the street, or to take substances away from, or arrest, people who did not comply;

- Both PSPOs would be valid for three years. The previous street drinking PSPO was due to expire in December 2017, so consultation currently was being held on whether it should be renewed;

- During its operation, the Police had monitored the operation of the street drinking PSPO and wanted it to continue as, although there had been a 24% decrease in street drinking within the inner ring road area, more use could be made of the order;

- Currently it was not illegal to take new psychoactive substances (NPSs), but the Council wanted to avoid anti-social behaviour associated with their use;

- 86% of respondents to consultation on introducing a NPS PSPO were in favour of a city-wide order being introduced; and

- Consultation on introducing a NPS PSPO also had shown that many people were not aware of what NPSs were, so it was hoped that ways could be found to raise awareness.

The Commission welcomed the proposals and made the following comments:

o Licensing officers and Committee members already worked closely with the Police on maintaining the Cumulative Impact Zone and controlling the strength of alcoholic drinks being sold;

o The Police were not always present when anti-social behaviour by street drinkers occurred, so could be unaware of the full extent of it;

Reply from the Head of Community Safety:
If the Police identified drinkers who it was felt were not behaving anti-socially at the time they were observed, but could do so later, under the PSPO the Police could take the alcohol from those drinkers to avoid anti-social behaviour arising.

o Some shops sold alcohol outside of their licensed hours, which could exacerbate anti-social behaviour problems;

o Large groups of people drinking could feel intimidating to other members of the public;

o Evidence was available of large groups of drinkers gathering on some of the city's outer estates and in parks. Was there also evidence of anti-social behaviour by these groups?; and

o NPSs appeared to be taken by individuals, rather than groups, who often were found in distress, rather than behaving anti-socially.

Reply from the Head of Community Safety:
Wrappers from NPSs caused litter problems in some areas and reports were received of people screaming and shouting when using NPSs.

The Head of Community Safety advised the Commission that, as part of the consultation on the street drinking PSPO, respondents had been asked where they felt notices advising of the PSPO should be placed. The same question was being asked as part of the consultation on the NPS PSPO, along with a question on whether the NPS PSPO signs should be placed with those relating to the street drinking PSPO. Consideration currently was being given to the most appropriate locations and it was suggested that it would be most effective if the NPS PSPO signs were placed in "hot spots".

The Head of Community Safety and the Director of Neighbourhood and Environmental Services also noted that:

- Some people believed that the PSPO imposed a ban on street drinking and the taking of NPSs in the street. A lot of work had been needed to explain

that this was not the case;

- Although the Council had to make the PSPO, it was enforced by the Police. However, recent reductions in Police numbers limited the amount of time available for this;

- The Council had commissioned help and outreach services for street drinkers and NPS users through Turning Point. Contact details for this organisation would be included in the Frequently Asked Questions produced in relation to the PSPOs;

- Some people who drank or took substances could harm themselves to the extent they needed medical assistance. This could result in them becoming regular visitors to hospital accident and emergency departments;

- The PSPOs were city-wide orders, but as people tended to congregate in parks and open spaces to drink or take NPSs, this was where most enforcement was undertaken. Spare signs about the orders were available and could be put up in "hot spots" when needed;

- When a "hot spot" was identified, a multi-agency action plan was drawn up on how to address the problems specific to that area. However, it was recognised that removing a problem in one area could be achieved by causing it to move on to somewhere else; and

- Street drinking tended not to be an issue on its own. For example, it often was associated with reports of criminal damage.

AGREED:
1) That the report be noted;

2) That Members be invited to pass concerns about shops selling alcohol outside of their licensed hours to the Director of Neighbourhood and Environmental Services for investigation; and

3) That the Head of Community Safety be asked to provide Members with details of the local demographics of users of new psychoactive substances in the city.

Agenda item 10, "Citywide Voluntary and Community Sector Support" and agenda item 11, "Response to the Leicester Advice Sector: A Report Outlining the Risk and Demands in the City" were taken in the reverse order to that set out in the agenda

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

The Director of Finance submitted a report responding to the issues raised in the annual Social Welfare Advice Partnership (SWAP) Report.

The Revenues and Benefits Manager introduced the report, reminding Members that this was a retrospective review, relating to 2015/16. The report had been due in July 2016, but had been delayed due to cumulative delays to annual reports in other years as the SWAP developed its strategies and built its partnership.

The government's welfare reforms had imposed a re-assessment programme to ensure that people claiming Employment and Support Allowance were eligible to receive it. During 2015/16, SWAP campaigned/lobbied members of parliament and Department for Work and Pensions (DWP) contract managers to ensure that the DWP's third party provider of these assessments was offering access to their specified premises. Previously, there had been no disabled access to the premises that disabled city residents were required to attend for their assessments, but they had been sanctioned for not attending. Home visits now were offered, which had reduced the number of interventions needed by the SWA or Welfare Rights officers.

It was noted that the government's programme to replace the Disability Living Allowance (DLA) with Personal Independence Payments (PIP) was expected to be concluded by 2018. SWAP had monitored this, providing a statistical basis in the city to inform policy decisions and showing that the transition from DLA to PIP was the main cause of the high volume of Tier 3 appeals work they had experienced.

The Revenues and Benefits Manager reminded Members that Universal Credit had been introduced in Leicester on 25 January 2016 for single claimants who were in receipt of Jobseekers Allowance (JSA) (income-based). Details of those impacted by this were included in the report.

The Chair welcomed Richard Evans, (Chief Executive of Citizens Advice LeicesterShire), and Emily Foskett, (Advice Session Supervisor, Citizens Advice LeicesterShire), to the meeting and, in accordance with Procedure Rule 8(2) of Part 4E of the Council's Constitution, (Scrutiny Procedure Rules), invited them to address the Commission.

Richard Evans addressed the Commission, explaining that Citizens Advice Leicestershire was part of the SWAP. The partnership had been established in 2013 and all groups and organisations providing social welfare advice across the city were able to join. As a result, it was a diverse and developing partnership, signposting and promoting services in the city, as well as providing guidance, acting as a pressure group, providing joint communications activity (including a guide to SWA in the city), and monitoring all major statistics of concern.

He then made the following comments:

- Leicester had a higher level of indebtedness than the national average;

- Case studies were collated from the work being undertaken by the Partnership. Some cases were very complex and outcomes could change significantly on appeal;

- The SWAP had drafted a strategic action plan for the next five years. An important element of this was the desire to maintain face-to-face contact with clients, despite moves to channel shift to electronic means of communication; and

- Monitoring of the SWAP's work would continue, to enable it to continue to demonstrate the impact of its services.

The Assistant City Mayor for Jobs and Skills stressed the importance of the SWAP's work in bringing users together. The Council's report showed how it had responded to the issues raised by the SWAP. This was particularly important following the removal of the national "safety net" for those on benefits, as these people now were dependent on what local authorities could provide.

She also noted that, although the number of sanctions had reduced, it was still of concern, especially for disabled people. This could have the result of leading claimants to accumulate debt, which then affected their everyday lives. Without the assistance of the SWAP, fewer appeals against these sanctions would be won.

The Assistant City Mayor thanked the SWAP for its work and welcomed its report.

The Commission noted that anecdotal evidence suggested that other organisations in the city also were working with a high number of people who were in financial difficulty due to the government's recent Welfare Reforms.

Members questioned why the number of successful appeals was so high. In reply, Mr Evans explained that this was due to poor decision-making by either third party suppliers to the DWP or the DWP's assessors. Additionally, the Department for Work and Pensions previously had often not sent a presenting officer to appeal hearings. However, the DWP now was investing in resources to enable it to be represented at these hearings.

It was noted that the indices of deprivation had last been updated in 2016. In Leicester, these generally showed that Council estates' areas mirrored the highest levels of deprivation, so work was being done to provide advice in those communities through the Social Welfare Advice outreach contract.

A major problem for some people was how they could cope financially while their case was going through the appeal process. Discretionary funding "safety

nets" within the Council, such as the Community Support Grant crisis element, enabled emergency food and utilities to be provided to those who were most vulnerable, so were being used to address such issues. However, this continued to put pressure on Council resources, especially as the time being taken for appeals to be processed had increased, so the length of time for which people needed this support also was increasing. Policies therefore were being considered carefully, to ensure they continued to relate to what was happening in the community.

Ms Foskett confirmed that the number of Disability Living Allowance applications had reduced significantly over the last year, although the number of recipients had not reduced significantly.

In addition, applications for JSA had reduced by over half in the same period. This reflected a reduction in the number of unemployed people registered in the city from approximately 8,000 in April 2015 approximately 3,500 in December 2016. This was the greatest improvement in the Leicestershire and Northamptonshire DWP District and showed that the city's economy was improving.

It was noted that the SWAP hoped to have its 2016/17 report available for the Commission to scrutinise in July 2017.

On behalf of the Commission, the Chair thanked the SWAP for its work.

AGREED:
1) That the report be noted and the way in which the Social Welfare Advice Partnership is establishing itself be welcomed;

2) That the Social Welfare Advice Partnership's 2016/17 Annual Report be submitted to this Commission in July 2017; and

3) That the Scrutiny Policy Officer be asked to amend the Commission's Work Programme to reflect 2) above.

72. ADJOURNMENT OF MEETING

The meeting adjourned at 7.25 pm and reconvened at 7.30 pm

73. CITYWIDE VOLUNTARY AND COMMUNITY SECTOR SUPPORT

The Director of Delivery, Communications and Political Governance submitted a report providing an update on the arrangements for citywide support to the voluntary and community sector (VCS).

The Head of the City Mayor's Office introduced the report, explaining that the current three year agreement with Voluntary Action LeicesterShire (VAL) to provide support services to the VCS in the city would end in September 2017.

Consideration therefore needed to be given to what support the market required for the future and how this should be structured.

In addition, the current co-funders, the Office of the Police and Crime Commissioner and the Leicester City Clinical Commissioning Group, were being consulted on whether they wished to assist with the funding of any support provided in the future.

The Voluntary and Community Sector Engagement Manager gave a presentation on the review, a copy of which is attached at the end of these minutes for information. During this, he drew particular attention to the following points:

- At present, responses were fairly evenly distributed across the three different response methods;

- In an earlier review, the VCS had identified the support of collaboration as very important and wanted the Council to sustain this. The commissioning of VCS support services at that time accommodated this, but it did not appear to have been used much;

- The traditional roles of volunteers and volunteering were still very important;

- The consultation was not an inquiry in to VAL's performance under the current agreement, but asked the respondents how they valued the services and whether they had been beneficial to them. VAL was not referred to anywhere in the survey;

- Individuals responding to the consultation were not asked to identify themselves. Those responding on behalf of an organisation were invited to say which organisation they were from, which some had done; and

- To date, 79 responses had been received, which was considered to be good. Although a large number of groups were eligible to respond, they were very diffuse and it could be difficult to get them to engage with things such as the consultation.

Members noted that the Council's Libraries service maintained a list of volunteers, to which organisations had free access. The Head of the City Mayor's Office confirmed that volunteering was an area in which new approaches could be tried, such as using social media platforms to attract volunteers.

Some concern was expressed that VAL had not evolved to meet the current needs of the VCS and so did not fully appreciate the problems faced by VCS organisations. It also was felt that VAL could be hard to engage with, particularly as they did not appear to be active within the community.

It was noted that Council officers worked with a wide variety of VCS groups and organisations, many of which worked in areas that related to specific Council service areas. A list of these groups was compiled for the Service Analysis team, to assist with contract and performance monitoring, but the groups were not managed centrally and contacts were not yet available for all of them.

VAL had included notification of the availability of the consultation in the regular briefing that it circulated to organisations on its database. Some concern was expressed that this could result in contact only being made with long-established groups and miss newer, possibly "grass roots", groups and organisations who did not use VAL's services.

Members were assured that the briefing circulated by VAL was only one of the ways in which contact was maintained with groups and organisations. For example, details of all groups contacting the Council were kept, as it was known that various groups did not have contact with VAL for various reasons.

The Commission noted that the situation had changed for many VCS groups and organisations over recent years, as many now had to spend a lot of time sourcing finance and following processes, such as training and paperwork. This review of the support given to such groups and organisations provided an opportunity to manage the perceived cultural change in their relationship with VAL, by ensuring that any future services commissioned through VAL reflected this cultural change.

Councillor Dr Chowdhury reminded Members of the interest he had declared in this item. (See minute 63, "Declarations of Interest", above)

AGREED:
       1) That the Director of Delivery, Communications and Political Governance be requested to:

          a) Ask Members and service directors to promote the consultation on arrangements for city-wide support for the voluntary and community sector with the groups they are aware of, the link to the on-line consultation to be included in this request; and

          b) Invite groups and organisations who may not be in contact with Voluntary Action LeicesterShire, but could usefully contribute, to participate in the consultation on arrangements for city-wide support for the voluntary and community sector;

       2) That, in view of 1) above, the Director of Delivery, Communications and Political Governance be asked to extend the deadline for the consultation on future support arrangements for the voluntary and community sector in the city by at least one week; and

3) That a further report on support arrangements for the voluntary and community sector in the city be submitted to this Commission at a time to be agreed between the Chair, Vice-Chair and Director of Delivery, Communications and Political Governance.

74. GENERAL FUND REVENUE BUDGET 2017/18 TO 2019/20

The Director of Finance submitted a report setting out the City Mayor's proposed budget for 2017/18 to 2019/20.

The Director of Neighbourhood and Environmental Services introduced the report, explaining that the report did not contain a lot of detail, as this was scrutinised through the various spending reviews being undertaken in service areas. The Commission noted this, but expressed some disappointment that it was not included in the report, as this would have facilitated consideration of issues such as alternative ways of releasing funds.

The Commission welcomed the increase in managed reserves, but felt that it would have been useful to know which service areas had made the savings discussed in the report.

It was noted that the report made reference to anticipated financial difficulties in coming years, but did not contain information on the approach that would be taken to these challenges, (for example, what would be prioritised). This was felt to be an omission, as it made it difficult to comment on the proposed budget.

AGREED:
1) That the report be noted; and

2) That the Overview Select Committee be asked to take account of the comments made by this Commission in its consideration of the General Fund revenue budget for 2017/18 to 2019/20, particularly noting the Commission's disappointment at the lack of detail contained in the report.

75. SPENDING REVIEWS

The Commission received an update on spending reviews affecting services within this Commission's portfolio and not considered elsewhere on the agenda.

Members were reminded that this was the first time the information had been submitted in this format, which it was hoped would evolve to incorporate information that Members felt would be useful to them.

AGREED:
That the report be received and welcomed.

76. WORK PROGRAMME

NOTED:

1) That future reports on food safety regulation will be submitted to this Commission approximately one month before they are considered by the full Council;

2) That it is hoped that a report on procurement options for social welfare advice can be considered at the meeting of this Commission scheduled for 22 March 2017, but as some work remains to be done on this report, it may need to be deferred; and

3) That the Chair will contact all Commission members by e-mail regarding arrangements for the Task Group undertaking the review "Getting the best out of our services in neighbourhoods".

77. CLOSE OF MEETING

The meeting closed at 8.23 pm

54. TRANSFORMING NEIGHBOURHOOD SERVICES - NORTH EAST

…..

The Chair commented that people had been concerned *that the charging system was complex and applied inconsistently. Although the system had been simplified, the more straightforward system was not being applied uniformly across the city. Members therefore asked that this situation be reviewed and a consistent approach adopted.* ~~The Chair commented that people had been concerned about increased charges and in 2013, when TNS had been previously considered at Scrutiny, the Commission had requested a simplified system. The Head of Neighbourhood Services responded that the council had not increased charges last year, but they had been simplified.~~

RECOMMENDED:

1) Officers are asked to continue to talk to user groups to find a workable solution in respect of the Lunch Club held in the Belgrave Neighbourhood Centre, as it is clear that the club provided benefit for people in the community.

2) In respect of youth services, the Commission has concerns about putting groups of a very different demography alongside each other and request that consideration be given to making separate access or entrances available.

3) ~~The~~ *That the Chair write to the City Mayor, asking him to advise the Executive of the* Commission*'s regret* ~~express concerns~~ that the Youth Services Review is *not being undertaken* ~~separate to~~ *concurrently with* the Transforming Neighbourhood Services Programme, *as not doing so could be a lost opportunity to invest in properties to make them more suitable for joint access and use by differing groups* ~~and suggest that in future, those reviews are held at the same time~~.

4) That the Director of Neighbourhood and Environmental Services be asked to:

a) *Reconsider whether certain spaces within community buildings can be made available free of charge for small groups or individuals for informal meetings by identifying them as "shared space". This could include facilities such as café areas; and* ~~The concept of shared space, such as café areas, in community and neighbourhood centres be re-visited, to ensure that members of the community have some affordable and easy access~~

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b) *Review the application of the charging system for the hire of Council-owned community premises, to ensure that the system is being applied uniformly across the city.*

VCS Support Services Review

VCS Support Services Review: online survey

- Citizen Space online consultation.
- Started 18 Nov 2016; ends 3 Feb 2017.
- Respondents complete online survey in one of three ways (following "skip logic" path):
  - On behalf of local VCS group or organisation
  - As someone who uses services provided locally by VCS.
  - As a member of public interested in how LCC supports VCS
- Each set of questions appropriate for respondent, obtaining different kinds of information.
- 79 respondents to date.

VCS Support Services:
current provision

- LCC commissions services to support Voluntary and Community Sector (VCS) groups and organisations in city.
- Contracts in place for three services:
  - Supporting collaboration and guaranteeing collective voice for city's VCS.
  - Providing infrastructure support to city VCS.
  - Supporting volunteers and volunteering in city.
- Non-statutory, discretionary provision.
- Current cost: £276,00 p.a.
- Includes support from Clinical Commissioning Group (CCG) and Office of Police and Crime Commissioner (OPCC).

Supporting collaboration;
guaranteeing collective voice

1. Discussing matters of common concern among VCS groups, organisations and service users.
2. Promoting collaboration and partnership working among city VCS.
3. Supporting a collective voice for city's VCS.
4. Maintaining dialogue among VCS re issues important to Sector.
5. Looking at ways to become more sustainable (e.g. opportunities to leverage external funding).
6. Sharing and making sense of data and information with LCC (esp. re LCC policy and service development affecting VCS).
7. Disseminating news and information from LCC (esp. re policy and service development affecting local VCS).
8. Advice, assistance and support to help city's VCS groups and organisations become more self-sufficient and sustainable.

Providing infrastructure support

1. Information about setting up and running a VCS group or organisation.
2. Developing funding applications.
3. Sharing good practice in effective governance.
4. Sharing good practice in financial management.
5. Sharing information about funding opportunities.
6. Training in marketing and communications.
7. Providing tailored support to address concerns voiced by VCS.
8. Advice re changing operational working arrangements to help city's VCS meet current challenges.
9. Supporting VCS to reach potential clients or service users considered "underserved", "difficult to reach" or "hard to engage".
10. Giving information, advice and support about changes to national legislation and local policies and practices affecting VCS.

Supporting volunteers & volunteering

1. Recruiting and retaining volunteers.
2. Marketing volunteering opportunities.
3. Sharing good practice regarding volunteering.
4. Training volunteers and managers of volunteers.
5. Support to develop volunteering opportunities.
6. Recruiting and assisting volunteers to serve as board members, directors and/or trustees.

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Report to Scrutiny Commission

Neighbourhood Services & Community Involvement

Date of Commission meeting: 22 March 2017

Channel shift programme update

Report of the Director of Delivery, Communications and Political Governance

23

Useful Information:
- Ward(s) affected: All
- Report author: Miranda Cannon, Director DCPG
- Author contact details miranda.cannon@leicester.gov.uk

1. Summary

The purpose of this report is to update the Neighbourhood Services and Community Involvement Scrutiny Commission on the channel shift programme covering specifically:

- Background and context for the programme
- Future programme management and delivery
- Progress in relation to customer relationship management (CRM) system
- Self-service offer in neighbourhoods
- Channel shift across the Council

2. Recommendation(s) to scrutiny

The Neighbourhood Services and Community Involvement Scrutiny Commission are asked to review and comment on the report and to identify any issues arising from the work of the Task Group which may be appropriate for consideration as part of the channel shift programme.

3. Main report

3.1 Background and context

As previously outlined the vision for customer access is a one council approach 'One Council, One contact' delivered through :

- One Contact Centre and digital self service locations
- One golden contact number
- One customer (service) website portal

In April 2016 the Executive approved the investment of £2m from the Corporate Resources and Support Department reserve to fund capital investment for five years and a dedicated resource to deliver a channel shift programme.

The aim of the programme is to achieve cost reductions in overall customer contact, to focus on achieving on-line as the default and preferred channel of choice for our customers, and improving customer experience.

Objectives are:

- to put in place the right underpinning technology (customer relationship management (CRM) system);
- streamline customer contact routes into a single face to face location at Granby Street supported by self-service facilities in localities;
- introduce a single phone number by triaging all Council customer contact (numbers) through the contact centre;
- for all transactions to be on-line as soon as possible and hosted under one umbrella site - MyAccount.
- underpinning all on-line contact should be end to end processes which are automated and linked with back office systems.

The channel shift programme is a work-stream within the wider Using Buildings Better programme. The reason for this being that it will help us in achieving a consolidation of physical customer access points by enabling customers to transact with us efficiently and effectively on-line and via self-serve facilities at multi-service centres.

3.2 Future programme management and delivery

Caroline Jackson has stepped down from managing the programme due to the wider demands of her day to day head of service role. There are two senior project managers (Sarah Moore and Tom Shardlow) who are reporting for an interim period to Director of Delivery Communications and Political Governance. The intention is to seek an experienced Programme Manager who going forward can manage and drive the programme forward. There is a team of Business Analysts and Project Officers in place reporting to Sarah and Tom for delivery of the programme.

This is an appropriate time to take stock of the programme. The focus to date has been on procuring and implementing the underpinning technology, namely the customer relationship management (CRM) system (see section 3.3), consolidating face to face customer services and establishing appropriate self-service facilities for customers at Granby Street and out in localities (see section 3.4) and there has been work on specific channel shift projects (see section 3.5) but more as opportunities present rather than as part of a wider planned programme.

In order to take stock and establish future priorities and a clear programme of work for the next two years, there is a need to capture as fully as possible customer contact outside of Customer Services. Currently the data that is held about customer contact centrally, relates to those services where contact is managed via Customer Services including the customer service centre at Granby Street, via MyAccount and by the Customer Services Line. There is still a significant amount of customer contact outside of this which needs to be captured in terms of the focus going forward. Work is therefore underway to capture this and to establish the future programme which will be reported to scrutiny as it develops.

It is critical we give momentum and drive to shifting activity on-line in order to both support realisation and savings and because we are generally behind many other Councils in our ability to offer a comprehensive and efficient on-line offer to our customers.

3.3 Progress in relation to the Customer relationship management (CRM) system

In support of the channel shift agenda, the authority procured and implemented a new customer relationship management (CRM) system.

The Council's new CRM system went live on 2nd March 2016. The system is much more advanced than the previous system and has a number of areas of functionality. In particular the first two key features to be delivered were the Achieve Service which is the internal module of the CRM system used by Customer Services staff to log customer contact requests, and the MyAccount platform. This is the self-service platform of the CRM product for customers to interact with the Council which went live in October 2016. The portal is accessible at **leicester.gov.uk/myaccount** or through the link on the corporate homepage of the Council website.

The very limited functionality of the previous Belfast CRM system mean that there is very little data to inform comparisons between the old and new system in terms of contact and transaction volumes. Going forward we will be better able to track and report on trends over time in the type and nature of customer contact which will support an assessment of the impact we are having in terms of channel shift.

Achieve Service (internal CRM platform):
- Achieve Service went live on **02/03/2016**. **110,916** transactions have been made using the **102** forms that cover **19** of the council's service areas.

- Nearly **80%** of contact has been made through the Customer Service Line (CSL), or **103,373** transactions.

- Waste Management is the most popular service enquired about, with **60,915** enquiries made during the reporting period.
  Reporting period (02/03/2016 – 28/02/2017)

My Account (Self):
- My Account went live on **4/10/2016** and currently (as at 07/03/17) has **10,125** registered users.

- During this initial period it was soft launched without a formal marketing campaign. A more formal marketing campaign for MyAccount commenced on 28 February.

- Customers can engage with **15** of the council's service areas using the **48** forms that are available. **18,669** transactions have been made so-far through the My Account platform.

- Customers are invited to provide feedback on the form that they have submitted. Feedback is measured in "stars" (1 – 5 stars). The average rating given by customers on My Account is **4 out of 5** stars (**3.79**). Customers often compliment My Account on its convenience and ease of use.

- Currently, 40 out of 48 transactions that can be completed through My Account are submitted directly to the business area, without the need for human

intervention. This accounted for 3,526 out of 18,669 transactions made, or 19% overall – previously, this contact would have been handled via Customer Services. The 8 areas that are not integrated are as follows and we are working on the high volume areas particularly orange bags and housing:

o   Request a bulky waste collection
o   Request or report a problem with orange bags
o   Request a new housing repair
o   Report a problem with your bins
o   Make a general enquiry
o   Report a missed collection
o   Request an update on an outstanding repair
o   FAQ - Help using My Account

The Top Five Transactions Made on My Account

Form Name	Number of Submissions
Request or report a problem with orange bags	6046
Request a bulky waste collection	5990
Request a new housing repair	1059
Report a problem with your bins	678
Request an appointment to register a birth	636

Reporting period (04/10/2016 – 28/02/2017)

•   Transactions that are high in volume and considered 'simple' should be channel shifted when given the opportunity. We have already seen significant channel shift since go live (04/10/2016 – 28/02/2017).

Channel Shift for High Volume Transactions

Form Name	Number of Calls Received	Number of requests made through My Account	% of transactions made through My Account
Request or report a problem with orange bags	694	6046	90%
Report a problem with your bins	1060	678	39%
Request a bulky waste collection	9883	5990	38%

** Data extracted for the period 04/10/2016 – 28/02/2017

•   Should customers not wish to register and create an account, there is an option to continue without an account and have access to the forms available in My Account and continue their transaction in that manner.

•   Services that have had eforms created on the Achieve Service and MyAccount platform are listed in Appendix 1.

Within MyAccount the forms are designed to be intuitive to use and adapt as they are completed, only asking questions that are relevant to that enquiry. When the customer submits their enquiry they are sent an acknowledgement email and the enquiry is sent as directly as possible to the relevant business area. In addition to service requests, customers may also make comments, compliments and complaints using the "My feedback" feature.

For the user, the benefits of using My Account are:
- The ability to access council services 24 hours a day, seven days a week.
- No waiting in queues.
- Easy to use, intuitive processes.
- Instant email confirmation including a unique reference number.
- Ability to see account history and requests made.

For the Council, the benefits of My Account are:
- Reduced operational costs.
- Solid reporting ability.
- Useful customer insight.
- Holistic view of customer contact.
- Rationalisation of back office information storage, back office databases and processes.

A user group consisting of service users, corporate service users and partner organisations has been set up to help evaluate ease of use, appropriate language, etc. of new products both on-line and other forms of communication. This group tested the MyAccount offer prior to 'go live', their feedback was very positive and their involvement is continuing in the channel shift programme.

3.4 Face to face and self-service

For the majority of our customers it is anticipated that they will self-serve on-line using their own mobile devices or computers, either on the move or in their own home. The Council has implemented free Wi-Fi access across the city centre and there is also free wi-fi available in our Libraries for registered library users, in our Leisure Centres and at the Customer Service Centre in Granby Street.

In addition there are public computers within Libraries which are connected to the internet. There are also dedicated self-service computers/customer service kiosks at Granby Street, Pork Pie Library and Community Centre, St Matthews Centre, New Parks Library and Beaumont Leys Library and they will be installed at Belgrave Library and Hamilton Library as part of the TNS North East implementation. These are specifically for undertaking on-line transactions. In addition these locations have Customer Service free phones. Suitable options for the remaining area of the city will be considered as part of the current Transforming Neighbourhood Services work in East/Central.

In relation to payment transactions, customers can make a range of payments on-line including via My Account. There are also other ways in which customers may self-serve for payments as follows:

- Self-serve payment kiosks are located at Granby Street Customer Services Centre and are being rolled out to the multi-service centres in conjunction with the TNS programme.

- Automated telephone payments can be made 24 hours a day, 7 days a week for council tax, business rates , housing (or garage) rents, customer accounts invoices, bus lane enforcement penalty charge notices, benefits overpayments
- Pay via Pingit which is a mobile app which has been recently introduced and which we are working on promoting as another payment option.

For a range of transactions our customers are required to bring in Work is currently underway to develop simple self-scanning facilities at the Customer Service Centre and for roll out to the self-service facilities out in localities, along the lines of a simple tablet device as follows:

3.5 Channel shift across the Council

As noted earlier a number of channel shift projects have been, and are being undertaken. However now that the fundamental building blocks of CRM and self-service are in place, this work now needs to move to a formal programme with real momentum and drive. In particular the focus cannot just be about putting the transaction on-line but the process that follows on from that initial customer contact needs to be automated wherever possible and linked to the relevant back office systems if we are to be efficient and realise savings.

The projects completed to date include:

- Payments on-line

- School admissions

- Appointments for registering births appointments

- Bereavement services

- Initial hard stops in telephony for areas such as pest control and parking fines and also to most payments

- Adult Social Care calls out of hours – migration from third party supplier

The current live projects are:

- Bus passes on-line

- Adult Social Care (ASC) telephony

- Information governance (eg FOI requests, subject access requests)

- Housing options

- Housing repairs online

- Housing rents in MyAccount

- Orange bag & wheeled bin requests integration with Biffa's systems

- Automated processing of council tax changes

- Taxi licensing on-line including online testing

- Telephony 'hard stops'

3.6 Next steps

The next steps as indicated are to capture a wider picture of customer contact and to develop a clearly prioritised programme of work for the next two years for agreement by the Executive. The target is to do this by May. The programme can also be shared with Scrutiny once prepared.

4. Financial, legal and other implications

4.1 Financial implications

The aim of the channel shift programme is to achieve cost reductions in overall customer contact, to focus on achieving on-line as the default and preferred channel of choice for our customers, and improving customer experience.

Colin Sharpe, Head of Finance (37 4081)

4.2 Legal implications

There are no implications arising directly from the recommendations of this report. It is noted that legal services are instructed and involved in individual projects as they evolve in order to advise on any service/goods contract termination or procurement and to provide any advice on related issues such as best value guidance and consultation.

Emma Horton, Head of Law (Commercial, Property & Planning) (37 1426)

4.3. Climate Change implications

To the extent that it reduces unnecessary customer car and bus trips to the Contact Centre or other facilities, Channel Shift will reduce city-wide carbon emissions from transport. Transport accounts for just over 20% of the total. The intended shift of contacts/transactions which are already on-line to a more/fully automated system is likely to have only limited carbon reduction implications. It might contribute to further reductions in the Council's own carbon footprint if automation leads to fewer staff required – and a resulting reduction in office accommodation

Duncan Bell, Senior Environmental Consultant (37 2294)

4.4 Equality Implications

The aim of the programme is to enable customers to transact with the council more efficiently and effectively online and via self service facilities at multi service centres. The on-line services provide an extra channel for customers to make an enquiry at a time and place that suits them. It will be easier for some disabled people who already have access to computers and specialist assistive technologies to access our services via the internet, It can give them the independence to pay their own bills and find information. There is also an opportunity to improve internet use for people who are currently digitally excluded.

The main issues that will need to be continually addressed through the lifespan of the Channel Shift (and Customer Access) transformation programme/project are the potential barriers people with the protected characteristics of age, disability and race may have/experience in accessing council information online either at home or at a customer service centre: availability of assistive technology that enables disabled people to understand this information; support that enables people with poor English language skills to understand this information – either because of literacy levels or because they do not read or speak English; or support for those who are not confident in using or do not have ready access to online technology.

The above equalities implications for each new initiative should be considered afresh to ensure that maximum access is afforded to all potential service users who would benefit from these channel shift actions.

Surinder Singh, Equalities Officer (37 4148)

5.   Background information and other papers:

None

6.   Summary of appendices:

Appendix 1 – Forms on the CRM Achieve Service and on MyAccount

CUSTOMER CONTACT TRANSFORMATION TEAM:
EFORMS WITHIN ACHIEVE SERVICE & EFORMS ON MYACCOUNT

1.   Achieve Service

Internal CRM system used by Customer Services staff to log customer contact requests

Service	Reason	Type
Achieve Service Feedback	Feedback	Feedback on existing forms
Complaints	Complaints, compliments and comments	Complaints Complaints follow up Compliments and comments
CS Form Request	Forms request	Request form
Culture and Leisure	Other Festivals and events Libraries Museums and galleries Sports and leisure	Other enquiry Festivals and events enquiry form Libraries enquiry form Museums and galleries enquiry form Sports services enquiry form
Education	Education School admissions	Enquiry form Change details of record Submission of proofs Other
Environment	Parks, trees and open spaces Cleansing services City Wardens Highways	Parks, trees and open spaces Illegal dumping Lost cat Dead animals Fly posting and graffiti Street cleaning Abandoned vehicles Public conveniences Road traffic accidents Other RADAR key FPN enquiry Bins on street Other Skips and scaffolding Road, bridge or footpath Drainage Winter or weather related issue Benches, bollards or street name plates A dropped kerb

		Highway obstruction
		Other
	Gypsies and travellers	Enquiry form
	Street lighting	Illuminated bollards
		Road-side guard rails
		Road-side traffic signs
		Street light
		Street lighting other
	Uniform services requests	Enquiry form
General enquiry	General	General enquiry form
Health and social care	Social care	Enquiry form
Housing	Housing Options	Allocations/accommodations offers
		Former tenant rent arrears check
		Homelessness
		Housing application
	TARS	Enquiry form
Information governance	Information governance	Data protection request
		CCTV footage request
		Other
		Freedom of information request
Licensing	Licensing act	Licensing act enquiry form
	Other	Licensing general enquiry form
	Other licences	Miscellaneous licence enquiry form
	Skips, scaffolding and scrap	Skips/scaffolding and scrap metal licence
	Taxi licensing	Taxi licensing enquiry form
Parking, bus passes, blue badge	Blue badge	Blue badge application (CSC only)
		Misuse
		Other
	Bus lane enforcement	PCN
	Concessionary travel	New bus pass
		Other
		Replacement bus pass
		Under 16 compulsory education pass
	Parking	Change parking permit circumstances
		Penalty charge notice enquiry form
		Parking permit enquiry form
		Report illegal parking
Planning and building control	Building control	Building control application
		Report contravention, dangerous build
		Other
	Planning	Application
		Other
		Report or object
Registration services	Book an appointment	Enquiry form
	Other	Enquiry form
	Request copy certificate	Request copy certificate
Revenues and benefits	Revenues and benefits	Enquiry form
Universal credit	Universal credit	IT support referral
Voting and democracy	Electoral services	Notification of leaving
		Other
		Request certificate
		Submission of proofs
Traffic management, transport strategy	Traffic management, transport strategy	Advisory disabled persons parking place
		Traffic regulation orders
		Utility works

		Traffic signal maintenance Road markings Bus shelters Other
Waste management	Bulk collection Help with collections Biffa complaint Furniture bank Garden waste Missed collections Orange bags Other New additional or replacement bin	Enquiry form Enquiry form Enquiry form Enquiry form Enquiry form Enquiry form Enquiry form Enquiry form Enquiry form

2.   My Account

This is the online MyAccount product, customers complete these forms themselves
_____

Service	Sub service	Form name
Council housing	Housing Repairs Housing Options	Request an update on an outstanding repair Report a new repair Report a problem with a completed repair Tell us if you have changed address I would like to add my partner to my application Report a change of circumstances Notice to terminate a garage or parking space licence
Waste and recycling		Request a bulky waste collection Make a complaint, comment or compliment, about the waste collection staff or service Report a missed collection Report a problem with your bins Request help with your weekly waste collection Request orange bags Report bins left out on streets
Street cleaning and fly-tipping		Report fly-tipping or illegal waste dumping Report dead animals Report an abandoned vehicle Report fly-posting or graffiti Report unpermitted skips and scaffolding Request street cleaning
Roads, highways and pavements		Report something blocking a road Report a problem with a road, footpath, verge or bridge Report a problem with benches, bollards or street name plates Report a problem with flooding, or a blocked drain or gully Enquire about road markings Enquire about a dropped kerb Report a problem with gritting, grit bins or any other

		winter road issue
		Report a problem with a street light
Food safety		Application form for the registration of a food business establishment
		Report a possible food related illness
		Report a problem with food or a food establishment
Planning and licensing	Planning	Comment on a planning application
		Pre-planning enquiry – Do I need planning permission?
		Report a planning contravention
	Licensing	Apply for a skip licence or its renewal
		Apply for a scaffolding licence or its renewal
		Apply for a taxi operator licence
		Apply for a street trading licence
		Apply for a pavement café licence
Parks, trees and open spaces		Enquire about allotments
		Report a problem with grass or shrubs on public land
		Report a problem with a park
		Report a problem with a play area
		Report a problem with public toilets
		Trees and woodlands
Birth registration appointments		Birth registration appointments
Noise and pollution		Noise and pollution
Parking and blue badges		Report a blue badge misuse
		Report illegal parking
General enquiry		General enquiry
Council tax and housing benefits		Apply for discretionary housing payment and local council tax relief
Request for public or personal information		Request for public or personal information
Dogs and pest control		Request pest control treatment
		Request dogs control intervention

Community Involvement update report

Report to: Neighbourhood Services and Community Involvement Scrutiny Commission

Assistant Mayor: Cllr Kirk Master

Lead director: John Leach

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1. Purpose of report

1.1 This report seeks to outline the services and activities which have been involved in the delivery of community engagement over the past decade. The report also outlines the current support for community engagement particularly with regard to the Neighbourhood Services section.

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2. Summary

2.1 There is long history of community engagement work through a wide range of council services. Earlier initiatives were delivered through the housing department with national funding.

2.2 A range of council services deliver community engagement activities.

2.3 Within Neighbourhood Services Ward Community and Engagement Officers support ward councillors to deliver ward events and to assess and administrate ward funding. The team supports community groups to engage and develop and supports ward councillors on ward based issues.

2.4 Neighbourhood Services also undertakes community engagement activity through a network of community centres and libraries, and most recently through in depth consultation activity under the Transforming Neighbourhood Services programme.

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3. Recommendations

3.1 The Scrutiny Commission is recommended to note the historical information supplied and to provide comment on the community engagement activity which is currently promoted through Neighbourhood Services and other council services.

3.2 The Commission is recommended to note the range of community engagement activity which is promoted through a wide range of council services.

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4. Report

4.1 Community Involvement

4.1.1 Two key terms associated with community involvement are "community engagement" and "community development"

4.1.2 This report concentrates on the promotion of community engagement through a range of city council services.

4.2 History of City Council's Support for directed Community Engagement

4.2.1 The following provides a broad overview of the council's support for community engagement over the past decade:

4.2.2 Prior to 2008 and the commencement of recognised austerity, a Neighbourhood Management structure was in place that was based on a national approach and was located in Housing. This structure ended in May 2010.

4.2.3 From December 2010 to March 2013, with funding from Neighbourhood Management, Community Development Coordinators were set up in the Saffron and New Parks areas. One Coordinator retired and both areas were then run by a single coordinator until the end of 2013.

4.2.4 In September 2013, the City Council appointed a Voluntary and Community Sector Engagement Manager, located within the Delivery, Communications and Political Governance division, based in the City Mayor's Office. This was a newly-created post and the first position dedicated to working with groups and organisations in the voluntary and community sector, based in or active in Leicester. Most of the time since appointment has been spent helping refresh and renew the Council's relationship with such groups and organisations in the context of the city's changing demographic profile, needs and interests, as well as against the backdrop of changing allocation of resources and support. On occasion, the VCS Engagement Manager has drawn on the assistance of the Ward and Community Engagement Officers (e.g. facilitating the organisations of public meetings in Council Neighbourhood Centres) and been involved in discussion of some of the activities, programmes and projects described in this report (e.g. Community Asset Transfer and Transforming Neighbourhood Services, when VCS groups or organisations approach the Council expressing the need for premises to use as a base).

4.2.5 In 2014, the Community Services section established a structure including 9 Community Engagement Officers who were local contacts covering several wards each. The posts supported ward meetings and ward funding applications as well as local groups and events.

4.2.6 A team of Ward Community and Engagement Officers (WCEOs) was created in 2016 and replaced the Community Engagement Officers following a substantial staffing review. The WCEOs provide high quality support to ward councillors and communities at city, area and ward level and promote community engagement and involvement with local issues.

4.2.7 Multiple council services have historically been involved in community development. The following summary is illustrative and does not constitute an exhaustive list of services and activities which have delivered community engagement in the city:

- Housing department – creation of and support for tenants and residents associations and the running of the Neighbourhood Management

Programme. The Tenants and Residents Associations (TARA) initiative was funded by the Housing Revenue Account. The Neighbourhood Management programme was funded by the Department for Communities and Local Government.

- Community Services have worked closely with community stakeholders to delivered partnered approaches to the promotion of community buildings and the to provide support for new and established community groups through the Community Engagement Officers.
- Public Health (transferred over to the City Council 2013) – Health focussed community engagement initiatives were delivered through the Community Wellness team. The recent focus has been on the Saffron and Eyres Monsell, New Parks & Beaumont Leys, St Matthews and Belgrave areas.
- Parks and Open Spaces – work with local communities to develop use of parks and run an extensive volunteering programme. Parks and Open Spaces offer a comprehensive volunteering package with appropriate training and support, ranging from individuals undertaking tasks on their local open space to organised activities on land and water supported by a team of 4 Volunteer Leaders and a Volunteer Co-ordinator. In addition there are over 30 established volunteer groups who undertake projects under the Royal Horticultural Society's Its Your Neighbourhood.
- Sports Services - work with local communities to encourage and promote more active lifestyles. Local communities also benefit from volunteering opportunities through sports.
- Libraries – have promoted use of shared space for a wide range of stakeholders. These include craft groups such as "knit and natter", local history groups, self-help groups and toddler time sessions. Volunteers are encouraged to get involved in the delivery of activities such as the children's summer scheme and reading groups.
- The Arts and Museums service has developed a large network of volunteers currently managed by a part time coordinator.
- A new Community Engagement Fund was set up in 2016 with the purpose of engaging Voluntary and Community Sector (VCS) organisations as active partners in strengthening the council's response to the Public Sector Equality Duty. There were 25 applications in the first round of funding, of which four applicants were successful in obtaining support. These four projects can be seen as testing the water for small-scale, low-profile projects requiring modest resources but demonstrating meaningful social impact.
- Voluntary Action Leicester are currently contracted by the City Council to provide support for new and existing community groups.

4.3 The National Picture on Community Engagement

4.3.1   Community services do not form part of a statutory service. Therefore there are many and diverse responses to the requirement for community engagement from local authorities. The models vary from services totally contracted out to the voluntary sector to various in-house solutions, citizen panels and so on. Good community engagement should deliver improved community capacity and cohesion and reduce isolation, however it is achieved.

4.3.2   Most recently the Casey review (December 2016) reports on integration and opportunity in isolated and deprived communities. The review emphasises the value of community cohesion and states "social mixing and interactions between

people from a wider range of backgrounds can have positive impacts; not just in reducing anxiety and prejudice, but also in enabling people to get on better in employment and social mobility."

4.4 **Community Engagement in Neighbourhood Services**

4.4.1　Four Ward Community and Engagement Officer (WCEO) posts based within the Neighbourhood Services section support community engagement through providing high quality support to Councillors in their community role at City, area and ward level. The WCEOs are tasked with maximising the impact of Ward Community meetings and promoting community engagement and involvement with local issues.

4.4.2　The WCEOs promote community projects by helping groups to develop bids to the community ward fund and to facilitate the assessment of bids for ward councillors. The support is important to help develop robust bids to the ward community fund to develop strong projects for each area. The WCEOs also provide support for ward councillors to arrange ward engagement activities such as ward meetings and patch walks, or to deliver ward based events.

4.4.3　To date, 406 ward funding bids have been made during this municipal year, (between 1st April 2016 and 28 February 2017). Of these, 90 bids were made jointly to two or more ward funds. The Ward Engagement Team supports ward councillors with the assessment criteria for bids and with the administration of the funding. A key part of the process is the post activity follow up involving a review of assessments submitted by community organisations.

4.4.4　The following examples illustrate the types of activity with which WCEOs have been involved over the past year:

4.4.5　**Community fun day** (Evington Ward). This is an example of a larger scale event benefiting from £3,000 funding by the ward. The engagement team worked with ward Councillors and local groups to facilitate a community cohesion day for everyone in the local Coleman and Rowlatts Hill area. Community groups who are users of Coleman Neighbourhood Centre used the event to bring local people to promote community cohesion and with a specific focus on   opportunities and activities for young people. Activities included a climbing wall, local boxing sessions, basketball, football and a local dance group. The tenants association were available to promote their organisation. Several members of the Ward Engagement Team were involved in delivering the event on the day due to the wide range of events taking place.

4.4.6　**Thursday lunch club welfare event** (Humberstone & Hamilton Ward) WCEO support was given for a bid from the lunch club running at Netherhall Neighbourhood Centre. The group has been running for 41 years and mutual support is frequently derived with regard to issues such as benefits, pensions and funeral care. The WCEO assisted with delivery of a £500 project from the ward to deliver advice sessions for the club. The session provided support on issues relevant to the group and promoted the lunch club activity to new members.

4.4.7 **Dementia showcase event** (Westcotes Ward). The event, scheduled for early March 2017 was developed by the East West Centre. The WCEO has helped to develop plans for monthly dementia activities throughout the year to support people affected by the illness and their parents and their carers. The idea was developed between the East West Centre manager and the WCEO at a recent ward meeting.

4.4.8 At a local level eleven Service Delivery Managers work with groups, schools, partners and stakeholders to develop local services. Each SDM oversees a small group of neighbourhood buildings which host a wide range of community activities including craft groups, reading groups, under 5s "Toddler Time" sessions, children's summer events, ward meetings, light exercise classes and friendship groups.

4.4.9 Between 1 April and 31 December 2016 (end of quarter 3 of the current financial year) the following numbers of people had been supported to participate in neighbourhood activities in libraries and community centres:

Measure	Number*
No. of visits to Neighbourhood Services facilities	1,745,510
No. of attendances at under 5's sessions	25,010
Number of enquiries dealt with through the ward engagement helpline	222
Number of participants in children's summer reading scheme in libraries	6,794
Number of volunteers in Neighbourhood Services	138
Number of neighbourhood buildings offering community space (libraries and community centres)	35

*1 April 2016 – 31 Dec 2016

4.4.10 There has been significant engagement with many groups over the three years that Transforming Neighbourhood Services (TNS) has been underway, which has linked groups in more closely to the new service and has enabled a number of officers in the service to learn more about the sort of organised activity that is taking place in our communities. For each of the six areas of the city considered under the TNS programme a six week engagement period has been undertaken, followed by a six week consultation period. Community organisations have been involved in drop in sessions, focus groups and consultation meetings within each area. An extensive network of stakeholders has been developed for each area and there is potential for these networks to be used to promote opportunities for community stakeholders beyond the

delivery of the TNS project.

4.4.11 The most recent TNS consultation activity took place in the North East neighbourhood covering five wards. During this time around 780 stakeholders attended consultation meetings and 1,436 stakeholders responded to the consultation questionnaire. A contact list of 230 community stakeholders was developed through the engagement and consultation process.

4.4.12 One outcome from this work has been the development of Community Asset Transfer (CAT) opportunities whereby community organisations are invited to develop a business case to take on the running of some buildings. The council has worked with the independent organisation Locality to help groups develop capacity and to work through their business plans for CAT.

4.5 Future Direction

4.5.1 It is clear that the Ward Community and Engagement Officers have been well received across the city. The role will continue to support ward councillors and community engagement through ward events, working with partners on ward issues and administration of the ward fund.

4.5.2 The council will continue to develop partnerships with other organisations to maximise the impact of community engagement work. Our developing work with Locality as a component part of TNS will help further engagement work and spread an understanding of what community groups can achieve, for example through taking on buildings through CAT and by seeking sources of income, other than that of the council.

4.5.3 One outcome at the end of the TNS process in March 2018 will be a detailed contact list of stakeholders and community groups in all wards across the city. During the TNS consultation process it has been suggested that this network of contacts be proactively developed to improve communications with a broad range of stakeholders across the city.

4.5.4 The council will continue to align local community engagement initiatives with developing national policy.

5. Financial, legal and other implications

5.1 Financial implications

There are no financial implications arising directly from this report – Colin Sharpe, Head of Finance, ext. 37 4081

5.2 Legal implications

There are no legal implications arising directly from the recommendations of this report

– Emma Horton, Head of Law (Commercial, Property & Planning), ext. 37 4126

5.3 Climate Change and Carbon Reduction implications

5.4 Equalities Implications

Engagement is important in ensuring public authorities understand the impact of their decisions on different people. Engagement with people with protected characteristics and other stakeholders can be useful for fostering good relations. Effective engagement is valuable and can contribute to the council delivering better, more effective and efficient services, based on what residents and diverse communities want. The Council can draw on the knowledge and experiences of residents in improving the services we provide and in making them more tailored to local priorities. Getting people involved, increases the council's accountability to, and credibility with, local communities, strengthening the democratic process.

Surinder Singh Equalities Officer Tel 37 4148

Leicester
City Council

Executive Response to Scrutiny Report on Impact of Gambling on Vulnerable Communities

Consideration by Neighbourhood Services and
Community Involvement
Scrutiny Commission: 22 March 2017
Executive Lead: Councillor Waddington

Suggested content

1. Purpose of report

To present the Executive's response to the recommendations of the Scrutiny Review on the Impact of Gambling on Vulnerable Communities.

2. Summary

2.1   Within Leicester there are 268 premises licensed under the Gambling Act. Of these 63 are betting shops. The remainder are premises with permits for gaming machines, adult gaming centres and bingo halls.

2.2   The review was initiated by councillors concerned about the impact of gambling, and in particular that of B2 machines in Licensed Betting Offices, commonly known as Fixed Odds Betting Terminals (FOBTs), on vulnerable individuals and vulnerable communities.

2.3   The NSCI Scrutiny Commission published its recommendations in April 2016.

2.4   The response and rationale is set out in the report and Appendix One

3. Recommendations

It is requested the NSCI Scrutiny Commission:

- Consider and comment on the response of the Executive as set out in the report and Appendix One.

4.   Background

4.1   Within Leicester there are 268 premises licensed under the Gambling Act. Of these 63 are betting shops. The remainder are premises with permits for gaming machines, adult gaming centres and bingo halls.

4.2   Leicester City Council has a Gambling Policy for 2016-2019. This was approved by Council on 26 November 2015 Council, as required by the Gambling Act 2005.

4.3 When Leicester City Council considers an application for a gambling licence, or reviews an existing licence, the relevant committee or sub-committee has to consider the application against a range of criteria:

- Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime
- Ensuring that gambling is conducted in a fair and open way
- Protecting children and other vulnerable persons from being harmed or exploited by gambling.

4.4 The review was instigated by members concerned about the impact of gambling, and in particular that of B2 machines in Licensed Betting Offices, commonly known as Fixed Odds Betting Terminals (FOBTs), on vulnerable individuals and vulnerable communities.

4.5 The NSCI Scrutiny Commission published its recommendations in April 2016.

4.6 The Executive considered officer recommendations on 23 February 2017 and approved the response as set out in this report.

5. **Gambling Scrutiny Recommendations**

The Scrutiny recommendations are detailed in Appendix One. Below are key issues and responses.

5.1 Development of Local Area Profile

5.1.1 A number of recommendations of the report relate to the production of a local area profile, which will identify geographically based risks to people who are vulnerable to harm from gambling. The purpose of the profile will be to enable premises in high risk areas to be identified and to enable operators to include measures in their risk assessments to protect the vulnerable people identified.

5.1.2 **The production of a local area profile is part of the Council's gambling policy and the recommendations in this area can be implemented in full by Regulatory Services.**

5.2 Use of the task group report as a campaigning tool

5.2.1 The task group report provides a valuable evidence resource on the effects of gambling in Leicester and can be used to promote the Council's position on changing licensing law, particularly in relation to fixed odds betting terminals.

5.2.2 **This can be taken forward by a combination of Regulatory Services, Press Office and Scrutiny Officers.**

5.3 Medway Voluntary Partnership Agreement

5.3.1 This agreement was made between Medway Council and the Association of British Bookmakers. The agreement aimed to deliver in two areas. Firstly, a regular forum between the Licensing Authority, police and betting providers to

discuss crime and anti-social behaviour associated with betting premises. Secondly, a mechanism by which problem gamblers could exclude themselves from a number of premises within the area.

5.3.2 The ABB reported that when the forum meetings took place, it was clear that the police had no instances of crime and disorder to report. This provided a reassurance, but the forum meetings have now been discontinued.

5.3.3 The Association of British Bookmakers has now launched a self-exclusion mechanism which is operational nationwide, which is their recommended approach. A person who believes they have gambling problems can use a free phone telephone number to speak to an operator and agree which betting premises or other gambling establishments, such as casinos that they wish to be excluded from. This can be updated by the caller at any time. The caller is also given contact details for support groups for problem gamblers.

5.3.4 **It is agreed by Executive that rather than an agreement which replicates the Medway agreement, a meeting is held with the British Association of Bookmakers, police and other stakeholders, perhaps annually, to agree initiatives to be taken forward.**

5.4 Planning Policies

5.4.1 There is an opportunity to include measures in the local plan which aim to prevent harm to local communities from gambling.

5.4.2 **The Planning service is able to take this approach forward, whilst accepting** that the policies need to be lawful and approved by a government inspector.

5.5 STAR

5.5.1 The Housing Service has the STAR project are not in a position to carry out any further work in relation to the gambling impact on its clients in the near future. **Star will share its case data to enable, if appropriate, a further review around gambling harm.**

5.6 Education

5.6.1 **The PSHE & Citizenship Advisory Service (PCAS) - Education and Children's Services Department, confirms that, subject to outcome of spending review, it is able to support our secondary schools (11-16) around gambling as part of their support of the PSHE and Citizenship curriculum,** but cannot lead on a programme for Universities and Colleges of Further Education.

5.7 Safeguarding and Information Management

5.7.1 There are a number of recommendations in the report which propose that the city council takes action to support vulnerable individuals who are affected by problem gambling. This includes specialist advice, signposting and maintaining common databases. However this does not currently form part of the council's

core business.

5.7.2 With regards to signposting, this is already a responsibility of many council services, who may, in the course of their main duties, interact with people who gamble and who appear to be in need of support. Services such as housing and adult social care will signpost these people to existing support services, for example debt advice or Gambler's Anonymous.

5.7.3 The fees that are charged by the Council have a prescribed maximum set by regulation. Section 212 2(d) sets out that the Council *"shall aim to ensure that the income from fees of that kind as nearly as possible equates to the costs of providing the service to which the fee relates (including a reasonable share of expenditure which is referable only partly or only indirectly to the provision of that service)"*.

5.7.4 There is no express statutory provision to allow the Council to include in the fee an element to fund the provision of support services for gamblers.   Government guidance and recent case law is that the 'service' to be provided and passed on in charges is to be interpreted narrowly.   In 2006 DCMS Guidance suggested that the fees could be set to include the costs of tackling unlicensed gambling. However, the latest judgement in a long running legal case, Hemmings v Westminster, CJEU 2016, brought under the Provision of Services Regulations 2009 indicates that even this is not permissible and licensing fees must be based on the costs of running the 'authorisation regime'.

5.7.5 **Licensing fees are not available as a method of sourcing funding for specialist advice interventions.**

5.7.6 **Council departments will look to improve their capability to report and share information on gambling related issues whilst adhering to data-protection requirements.**

5.7.7 Advice has been taken from Adult Social Care in relation to any safeguarding duties that the Council may have. The specific duty to undertake an adult safeguarding enquiry is defined by the Care Act 2014.

5.7.8 Adult Social Care is responsible for making safeguarding enquiries about individuals who have care and support needs, are at risk of harm or abuse from others and are unable to protect themselves from this abuse. Thus people who are vulnerable because of their gambling behaviour are not necessarily in need of a safeguarding intervention. Some people who gamble may also have care and support needs and be at risk of harm / abuse from other people; the existing multi-agency safeguarding framework would be used to assist these individuals.

6.   **Consultation**

- Paul Conneally Advisory Teacher for Drugs Education – Education and Children's Services Department
- Ruth Lake – Director Adult Social Care and Safeguarding
- Grant Butterworth – Head of Planning

- Suki Supria – Head of Service Housing
- Rachel Hall – Licensing Manager
- Lauren Hilton – Public Affairs Manager Association of British Bookmakers

7. Financial, legal and other implications

7.1 Financial implications

No significant financial implications are expected to arise directly from this report, however any specific initiatives that may arise should be properly costed and the funding identified –

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

7.2 Legal implications

There are no specific legal implications arising from this report.

Jeremy Rainbow – Principal Lawyer (Litigation) - 371435

7.3 Climate Change and Carbon Reduction implications

None

7.4 Equalities Implications

Landman Economics have produced a succinct overview of the main equalities considerations in their report on the economic impact of FOBT. Although 3-4% of the population uses FOBT, players account for 66% of UK gaming machine losses – indicating the significant adverse impact of these gaming machines. The profile of users given in the Landman report is that of young men, under the age of 35, unemployed and from low to middle income households. They found a clear link between FOBT and deprivation with 34% of betting shops found in the most deprived quartile. On a positive note, this group of gamblers is most likely to contact gambling helplines than all other types of gamblers – supporting the use of this approach as a mitigating action to reduce the potentially devastating impact on those using FOBT. It is likely that these national trends are reflected locally within Leicester.

The Landman Economics report on economic impacts of FOBT - https://www.politicshome.com/news/uk/culture/opinion/campaign-fairer-gambling/82494/economic-impact-fixed-odds-betting-terminals

Irene Kszyk, Corporate Equalities Lead, ext 374147.

<u>7.5 Other Implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)</u>

None

8. Background information and other papers:

<u>The Impact of gambling on vulnerable communities</u>, A Review Report of the Neighbourhood Services and Community Involvement Scrutiny Commission, April 2016.

9.   Summary of appendices:

<u>Appendix One</u> contains agreed officer comment and recommended response to each recommendation from the Scrutiny Commission.

10. 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

11.   Is this a "key decision"?

No

Appendix One: Response to Recommendations of the Gambling Scrutiny Report

	Recommendation	Council service able to resource and deliver	Comments	Response
	Licensing			
1	In response to evidence from the chair of the licensing and public safety committee, consideration should be given to: • enhanced and systematic training for committee members (based at least in part on the LGA members' guide to gambling licensing issues)	Regulatory Services	Training is already provided immediately before every gambling hearing. However, there were no gambling hearings in the last twelve months.	Leicester City Council's Licensing Section will provide training in consultation with the Chair of Licensing
2	• the possibility that membership of the committee extends for more than one year to allow members' experience and knowledge to improve over time.	City Mayor	The City Mayor has the option to extend membership of the Licensing Committee.	The City Mayor will consider the need for the Licensing Committee to retain experience and knowledge in Gambling issues when he next considers appointments.

	Recommendation	Council service able to resource and deliver	Comments	Response
3	Leicester City Council (LCC) adopts a local area risk assessment which takes into account the location of the licensed operation in relation to: • Other betting establishments • Food banks • Schools and educational establishments catering for youngsters • between the ages of 13 and 24 and this should include play areas • Job Centres • Establishments which provide services for vulnerable groups such as hostels, substance misuse and related clinics and recovery centres This project be funded from income from gambling licence fees.	Regulatory Services	Risk assessments produced by existing gambling premises.	Leicester City Council will undertake a local area assessment and will assess new applications for gambling premises against local risks.
4	Other factors to be used in the preparation of an area profile may also include: • vulnerable people (particularly those with vulnerable mental health issues - an analysis of GP and other health data, and data referenced in pars	Regulatory Services	As above	

	Recommendation	Council service able to resource and deliver	Comments	Response
	1.2.6-1.2.10 • economic resilience (levels of unemployment and low wage or part time/zero hours employment).			
5	Fees from licence applications and renewals may with community advantage be used to: • Fund the creation and maintenance of a local area risk profile for the City of Leicester	Regulatory Services	Consultant will be procured to undertake the work which will be paid for from licensing fees.	Leicester City Council will create and maintain a local area risk profile for the City of Leicester and will fund this from licencing fees.
6	Association of British Bookmakers (ABB) members, Leicester City Council licensing representatives, police and other interested parties should set up a local forum (on the lines of the Medway Voluntary Partnership Agreement) with the aim of reducing the risk of impact of gambling on vulnerable individuals and communities. Terms of reference to be agreed by the members should include provision for identifying specific local risks and preparing action plans to mitigate against	Regulatory Services	A review of local forums set up elsewhere indicates that they have not been maintained	Based on officers' review of local forums set up elsewhere we do not consider a local forum based on the Medway Voluntary Partnership Agreement to be a sustainable arrangement. Leicester City Council will convene an annual meeting with the ABB, Police and other interested

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	Recommendation	Council service able to resource and deliver	Comments	Response
	these risks, including: • regular reports from police and other agencies on antisocial or criminal behaviour associated with, or suspected of being associated with, licensed gambling establishments • Industry reports on interventions against or self-interventions by clients affected by or concerned about gambling behaviour • a clear structure for the referral of concerned or affected individuals to agencies or groups who support people with gambling (or associated) issues • Regular reviews of the operation and development of local area risk assessments • Gambling establishment staff to be clearly trained to deal with vulnerable individuals and groups as identified in the area risk assessments Fees from licence applications and renewals may with community advantage be used to:			parties to maintain a strategic overview of impact of gambling in the City and initiate any strategic partner responses required to issues arising. The Crime and ASB Group, City Centre Operation Group will address individual issues/incidents connected with gambling as they arise.

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	Recommendation	Council service able to resource and deliver	Comments	Response
	• Fund if necessary the creation and maintenance of a partnership with the ABB and other relevant groups within the city of Leicester. This could be a shared cost with the ABB and other bodies • Fund or part-fund the organisation of a seminar for all relevant agencies within the city to raise the awareness of the issue, co-ordinate future action and involve a range of agencies			
	STAR			
7	Supporting Tenants and Residents (STAR) and Citizens Advice Leicestershire (CAL), as front line agencies dealing with vulnerable individuals and communities, are recognised as appropriate lead agencies to gather information about the impact of gambling on individuals and within communities.	STAR (Housing)	STAR will undertake a mapping profile of all of its clients in the City that are being supported due to their vulnerability . This will be part the Area Profile	STAR will contribute to the production of the area profile based on surveys of its client base.
8	STAR be asked to conduct at least one more survey to augment the local information available to the council and	STAR (Housing)	STAR is happy to share its case data to enable if appropriate a further review around gambling	

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		Recommendation	Council service able to resource and deliver	Comments	Response
		local communities.		harm.	
	Safeguarding and Information Management				
9		• Establish common databases tracking gambling issues across city council, police and fire service data, working with third sector and other voluntary bodies where appropriate	None proposed.	A common database if considered not to be feasible. Hosting common databases is likely to be expensive in terms of developing, coordinating and maintaining them. This could not be resourced by licensing fees. This information relates to individuals and to establish common databases, it would be necessary for individuals' information to be included. This could only be done with each individuals specific consent. As the information relates to vulnerable individuals, it may be	Departments will be asked to review their ICT systems and ensure that service requests, service needs and incidents arising out of or related to gambling can be 'marked' and reported whilst meeting data-protection requirements.

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	Recommendation	Council service able to resource and deliver	Comments	Response
			considered to be a 'safeguarding' issue. However, the statutory framework for Adult Social care does not extend safeguarding duties to people who are problem gamblers.	
10	• Other agencies be also asked to collect and co-ordinate data, including Leicestershire Police and Leicestershire Fire and Rescue Service (which are mapping data on vulnerable individuals and households), the Public Health department and NHS, and members of the Social Welfare Advice Partnership (SWAP). • A common methodology[1] should be adopted for data gathering be established which can also link into national database systems. • All interested parties and agencies, including the Gambling Commission be invited to a seminar to agree a strategy and methodology for the	Regulatory Services	This would be relevant if common databases were established. This would require common hosting and implementation of databases. No lead agency has been identified which could resource and undertake this work. It is uncertain what benefit the common databases would produce.	A multi-agency database that pools and shares information on individuals with gambling addictions is not supported on grounds of data-protection, technical feasibility and cost. Leicester City Council will convene a multi-agency meeting to consider data on gambling issues that it might be beneficial to collect and collate and a common methodology to do so.

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	Recommendation	Council service able to resource and deliver	Comments	Response
	collection of data on gambling issues and that funding for the seminar could come from gambling charities, licensing fees and local gambling interests.			
11	• signpost vulnerable individuals to appropriate voluntary or other advice and support agencies (enforcement action issue)		Betting premises already provide signposting to support agencies with a combination of leaflets, signs and messages displayed on machines. This is a requirement of their licences.	Signposting people to gambling support is not the specific role of any single service within the council, many services will signpost people to available support as part of their wider role. For example adult social care, housing and public health services.
12	• Procure specialist gambling advice and support for problem gamblers and their families.(enforcement action issue)	None identified. This is not a core council function	Uncertain how development of a new service could be justified in times of resource reduction.	Leicester City Council is not in a position to procure specialist support services targeting problem gamblers and their families. Fees must be set to cover the cover the costs of running the 'authorisation regime'. Leicester City

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	Recommendation	Council service able to resource and deliver	Comments	Response
				Council does not have the statutory powers include in the fees an element to fund specialist services.
13	• An advice and information campaign on problems associated with gambling and the impact of the issue on individuals, their families and the communities in which they live be devised and delivered within the city. • Secondary school students in particular are identified as a potentially vulnerable group in the advice and information campaign. • Support and advice agencies such as GamCare and Gamblers' Anonymous be invited to support and take part in any agreed campaign.	PSHE & Citizenship Advisory Service (PCAS) - Education and Children's Services Department	Some partners have plans to undertake activities in this regard.	It is important that targeted interventions are solidly based on empirical evidence, in line with the local risk assessment and have the support of partner agencies. No commitments are given at this stage. Subject to outcome of spending review, in 2017/2018 an information campaign targeting secondary school students will be undertaken. The progress and reaction of participants will be monitored.

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	Recommendation	Council service able to resource and deliver	Comments	Response
	Planning			
14	The Local Plan 1.2.3. The commission welcomes the development of a more strategic approach to the control of betting establishments through the use of the Local Plan. It is recommended that applications for planning consent assessed against: • Policies which mitigate the risk of harm and protect the licensing objectives • A wider socio-economic context as set out by Nottingham City Council (see pars 2.2.9 and 2.2.10 below) • Local indicators of vulnerable communities; and that • Payday loan premises applications be subject to the same policy objectives and planning framework as set out for gambling establishments	Planning	.	These considerations are part of the local plan development process. Subject to the approval of the Government Inspector the Local Plan could incorporate policies that promote the task groups objectives including those for Payday loan premises. Applications for planning consent will be assessed as soon as the new policy is adopted.

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	Recommendation	Council service able to resource and deliver	Comments	Response
	Campaigning			
15	• LCC continues to support the LGA campaign to reduce FOBT limits to £2 per bet. • Councils be given powers to limit the number of FOBTs per licensed premise • LCC calls on Leicester MPs to support or promote legislation to curb the limits on FOBT betting and the clustering of gambling establishments. • The council encourages further third party (not the government or the gambling industry) research into to the impact of FOBTs on gamblers, their families and the communities within which they live. • LCC and MPs make representations to the Department of Culture Media and • Sport in relation to FOBT limits at the next triennial review of stakes and prizes.3 • 1LCC calls on MPs and the LGA to "remind" the Department of Culture,	Members Support Team, Communications Team, Regulatory Services	This is an existing Manifesto Commitment	Leicester City Council will contribute to the LGA Campaign.

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	Recommendation	Council service able to resource and deliver	Comments	Response
	Media and Sport (DCMS) to undertake the triennial review of stakes prizes, and that the review terms of reference include FOBT betting limits. • LCC informs the LGA, Gambling Commission, Newham Council and regional Scrutiny network of the findings of this review. • informs the Commons CMS Select Committee of the review and the failure of the department to implement a triennial review of stakes and prizes and requests that it investigates the issue with particular regard to the failure to review FOBT stake limits.			

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Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2016-17

Meeting date	Meeting items	Progress
6th July 2016	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	Complete
24th August 2016	1. The Furniture Bank Pilot Scheme 2. Social Welfare Advice procurement paper 3. Scoping document: 'Getting the best out of our neighbourhood services'	
5th October 2016	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	
30th November 2016	1. North East TNS 2. Regulatory services review 3. Cleansing services review 4. Fly tipping 5. Task group update 6. Update on spending reviews	
25th January 2017	1. Community Asset Transfer 2. Voluntary Action Leicestershire 3. Public Spaces Protection Order (New Psychoactive Substances & Street Drinking)	

Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2016-17

	4. Social Welfare Advice Partnership report 5. Draft Budget report 6. Update on spending reviews	
22nd March 2017	1. Community Involvement 2. Gambling impact task group report update on recommendations 3. Update on spending reviews 4. Channel shift	

Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2016-17

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	5th October
Children Services (TNS)	Children services (TNS and using buildings better)	
City Wardens Service	Communication of role to public	
Cleansing Services review		30th November
Communications Strategy		
Community Asset Transfer		25th January
Community Involvement	Detailed paper for 22nd March	22nd March 2017
Community Safety	Public Spaces Protection Order (New Psychoactive Substances & Street Drinking)	25th January 2017
Council Tax Reduction Scheme	Consultation exercise Briefing session for members Special scrutiny meeting on the matter	16th November – special meeting
Customer Services	Scrutiny review on getting the best out of our neighbourhood services Resident needs and communications *Task group update*	
DIY and Bulk	Consideration for charging for waste Consultation results may come back to scrutiny – March	5th October
Emergency food: City's Food Banks	Overview and forthcoming developments Update report on volunteering numbers on food banks Voluntary action LeicesterShire	6th July
Enforcement	Residents parking	

Neighbourhood Service and Community Involvement Scrutiny Commission

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Fly tipping	Data from each ward City Wardens service	30th November
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 meat in schools	May 2017?
Gambling Impact Task Group report		22nd March 2017
Libraries	Which community groups use this space?	
Lottery Fraud		
Neighbourhood Policing and Community Safety	Governments modern crime prevention strategy	Next cycle
Payday Lenders		
Private Landlords.		
Regulatory Service review	1 million saving	30th 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	25th January
Social Welfare Advice review	Social welfare advice contract procurement – 24th August. Briefing session for members. Item to come back to scrutiny: procurement options	22nd March 2017
Standards review		
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	24th August
Trading Standards	Legal highs	
Transforming Neighbourhood Services	North East	30th November
Using Buildings Better	Overview of the programme	6th July
Voluntary and Community Sector	Voluntary Action Leicestershire	25th January
Ward Community meetings		

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Waste Management	Biffa contract 2028 Recycling figures and orange bags. Flats and terraced houses. Jan / March.	
Welfare reform	Briefing Impact and roll-out.	5th October 2016