



Leicester
City Council

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

DATE: WEDNESDAY, 6 SEPTEMBER 2017

TIME: 5:30 pm

**PLACE: Meeting Room G.01, Ground Floor, City Hall, 115 Charles
Street, Leicester, LE1 1FZ**

Members of the Commission

Councillor Malik (Chair)

Councillor Gugnani (Vice-Chair)

Councillors Bajaj, Cank, Cutkelvin, Fonseca and Khote
(1 unallocated non-grouped place)

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

Elaine Baker

For Monitoring Officer

Officer contacts:

Jerry Connolly (Scrutiny Policy Officer)

Elaine Baker (Democratic Support Officer),

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

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

Information for members of the public

Attending meetings and access to information

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

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

Making meetings accessible to all

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

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

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

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

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

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

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

Further information

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

Elaine Baker, Democratic Support Officer on 0116 454 6355.

Alternatively, email elaine.baker@leicester.gov.uk, or call in at City Hall.

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

PUBLIC SESSION

AGENDA

FIRE / EMERGENCY EVACUATION

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

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

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

3. MINUTES OF THE PREVIOUS MEETING

Appendix A

The Minutes of the meeting of the Neighbourhood Services and Community Involvement Scrutiny Commission held on 12 July 2017 are attached. Members are asked to confirm them as a correct record.

4. PROGRESS ON ACTIONS AGREED AT THE LAST MEETING

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

5. CHAIR'S ANNOUNCEMENTS

6. PETITIONS

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

7. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

The following representation has been received from Mr A Ross and is

submitted to the Commission:

"Over 34,000 people in the City and County rely on Employment Support Allowance as their source of income. They are by definition ill or disabled in some way, including members of Unite's Community Branch.. The City Council proposes to cut the Welfare Advice budget by £500,000 and reduce access to the service to just 8 council offices in Leicester.

What are the commission's views on this proposal? Unite Community believes that at a time of increasing need for welfare advice in Leicester the current budget should be maintained, making use of the additional £7 million for adult social care the council has received since setting this year's budget. Access to welfare advice should not be restricted. Instead it should be extended to include health centres and food banks, where those in most need of benefit support already go."

The Monitoring Officer will report at the meeting on any further questions, representations and statements of case submitted in accordance with the Council's procedures.

8. SOCIAL WELFARE ADVICE RE-PROCUREMENT [Appendix B](#)

The Director of Finance submits a report giving an update on the re-procurement of Council funded Social Welfare Advice contracts and providing details of the current public consultation on the proposed model of advice provision in the city. The Commission is recommended to note the update on the social welfare advice re-procurement exercise.

9. TRANSFORMING NEIGHBOURHOOD SERVICES - EAST AND CENTRAL AREA [Appendix C](#)

The Director of Neighbourhood and Environmental Services submits a report giving an overview of progress to date of the Transforming Neighbourhood Services (TNS) Programme, summarising the results of engagement work and consultation carried out in the North East area of the city and setting out proposals that are intended to be implemented by the TNS programme in relation to the North East area.

The Commission is recommended to note the progress made to date, feedback and lessons learned regarding the engagement activity in the East and Central area and is invited to comment on the proposals made in relation to the East and Central area.

10. NEIGHBOURHOOD SERVICES SPENDING REVIEW PROGRAMME - UPDATE

To receive an update 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.

11. WORK PROGRAMME

Appendix D

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

12. ANY OTHER URGENT BUSINESS



Leicester
City Council

Appendix A

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

Held: WEDNESDAY, 12 JULY 2017 at 5:30 pm

P R E S E N T :

Councillor Malik (Chair)
Councillor Gugnani (Vice Chair)

Councillor Bajaj
Councillor Cank

Councillor Cutkelvin
Councillor Fonseca

Councillor Khote

In Attendance

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

* * * * *

1. APOLOGIES FOR ABSENCE

An apology for absence was received from the Director of Neighbourhood and Environmental Services.

2. DECLARATIONS OF INTEREST

No declarations of interest were made.

3. MINUTES OF THE PREVIOUS MEETING

AGREED:

that the minutes of the meeting of the Neighbourhood Services and Community Involvement Scrutiny Commission held on 22 March 2017 be confirmed as a correct record.

4. PROGRESS ON ACTIONS AGREED AT THE LAST MEETING

In response to queries raised, the meeting heard that:

- A Programme Manager for the Channel Shift Programme had not been appointed; instead they were investigating whether the project could move forward without that appointment being made.
- The 'Love Leicester App' would continue for a further year.

5. CHAIR'S ANNOUNCEMENTS

The Chair announced that Members were encouraged to attend a scrutiny training session being held on 24 July 2017.

6. TERMS OF REFERENCE

AGREED:

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

7. MEMBERSHIP OF THE COMMISSION 2017/18

AGREED:

that the membership of the Neighbourhood Services and Community Involvement Scrutiny Commission for 2017/18 be noted.

8. DATES OF COMMISSION MEETINGS 2017/18

AGREED:

that the dates of meetings of the Neighbourhood Services and Community Involvement Scrutiny Commission be noted.

9. PETITIONS

The Monitoring Officer reported that no petitions had been received.

10. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

The Chair agreed to accept the following two questions which had been submitted by Janet McKenna, Unison Assistant Branch Secretary. Under Scrutiny Procedure Rule Part 4E, Rule 10, the questions were not submitted to the Monitoring Officer in time for a detailed response to be given at the meeting. The Chair stated that a written response would be sent to the questioner and he asked for Commission Members to be copied into that response.

1. *Will the Scrutiny Committee recommend that the council conducts a full assessment of the current need for advice services, in Leicester, as well as an assessment of the likely increased need due to changes such as*

the full roll-out of Universal Credit and Brexit?

2. *Will the Scrutiny Committee ask the Council to have full regard to the Care Act statutory guidance regarding the need to provide adequate information and advice services to residents?*

AGREED:

for a written response to the above questions to be sent to the questioner and for Members of the Commission to be copied into that response.

Post-meeting note: the responses to the above questions are attached at the end of these minutes for information.

11. PORTFOLIO OVERVIEW JULY 2017

Members of the Commission received a report that provided an overview of the different portfolios which fell within the scope of the Neighbourhood Services and Community Involvement Scrutiny Commission. Directors and Heads of Services presented a summary of their particular portfolio and during the ensuing discussion, officers responded to comments and queries raised by Members. Issues raised included the following:

- Members heard that as part of the channel shift programme, there would be an increase in the digitalisation of the customer services offer with more self-service machines. A Member questioned whether there were extra officers or resources to help those people who had poor English or who might not be able to use I.T. equipment. The Head of Revenues and Customer Support responded that they were aware of the needs of vulnerable people and were seeking additional funding to assist them. If people needed assistance, they often brought someone along with them; however there was a translation line in the Customer Service Centre for people with limited English and staff were present to provide some assistance where help was needed.
- Members heard that there was a new housing allocations policy which had reduced the banding system from five bands to three; this resulted in some applicants with no or very little housing need being removed from the register. A letter had been sent to over 4000 people on the housing register giving notice of their new band. Anyone who wished to appeal against the decision would need to do this online and officers explained that the online appeal form was very straightforward.
- A concern was raised that the Transforming Neighbourhood Services (TNS) Programme would result in a loss of staff, and also that with the closure of some centres, people would have further to travel to access council services. The Head of Neighbourhood Services responded that the TNS Programme had been virtually completed in four areas of the city after a consultation had been carried out to hear the views of residents. People had been offered remodelled services which they could access. An organisational review had already been undertaken in 2015 as part of TNS.

Where staff were concentrated into fewer buildings, extended hours could often be offered there.

- A Member asked about out-of-hours accessibility to customer services and heard that there was an out-of-hours service on Saturday mornings.
- Concerns were raised about the communication difficulties faced by those residents who did not speak English. A Member added that in her ward, many of her constituents could not speak English and were not IT literate. A request was made for the new council contact cards to include some text in an Asian language advising people to telephone the council if they needed the information translating. Councillor Master, Assistant City Mayor, Neighbourhood Services explained that there were 16 primary languages in Leicester, which presented difficulties in any such exercise. At the request of a Member, it was agreed for a report on Language Services to be brought to a future meeting of the Commission.
- In response to a query about data relating to the use of IT services in libraries, the Head of Neighbourhood Services explained that there were differing levels of use around the city. There was about 250,000 hours of public library IT activity over the year and use was particularly busy in the city centre, Belgrave, Beaumont Leys and St Barnabas libraries.
- A Member expressed concern that there appeared to be a lack of support to help people from diverse communities to use IT in libraries. The Head of Neighbourhood Services responded that the council worked with the Adult Learning Service which provided basic skills training and more in-depth training depending on demand.
- The Commission heard that queries relating to the cutting of roadside grass should be referred to the Parks Service. Some Frequently Asked Questions (FAQs) were being compiled and would be posted on the Council's website to help people easily locate the relevant service to deal with their query.
- Concerns were expressed that people with queries were being advised to submit their query on-line which they could do at their library, but some didn't know how to use a computer and library staff were too busy to help. Views were expressed that there was insufficient help available to meet demand and it was queried whether funding could be given to the Adult Learning Service to could provide more sessions to teach basic IT. Councillor Waddington, Assistant City Mayor, Jobs and Skills commented that Members had identified a problem which warranted further investigation and it was concerning if people were missing out on the advice they needed. The Assistant City Mayor suggested that the Commission might wish to set up a Task Group to investigate this issue further.
- In relation to the Waste Management portfolio, Members questioned whether any action could be taken to educate communities to produce less waste including food waste. The Head of Waste Management responded that a composition analysis was carried out to analyse what was being thrown

away. This could be investigated further when the results were known. A reuse charity shop was located at the Gypsum Close site where unwanted items could be donated rather than tipped and bulky waste items could be donated to charities or the Council's Reuse Furniture Bank Scheme. There were also subsidised compost bins.

In response to a question regarding the waste contract; Members heard that in relation to the key performance indicators for recycling and composting; the target rate of 38.56 % had been exceeded as the actual rate achieved for 2015/16 was 41%.

- The Chair referred to private sector housing and heard that during the previous year there had been 140 notices to improve and 38 prohibition notices issued. The Head of Regulatory Services said he was not aware of any action taken against landlords in the event of tenants being mistreated, but he would check.
- A query was raised relating to fire safety in private sector housing and the Commission heard that the owners of the buildings were responsible for fire safety.
- A Member queried the length of time it took for a taxi driver to gain his licence. The Head of Regulatory Services responded that the drivers needed to pass a number of tests; however this was an issue he could look into further.
- Officers were asked whether there were plans to recruit more city wardens and give them additional powers. Members heard that there were plans to increase the number of wardens from 10 to 14 and also to streamline processes; however there was a need to ensure that all the legal processes were adhered to.

The Chair drew the discussion to a close and thanked officers for attending.

AGREED:

- 1) that the report be noted; and
- 2) that a report on the Council's Community Language Service be brought to a future meeting of the Commission.

12. REGULATION OF LEICESTER'S FOOD BUSINESS SECTOR

The Director of Local Services and Enforcement submitted a report that provided information on the food sector from a food regulatory perspective, proposed food law regulatory interventions for 2017/18, case studies and key issues in the development of the national framework. Members also received a power-point presentation a copy of which is attached to the back of these minutes.

During the ensuing discussion, officers responded to comments and queries raised by Members. Issues raised included the following:

- A Member said that she was pleased that the council were having conversations about obesity issues with Public Health. People were increasingly eating out or having take-away meals which were often highly calorific.
- It was noted that there had been a backlog of inspections and additional staff had been recruited and a Member questioned whether those staffing levels had been maintained. Officers acknowledged that there had been a significant backlog but permission to recruit had been given and the service was now well resourced.
- A comment was made that it would be useful for statistics in future reports to be shown as percentages as well as numbers.
- A member questioned whether tests were carried out on ice buckets and their contents and heard that while these had not specifically been tested, sampling was carried out on ice making machines. A recent case publicised in the media involving bacteria found in iced drinks, involved unclean hands going into the ice bucket.
- A suggestion was made for the council to charge for the advice given to the food sector. Members heard that the council were considering this, but there was a concern that if they ceased to offer free advice, people would be reluctant to pay which could lead to more problems in the future. Consideration was being given however to the recovery of costs incurred in re-inspections.
- In respect of allergens, officers explained that there were 14 main allergens, including gluten. Peanuts were the highest rated allergen and checks were currently being concentrated on that particular food.
- In response to a question, officers said that both inspections and re-inspections were unannounced.
- Officers explained that they did not test food to verify whether it was vegetarian; there was no legal definition of vegetarian food.
- A Member expressed concerns relating to food businesses that had failed to register with the council. Officers responded that the Food Safety Officers knew their own area well and tended to notice if a new food outlet appeared. They were also becoming increasingly aware of food outlets that did not have a street presence; they might operate from a home address and therefore harder to identify.
- The Chair commented that he was very pleased to see an increase in the number of food outlets that had been awarded a four or five star food

hygiene rating. An officer explained that in addition to providing advice and support, there was a greater emphasis on compliance visits. If an establishment was non-compliant they would be given a report and an improvement would usually be evident when the food safety officers returned.

- It was noted that 1707 written warnings had been issued during 2016/17 and officers explained that these related to the number of written reports issued following compliance visits.
- In relation to a query regarding the channel shift programme, officers explained that many companies were happy with digitalisation and registered on-line. Many of the complaints relating to food hygiene issues were submitted on-line by the public. The service was also working to identify any vulnerable people for whom this might be problematic.
- In response to a query regarding food fraud and Halal food, the Commission heard that officers carried out desk top reviews into Halal food. Some businesses relied on their Halal certificate or accreditation and it was hoped to carry out some investigations into those accreditations. Any meat or poultry that had been Halal slaughtered should be traceable back to the Halal slaughter house. The Chair requested that a Halal desk top study be brought to a future meeting of the Commission.

The Chair drew the discussion to a close and asked the Commission to agree to congratulate and thank the department on their work in improving the food hygiene ratings. A further report was requested in 12 months-time and Members heard that there was a legal requirement to provide this report on an annual basis.

AGREED:

- 1) that the report be noted;
- 2) that the Commission congratulate and thank the department for their work in improving the food hygiene ratings; and
- 3) that a halal desk top study be brought to a future meeting of the Commission.

13. NEIGHBOURHOOD SERVICES SPENDING REVIEW PROGRAMME - UPDATE

Members considered the Neighbourhood Services Spending Review Programme. Councillor Cutkelvin, the previous Chair of the Commission explained that the report had developed out of the Forward Plan of Key Decisions with the intention of developing a document that was more relevant for consideration at Scrutiny Commission meetings. Concerns were expressed that the document as presented was not self-explanatory and needed developing further. The Director of Delivery, Communications and Political Governance confirmed that the document was a first draft rather than a

finalised version and could be amended.

14. SCRUTINY COMMISSION WORK PROGRAMME

The Chair invited comments from Members on the Scrutiny Commission work programme. A Member suggested that City Wardens (and their powers), should be added to the work programme and heard that a report had already been considered relating to City Wardens. Another suggestion was raised for the Commission to consider cold calling and doorstep loans. Members were invited to email further suggestions for topics for the work programme or for a task group review, to Jerry Connolly, the Scrutiny Policy Officer.

AGREED:

that Members email the Scrutiny Policy Officer with suggestions for the Commission's work programme for 2017/18

15. CLOSE OF MEETING

The meeting closed at 8.00 pm.

Minute Item 10

Neighbourhood Services and Community Involvement Scrutiny Commission -12 July 2017

Responses to questions raised under agenda item 10 – Questions, Representations and Statements of Case.

- 1. Will the Scrutiny Committee recommend that the council conducts a full assessment of the current need for advice services, in Leicester, as well as an assessment of the likely increased need due to changes such as the full roll-out of Universal Credit and Brexit?**

Response: Revenues and Customer Support Social Welfare Advice Service Lead.

The Scrutiny Committee thanks Unison for their question.

For your reference the Council has supplied a short background which is pertinent to the question.

The council remains committed to providing free Social Welfare Advice (SWA) in the city. In the current climate it is even more important to enable our residents to access, first time, the right advice and to do this the council needed to understand SWA need and demand. The council has commissioned a review of contracted Social Welfare Advice which started in 2016/17. The reviews remit was widen in June 2017 by the Executive to include the council's internal Welfare Rights Service and consult the public on a proposed model for SWA from 2018-23. The statements of aims of the review are:

1. To ensure the continued provision of good quality, affordable and accessible advice across the City.
2. To explore and work with the City's social welfare advice sector to remove duplication and improve the efficiency, accessibility and quality of generalist and specialist social welfare advice. Ensuring the appropriate level of advice is given by a suitably qualified provider, in accessible locations.
3. To determine the location, frequency, opening hours and delivery method of social welfare advice.
4. To improve contract standards utilising the Tier 1/2/3 model of social welfare advice. Where:
 - a. Tier 1 provides assisted information and signposting;
 - b. Tier 2 provides general advice and general advice with casework; and,
 - c. Tier 3 provides specialist advice.
5. To ensure that all advice providers are suitably qualified and appropriate.
6. To ensure that referrals are made to the most appropriate social welfare advice provider, which is best placed to provide the required specialism or quality of advice, in accordance with an agreed referral framework.
7. To promote channel shift, wherever possible, at Tier 1, including self-help, in order to improve coordinated signposting and reduce face-to-face demand on advice services; whilst

recognising that face-to-face advice is still required for those customers who are most vulnerable and those unable to readily access these services.

8. To meet the multi-cultural needs of our diverse City by being responsive to existing and newly emerging communities; including managing language as a risk and defining at what level language should be provided within the scope of all contracts.
9. To review contracts in light of new or existing national Government schemes that may have replaced the need for local advice; or, consider implementing new local advice contracts where national schemes are withdrawn.
10. To ensure all contracts have Key Performance Indicators which are agreed in advance of contract, monitored and reviewed on a regular basis.

In order to predict or anticipate demand (to inform the proposed model) whether this is government-led legislative changes or local impacts, is a challenge. To do this the council has four key sources of research:

Firstly, we work in close partnership with the Advice Sector in the City through the Social Welfare Advice Partnership (SWAP). This partnership opportunity continues building and fostering relationships across the sector, sharing demand insight, knowledge, and, understanding the need of the client. SWAP has been invaluable in monitoring and sharing key advice demand indicators for the city such as Department for Work and Pensions (DWP), Jobseeker's Allowance sanctions, and, DWP appeal monitoring. Their work has informed and influenced council policy.

Secondly, the council, in 2016 conducted a robust assessment of the current need for advice services in Leicester. Findings from this exercise have been fed back to the sector and the results have informed the Social Welfare Advice review, which is currently being conducted. The assessment included a questionnaire to all social Welfare Advice providers in the City exploring the demand and need in the City. In addition, we held a stakeholder engagement event on 1st August 2016 where the 21 organisations from the advice sector were consulted on what they saw as an ideal model of delivery, concluding that not one single organisation alone in Leicester could provide all the advice required. In addition the project manager visited all advice organisations in the City personally to understand the Advice offer available, gather client insight, and discover what good advice and outcomes look like.

Thirdly, we gathered and analysed relevant historical client data. As with all current contracts, contract management and service performance and monitoring takes place quarterly and trends in advice are monitored closely. These five contracts are with the following agencies: Age UK LeicesterShire & Rutland, Citizens Advice LeicesterShire, Mosaic Shaping Disability Services, Somali Development Services and The Race Equality Centre and the in-house council service is The Welfare Rights Service. This source data is incomplete across the 6 sources and therefore only partially informs the review's research.

Fourth, is research from professional bodies such as Citizens Advice (national organisation), Department for Work and Pensions own policy research and papers, the Joseph Rowntree Foundation, LeicesterShire Diocese who have been monitoring impacts of welfare reform both nationally and locally and reporting upon their findings. The council continues to closely monitor updates in this research.

Our next step in the review, will be to consult with the public on the new proposed model of advice services from 31 July to 6 October 2017. Questions are posed to offer the opportunity for the public to comment on the proposed model and understand the demand for advice in the city from the perspective of those who may access it.

From this research position we will be able to make informed assumptions, based on current known demand, growth in demand year on year; plus any known/expected impacts informed by our four sources of research which will include anticipated demand from welfare reform and Brexit impacts.

2. Will the Scrutiny Committee ask the Council to have full regard to the Care Act statutory guidance regarding the need to provide adequate information and advice services to residents?

Response from Adult Social Care - Director of Adult Social Care and Safeguarding

Adult Social Care (ASC) is clear that it complies with the Statutory Guidance for the Care Act 2014, ensuring that people have adequate access to advice and information. This is directly provided, provided via services that we commission and we also signpost people to appropriate sources of advice, from specialist providers.

A full review of our advice and information provision was completed as we prepared for the Care Act to be implemented from 2015.

Universal Services – available to all

Leicester City Council (LCC) has updated the ASC web pages to ensure that the Information, advice and guidance is relevant and succinct. Where possible LCC pages will link to nationally recognised / trusted resources such as NHS Choices and Age UK/Citizen Advice Bureau materials, to ensure consistency of advice for customers. We are in the process of carrying out a wider review so as to make more improvements based on page usage and structure, to improve customer journeys.

Recognising that independent financial advice is often required, LCC has created a resource page that links to a range of providers to maximise choice for customers based on the area of financial requirement. Additionally, recognising that customers often require independent [and / or local] advice, the LCC pages include a page dedicated to “organisations that can help with information and advice” so as to maximise accessibility to quality information, advice and guidance across the city.

The ASC Customer Portal also acts as an entrance point to advice, as it directs customers to resources based on their needs [that they input], so as to maximise access to relevant information and advice. Likewise the online directory of services [Mychoice] is accessible for anyone looking to source local services and providers of care so as to maximise independence and support those that wish to self-help.

LCC also contract with niche providers (e.g. for the hard of hearing community) so as to ensure that advice is available as needed in accordance with the Accessible Information Standard.

Services provided to people who approach ASC in person

Many people contact ASC by telephone, to explore their needs, and the provision of information and advice is integral to both our telephone contacts and any follow up assessment outcomes.

All referrals received into our Contact and Response Service are provided with information, advice and guidance appropriate to the request. This can be provided over the telephone or in person, depending on the needs of the individual and we record the information and advice given, to inform any future requests. Support is given to individuals to make full use of the information to meet their needs as required.”

Minute Item 12



REGULATION OF LEICESTER'S FOOD
BUSINESS SECTOR
**Present and Future
Challenges**

12th July 2017



Purpose of the Presentation



- ▶ Brief the Scrutiny Committee on what is happening in the Food Sector.
- ▶ Brief the Scrutiny Committee on the proposed Food Safety Team Service Plan
- ▶ Present the City Council's approach to Food Regulation and continued service improvement.
- ▶ Inform the Scrutiny Committee on the Food Standards Agency Regulating Our Future program



About our Food Sector



	A	B	C	D	E	Not yet rated	Total
Primary Producers	0	0	0	0	0	0	0
Manufacturers and Packers	8	13	28	26	12	8	93
Importers/Exporters	0	0	0	5	1	2	8
Distributors/Transporters	0	2	4	35	48	2	89
Retailers	2	8	89	367	310	15	791
Restaurants and Caterers	19	222	707	716	291	99	2054
Totals	27	245	828	1149	660	126	3035

- 27 'high risk' A's require 6 monthly interventions
- B's 12 months, C's 18 months, D's 24 months.
- E's low risk and subject to alternate intervention strategy
- 17 'Approved Establishments'



About Our Food Sector



- ▶ **c. 3,000 registered food businesses and of these**
 - Significant diversity in the range of food businesses
 - Significant number of NEW entrants into the Food Sector
 - English is often not first or main language of communication
 - Producing culturally specific foods, e.g. Paneer, Polish dumplings, Asian sweets
- ▶ **Key features of the Food Sector are:**
 - Long term increase in number of operators (2,494 on 1/4/2003)
 - Further increase forecast in line with Economic Strategy (support for food tourism)
 - Highly competitive market/low profit margins
 - High turnover in 'restaurants and catering' sub-sector.



Food Regulation



- ▶ As a Unitary Authority Leicester City Council regulates both Food Hygiene and Food Standards
- ▶ Hygiene Regulation
 - Inspection of Hygiene in food establishments
 - Approval of certain food establishments
 - Sampling of foods and hygiene swabs
 - Production of Health Certificates for exports
 - Use of Emergency Powers to close establishments presenting imminent risk
 - Investigation of complaints
- ▶ Standards Regulation
 - Inspection of Standards in food premises – labelling, food claims, nutritional declarations etc.
 - Testing of food products
 - Investigation of complaints

Enforcement follows a graduated approach
Regulation is supported by essential but non statutory advice and information to both establishments and the public



Why regulate business conduct?



- ▶ Leicester City Council, as a Food Authority have a Statutory Duty.
- ▶ Our aims are:
 - Prevent ill-health and death arising from food poisoning/contamination
 - Ensure that manufacturers, retailers and caterers supply good quality safe food
 - Prevent and detect fraud in the production and description of food
 - Assist Leicester's food businesses to comply with food law.
- ▶ In order to:
 - Protect Public Health
 - Protect Consumers Purse and Choice
 - Protect Good Businesses from Unfair/Unlawful competition
 - Protect our country's export markets
- ▶ In a way which promotes business growth and helps maintain a vibrant and safe food offering in the City



Our Food Safety Team



- **Food Safety Team Management**
 - 1.5 FTE
 - Oversight of inspection program, monitoring of standards, supervision of officers, support/review of enforcement actions
- **Food Safety Team**
 - 10.2 FTE (1 officer currently on maternity leave) 'inspectors' with average length of experience of 9 years
 - inspections, investigations of complaints and food incidents
- **Close working relationship with internal services**
 - Trading Standards
 - City Wardens
 - Licensing
 - Public Safety Team
 - Public Health
- **Liaison with national and regional organisations**
 - Food Standards Agency
 - Trading Standards East Midlands
 - Public Health England
 - National Food Crime Unit



Review of 2016/17



- ▶ **Significant Incidents and events**
 - Withdrawal of Approval – Eastern Catering
 - Dutch Bangla - prosecution for meat fraud
 - Life With Taste – Support for a growing business
 - Prohibition of a Food Business Operator – Boston Chicken & Pizza
 - Seizure of illegally imported food – Mega Oriental
- ▶ **FST Performance**
 - 1822 Food hygiene inspections
 - 1273 Compliance checks
 - 21 overdue inspections (carried to 2017/18)
- ▶ **Compliance**
 - Since the FSA Audit and the recommendations made we have seen a 12.5% rise in the level of broadly compliant food establishments (71.5% to 84%).
 - Zero rated establishments has fallen by approximately 50%



Service Plan 2017/18 - Priorities

- ▶ **Completion of Planned Interventions**
- ▶ **Compliance Projects**
 - Engage food businesses and service users through social/digital media
 - Explore the introduction of cost recovery for FHRS re-rating visit
 - Promotion of 5 Rated Establishments
 - Allergens
 - Sweet Marts
 - Illicit Alcohol – Bars/nightclubs
 - Review of Halal Certification assurance
 - GM Foods
- ▶ **Advice and Support**



Regulating Our Future

- **Key Themes**
 - Enhanced Registration
 - Segmentation
 - Assurance and Standards
 - Digital Technology and Data
 - Sustainable funding



Taking Stock

- ▶ **The Leicester Challenge**
 - ▶ To maintain a continuous improvement strategy with a focus on
 - support for new establishments
 - Timely and proportionate enforcement where there is non compliance
 - Identification of food fraud
 - Liaison with other regulators to improve the intelligence picture
- ▶ **The National Challenge**
 - ▶ To contribute to and support the Regulating Our Future program by
 - Providing feed back on Leicester experiences
 - Being involved with FSA trials and discussions
 - Ensuring the team are ready and working towards a changed regime
 - Ensuring our food businesses are informed of change.



THANK YOU FOR LISTENING

QUESTIONS?

***Neighbourhood Services
and Community
Involvement
Scrutiny Commission***

***Social Welfare Advice
Re-procurement***

Lead director: Alison Greenhill

Date: 6th September 2017



Useful information

- Ward(s) affected: All
- Report author: Caroline Jackson
- Author contact details: Caroline.Jackson@leicester.gov.uk and 37 2501
- Report version number: 1

1. Purpose of report

- 1.1 This report gives an update on the re-procurement of Council funded Social Welfare Advice (SWA) contracts which are due to end on 31st March 2018.
- 1.2 It also provides details of the current public consultation on the proposed model of advice provision in the city.

2. Background

- 2.1 The Council currently funds five voluntary sector advice contracts and also one internal advice service, which are managed across six service areas.¹ This has resulted in an uncoordinated and silo-working approach to advice provision and contract management.
- 2.2 The current cost of this advice provision is £914k per annum which includes £580k per annum for the Voluntary and Community Sector (VCS) contracts and £334k for the internal service. This equates to approximately £4.5m over the life of the five year contracts.
- 2.3 The Council continues to face funding reductions and needs to make savings of £40m by 2020 and the proposals, in this report, will contribute to these savings, However, the level of savings is yet to be identified as this will be dependent on the final model of advice provision.
- 2.4 As the current VCS advice contracts are due to end in March 2018 this has provided an opportunity to review current advice provision and to develop proposals to improve this.
- 2.5 Our aim is to ensure the continued provision of free and accessible advice to the most vulnerable city residents, who need assistance to resolve their issues. The aims of the procurement exercise are detailed in Appendix A.

¹See Section 4.3 for details of advice services in scope.

2.6 A sector-wide engagement event was held in 2016 and also individual meetings took place with 21 advice organisations; to better understand the challenges currently being faced by clients accessing their services. Regular updates are given at the Social Welfare Advice Partnership (SWAP) meetings and calls for evidence, to demonstrate demand, have been made to the advice sector.

2.7 As we are proposing changes to the way Council funded advice is both provided and accessed, we are currently consulting on these. The consultation period is for ten weeks and was launched on 31st July, ending on 6th October 2017.

2.8 A report to the Executive and Scrutiny, detailing the results of the consultation and the proposed final model of provision, will be submitted towards the end of the year.

3. Recommendations

3.1 Members of the Neighbourhood Services and Community Involvement Scrutiny Commission are asked to note the update on the social welfare advice re-procurement exercise.

4. Overview of the current advice offer

4.1 Advice is currently provided across seven categories – welfare benefits, debt, housing, employment, immigration, community care and family issues.

4.2 This advice is provided using a three tier model. More detail on each of these Tiers is included in Appendix B.

- Tier 1 - Assisted information and sign-posting clients to self-help
- Tier 2 - General advice, some with casework, usually completed in one call/visit
- Tier 3 - Specialist advice which includes appeals and tribunal representation

4.3 Initially, only five VCS advice providers were included in the procurement scope which included Age UK; Citizens Advice LeicesterShire (CitAL); Mosaic; Somali Development Services and The Race Equality Centre.

4.4 As the aim of the procurement exercise is to develop a streamlined and co-ordinated advice offer, it was subsequently agreed by the Executive (June 2017) to include the Council's in-house Welfare Rights Service (WRS) in the proposed model, currently being consulted on.

5. Demand overview

- 5.1 Although the Council is not required by law to fund social welfare advice, we feel this is an important service for local people particularly in light of the city demographics and also the cumulative impact of continued public sector funding reductions and welfare reforms.
- 5.2 Demand for funded advice services increased by approximately 37% during 2016/17 which included providers responding to 48,266 separate client issues. Advice services report seeing more people with complex issues that require detailed work to be undertaken over several appointments. They are also reporting a rise in the number of people with mental health or disability issues and also people in crisis.
- 5.3 The largest increase in demand was at Tier 1 at 61.4%, with 24% at Tier 2 and 5% at Tier 3. This trend analysis only relates to Citizens Advice LeicesterShire (which represents approximately 84.5% of our advice provision) as data collection and monitoring methods are inconsistent across advice services, making it difficult to establish a baseline position to inform future trends.
- 5.4. Demand in relation to welfare benefits, debt, housing, employment and immigration accounts for 83.7% of total demand for funded advice services.
- 5.5 Those people most at risk include those with changing circumstances e.g. moving into work from unemployment/sickness or insecure employment; those who are benefit dependent and/or in debt or with no savings buffer.
- 5.6 The roll out of the Full Service Universal Credit is anticipated to drive demand from March 2018. As this requires forms to be completed online, there will be a continued need for support with assisted form filling at Tiers 1 and 2, either by supporting people to complete the forms themselves, if they are able to, or by completing the forms for people who are not able to do this without help. The need for this support is driven by a combination of poor literacy levels, language issues and digital exclusion. (Either lacking access to a computer, not having an email address or lacking the skills to access on-line services.)
- 5.7 The changing ethnic make-up of the city, particularly in relation to new arrivals, puts additional pressure on advice services in relation to new communities and language support.
- 5.8 We have identified the following priority groups for inclusion in the contract specification:- people with a disability or mental health issue; older people; families; lone parents on low incomes; carers; people moving into

work or training; vulnerable young people; new arrivals and ex-services personnel.

6. Benefits of providing non-statutory advice

6.1 It is widely accepted that the provision of legal and social welfare advice not only pays for itself but also makes a significant contribution to households, local economies and reducing public expenditure.

6.2 The main benefits for the city of providing advice include benefit maximisation, increased collection rates for local authorities, resulting in increased financial contributions to the local economy. For example, CitAL (£52m) and WRS (£4.5m) raised a combined total of approximately £56.5m in additional income for clients.

7. Proposed model of provision

7.1 We consider advice could be more efficiently and effectively delivered through a partnership, with a lead provider sub-contracting to specialist providers, where required. This would fundamentally change how services are currently delivered, ensuring a clearer route of access and also client outcomes.

7.2 It is proposed to combine the five VCS contracts into one contract, which would also include the in-house Welfare Rights Service (WRS). This service and associated duties would transfer to the procured lead provider. The work undertaken by WRS is currently undergoing a business analysis to ensure we have a clear picture of the tasks they undertake.

7.3 A core part of the WRS offer is to provide complex Tier 3 advice, reconsiderations and appeals support to Lower and Upper Tribunals. It is recognised that this requires a specialist skill set to ensure the effective delivery of this work. However, these skills are not mutually inclusive to an in-house service and are currently available and replicated within the SWA market. Work undertaken at Tiers 1 and 2 can be (and already is) provided across the independent and voluntary agencies.

7.4 WRS also provides outreach advice for families at a number of Children's Centres, as part of the Children's Service offer. The Children, Young People and Schools (CYPS) budget for this work is currently £64k (2017/18), reducing to £54k in 2018/19. This forms part of the total WRS budget cited in section 2.2 of this report. This work will continue to be delivered through the new advice contract.

7.5 Advice would continue to be provided using a three tier model, with all organisations being required to hold the appropriate accreditation.

(Appendix C)

- 7.6 General advice (Tiers 1 and 2) would continue to be available across all advice categories and specialist advice (Tier 3) would be available in relation to welfare benefits, debt, housing and employment.
- 7.7 The proposed model would include a robust assessment process at Tier 1. This would ensure a standardised assessment of customers' needs with the aim of correctly identifying issues, the level of advice required and ensuring clients are referred to the most appropriate advice service. This would also ensure the early identification of clients in immediate need or crisis².
- 7.8 The service would be accessed through a mix of self-referrals / agency referrals; using a combination of digital information, self-help tools and also face to face contact during weekday, working hours.
- 7.9 There are people who will be able to help themselves if they are signposted to the correct information source. We believe that approximately 20-30% of clients at Tier 1 can be directed towards self-help, resulting in more capacity at Tiers 2 and 3 to deal with vulnerable people, in crisis or with complex issues.
- 7.10 The proposals include a continued Tier 3 specialist advice provision which enables people to challenge legal decisions. This can involve appeals, reconsiderations, and tribunals.
- 7.11 The lead organisation will provide the Council's Universal Credit 'Personal Budget Support' service which is grant funded by the Department for Work and Pensions (DWP). The level of funding is linked to the DWP's predicted level of demand for the service. This funding is ring-fenced and so is outside the scope of the re-procurement exercise and does not form part of the consultation.
- 7.12 The model retains home visits for those people unable to leave their homes and also an outreach provision delivered from the Council's Centres.³ Outreach advice is currently delivered across ten Council and Community buildings and the proposal to deliver advice from these centres fits with the Using Buildings Better (UBB) project.

² This typically involves a crucial or decisive situation, where there is an immediate risk and usually an imminent deadline for action.

³ St Matthews Centre; Pork Pie Library and Community Centre, New Parks Centre, Beaumont Leys Library, BRITE Centre, Hamilton Library and Community Centre and Belgrave Library. The final location in the east of the city is still to be confirmed.

7.13 The lead provider will be based in the Customer Service Centre in Granby Street and will identify a further location for their telephony services.

7.14 Providing an appropriate level of language assistance, during the initial point of contact, will ensure clients' needs for translations are fulfilled at Tier 1. This will be achieved through recruitment processes; by encouraging people to bring their own interpreters/family members to meetings or gaining agreement to act on their behalf through emails and phone calls. We will use translation services, where required, however as this is an expensive service, it would only be used when there were no other options available.

8. Benefits of the proposed model

- Encourages and co-ordinates the collaborative delivery of advice services to meet the needs of clients;
- Provides opportunities for new providers to join the partnership to meet service gaps/needs;
- We will ensure the evaluation scoring is robust, resulting in the procurement of a good quality lead provider;
- Enables joint access to information, demand monitoring, trend analysis and mitigating actions;
- Improved specialist qualifications;
- Ensures the most appropriate provider is procured for the appropriate specialisation;
- Reduces duplication amongst service providers; and
- Provides an increased voice and bargaining power; increased opportunities to access external funding, achieve economies of scale and make efficiency savings.

9. Social welfare advice consultation

9.1 The public consultation was launched on 31st July and ends on 6th October 2017. (10 weeks)

9.2 Details about the consultation, the link⁴ to the online consultation and also paper copies of the questionnaire have been circulated to a wide audience

⁴ Appendix D

including: members; funded and non-funded advice agencies; GP surgeries; Housing Associations, the Tenants' and Leaseholders' Partnership and other key partners. Paper copies have also been delivered to a range of council front line services such as children's centres, Housing Offices and libraries.

9.3 The SWA Project Team have attended Council Team Meetings to provide more information to LCC staff on the proposals and also held a session with current Contract Mangers to seek their views.

9.4 The SWA Project Team hosted a sector wide engagement session at the Social Welfare Advice meeting at the end of August 2017 and feedback from this session will be included in the consultation evaluation.

10. Next steps

10.1 Determine the most appropriate procurement route which allows us to have a flexible approach to the procurement of social welfare advice. This will enable us to identify weak or unclear aspects of the proposals and suppliers will gain a better understanding of our requirements and can improve their solutions to meet these. We will also gain a better understanding of various delivery models and pricing structures and we can help suppliers to further develop their tenders.

10.2 Following the evaluation of the consultation, and agreement on the preferred model of provision, we will identify the TUPE⁵ implications across the VCS contracts and the WRS.

10.3 Evaluation of the business analysis of the work of WRS.

10.4 Following the evaluation of the consultation and agreement on the preferred model of provision, an equality impact assessment will be developed in response.

10.5 A final report will be submitted to the Executive and Scrutiny, towards the end of year, to seek agreement on the final model to be procured.

⁵ Transfer of Undertakings (Protection of Employment) regulations

11. Details of Scrutiny

11.1 The SWA Procurement Options Report was presented to Neighbourhood Services and Community Involvement Scrutiny Commission for comment on 24th August 2016.

11.2 Members were keen that an effective advice offer was available for vulnerable city residents.

11.3 There was concern that the expertise and specialisms, within the city, were not lost and that protected groups were able to access the advice and language support they need.

11.4 These comments contributed to the proposed model of advice provision.

Financial, legal and other implications

12.1 Financial implications

The steps set out in this report are expected to facilitate savings towards the Spending Review of Advice Services.

Colin Sharpe – Head of Finance - 374081

12.2 Legal implications

The Council has accepted a duty to consult and has designed the consultation to be legally complaint.

Contractual advice will be needed once the final model is decided, both in respect of the termination of current contractual arrangements and the procurement of the new ones. The procurement process and the contract terms must be robust enough to support the future SWA service.

Property based legal advice will be required in relation to the sub-letting of the Customer Service Centre as proposed in the model outlined in the report.

Jenis Taylor- Principal Solicitor (Commercial) - 37 1405

The proposed provision is to change from five contracts with five different organisations and an in-house provision to one contract with a partnership with a lead provider who may sub-contract specialist providers. As a result the TUPE Regulations may apply to the procurement.

It is recommended that TUPE questionnaires are sent to the current providers prior to any procurement process in order that indicative information can be provided for potential bidders to obtain advice as to the application of the TUPE Regulations.

It is noted that the proposed model includes the Council's in-house Welfare Rights Service in the procurement exercise. This may constitute a TUPE transfer depending on the final model proposed. If TUPE did apply, the in-house employees carrying out the work at the point of transfer would transfer under TUPE arrangements to the new provider. The employees' terms and conditions at the point of transfer would be protected in accordance with the requirements of TUPE. Furthermore the Council would be under an obligation to ensure their pensions were protected by the new provider either offering continued access to their current pension scheme or offering a broadly comparable pension certified by GAD.⁶

It is recommended that further legal advice is sought on the proposals as they are developed.

Julia Slipper – Principal Lawyer (Employment & Education) Ext. 37 6855

12.3 Climate Change and Carbon Reduction implications

Where face-to-face IAG services are provided, these will usually contribute to city wide carbon emissions through the travel involved. The proposal to increase the role of online services therefore has the potential to reduce the carbon footprint of the services as a whole, if the numbers of face-to-face appointments are reduced as a result. The Council could seek to minimise the climate change impact of face-to-face appointments through the commissioning process, by including a requirement in the specification for information to be offered to clients about travelling to their appointment by bus, on foot or by bike.

In relation to the information, advice and guidance content, the service could, where appropriate, signpost clients to any help available on affordable warmth issues e.g. any help with energy saving/insulation measures that may be available, and tenants' rights in relation to the energy efficiency of rented accommodation. This could also be reflected in the commissioning

⁶ Government Actuary's Department

specification.

The proposal to transfer the WRS service to the commissioned provider will slightly reduce the Council's own carbon emissions due to the travel associated with providing the service moving across to the provider.

Duncan Bell – Senior Environmental Consultant Ext. 37 2249

12.4 Equalities Implications

Our Public Sector Equality Duty requires decision makers to be clear about any equality implications of the proposed course of action during proposal development and at the time of decision. Commissioners and providers must be aware of the different access needs arising for users based on their protected characteristics, and how to effectively address them so that there are no barriers to accessing needed social welfare advice. The proposed consultation will provide the Council with an opportunity to find out the likely impacts of the proposed model on those dependent on welfare advice services as identified by those in receipt of such advice, those providing advice and other interested stakeholders. Once the consultation is complete and the findings analysed, they should inform an Equality Impact Assessment of the proposed model, highlighting potential impacts on those adversely affected and mitigating actions which will seek to reduce or remove those negative impacts.

Surinder Singh Equalities Officer Ext. 374148

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

None.

13. Background information and other papers:

NSCI Scrutiny Commission – SWA Procurement Options Paper – 24th August 2016

14. Summary of appendices:

Appendix A – Aims of the re-procurement exercise

Appendix B – Tiers of Advice

Appendix C – Social Welfare Advice Accreditation

Appendix D – Link to Social Welfare Advice Consultation

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

No.

16. Is this a “key decision”?

Yes

17. If a key decision, please explain reason.

Yes. The Spending Review Programme (SRP) for Advice anticipates indicative savings of £0.5m pa. The proposals in this report will contribute to these savings. There exists a significant body of Social Welfare Advice providers which may result in substantial public interest in the decision.

Aims of the re-procurement exercise

The service will:-

- Provide a quality accredited, appropriate, accessible advice service provided through an assessment and three tier model of provision across the existing eight categories of advice;
- This will include; generalist advice, with and without casework, and specialist legal advice and representation, including tribunal and appeals work;
- Advice provision will be free of charge, independent and confidential;
- Advice will be targeted at agreed priority groups;
- Deliver advice covering multiple legal issues through one service, providing an appropriate, co-ordinated and clear client journey. This will include clear access, assessment and referral processes which result in the client understanding the next steps;
- Eradicate advice gaps caused by disjointed referral processes between advice agencies operating in the city to ensure those most in need do not either 'slip through the net' or disengage from having to repeat their story;
- All cases will be closed when the issue has been resolved which will include the collation of robust client records and outcomes achieved;
- Deliver high quality social welfare advice services to local people based on a clear understanding of local need and priorities, identified through continued collection and analysis of performance data and ensuring services continue to meet these throughout the duration of the contracts;
- Tackle disadvantage and promote social inclusion through the delivery of services which assist individuals to exercise their rights and challenge situations that may otherwise lead to social exclusion;
- Empower individuals to access appropriate advice and information;
- Develop the city's advice sector by bringing together key stakeholders to develop collaborative working to maximise the reach of the service. This will include membership of the Social Welfare Advice Partnership and all partners will attend meetings regularly. The lead provider will also attend scrutiny commission meetings, as require

Tiers of Advice

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

Social Welfare Advice Accreditation

1. Organisations must hold the necessary accreditation that is required in order to provide Social Welfare Advice. Accreditations are a set of standards and requirements that assure the quality of advice services provided to clients by organisations that hold these standards.
2. In order to attain these standards, organisations must have demonstrated that they are:
 - Easily accessible;
 - Effectively managed; and
 - Employ staff with the skills and knowledge to meet the needs of their clients.
3. All service providers must be quality assured and hold the Advice Quality Standard (AQS).
4. Service providers who give specialist financial, debt and/or personal budgeting advice must have Financial Conduct Authority (FCA) accreditation or hold the Specialist Quality Mark (SQM), where appropriate, in order to cover the areas of law covered in the specification. All advisors delivering Tier 3 specialist advice within the contract must be qualified.
5. The lead service provider must also have registration or an exemption with the Office of the Immigration Services Commissioner (OISC) to provide immigration advice or services at level one.

Appendix D

Link to Social Welfare Advice Consultation:

<https://consultations.leicester.gov.uk/corporate-resources-and-support/social-welfare-advice-consultation>



Neighbourhood Services & Community Involvement Scrutiny Commission Report

Transforming Neighbourhood Services East and Central Area

Date: 6 September 2017

Assistant City Mayor: Councillor Kirk Master

Lead director: John Leach

Useful information

- Ward(s) affected: Castle, Evington, North Evington, Spinney Hills, Wycliffe, Stoneygate
- Report author: Lee Warner / Shilen Pattni
- Author contact details: 454 3542
- Report version number: FINAL

1. Summary

1.1 Summary

The purpose of this report is to:

- Provide an overview of progress to date of the Transforming Neighbourhood Services (TNS) Programme
- Present a summary of the results of engagement work and consultation carried out in the East and Central area of the city
- To set out the proposals that are intended to be implemented by the TNS programme in relation to the East and Central area

1.2 Recommendations:

- That the Scrutiny Commission note the progress made to date, feedback and lessons learned regarding the engagement activity in the East and Central area.
- The Scrutiny Commission is invited to comment on the proposals made in relation to the East and Central area

2. Main report:

2.1 Background

The TNS programme is scoped to identify different ways of organising how services are delivered within the neighbourhoods of the city of Leicester, with a view to reducing the costs of delivery by around 30% while maintaining the quality of our services.

The programme approach is to consider each of 6 geographical areas in turn to identify methods by which the service delivery model can be transformed through opportunities to co-locate services and make better use of the assets available.

Initially the scope of the programme covered four service areas:

- Community Services
- Libraries
- Adult Skills & Learning
- Neighbourhood based customer services

In addition some other council services with a presence in the neighbourhoods were included where they could form a part of the future delivery model, for example, by sharing locations.

In October 2015 the Council announced a city-wide review of its buildings called "Using Buildings Better" (UBB). The Transforming Neighbourhood Services programme now forms part of this wider programme and is extended to include other neighbourhood

based service points. In the east and central area this has meant the inclusion of neighbourhood housing offices. Whilst there are no stand-alone youth centres in the east and central area, two youth centres which are located within neighbourhood buildings are also included. The inclusion in UBB also enables dependencies with other relevant areas of work including a wider review of staff accommodation and channel shift to be better managed.

The full scope of the east and central area includes the following buildings:

Property	Ward
Knighton Library	Castle
Coleman Neighbourhood Centre	Evington
Evington Library	Evington
Rowlatts Hill Neighbourhood Housing Office	Evington
Coleman Lodge Community Centre	North Evington
Humberstone Neighbourhood Housing Office	North Evington
St Barnabas Library	North Evington
African Caribbean Centre	Wycliffe
Highfields Library	Wycliffe
St Matthews Centre	Wycliffe
St Peters Neighbourhood Housing Office	Wycliffe

Under the Council's Using Buildings Better programme Children, Young People and Family (CYPF) Centres form part of the Early Help work stream. However CYPF Centres and council pre-school provision are considered within the TNS programme where there are opportunities to achieve joined up solutions for groups of buildings.

2.2 Development of the draft model

In order to develop a draft model the following activities have been undertaken:

- Data collection exercise to identify the buildings in scope, costs associated, services provided, usage statistics, historical information
- An initial engagement exercise was carried out for the city as a whole between

April and July 2013 to raise awareness and gain an overview of the general views and attitudes of residents towards neighbourhood services

- An in-depth and focussed engagement process was carried out in the east and central area from 9th January to 19th February 2017 to collect suggestions and comments from service users and residents
- Analysis of the data collected and the responses received through the engagement exercise to construct a draft model, which was presented to the City Mayor and Executive in May 2017.
- Assessments of equalities impact of the options proposed
- Consultation on the draft model from 14th June to 25th July 2017, involving a series of meetings with resident groups, stakeholder and community groups and the availability of a form to provide feedback, comments and suggestions on the draft proposals (see section 2.2.1)
- Refinement of the model into that proposed in this report following the results of the consultation and further design work surrounding the proposed projects

2.2.1 Consultation Activity

Details of the previous engagements between April - July 2013 and January - February 2017 have been previously reported. The main outcomes of these previous exercises were:

- Good support for the principle of retaining services over buildings
- Strong support for the co-location of services, providing busy places from which multiple services can be accessed
- Some support for transferring of assets through the Community Asset Transfer procedure
- Some concern to ensure existing groups continue to have fair and equal access should buildings undergo community asset transfer
- Significant support for libraries and the functions they perform and likewise for activities in community and youth centres.
- There is potential for using buildings better by bringing services together in some buildings

Following the previous report in May 2017, a consultation exercise has been carried out on the draft proposals that were presented to the City Mayor and Executive at that time. Views were sought on the suitability and practicality of those proposals.

The consultation took place between 14th June and 25th July 2017. A wide range of stakeholders developed during the engagement phase were contacted to promote the consultation and to gain views on the proposals. A number of meetings were held with stakeholder groups, community groups who currently use the buildings and informal meetings and conversations were held throughout the consultation period, as follows:

Location	Date	Time
Coleman Neighbourhood Centre – open meeting	5 th July	6.30 – 8.30pm
Town Hall (Coleman Lodge group)	10 th July	1 – 2pm
St Matthews Centre – open meeting	11 th July	6.30 – 8.30pm
Evington Park House (Friends of Evington)	17 th July	11am – 12noon

St Peters Neighbourhood Housing Office	17 th July	All day
Humberstone Neighbourhood Housing Office	20 th July	All day
Rowlatts Hill Neighbourhood Housing Office	24 th July	All day

A consultation questionnaire was promoted online and at all Council run buildings and GP surgeries in the area throughout the duration of the exercise. The questionnaire was also available in Gujarati, Punjabi, Urdu and Somali. Promotional materials were displayed in a wide range of public buildings including community, youth and leisure centres, GP surgeries and schools. An early press release generated articles in the local newspapers. Letters were sent to all council housing tenants within the catchment areas of the three housing offices included in this consultation. Posters were displayed in communal areas in council housing blocks to promote awareness of the consultation. Social media and library e-newsletters were used to promote the consultation to subscribers.

A full report of the consultation carried out in June and July 2017 is attached to this document as Appendix A.

2.2.2 Consultation Outcomes and Alterations to the Proposals

In total, at the closure of the consultation on the 25th July a total of 527 completed response forms have been received. This was a significantly lower response rate compared to the initial engagement exercise in January and February. The following points provide a summary of the outcomes of the consultation:

Consultation Meetings and Focus Groups – key outcomes

- People attending the groups were supportive of the sites that they currently use, but there was a general acceptance that locality based services are more important than particular buildings
- There was a positive response to proposals for using Evington and Knighton Libraries better by providing out of hours access for inducted community groups, and interest was expressed in being part of this development.
- There was concern about the busy-ness and additional parking pressures for facilities proposed to host additional services such as St Mathews Centre and St Barnabas Library.
- There were concerns expressed by some council housing tenants that travel distances to proposed relocated housing office services would be increased. It was highlighted that consideration would need to be given to access to housing services for all council housing tenants, including those with mobility issues and those for whom English is not a first language.
- There was strong support and a range of suggestions for proposals to invest in retained buildings, and in particular Highfields Library and St Matthews Centre.
- Enquiries and discussions were held around the potential for asset transfer of some buildings proposed for release under the proposals.

Questionnaire – key outcomes

- There is good support for the services and activities offered by community centres and a high level of support for library services. Satisfaction that these services would continue to be delivered under the proposals.

- Support for proposals to provide access to library space out of hours for inducted groups, but concern to ensure that library resources remain secure.
- A relatively high number of responses from users of three housing offices proposed for service relocation. In general residents would prefer that the services remain where they are, and are concerned about increased travel distances and parking.
- A high number of responses from users of the African Caribbean Centre, the majority in support of the activities undertaken there.
- Support for the idea of multi-service centres such as the proposals for St Matthews Centre and St Barnabas Library, but also concern to ensure that the space and services are not over stretched.

Lessons Learned

The following are a summary of the lessons learned from the engagement and consultation process throughout the TNS programme:

- The method of engagement with the groups has resulted in a high quality level of response, particularly given the ability to tailor conversations to answer specific concerns when meeting groups individually
- There was a significantly increased response rate for the initial engagement exercise. This could be due to the early engagement of stakeholders and users groups at the early stage of the process for the east and central area.
- The users of existing networks and contacts has been particularly effective in this area. The letters sent to all housing tenants in the catchment area have ensured a good level of awareness and feedback, especially with regard to the proposals for changes to housing offices.
- The overall approach of involving Ward Councillors, local MPs, stakeholders and members of the public early has been good as it helps to ensure that all concerns are heard, and provides sufficient time to respond to these concerns on an evidence basis
- The process undertaken has led to good co-operation between stakeholder individuals and groups, as well as other services
- The process has highlighted the potential staffing impact on staff whose primary base is one of the sites proposed for closure and the need to commence an appropriate change consultation process

2.2.3 Impact of Consultation on Model

Following the consultation the following considerations have been taken into account for the proposed model for the east and central area:

- Concern was raised at public meetings and in responses to the questionnaire with regard to the busy reception area and ground floor facilities at St Matthews Centre. Works are proposed to provide additional interview cubicles and to explore options to reconfigure the reception area in the building to ensure additional housing business from the St Peters estate can be accommodated.
- Concerns were raised regarding limited parking facilities outside St Barnabas Library where some housing services are proposed to relocate. It is proposed to review parking arrangements outside the library as part of a project to move in Humberstone and Rowatts Hill Neighbourhood Housing Office support.

2.3 Draft Model Summary

2.3.1 Principles of the model

The following principles have been used to develop this model:

- Retention of locality based services are a higher priority than the retention of specific buildings
- A key principle of shared buildings providing multiple services
- A reduction of around 30% of current spend on building running costs is to be achieved.
- The services provided should remain and where possible be enhanced
- At this stage the model is based around the use of the buildings only. The implementation of the changes may have an impact on some staff based at these buildings.
- Opportunities for alternative use should be investigated for buildings identified as surplus to requirements.

2.3.1 Rationale

A target saving of a 30% reduction in building running costs based on the cost of Neighbourhood Services buildings has been identified through the TNS programme. In addition there is a requirement to identify building running cost savings for other public facing buildings in the area under the Using Buildings Better programme and via other elements of the Using Buildings Better programme including staff accommodation and channel shift.

The proposals are to invest in well located and well used buildings to deliver multi-service centres. This was the most popular suggestion for re-organising services during the engagement period. The following buildings are proposed based on analysis of the responses from the stakeholder engagement exercises and local buildings data.

2.3.2 Draft Model in detail

The overall model is to reduce the number of buildings in operation by combining the services provided into fewer, multi-purpose centres. The main focus of these centres will be St Mathews Centre, St Barnabas Library, Highfields Library, Knighton Library, Evington Library, the Coleman Neighbourhood Centre and the African Caribbean Centre.

The following section describes the proposed model in relation to each building in the area.

St Matthews Centre

(The consultation highlighted that this is a busy centre and that consideration should be given to installation of another interview room to accommodate increased business from the proposed relocation of the St Peters Housing office. Residents also highlighted that queue management in the reception area should be reviewed. Users wanted outstanding redecoration works beyond the reception and library areas to be undertaken.)

The recommendation is to invest in the centre to provide additional capacity for

housing office enquiries relocating from St Peters Neighbourhood Housing Office and to complete redecoration works to support operations at the busy centre.

- Retain the centre which already hosts a wide range of services including a library, youth centre and housing front desk
- Invest in the centre to complete redecoration works and to provide extra interview rooms for use by housing customers
- Accommodate St Peters Neighbourhood Housing Office as part of the existing housing offer

St Peters Housing Office

(There was concern from some council housing tenants in the Highfields estate about accessing the office under the proposal to relocate to St Mathews Centre.)

The recommendation is to relocate services into the multi-service centre at St Matthews Centre. It is noted that there is a major refurbishment project ongoing at St Peters high rise accommodation and that the relocation of the housing office must work closely with this project to ensure a smooth delivery of both projects.

- Move services into the improved St Matthews Centre
- Convert the housing office into additional housing

Highfields Library

(There was very strong support for the library during the initial engagement. Proposals to retain the library and to invest in the building were positively welcomed during the consultation period)

The recommendation is to retain the library and to invest in the building to support the ongoing high volumes of use.

- Retain the library
- Redecorate the library and improve facilities in the building
- Install an accessible public WC

African Caribbean Centre

(The consultation highlighted the high value placed on the centre by the wider community across the whole of the city. There were a range of views expressed around the effectiveness of the current partnership arrangements at the centre.)

It is recommended that the building is retained and that further work be undertaken to explore ways to reduce the running costs.

- Retain the building
- Explore ways of reducing centre running costs working with stakeholders and partners

St Barnabas Library

(The library was well supported especially during the initial engagement period. Proposals to create a multi-service centre to support council housing tenants from the current Rowlatts Hill and Humberstone offices were well received by existing library users. Some concerns were raised with regard to parking, which is limited to on street).

It is recommended to relocate services from Humberstone and Rowlatts Hill housing offices into the library to deliver a multi-service centre. Adult Learning classes will continue to be delivered from the building and it is anticipated that welfare support and

advice services will also be delivered from the building. Some alterations will be required to update the reception desk, install council self-service facilities and to accommodate private interview space.

- Retain the library
- Move Humberstone and Rowllatts Hill Housing Office front facing services into the St Barnabas Library building
- Install self-service equipment for improved local access to council services

Humberstone Neighbourhood Housing Office

(The consultation demonstrated some concern around potential limited parking at St Barnabas Library)

It is recommended that the service be moved into the St Barnabas Library building and that options for disposal of the building be explored.

- Move services into the improved St Barnabas Library building
- Explore options for disposal of the building including lease or sale

Rowllatts Hill Neighbourhood Housing Office

(The consultation demonstrated some concern over travel to St Barnabas library and potential limited parking there. Some respondents suggested moving the office into the neighbouring Coleman Neighbourhood Centre although it was noted this building has limited general opening hours and that the available space is preferred for community activities).

It is recommended that the service be moved into the St Barnabas Library building and that options for disposal of the building be explored.

- Move services into the improved St Barnabas Library building
- Explore options for disposal of the NHO building including lease, sale or clearance for potential housing development

Coleman Neighbourhood Centre

(The proposal to retain the site was welcomed during the consultation period. However some previous interest in Community Asset Transfer was renewed. Some respondents suggested moving the Rowllatts Hill Neighbourhood Housing Office into the Coleman Centre).

It is recommended that the centre and ball court be retained with some small works undertaken to improve ease of access for key-fob holding groups.

- Retain the centre and the ball court
- Work with groups to increase use of the building
- Undertake some small works to improve self-access systems for community groups

Coleman Lodge Community Centre

(There was renewed interest in potential Community Asset Transfer of the building from existing users. There was also concern from existing users that they would be displaced depending on the disposal method)

It is recommended to withdraw from the centre and to work with existing groups to find alternative options for their activities. Some groups may be able to relocate to the nearby Coleman Neighbourhood Centre.

Proposals

- Explore options for disposal of the building including sale, lease or clearance for potential housing development
- Work with groups to identify the best location for their needs

Evington Library

(There was good interest in the proposal to make the library available for use by inducted community groups outside of regular opening hours)

It is recommended to retain the library and to invest in the facility to install key fob access and to redesign the existing layout to make this more flexible.

Proposals

- Retain the library
- Install key fob access to the library for community group use out of hours

Knighton Library

(There was a positive response to proposals to retain the library and proposals to create access for inducted groups out of hours were welcomed).

It is recommended to retain the library and to invest in the facility to install key fob access, a public WC and to redesign the existing layout to make this more flexible.

Proposals

- Retain the library
- Install key fob access to the library for community group use out of hours

2.3.3 Summary of alternative options considered following consultation

(a) Rowlatts Hill Neighbourhood Housing Office

There is an option to relocate a front facing office to the neighbouring Coleman Neighbourhood Centre which is to be retained. However this centre has limited staffed opening hours and would therefore represent a reduced service.

Furthermore there is no reception desk or interview rooms, therefore some of the existing community space would need to be converted reducing the community offer at the centre. The centre would not be well located to accommodate services for users from the Humberstone Neighbourhood Housing Office and would not therefore represent a good overall solution.

(b) St Peters Housing Office

Two alternative locations were suggested for St Peters Housing Office services. Highfields Library was suggested but it was noted that the library is very busy and there is insufficient space to accommodate interview rooms and a reconfigured shared reception facility suitable for the housing function. The African Caribbean Centre was also suggested, but this option is not ideal as there is a stepped approach to the main entrance (lift access is available for customers with mobility issues).

2.4 Costs and Benefits

2.4.1 Current Costs

Neighbourhood Services

The budgeted running costs (based on financial year 2015 / 16) for **Neighbourhood Services** buildings scoped into the east and central area are shown in the table below:

Neighbourhood Services Buildings	Building running costs budget 2015/16 £
St Matthews Centre	125,500
African Caribbean Centre	45,100
Coleman Neighbourhood Centre	20,000
Highfields Library	25,700
Coleman Lodge Community Centre	6,000
Knighton Library	16,600
St Barnabas Library	44,200
Evington Library	17,600
Total	300,700

The budgeted running costs (based on financial year 2015 /16) for the Housing section are shown in the table below:

Housing Building	Building running costs budget 2015/16 £
Humberstone Housing Office	36,000
Rowlatts Hill Housing Office	27,000
St Peters Housing Office	15,000

Notes on the above tables:

- The figures in the tables above relate to the running costs of the building only and do not include staffing costs or income.

Based on the guide savings target of 30% of overall building running costs for Neighbourhood Services buildings in the east and central area, a reduction of approximately £90,000 is required.

2.4.2 One-off costs

In order to support the proposals, investment is required for building enabling works. A contingency sum is reserved for unforeseen costs.

For the implementation of this model initial visual building surveys have been carried out to estimate the costs to carry out the alterations required. The following table shows indicative capital costs to carry out the work required – **however it needs more detailed investigation and confirmation of costs before any work proceeds, in particular any asbestos related costs not evident in the visual surveys:**

Budget	Estimated Allocation
Building works	£400k
Contingency	£100k
Total	£500k

Costs include a provision for internal and professional fees.

Alongside this there will be one-off revenue based costs to carry out moves of furniture and equipment.

Individual project managers will be appointed to deliver the construction projects and also any transfers. Funding for these one-off costs will be sourced from the Corporate Transformation Budget as per a previous agreement.

2.4.3 Financial Benefits

At the point of releasing the buildings the following financial benefits will be available (full year basis):

Building	Fund	Efficiencies (1 Year)	Efficiencies (5 Years)
Knighton Library (room hire)	General	£3,000	£15,000
Evington Library (room hire)	General	£3,000	£15,000
Coleman Lodge Community Centre	General	£6,000	£30,000
Housing office space - income	General	£25,000	£125,000
Total	General	£37,000	£185,000
Humberstone Housing Office	HRA	£36,000	£180,000
Rowlatts Hill Housing Office	HRA	£27,000	£135,000
St Peters Housing Office	HRA	£15,000	£75,000
Office space at St Barnabas and St Matthews	HRA	-£25,000	-£125,000
Total	HRA	£53,000	£265,000
Total Savings		£90,000	£450,000

Comparing the total savings shown in the table above (£90,000) with the total Neighbourhood Services building running costs of the area (£300,700) shows that this is in line with the principle of the programme of aiming to reduce building running costs by at least 30%.

Notes on the above tables:

Efficiency savings are based on the budgeted building running costs for 2015/16 minus the non-transferable income generated by the building.

Additional financial benefits

The proposed savings relate specifically to building running costs incurred by Neighbourhood Services and Housing. However the proposed changes also help to reduce existing financial pressures on building management and maintenance costs.

The model is in line with a review of the Neighbourhood Services organisation which has already been completed and which was implemented in January 2016 and which delivers £586k savings.

2.4.4 Non-financial benefits

There are a number of non-financial benefits that apply to this draft model as follows:

- The result would be continued delivery of services while achieving a 30% reduction in spending
- The model is in line with the majority of views received from the engagement process i.e. increase co-location of services in the most appropriate buildings for the area.
- Convenient, co-located services, new services and some longer opening hours
- Better use of buildings, especially with regard to community space.
- Investment in multi-service sites ensures the longer-term viability of the services in the area
- A potential reduction in energy use of approximately 30% and associated carbon dioxide savings that will contribute towards achieving corporate environmental improvement objective to reduce the council's greenhouse gas emissions

2.5 Risks and Dependencies

The following list describes the risks and issues currently identified

- For all improvement works the identification and remedial actions required arising from the presence of asbestos may increase the costs and delay completion of any works.
- There are some individual groups in the area which have specific needs which may be difficult to relocate in alternative locations. In some cases the most suitable alternative locations may be available in non-council settings.
- There are a number of interdependencies to consider as part of the TNS work which includes the remodelling and reduction of the Council's early help services (youth service, children centres and family support services) Proposals from TNS and Early Help Remodelling include the disposal (meaning sale, transfer or demolition).

The following list describes the dependencies that have been identified to this point:

- The Using Buildings Better programme encompasses six work streams to review the wider council buildings estate. TNS proposals will need to link in with assumptions and proposals put forward by other work streams as part of the overall picture. There will be crossover with the accommodation strategy where back office functions are linked to TNS proposals.
- Youth remodelling Board will review council provision of pre-school and children, young people and family centres. Decisions will impact upon the delivery of services in some Neighbourhood Buildings, and on assumptions with regard to alternative provision in the local area.
- The completion of the projects will rely significantly on other support services within the council, particularly property, planning, and housing.

3. Details of Scrutiny

The final proposals will be presented to the Neighbourhood Services and Community Involvement Scrutiny Commission on 6 September 2017 and to the Housing Scrutiny Commission on 18 September 2017.

The Scrutiny Commission has been kept updated with regard to the progress of TNS and recently Using Buildings Better Programmes. The most recent TNS report was delivered on 30th November 2016.

4. Financial, legal and other implications

4.1 Financial implications

The proposed changes are expected to save £90k p.a., of which £37k is attributable to the General Fund and £53k to the Housing Revenue Account. The savings will count towards the TNS Spending Review target of reducing costs by 30% across the City and should be fully effective by the end of 2018/19. To facilitate the wider use of the retained buildings, £500k will be released from the corporate Service Transformation Fund, being the indicative capital costs of the required building alterations and improvements

Colin Sharpe, Head of Finance, ext. 37 4081

4.2 Legal implications

The Council has designed the consultation to be legally compliant and in this report the product of the consultation has been conscientiously taken into account to form the recommended proposals. The realistic alternative options have also considered in a transparent way, with the reasons why they were discounted outlined at 2.3.3.

If the model is approved procurement and legal support in relation to the capital works will be required.

Jenis Taylor- Principal Solicitor (Commercial, Property & Planning Team)

As this Report refers to the potential disposal of certain properties by way of lease, further advice should be taken from the Council's Legal and Estates Sections once these have been considered further in respect of the terms of any future disposal and the Council's legal powers to dispose.

John McIvor
Principal Lawyer (Commercial, Property & Planning Team)

4.3 Climate Change and Carbon Reduction implications

The Council has corporate targets to reduce both its own and city-wide carbon emissions by 50%. The consolidation of neighbourhood buildings and the co-location of services proposed in the report will contribute towards achieving the targets. In addition, there may be opportunities to make the retained buildings more energy efficient as part of any refurbishment or alterations.

- Mark Jeffcote, Environment Team (x37 2251)

4.4 Equalities Implications

The council's Public Sector Equality Duty (PSED) as set out in the Equality Act 2010 requires decision makers to be aware of and take account of the impact of its proposals on those likely to be affected.

The process undertaken to determine the development of proposals which would identify different ways of working and produce the required savings highlighted in the report is based on engagement exercises and consultation with those communities/stakeholders affected - as detailed in appendix A describing findings of the focus groups and public consultation undertaken and the responses received.

The proposals put forward in the report, based on consultation findings, promote continued local provision of council services with some services suggested for delivery in alternative nearby local settings. Some of the points raised for specific buildings have cited equalities implications regarding physical access to buildings (such as the need for added disabled parking bays nearby) and concerns about continued community access to local facilities should they be considered for community asset transfer. As in keeping with previous TNS building refurbishments, inclusive design principles should be followed to ensure maximum access to and use of local council buildings by the communities they serve.

The proposals also reflect the work being undertaken by the council in regard to channel shift and the Using Buildings Better programme.

Surinder Singh/Sukhi Biring Equalities Officers Tel 37 4148/4175

5. Background information and other papers:

None

6. Summary of appendices:

Appendix A – TNS East & Central consultation report

Appendix B – TNS East & Central engagement report

Appendix C – Equality Impact Assessment

7. Is this a “key decision”?

Yes

8. If a key decision please explain reason

The decision affects changes to service delivery in 6 wards in east and central Leicester

Transforming Neighbourhood Services

East & Central Area Engagement

Findings of the focus groups and public consultation
As at 25th July 2017

Prepared by:

- *City Development & Neighbourhoods*
- *with the support of Transformation & Service Improvement Team*



This report provides a summary of the findings of the focus groups and public consultation.

It includes information about:

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

EXECUTIVE SUMMARY

This report summarises the outcomes of the focus groups and public consultation on draft proposals for the reorganisation and consolidation of building stock in the East and Central areas of the city, being managed as part of the Transforming Neighbourhood Services (TNS) Programme.

A copy of the consultation form used for the exercise is included at the end of this document.

This period of consultation is part of a longer period of such activity as follows:

- An initial engagement exercise was carried out between April and July 2013 to raise awareness and gain an overview of the general views and attitudes of residents towards neighbourhood services.
- Focussed engagement with residents and service users in the East and Central area of the city between January and February 2017 to help develop draft proposals for the transformation of the area.
- Draft proposals were then developed based on the evidence received along with factual information collected from the relevant services and information around future usage from service providers and funders.
- A further period of consultation following completion of draft proposals has been held prior to any decisions being made **and this is the subject of this report.**

The consultation period ran from 14th June 2017 and 25th July 2017 and was carried out in two main parts:

- A series of meetings, by arrangement and request, with various drop-in sessions and focus groups, resident groups, community groups and voluntary organisations who use the facilities being investigated by the review
- A form available in various locations across the area and online for people to provide individual responses and comments

In addition some groups made separate submissions which were not part of the questionnaire.

In general responses and comments received were all supportive of the buildings that each individual used, however, a general agreement is apparent that the services provided are more important to people than the buildings from which they are currently provided.

Two public meetings and three drop in sessions were set up. A total of 140 people attended the meetings. The main messages drawn from the meetings held with groups are that:

- There was significant support for the activities in libraries which are important for local areas and also for community centres and the functions they perform
- There was a general agreement with all of the groups that the services provided were more important than particular buildings
- There was general agreement with all groups that savings can be achieved by reorganising services to make better use of buildings
- There is some support for transferring of assets through the Community Asset Transfer procedure for less well used buildings, and also some concerns about potential transfer to community groups.
- There was some concern surrounding the lack of investment and the need to improve facilities.

Between 14th June and 25th July 2017 a questionnaire containing details of the proposals and a 'tear-off' response form was also used to gather opinions on the proposals. These were widely distributed in the area, and a total of 5,000 leaflets were circulated. At the closure of the consultation on the 25th July 2017, a total of 527 completed form responses were received. People were asked to identify which services and

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report
July 2017

centres they used.

Residents and service users were also asked whether the proposals would benefit them or discourage them from using neighbourhood services. The following table shows a summary of the key points for and against the proposals:

Key Benefits Identified	Key Items To Discourage Use
Libraries remaining open	Increased staff would be required if more services are included in existing buildings
No requirement to travel to other areas	Preventing vandalism of a 'Smart' library
African-Caribbean Centre remaining open	Over-crowding in centres with many services being located together
Continuation of services received	Increased travel time

In addition many service users responded to highlight the value of local services to their communities to suggest certain buildings be retained under council control.

BACKGROUND

Transforming Neighbourhood Services – East and Central Area

The TNS programme aims to identify different ways of organising how services are delivered within the neighbourhoods of the city of Leicester, with a view to reducing the costs of delivery by around 30% while maintaining the quality of our services.

The programme has identified an approach through which the city is divided into 6 geographical areas and these are explored in turn to identify ways to transform services through opportunities to co-locate services and make better use of the assets available.

The scope of the programme covers public facing service areas. The services scoped into the East and Central area are:

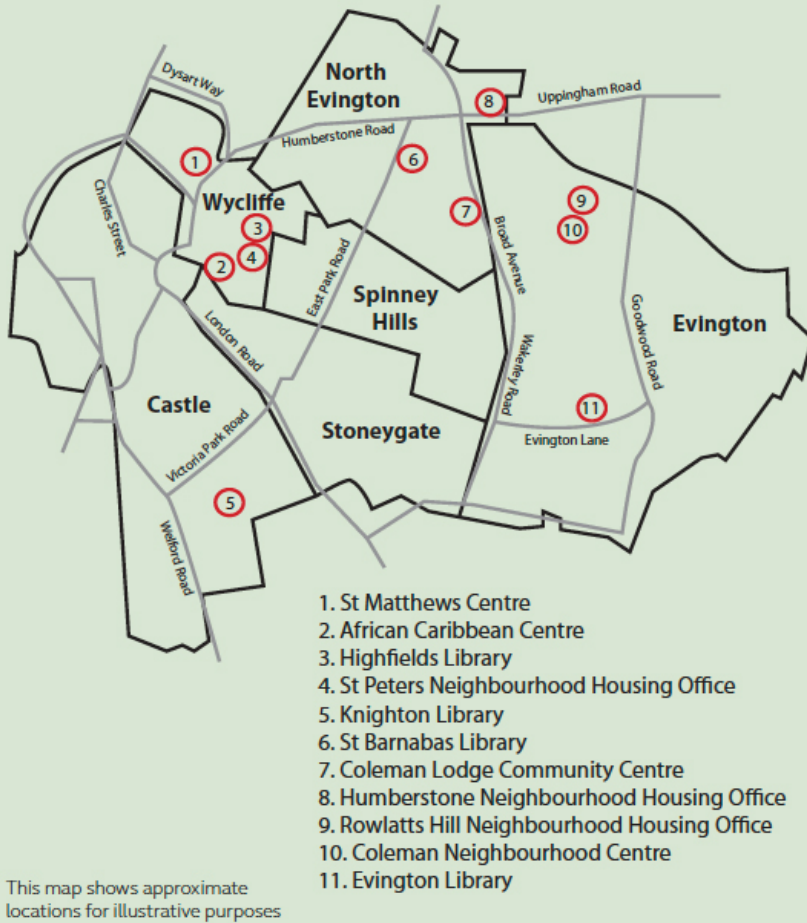
- Neighbourhood Services - Community Services and Libraries
- Adult Skills & Learning
- Youth Centres
- STAR
- Housing offices

The buildings within the scope of the East and Central area are:

- St Matthews Centre
- African Caribbean Centre
- Coleman Neighbourhood Centre
- Highfields Library
- Coleman Lodge Community Centre
- Knighton Library
- St Barnabas Library
- Evington Library
- St Peters Neighbourhood Housing Office
- Humberstone Neighbourhood Housing Office
- Rowlatts Hill Neighbourhood Housing Office

The East and Central area of the city can be subdivided into six smaller geographic areas, relating to the wards they support. The map below shows these, which have been labelled as Castle, Wycliffe, North Evington, Spinney Hills, Stonegate, Evington:

Neighbourhood buildings: East and Central area



CONSULTATION METHOD

Objectives and techniques

The public engagement period for the East and Central area ran from 14th June – 25th July 2017. The aims of the engagement were to promote awareness of the TNS programme in the local area, to identify and engage stakeholders, to gather information on how neighbourhood services and buildings are currently used in the area and to collect any suggestions for change.

This consultation builds upon previous development and engagement work undertaken for the TNS programme as a whole with the goal to develop a model for the East and Central area of the city. Overall, the following activities have taken place:

- Data collection exercise to identify the buildings in scope, costs associated, services provided (both internally and commissioned through voluntary sector organisations), usage statistics, historical information
- An initial city-wide engagement exercise was carried out between April and July 2013 to raise awareness and gain an overview of the general views and attitudes of residents towards neighbourhood services
- A more in-depth and focussed engagement process was carried out between 9th January and 24th February 2017 to collect suggestions and comments from service users and residents
- Analysis of the data collected and the responses received through the engagement exercises to construct a draft model, which will be presented to the City Mayor and Executive.
- Consultation on the draft model prior to a finalised set of proposals being submitted for approval **(subject of this report)**

Details of the previous city-wide engagement between April – July 2013 have been previously reported. The main outcomes of this previous exercise were:

- Good support for the principle of prioritising services over buildings
- Strong support for the co-location of services, providing busy places from which multiple services can be accessed

Summary of East & Central area engagement, 9 January – 19 February 2017

During 9 January – 19 February 2017, 5 drop in sessions and 8 focus groups were held focusing on services and buildings in the East and Central areas of Leicester. Questionnaires were made widely available at community buildings in the area and also online. A total of 2,346 questionnaires were completed, mostly on paper, but some online.

A separate report published in May 2017 is available outlining detailed analysis of the engagement period.

The report summarises the main outcomes of the initial engagement work as follows:

The main reasons given for using services were:

- Facilities/services (half of all responses)
- Range of services available (quarter of all responses)
- Ease of access
- Friendliness of staff

Residents and service users were also asked for their suggestions for reorganising services in the area to make savings. The main suggestions drawn from the responses were:

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report July 2017

- Bring services together in fewer buildings
- Make changes to run buildings more efficiently, for example install energy saving lighting, review heating and room allocation
- Better promotion to increase the use of existing buildings

In addition many service users responded to highlight the value of local services to their communities to suggest certain buildings be retained under council control.

East and Central area consultation 14 June – 25 July 2017

This period of consultation has been carried out in two main parts as follows:

- A series of meetings with residents, service users and stakeholders. Two large consultation events were held at Coleman Neighbourhood Centre and St Matthews Centre respectively. The events were chaired by the Director for Neighbourhood and Environmental Services and the Assistant Mayor for Neighbourhoods and attended by senior officers with a remit for the services in question. The events were open to everybody and were well attended. In addition consultation meetings with officers were arranged for interested community groups upon request. Drop in/Focus groups were held at all three neighbourhood housing offices.
- A form available in various locations across the area and online for people to provide individual responses and comments

In addition some groups made separate submissions which were not part of the questionnaire but have been included in this report.

The details of the meetings held are as follows:

Location	Date	Time
Coleman Neighbourhood Centre – public meeting	5 th July	6.30 – 8.30pm
City Hall (Coleman Lodge group)	10 th July	1 – 2pm
St Matthews Centre – public meeting	11 th July	6.30 – 8.30pm
Evington Park House (Friends of Evington)	17 th July	11am – 12noon
St Peters Neighbourhood Housing Office	17 th July	All day
Humberstone Neighbourhood Housing Office	20 th July	All day
Rowlatts Hill Neighbourhood Housing Office	24 th July	All day

Alongside this a number of informal meetings have taken place with individual stakeholders and groups to discuss the area.

A leaflet containing details of the engagement and a ‘tear-off’ response form was used to gather opinions on the proposals. A total of 5,000 leaflets were widely distributed in the area. The form was made available on the Council’s open consultation website. Translations of the text were made available in Gujarati, Punjabi, Somali, and Urdu.

The form was also available at all public facing Council buildings in the East and Central area and online from 14th June to 25th July 2017.

PUBLIC RESPONSE AND VIEWS EXPRESSED

Consultation meetings

Two consultation meetings were held attended by residents, service users, community organisations and stakeholders in the East and Central area of the city at Colman Neighbourhood Centre and St Matthews Centre and were chaired by the Director for Neighbourhood and Environmental Services and the Assistant Mayor for Neighbourhoods.

In addition focus groups were held with tenants at each of the three neighbourhood housing offices.

Meetings with individual groups were arranged upon request.

A total of 8 meetings were held during the period, with wide attendance from a range of residents, stakeholders, partners and service users. The Assistant Mayor for Neighbourhoods and Assistant Mayor of Housing attended to chair the consultation meetings. Officers for a range of services were available to facilitate and record the meetings.

General Queries and Views arising from meetings

- People attending the groups were supportive of the sites that they currently use, but there was a general acceptance that locality based services are more important than particular buildings
- There were concerns about the busy-ness and capacity of some buildings proposed for amalgamation
- There was concern about the impact of co-location of services on existing user groups
- There was concern about the quality of the services proposed for reorganisation under the proposals
- Enquiries and discussions were held around the potential for asset transfer of buildings.

Consultation Meeting at Coleman Neighbourhood Centre – 5 July 2017

Number of attendees – 40 people

Panel and Officers present: Cllr Connelly; John Leach, Neighbourhood & Environmental Services; Chris Burgin, Housing; Lee Warner, Neighbourhood Services; Shilen Pattni, Neighbourhood Services; Ryan Norman, Adult Learning; Caroline Jackson, Revenues & Customer Support; Nick Griffiths, Housing; Adam Lunn, Neighbourhood Services.

Key points raised during this meeting:

- Consultation, particularly notification could have been made more widely although it was accepted that the same format and method of consultation had been used in the TNS programme across the city.
- It was questioned why functions at Rowlatts Hill Neighbourhood Housing Office (NHO) could not be moved to Coleman Neighbourhood Centre.
- In considering a move into Coleman NC it would mean taking usable space away from existing service users in order to provide reception/cubicle space. It was considered that the building was not ideal for this and that alteration may prove very costly.
- It was also acknowledged that access to housing services were very important although the level of usage at all housing offices has been quite low and service users who might have difficulty attending St. Barnabas could arrange for Housing to visit them at home
- Comments were made regarding the cleaning, wear and tear and condition of the Coleman Neighbourhood Centre building.
- Clarification was sought on how access control operations would work at Evington and Knighton Libraries and where else have these facilities been installed.

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report July 2017

- There was interest in additional community usage at Evington and Knighton Libraries. The self-access system is currently installed at Westcotes, Pork Pie and Beaumont Leys Libraries. It is also used at the majority of community centres in the city.
- Clarification was sought on how the Coleman Lodge building would be disposed of – it was explained that no decision has been made on disposal route for each building but that a range of options would be explored.
- Keen interest in Community Asset Transfer or lease was expressed for Coleman Lodge.
- There was also concern from others surrounding the transfer of assets to groups and that conditions must be applied and consequences if buildings do not remain inclusive.
- There was concern regarding car parking particularly at Coleman Neighbourhood Centre, as the car park is shared with the Housing office. This would need to be considered following a decision.

Consultation Meeting at St Matthews Centre – 11 July 2017

Number of attendees – 35 people

Panel and Officers present: Cllr Master; Lee Warner, Neighbourhood Services; Shilen Pattni, Neighbourhood Services; Kerry Gray, Adult Learning; Natalie Stacey, Revenues & Customer Support; Nick Griffiths, Housing; Adam Lunn, Neighbourhood Services; Hiten Patel, Neighbourhood Services.

Cllr Master gave introduction and opened the meeting.

Lee Warner briefly outlined the TNS programme and the proposals for all 11 buildings with the east and central area. Cllr Master then asked those in attendance for the views, opinions and questions.

Key points raised during this meeting:

- There will be continued scope to deliver more services and activities through community groups and organisations using the African Caribbean Centre
- There was some keen interest in Community Asset Transfer expressed.
- There was also concern from others surrounding the transfer of assets to groups and that conditions must be applied and consequences if buildings do not remain inclusive.
- There was concern regarding car parking at the African Caribbean Centre (ACC) – keen interest in controlling car park access to centre users, as it is being used by people using the health centre.
- There needs to be more privacy for housing tenants using services at St Matthews – the ground floor needs to be reconfigured, more investment is needed to finish what was started at St Matthews Centre.
- Due to local demand it would be useful for greater access to facilities at in St Matthews Centre during the weekends particularly after 4.00pm.
- There continues to be a downturn in people accessing services at the Housing Offices. Under the proposals access to housing support would still be available at St Barnabas Library, St Matthews Centre, online and telephone support and home visits by appointment.
- Concern around engaging stakeholders at the ACC – offer was made for groups to arrange meetings and contact Officers and Cllr Master to attend if they wish
- Groups using the ACC were invited to seek a further meeting with Cllr Master once meeting arrangements have been established.

Meeting with Hamidiya community group (users of Coleman Lodge Neighbourhood Centre) – 12 July 2017

- The group members confirmed that there was a general consensus the building should be offered for community asset transfer as they would like to see a sustainable future for the building.
- The group would be keen to develop a business plan to offer a broader range of community activities. New and existing groups would be a key part of the plan.

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report July 2017

- There was concern that very few new groups access the building. Hamidiya would like to see the building open for more regular use.
- The group were concerned about what would happen if the building was leased to a non-local group – how would existing users be protected?
- Whatever the outcome of TNS the group are eager to continue using the building as it is ideally located for their members.

Meeting with Evington library users group – 17 July 2017

Number of attendees: 10

Key points raised:

- An overview of the management, booking arrangements and operational control of fob access was provided. It was explained that induction training would be arranged for groups interested in regular out of hours hire.
- Wi-Fi is already installed at the library and hours of use could be extended for use by out of hours groups.
- Users would like to see provision of refreshments facility for evening/community use and pull down screens
- To explore different activities using the space at Evington welcomed
- Engagement of local volunteers welcomed to complement activities taking place at the library
- It was requested the Evington Echo be included in any updates, as this is a good way of updating the local community

Drop in at St Peters Neighbourhood Housing Officer – 17 July 2017

Number of attendees: 59 tenants

Key points raised:

- Not happy with the proposal would like services to remain on site
- Proposed offer is too far to walk or travel
- All attendees were encouraged to complete a questionnaire

Drop in at Humberstone Neighbourhood Housing Officer – 20 July 2017

Number of attendees: 30 tenants

Key points raised:

- Not happy with the proposal would like services to remain on site
- Concern that parking around St Barnabas Library is limited
- All attendees were encouraged to complete a questionnaire

Drop in at Rowlatts Hill Neighbourhood Housing Officer – 24 July 2017

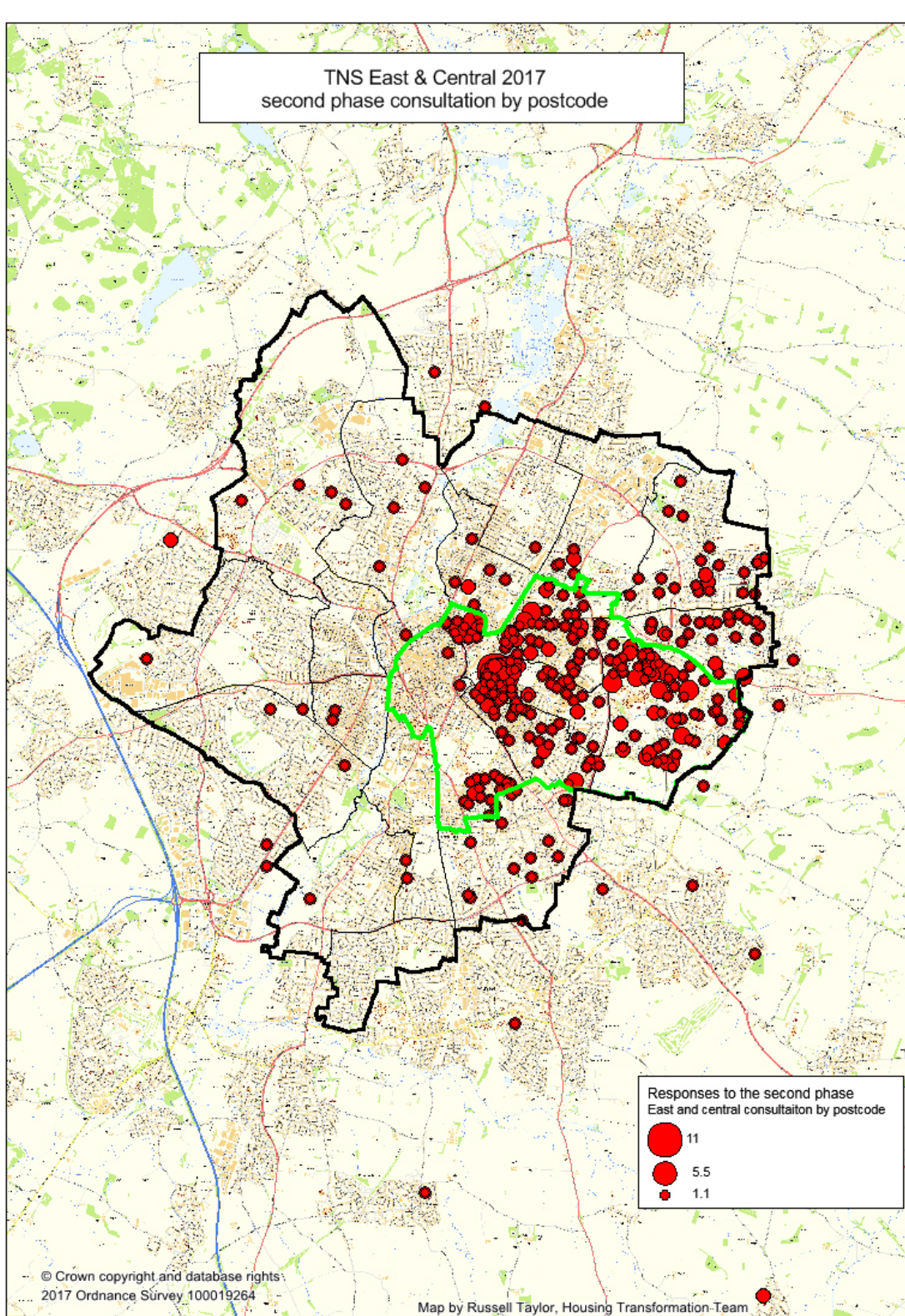
Number of attendees: 30 tenants

Key points raised:

- Not happy with the proposal as the suggested alternatives are too far to walk or travel to
- Concern that parking around St Barnabas Library is limited
- Difficult to get through on the phone – it is easier visiting a housing office
- Lack of toilet facilities at the housing office, neighbourhood centre [Coleman] often closed

Written and Online Comments and Responses

In total 527 responses were received up until the closing date of the consultation. The following map shows the locations of respondents where a useable postcode was provided (86% of total responses):



Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report
July 2017

The following table shows the breakdown of responses by their resident wards:

WARD	COUNT	%
Evington	114	25%
Wycliffe	99	22%
North Evington	55	12%
Stoneygate	34	8%
Spinney Hills	30	7%
Thurncourt	28	6%
Humberstone & Hamilton	25	6%
Castle	22	5%
Knighton	13	3%
Belgrave	7	2%
Tron	6	1%
Abbey	5	1%
Beaumont Leys	4	1%
Braunstone Park & Rowley Fields	2	0%
Aylestone	2	0%
Western	2	0%
Westcotes	2	0%
Saffron	1	0%
Rushey Mead	1	0%
All valid postcodes within the City	452	

96% of the total responses received (where a valid postcode was supplied) were from households within Leicester City. 75% of valid postcodes supplied were from households within the East and Central area.

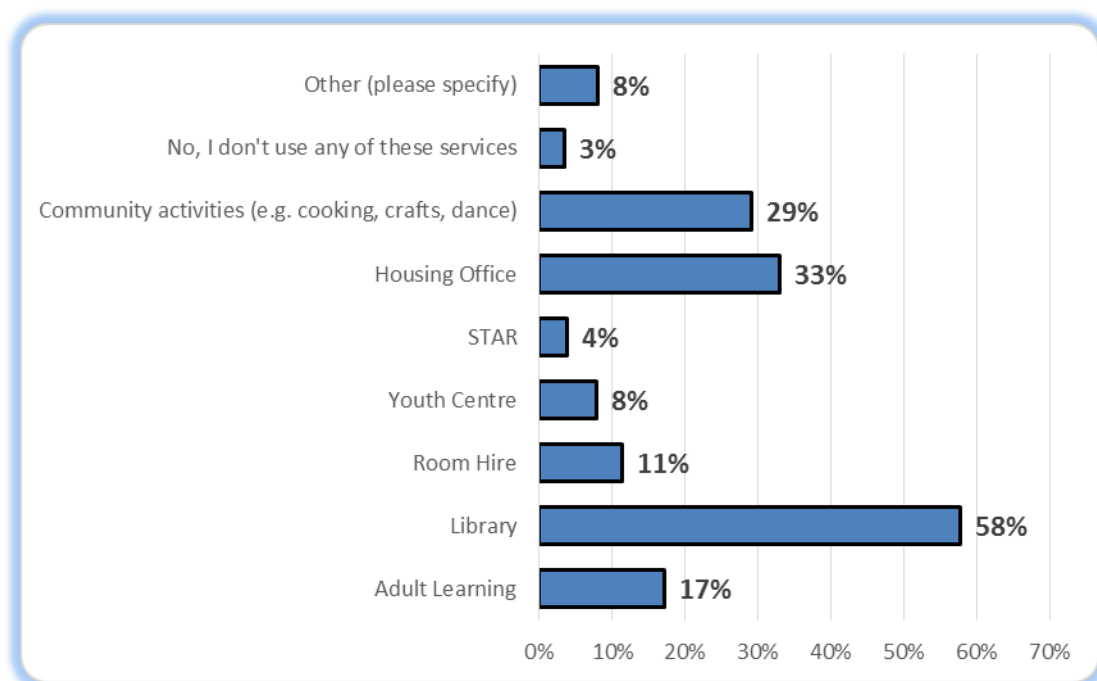
Overview if postcodes supplied	Count
Within Leicester City	452
Missing/incomplete/incorrect postcodes	55
Outside Leicester City	20

Views and comments

This section contains details of how people responded to the consultation questions. A copy of the questionnaire used has been included as Appendix A to this document. Responses to the questions asked are as follows:

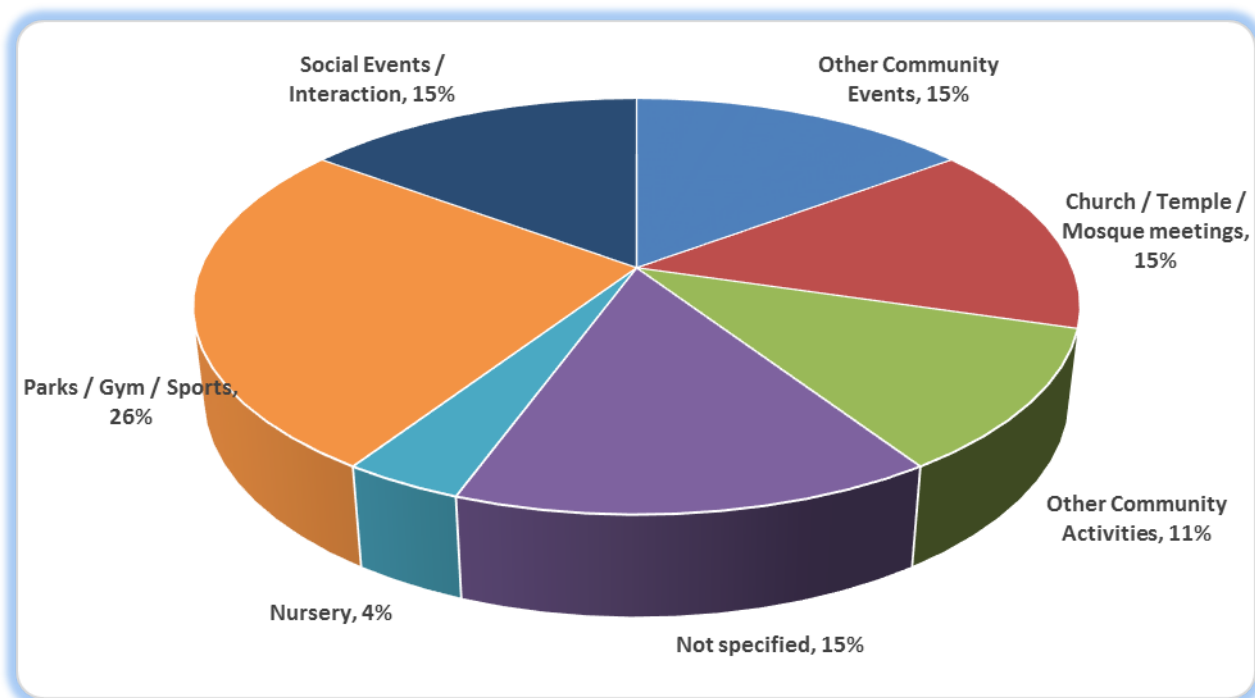
Q.1. Which neighbourhood services do you use?

A total of 527 respondents provided an answer to this question (100% of a total of 527 respondents), however, it should be noted that an option was to indicate that no services were used, which 18 (3%) of respondents selected. Respondents were allowed to make multiple choices for this question and the following chart shows the percentage of all respondents that selected each option:



- The service with the highest use of respondents across the East and Central area was the library, with 58% of all respondents selecting this option.
- 33% of all respondents used the “Housing Office” services.
- The third highest use was “Community Activities” with 29% of respondents accessing this service in the East and Central area.

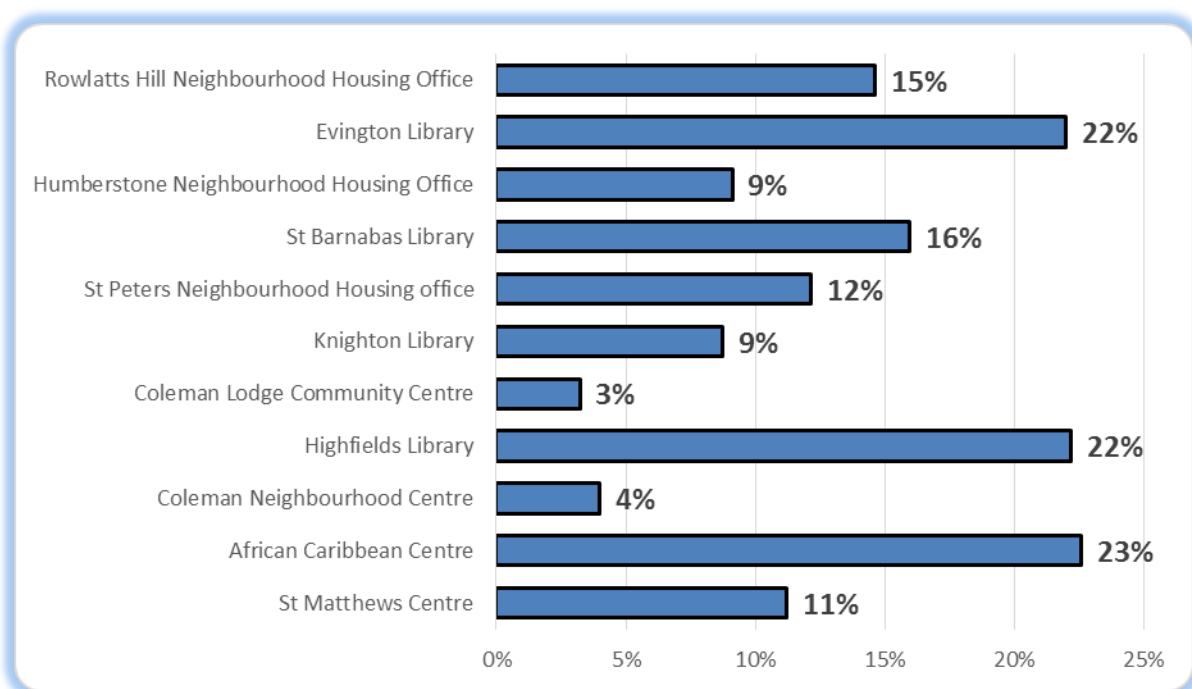
Respondents were given the opportunity to describe any other use they make of Neighbourhood Services in the area. A breakdown of the uses described by the 8% of responses relating to the ‘other’ category is shown in the graph below:



- Within “other” types of use the most popular was for Parks / Gym / Sports with 26% of those selecting “other” describing this type of activity
- The next most popular category was a Social Events, Other Community Events, Church / Religious groups and those not specifying a use with 15% of all those selecting “other” describing miscellaneous or unclear types of use.

Q.2. Which centres do you use?

A total of 527 (100%) of respondents provided an answer to this question. Respondents were allowed to make multiple choices for this question and the following chart shows the percentage that selected each option.



- The highest number of respondents to the engagement questionnaire said they used the African Caribbean Centre (23% of all respondents)
- Two centres were tied as the second highest number of respondents to the engagement questionnaire said they used Evington Library and Highfields Library (23% of all respondents)
- The third highest number of respondents to the engagement questionnaire said they used St Barnabas Library (16% of all respondents)
- Users responding to the engagement were free to select multiple sites. Many respondents said they use multiple buildings, especially where buildings are located close to each other.

Q.3. What is your home postcode?

A total of 509 responses (97% of the total 527 responses) contained a postcode as part of the response. Analysis of these responses are contained in a previous section of this document.

Q.4. How would the proposals benefit you?

A total of 420 (80%) of respondents answered this question. This was an open question and did not put any restrictions on the respondent as to how to answer. A wide range of points were made by respondents including strong support for specific local services and buildings.

Key points extracted from the responses received relating to benefits are as follows:

- Libraries remaining open
- No requirement to travel to other areas
- African-Caribbean Centre remaining open
- Continuation of services received

Note that many respondents made points relating to questions 5 and 6. The points made have been included in the analysis for these questions (below).

Where respondents talked of benefits, they answered this question in one of two ways:

- How the existing services benefit me
- How the new proposals would benefit me

The responses can be categorised as follows:

Response category	Number of respondents
Indicating benefits from the proposals	232
Indicating no benefits from the proposals	112
Indicating the proposals will make no difference either way	55
Current services benefit me	11
No response given	117

Of those who indicated benefits specifically from the proposals, the following types of benefit could be identified:

Benefit category	Number of respondents
Convenient location	11

Co-location of services	5
African Caribbean Centre - car parking controls	3
Community Asset Transfer	11
Benefit not specified	202

Q.5. Is there anything in the proposal that would stop you from using neighbourhood services? If yes, please give the reason(s).

A total of 236 (458%) of respondents answered this question. This was an open question and did not put any restrictions on the respondent as to how to answer. A wide range of points were made by respondents including strong support for specific local services and buildings.

Note that many respondents made points relating to questions 4 and 6. The points made have been included in the analysis for these questions (above and below) to avoid duplication.

Responses to this question can be generally categorised as follows:

Response category	Number of respondents
The proposals would restrict / stop access for services	104
The proposals would not restrict access to services	39
Other comments	10
No comments	374

The question also asked respondents for the reasons why the proposals would stop them from using neighbourhood services. Responses given to this element of the question can be generally categorised as follows:

Suggestion category	Number of respondents
Unable to travel to alternative facility	35
Loss of space at St Barnabas Library	11
Parking facilities considered inadequate at proposed site	6
Loss of services - building should be transferred to community group (CAT)	7
Quality of reorganised service will not be suitable for me	14
Need upgrading / refurbishment of buildings	4
Self-service terminals a barrier eg for elderly	7
Alternative building/space is not welcoming	24
Raised hire charges will prevent me from accessing services	16

A selection of the responses made are provided below:

Comments relating to Neighbourhood Services

The libraries are being retained which is great.

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report
July 2017

Evington library is such a useful local community facility. It is essential that the library is retained as it is more than just a place for information. It is used by both my children as a place to complete school work, revise and ask for advice from staff. It is also used by children so that they can meet and work together in a group. Furthermore, the library is a focal point for us older people where we meet and, spend time at the library and organise other activities.

As someone who helps run a community group (Friends of Clarendon Park) I would be interested in holding some of our evening meetings at Knighton Library.

Evington Library is a focal point in the village and used by young and old alike. To lose the library would be to lose that focal point and that amenity. It is always full of people - writing groups, philosophy groups, students doing their homework, older people using the computers, creches and storytelling. The staff are always unfailingly helpful. Most importantly, it is available to everyone, not to just one group in society. In these difficult times, community is more and more important. We need to work and play together. We need unity and community, not division.

The proposal to retain both of the Libraries I use is obviously welcome. The provision of key fob access - allowing (as I understand it) trusted groups to use the buildings after normal library opening hours would also be of benefit as long as this access did not involve excessive payments - as a member of several small groups, it would provide another possible venue for evening and weekend meetings.

Retaining Library services greatly adds to quality of life and provides a centre for the community to use for other activities.

I would like to see St Barnabas library remain, I could understand the rationale to improve services that operate from the site.

Keeping the libraries open would benefit me as I use them regularly.

I would be able to use my local library as a community resource in the evening but not sure how this will work

Allow my children to relax and enjoy themselves. Allows me to come with my children and educate them with books etc

Would like to have Evington Library computer classes at present. Highfields is the nearest or St Barnabas

I would like Highfields library to keep open because it use a lot by Highfields community and by school

They would benefit me as I would not need to leave to another area to use the facilities; the toilets

I can still use the ACC for golden fellowship group

I can continue to run my group for children and families

African Caribbean Centre, I use it for club on Mondays, sewing class on Tuesdays, Golden Fellowship on Wednesdays and monthly meetings on Sunday evenings

I rarely use the other services in this area, but I think that the proposals seem reasonable. I agree that if facilities are to be changed, then using them for housing would be the best use for them, with some parking if possible, as this often a problem in this area.

I come every week to African Caribbean Centre with my son to stay and play

I am a volunteer and I use these facilities to help others, giving my time. Further to travel will mean a reduction in the help I can give.

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report
July 2017

We would still have adult classes (ESOL/English, Maths) at some of these places. My children can still access their local library.

African Caribbean help, we to go as learning in ESOL and also the library. We go to read books. Evington Library is not too far from my house.

I attend a class in African Caribbean Centre. I take my children to library

Benefit me in many way but we need to ensure there is: Provision for people on low incomes. Who do not have access to computers and so children require centres and libraries to research and do homework; Elderly who don't use technology still need libraries to visit read books and newspapers not everyone can access online...

They are a meeting point to promote good health and well being and help reduce isolation

Buildings having a multi use element.

...I have doubts, however, about the purpose and usefulness of providing key-fob access for community group use out of hours. The range of activities that could take place in the Library is very limited, especially as there are currently no facilities for making drinks and the cost of providing such a facility would be prohibitive. If the purpose is to generate income, there are much easier and more appropriate ways to achieve that.

The idea of key fob use out of hours helps.

I think this is a great idea as we can maximise the use of the facilities available. on the other hand we can use the surplus space available to profit the community.

Adult learning centre help me for further situation, to achieve some goal in jobs. Library help me for computers work and books as well.

By retaining the library gives me an opportunity to use the books as well as using the internet which I am not able to have at home. Besides the above, it gives me a reason to get out of the house. It may sound odd to you but when one is alone with no family or neighbours to spend time with, the people I meet at the library including staff is a great relief.

It would continue to provide the services I use at the moment. Access to the library for community group use is a useful extra use of space, especially out of hours.

Redecorating is good idea because is more nice and colourful, and attractive and bright and fresh. Interview rooms for housing is convenient.

As founder of a community group I would welcome key fob access for it at the library out of hours.

Retaining the building as home start runs a weekly group - we also need things to help make our stay at the centre comfortable we need, air conditioning installed, we need windows that open, we need a sink and the carpet in the bar area needs changing.

There should be public toilets we can use. There should be another section for studying.

The toilets would mean I wouldn't have to trek home in the middle of a revision session. Redecorating it would make it more appealing for me to go to as it is a bit old fashioned.

Redecoration would make the library a brighter place and create a better atmosphere. Installing public toilet facilities would allow me to remain in the library longer also.

It is a quiet place to revise in and also I don't have access of Internet at home so I come to the library to use

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report
July 2017

Wi-Fi.

It will encourage young children to study and educate themselves.

St Matthews Centre is better than LAEC in the city, because the car park is near and it is quiet and less busy so I like the place.

This proposal is not going to help unless you are talking about selling the building to the Hamidiya community group at Coleman Lodge Centre.

St Barnabas Library is near to my house and I always go there with my children. There are so many useful and interesting books available.

Redecorating Highfields library and putting in toilets would be good.

I am happy that the St Barnabas Library and Evington Library both are going to be retained in the community because my daughters go to the library to borrow books and I go to the library to attend my ESOL classes

Keeping library is good for me and my family. Adult education is very important, ESOL is essential to help me and others who need to improve their English - better jobs, better social cohesions. Thank You

Library different books uses. Keeping library is good for me and my family. Adult education is very important. ESOL is essential to help me and others who need to improve their English - Better jobs, Better social cohesions. Thank you.

Keeping libraries is good for me and my family. Adult education is very important. ESOL is essential to help me and others who need to improve their English. Better jobs and better social cohesions. thank you

We use to St Barnabas library to learn English and we would like to keep it open because we borrow books.

Improve look, improve facilities will be beneficial.

To care to craft group and also knitting and also to use other facilities.

I am happy to retain St Barnabas library because I use it a lot, it's very children friendly place.

Housing service comments

Slight inconvenience if I wish to visit Humberstone Neighbourhood Housing Office. Self service at St. Barnabas Library could be useful.

"How would these cut backs inconvenience you? HA HA not one of these proposals would benefit me. To get to St Barnabas I would need to get on 2 buses. I think this is the thin end of the wedge and you will quietly close other places like Evington and Knighton using the same excuses. Who are you trying to kid - we are not stupid"

more services under one roof - convenience of access

As my 87 year old mum's carer, I am very concerned at the proposal to close any further services. Currently for my mum to access a housing officer, she has to stand at the counter in the neighbourhood centre and repeat everything.

It is not how they will benefit me but how it is going to inconvenience so many people. The closure of services and disposal of buildings is a disgrace!

My personal opinion is how helpful and friendly the staff are! This is by far the most beneficial service for

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report
July 2017

me.

My local services will not change.

Amalgamation of the library and community office is actually a very good proposal the library is closer to me than the housing office and it means information being in one useful area.

Redecoration is a good idea because it looks more attractive and it's useful for council and housing tenants. The St Matthews Centre makes it convenient.

It's good and clean, attractive and near my house library English class and council house.

The proposals would not benefit me as the move would mean I have to travel, I am disabled and traveling is very difficult. I see my housing officer at Rowlett's Hill and the move would not enable me to see my housing officer.

Happy with improvement to Highfields Library. But unless a very good reason the Rowlatts Hill Housing Office should NOT be closed.

St Barnabas is very far, especially by walk

These proposals would not benefit me, it would be further to travel to report any problems.

I wouldn't have a housing office, closed Thurnby Lodge housing office already!

If they close Rowlatts Hill housing office how would I get to St Barnabas?

The moving of Rowlatts Hill (Housing Office) would mean: it takes longer for me to get to, as I often need to explain matters in person. I have over 50% hearing loss, which means that I am not able to speak on the phone easy.

They wouldn't benefit me as it is too far away and someone like myself that doesn't drive will find it very difficult to access "local" services as it would not be local anymore.

St Barnabas library is near to my house so I can easy to go and also borrow books as well.

If we could get the housing officers into St Barnabas library, and all staff trained up, we would not have to wait so long to be seen (housing)

Its good idea to move these housing offices to these . Ideal St Barnabas library to cater more services

Not beneficial to me as I am visual sighted and need to find my way around to be safe.

I would have to travel further or spend a long time on calls.

They would not as organisations we have a lot of properties in Humberstone / Uppingham Road area. its great to just have local housing office where you bring housing benefits and information and can return back to customers straight away.

Able to wait in the office to speak to someone rather than using the phone and any queries I have they would be able to answer me.

Leave the Uppingham Road office open

Easier to park and would use the library more

It is very convenient if I receive any letters from Job centre or housing office or Leicester City Council, I do not love to wait and my home is far and down at Thurnby Lodge we do love, but we use the library because the

staff are very helpful.

It will nearer for me to access Housing Office in St Barnabas Library

I want this office to stay open as I am very old and can't walk to other offices. Please let this office stay open as staff very friendly and most of my issues get sorted.

I want the St Peters to stay open as it is near to my house as easy access. Staff very helpful and friendly. can come any time.

This place is close to where I live but most important is the language problem that I have I speak Gujarati, I have been to town also but no one helps even if they know the language. I have tried to get work done over the phone but if they have no Gujarati speaker they say we will call you but no one calls, so we find this office very helpful and resourceful. We can speak to someone who can understand us and help us resolve the problem.

Housing office St Peters, two days ago I had a very large amount of leak outside my front door. I rang the housing repair from home, I was put on hold also it is very hard to explain over the phone so I come to the housing office to get advice and the staff are very helpful to me.

As my first language is Gujarati if we receive any letters from the council it makes it easy to go and find out what the letter is trying to say. Staff very helpful, they speak my local language so I can communicate easily with them, it takes ages to get to someone on the phone and if Gujarati speaker not available I have to wait till someone calls back and sometimes it take days to get back or no one calls us, I prefer someone face to face who can understand me and help me in resolving my issues.

Well to move our Highfields office to St Matthews is not a positive for us, we need our office at walking distance. The move of our housing office will not benefit the people in our area

I live in Highfields so St Peters is very close to me, as a lot of people use the housing office.

They will benefit my in a way that the proposed changes are acceptable for some centres in my opinion, but moving the St peters office in to St Matthews are not acceptable as many people use the office and will affect the elderly if they plan to go ahead.

It will be very hard for us to reach to St matthews

The closure of the St peter Neighbourhood Housing Office would be highly detrimental and harmful to the local community, who may not have the mobility to get to the St Matthews centre. it is crucial that local resident have access to local housing office.

St Peters Neighbourhood Housing Office is far for me as me and my wife are over 70 and hard for us to get there. As we don't have any vehicle so have to look for transport to go there.

If you shut down the centre it will have no way of reaching the council. I can't use the internet, can't use my phone well either. I don't drive car and will be difficult for me to access services.

I want this office to stay open, I get good service, no language bearers, do not have can not I can travel to our offices. This is very convenient for me as I stay on the St Peter estate.

Keeping the centres and services is near to my home. I would have to walk far to St Matthews est and my friends and family.

I want this to stay open as I have many health issues. I cannot walk far not have a car to travel. This office is very convenient for me. Please let this office stay open.

St Peters Neighbourhood Housing Office is near my house. It is easy for me to come to this housing office and the people there are very good and helpful.

I would prefer that this office stays open as it is near to my house & staff are friendly and helpful.

I want this office to stay open as it is near & helpful. Don't need appointments & no language barriers.

I want this office to stay open as when I leave a message over the phone they don't get answered & jobs don't tend to be repaired. They always have to come to this office to get help & they are very helpful.

I want this office to remain open and stay open until this estate is a council estate.

Is nearby, I cannot walk long distances, I have mobility issues and the staff are nice.

It's besides my house where we live and we would like St Peters Neighbourhood Housing Office here in Highfields, please please don't shift this office it's a request.

I want this office to stay open, it's near to my house and understanding staff no parking needed, stay on this state

Q. 5. Is there anything in the proposals that would stop you from using neighbourhood services? If yes, please give the reasons

A total of 235 (45%) of respondents answered this question. This was an open question and did not put any restrictions on the respondent as to how to answer. A wide range of points were made by respondents; in summary the following key points can be extracted:

- Increased travel time
- Increased staff would be required if more services are included in existing buildings
- Preventing vandalism of a 'Smart' library
- Over-crowding in centres with many services being located together

A selection of the responses made to question 4 is provided below:

Neighbourhood Services comments

I would be concerned about safety and security in a Smart Library. How would you prevent vandalism and improper use of the facility?

Evington Library is central to the Evington community and it needs to be maintained and protected.

If we haven't got the centre it would be a great lost to many people especially pensioners

By selling the property to other people or companies or any other group which is not using the centre means that there will be no continuity of the services. This will be a great loss and there is no nearby community building for us to access. If it is sold or reserved for current groups using the centre then they can either lease it or buy it to continue the services. If it is a lease, then this should be based on how much the group pays annually to the council to hire the building. This will be fair, otherwise you will be discriminating the groups.

It would not be ran to our satisfaction and stakeholders will more than likely put the cost up and put on activities that are not for me.

There is a wide variety of activities that happen at the African Caribbean Centre which fit the communities needs and I believe if the council retain the building it will not be ran to fit the communities needs.

You are talking about demolishing the place or selling the place off to a third party. This is not going to give

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report
July 2017

my children and us adults an opportunity to benefit from the services we are getting from the Hamidiya group at the coleman lodge centre.

The people attending are elderly and could not travel to far, some are from the ocean road area.

Taking away or reducing number of books to make way for other services

I am happy to use St Barnabas library, nothing to stop me to use this services

Highfields - We use for children's school, homework, borrow books, use computer for printing documents, read the newspaper, activities for children take place. "

Housing service comments

There is nothing that would stop me, but I think that some residents might find it difficult going to the St Matthew Centre rather than the St Peters office.

No but we do need to consider people with disabilities and those with poor mobility who may not be able to travel to nearest housing office if out of their areas

Not everyone has a car or family member to take them here and there

She needs at least three times, the proposal to move, St Peters staff to St Matthews is ludicrous, there is no staff available now so in no way can I perceive how it will improve with so many more.

Yes, the travelling as I am disabled. Please do not do this to me please. thank you

Convenient at Rowlatts. Staff helpful

Speak Gujarati at Rowlatts

Near Children's School and Coleman NC"

St Barnabas in too far for me. Refer to health reasons

Yes, if you move the services. I would have to pay bus fare's to use the services if you move them.

I could use it, but not too often, as it takes longer to get to.

To far away with no direct bus service and also people who would have to go with no transport would no get there

Too far to walk, have to take transport.

If the housing office moved far away I would not be able to use the office.

As a disabled person, I find dealing face to face a lot easier and accessible. Please Do Not Close This Officer!

I would say no please do not move this office, as we can get access very easy instead of going to town or library as we live around Netherhall

I cannot travel or walk to other neighbourhood offices as I don't drive and I can't even walk much.

I can't travel long way even to St Matthews as I health problems

Yes, I am very old and can't walk long distance

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report
July 2017

Housing office - I do not have transport and I have small children, the staff help me and give me a lot of advice.

Well if our services are no longer in our area, then how will we access the facilities if there is none!!!

because of my hearing problem, walking long distances no help for me so please don't move St Peters office

Closure of the St Peters Neighbourhood Housing office would significantly reduce access for a high section of the local community from accessing crucial services.

If it moved to St Matthews Centre, we would have to go far to use the services, so it would be more convenient for us to use St Peters Housing Office where it is based at the moment.

I don't travel, I will ever get any other is helpful. In town need to do appointment and have to pay parking.

I don't feel safe in the St Matthew area, it would be a shame if services moved here.

Can't walk far, I am unstable, have low blood pressure & need assistance all the time.

Would mean to go all the way to St Matthews (cost of taxi).

I stay near to St Peters Housing Office & I prefer St Peters as it is near to my house.

Don't like going to St Matthews or town where you have to wait & the service is very poor.

Don't want to go to another office. They can't speak my language or are not helpful. I can't go walking to other offices either.

I can't walk far & have problems with my legs. I feel lost without this office, I don't think I will be able to go anywhere if I have repair issues & other housing issues.

Health problems, mobility, convenient and staff are helpful.

I won't even book to go to any other office and the often will have to come and visit me instead. Can't park free anywhere, everywhere is parking charges and I can't afford it.

Q. 6. Do you have any other comments?

A total of 325 (62%) of respondents answered this question. This was an open question and did not put any restrictions on the respondent as to how to answer. A wide range of points were made by respondents and it is difficult to categorise the responses. Therefore a selection of responses has been provided as follows:

There needs to be more site specific, detailed consultation.

Libraries are really important as community venues. Please don't take them away.

I am pleased that all of the library facilities are to be retained - I believe these are essential to the well-being of the city

Evington Library is a hub for the surrounding area. One morning recently it was filled with students doing revision, there were mums and toddlers enjoying books, older people reading newspapers and two adult writing groups meeting as well as a steady stream of people returning and borrowing books and using the computers.

I am a little concerned about the responsibility of leaders of community groups to lock up and set alarms etc. If anything happened, e.g. fire or break in, after they had done this, would they be held responsible?

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report
July 2017

Libraries must be retained for the educational use of all communities.

Seems sensible given level of cuts and need to prioritise

Evington is such a small library, where will other groups meet? They can only meet in the library are. It will mean a lot of work for staff to clear the area for them. Will this mean less books to take out?

Community activities are important and good for social interaction and development in my option. It's imperative, these centres stay open and fully functioning.

African Caribbean centre is very busy and has classes that learners can attend. I think these need to continue as they benefit the local community. They run clubs/events for kids too.

I would like to see more youth services in Clarendon Park and Knighton. Just because the area is deemed to be 'well off' / affluent, it doesn't mean that their aren't pockets of poverty and young people who need help.

Instead of making cuts to services look at ways of being more efficient with the resources you have. For example income generation from some of your buildings.

Evington Library is at the heart of our little village where children and adults all meet and this works towards a cohesive community. If the Library service is to be rolled back, this will leave a huge gap. Under the current proposal of keeping the library open and keep job access is to go ahead, this will be a positive step in the right direction.

Evington Library is a significant feature of the village which offers a highly valued service to all sections of the community, thus promoting social cohesion and demonstrating our commitment to learning opportunities for all.

Coleman Neighbourhood Centre could be seen in a similar way. Although I am not directly affected by the proposal to close the Rowlands Hill Neighbourhood Housing Office and move the service to St Barnabas Library, I am deeply concerned that residents in my community will be severely hampered in future by the distance which they will have to travel to get help and advice about housing matters. As the Grenfell Tower disaster has shown, it is vital to listen to tenants and not to put barriers in their way when they need to talk about their concerns. I suggest that arrangements could and should be made to accommodate the Housing Office in the Coleman Neighbourhood Centre, thus increasing the use of that building and enabling it to provide a wider range of valued services to the whole community.

The centre could do with a facelift such as refurbishment of the bar area i.e carpets, windows, seating - a complete overall of this area. The female toilets are horrible and its always smelly in there.

African Caribbean Centre is a focal point for people of African heritage. We regularly meet and use the building for different activities and like also to show-case it. It is increasingly obvious that many of the facilities are outdated and some are no longer fit for purpose. We like to invite our Presidents/Ministers from our respective countries to meet with us and address us there. The interior of the building thus needs revamping eg rooms, surfaces, toilets, heating/air conditioning systems etc.

As a learning and activity centre it would be a great shame if we lose it. Socialising and entertaining at the centre is great.

Keep centre open

Why change something which helps all age groups?

Thank you for retaining the library it is a very important facility for a pensioner.

Evening community use for groups a good idea but needs actual controlling (and use of inside facilities,

toilets etc)

Drinks machine within library good idea (Wigston Library has one)"

More fiction books would be very welcome

If I make a general comment it would be that people without their own transport could suffer if everything were moved to St Barnabas Library. Could this also be seen as disused

I have used this library for over 30 years, and have books constantly & would greatly miss the personal care & attention give by staff I have become use to.

I value the library as a local resource. If it is used by other community groups that group should be considerate to the local area i.e. not park everywhere and make the area dangerous or more congested.

The library always seems very busy to me. Play groups for younger children and older children doing homework etc. I live a 10 minute walk away and would not welcome any cutbacks. Not many community hubs left and if this one should go!

Involving the local communities in helping to manage the library buildings is a good idea of issues of responsibility (and insurance) can be sorted out.

As per my knowledge most of the centres are not used to their maximum potential. energy - (electricity and gas) is wasted most of the times. If we can gather and pack useful activities and services to those centres to get the maximum use of the resources available we will be able to cover the cost as well as benefit the community.

Neighbourhood is doing the best for St Matthews centre.

More activities/fetes eg stalls, raffles, tombola activities for adults and kids.

Better Wi-Fi facilities.

"I strongly support and prefer the approach which the City Council is adopting in order to retain library services rather than the approach favoured by the County Council.

I do have some concerns about providing key-fob access for community group use out of hours but feel that it is worth trying, provided that discussions take place with the Friends of Evington group about the following issues:-

1) additional ways of raising funds to support the Library,

2) effective co-ordination between the Service Managers responsible for the Library and Evington House to ensure that would-be ""client-groups"" are aware of and are encouraged to book the most suitable venue for their activity,

3) effective co-operation with the Friends of Evington to promote a range of voluntary activities suitable to be based at the Library,

4) effective control to ensure that no single group or type of group becomes a dominant force over the use of the Library and that the current very broad spectrum of users is maintained and enhanced,

5) a way is found to enable members of the general public to have access to wifi and computers on at least one night per week whatever other activity may be taking place in another part of the Library."

I am happy with how this centre is currently being ran!

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report
July 2017

The library is a helpful place for revising and expanding your knowledge.

Retaining the library would be a great benefit for the local community especially for the pensioners and elderly to socialise and spend their time wisely.

Highfields Library is a very good and helpful place.

If possible the library should be open until 7.30pm.

The Highfields Library is key to every individual and should remain open in order to serve the public.

Just make sure that your purpose is to benefit the whole community in any kind of way.

This building is in the right location for the multi-cultural community it serves. Modernisation would improve it's flexibility. Overheating can be a problem but with up to date technology this could be improved.

The African Caribbean Centre is a nice large building with a few rooms which can be used for hire. One of the problems is that the building does not have any ventilation therefore the building is often very hot especially in the summer.

If necessary, I could always ask a neighbour to phone the housing officer, but I will always make the first attempt myself.

This is so much better at Rowlatts Hill as it is easier for me to get to as I don't drive.

Why not make more use of Coleman NC by moving Rowlatts Hill Housing Office in there, where there is parking space

Staff at Evington Library are very helpful

Keep this office/reception.

I think that the library & community services are very important to the wellbeing of the members of the community.

Library staff should not be replaced by volunteers (as has happened in Derby - it was in the news!) or any more self service machines. We need good competent library staff as well to keep running a good service.

like to talk face to face. access with children to use library etc

I do not want to have to go to Granby Street housing benefits, trying to park, pay to use the car park and sat there for an hour waiting to give information on housing benefits for my tenants.

I thin it's a good idea and more people will use the library

Please don't change St Peters office, lot of people use the block.

I urge whoever is in charge of these proposed changes not to allocate the St Peters office to St Matthews centre as this will make things difficult for many people, specially the elderly.

improvements to the Highfield library are welcome, through they do fall short of what is actually required to improve services there, such as IT and printing

Closure of the St Peters Neighbourhood housing office will be significantly harmful to local residents. Please reconsider this carefully!

I don't want to go far. I need a housing office that is nearby and housing office staff that are easy to ask help from.

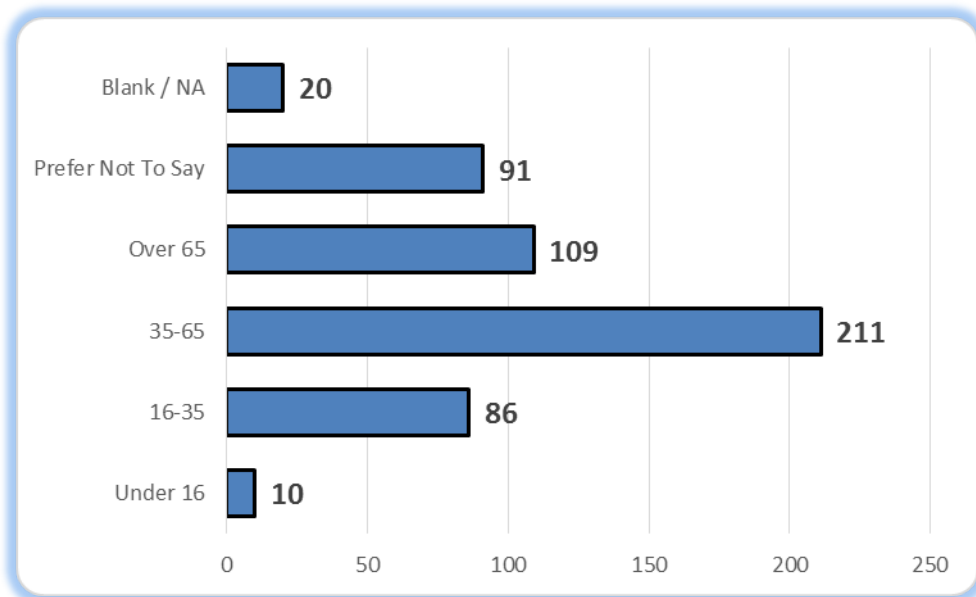
Whilst we appreciate we live comfortably, we think others should also, who are on the waiting list so transforming will serve the purpose. I have no objection.

Why? Move the Highfields Office to the Highfields Community Centre or African Caribbean Centre, surely there are office spaces there which could be used.

Questions 7 – 11 were a section entitled “Tell Us About You:” and concerned demographic information about the respondents. The following shows the analysis of the responses provided.

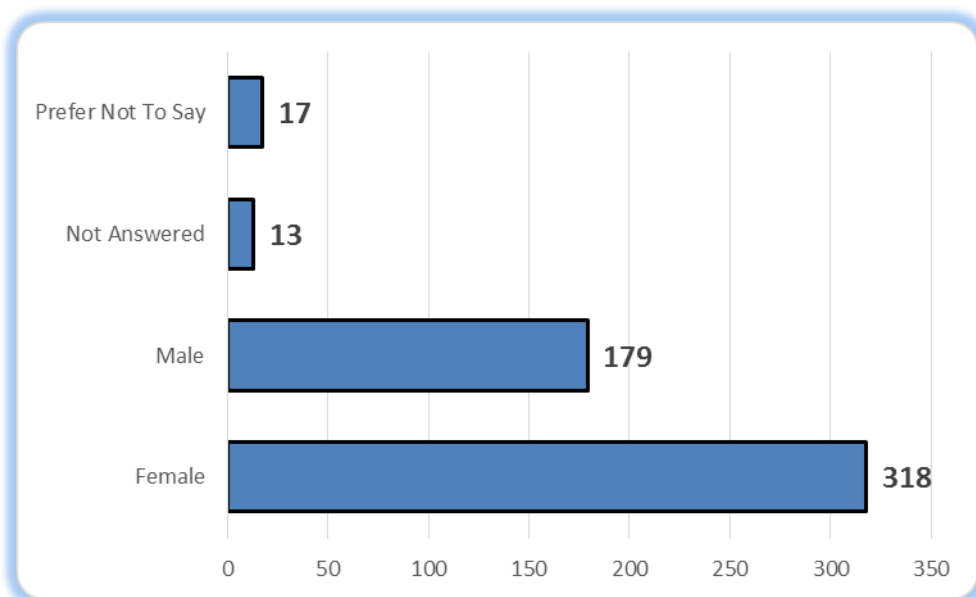
Q. 7. Your Age

A total of 527 (100%) of respondents provided a response to this question. The following graph shows the distribution of age provided:



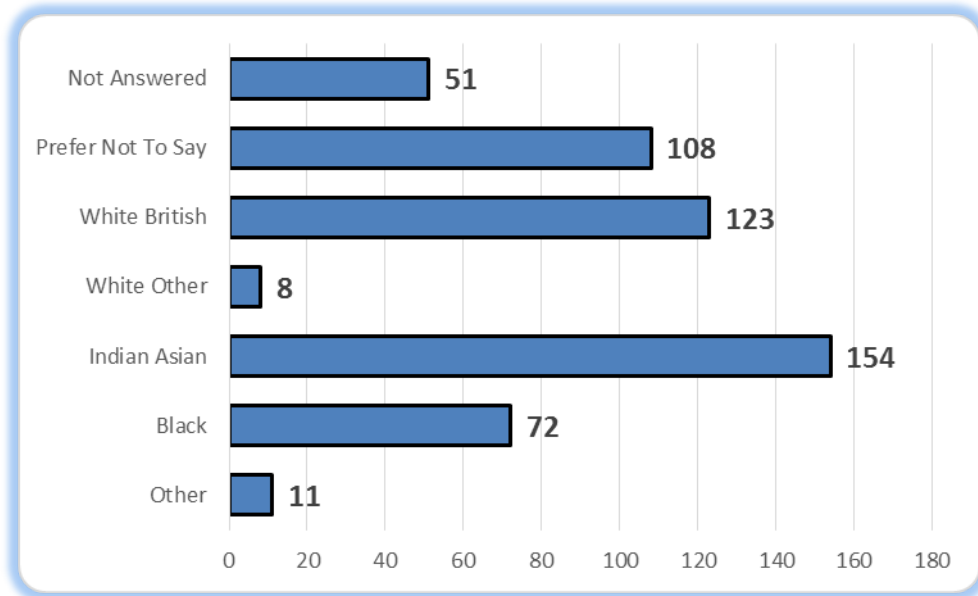
Q. 8. Gender. Are you...

A total of 123 (94%) of respondents provided a response to this question. The following graph shows the distribution of genders provided:



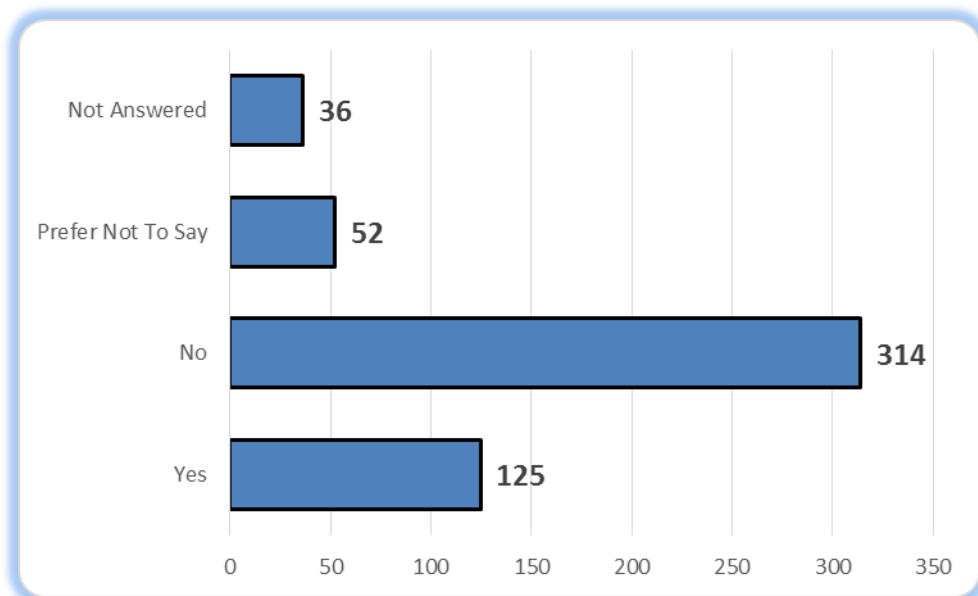
Q. 9. How would you describe your ethnic background?

A total of 106 (81%) of respondents provided a response to this question. The following graph shows the distribution of ethnicities provided:



Q. 10. Do you consider yourself to have a disability or health condition?

A total of 131 (93%) of respondents provided a response to this question. The following graph shows the distribution of age provided:

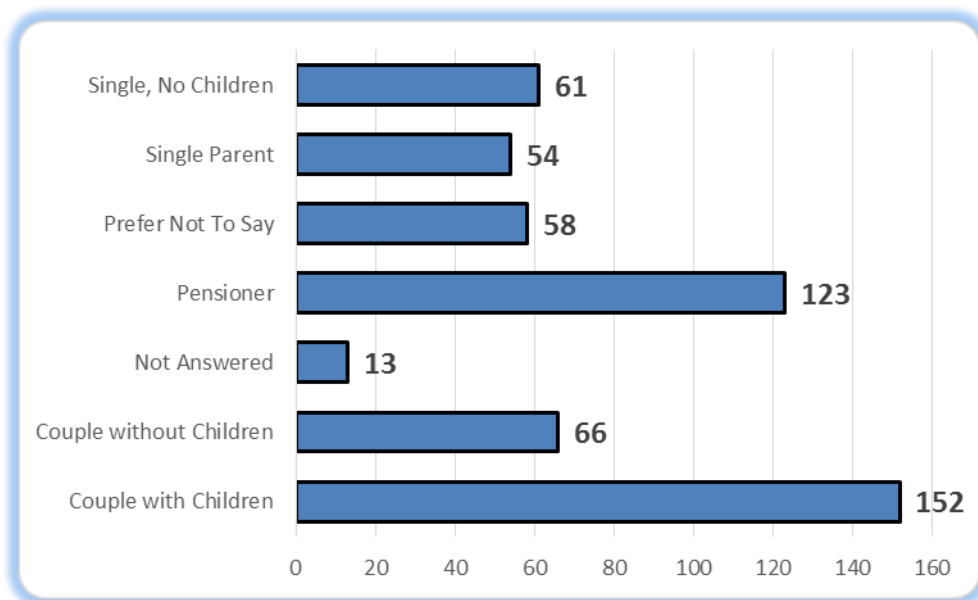


Where respondents indicated “Yes” to the above question they were asked to provide details. A total of 7 responses were provided and the following table shows the analysis of these responses:

Disability Type	No of Respondents
Musculoskeletal	20
Heart Conditions & Circulatory System	13
Digestive	1
Mental Health	12
Multiple	1
Other / Non-Specified	61
Hearing / Vision	4

Q. 11. Household type:

A total of 125 (95%) of respondents provided a response to this question. The following graph shows the distribution of household types provided:



Submissions

Some groups made submissions during the course of the engagement period through a range of channels.

These included:

- Hamidiya Community Group – letter
- Friends of Evington – letter
- Goodwood Community Centre – letter

CONCLUSIONS

This Consultation is to be used to help refine proposals for the transformation of services in the East and Central area of the city.

The method of consultation has been well received by members of the community. This has proved a successful method of seeking points of view and suggestions for change to be taken into account. The promotion of paper and online questionnaires has proved particularly successful, with over 2,500 responses to the initial engagement exercise in January/February 2017 and 527 responses to the consultation on proposals in June/July. The key messages to be taken forward from this consultation period are:

Benefits of the proposals:

- There was good support for services remaining available whilst reducing building costs
- Out of hours access for community groups at Evington and Knighton Libraries was welcomed
- Travel distances would be shorter for some residents – for example housing tenants living closer to St Barnabas Library
- Investment in the busiest buildings including Highfields Library and St Matthews Centre welcomed

Concerns and disadvantages should proposals go ahead:

- There were concerns expressed by some council housing tenants that travel distances to proposed relocated housing office services would be increased. It was highlighted that consideration would need to be given to access to housing services for all council housing tenants, including those with mobility issues and those for whom English is not a first language.
- Concerns over vandalism of proposals for community group access to libraries out of hours
- Over-crowding in centres with many services being located together – in particular St Matthews Centre and St Barnabas Library.
- Concerns over potential displacement for groups using Coleman Lodge Community Centre

Lessons Learned

- The mix of questionnaires, public meetings, focus groups and meetings with community groups has been very positive and have proven to be a good method of consultation with members of the public
- Compared with previous consultation exercises the amount of completed forms (527) received is relatively fewer, however overall satisfaction with the proposals is relatively high
- The overall approach of involving stakeholders and members of the public early has proven beneficial as not only does it help to ensure that all concerns are heard, it also provides sufficient time to respond to these concerns on an evidenced basis
- The process undertaken has enjoyed good co-operation between stakeholder individuals and groups, as well as other services

Appendix A: TNS East and Central engagement questionnaire

Transforming Neighbourhood Services



East and Central area consultation



leicester.gov.uk/tns

Background

Leicester City Council is reorganising neighbourhood services across the city. This includes libraries, community and youth centres, adult learning centres and housing offices.

Significant cuts in government funding mean that we cannot continue to run services as we do now. But before making any proposals, in January and February 2017 we spoke to local people to find out what they wanted from their services. We also asked for suggestions for the future.



What is happening now

Now we have developed a way forward and we would like to know your views. These proposals bring services together and make savings.



Give your views

We are holding two events to discuss the proposals:

Wednesday 5 July, 6.30pm-8.00pm
at Coleman Neighbourhood Centre

Tuesday 11 July, 6.30pm-8.00pm
at St Matthews Centre

Please come along, or give your views online or fill out the form in this leaflet.



Proposed changes

St Matthews Centre

- The centre already hosts a wide range of services including a library, youth centre and housing front desk
- Invest in the centre to complete redecoration works and to provide extra interview rooms for use by housing customers
- Accommodate St Peters Neighbourhood Housing Office as part of the existing housing offer



African Caribbean Centre

- Retain the building
- Explore ways of reducing centre running costs working with stakeholders and partners.



Highfields Library

- Retain the library
- Redecorate the library and improve facilities in the building
- Install public WC facilities



St Peters Neighbourhood Housing Office

- Move services into the improved St Matthews Centre
- Convert the housing office into additional housing



Knighton Library

- Retain the library
- Install key fob access to the library for community group use out of hours

St Barnabas Library

- Retain the library
- Move Humberstone and Rowlatts Hill Neighbourhood Housing Offices' front facing services into the St Barnabas Library building
- Install self-service equipment for improved local access to council services



Coleman Lodge Community Centre

- Explore options for disposal of the building including sale, lease or clearance for potential housing development
- Work with groups to identify the best location for their needs

Humberstone Neighbourhood Housing Office

- Move services into the improved St Barnabas Library building
- Explore options for disposal of the building including lease or sale

Coleman Neighbourhood Centre

- Retain the centre and the ball court
- Work with groups to increase use of the building



Rowlatts Hill Neighbourhood Housing Office

- Move services into the improved St Barnabas Library building
- Explore options for disposal of the building including lease, sale or clearance for potential housing development



Evington Library

- Retain the library
- Install key fob access to the library for community group use out of hours

Note: If this consultation process identifies extra opportunities, we may consider other council buildings in the east and central area.

Thank you for giving us your views.

Please hand the form in to any Leicester City Council library, community, youth or leisure centre, or housing office or post to:

Transforming Neighbourhood Services
2nd Floor, Town Hall
Town Hall Square
Leicester LE1 9BG

Closing date: Tuesday 25 July 2017

**Neighbourhood buildings:
East and Central area**



1. St Matthews Centre
2. African Caribbean Centre
3. Highfields Library
4. St Potors Neighbourhood Housing Office
5. Knighton Library
6. St Barnabas Library
7. Coleman Lodge Community Centre
8. Humberstone Neighbourhood Housing Office
9. Rowlatts Hill Neighbourhood Housing Office
10. Coleman Neighbourhood Centre
11. Evington Library

This map shows approximate locations for illustrative purposes.



Your views

Give your views online at leicester.gov.uk/tns

OR fill out this form. You can also come to discuss the proposals at two events. Details are on the front of this leaflet.

1. Which neighbourhood services do you use? (please tick)
 - Adult learning Library Room hire Youth centre
 - STAR Housing office Community activities (e.g. cooking, crafts, dance)
 - None Other (please specify)

2. Which centres do you use? (please tick)
 - St Matthews Centre African Caribbean Centre
 - Coleman Neighbourhood Centre Highfields Library
 - Coleman Lodge Community Centre Knighton Library
 - St Peters Neighbourhood Housing Office St Barnabas Library
 - Humberstone Neighbourhood Housing Office Evington Library
 - Rowlatts Hill Neighbourhood Housing Office

3. What is your home postcode?

4. How would these proposals benefit you?

.....

.....

.....

.....

.....

5. Is there anything in the proposals that would stop you from using neighbourhood services? If yes, please give the reason(s).

.....

.....

.....

.....

.....

Continued on next page...



6. Any other comments

.....

.....

.....

.....

.....

Let us know about you

1. Age: Prefer not to say

2. Gender: Male Female Prefer not to say

3. How would you describe your ethnic background?

..... Prefer not to say

4. Do you consider yourself to have a disability or health condition?

Yes No Prefer not to say

How does your disability or health condition affect your ability to access local services?

.....

.....

.....

.....

5. Household type:

Couple without children Couple with children Pensioner

Single parent Single, no children Prefer not to say

Thank you for completing this monitoring form. The information you have provided will be kept in accordance with the terms of the Data Protection Act 1998 and will only be used for the purpose of monitoring. Your details will not be passed on to any other individual, organisation or group. Leicester City Council is the data controller for the information on this form for the purposes of the Data Protection Act.

Transforming Neighbourhood Services

East & Central Area Engagement

Findings of the focus groups and public questionnaire
As at 3rd March 2017

Prepared by:

- *City Development & Neighbourhoods*
- *with the support of Transformation & Service Improvement Team*



This report provides a summary of the findings of the focus groups and public consultation.

It includes information about:

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

EXECUTIVE SUMMARY

This report summarises the outcomes of the focus groups and public consultation on draft proposals for the reorganisation and consolidation of building stock in the East and Central areas of the city, being managed as part of the Transforming Neighbourhood Services (TNS) Programme.

A copy of the consultation form used for the exercise is included at the end of this document.

This period of consultation is part of a longer period of such activity as follows:

- An initial engagement exercise was carried out between April and July 2013 to raise awareness and gain an overview of the general views and attitudes of residents towards neighbourhood services.
- Focussed engagement with residents and service users in the East and Central area of the city between January and February 2017 to help develop draft proposals for the transformation of the area **(subject of this report)**.
- Draft proposals are being developed based on the evidence received along with factual information collected from the relevant services and information around future usage from service providers and funders.
- A further period of consultation following completion of draft proposals will be held prior to any decisions being made.

The consultation period ran from 9th January and 24th February 2017 and was carried out in two main parts:

- A series of meetings, by arrangement and request, with various drop-in sessions and focus groups, resident groups, community groups and voluntary organisations who use the facilities being investigated by the review
- A form available in various locations across the area and online for people to provide individual responses and comments

In addition some groups made separate submissions which were not part of the questionnaire.

In general responses and comments received were all supportive of the buildings that each individual used, however, a general agreement is apparent that the services provided are more important to people than the buildings from which they are currently provided.

A total of eight focus groups were set up for people in each geographical area, including three for LCC housing tenants led by the Housing Service. A total of 98 people attended the focus group meetings. The main messages drawn from the meetings held with groups are that:

- There was significant support for libraries and the activities in community centres which are important for local areas.
- There was a general agreement with all of the groups that the services provided were more important than particular buildings
- There was general agreement with all groups that savings can be achieved by reorganising services to make better use of buildings
- While there is some support for transferring of assets through the Community Asset Transfer policy, there are also concerns about potential transfer to community groups and a preference for buildings to be retained under Council operation.

Between 9th January and 19th February a questionnaire containing details of the proposals and a 'tear-off' response form was also used to gather opinions on the proposals. These were widely distributed in the area, and a total of 5,000 leaflets were circulated. At the closure of the consultation on the 19th February 2017, a total of 2,346 completed form responses were received. People were asked to identify which services and centres they used and the main reasons why. The main reasons for using services were:

- Facilities/services
- Ease of access
- Range of services available
- Friendliness of staff

Residents and service users were also asked for their suggestions for reorganising services in the area to make savings. The main suggestions drawn from the responses were:

- Bring services together in fewer buildings
- Deliver extra services in existing buildings to increase use, for example Adult Learning sessions
- Potential to introduce charges as a way of creating income for the buildings
- Make changes to run buildings more efficiently, for example install energy saving lighting, review heating and room allocation
- Better promotion to increase the use of existing buildings

In addition many service users responded to highlight the value of local services to their communities to suggest certain buildings be retained under council control.

BACKGROUND

Transforming Neighbourhood Services – East and Central Area

The TNS programme aims to identify different ways of organising how services are delivered within the neighbourhoods of the city of Leicester, with a view to reducing the costs of delivery by around 30% while maintaining the quality of our services.

The programme has identified an approach through which the city is divided into 6 geographical areas and these are explored in turn to identify ways to transform services through opportunities to co-locate services and make better use of the assets available.

The scope of the programme covers public facing service areas. The services scoped into the East and Central area are:

- Neighbourhood Services - Community Services and Libraries
- Adult Skills & Learning
- Youth Centres
- STAR
- Housing offices

The buildings within the scope of the East and Central area are:

- St Matthews Centre
- African Caribbean Centre
- Coleman Neighbourhood Centre
- Highfields Library
- Coleman Lodge Community Centre
- Knighton Library
- St Barnabas Library
- Evington Library
- St Peters Neighbourhood Housing Office
- Humberstone Neighbourhood Housing Office
- Rowlatts Hill Neighbourhood Housing Office

The following central buildings are out of scope for the review of neighbourhood buildings. However respondents were given the opportunity to record their use of these buildings as part of the engagement questionnaire:

- Leicester Central Library (Central - not in scope)
- Adult Education Centre (Central – not in scope)

CONSULTATION METHOD

Objectives and techniques

The public engagement period for the East and Central area ran from 9th January – 19th February 2017. The aims of the engagement were to promote awareness of the TNS programme in the local area, to identify and engage stakeholders, to gather information on how neighbourhood services and buildings are currently used in the area and to collect any suggestions for change.

This consultation builds upon previous development and engagement work undertaken for the TNS programme as a whole with the goal to develop a model for the North East area of the city. Overall, the following activities have taken place:

- Data collection exercise to identify the buildings in scope, costs associated, services provided (both internally and commissioned through voluntary sector organisations), usage statistics, historical information
- An initial city-wide engagement exercise was carried out between April and July 2013 to raise awareness and gain an overview of the general views and attitudes of residents towards neighbourhood services
- A more in-depth and focussed engagement process was carried out between 9th January and 19th February 2017 to collect suggestions and comments from service users and residents (**Subject of this report**)

The next steps are:

- Analysis of the data collected and the responses received through the engagement exercises to construct a draft model, which will be presented to the City Mayor and Executive.
- Consultation on the draft model following this, prior to a finalised set of proposals being submitted for approval

Details of the previous city-wide engagement between April – July 2013 have been previously reported. The main outcomes of this previous exercise were:

- Good support for the principle of prioritising services over buildings
- Strong support for the co-location of services, providing busy places from which multiple services can be accessed

This period of consultation has been carried out in two main parts as follows:

- A series of meetings with residents, service users and stakeholder. Initial drop in sessions were held at buildings in each geographical area to promote the engagement exercise and provide information about the process. Initial comments were collected at these sessions. Focus groups were held to discuss thoughts, ideas and suggestions about the services and buildings in question.
- A form available in various locations across the area and online for people to provide individual responses and comments

In addition some groups made separate submissions which were not part of the questionnaire.

The details of the meetings held are as follows:

Drop in sessions

Location	Ward	Date	Time
Knighton Library	Castle	23 January 2017	10.30am – 12.00pm
Evington Library	Evington	24 January 2017	10.00am – 11.30am
St Matthew Centre	Wycliffe	25 January 2017	2.00pm – 3.30pm

Transforming Neighbourhood Services – East and Central Area Engagement Report February 2017

St Barnabas Library	North Evington	26 January 2017	11.00am – 12.30pm
Coleman Neighbourhood Centre	Evington	30 January 2017	12.00pm – 1.30pm

Focus groups

Location	Ward	Date	Time
St Peters Neigh. Housing Office	Wycliffe	30 January 2017	2.30 – 4.30 pm
Humberstone Neigh. Housing Office	North Evington	31 January 2017	2.30 – 4.30 pm
Knighton Library	Castle	7 February 2017	6.30 – 7.30 pm
Evington Library	Evington	9 February 2017	6.30 – 7.30 pm
Rowlatts Hill Neigh. Housing Office	Evington	10 February 2017	2.30 – 4.30 pm
Coleman Neighbourhood Centre	Evington	13 February 2017	4.00 – 5.00 pm
St Barnabas Library	North Evington	13 February 2017	6.30 – 7.30 pm
African Caribbean Centre	Wycliffe	15 February 2017	6.30 – 7.30 pm

A leaflet containing details of the engagement and a ‘tear-off’ response form was used to gather opinions on the proposals. A total of 5,000 leaflets were widely distributed in the area. The form was made available on the Council’s open consultation website. Translations of the text were made available in Gujarati, Punjabi and Urdu.

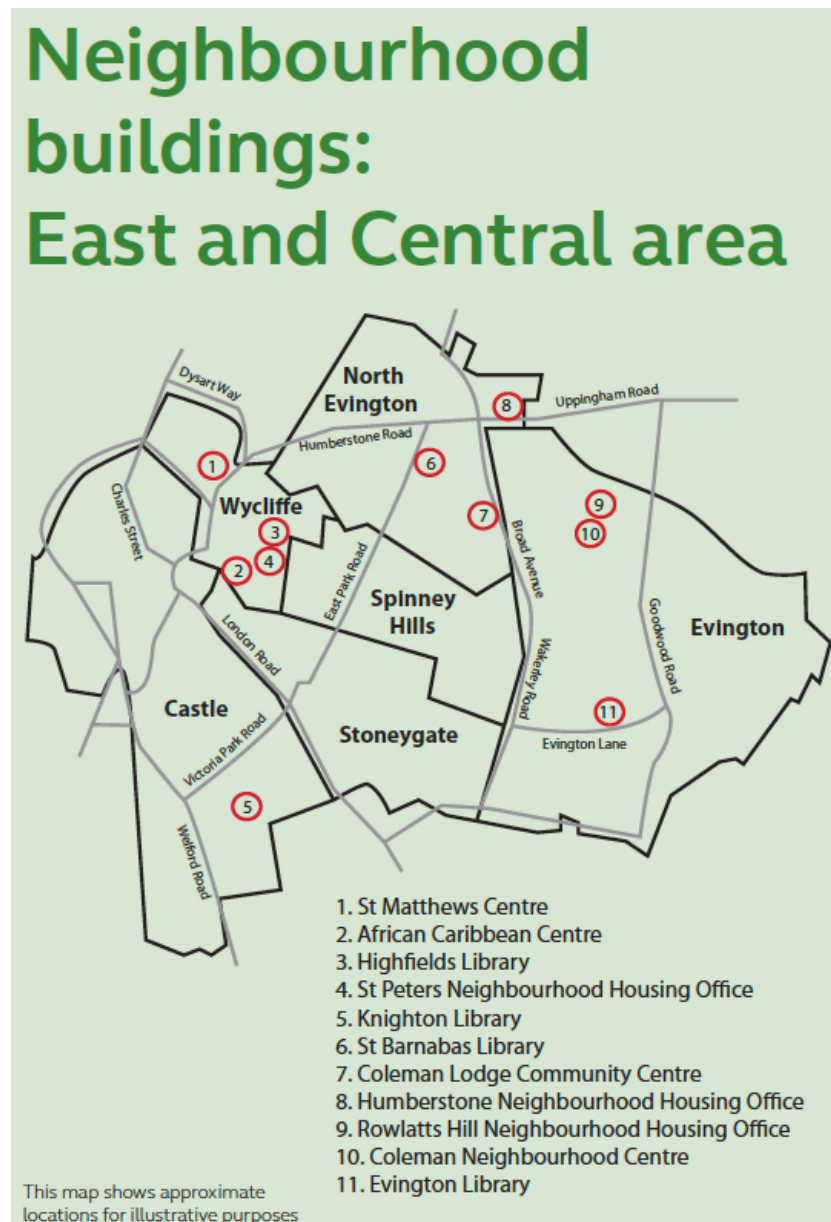
The form was also available at all public facing Council buildings in the East and Central area and online from 9th January to the 19th February 2017.

PUBLIC RESPONSE AND VIEWS EXPRESSED

Drop-in sessions and Focus Groups

A series of drop in sessions and focus group meetings were held attended by residents, service users, community organisations and stakeholders in the East and Central area of the city.

The East and Central area of the city can be subdivided into six smaller geographic areas, relating to the wards they support. The map below shows these, which have been labelled as Castle, Wycliffe, North Evington, Spinney Hills, Stoneygate, Evington:



A total of five focus groups were set up, one for working age and older people in each geographical area. The drop-in sessions were used to generate interest in volunteering for the focus groups.

Meetings were held, in a workshop format, for each of the focus groups in order to get opinions, based on responses to the following questions:

- Which neighbourhood services do you use?
- Which centres do you use?

Transforming Neighbourhood Services – East and Central Area Engagement Report February 2017

- Why do you use these centres? (e.g. ease of access, staff etc.)
- Do you have any ideas or suggestions about how we could reorganise neighbourhood services to save money?

A total of 98 people attended the focus group meetings.

General Queries and Views arising from meetings

- There was a general agreement with all of the groups that the services provided were more important than particular buildings
- People attending the groups were protective of the sites that they currently use, but there was a general acceptance that locality based services are more important than particular buildings
- Concerns were raised about costs of using buildings increasing, particularly if they are transferred to other organisations.
- Enquiries and discussions were held around the potential for asset transfer of buildings.
- Concerns were raised about transferring assets and to retain Council operation to maintain neutrality

Drop-In Sessions

Knighton Library	Castle	23 January 2017	10.30am – 12.00pm
Evington Library	Evington	24 January 2017	10.00am – 11.30am
St Matthew Centre	Wycliffe	25 January 2017	2.00pm – 3.30pm
St Barnabas Library	North Evington	26 January 2017	11.00am – 12.30pm
Coleman Neighbourhood Centre	Evington	30 January 2017	12.00pm – 1.30pm

Knighton Library

- The library is a local community hub and important for local people to stay connected to information & community
- Use the building in the evening as a community space (rental rates need to be affordable as other nearby facilities are too expensive)
- Toilets for the public
- Staff are considered part of the wider community, helpful and aware of the vulnerable residents in the community.
- Library feels like a community centre used by people with mental health issues/learning disabilities.
- Automated provision will have an impact on social isolation, on low incomes use the library, and feel comfortable on the same level as everyone else.
- Nothing in this area to combine services with
- Groups who could use the library as a community venue WI & gardening club.
- Nowhere else for young people and elderly to go
- Only public building in the area including the neighbouring Knighton ward

Evington Library

- A library service should remain in the area
- The library is a local community hub
- The library is small but has no space to make it bigger – ideally need a larger facility
- It would be useful to make greater community use from the after hours
- There was some interest in Community Asset Transfer and of community operation
- WCs are insufficient - if there is investment this should be addressed

St Matthews Centre

- Already a very busy centre, lots of different service in there
- Looks old and dated – need more investment
- Looks shabby from the outside – needs tidying up
- Very much a central hub of Council activity in the area
- Very popular venue for hire in the evenings

(African Caribbean Centre)

- There should be more activities taking place
- There should be a mix of public services available at the building
- There was a preference for the Council to keep this building open and continue to operate it

St Barnabas Library

- Very popular library locally
- A lot of children’s activity and engagement with local schools
- Parking is an issue in the area
- Large building and very busy

Coleman Neighbourhood Centre

- The groups using the centre place high value on it
- Overall activity has been low but evening use is good
- There was interest in potential Community Asset Transfer
- There were questions regarding the status Community groups should have to take on a building.
- Some people were not keen on seeing the building asset transferred as it is a valuable local resource.
- There was a preference for the Council to keep this building open and continue to operate it
- Room hire rates should be reduced as it is too expensive for community groups to hire the large hall regularly.
- Could combine Humberstone and Rowlatts to operate from Coleman NC
- Could other council services share the building – for example the Housing Office next door

(Coleman Lodge Community Centre)

- Overall activity is low
- There was interest in potential Community Asset Transfer

Focus Group Meetings

Location	Ward	Date	Time
St Peters Neigh. Housing Office	Wycliffe	30 January 2017	2.30 – 4.30 pm
Humberstone Neigh. Housing Office	North Evington	31 January 2017	2.30 – 4.30 pm
Knighton Library	Castle	7 February 2017	6.30 – 7.30 pm
Evington Library	Evington	9 February 2017	6.30 – 7.30 pm
Rowlatts Hill Neigh. Housing Office	Evington	10 February 2017	2.30 – 4.30 pm
Coleman Neighbourhood Centre	Evington	13 February 2017	4.00 – 5.00 pm
St Barnabas Library	North Evington	13 February 2017	6.30 – 7.30 pm
African Caribbean Centre	Wycliffe	15 February 2017	6.30 – 7.30 pm

St Peters Neighbourhood Housing Office

In attendance: 1

- No comments or suggestions were raised

Humberstone Neighbourhood Housing Office

In attendance: 3

- The Housing office is close by and in a convenient location
- Prefer for the office to stay open used every few months
- Would like office to stay – make a public toilet available

Knighton Library

In attendance: 22

- The library is an important community hub
- The library is very busy and is used by all age ranges with especially high use by children and young people
- There are no other Council facilities in the area
- There is good scope to increase activity/use of the building out of hours
- Other facilities are expensive
- To keep the building sustainable income could be generated by making space available in the evening and on weekends and applying reasonable charges
- Desperately need public toilets
- Some concern over automation but largely welcomed, with a concept to make public pcs available after hours also.

Evington Library

In attendance: 15

- Fantastic groups taking place
- Popular toddler time group
- Develop the library as part of the Evington “heritage village”
- Do not need a large counter, could use the space differently to make better use and generate income for hire
- Some local interest in Community Asset Transfer
- Local interest in community operation in conjunction with Council operation
- Fob access out of hours for greater community use

Rowlatts Hill Neighbourhood Housing Office

In attendance: 0

- Residents or stakeholders did not attend

Coleman Neighbourhood Centre

In attendance: 14

- Building is used a lot by different groups who work together in harmony
- Could the housing office move in to make the building sustainable and open more during the day
- Some interest in Community Asset Transfer, although some scepticism and expressed a preference for Council operation to ensure equality of access

(Coleman Lodge Community Centre)

- Interest expressed in Community Asset Transfer
- Interest in sale and purchase of asset
- Some groups identified alternative locations to use

St Barnabas Library

In attendance: 23

- Building is very important and has a social/community focus
- People are using the library more and moving away from traditional day centres

- Good attendance at breakfast clubs and other activities hosted by the library
- Need to make the space available after hours for communities to use
- Help to bring in more income
- Move Humberstone Housing office in to St Barnabas
- Adult Learning classes are popular need to provide more ESOL
- used a lot by different groups who work together in harmony
- Could the housing office move in to make the building sustainable and open more during the day

African Caribbean Centre

In attendance: 20

- Use ACC to engage parents around educational development
- It is essential that the ACC is recognised not just as a facility within the ward but an anchor for the African Caribbean community in Leicester.
- Could public transport links be review – as this was considered lacking
- Should put more resources and council services in making the best use of the building
- Some encouraged by the volunteer operation of the ACC but other felt this did not work and would not like to see Community Asset Transfer of the building
- Some expressed preference for the Council to keep the building open under Council control with more services
- Could the building host training which almost exclusively takes place in the west of the city furthest point from this area

(St Matthews Centre)

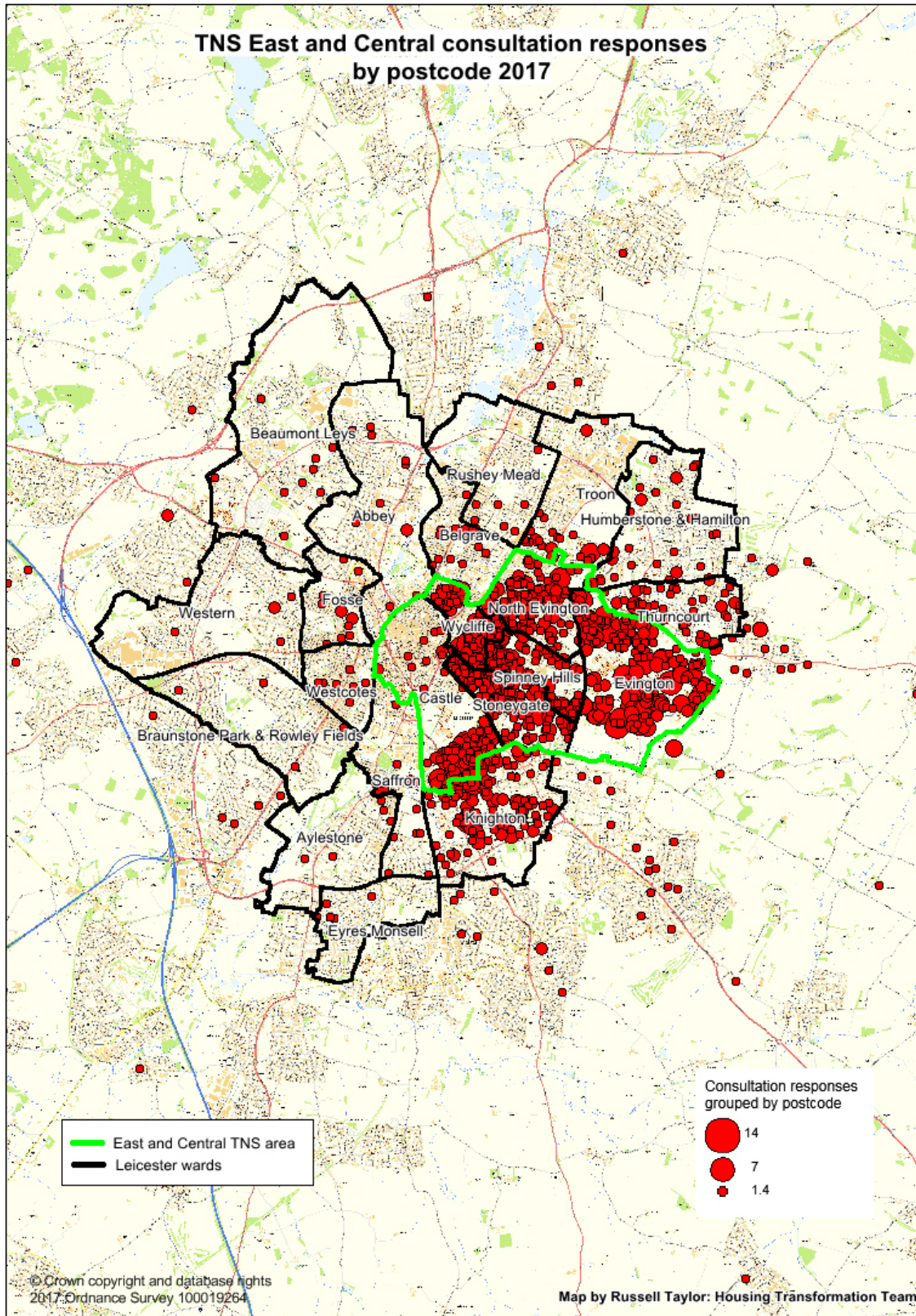
- A lot of groups use this building, sports hall is very busy
- Building has a lot of services in there, would help to put other public services (police or NHS) if there is space
- A lot of different communities with venues in the area but St Matthews Centre is seen as a neutral space available to all
- Building is very dated in and out – need to invest in it

(Highfields Library)

- This building is out grown, needs more space to cater for demand
- Desperate need to public toilets
- Needs investing in – looking very tired and outdated
- Very busy building

Written and Online Comments and Responses

In total 2,346 responses were received up until the closing date of the consultation. The following map shows the locations of respondents where a useable postcode was provided (86% of total responses):



Transforming Neighbourhood Services – East and Central Area Engagement Report February 2017

The following table shows the breakdown of responses by their resident wards:

LEICESTER WARDS	COUNT	%
Evington Ward	352	18.1
Wycliffe Ward	332	17.1
Stoneygate Ward	239	12.3
Castle Ward	229	11.8
Spinney Hills Ward	219	11.3
Knighton Ward	175	9.0
North Evington Ward	173	8.9
Thurncourt Ward	56	2.9
Humberstone and Hamilton Ward	36	1.9
Troon Ward	31	1.6
Saffron Ward	16	0.8
Belgrave Ward	14	0.7
Fosse Ward	13	0.7
Abbey Ward	11	0.6
Beaumont Leys Ward	10	0.5
Rushey Mead Ward	8	0.4
Westcotes Ward	7	0.4
Aylestone Ward	5	0.3
Eyres Monsell Ward	5	0.3
Western Ward	5	0.3
Braunstone Park and Rowley Fields Ward	4	0.2
All valid postcodes within the City	1,940	

1,544 responses (with valid postcode) were from within the East & Central area - 76.4% of all responses with a valid postcode.

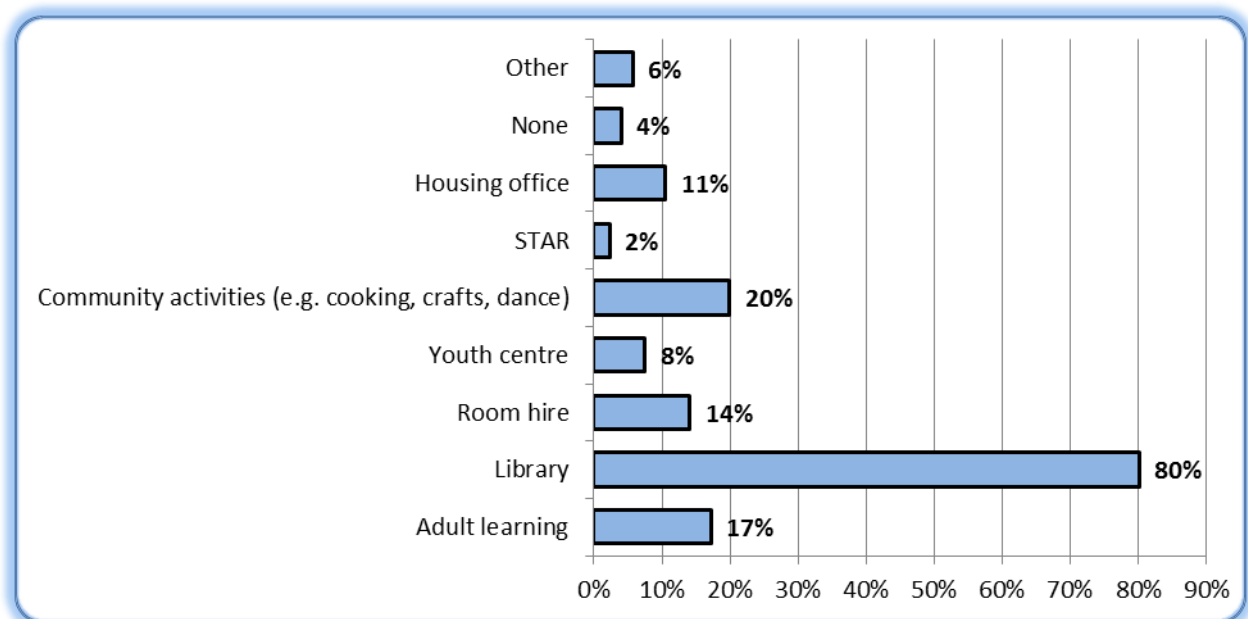
DISTRICT	RESPONSES	%
Leicester	1,940	95.9
Harborough	35	1.7
Oadby & Wigston	26	1.3
Blaby	10	0.5
Charnwood	7	0.3
Hinckley and Bosworth	4	0.2
All valid postcodes	2,022	

Views and comments

This section contains details of how people responded to the consultation questions. A copy of the questionnaire used has been included as Appendix A to this document. Responses to the questions asked are as follows:

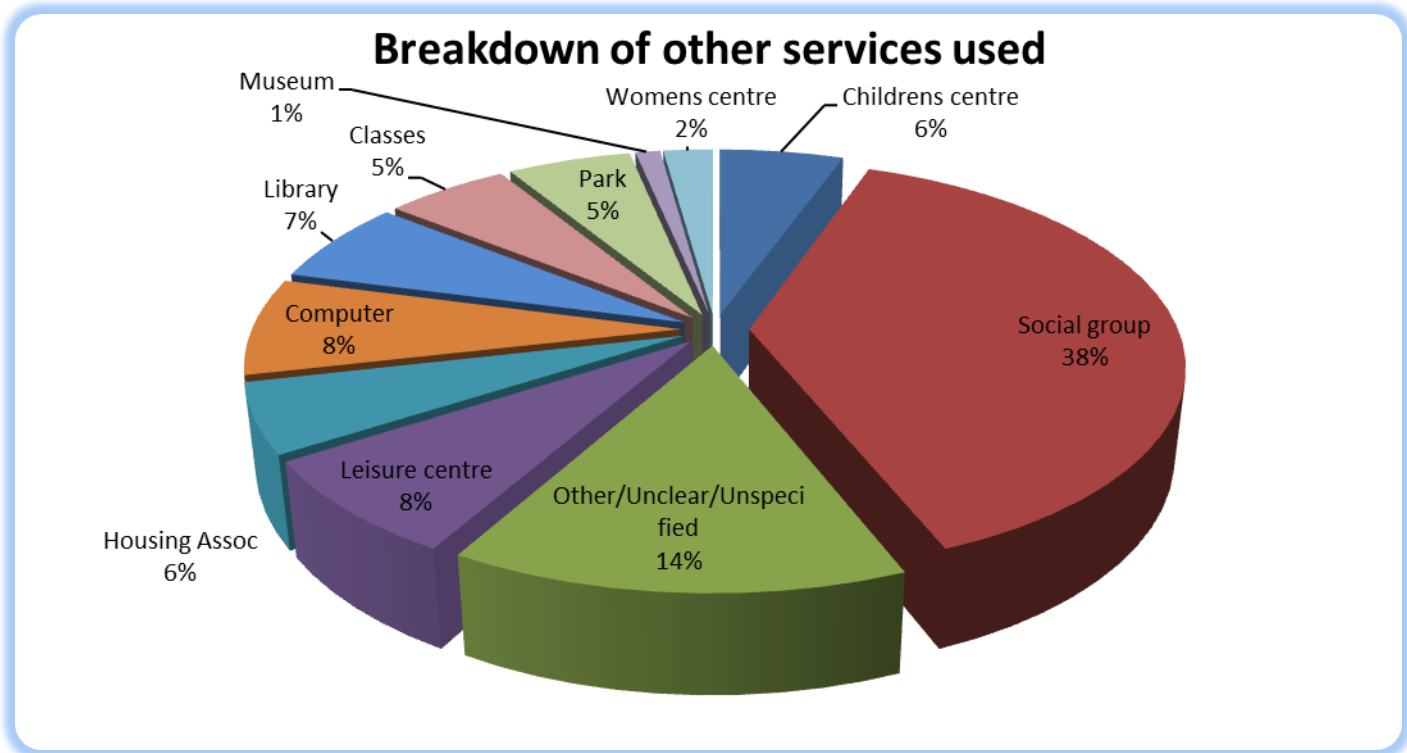
Q.1. Which neighbourhood services do you use?

A total of 2,346 respondents provided an answer to this question (100% of a total of 2,346 respondents), however, it should be noted that an option was to indicate that no services were used, which 96 (4%) of respondents selected. Respondents were allowed to make multiple choices for this question and the following chart shows the percentage that selected each option:



- The service with the highest use of respondents across the East and Central area was the library, with 80% of all respondents selecting this option.
- 20% of all respondents used “Community Activities” across the range of centre.
- The third highest use was “Adult Learning” with 17% of respondents accessing this service in the East and Central area.

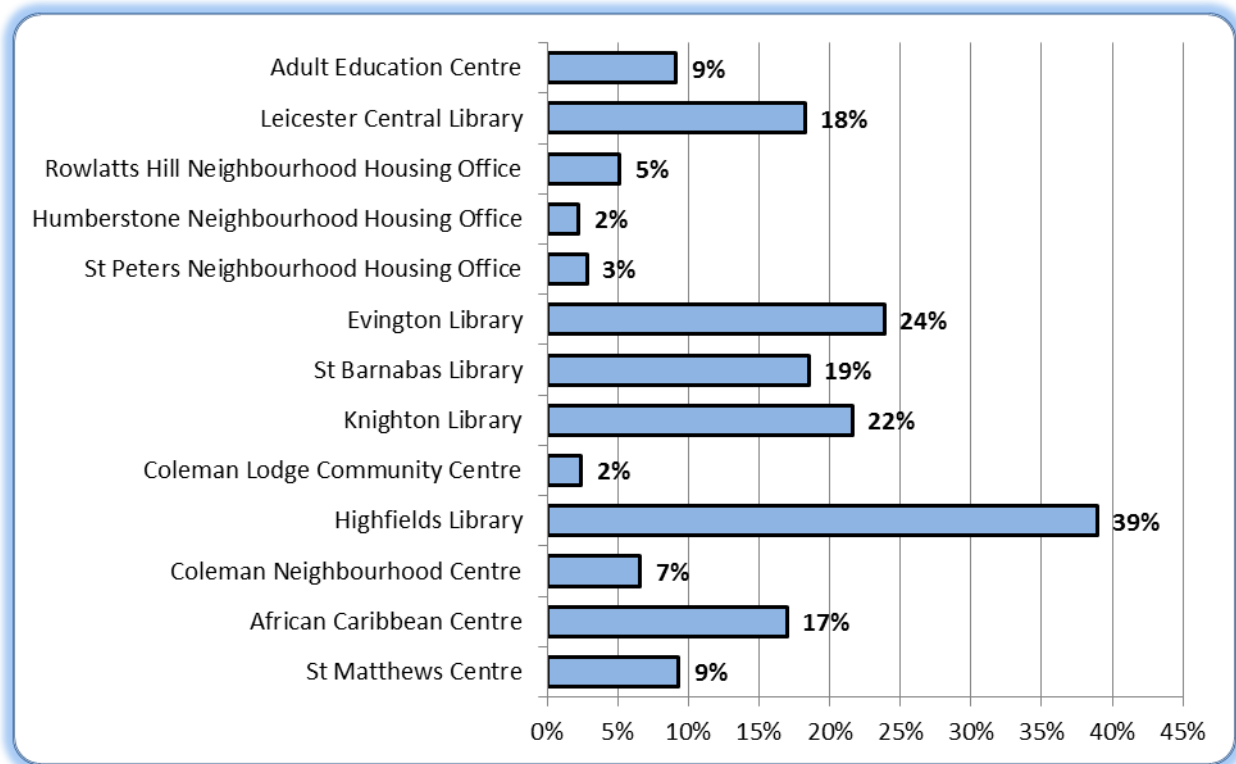
Respondents were given the opportunity to describe any other use they make of Neighbourhood Services in the area. A breakdown of the uses described by the 6% of responses relating to the ‘other’ category is shown in the graph below:



- Within “other” types of use the most popular was for social groups (e.g Age UK day club, sport/dance groups, babies/children’s groups etc), with 38% of those selecting “other” describing this type of activity
- The next most popular category was a group of miscellaneous responses with 11% of all those selecting “other” describing miscellaneous or unclear types of use.
- Of those selecting “other” 8% said they used Neighbourhood Services for activities in Leisure centres, and they use computers.

Q.2. Which centres do you use?

A total of 2,313 (99%) of respondents provided an answer to this question and 33 respondents (1%) did not provide an answer to this question. Respondents were allowed to make multiple choices for this question and the following chart shows the percentage that selected each option.



- The highest number of respondents to the engagement questionnaire said they used Highfields Library (39% of all respondents)
- The second highest number of respondents to the engagement questionnaire said they used Evington Library (24% of all respondents)
- The third highest number of respondents to the engagement questionnaire said they used Knighton Library (22% of all respondents)
- Users responding to the engagement were free to select multiple sites. Many respondents said they use multiple buildings, especially where buildings are located close to each other.

Q.3. Why do you use these centres? (for example: ease of access, friendliness of staff and so on)

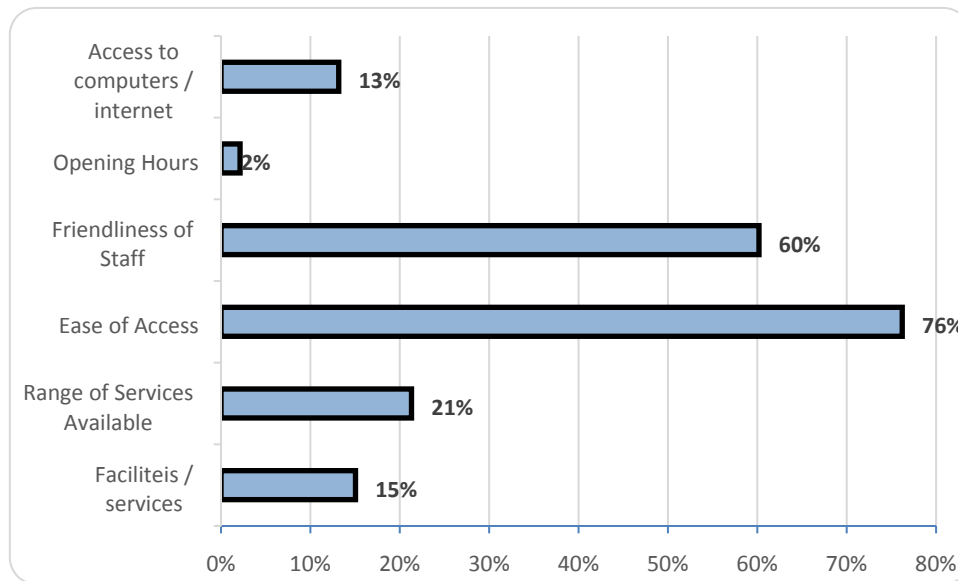
This was a free text response allowing respondents to state the reasons why centres were used. A total of 2,254 (96%) of respondents provided an answer to this question. It has been possible to broadly categorise the majority of these responses in order of importance as follows:

- Facilities/services
- Range of services available
- Ease of access
- Friendliness of staff

Also of importance were:

- Opening hours
- Access to the internet

The following chart shows the percentage of respondents commenting on each of these categories:



Q.4. Do you have any ideas or suggestions about how we could reorganise neighbourhood services to save money?

A total of 1,538 (66%) of respondents answered this question. This was an open question and did not put any restrictions on the respondent as to how to answer. A wide range of points were made by respondents including strong support for specific local services and buildings.

Responses to this question can be generally categorised as follows:

Response category	Number of respondents
Suggestions for savings	601
Support for local services / no change	349
Other	585
No comments	811

Suggestions for making savings can be broadly categorised as follows. Many respondents made several different suggestions:

Suggestion category	Number of respondents
Bring services together in fewer buildings	169
Deliver extra services eg adult learning	91
Use buildings more efficiently	19
Increase hire charges and other fees	25
Increase use to generate more income	5
More use of volunteers	57
Invest in buildings to increase use	32
Better promotion of services	29
Transfer buildings to the community	92

Reduce opening hours	70
Install self-service kiosks	6
Reduce staffing	6

From the 1538 responses to this question, 35 responses were received from people indicating they use services at one of the three neighbourhood housing offices. Points raised by these respondents can be broadly categorised as follows:

Suggestion category	Number of respondents
Better promotion of services	1
Bring services together in fewer buildings	1
Invest in buildings to increase use	1
No comments	26
Other	1
Suggestions for savings	1
Support for local services / no change	3
Transfer buildings to the community	1

A selection of the responses made to question 4 is provided below:

The library service seems to run well as it is. Not sure how it could be cut back.

"1) Provide more chargeable services e.g. copying, printing

2) Reduce staff hours

3) Hire out venues on Sundays etc

4) Chase fines

5) Reduce heating / lighting costs"

Charging nominal amounts for activities in specific buildings.

The need for library facilities is paramount and there is no other building within the area which would be suitable for sharing facilities.

No but the library is an important community hub and provides learning opportunities with books

More classes maybe paid groups or evening groups in the library, e.g. Book club, language learning. Maybe selling books or book products there. Please do not close the library, it is so important to future generations.

Lowering energy usage? Investing in self check out/return machines? Not restocking the music/DVD libraries unless titles are essential on local adult learning courses, for example? Or relocating these to one central location, maybe. Reducing opening hours to reflect most popular usage times. Also worth considering increasing fines, charging for advertising, rent out spaces to community groups, hosting council meetings and events in neighbourhood centres.

reduce hours . community libraries. smart libraries as pioneered elsewhere

I think it would be shortsighted to close centres which are important for local community like the local

libraries. Schoolchildren and pensioners who are very overlooked can use these when they are within walking distance. I really think it adds to community well being and probably decreases spending in other areas eg. mental health - hard to quantify something like that but I'm sure it's true from the conversations I've had in my local libraries, it's a free place to go which is open and welcoming to all and enhances lots of people's lives. PLEASE PLEASE PLEASE don't close our local libraries!!!

There are no council community buildings in the local area. This area is already poorly serviced by LCC. Leave the library alone!

More efficiency centrally and at management level? In this area, there is very little in the way of 'neighbourhood services' available to cut.

There are so few services around Clarendon Park that there's little left to cut

"- use the venue for children's parties

- charge groups to use the venue

- I would use the venue as a reading group

- charge for computer use

- introduce library fines for children "

Could open libraries slightly later in the morning, but keep them open until later (e.g. 6:00/6:30pm) so that people at work can make use of the facilities, and so the library is staffed during popular hours.

"Most residents understand that money is tight and some services will have to be compromised. With specific reference to local library (Knighton) which I tend to use on a weekend, it's always busy and provides a wide range of services for a wide range of people.

Re libraries- get local community involved for meetings craft groups book clubs, volunteer reading support

A single housing office in the city centre.

CLOSE - Humberstone Neighbourhood Housing Office and Rowlatts Hill Neighbourhood Housing Office. Move part of their function into St. Barnabas library and the rest of the staff to council offices at Granby Street.

Have coffee / tea service in the library or in the gardens outside and make more of that space. More people would definitely attend!

Perhaps close them one day in the middle of the week. Introduce cafés etc to encourage self financing. Allow people to hire libraries for meetings. Provide incubation space for SMEs and start ups within public buildings. Make buildings more energy efficient.

Use libraries as the basic provision in all parts of the city to encourage adult and child literacy. Closing libraries limits access. Placing other services in libraries provides people with an additional reason to be there which is likely to increase book loans as people take advantage of being there.

see which centres are used the most - keep these open and if there are centres close together which can be merged - merge them

There looks to be several buildings in high fields close together- could they be rationalised? Reduce opening times of services? Use more volunteers to run libraries?

It is crucially important to safeguard this, the only community council run building in the area. It is well used, offers internet access and resources for adults and children. It is very near two primary schools and well

used. Very difficult to answer without transparency on what the budgets are, and what the savings need to be? What counts as neighbourhood services? It is imperative to save this library. Only suggestion for saving money would be to cut the opening hours, if absolutely essential, but only by an hour or two a day - any more will impact on viability. But, this would have to be a last resort for our only community resource in this area. It would be a travesty to even contemplate shutting this crucial resource. There are many older people living near here and sheltered housing for old and young, and youth homes - eg ymca on Portland road, home for homeless vulnerable teenagers on Clarendon park road, and it is crucial these people in particular have places they can go, access computers, chat and be part of the community.

Open on a reduced hours basis.

Rent out space. Have a coffee provision. Move other services into libraries and make the local community hubs

allow Knighton library - and others to be used more as a community venue and hold events there - like you used to when there were professional library staff who could organise such things - this is what kept the libraries viable and relevant to people

Open hours which have the higher amount of usage in the library. Closing a day in the week.

More shared working and communication across services. Perhaps sharing space for example, you could have housing information in libraries etc. Community spaces such as libraries, community centres etc are becoming community hubs and this should be built upon. We can design and use these spaces better to make them a centre community hub. Leicestershire library and adult learning service are very much working together in partnership. A lot of the adult learning teams have their offices in libraries and run their lessons in library meeting rooms. This is a good example of sharing resources and spaces and perhaps the city library's could use this example.

Perhaps installing self service machines in the library, but informed and trained staff are also essential to help people.

Use space within the library to accommodate other local services but do not get rid of the library.

Have one building with multiple uses and good opening times. For example, combine the library with adult education and community centre and cafe.

Stick everything in one building in each area like the Brite Centre (preferably on a bus route in the area) and consider sharing with other services such as Police / health etc.

Hire the building to local groups? More local volunteers to run the services. Reduced hours as a last resort

A reduction in library opening hours (as long as different user groups were consulted on which times were most appropriate) would be far preferable to removing services completely from an area.

Those centres close together could merge - in that one could perhaps close, but it would be unfair for people to lose their jobs. Also, why not increase the activities or hiring facilities to increase revenue coming in from these centres?

Explore possibilities for multi-use of the spaces. Look at what other areas have successfully done. Encourage volunteering to support paid staff (where appropriate and with usual checks in place). Also, use by community groups. For example, family support services, public health programmes and programmes encouraging parents to read with their babies and young children can be based in libraries or community centres. These programmes can be seen as invest to save because of the longer term benefits in improved outcomes for children, families and vulnerable adults. If there is space, introduce cafe areas (as successfully done by commercial bookstores) which can generate income (e.g. St Barnabas is a huge space), explore partnerships with commercial providers, e.g. Costa or Brucciani (local firm). Be imaginative re possibilities.

We know that social isolation of older people is a huge problem resulting in shortened life expectancy and ill health. Support use of neighbourhood services to reduce isolation and loneliness.

Open it for fewer hours? But make sure some of those hours are after school hours for students.

Reduce staffing hours (but do not close services)

Combine those that are very close together

Possibly co-locate services that are currently in nearby buildings

Would it be possible to have other income streams from the library (which you may have but I am just not aware of), e.g.

- Offer children's birthday parties in the library (e.g. with one hour 'story time' and crafts related to the birthday child's favourite book) - although I don't know where children could have their snack/cake, does the library has a back room that could be used for food? Could you team up with another local business to provide food there?)

- At the moment there is toddler time once a week in the library. Could you offer additional paid for sessions, e.g. on Saturday morning/afternoons for different/wider age ranges? I think that would be a hit!

- Can you hire out the library as a venue in the evenings as a meeting room for book clubs etc. (you might be doing that already, don't know).

- Could you offer paid for afternoon sessions for help with homework? I know there is an afternoon school club at Avenue helping with homework and that is always full. The library would be a great venue for that, especially if the homework involves any 'research'."

Combine services into one building where you can: African Caribbean Centre/highfields/St Peters then Rowllatts Hill/coleman then St Barnabas/Coleman

Open up community hubs/centres/library's in locations that can also run as a business - eg you could open a café like in the museum or rent out rooms for training or conferences. EG use the buildings and staff to earn money via different routes so that the not for profit aspect of the service that benefits communities, reduces social isolation can continue to reduce inequality and promote social cohesion. "

More advertising of what is on offer. Less focus on certain groups. Widen the involvement of other communities. Integrate communities. Offer more council support at these venues. Utilise the space (fill the rooms) and integrate health and social care from these venues.

In some locations there could be a joint use of community buildings where there are several buildings used by different groups or for different purposes. This opportunity is most likely to be available on the Estates such as Thurnby Lodge, Netherhall or Rowlets Hill in the east of the city. Opportunities are fewer in the old village centres, and if the library was to be lost in Evington, this would also result in the loss of a community resource at the heart of the village. Schools could offer more community services but with the increase in academy schools it will become more difficult to secure these facilities.

Combine physical spaces, use areas in the evening that are vacant in the evening. For example, crown hills community college is used by various community groups evenings and weekends...A good use of a great resource for all of the community.

The map of facilities in the east and central areas shows that in some wards other than Castle there are more than one such facility within a short distance. That raises the possibility of combining several services in one building, depending on the amount of space they have. But of course you will be considering this strategy anyway.

Allow community groups to use the building when it is not being used as a library

Have more evening activities at the libraries - therefore hiring out rooms greater revenue

I would recommend the centre to be given full control of use for the local community of all groups And diversify and learn

You could perhaps house the services together in one building to save on premises costs and energy but you should retain the staff. These services are so important to this community.

Some services could generate money - many users would be happy to pay a fee for some services. Possibly the Housing Offices could be housed in the larger libraries. The library could be used by groups more widely. It is in a very accessible part of Evington, close to bus stops and a car park in Evington Park across the road. The library could be let for meetings in the evenings. Also considering where it is situated a cafe might be very popular there. I suggest a feasibility study for the running of a small cafe for drinks and snacks.

Merge services in one area.

The only thing that I can think of is to combine the services in common buildings, but it is important that these are central to the community. A library is an expression of the importance of learning and cultural development in a community. Not everyone has the funds to just buy what they need, and the building itself is a resource for the community. With increasing poverty in our society, these places are like little temples of civilisation. Communities need more than supermarkets and hairdressers!

Concentrate some services in centers so that you create a hub for the community. Have coffee shops on site, Evington village main street does not have any coffee shop and the library could fill that gap while becoming a focal point for the local community.

Combining services in one building should be cost-efficient and is also convenient for users (as at the BRITE centre or New Parks library). Knighton Library is not near any other council service centres and it would be a shame to see it close. Could other services be provided here (although the building is not very big)?

Submissions

- In addition to questionnaire submissions, a total of 627 emails and letters were received in support of their local facilities, this includes 610 letters of support for Highfields Library received from pupils at Moat Community College. The key points raised are:
 - not see closures of local facilities particularly libraries and community centres
 - The centre has good use by local residents
 - Interest in Community Asset Transfer of some buildings
 - A proposal from a local organisation to develop Evington Library for added community use
 - Proposals from two local organisations to develop Coleman Neighbourhood Centre

CONCLUSIONS

This engagement is to be used to help construct draft proposals for the transformation of services in the East and Central area of the city.

The method of engagement of holding drop-in sessions to promote awareness of TNS and focus groups to generate ideas has been well received by members of the community. This has proved a successful method of seeking points of view and suggestions for change to be taken into account. The promotion of paper and online questionnaires has proved particularly successful, generating the highest response rate in the TNS process to date. The key messages to be taken forward from this engagement period are:

Factors to consider for buildings used:

- Good facilities and / or good accessible book stock
- A sense of community for all groups
- Ease of access, including longer opening hours
- Range of activities available under one roof
- Friendliness of staff
- Convenience of location, bus routes and local proximity
- For young people especially, a safe place where young people feel they belong, and a place where they can study

Suggestions for saving money:

- Bring services together in fewer buildings
- Run buildings more efficiently, for example by reviewing heating and lighting, and by reviewing allocation of rooms for hire to increase income
- Increase hire charges and other fees to increase overall income
- Increase usage through investment and promotion to generate more income
- More use of volunteers

Suggestions for future use:

- The majority of people were supportive of the buildings they currently use and there is overall strong support for libraries and community centres.
- Consider amalgamating services in areas where buildings are in close proximity.
- Bring more services into buildings retained under Council control.

Lessons Learned

- The focus groups have been very positive and have proven to be a good method of engagement with members of the public.
- There has been a good response rate to the engagement process with 2,346 completed forms and good attendance at the focus group meetings.
- The overall approach of involving stakeholders and members of the public early has proven beneficial as not only does it help to ensure that all concerns are heard, it also provides sufficient time to respond to these concerns on an evidenced basis.

- The process undertaken has enjoyed good co-operation between stakeholder individuals and groups, as well as other services.

Appendix A: TNS East and Central engagement questionnaire

Changing neighbourhood services in your area

East and Central area:
Castle, Evington, North Evington,
Spinney Hills, Stoneygate and Wycliffe



Your local services are going to change.
leicester.gov.uk/tns



Why are services changing?

- Significant cuts in government funding mean we cannot continue to run council services as we do now.
- We want to work with communities to make changes now, before it becomes critical.
- We are reviewing how neighbourhood services are run to make sure that they are affordable and can respond to local people's needs.
- Leicester City Council is committed to providing high quality neighbourhood services.

How do we make changes?

We will be working with local people and community organisations to look at the best way to deliver services in future.

Options

- Reducing the number of buildings we operate from
- Merging services into shared buildings: this has led to investment in modern facilities, better access and longer opening hours
- Involving local people and groups in running some services
- Self-service facilities

See the back of this leaflet for a map showing the area and buildings we are talking about.

How you can get involved

We are inviting the local community to find out more about this programme and make suggestions for the east and central area by 19 February 2017.

1. Give your views online: leicester.gov.uk/tns
or
2. Fill out the form in this leaflet.
3. Come to a drop in session or join a focus group. Ask staff in your local centre for details.

What happens next?

We will consider all the ideas that people put forward and then hold a public meeting to feed back with proposals for change in the area. This will form part of a full public consultation in 2017.

If you have any questions please email tns@leicester.gov.uk





Your views

1. Which neighbourhood services do you use? (please tick)

- Adult learning Library Room hire Youth centre
 Community activities (e.g. cooking, crafts, dance) STAR
 Housing office None Other (please specify) _____

2. Which centres do you use? (please tick)

- St Matthews Centre African Caribbean Centre
 Coleman Neighbourhood Centre Highfields Library
 Coleman Lodge Community Centre Knighton Library
 St Barnabas Library Evington Library
 St Peters Neighbourhood Housing Office
 Humberstone Neighbourhood Housing Office
 Rowfatts Hill Neighbourhood Housing Office
 Central services (not included in this review)
 Leicester Central Library Adult Education Centre

3. Why do you use these centres? (for example: ease of access, friendliness of staff and so on)

Please turn over

4. Do you have any ideas or suggestions about how we could reorganise neighbourhood services to save money?

5. What is your post code?

Please hand this form in to any Leicester City Council library, housing office, community, youth or leisure centre, or post to: Transforming Neighbourhood Services, Room 2.23 Town Hall, Town Hall Square, Leicester LE1 9BG

The closing date is 19 February 2017.

leicester.gov.uk/trs



Neighbourhood buildings: East and Central area



1. St Matthews Centre
2. African Caribbean Centre
3. Highfields Library
4. St Peters Neighbourhood Housing Office
5. Knighton Library
6. St Barnabas Library
7. Coleman Lodge Community Centre
8. Humberstone Neighbourhood Housing Office
9. Rowfatts Hill Neighbourhood Housing Office
10. Coleman Neighbourhood Centre
11. Evington Library

This map shows approximate locations for illustrative purposes

Produced by Leicester City Council, communications and marketing team, 17.16

Equality Impact Assessment (EIA) Template: Service Reviews/Service Changes

Title of spending review/service change/proposal	Transforming Neighbourhood Services / East & Central Area
Name of division/service	Neighbourhood Services; Housing; Adult Learning; Customer Services; Youth Services
Name of lead officer completing this assessment	Lee Warner/Gurjit Kaur Minhas
Date EIA assessment completed	15/08/2017
Decision maker	Cllr Kirk Master
Date decision taken	

EIA sign off on completion:	Signature	Date
Lead officer	Lee Warner	
Equalities officer	[Surinder Singh]	
Divisional director	[John Leach]	

Please ensure the following:

- (a) That the document is understandable to a reader who has not read any other documents, and explains (on its own) how the Public Sector Equality Duty is met. This does not need to be lengthy, but must be complete.
- (b) That available support information and data is identified and where it can be found. Also be clear about highlighting gaps in existing data or evidence that you hold, and how you have sought to address these knowledge gaps.

- (c) That the equality impacts are capable of aggregation with those of other EIAs to identify the cumulative impact of all service changes made by the council on different groups of people.

1. Setting the context

Describe the proposal, the reasons it is being made, and the intended change or outcome. Will current service users' needs continue to be met?

The Transforming Neighbourhood Services (TNS) programme is scoped to identify different ways of organising how services are delivered within the neighbourhoods of the city of Leicester, with a view to reducing the costs of delivery within the Neighbourhood Services section by around 30% while maintaining the quality of our services. Whilst there is no explicit target for savings to be made by other service areas through the TNS programme the Using Buildings Better programme requires that opportunities for other public facing services to achieve efficiencies through the process are identified.

The programme has identified an approach whereby the city is divided into 6 geographical areas and these are investigated sequentially to identify methods by which the service delivery model can be transformed through opportunities to co-locate services and better use of the assets available.

The likely effect in each area will include a reduction in the number of buildings providing services and a grouping together of greater numbers of services in the best located and accessible buildings. A staffing review was implemented in February 2016 to support a sustainable service delivery model for Neighbourhood Services with a much greater integration of the services offered in neighbourhoods.

The scope of the TNS programme was broadened to include additional public facing buildings in October 2015 as part of the Council wide "Using Buildings Better" programme. In the East and Central area of the city the scope of the TNS programme encompasses 11 neighbourhood buildings accommodating the delivery of the following service areas. The scope does not include central services with a citywide remit such as the Central Library and the Customer Service Centre. The service areas included are:

- Community Centres
- Libraries
- Adult Skills & Learning
- Neighbourhood based customer services

- Youth services

It is recognised that other services within the council deliver services in the neighbourhoods and although these are not in scope directly, they have been involved in the development of this draft model.

- The Early Years service has been consulted with regard to the decision for Children, Young People and Family Centres which were consulted upon for the city as a whole in 2016.

The principle for the TNS programme is to reduce the number of buildings Council services operate from, but to retain the service provision. It is intended that current service users' needs will continue to be met under the building proposals in the East and Central area. However it is to be noted that individual service areas are also undertaking reviews of the services delivered which do not form part of the TNS buildings proposal for the area.

Proposals consulted upon

The proposal consulted upon for the East and Central area is to invest in well located buildings to deliver multiple services under one roof. Early engagement with residents, partners and service users identified the following buildings as the best located service points: St Matthews Centre, St Barnabas Library, Highfields Library, African Caribbean Centre, Coleman Neighbourhood Centre, Evington Library and Knighton Library. It is proposed to withdraw from the remaining centres and to relocate services to the multi-service centres. Coleman Lodge Community Centre, Humberstone Neighbourhood Housing Office and Rowlatts Hill Neighbourhood Housing Office would form part of the Council's disposals programme. St Peters Neighbourhood Housing Office would be converted back into housing stock.

The full proposals consulted upon can be viewed on the Council's website at: www.leicester.gov.uk/tns

Following consultation the recommended model for the East and Central area is as follows:

St Matthews Centre: (The consultation highlighted that this is a busy centre and that consideration should be given to installation of another interview room to accommodate increased business from the proposed relocation of the St Peters Housing office. Residents also highlighted that queue management in the reception area should be redesigned. Users wanted outstanding redecoration works beyond the reception and library areas to be undertaken.) The recommendation is to invest in the centre to provide additional capacity for housing office enquiries relocating from St Peters Neighbourhood Housing Office and to complete redecoration works to support operations at the busy centre.

St Peters Housing Office: *(There was concern from some council housing tenants in the Highfields estate about accessing the office under the proposal to relocate to St Mathews Centre).* The recommendation is to relocate services into the multi-service centre at St Matthews Centre and to convert the housing office into additional housing.

Highfields Library: *(There was very strong support for the library during the initial engagement. Proposals to retain the library and to invest in the building were positively welcomed during the consultation period).* The recommendation is to retain the library and to invest in the building to support the ongoing high volume of use. It is anticipated that the library will be a delivery site for welfare advice and support sessions.

African Caribbean Centre: *(The consultation highlighted the high value placed on the centre by the wider African Caribbean community across the whole of the city. There were a range of views expressed around the effectiveness of the current partnership arrangements at the centre, but no consensus on this).* It is recommended that the building is retained and that further work be undertaken with stakeholders and partners to explore ways to reduce the running costs.

St Barnabas Library: *(The library was well supported especially during the initial engagement period. Proposals to create a multi-service centre to support council housing tenants from the current Rowlatts Hill and Humberstone offices were well received by existing library users. Some concerns were raised with regard to parking, which is limited to on street).* It is recommended to relocate services from Humberstone and Rowlatts Hill housing offices into the library to deliver a multi-service centre. Adult Learning classes will continue to be delivered from the building and it is anticipated that welfare support and advice services will also be delivered from the building. Some alterations will be required to update the reception desk, install council self-service facilities and to accommodate private interview space. Self-service equipment will be installed for improved local access to council services.

Humberstone Neighbourhood Housing Office: *(The consultation demonstrated some concern around potentially limited parking at St Barnabas Library)* It is recommended that the service be moved into the St Barnabas Library building and that options for disposal of the building be explored.

Rowlatts Hill Neighbourhood Housing Office: *(The consultation demonstrated some concern over travel to St Barnabas library and potentially limited parking there. Some respondents suggested moving the office into the neighbouring Coleman Neighbourhood Centre although it was noted this building has limited general opening hours and that the available space is preferred for community activities).*

It is recommended that the service be moved into the St Barnabas Library building and that options for disposal of the building be explored.

Coleman Neighbourhood Centre: *(The proposal to retain the site was welcomed during the consultation period. However some previous*

interest in Community Asset Transfer was renewed. Some respondents suggested moving the Rowllatts Hill Neighbourhood Housing Office into the Coleman Centre). It is recommended that the centre and ball court be retained with some small works undertaken to improve ease of access for key-fob holding groups.

Coleman Lodge Community Centre: *(There was renewed interest in potential Community Asset Transfer of the building from existing users. There was also concern from existing users that they could be displaced depending on the disposal method). It is recommended to withdraw from the centre and to work with existing groups to find alternative options for their activities. Some groups may be able to relocate to the nearby Coleman Neighbourhood Centre.*

Evington Library: *(There was good interest in the proposal to make the library available for use by inducted community groups outside of regular opening hours). It is recommended to retain the library and to invest in the facility to install key fob access and to redesign the existing layout to make this more flexible.*

Knighton Library: *(There was a positive response to proposals to retain the library and proposals to create access for inducted groups out of hours were welcomed). It is recommended to retain the library and to invest in the facility to install key fob access, a public WC and to redesign the existing layout to make this more flexible.*

It is anticipated that projects would take 9 months to deliver after a decision has been taken. Depending on the scale of the project, some projects would be delivered earlier than others.

This EIA examines the updated model as outlined above.

2. Equality implications/obligations

Which aims of the Public Sector Equality Duty (PSED) are likely be relevant to the proposal? In this question, consider both the current service and the proposed changes.

	Is this a relevant consideration? What issues could arise?
--	---

Eliminate unlawful discrimination, harassment and victimisation

How does the proposal/service ensure that there is no barrier or disproportionate impact for anyone with a particular protected characteristic

The proposal aims to reduce the number of neighbourhood buildings operated by the council in Spinney Hills, Wycliffe, Evington, North Evington, Stoneygate and Castle wards whilst retaining the services by delivering multiple services from core buildings.

The proposed buildings are fully accessible and will offer a wider range of services delivered from one point. The buildings are located on good bus routes and at the centre of local communities.

Additional self-serve facilities will be made available to improve access to Council services by 'phone and online. The new self-serve facilities will be offered at St Barnabas Library and are already in place at St Matthews Centre. There is no planned reduction in staff support at these sites. Free access to computers and the Internet is on offer for residents who do not have their own home computers will be available at St Barnabas Library, St Matthews Centre, Highfields Library, Knighton Library and Evington Library. Assistance and support for those that need it will also be available at these locations.

This is in keeping with the neighbourhood and community priorities of:

- Providing a more joined-up service to residents so that people can get the information and services they need when they need them
- Providing as many routes as possible for people to receive services

Humberstone Neighbourhood Housing Office: Footfall is low at

an average 31 visits per day (under 4 visits per hour). During a sample period 23% of those who gave their age were over 60 years old. 9.4% declared a disability. There were relatively few comments from users of this building during the consultation period. During the focus group the main concern was travel to St Barnabas Library. Bus routes from Humberstone NHO to St Barnabas Library are good, running straight down the main A47 route. There was some concern about parking facilities at St Barnabas Library, which is on street only. It is proposed to undertake further work to review the provision of parking available to blue badge holders. Some users commented that St Barnabas was closer to them.

Rowlatts Hill Neighbourhood Housing Office: Footfall is low at an average 25.7 visits per day (3.1 visits per hour). There is a higher proportion of older users and users whose first language is not English. During a sample period 59% of those who declared an ethnicity were non-white British. 23% described themselves as Asian and a further 17% described themselves as Indian. 25% of those who disclosed their age were over 60yrs. There was some concern about travel distance to St Barnabas Library and limited parking outside St Barnabas Library. Some service users also said they relied on staff to interpret for community languages including Gujarati and Hindi. Some users commented that St Barnabas was closer to them.

St Peters Neighbourhood Housing Office: Footfall is low at an average 28.8 visits per day (3.4 visits per hour). There is a higher proportion of older users and users whose first language is not English. During a sample period 85% of those who declared an ethnicity were non-white British, with 41.6% describing themselves

	<p>as Indian, 10% Pakistani and 10% Somalian. 27% were over 60yrs, and 38% of all users said they had a disability. Concerns were ability to walk to the alternative location, limited parking issues on the St Matthews Estate and reliance on staff to interpret.</p> <p>Coleman Lodge Community Centre: Usage of the Centre is very low. User groups were concerned that alternative community space be found for their activities. Some users were interested in options to lease or hire the centre.</p>
<p>Advance equality of opportunity between different groups How does the proposal/service ensure that its intended outcomes promote equality of opportunity for users? Identify inequalities faced by those with specific protected characteristic(s).</p>	<p>The proposals affect all residents and service users in the East and Central area of the city.</p> <p>An analysis of the East and Central area using the indices of multiple deprivation at the Super Output Area level shows pockets of high deprivation in Wycliffe and Evington wards (see Appendix 1). Under the proposals the busiest Council run buildings are to be retained in Wycliffe and Evington. Additional access to council services is to be offered at St Matthews Centre (Wycliffe).</p> <p>Age is a consideration for inequalities faced by two groups.</p> <p>Children living in deprived areas are affected by child poverty. Under the proposal access to reading and information through library services remains unchanged in the St Matthews and areas where the need is greatest. In addition library services are also retained to serve wide catchment areas around St Barnabas, Evington and Knighton libraries, areas which are well located to continue to provide free access to books, information and the internet for deprived families. The provision of youth sessions will be subject to a separate decision, but facilities remain in place at</p>

the same locations in Evington and Wycliffe wards.

Older people living in deprived areas visit community run groups at very local facilities to help overcome social isolation. Under the proposal the Council will work with groups meeting to socialise at Community Centres to ensure alternative arrangements are made where necessary, for example at Coleman Lodge Community Centre, allowing the groups to continue to meet. The recommendation is to work with partners and user groups to increase usage at buildings such as Coleman Neighbourhood Centre and the African Caribbean Centre. This is intended to increase opportunities for a wide range of groups to thrive, particularly groups with protected characteristics including older people and groups from minority ethnic backgrounds. These groups have identified important health benefits from attending exercise and social activities at the centres.

Under the proposals additional access will be made available to council services through self-service 'phones and computers'. There was concern that some older people would not be familiar with online access channels, however Neighbourhood Services staff will continue to be available to help customers to access the new facilities.

Relocation into shared centres will result in increasing opportunities for services users to access a range of services in one place. Services will still identify and address the access needs of their client base to ensure equality of opportunity is maintained and promoted.

<p>Foster good relations between different groups</p> <p>Does the service contribute to good relations or to broader community cohesion objectives? How does it achieve this aim?</p>	<p>The multi-use environment of the shared centres will provide an opportunity for local residents to come into contact with and potentially engage with other residents who have different protected characteristics than themselves. This opportunity to engage with diverse members of the local community raises awareness of different groups who share similar interests and concerns to them and helps to foster good relations between them.</p> <p>The provision of community meeting spaces for a wide range of groups and activities at Community Centres and Libraries helps to promote good relations and greater understanding between different groups. Under the proposals community meeting space will remain available in Council run Libraries and Community Centres and use of these facilities will be promoted through further work with users and stakeholders. Shared space in libraries offers activities and meeting space open to all and provides neutral and welcoming space for groups and individuals from different backgrounds to come together. There will be further development of shared spaces within libraries to update facilities and improve access, in particular at Highfields, Knighton and Evington Libraries. Access to library space out of hours will be made available to inducted community groups at Evington and Knighton libraries.</p>
--	---

3. Who is affected?

Outline who could be affected, and how they could be affected by the proposal/service change. Include current service users and those who could benefit from but do not currently access the service.

The population of the East and Central area is diverse and differs across the area – particularly in regard to ethnicity (along with use of English as their main language), religion or belief, and to a lesser degree, age (some differences in % of over 65 year olds). The chart below presents a comparative profile as presented in the compendium of statistics for the 2011 census:

	Castle	Stoneygate	Evington	North Evington	Spinney Hills	Wycliffe
Total population:						
Total	19,291	20,366	16,515	18,995	13,272	14,437
Age:						
Age 16-64	89.8%	69.4%	62.6%	65.5%	65.0%	62.6%
Age 65-74	2.3%	4.7%	7.3%	5.2%	5.1%	5.2%
Age 75+	2.3%	4.0%	9.5%	3.4%	4.0%	3.4%
Place of birth:						
Born in UK	64.5%	53.4%	61.9%	47.5%	46.6%	43.1%
Born in Southern Asia	3.6%	20.4%	18.2%	32.7%	31.3%	30.6%
Born in South & Eastern Africa	2.8%	11.6%	9.8%	11.0%	13.6%	16.4%
Born in Europe (non UK)	9.7%	6.6%	4.3%	4.4%	4.6%	4.0%
English language:						
Main language English	74.5%	61.2%	71.3%	51.8%	50.8%	42.2%
Cannot speak English	0.3%	1.8%	1.6%	4.3%	3.3%	4.4%
Ethnicity:						
White	51.7%	20.1%	31.8%	13.7%	4.5%	5.2%

Indian	7.4%	37.6%	40.0%	55.6%	64.0%	56.6%
Black	6.6%	7.9%	5.7%	7.6%	5.4%	17.0%
Other Asian	14.0%	15.3%	7.8%	6.9%	10.1%	8.9%
Pakistani	1.9%	6.1%	4.1%	5.5%	8.4%	4.4%
Other White	9.8%	5.6%	3.7%	3.1%	2.5%	2.0%
Religion or belief:						
Christian	35.9%	17.7%	31.5%	15.2%	7.4%	9.3%
Muslim	9.4%	47.3%	23.5%	44.4%	61.8%	73.5%
Hindu	4.0%	10.9%	19.5%	20.6%	17.0%	8.1%
Sikh	2.4%	4.9%	9.7%	7.7%	7.1%	0.9%
No religion	39.0%	13.0%	10.0%	6.9%	1.8%	3.0%

Residents, partners, stakeholders and community groups living and working in the East and Central area of Leicester City comprising Castle, Stonegate, Troon, Humberstone & Hamilton and Thurncourt wards have indicated that they could be affected by the proposal in the following ways:

- Council tenants accessing public facing Neighbourhood Housing Offices. Users of Humberstone and Rowllatts Hill Housing Offices would need to visit the relocated housing office at the St Barnabas Library building. Users of St Peters Housing Office would need to visit St Matthews Centre or the Customer Service Centre on Granby Street. Alternatively tenants could undertake transactions by 'phone or online. Home visits are available by appointment for tenants needing to see a housing officer but unable to travel due to mobility issues.
- Groups and individuals meeting and participating in community activities at Community Centres. Some users at Coleman Lodge Community Centre may need to relocate to another building if the Council withdraws from this building. Some users may need to use buildings which are run by non-Council organisations with a change to terms and conditions of use, including charges for hire of community space. Groups in the Evington and Knighton areas would benefit from additional community space available out of hours at these libraries.
- Groups and individuals accessing library services. These users would benefit from the development of multiple services available

within the same building at St Barnabas Library.

- Individuals accessing the Council's Customer Services. Users would experience an improved offer with additional self-service facilities installed at St Barnabas Library. Neighbourhood Services staff would be available to help customers find the new facilities.
- Young people attending youth sessions at Council run youth centres. Youth space will continue to be available at St Matthews Centre and Coleman Centre. It is noted that service delivery is subject to a separate consultation.
- Local residents who do not currently use the above services but who may wish to so in the future.

4. Information used to inform the equality impact assessment

What **data, research, or trend analysis** have you used? Describe how you have got your information and what it tells you. Are there any gaps or limitations in the information you currently hold, and how you have sought to address this, e.g. proxy data, national trends, etc.

Demographic information for the area taken from the most recent Census data was used to understand the profile of the population in the area.

The Index of Multiple Deprivation map produced by the Public Health Division of Leicester City Council was used to identify levels of deprivation at super output area level.

Service usage data was used to ascertain the levels of use for each building. The data includes:

- Full timetable of activities delivered at each building and in each room, and any protected characteristics relating to user groups
- Numbers attending each type of activity
- Total use (annual visits) for each building
- Service level data relating to ethnic background, disability, age and gender. Levels of information vary between services.
- Bus routes, cycle ways, pathways and road networks to assess the accessibility of sites.
- Postcode analyses of consultation respondents (where postcodes supplied)

- Analysis of age, gender, BME group and disability information supplied by respondents to the consultation exercise

5. Consultation

What **consultation** have you undertaken about the proposal with current service users, potential users and other stakeholders? What did they say about:

- What is important to them regarding the current service?
- How does (or could) the service meet their needs?
- How will they be affected by the proposal? What potential impacts did they identify because of their protected characteristic(s)?
- Did they identify any potential barriers they may face in accessing services/other opportunities that meet their needs?

Extensive public engagement and consultation has been undertaken in the East and Central area of the city.

An initial engagement exercise was undertaken from 9th Jan to 19th February 2017 inviting feedback and suggestions with regard to 11 neighbourhood buildings. Views were submitted in two main ways:

- At a series of 5 drop in sessions followed by 8 focus group sessions based on locality and service type.
- Through a form available in various locations across the area and online for people to provide individual responses and comments. 2,346 questionnaires were completed, and a further 600 letters submitted.

Focus groups were held in five wards, and at each housing office location.

Staff briefing and feedback sessions were undertaken during both engagement and consultation exercises.

The key outcomes of the engagement exercise were as follows:

Factors to consider for buildings used:

The main reasons given for using services were:

- Ease of access including location, bus routes etc (most important consideration)
- Friendliness of staff
- Range of services available
- Type/quality of facilities and / or good accessible book stock

- Free internet access
- A sense of community for ethnic groups
- For young people especially, a safe place where young people feel they belong, and a place where they can study

Residents and service users were also asked for their suggestions for reorganising services in the area to make savings. The main suggestions drawn from the responses were:

- Amalgamate services provided into fewer buildings, based on location and proximity of other sites
- Transfer some buildings to the community
- Run buildings more efficiently (room allocation, additional services, energy saving etc)
- Better promotion to increase usage and income
- Increasing room hire charges and other charges

In addition many service users responded to highlight the value of local services to their communities to suggest certain buildings be retained under council control.

A full report containing the findings of the engagement exercises is available on the Council's website at <https://consultations.leicester.gov.uk/city-development-and-neighbourhoods/east-central-tns/>

The proposals were developed based on the feedback from these engagement exercises. A full consultation was undertaken on the proposals between 14th June and 25th July 2017. Views were submitted through:-

- Two public meetings held at Coleman Neighbourhood Centre on Wednesday 5th July and St Matthews Centre on Tuesday 11th July 2017
- Online and paper questionnaires capturing protected characteristics and comments on proposals
- Meetings with community groups upon request
- Focus groups held at each Housing Neighbourhood Office
- Letters and emails sent to officers, councillors and MPs

The key findings of the consultation on the proposals for the 11 buildings in the area were:

Consultation Meetings and Focus Groups – key outcomes

- People attending the groups were protective of the sites that they currently use, but there was a general acceptance that locality based services are more important than particular buildings
- There was a positive response to proposals for using Evington and Knighton Libraries better by providing out of hours access for inducted community groups, and interest was expressed in being part of this development. There was some concern to ensure that arrangements would be made to ensure library resources would remain secure.
- There was concern about the busy-ness and additional parking pressures for facilities proposed to host additional services such as St Mathews Centre and St Barnabas Library.
- There were concerns expressed by some council housing tenants that travel distances to proposed relocated housing office services would be increased. It was highlighted that consideration would need to be given to access to housing services for all council housing tenants, including those with mobility issues and those for whom English is not a first language.
- There was strong support and a range of suggestions for proposals to invest in retained buildings, and in particular Highfields Library and St Matthews Centre.
- There was concern from one of the main users of Coleman Lodge Community Centre with regard to the proposed withdrawal from the Centre. The group were keen to explore lease of the building but concerned that, should the building be disposed of they would have to seek an alternative location for their activities.

Questionnaire – key outcomes

- A relatively high number of responses from users of three housing offices proposed for service relocation. In general residents would prefer that the services remain where they are, and are concerned about increased travel distances and parking.
- St Peters Neighbourhood Housing Office: This office generated a number of comments from elderly residents with limited mobility who said they could not walk to St Matthews Centre. Others also commented that the staff at St Peters were able to understand their language. Footfall is low at an average 28.8 visits per day (3.4 visits per hour). There is a higher proportion of older users and users whose first language is not English. During a sample period 85% of those who declared an ethnicity were non-white British, with 41.6% describing themselves as Indian, 10% Pakistani and 10% Somalian. 27% were over 60yrs, and 38% of all users said they had a disability. Concerns were; ability to walk to the alternative location, limited parking issues on the St Matthews Estate and reliance on staff to interpret.
- Humberstone Neighbourhood Housing Office: There were relatively few comments from users of this building during the consultation period. During the focus group the main concern was travel to St Barnabas Library. Bus routes from Humberstone NHO to St Barnabas Library are good, running straight down the main A47 route. There was some concern about parking facilities at St Barnabas Library, which is on street only. Some users commented that St Barnabas was closer to them.
- Rowllatts Hill Neighbourhood Housing Office: Footfall is low at an average 25.7 visits per day (3.1 visits per hour). There is a higher

proportion of older users and users whose first language is not English. During a sample period 59% of those who declared an ethnicity were non-white British. 23% described themselves as Asian and a further 17% described themselves as Indian. 25% of those who disclosed their age were over 60yrs. There was some concern about travel distance to St Barnabas Library and limited parking outside St Barnabas Library. Some service users also said they relied on staff to interpret for community languages including Gujarati and Hindi. Some users commented that St Barnabas was closer to them.

- There is good support for the services and activities offered by community centres and a high level of support for library services. Satisfaction that these services would continue to be delivered under the proposals.
- Support for proposals to provide access to library space out of hours for inducted groups, but concern to ensure that library resources remain secure.
- A high number of responses from users of the African Caribbean Centre, the majority in support of the activities undertaken there.
- Support for the idea of multi-service centres such as the proposals for St Matthews Centre and St Barnabas Library, but also concern to ensure that the space and services are not over stretched.

6. Potential equality Impact

Based on your understanding of the service area, any specific evidence you may have on service users and potential service users, and the findings of any consultation you have undertaken, use the table below to explain which individuals or community groups are likely to be affected by the proposal because of their protected characteristic(s). Describe what the impact is likely to be, how significant that impact is for individual or group well-being, and what mitigating actions can be taken to reduce or remove negative impacts.

Looking at potential impacts from a different perspective, this section also asks you to consider whether any other particular groups, especially vulnerable groups, are likely to be affected by the proposal. List the relevant that may be affected, along with their likely impact, potential risks and mitigating actions that would reduce or remove any negative impacts. These groups do not have to be defined by their protected characteristic(s).

Protected characteristics	Impact of proposal: Describe the likely impact of the proposal on people because of their protected characteristic and how they may be affected. Why is this protected characteristic relevant to the proposal?	Risk of negative impact: How likely is it, that people with this protected characteristic will be negatively affected? How great will that impact be on their well-being? What will determine who will be negatively affected?	Mitigating actions: For negative impacts, what mitigating actions can be taken to reduce or remove this impact? These should be included in the action plan at the end of this EIA.

	How does the protected characteristic determine/shape the potential impact of the proposal?		
Age¹	<p>Older people – may be impacted by the distance they need to travel to alternative housing office facilities because of mobility issues. This may be the case at St Peters, Rowlatts Hill and Humberstone Housing Offices.</p> <p>Young people – youth centre activities currently run from St</p>	<p>The distance from Humberstone NHO to St Barnabas Library is 0.6 miles. The bus route between these locations is direct and frequent. Car parking at Humberstone is poor, but is also limited to on street parking at St Barnabas Library.</p> <p>Rowlatts Hill NHO is 1 mile from St Barnabas Library. A bus service connects the centres along Green Lane Road, although a short walk is required from the nearest stop to the Library.</p> <p>St Peters housing office is 0.7 miles (13 minutes' walk) from St Matthews Centre. The walk crosses a wide main ring road with pedestrian crossings.</p> <p>This may lead to issues of social isolation or people unable to access the service.</p> <p>There is limited impact on this age group. Youth Centre spaces will will</p>	<p>Frequent bus routes are available between Humberstone/Rowatts Hill and St Barnabas Library.</p> <p>Improvements to online services. Services can also be accessed via the telephone and online.</p> <p>Home visits may be arranged by housing officers for customers with mobility issues.</p> <p>Libraries and community centres are fully accessible for wheelchair users. PC screens can be set to a higher resolution for people with visual impairments. Floor walkers can support customers. Online information is available in plain English to ensure it is understandable to service users. Services aim to ensure inclusive access to all protected characteristics and staff will be trained to be aware of not stereotyping or discriminating against anyone based on their protected characteristics.</p>

¹ Age: Indicate which age group is most affected, either specify general age group - children, young people working age people or older people or specific age bands

	Matthews and Coleman Neighbourhood Centres. Children and young people access services at all of the library settings.	be retained at both buildings under the proposals. There will be no change to the location of library services in the area.	
Disability²	Some disabled people may be impacted by the distance they need to travel to alternative provision because of mobility issues. Access to buildings and building features will also need to be considered and other barriers that prevent disabled people accessing services.	<p>The distance from Humberstone NHO to St Barnabas Library is 0.6 miles. The bus route between these locations is direct and frequent. Car parking at Humberstone is poor, but is also limited to on street parking at St Barnabas Library.</p> <p>Rowlatts Hill NHO is 1 mile from St Barnabas Library. A bus service connects the centres along Green Lane Road, although a short walk is required from the nearest stop to the Library.</p> <p>St Peters housing office is 0.7 miles (13 minutes' walk) from St Matthews Centre. The walk crosses a wide main ring road with pedestrian crossings.</p>	<p>Libraries and Community Centres are fully accessible for wheelchair users. Home visits are available to housing tenants for those that need them. Services can also be accessed via the telephone. Disabled parking arrangements outside St Barnabas Library will be reviewed as part of the project should the relocation go ahead.</p> <p>Improvements to online services. PC screens can be set to a higher resolution for people with visual impairments. Online information is available in plain English to ensure it is understandable to service users. Services aim to ensure inclusive access to all protected characteristics and staff will be trained to be aware of not stereotyping or discriminating against anyone based on their protected characteristics.</p>

² Disability: if specific impairments are affected by the proposal, specify which these are. Our standard categories are on our equality monitoring form – physical impairment, sensory impairment, mental health condition, learning disability, long standing illness or health condition.

Gender Reassignment³	At this stage none known	Currently there is no evidence to support that this protected characteristic is likely to be negatively impacted.	Services aim to ensure inclusive access to all protected characteristics and staff will be trained to be aware of not stereotyping or discriminating against anyone based on their protected characteristics.
Marriage and Civil Partnership	At this stage none known	Currently there is no evidence to support that this protected characteristic is likely to be negatively impacted.	Services aim to ensure inclusive access to all protected characteristics and staff will be trained to be aware of not stereotyping or discriminating against anyone based on their protected characteristics.
Pregnancy and Maternity			The libraries have adequate access for pushchairs and prams and there are baby changing facilities available
Race⁴	Customers whose first language is not English may have difficulty understanding online information where housing, customer service and library services are offering an online or self-service facility.	People unable to speak English may be unable to access services at shared service centres.	If customers are not able to read or speak English well they will still have access to phone translation services and face to face translation service support to ensure they understand the information they need. Housing reception staff will be available to provide the same service at multi service centres and will be able to sort out access to interpreters/translated materials. Services aim to ensure inclusive

³ Gender reassignment: indicate whether the proposal has potential impact on trans men or trans women, and if so, which group is affected.

⁴ Race: given the city's racial diversity it is useful that we collect information on which racial groups are affected by the proposal. Our equalities monitoring form follows ONS general census categories and uses broad categories in the first instance with the opportunity to identify more specific racial groups such as Gypsies/Travellers. Use the most relevant classification for the proposal.

			access to all protected characteristics and staff will be trained to be aware of not stereotyping or discriminating against anyone based on their protected characteristics.
Religion or Belief⁵	Faith based groups make use of the Coleman Lodge Community Centre which is proposed for disposal. People from a wide range of religious backgrounds use the libraries, community centres and housing offices in this part of the city.	Religious groups may be displaced from Coleman Lodge Community Centre.	Council officers will work with a wide range of stakeholders when undertaking operational changes to ensure limited impact on celebration of important religious activities.
Sex⁶	At this stage none known	Currently there is no evidence to support that this protected characteristic is likely to be negatively impacted.	
Sexual Orientation⁷	At this stage none known	Currently there is no evidence to support that this protected characteristic is likely to be negatively impacted.	
<p>Summarise why the protected characteristics you have commented on, are relevant to the proposal? These are the issues cited arising from consultation sessions held and from the questionnaires completed by staff and members of the public.</p> <p>Summarise why the protected characteristics you have not commented on, are not relevant to the proposal?</p>			

⁵ Religion or Belief: If specific religious or faith groups are affected by the proposal, our equalities monitoring form sets out categories reflective of the city's population. Given the diversity of the city there is always scope to include any group that is not listed.

⁶ Sex: Indicate whether this has potential impact on either males or females

⁷ Sexual Orientation: It is important to remember when considering the potential impact of the proposal on LGBT communities, that they are each separate communities with differing needs. Lesbian, gay, bisexual and transgender people should be considered separately and not as one group. The gender reassignment category above considers the needs of trans men and trans women.

--

Other groups	Impact of proposal: Describe the likely impact of the proposal on children in poverty or any other people who we consider to be vulnerable. List any vulnerable groups likely to be affected. Will their needs continue to be met? What issues will affect their take up of services/other opportunities that meet their needs/address inequalities they face?	Risk of negative impact: How likely is it that this group of people will be negatively affected? How great will that impact be on their well-being? What will determine who will be negatively affected?	Mitigating actions: For negative impacts, what mitigating actions can be taken to reduce or remove this impact for this vulnerable group of people? These should be included in the action plan at the end of this EIA.
Children in poverty	There are areas of high deprivation in Wycliffe and North Evington wards. Children in these wards access libraries and youth centres.	There is low risk that children and young people will be affected in these areas due to continuing service delivery.	Library and youth services will continue to be delivered in the east and central area, and within the same local areas.
Other vulnerable groups	Access to services for groups with a range of vulnerabilities through shared receptions	Particularly for housing service users who are used to going to stand alone offices who may be unable to access the service they require through shared receptions.	Ensure reception staff are trained and are able to assist and signpost people to appropriate services particularly identifying people who are vulnerable and presenting in crisis.
Other types of groups (ie. Mobile phone users)	None identified		

7. Monitoring Impact

You will need to ensure that monitoring systems are established to check for impact on the protected characteristics and human rights after the decision has been implemented. Describe the systems which are set up to:

- monitor impact (positive and negative, intended and unintended) for different groups
- monitor barriers for different groups
- enable open feedback and suggestions from different communities
- ensure that the EIA action plan (below) is delivered.

- Library membership is mandatory for computer use and book loans. The Library Management System records usage by user category and by building and resource.
- A system is in place to capture key protected characteristics including gender, age and if given, ethnicity and disability
- A system is in place to capture usage by community groups
- A council wide comments and complaints system is in place to capture any concerns
- In depth user surveys are undertaken

8. EIA action plan

Update following executive decision.

Please list all the equality objectives, actions and targets that result from this Assessment (continue on separate sheets as necessary). These now need to be included in the relevant service plan for mainstreaming and performance management purposes.

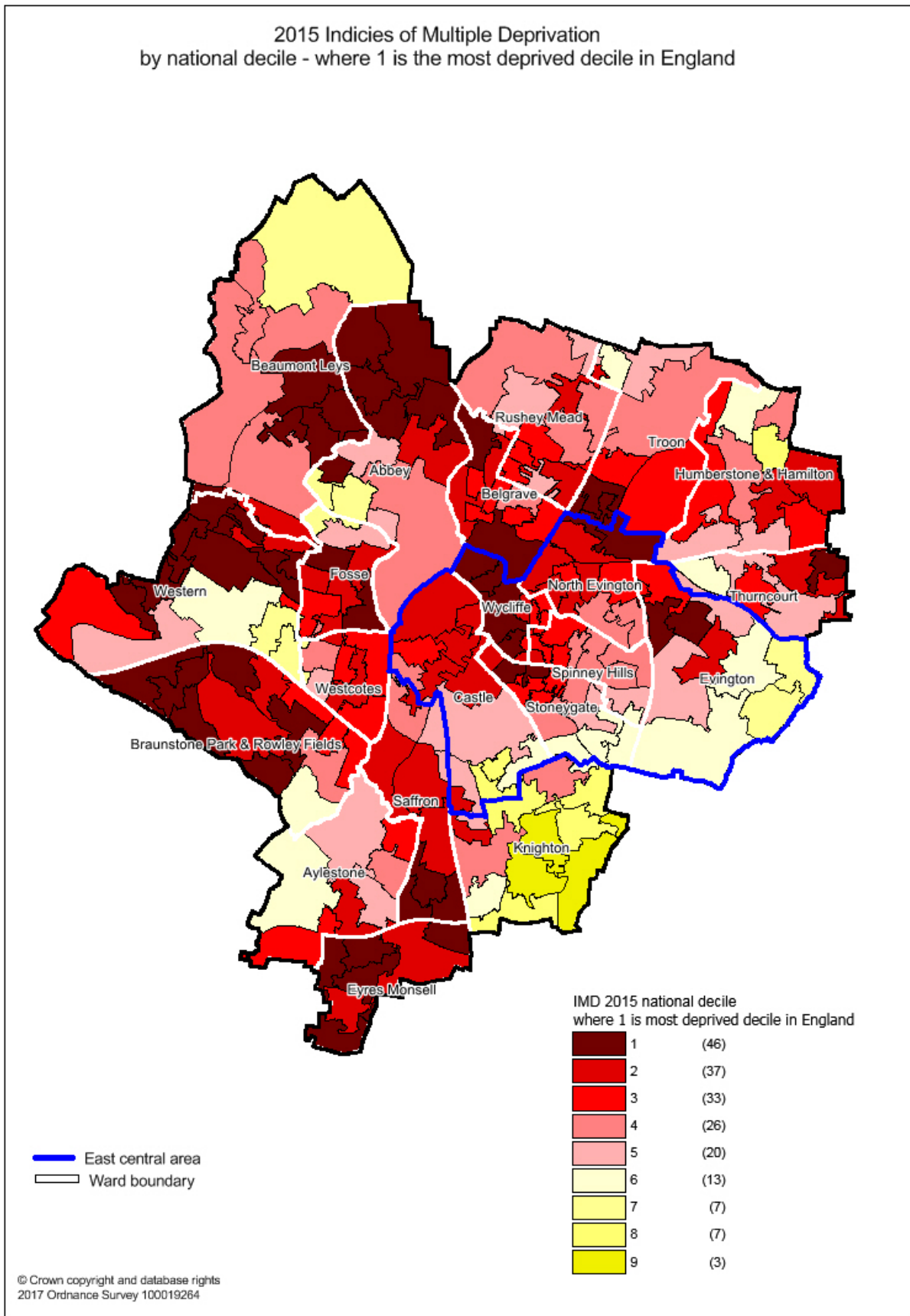
Equality Outcome	Action	Officer Responsible	Completion date
Ensure residents from all backgrounds, communities and demographics continue to have access to Council neighbourhood services	Involve stakeholders and service users in the design of shared facilities	Suki Supria / Lee Warner	March 2018
Ensure that existing community groups and activities from all backgrounds and	Work with residents and groups to find alternative solutions if their current community activities are displaced by changes to buildings. Work with residents and groups to involve them	Lee Warner	March2018

demographics are able to continue if wanted	in changes to buildings		
Ensure residents from all backgrounds, communities and demographics continue to have access to Council neighbourhood and housing services	Undertake a full user survey to include all service users of community centres and libraries over the course of one week. Provide a report on the results.	Suki Supria / Lee Warner	March 2018

Appendices

1. Index of multiple deprivation in Leicester City 2015
2. Bus routes in East & Central Leicester
3. House office usage by type of use, March 2017
4. TNS East & Central Consultation report at 25th July 2017 (see separate document)

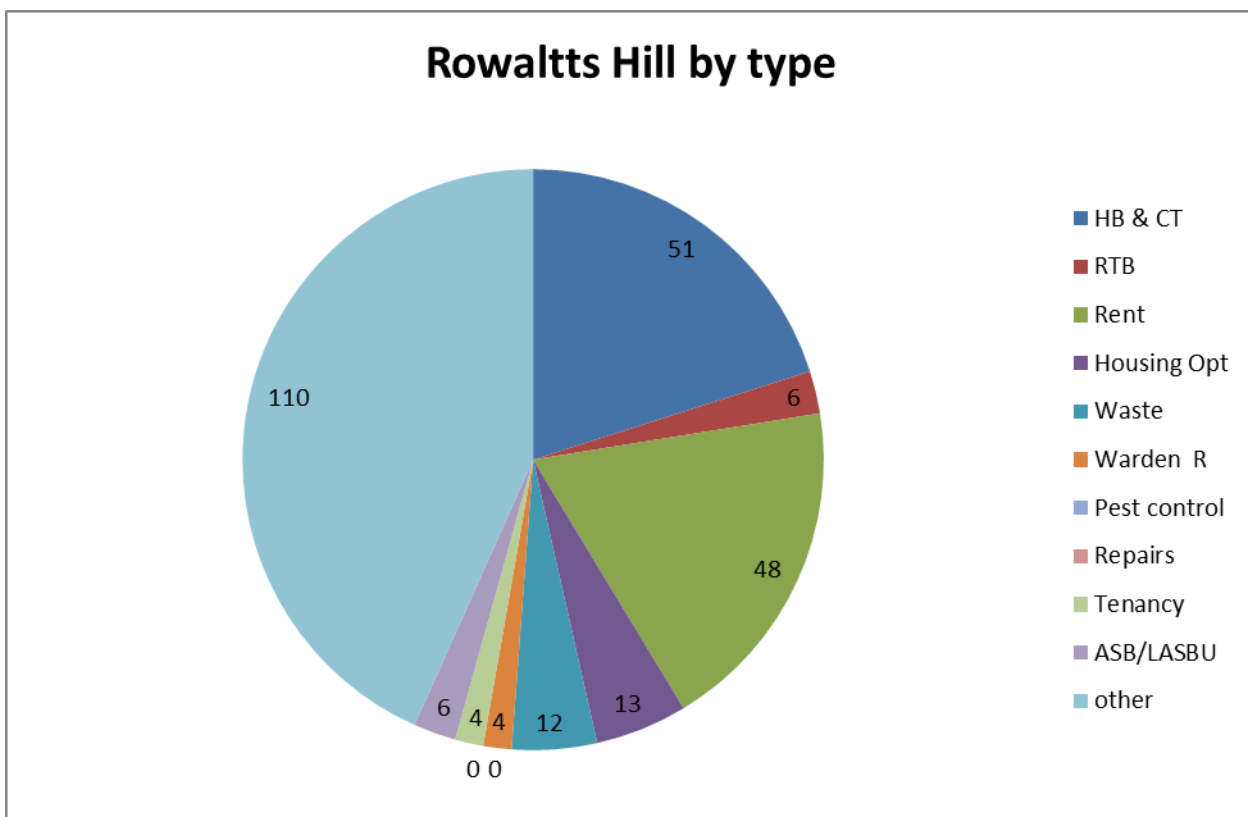
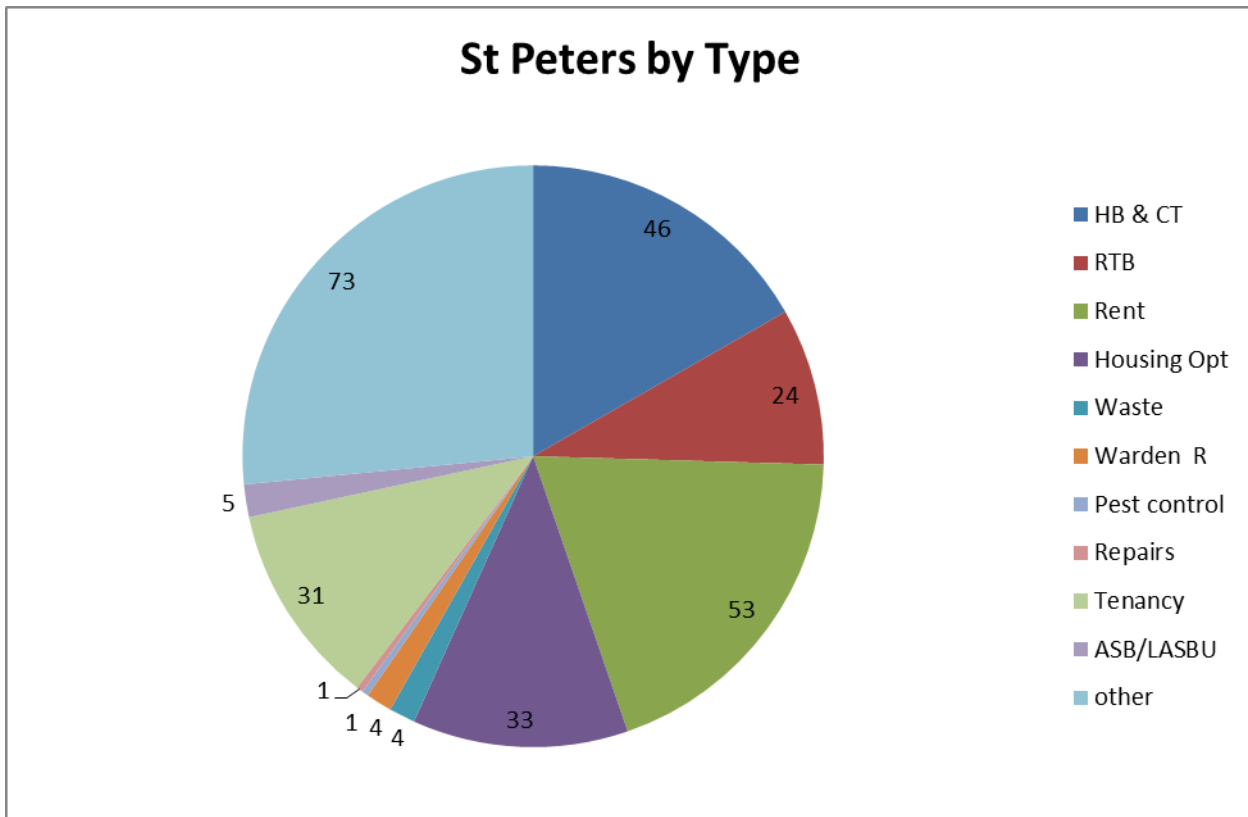
Appendix 1 – Index of multiple deprivation in Leicester City 2015



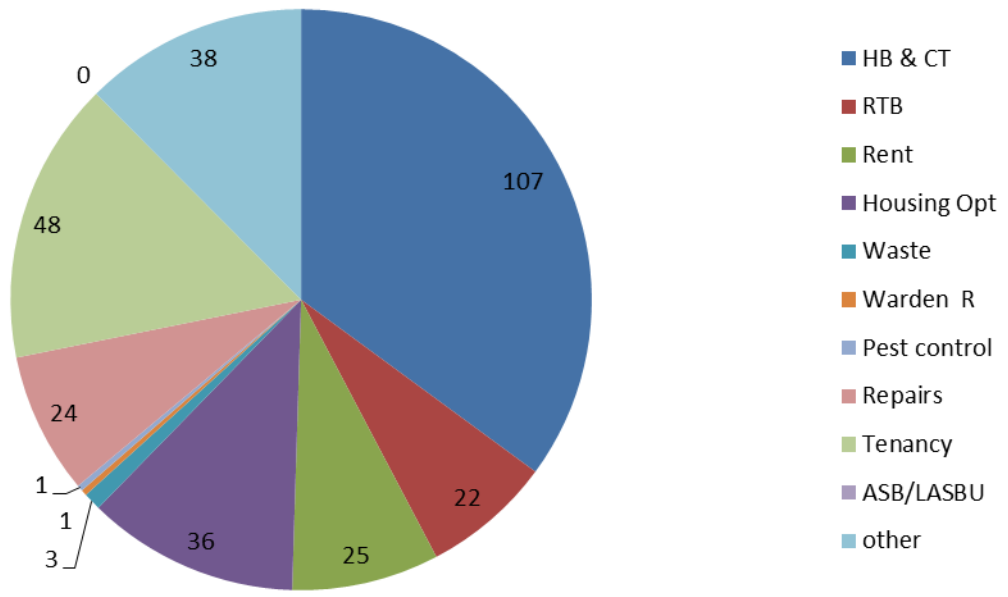
Appendix 2 - Bus routes in East and Central Leicester



Appendix 3: Survey of Neighbourhood Housing Office use (Sampling undertaken over two weeks March 2017)



Humberstone by type



Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2017-18

Meeting date	Meeting items	Actions Arising	Progress
12 th July 2017	1. Portfolio Overview 2. Leicester City Council Service Plan for Food Law Regulation 2017/2018 3. Spending reviews 4. Work programme		
6 th September 2017	1. Social Welfare Advice consultation 2. TNS East & Central 3. Spending reviews 4. Work programme		
25 th October 2017	1. Getting the Best out of our Services in Neighbourhoods Review Report 2. Channel Shift Update 3. Community language service 4. Work programme		
7 th December 2017			
24 th January 2018			
28 nd March 2018	1. Community Involvement 2. Gambling impact task group report update on recommendations 3. Update on spending reviews 4. Channel shift		

143

Appendix D

Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2017-18

FORWARD PLAN / SUGGESTED ITEMS		
Topic	Detail	Proposed Date
Apps and digital offer	Love Leicester app and digital inclusion	
Budget		
CAB		
Children Services (TNS)	Children services (TNS and using buildings better)	
City Warden Service	Communication of role to public/powers. Proposal from July 2017 meeting	
Cleansing Services review		
Communications Strategy		
Cold calling and doorstep loans	Proposal from July 2017 meeting	
Community Asset Transfer		
Community Safety	Public Spaces Protection Order (New Psychoactive Substances & Street Drinking): broad review	October 2017?
Council tax reduction:	Public consultation with interested parties (eg SWAP) Re DHP discretionary housing payment) and CSG (crisis support grant)	Alison Greenhill to schedule in context of policy review
Emergency food: City's Food Banks	Overview and forthcoming developments Update report on volunteering numbers on food banks Voluntary action LeicesterShire	
Enforcement	Residents parking	
Fly tipping	Data from each ward City Wardens service	
Food Action Plan	Emergency food survey	
Gambling Impact Task Group report		
Libraries	Which community groups use this space?	
Neighbourhood Policing and Community Safety	Government's modern crime prevention strategy	
Payday Lenders		

Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2017-18

Private Landlords.		
Regulatory Service review		
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	
Standards review		
Taxi Drivers	Child Safety/ screening process/ air quality	
Taxi Penalty System	12 month review – recommendation from NSCI August 2015	
The Furniture Bank Pilot Scheme: Evaluation & Future Options	Evaluation of pilot scheme and future options	
Trading Standards	Legal highs	
Using Buildings Better	Overview of the programme	
Voluntary and Community Sector	Voluntary Action Leicestershire	
Ward Community meetings		
Waste Management	Biffa contract 2028 Recycling figures and orange bags. Flats and terraced houses. Jan / March.	
Welfare reform	Briefing Impact and roll-out.	
Community Language Service	Briefing (requested at meeting on 12 th July 2017)	
halal desk top study	Briefing (requested at meeting on 12 th July 2017)	
Cold calling and doorstep loans	Request from members	Scoping document to be prepared?
KEY DECISIONS		
Community capacity spending review.	Published 24 th April 2017	Previously consulted on 25 th Jan 2017

