



Leicester
City Council

MEETING OF THE NEIGHBOURHOOD SERVICES AND COMMUNITY INVOLVEMENT SCRUTINY COMMISSION

DATE: WEDNESDAY, 5 SEPTEMBER 2018
TIME: 5:30 pm
**PLACE: Meeting Room G.01, Ground Floor, City Hall,
115 Charles Street, Leicester, LE1 1FZ**

Members of the Commission

Councillor Gugnani (Chair)
Councillor Thalukdar (Vice-Chair)

Councillors Aqbany, Govind, Halford, Hunter and Waddington
(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

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Further information

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

Elaine Baker, Democratic Support Officer on 0116 454 6355.

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PUBLIC SESSION

AGENDA

FIRE / EMERGENCY EVACUATION

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1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

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

3. MINUTES OF THE PREVIOUS MEETING

Appendix A

The Minutes of the meeting of the Neighbourhood Services and Community Involvement Scrutiny Commission held on 4 July 2018 are attached and Members are asked to confirm them as a correct record.

4. PROGRESS ON ACTIONS AGREED AT THE LAST MEETING

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

5. CHAIR'S ANNOUNCEMENTS

6. PETITIONS

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

7. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

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

8. COMMUNITY SAFETY PLAN UPDATE

The Head of Community Safety and Protection will give a presentation

updating Members on the Community Safety Plan. The Commission is recommended to receive the presentation and pass comments to the Head of Community Safety and Protection.

9. REVIEW OF THE COMMUNITY ASSET TRANSFER STRATEGY - DRAFT SCOPING DOCUMENT **Appendix B**

The Chair will introduce the draft scoping document for the proposed review of The Community Asset Transfer Strategy and lead a discussion on this. The Commission is recommended to endorse the scope of this review for submission to the Executive lead for any final comments.

10. WORK PROGRAMME **Appendix C**

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.

11. ANY OTHER URGENT BUSINESS



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Appendix A

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

Held: WEDNESDAY, 4 JULY 2018 at 5:30 pm

P R E S E N T :

Councillor Gugnani (Chair)
Councillor Thalukdar (Vice Chair)

Councillor Aqbany Councillor Hunter
Councillor Govind Councillor Waddington

In Attendance

Councillor Clair, Deputy City Mayor with responsibility for
Culture, Leisure, Sport and Regulatory Services
Councillor Clarke, Deputy City Mayor with responsibility for
Environment, Public Health and Health Integration
Councillor Sood, Assistant City Mayor with responsibility for
Communities & Equalities

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1. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor Halford.

Although not a member of the Commission, Councillor Master (Assistant City Mayor – Neighbourhood Services) submitted an apology for absence, as he usually attended meetings of this Commission.

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 28 March 2018 be confirmed as a correct record.

4. PROGRESS ON ACTIONS AGREED AT THE LAST MEETING

The Chair reported verbally that there were no actions from the last meeting of the Commission, (held on 28 March 2018), to be reported to this meeting.

5. TERMS OF REFERENCE

AGREED:

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

6. MEMBERSHIP OF THE COMMISSION 2018/19

AGREED:

That the membership of the Neighbourhood Services and Community Involvement Scrutiny Commission for 2018/19 be noted.

7. DATES OF COMMISSION MEETINGS 2018/19

AGREED:

That the dates of meetings of the Neighbourhood Services and Community Involvement Scrutiny Commission for 2018/19 be noted.

8. CHAIR'S ANNOUNCEMENTS

The Chair welcomed the new members of the Commission to their first meeting since appointment and expressed his pleasure at continuing as Chair.

Members of the Commission were reminded of the proposed visit to the City's recycling facilities and asked them to advise the Scrutiny Policy Officer of their availability during the week beginning 16 July 2018.

The Chair advised the Commission that he had been working with officers on the preparation of a draft scoping document for a review of the policy on Community Asset Transfers. If the Assistant City Mayor – Neighbourhood Services agreed the draft scoping document, it would be reported to the next meeting of this Commission.

9. PETITIONS

The Monitoring Officer reported that no petitions had been received.

10. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

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

11. PORTFOLIO OVERVIEW JULY 2018

The Director of Neighbourhood and Environmental Services, Director of Finance and Director of Delivery, Communications and Political Governance submitted a report providing an overview of the key areas and services related to the Neighbourhood Services and Community Involvement Scrutiny Commission.

The Head of Neighbourhood Services drew the Commission's attention to the following points:

- This service area was responsible for the Transforming Neighbourhood Services programme and had been working with other organisations and groups on the future use of neighbourhood buildings. All six areas of the city had now been reviewed under this programme; and
- Neighbourhood Services had high levels of customer contact, with over 2 million usages of facilities each year. Officers also provided support for ward community funding and meetings.

Members raised some concerns that applicants for ward community funding were unable to save their on-line application form, so did not have a record of what they had submitted. Other issues about this funding also had been raised with Members, so it was suggested that the Head of Neighbourhood Services meet with interested Members to identify these issues and assess how they could be addressed.

The Assistant City Mayor – Communities and Equalities advised the Commission that the bidding process for ward community funding was followed carefully and was kept under review, as it was recognised that even small amounts of funding could make a significant difference to the applicants.

The Head of Standards and Development advised the Commission that:

- One priority for Neighbourhoods and Environmental Services was to continue with enforcement campaigns where needed. This included a programme of visits to businesses to ensure they had appropriate waste disposal arrangements as one of the actions being taken to reduce fly-tipping;
- A large number of CCTV cameras were being replaced across the city with digital CCTV cameras. These would be managed through the new control room at the Council's data centre, which was a new, fit-for-purpose modern facility. The replacement programme was likely to be completed in the late summer of 2018;

- A Single Smoke Control Order had been introduced across the city; and
- The Noise and Pollution Control teams continued to undertake programmed and ad hoc inspections.

During discussion on this part of the report, officers confirmed that this was the first full review of CCTV in the city. During the CCTV camera replacement programme, only a few locations of cameras would change. It was suggested that cameras should be installed at all pedestrian crossings, but officers advised that cameras were positioned where it was felt there was a need. They were unlikely to be moved once in position, unless this was triggered by information received from the Police or the public, or something seen by an operator. Live and retrospective viewings were possible with the cameras.

Strict regulations governed how CCTV could be used and the Council was very aware of data protection issues, but a key element was work being done with the Police. If camera operators witnessed incidents they were able to contact Police dispatchers via radios kept in the control room and through the City Watch scheme. Similarly, if the Police had any concerns, they were able to contact the operators to request surveillance via the cameras.

The replacement cameras would have the ability to focus in on smaller areas, such as a door way, or someone moving across an area. From this, it would be possible to see things such as people coming and going from particular addresses, or loitering. Officers stressed that regulations required this sort of use to be appropriate and proportionate to the situation under investigation.

Members were advised that the Council followed established criteria when considering the location of mobile CCTV cameras and liaised with the relevant Ward Members to help address local concerns, such as transient anti-social behaviour, including activities such as fly tipping. Seventeen mobile cameras currently were deployable city-wide, but following the review of CCTV it was hoped that this number could be increased to 30.

The Head of Regulatory Services outlined the work undertaken in his service area, noting the following:

- Services within this area currently were being reconfigured and consolidated following a recent spending review;
- Every year, over 14,000 inspections and compliance visits were made and approximately 7,500 licences were issued;
- A long-term project for Regulatory Services would be responding to issues raised by the fire at the Grenfell Tower block of flats in London. This included responding to the Hackett Report, produced following the fire, which established new ways for local authorities to work with the Health and Safety Executive in relation to high-rise accommodation;

- The Council's Gambling Policy and its Taxi Strategy would be reviewed this year; and
- The implications for importers and exporters of Britain leaving the European Union, (for example, in relation to product, food or environmental safety), were being monitored.

In response to a question, the Head of Regulatory Services advised the Commission that, as part of the European system of regulation, the Council received alerts about products imported and exported, (for example, identifying those considered to be unsafe). Consequently, when Great Britain left the European Union, the country would have to establish its own system of regulation. This was being developed, but the country's first line of defence was its border. For example, Leicestershire County Council staff worked at East Midlands Airport checking and intercepting goods arriving in the country. The Leicester and Leicestershire Enterprise Partnership currently was considering what the impact of leaving the European Union was likely to be.

In addition to this, information could be received from sources such as complaints or enquiries received that enabled an importer or exporter to be identified. Where needed, the Council co-operated in cross-boundary working with neighbouring authorities.

The Director of Finance introduced the work of the Finance Division, (which included IT), explaining that:

- The Web team was responsible for ensuring that the Council's website was available and was safe and secure, but was not responsible for content;
- Approximately 55 staff were employed on the Customer Service Line. On average, they handled approximately 45,000 telephone calls and 6,000 e-contacts per month;
- The number of face-to-face contacts in Customer Services had reduced from approximately 10,000 per month in April 2017 to approximately 2,000 per month in April 2018. The introduction of self-service scan stations had had a significant effect on achieving this reduction, as people could "self-serve" and use these to prove their identity, rather than having to wait for a member of staff to photocopy documentation;
- The Finance Division processed approximately £125million of benefit claims for approximately 30,000 claimants per year. Although the grant paid to the Council for the administration of Housing Benefit claims had reduced by 50% since 2010, the case load had not reduced;
- £130million of council tax and £140million of business rates were collected annually. The Council consistently achieved its targets of a 95% collection rate for council tax and a 97% collection rate for business rates; and

- The national vote for Great Britain to leave the European Union had resulted in a big increase in the number of requests received by the Council's welfare advice providers for immigration advice.

In response to a question about the level of discretionary payments following the roll-out of Universal Credit in the city, the Director of Finance advised that, although discretionary housing payments funded by the Department for Work and Pensions currently were consistently approximately £1.1million per year, they would reduce in future years. However, the Council's own discretionary funding had been retained at the same level as previously until approximately 2022, at which time a further review of discretionary funds would need to be undertaken, as the Council's own funding would be depleted. It was anticipated that, as people moved on to Universal Credit, the number of people on benefits would reduce, so the Council should need to employ fewer staff to process them.

Members noted that, under the provisions for housing benefit, recipients could ask for rent to be paid directly to the housing provider. However, when asked on completing benefit claim forms if they had housing costs, some people who previously had had housing benefit paid directly to their provider stated that they did not have housing costs.

To alleviate this situation, work had been done by officers to identify potentially vulnerable households from the Council's records and offer them support. The Council generally had good relationships with small private sector landlords, so was able to gain information from them on vulnerable households they were aware of. This had been discussed at the meeting of the Housing Scrutiny Commission held on 25 June 2018. The relevant report and minute would be circulated to members of this Commission for information.

Members reported some telephony problems when contacting the Council about housing issues. The Director of Finance confirmed that the Council was aware of these. In the longer term, a key project was to move away from telephone contact, but at present the computer system used by Housing Services did not facilitate this.

The Director of Delivery, Communications and Political Governance concluded consideration of this report by introducing the service areas within her division relevant to this Commission's remit.

AGREED:

- 1) That the overview of the key areas and services relating to the Neighbourhood Services and Community Involvement Scrutiny Commission be noted;
- 2) That the Director of Neighbourhood and Environmental Services be asked to submit a report to this Commission at an appropriate time on the use of CCTV cameras in the city, this report to include information on how decisions are taken on where to site CCTV cameras;

- 3) That the Head of Neighbourhood Services be asked to meet the Chair and Councillor Waddington, along with any other interested members of the Commission, as soon as possible to discuss the way in which ward community funding is working and how issues can be addressed;
- 4) That, following the meeting referred to under 3) above, the Director of Neighbourhood and Environmental Services be asked to submit a report to the next meeting of this Commission on ward community funding procedures, this report to include reasons for weaknesses in applications bids and how potential applicants can get support before making an application;
- 5) That the Director of Neighbourhood and Environmental Services be asked to arrange a visit to the CCTV camera team when it has relocated to the new data centre, to enable members of the Commission to gain an understanding of how the CCTV camera system operates;
- 6) That the Scrutiny Policy Officer be asked to circulate the information considered at the meeting of the Housing Scrutiny Commission meeting on 25 June 2018 regarding rent debt management in relation to Universal Credit and the minute of that discussion.

12. WASTE MANAGEMENT SERVICES OVERVIEW

The Director of Neighbourhood and Environmental Services submitted a report providing an overview of services provided by the City Council's Waste Management Services and highlighting some of the challenges facing those services.

The Waste Services Manager gave a presentation providing an overview of Waste Management Services, a copy of which is attached at the end of these minutes for information. The following points were made during this presentation:

- The Council had approximately 60 recycling banks throughout the city;
- Biffa, the Council's contractor, owned and sold the materials recovered from the waste collected, so was able to sell them to the markets from which it would gain the best price;
- As part of the service's education and promotion work, a trial was underway in conjunction with the British Heart Foundation charity to provide bring banks in student areas, to encourage students moving out of their accommodation at the end of the university year to donate unwanted goods, rather than throw them away;

- Two breakdowns at the Biffa plants last year meant that the recycling and composting rate was likely to be approximately 35%, instead of the usual 40%. This was below the rate required by the contract (38%), so would result in a penalty being payable by Biffa. This penalty was the cost in landfill tax on the difference between the rate achieved and the target. This rate was applied, as the items not recycled were sent to landfill instead;
- Although Biffa was complying with the permit to operate the Bursom Ball Mill plant, complaints were still being received from residents about odour from the plant; and
- Under a European agreement, a 65% recycling rate needed to be achieved by 2030. This would not be achievable through the Council's current waste management contracts, so a review of those services would have to be undertaken.

The following points were then made in discussion:

- Under the terms of the current waste management contract, the main risk of recycling rates reducing was a risk to the contractor (Biffa), not the Council, but the Council would be liable for any increase in landfill tax that resulted;
- The government was considering a waste resources plan that could include ideas such as refunds being given for recycling drinks cans;
- Although the Council did not want to encourage food wastage, it wanted food waste for digesters, from which electricity could be produced;
- The Waste Services team worked with the City Wardens to reduce fly tipping. This included leafleting targeted areas about the Council's bulky waste collection service when incidences of fly tipping were discovered. The Deputy City Mayor with responsibility for Environment, Public Health and Health Integration reminded Members that consideration had been given in the past to the potential to charge for the bulky waste collection service, but it had been decided that it should remain free for most collections;
- Some of the black refuse bins did not contain much waste when they were emptied, which showed the success of the orange bag recycling scheme. It was recognised that households in some parts of the city would have problems if their waste collections were reduced from weekly, (for example, due to the size of properties and family sizes);
- Some local authorities had very high rates of recycling. If they had less frequent waste collections, this encouraged recycling, due to less space being available in bins;
- Biffa had improved its plant in the United Kingdom, which had helped reduce the amount of waste it sent abroad for disposal;

- The Deputy City Mayor with responsibility for Environment, Public Health and Health Integration advised that the Sustainability Action Plan included a vision for waste. Work on this would start shortly and would include consideration of how the service would be operated after the current contract ended;
- Paan spitting was of concern, but was a cleansing issue, falling outside the remit of the waste management contract. However, it was noted that the City Wardens could issue Fixed Penalty Notices for this;
- It was envisaged that funding would be realigned during 2018/19 to take account of the effects of legislative changes. These changes had affected the material coming out of the Wanlip anaerobic digester, as more now had to go to landfill, so the Council was paying more landfill tax. All other waste management processes and practices remained unchanged; and
- Customer satisfaction was a key indicator of the success of the waste management contract. This currently stood at over 95%.

AGREED:

- 1) That the Director of Environmental and Neighbourhood Services be asked to submit a report to this Commission at an appropriate time on the use of “bring banks” in student areas and their success in reducing waste collections required at the end of the university year;
- 2) That the Director of Environmental and Neighbourhood Services be asked to review the work being done to reduce paan spitting in city streets; and
- 3) That the Scrutiny Policy Officer be asked to contact all members of the Commission to remind them of the arrangements being made to visit the Bursom ball mill and/or the Wanlip anaerobic digester.

13. REGULATION OF LEICESTER'S FOOD BUSINESS SECTOR - THE SERVICE PLAN 2018/19

The Director of Neighbourhood and Environmental Services submitted a report introducing the draft Food Service Plan 2018/19 and providing information including the food sector from a food law regulatory perspective, proposed food law regulatory interventions for 2018/19 and key issues in the development of the national framework in response to the growth and diversity of the food industry and reduced local authority budgets.

The Deputy City Mayor with responsibility for Culture, Leisure, Sport and Regulatory Services reminded the Commission that the food sector in the city had changed over recent years, reflecting the changes in the city's population. The challenges this raised for the Council included how these businesses

would be monitored, due to the variety of businesses that ranged from international brands to very small businesses, and the number of businesses opening, closing and changing ownership each year. As there were approximately 3,000 food businesses requiring inspection and monitoring, this created a heavy workload for the officers involved.

The Team Manager – Regulatory Services Management gave a presentation on present and future challenges in the regulation of Leicester’s food business sector, a copy of which is attached at the end of these minutes for information. During this, Members noted the following points:

- Although the number of registered food businesses remained fairly constant at approximately 3,000, each year approximately 1 in every 6 were new establishments. These were balanced by an equivalent number ceasing to operate;
- There had been a 14% increase in broadly compliant food businesses since 2013. 84% now were broadly compliant with food law requirements;
- There were 18 “Approved Establishments” handling, preparing or producing food products of animal origin. These required formal approval from the Council before they could start trading. This was a European Union (EU) requirement;
- Imports of food products of animal origin from outside the EU also had to be from an equivalent “Approved Establishment” and enhanced checks also were carried out at the port of entry in to this country;
- Testing of sweet mart products was undertaken in 2017/18. Good results had been obtained. Visits to establishments had been undertaken and advice issued where appropriate;
- 96 business inspections had been carried over in to 2017/18. This was not unusual. There were a number of reasons, such as the registered business not yet operating (43 out of the 96), or being closed for refurbishment when scheduled for inspection, or operating on a seasonal basis;
- It was anticipated that the proposed compliance project for 2018/19 on allergens would be done in conjunction with the testing of the nutritional content of food; and
- An intervention was planned to minimise acrylamide when starchy food was fried or cooked at high temperatures. New regulations were in place to control this geno-toxic (cancer-causing) compound. It was accepted that there would always be some in food. The intention was to encourage food producers to minimise its production by using safer cooking methods, (such as cooking at lower temperatures where possible).

The Commission congratulated the team on its work and noted the following points:

- Making food at home for sale meant that the home was a food establishment. Those registered with the Council were visited and given food hygiene ratings. However, many people were not aware of the law relating to this;
- Venues where catering was provided in-house were food establishments. When food was supplied by external caterers to a venue, the caterers were the food establishment. However, the venue also had an important role in storing the food, (for example, ensuring that it was kept at the right temperature and was clean);
- The Food Safety Team was aware that some shops allowed sellers of food such as fresh fruit to use parts of their premises, (for example, using the pavement area outside a shop). Food sold on the street, including for immediate consumption, was a licensable activity and also subject to inspection by the Food Safety Team. Discussions were being undertaken with the Licensing Team and City Warden service to establish a co-ordinated approach to this;
- The Team's close working relationship with the Festivals and Events team facilitated good food safety at these events. Organisers of events at which food for immediate consumption was to be available were advised to ensure that the providers of such food had a food hygiene rating of 3 or above;
- Food hygiene ratings were published on the Council's website and businesses were encouraged to display their ratings. However, no progress had been made in England with making the display of food hygiene rating compulsory. The Council had lobbied the Food Standards Agency (FSA) about this;
- The FSA was responsible for ensuring that the national regulatory framework was "fit for purpose". It wanted this framework to be fit for a changing food industry and for when the UK left the EU. The level of intervention effort by local authorities should be proportionate to the risk of the establishment and they should have more flexibility to respond to food incidents and otherwise promote food safety;
- It was noted that the FSA intended to introduce central registration of food businesses and national inspection programmes for multi-site businesses. The team was closely monitoring regulatory developments associated with the Single Market and Customs Union;
- A recent product recall on an imported mouth freshener had been due to a colouring being used that was a prohibited product in the EU. In such

cases, a check would be made on how much of the recalled item a business had and where it had been distributed to. Their retrieval and disposal were monitored. When recalled items had been bought by customers, point of sale recall notices had to be relied on to let purchasers know of the recall; and

- The Food Safety Team was confident it would be able to implement the Service Plan submitted with the report. Investment had been made in the Team, leading to an increase in the number of staff, and it was assisted in its regulation of the food sector by the work of bodies such as the Leicester and Leicestershire Enterprise Partnership, which was able to provide advice to new businesses.

AGREED:

- 1) That the work undertaken by Leicester City Council's Food Safety Team be noted and the Team congratulated on its work; and
- 2) That the Director of Neighbourhood and Environmental Services be asked to present a report to this Commission at an appropriate time on how consistently well performing food businesses scoring highly on hygiene ratings scores could be supported to better promote this achievement and the quality of their service.

14. WORK PROGRAMME

The Commission received its current work programme.

AGREED:

- 1) That the Scrutiny Policy Officer be asked to amend the Commission's work programme to include the following:
 - a) Subject to the appropriate agreements being received, consideration at the meeting to be held on 5 September 2018 of a draft scoping document for a review of the Council's Community Asset Transfer policy (see minute 8, "Chair's Announcements", above); and
 - b) A report to the meeting to be held on 5 December 2018 on progress with the development of an action plan for community cohesion, including combatting hate crime and Islamophobia, as agreed following consideration at the Council meeting held on 14 June 2018 of a motion on Community Cohesion and Hate Crime, (minute 20, "Notices of Motion", refers);
 - c) A on a date to be decided, on the use of CCTV cameras in the city, this report to include information on how decisions are taken on where to site CCTV cameras, (minute 11, "Portfolio Overview July 2018", refers);

- d) A report to the next meeting of the Commission on ward community funding procedures, this report to include reasons for weaknesses in applications bids and how potential applicants can get support before making an application, (minute 11, "Portfolio Overview July 2018", refers); and
 - e) A on a date to be decided, on how consistently well performing food businesses scoring highly on hygiene ratings scores can be supported to better promote this achievement and the quality of their service, (minute 13, "Regulation of Leicester's Food Business Sector – The Service Plan 2018/19", refers); and
- 2) That the Scrutiny Policy Officer be asked to invite all members of this Commission to submit additional ideas for inclusion in the Commission's work programme.

15. CLOSE OF MEETING

The meeting closed at 8.24 pm

Presentation to the Neighbourhood Scrutiny &
Community Involvement Commission

Waste Management Services Overview

4th July 2018

Geoff Soden (Head of Waste Services)
Luke Crown (Service Development Manager)



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Waste Management Services Overview

1. Scale of the service
2. Collection services
3. Household Waste Recycling Centres and
Trade Waste Facility
4. Waste & recycling treatment
5. Education and Promotion
6. Some Challenges



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1. Scale of the service

Services are managed by Leicester City Council in partnership with Biffa Leicester.

25 year contract which deals with household waste collection, treatment and disposal in Leicester City from 2003-2028:

- Fleet of 43 vehicles
- 183 FTE staff covering collections, plant, operations & management
- Over 133,000 tonnes of waste collected per year
- Over 13 million collections per year
- Two Treatment Plants



2. Collection Services

	or		Weekly collections of Dry Mixed Recycling		or	
			Weekly Collection of general waste			
			Fortnightly collections of Garden Waste (March to Nov) – subscription service			
			Bulky waste – on request			
			Clinical Waste and Sharps – on request			
			Household Waste Recycling Centres & Trade Waste Facility			
			Recycling banks			
			NEW kerbside small electrical items trial			



3. Household Waste Recycling Centres and Trade Waste Facility

2 sites – Freeman's Common and Gypsum Close

Gypsum Close visitor numbers:

2015/16: 132,234

2016/17: 206,531

2017/18: 228,492

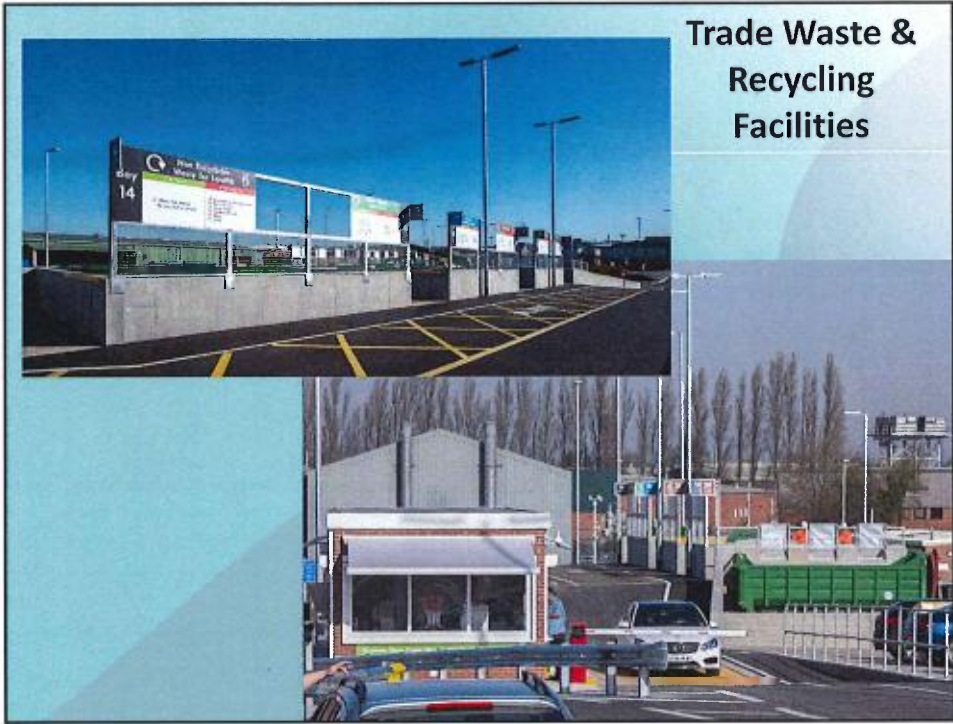


24,942 tonnes of waste deposited at the sites in 2017/18, of which 19,815 tonnes (72%) recycled or composted.



Waste and Recycling facilities for residents





Trade Waste & Recycling Facilities



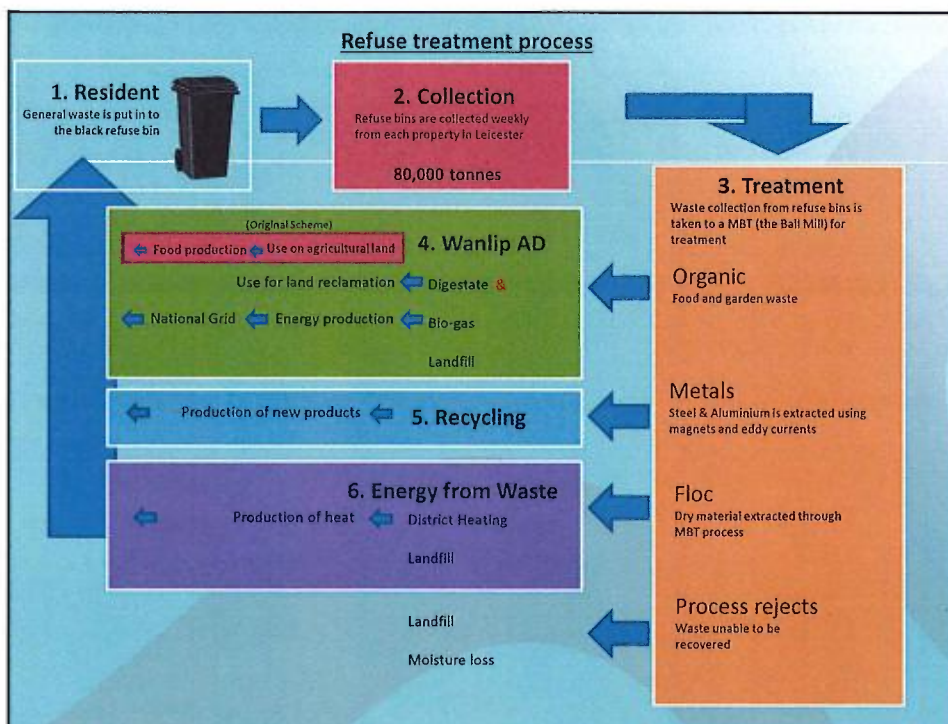
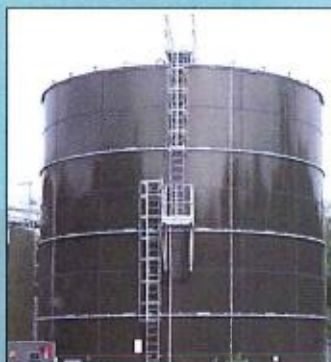
LOROS Reuse Shop

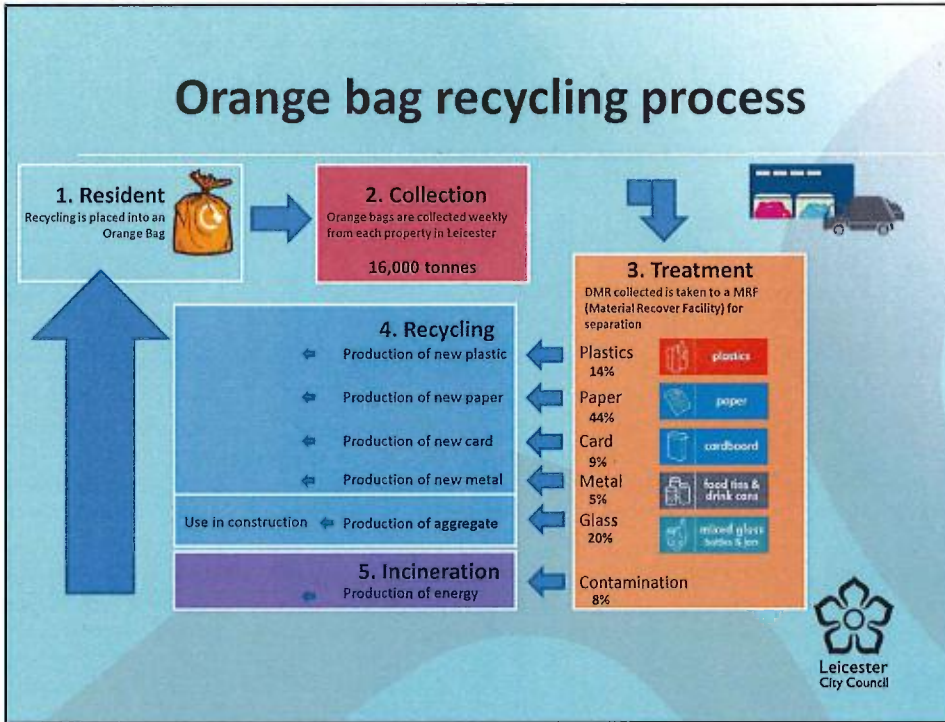
4. Waste and Recycling Treatment

Bursom Ball Mill



Wanlip Anaerobic Digester





Where does our waste go?

Orange bag recycling – materials are sold by Biffa. The destinations frequently change as global market forces dictate where recyclables are needed for manufacturing. The current destinations are:

- Metals – UK
- Glass – Holland/Portugal
- Paper/Card – EU/Asia
- Plastics – UK/EU/Asia

As an example, HDPE plastic bottles are generally reprocessed by Biffa at their polymers recycling plant in Redcar into new milk bottles.

Examples of other material destinations:

- Green waste – Countesthorpe
- Plasterboard – Nottingham
- Paint – Wednesbury
- Refuse Derived Fuel – UK/EU
- Digestate – UK land remediation projects e.g. golf courses



5. Education and promotion

- Schools: talks & workshops on recycling



- University students: communications campaigns (fresher's fairs, halls of residence, social media)
- Recycling campaigns
- Social media engagement
- Community groups, events & ward meetings



6. Some Challenges


- The overall net budget for Waste Management is £16.3 Million.
- Total wastes generated in the City are increasing annually.
- Increasing population and increasing number of households.
- Two significant breakdowns of the Biffa plants last year leading to a reduction in the recycling and composting rate.
- Odour from the Bursom Plant.
- New legislation and targets.



Summary

- 25 year contract with Biffa Leicester Limited
- Integrated contract for collection, treatment and disposal
- 13 million collections a year
- Over 133,000 tonnes collected per year
- Innovative HWRC site with trade and reuse shop
- New kerbside collection of small electrical items for 2018






Leicester
City Council


**REGULATION OF LEICESTER'S FOOD
BUSINESS SECTOR**

**Present and Future
Challenges**

4th July 2018



Food
Standards
Agency
food.gov.uk



Leicester
City Council

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
- ▶ Inform the Scrutiny Committee of the Food Standards Agency Regulating Our Future program.





Why regulate business conduct?

- ▶ Leicester City Council as a Food Authority has a Statutory Duty....
- ▶ Our aims are:
 - Prevent ill-health and potential death.
 - Ensure the supply of good quality, safe food.
 - Prevent and detect food fraud
 - Assist Leicester's food businesses to comply with food law.
- ▶ In order to protect:
 - Public Health
 - Consumers Purse and Choice
 - Good Businesses from Unfair/Unlawful competition
 - Our country's export markets



Food Regulation

- ▶ As a Unitary Authority the FST Regulates both Food Hygiene and Food Standards
- ▶ Hygiene – safe handling and preparation of food
- ▶ Standards – labelling, claims, misleading
- ▶ Advise and support for new businesses
- ▶ Risk Based Inspection Plan
- ▶ Graduated enforcement




Food Standards Agency
food.gov.uk



Leicester City Council

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**
 - 11 Officers (10.1 FTE) inspections
 - 170 years food safety experience
- **Close working relationship with Internal services**
 - Trading Standards
 - City Wardens
 - Licensing
 - Public Safety Team
- **Liaison with national and regional organisations**
 - Food Standards Agency
 - Trading Standards East Midlands
 - Public Health England
 - National Food Crime Unit



Food Standards Agency
food.gov.uk



Leicester City Council

Review of 2017/18

- ▶ **Significant Incidents and events**
 - Food poisoning Outbreak affecting 42 out of 180 people
 - Prosecution cases - 2 city centre food businesses prosecuted
 - Food incidents – pan masala mouth freshener, Jelly Cups
 - Sweet Mart Sampling exercise
- ▶ **FST Performance**
 - 1663 Food hygiene inspections
 - 1290 Compliance checks
 - 22 overdue inspections (carried forward to 2018/19)
- ▶ **Compliance**
 - Since 2014 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%



Food
Standards
Agency
food.gov.uk



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City Council

Regulating Our Future

- FSA strategic aim is to build an effective proportionate and robust system for Food Law Enforcement.
- Due to be in place in **2020**.
- To recognise a fast paced, innovative food industry and create flexibility to meet future challenges **including when we leave the EU**.
- Local Authority to remain central to Food Law Enforcement
- Key areas
 - Centralised Online Registration by March 2019!
 - Intervention based on risk assessment by segmentation
 - Nationally set bespoke inspection programmes for big businesses
 - Sustainable funding – business pays



Food
Standards
Agency
food.gov.uk



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City Council

Service Plan 2018/19 - Key Priorities

- ▶ **Completion of Planned Interventions**
- ▶ **Compliance Projects**
 - Allergens
 - Acrylamide
 - Promotion of 5 Rated Establishments
- ▶ **Advice and Support**
- ▶ **Preparing for the future (ROF and BREXIT)**
 - Keeping our food businesses are informed of changes/impacts in timely way
 - Ensuring senior management is informed of the impacts of future changes
 - Liaison with other internal and external regulators to improve our intelligence arrangements
 - Adapting internal arrangements in anticipation of changed regulatory regime



THANK YOU FOR LISTENING

QUESTIONS?

Leicester City Council Scrutiny Review

THE COMMUNITY ASSET TRANSFER STRATEGY

A review of the Neighbourhood Services and Community
Involvement Scrutiny Commission

6th September 2018

Background to scrutiny reviews

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

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

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

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

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

Scrutiny reviews will be supported by a Scrutiny Officer.

Evaluation

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

For further information please contact the Scrutiny Team on 0116 4546340

To be completed by the Member proposing the review		
1.	Title of the proposed scrutiny review	The Community Asset Transfer (CAT) strategy
2.	Proposed by	Cllr Inderjit Gugnani, Chair Neighbourhood Services and Community Involvement Scrutiny Commission
3.	Rationale Why do you want to undertake this review?	<p>The council has sought to transfer ownership and or/ management of appropriate buildings to the control of community groups.</p> <p>The strategy has been driven in part by a need to rationalise its property stock across the city and to reorganise neighbourhood services to best serve local communities; but the intention is also to empower local groups and organisations and add social value to the communities in which they operate.</p> <p>It is important for the commission to seek assurances that this process has worked well and the review seeks to evaluate how well the objectives of the strategy have been achieved.</p>
4.	Purpose and aims of the review What question(s) do you want to answer and what do you want to achieve? (Outcomes?)	<p>This review seeks to:</p> <ul style="list-style-type: none"> • Determine the extent to which the council has succeeded in the objectives to: <ul style="list-style-type: none"> ➤ Use its buildings better ➤ Empower local groups to add social value to the communities they operate in • Assess lessons learned from the CAT strategy, by both the city council and by groups who have taken on community assets as part of the strategy. • Ascertain the social value created and how it is embedded in the CAT strategy • Determine what might be the future direction of the strategy • Make recommendations
5.	Links with corporate aims / priorities How does the review link to corporate aims and priorities? http://citymayor.leicester.gov.uk/delivery-plan-2013-14/	<p>The strategy is part of the Transforming Neighbourhood Services (TNS) programme which has become embedded in the Using Buildings Better (UBB) strategy.</p> <p>The strategy also links into the support for the city's <i>neighbourhoods and communities</i>.</p>

6.	<p>Scope Set out what is included in the scope of the review and what is not. For example which services it does and does not cover.</p>	<p>Community use of the transferred assets will be assessed, including access by groups who did not take over management of community assets.</p> <p>The review will:</p> <ul style="list-style-type: none"> • evaluate the financial and social implications of the CAT transfers • measure and evaluate the community uses of the transferred assets • assess the effectiveness of the successor organisations
7.	<p>Methodology Describe the methods you will use to undertake the review.</p> <p>How will you undertake the review, what evidence will need to be gathered from members, officers and key stakeholders, including partners and external organisations and experts?</p>	<p>The review will examine the consultation methodology and criteria used by the council to:</p> <ul style="list-style-type: none"> • identify suitable buildings to transfer out of council ownership • Identify suitable community groups with which to negotiate a CAT. <p>Community groups will be interviewed to discuss how well the transfer has worked.</p> <p>Community use of the transferred assets will be assessed, including access by groups who did not take over management of community assets.</p> <p>Councillors will be asked to about their views on how well the strategy is working in their area and more generally.</p> <p>The review will involve site visits to as many transferred assets as feasible and taking evidence from residents at local level.</p> <p>Where a CAT has failed to go to completion the Commission will seek to fully understand the underlying reasons.</p> <p>Where possible contracts, business plans and accounts will be made available to members. Relevant executive reports will be appended as part of the evidence to the Commission.</p> <p>Pro forma questionnaires will be devised and distributed to potential witnesses, organisations and members.</p>
	<p>Witnesses Set out who you want to gather evidence from and how you will plan to do this</p>	<ul style="list-style-type: none"> • Departmental staff will be asked to give evidence • Executive lead and where requested ward councillors • Staff at transferred assets • Volunteers and users of the community buildings • Members of the wider community • Voluntary Action Leicester (VAL)

8.	Timescales How long is the review expected to take to complete?	Four months
	Proposed start date	September 2018
	Proposed completion date	December 2018
9.	Resources / staffing requirements Scrutiny reviews are facilitated by Scrutiny Officers and it is important to estimate the amount of their time, in weeks, that will be required in order to manage the review Project Plan effectively.	The review can be conducted within the resources of the scrutiny team. It is estimated a total of three weeks of collective time over the proposed period will be required to support the review and prepare the report.
	Do you anticipate any further resources will be required e.g. site visits or independent technical advice? If so, please provide details.	Visits to community assets may be conducted by members of the Commission. No outside technical advice is envisaged to be needed.
10.	Review recommendations and findings To whom will the recommendations be addressed? E.g. Executive / External Partner?	Main recommendations will be directed to the Executive. However, some recommendations may be of assistance to local groups who are running or considering running community assets.
11.	Likely publicity arising from the review - Is this topic likely to be of high interest to the media? Please explain.	It is not expected that this review will generate high media interest but the council's communications team will be kept aware of any issues that may arise of public interest.
12.	Publicising the review and its findings and recommendations How will these be published / advertised?	There will be a review report that will be published as part of the commission's papers on the council's website.
13.	How will this review add value to policy development or service improvement?	The review hopes to achieve the following: <ul style="list-style-type: none"> • Service improvement: ensuring that neighbourhood services work in the best interest of residents. • Policy development: learning lessons on how we help community organisations and residents understand and best engage with changes to neighbourhood services.

To be completed by the Executive Lead		
14.	<p>Executive Lead's Comments</p> <p>The Executive Lead is responsible for the portfolio so it is important to seek and understand their views and ensure they are engaged in the process so that Scrutiny's recommendations can be taken on board where appropriate.</p>	
To be completed by the Divisional Lead Director		
15.	<p>Divisional Comments</p> <p>Scrutiny's role is to influence others to take action and it is important that Scrutiny Commissions seek and understand the views of the Divisional Director.</p>	<p>Close work has been undertaken on Community Asset Transfer by officers leading on the Transforming Neighbourhood Services project and officers from the Council's Estates and Building Services team. It is recommended that the officers who have been involved are approached early on to share background and overview information with regard to CAT, and to provide access to lead community organisations who have taken on CAT buildings, and the groups who operate in them.</p> <p>John Leach Director of Neighbourhood and Environmental Services</p>
16.	<p>Are there any potential risks to undertaking this scrutiny review?</p> <p>E.g. are there any similar reviews being undertaken, ongoing work or changes in policy which would supersede the need for this review?</p>	None known
17.	<p>Are you able to assist with the proposed review? If not please explain why.</p> <p>In terms of agreement / supporting documentation / resource availability?</p>	
	Name	
	Role	
	Date	

To be completed by the Scrutiny Support Manager		
18.	Will the proposed scrutiny review / timescales negatively impact on other work within the Scrutiny Team? (Conflicts with other work commitments)	The review will be supported by the Scrutiny Policy Officer and is not expected to negatively impact on his work.
	Do you have available staffing resources to facilitate this scrutiny review? If not, please provide details.	The review can be adequately supported by the Scrutiny Team.
	Name	Kalvaran Sandhu, Scrutiny Support Manager
	Date	21 st August 2018

Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2018-19

Meeting date	Meeting items	Actions Arising	Progress
4th July 2018	<ol style="list-style-type: none"> 1. Portfolio Overview 2. Waste management – presentation to include Biffa – showing process in place for dealing with waste disposal in the city.. 3. Food safety service plan 4. Spending reviews 5. Work programme 	Visit to Bursom – Jerry to facilitate	
6th September 2018	<ol style="list-style-type: none"> 1. Community safety plan update 2. Community Asset Transfer scoping document 3. Work programme 		
25th October 2018	<ol style="list-style-type: none"> 1. Review of Hinckley Road: resilience response 2. Digital inclusion- the wider equality strategy and action plan. 3. Gambling policy – consultation feedback 4. Work programme 		
7th December 2018	<ol style="list-style-type: none"> 1. Private sector rented and other housing – condition and regulatory enforcement 2. Community safety plan – knife crime priority reporting 	Housing Scrutiny Commission members to be invited	
24th January 2019	<ol style="list-style-type: none"> 1. Council budget 2. Fly-tipping 3. Work programme 		
28nd March 2019	<ol style="list-style-type: none"> 1. Update on spending reviews 2. Work programme 		

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Appendix C

17th August 2018

Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2018-19

FORWARD PLAN / SUGGESTED ITEMS		
Topic	Detail	Proposed Date
Digital inclusion	This is a focus of	Provisionally October 2018
Taxi consultation	Consultation feedback update: 4th June 2018	
Community Asset Transfer	Possible review	October 2018
City Warden Service		
Enforcement	Residents parking	
Fly tipping	Data from each ward	
Safer Leicester Partnership	Sector reports and updates	
Neighbourhood Policing and Community Safety	Government's modern crime prevention strategy	
Cold calling and doorstep loans	Proposal from July 2017 meeting	
Community Safety	Public Spaces Protection Order (New Psychoactive Substances & Street Drinking): broad review	
Knife crime		
Regulatory Services		
Trading Standards	Legal highs	
Taxi Drivers	Child Safety/ screening process/ air quality	
Taxi Penalty System	12 month review – recommendation from NSCI August 2015	
Voluntary and Community Sector	Voluntary Action Leicestershire annual report	To be confirmed
Emergency food: City's Food Banks	Overview and forthcoming developments Update report on volunteering numbers on food banks	
Welfare reform/ Universal Credit	Briefing on impact and roll-out.	
The Furniture Bank Pilot Scheme:	Evaluation of pilot scheme and future options	

Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2018-19

Evaluation & Future Options		
KEY DECISIONS		
	None currently	
NON-KEY DECISIONS		
Temporary Relaxation of Taxi Age Policy	Announced May 2018	Autumn 2018

DRAFT

