

That the minutes of the meeting held 20 March 2019 be agreed as a correct record subject to the above amendment.

4. TERMS OF REFERENCE

NOTED:

The Terms of Reference of the Neighbourhood Services Scrutiny Commission be noted.

5. MEMBERSHIP OF THE COMMISSION 2019/20

NOTED:

The Membership of the Neighbourhood Services Scrutiny Commission for the 2019/20 municipal year as follows:

Councillor Khote (Chair)
Councillor Thalakdur (Vice Chair)
Councillor Ali
Councillor Aqbany
Councillor Govind
Councillor Joshi
Councillor Solanki
(1 unallocated non-grouped place).

6. DATES OF COMMISSION MEETINGS 2019/20

NOTED:

The dates of the Neighbourhood Services Scrutiny Commission for the 2019/20 municipal year as follows:

Wednesday 3 July 2019
Wednesday 4 September 2019
Wednesday 30 October 2019
Wednesday 15 January 2020
Wednesday 4 March 2020
Wednesday 22 April 2020

7. PETITIONS

The Monitoring Officer reported that no petitions had been received.

8. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

The Monitoring Officer reported that there were no questions, representations or statements of case received.

9. PORTFOLIO OVERVIEW

The Director of Neighbourhoods and Environmental Services and the Director of Finance delivered an overview of the key areas and services relating to the

Neighbourhood Services Scrutiny Commission portfolio.

Members noted the presentation on Neighborhood and Environmental Services and verbal update on the aspects of the Finance Division which related to this Commission. The work areas were noted, which would help them to set the Commission's Work Programme for the forthcoming year.

Members discussed various portfolio areas which included the following points:

Members praised officers for the swift responses with traveller issues and on illegal sites at hot spots in the city. Members suggested that railings or grass verges/soil bunds could be used to deter unauthorised encampments. Officers confirmed target hardening is used where appropriate. Members were reassured that the Council had robust systems to deal with these issues across the city.

Officers from the service were praised for the work carried out on Melton Road where footways had been cleaned and prompt action had been taken to tackle Pan spitting.

Concerns were raised about anti-social behaviour issues in the city's parks and when this occurs the impact this can have on families and vulnerable people that use the parks. Members suggested that the Council should explore solutions for this as it was a city-wide problem. The safety of parks was noted and that measures to provide reassurance and to tackle any issues were in place including the employment of parks officers, work with the police if required and use of security as appropriate. Officers asked Members to highlight any particular concerns and they will follow up.

Members reported issues regarding maintenance around the Courtyards on the St Peters and St Matthews Housing Estate and suggested a visit. Officers said they would support and link in with Housing colleagues.

Members enquired about the use of the Love Leicester app and the impact it had on the service. Officers agreed to provide details to Members.

Members referred to the CCTV System and the recent £1.2 million investment. A question was asked about the use of and access to mobile CCTV cameras. It was confirmed that the investment included purchase of additional mobile cameras. Camera deployment was supported by a risk-based assessment so that cameras were placed in locations with the most need at the time. It was noted that there tended to be a high demand for cameras sometimes fuelled by the perception of crime or community safety concerns as opposed to actual crime being known to take place in an area.

Members raised questions about the service delivered by Biffa and environmental impacts of waste disposal. Officers confirmed that the City Council had a contract with waste management company, Biffa Leicester, and confirmed the disposal routes available including the recycling of waste and at Gypsum Close Household Waste Recycling Centre the available reuse shop

that is run by local charity LOROS. It was noted some waste did go abroad but there were strict regulations governing that, that Biffa Leicester were required to adhere to.

Members discussed littering associated with legal highs and enquired about the Council's policy to prevent the issue escalating further. It was noted that the Council had introduced a Public Space Protection Order for New Psychoactive Substances and the action available under the PSPO, including the ongoing role of the Police and also use of dispersal orders.

Members were asked to raise any specific ward issues outside of the meeting.

Members noted that the major challenge to services and all Councils was the reduction in funding. However, despite this, good outcomes were being achieved such as reduction in fly tipping and improvements in Food Safety Standards. To further improve the delivery and access to services, Officers were looking at for example, smart technologies to improve customer contact. The Director of Finance advised that customers were encouraged to access services independently and hubs were available in libraries and community centres around the city. Information was available online and Officers agreed to sign post Members and highlight these facilities, so Members can share details with constituents.

Members were informed that the Council were developing plans for consultation in the future for a Selective Licensing scheme in areas where there was a high density of privately rented accommodation. Initially locations such as parts of Braunstone Park and Rowley Fields, Castle, Fosse, Saffron, Stonegate and Westcotes wards.

Members enquired about business rates and it was noted that the Valuation Office determined this and that the Council were only responsible for billing and collecting the business rates.

Agreed:

- 1) That an option of joint working with Housing Scrutiny Commission on "Universal Credit" to be added to the work programme.
- 2) That the Director of Finance circulate details of multi hub locations through the Members Bulletin to all members.
- 3) That the Director of Neighbourhood and Environmental Services be requested to progress and action the priorities for the service mentioned in his presentation.

10. REGULATION OF LEICESTER'S FOOD BUSINESS SECTOR - THE SERVICE PLAN 2019/20

The Director of Neighbourhoods and Environmental Services submitted a report introducing the draft Food Services Plan 2019/20.

Deputy City Mayor Clair introduced the report and Members were asked to

note the report.

The Food Safety Manager delivered a presentation supporting the report.

Members of the Commission discussed various areas, which included the following points:

Members shared their concerns with pan masala packets that are imported and sold. Members enquired whether there were any licensing policies to monitor the sale of this product. It was noted that the Food Standards Agency were responsible for testing significant quantities of food imports and if poor products were identified authorities were then notified. Imported products that were sold under the counter were products that were problematic as they would not be declared correctly.

It was noted that planned Food Safety inspections took place periodically and as appropriate dependent on the potential risk posed by an establishment and the products it sells.

Members suggested that a forum, similar to the Food and Drink Forum launched recently, where information could be shared by regulators would be a means of keeping both people and businesses informed.

Members shared their concerns about private catering businesses and those that were advertised online via social media. Officers advised that all food businesses should be registered with the service and if they came across any that had not previously been detected they would take the appropriate action. It was noted that festivals with stalls did have to meet hygiene standards.

Members of the commission welcomed the report and praised the Food Safety Team for the work they do in ensuring the public felt reassured with the standard of food businesses in the city. Displaying the hygiene rating and information was helpful however it was noted that it was the view of the committee that, the display of the hygiene rating that is displayed in many of the Food outlets should be made mandatory. Officers informed the Commission that the Food Standards Agency were keen to do this but there had been delays due to Brexit.

Members of the Commission were informed on the plans the Food Safety Service had with the Public Health Team to launch Health Food takeaways.

Members noted the Service were also looking into apprenticeship options to give young people the opportunity to be introduced to and work within Environmental Health/Safety.

Agreed:

- 1) That the Food Safety Team be commended for the great work they carry out and;
- 2) That the Food Safety team consider reaching out to young people in the city to raise awareness of food safety issues and the impact this

can have.

11. DRAFT WORK PROGRAMME 2019/20

The current work programme was received. Members of the Commission were invited to submit suggestions for items for inclusion on the work programme to the Chair or Scrutiny Policy Officer.

The Chair suggested a possible task group topic which was a community lottery, this would give the Commission to look at advantages and disadvantages. Members were asked to pass any comments or other suggestions to the Scrutiny Policy Officer.

AGREED:

That the work programme be noted.

12. ANY OTHER URGENT BUSINESS

Neighbourhood and Environmental Services - Overview

Neighbourhood Services Scrutiny Commission 3rd July 2019



John Leach
Director of Neighbourhood and Environmental Services

Overview

- **Neighbourhood and Environmental Services
Operating in our Great City**
- **Services Areas**
- **Priorities – A Snapshot**
- **Contact Details**

Neighbourhood and Environmental Services Operating in Our Great City



Neighbourhood and Environmental Services



Service Areas – Waste Management



- Contract with Biffa Leicester until 2028 covering collection and disposal of domestic waste.
- Maintenance of an effective waste and recycling collection service with over 13 million collections per year
- Garden waste service delivered and expanded to 4,300 customers; over 1,100 tonnes collected and composted
- Two Household Waste Recycling Centres (HWRCs) and a network of bring banks
- Reuse Shop and Trade Waste facility on Gypsum Close HWRC
- Policy Work – National Government Resources and Waste Strategy

Service Areas – Community Safety and Protection



- Safer Leicester Partnership (Community Safety Partnership)
- Crime and Anti-Social Behaviour Unit (Crasbu)
- Domestic and Sexual Violence
- Prevent
- Private Sector Housing – Tackling Rogue Landlords and promoting good ones!
- Work to embed a multi-agency response to Street Lifestyle issues in Leicester.

Service Areas - Standards and Development



- CCTV - £1.2 Million of Investment
- Allotments*
- City Wardens
- Pest and Dog Control
- Play Facilities*
- Public Realm projects – such as Victoria Park Centenary Walk*
- Performance and Intelligence Unit

* - Heritage, Culture, Leisure and Sport Scrutiny Commission

Service Areas- Neighbourhood Services



Neighbourhood Services

- 16 library service points and 16 centres offering room hire and 2 book buses
- 9 Multi-Service Centres
- Ward Meetings and Ward Funding
- Events and activities including the Summer Reading Challenge!
- Last year:-
 - **2.3 million visits** to Neighbourhood facilities
 - 170,000 hours access to **public computers**, and 100,000 **Wi-Fi** accesses!
 - Delivery of **Our Best Book**, **Reading Rampage** & **Black History** programmes
 - "**Museum of the Moon**" installation at Belgrave Neighbourhood Centre
 - **Community Asset Transfers** of Northfields Neighbourhood Centre, Braunstone Grove, and Mayfield Centre
 - Installed **Customer Self-Service** facilities at the Belgrave, St Barnabas and Hamilton Libraries, together with **Universal Credit support** and **signposting** arrangements at Neighbourhood facilities.
 - **658 Ward Funding applications assessed**

Service Areas – Regulatory Services



- **Food Safety** - The Food Safety Team inspect over 3100 food establishments in order to seek to ensure they meet legal food safety requirements (taking action where required).
- **Public Safety** - delivers the Council's statutory duties under a range of public safety related legislation such as the Health & Safety at Work Act 1974 and the Safety of Sports Grounds Act 1975,
- **Trading Standards** Team work to protect consumers and support legitimate business.
- **Noise and Pollution Control** deal with a range of statutory nuisances and are responsible for petroleum licensing; monitoring and coordinating action on controlling emissions from industrial processes and dealing with contaminated land.
- **Licensing** licence a range of activities (sale of alcohol, entertainment, gambling etc) and their duties include developing and implementing licensing policies, processing and issuing licences, promoting best practice, ensuring compliance with licensing requirements and enforcement where it is deemed necessary.
- **Building Control** - seek to protect the safety of the public from dangerous structures and demolitions

Service Areas – Parks and Open Spaces



- The majority of this portfolio of services is covered through the Heritage, Culture, Leisure and Sport Scrutiny Commission. For example Parks Services, Bereavement Services, Trees and Woodlands Service.
- However this Commission includes City Cleansing Services – Over 600 miles of city streets receive cleansing services
- Removal of graffiti from 2,637 sites in 2018/19
- Emptied 3,200 litter bins every week inc 354 daily in the City Centre.
- 3,097 tonnes of waste collected from the highway and recycled (exc leaf litter).
- Removal of over 8,000 fly-tips
- Fleet of 9 Footway Sweepers and in the last year we have procured two street hot washers working in neighbourhoods and the City Centre.

Priorities – A Snapshot

Community Safety and Protection

- Establish a private landlord licensing scheme to better regulate landlords in the parts of the city where there is the greatest concentration of private rented homes – a process that is already under way
- Work with partners to establish a city-wide knife crime strategy

Waste Management

- Continue to deliver an effective and efficient waste collection service for a growing city, including addressing any problem areas
- Engage with and respond to government consultations in 2019 on the proposals outlined in the government's new Resources and Waste Strategy

Priorities – A Snapshot

Regulatory Services

- Completion of the 2019/20 food establishment inspection program
- Development of a Taxi (and PHV) Strategy for Leicester (with refresh/update of all related policies)

Standards and Development

- Purchase, introduction, and management of corporate body worn video for City Warden Service
- Continue to target fly tipping in the City

Priorities – A Snapshot

Parks and Open Spaces

- Introduce and embed a programme of street (hot) washing

Neighbourhood Services

- Expand our reading projects – Our Best Book, Reading Rampage and the Summer Reading Challenge
- Expand and promote online library resources to deliver a wider range of e-books and e-audio resources which are easier to find and use.

Contact Details

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REGULATION OF LEICESTER'S FOOD
BUSINESS SECTOR
Food Service Plan 2019/20

3rd July 2019



Purpose of the Presentation

- ▶ Brief the Scrutiny Committee on the work of the Food Safety Team.
- ▶ Brief the Scrutiny Committee on the proposed Food Safety Team Service Plan 2019/20
- ▶ Inform the Scrutiny Committee of Future Themes and Challenges to food hygiene and standards.





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
- ▶ Advice and support for new businesses
- ▶ Risk Based Inspection Plan – 5 categories of inspection A to E.
- ▶ 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 (10.6 FTE)
- **Close working relationship with Internal services**
 - Trading Standards
 - City Wardens
 - Licensing
 - Public Safety Team
- **Liaison with national and regional organisations**
 - Leicestershire Food Group
 - 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 2018/19

- ▶ **Notable Incidents and events**
 - Withdrawal of Approval status from a Meat Products Manufacturer
 - Primary Authority Arrangement between LCC and Navitas/ESB Ltd confirmed – the first for LCC.
 - Prosecution of FBO of Big Wang Welford Road. Guilty to 11 charges £6306.40.
 - Food incident – Joint exercise with NFCU on illegal Chinese imports
 - Promotion of 5 Rated Establishments
 - Dave Howard voted in as Vice Chair of the National Food Hygiene Focus Group
- ▶ **FST Performance**
 - 1675 (1663) Food hygiene inspections
 - 87 overdue inspections (carried forward to 2019/20)
 - 1571 (1290) Compliance checks
 - Since 2014 we have seen a 13.5% rise in the level of broadly compliant food establishments (71.5% to 85%).




Future Challenges

Regulating Our Future

- FSA strategic review of food law enforcement – ongoing.
- Key areas
 - Centralised Online Registration
 - Intervention based on risk assessment by segmentation
 - Nationally set bespoke inspection programmes for big businesses

FSA review of Food Standards

Food law and enforcement has become more complex – eg allergen control crosses Food hygiene and Food standards requirements

EU exit

- Particular challenges for import and export of food.
- Movement/employment of food handlers
- Sharing of intelligence information
- Management of cross border incidents




Service Plan 2019/20 - Key Priorities

- ▶ **Completion of Planned Interventions – 1749 inspections due**
- ▶ **Advice and Support – Sustainable food businesses**
- ▶ **Targeted Graduated Enforcement**
- ▶ **Preparing for the future (ROF and BREXIT)**
 - Keeping our food businesses are informed
 - Ensuring senior management is informed
 - Liaison with other internal and external regulators
 - Adapting internal arrangements in anticipation of changed regulatory regime
 - Associated officer training to ensure effective implementation of any changes.
- ▶ **Engage with The Food Plan and Public Health Agenda**



THANK YOU FOR LISTENING

QUESTIONS?