



Leicester
City Council

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

Held: WEDNESDAY, 23 JANUARY 2019 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
Councillor Halford	

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 Master, Assistant City Mayor - Neighbourhood Services

Councillor Sood, Assistant City Mayor - Communities & Equalities

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48. APOLOGIES FOR ABSENCE

There were no apologies for absence.

49. DECLARATIONS OF INTEREST

No declarations of interest were made.

50. MINUTES OF THE PREVIOUS MEETING

AGREED:

That the minutes of the meeting of the Neighbourhood Services and
Community Involvement Scrutiny Commission held on 5 December
2018 be confirmed as a correct record.

51. PROGRESS ON ACTIONS AGREED AT THE LAST MEETING

The Chair reported that, further to minute 45, “Community Safety Plan: Knife Crime Update”, it had been established that there was a high-level forum at which the Council and academies met to discuss issues. It therefore was suggested that the education service could be asked to invite the Police to attend these meetings.

AGREED:

That the Chair be asked to write to the Strategic Director Social Care and Education on behalf of this Commission to request that the Police be invited to attend the forum referred to above.

52. CHAIR'S ANNOUNCEMENTS

Further to minute 40, “Progress on Actions Taken at the Last Meeting”, 5 December 2018, the Chair advised Members that the new CCTV suite within the data centre was now operational. A visit to the suite therefore would be arranged as previously agreed, (minute 11, “Portfolio Overview, 14 July 2018 referred).

The Chair reminded Members that the Commission had received a presentation on the emergency action taken by the Council and partner agencies in response to the Hinckley Road explosion, (minute 33, “Hinckley Road Explosion – Leicester City Council Response”, referred). At that time legal proceedings were just starting, but three men had now been sentenced to life imprisonment, with long minimum terms, for the murder of the five people who died in the explosion. It was clear from the coverage of this that many of those who survived, particularly relatives of those who died, continued to suffer and needed support. The thoughts of all Members were with these people.

AGREED:

That the Head of Standards and Development (Neighbourhood and Environmental Services) be asked to liaise with the Scrutiny Policy Officer to suggest suitable dates on which Commission members can visit the CCTV suite.

53. PETITIONS

The Monitoring Officer reported that no petitions had been received.

54. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

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

55. COMMUNITY COHESION AND HATE CRIME

A presentation on the approach to hate crime was given by Inspector Jim Smallman from Leicestershire Police, the City Council’s Head of Community

Safety & Protection and the City Council's Community Co-ordinator responsible for work relating to counter-extremism. A copy of the presentation is attached at the end of these minutes for information.

Attention was drawn to the following points during the presentation:

- There was a difference between hate incidents and hate crime;
- The City Council did not work in isolation on this, but linked with partners, in order to identify and use best practice;
- Feedback was sought from victims in order to see how they dealt with the incidents and crimes and their outcomes. Through this it was hoped to improve the experience of users of services on offer and increase satisfaction with those services;
- Hate crime and incidents could be reported in a number of ways, but past approaches had not always been very successful. It therefore was proposed to introduce reporting centres. A key priority was the need to increase awareness of hate incidents and crimes and it was hoped that the introduction of reporting centres would help achieve this; and
- An action plan had been developed in conjunction with partners, based on the resolution passed at the Council meeting held on 14 June 2018, (minute 11.3, "Community Cohesion & Hate Crime", referred). This plan had been shared with the Safer Leicester Partnership, which had approved it in November 2018.

In response to Member queries, Inspector Smallman confirmed that a hate incident was something that anyone perceived as hate. For it to be classed as a hate crime, the action had to include criminal activity.

It was noted that unfortunately some people saw hate incidents and crimes as normal, so did not report them. Increased levels of communication therefore were needed to reinforce the message that hate incidents and crimes were not normal. This could include information on what the outcomes could be when incidents and crimes were reported. Improved reporting also would be useful to help identify patterns of incidents and crimes. Members suggested that Ward Councillors could be approached to help identify local organisations or groups who could assist with this.

It was noted that when a victim reported an incident or crime, "qualifiers" such as religion or race were recorded based on what the individual said or the circumstances of the case. These qualifiers had been developed locally, but a national report was being prepared that would set out whether more, or different, categories were needed.

Some concern was expressed about how hate incidents or crimes would be reported in the workplace. People would not usually be able to leave their work place to report something and if reports had to be made through line

management they could be in the position of having to report things to the person creating the situation(s).

Concerns also were expressed that hate incidents and crimes could increase when the United Kingdom left the European Union, as there had been an increase at the time of the referendum on leaving. Inspector Smallman advised that specific preparations were not being made for when the United Kingdom left the European Union, as dealing with this type of increase was embedded in the work already being done, (for example, through resilience forums). Statistics on the level of any increase at the time of the referendum could be obtained if required.

AGREED:

- 1) That the Head of Community Safety and Protection be asked to circulate the Leicester Leicestershire and Rutland Hate Action Plan to all members of this Commission as soon as possible;
- 2) That all members of this Commission be asked to pass comments on the Leicester Leicestershire and Rutland Hate Action Plan to the Head of Community Safety and Protection in time for inclusion in the report detailed in 3) below;
- 3) That the Director of Neighbourhood and Environmental Services be asked to provide a report for the next meeting of the Commission on the Leicester Leicestershire and Rutland Hate Action Plan, this report to include:
 - a) any comments on the Plan provided by members of the Commission;
 - b) information on which communities make the highest number of reports of hate crimes and incidents and which are not making such reports; and
 - c) consideration of how a wider range of community groups can be encouraged to access resources available through the 'Building a Stronger Britain Together' programme; and
- 4) That Leicestershire Police be asked to:
 - a) circulate statistics on any change in reported levels of hate incidents and crimes at the time of the referendum on whether the United Kingdom should leave the European Union to members of this Commission;
 - b) share information on the resources available for projects to counter hate crime with groups and/or organisations in the city, including those at grass-roots level, that could benefit from such support; and

- c) provide statistics to members of the Commission on how levels of hate incidents and crime in Leicester compare to national levels.

56. THE MANAGEMENT OF FLY-TIPPING IN LEICESTER

The Director of Neighbourhood and Environmental Services submitted a report providing an overview of the management of fly-tipping in Leicester.

The Head of Standards and Development (Neighbourhood and Environmental Services) gave a presentation, a copy of which is attached at the end of these minutes for information.

During the presentation and ensuing discussion the following points were made:

- There had been a 10% reduction in the number of incidences of fly-tipping in the city since November 2016;
- The type of waste being fly-tipped was examined, as well as the amount, in order to help address the issue and identify those responsible;
- All reports of fly-tipping were investigated;
- Intelligence and good practice were shared where relevant. One example of this was through the Leicestershire Enforcement Forum, on which the Council was represented. Following the introduction of an intelligence-led approach to fly tipping the number of incidents had reduced significantly. Suggestions for how this success could be continued and improved were welcome;
- There was a 24 hour target time for clearance of fly-tipping, starting from the time it was reported or discovered;
- Investigations in to high levels of fly tipping in Fosse Ward had shown that large numbers of East European residents had moved in to the area so, following consultation with the Ward Councillors, leaflets were produced in the four main Eastern European languages spoken in the ward, explaining the Council's waste collection services. If this was successful in reducing levels of fly tipping, the initiative would be extended to other wards;
- Evidence suggested that approximately 20% of businesses did not comply with waste removal legislation. The Council therefore was undertaking a rolling programme of visits to businesses to ensure they were compliant. The programme was starting with visits to businesses on main arterial routes and then moving to other areas;
- Fly tippers would be pursued where possible, including prosecutions being made where needed. Courts imposed fines on businesses on the basis of their turnover, so fines could be high for large companies;

- It was recognised that the Council's City Wardens could not visit every ward every day, but there was some concern that they were not sufficiently visible. In reply, Councillor Sood, (Assistant City Mayor with responsibility for Communities and Equalities), noted that the number of fly-tipping reports had reduced and encouraged Members to ring the City Wardens to report problems;
- If a problem in a particular location was identified, a problem profile could be drawn up. This would include action to be taken to resolve the problem. However, resolving problems could take a lot of work and time;
- Education was important, for example reinforcing the need to dispose of waste legally. Methods for this included the distribution of leaflets and posters about the services available; and
- The City Council was one of the few local authorities in the country offering a free bulky waste collection and weekly waste collections.

Members advised that reports had been received from housing association tenants about difficulties they had persuading landlords to clear rubbish for which the landlords had responsibility. It was noted that Houses in Multiple Occupation were licensed, so the possibility of taking enforcement action through that route would be considered. Where possible, officers also worked with housing associations to encourage them to engage with waste management processes.

Members also reported anecdotal evidence that staff making bulky waste collections were refusing to take objects for various reasons, (for example, items being incorrectly packed, items being wet because of weather conditions, or there being insufficient items to collect). Contractor's staff answering telephone calls also had been reported to be rude and/or hostile. The Director of Neighbourhood and Environmental Services asked to be advised of any such incidents so that they could be followed up with the contractor.

AGREED:

- 1) That the progress made and ongoing work in relation to managing fly-tipping in the city be welcomed;
- 2) All Members be invited to pass suggestions for how the reduction in fly-tipping incidents can be continued and improved to the Director of Neighbourhood and Environmental Services; and
- 3) That Members advise the Director of Neighbourhood and Environmental Services of:
 - a) incidences of housing association tenants reporting difficulties persuading landlords to clear rubbish; and
 - b) complaints they receive about the waste collection

contractor's work and staff.

*Councillor Waddington left the meeting during discussion on this item
Councillor Halford left the meeting at the conclusion of this item*

57. GENERAL FUND REVENUE BUDGET 2019/20 TO 2021/22

The Director of Finance submitted a report setting out the City Mayor's proposed budget for 2019/20 to 2021/22.

AGREED:

That this Commission supports the City Mayor's proposed General Fund revenue budget for 2019/20 to 2021/22.

58. WORK PROGRAMME

The Commission received and considered its work programme.

Members noted that, although the task group considering the Review of the Community Asset Transfer Strategy had not met since October 2018, due to problems encountered with paperwork for the review, the Scrutiny Policy Officer would be arranging further meetings as soon as possible.

AGREED:

- 1) That the Chair be asked to liaise with members of the task group undertaking the Review of the Community Asset Transfer Strategy and the Scrutiny Policy Officer on how this review can be progressed; and
- 2) That the work programme be noted.

59. CLOSE OF MEETING

The meeting closed at 7.02 pm

Leicester City Council approach to Hate Crime

Neighbourhood Services & Community
Involvement Scrutiny – Wednesday 23rd January
2019



Background

The Home Office's 'Action Against Hate' report 2016 details:

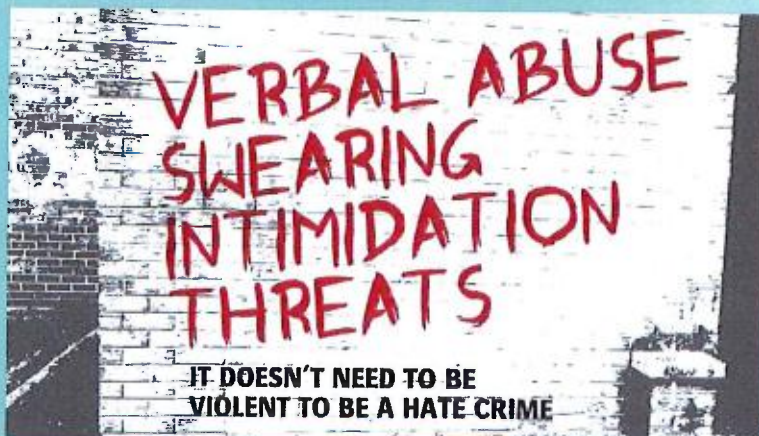
'A crime that is motivated by hostility on the grounds of race, religion, sexual orientation, disability or transgender identity can be classed as a hate crime.'

Within Leicester, Leicestershire and Rutland we record incidents and crimes against these five categories, as well as including a category for 'any other perceived difference' in order to align with Leicestershire Police's recording of hate.

Detailed in the slide below are the differences between hate incidents and crimes.



Definitions



Definitions

Hate Incident - any non-crime incident which is perceived by the victim or any other person, to be motivated by hostility or prejudice.

Some examples of hate incidents:

- A person is bullied or intimidated and perceives this behaviour as being motivated because of their disability.
- A person is experiencing rubbish being thrown into their garden and their driveway being blocked with parked cars and perceives that it is motivated by homophobia.

Hate Crime - any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice.

Some examples of hate crime:

- An offender shouts racist abuse whilst physically assaulting a person.
- A Synagogue has swastika's painted on the door and windows smashed.



Leicester City Hate Crime statistics

Reported Leicester, Leicestershire, Rutland Hate Crimes from December 2017 to November 2018.

Category of Hate Crime:	Number:
Race	1170
Sexual orientation	166
Religion	119
Disability	75
Transgender	35
Alternative sub culture	7
Total	1606

Reported Hate Crime by Leicestershire Police NPA (Leicester City has 56.5% of overall Hate Crime)

Neighbourhood Police Area:	Numbers of Hate Crimes / %
Central Leicester	260 (16.5%)
East Leicester	307 (19.5%)
Hinckley & Bosworth	171 (10.9%)
Charnwood	182 (11.6%)
North West Leicestershire	87 (5.5%)
Eastern Counties	89 (5.7%)
South Leicester	169 (10.8%)
West Leicester	306 (19.5%)



LLR Strategy for tackling hate 2018/21

An LLR Hate Action Plan linked to the key themes and priorities has been developed for 2018-21. The actions within the plan are overarching and broad to meet the needs of our diverse communities across LLR.

Themes:

The themes of this Strategy mirror the key themes within the Leicester, Leicestershire and Rutland Police and Crime Plan 2017- 21, which include:

- To enhance Leicestershire Police's response to hate crime
- To improve user experience and increase satisfaction
- To support and influence the development of effective partnership working and campaigns



LLR Strategy for tackling hate 2018/21

Priorities:

The 2018-21 priorities for this strategy have been identified as:

- Raising awareness
- Improving our response, identifying and responding to emerging issues
- Re-assuring, strengthening and educating communities

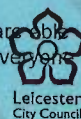


Leicester City Council Motion 2018

"Leicester City Council resolves to:

- Affirm its commitment to total social harmony.
- Protect the rights of all our communities that make up our wonderful city of Leicester.
- Redouble our efforts to ensure fairness for all and work to eliminate hate from our communities.
- Encourage those who encounter hate crime to come forward and report it to the Police and/or the Council.
- Support further opportunities for people to come together and celebrate the diversity of the City.
- Remind all other organisations and institutions of the part they have to play in supporting community cohesion and combating hate crime.
- With partners prepare and consult upon an action plan to combat hate crime and promote community cohesion, which will include challenging Islamophobia and prejudice in all its forms and promoting positive images of groups vulnerable to stigmatisation by mainstream media.

We pledge our solidarity with the people of Leicester and will work with all who are able to support and help us in maintaining Leicester as a safe and secure place for everyone to live in and thrive in".



Leicester City Council - service examples

Equality and Diversity - "Leicester City Council is committed to equality of opportunity, elimination of discrimination and promotion of good relations between all people, regardless of age, disability, race, ethnic or national origin, sex, gender identity, religion or belief, sexual orientation, pregnancy or maternity, marital or civil partnership status".

City Mayor's Crowdfund Initiative - The Community Engagement Fund aims to support projects that address the general aims of the Public Sector Equality Duty. £100,000 is being pledged to support crowdfunded community project bids.

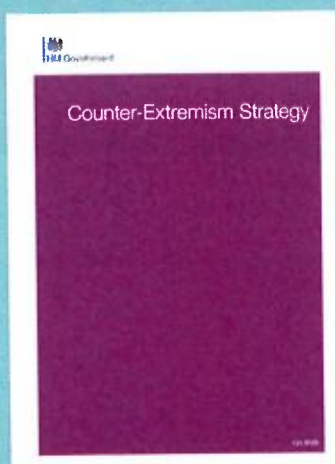
Education - Everyone's Welcome uses the 'No Outsiders' resource and framework to teach the Equality Act (2010) to Leicester primary school children.

Neighbourhood Services – African Caribbean Community Centre, Highfields Library, Beaumont Leys Library, Stocking Farm Community Centre



Leicester
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Counter-Extremism Strategy



- Countering extremist narrative
- Building a partnership with all those opposed to extremism
- Disrupting extremists
- Building cohesive communities



Leicester
City Council

Community Coordinator role – ‘Building a Stronger Britain Together’ programme

- A programme of direct support, both in-kind and financial, to partners is available through an open and competitive bidding process.
- The BSBT programme supports civil society and community organisations who work to create more resilient communities, stand up to extremism in all its forms
- The programme will build mainstream voices, helping them to expand their reach and audience.
- Through competitive bidding rounds partners are able to bid into the Home Office for In-Kind Support (IKS) worth up to £75,000, or grant funding worth up to £50,000.

**BUILDING A STRONGER
BRITAIN TOGETHER**



Campaigns

- The UK Government launched a new Hate Crime awareness campaign in October 2018.
- A series of posters and videos have been produced covering race, religion, disability, sexual orientation and transgender identity.



How can people report a hate crime?

Police

A person can report a hate incident or hate crime to Leicestershire Police by a number of ways

- In an emergency a person should always ring 999
- The non-emergency for the Police is 101
- A person can report on line by visiting www.stamp-it-out.co.uk

Link to the main Force website:

<https://leics.police.uk/>

To Report a hate incident within Leicester City go to:

<http://www.leicester.gov.uk/your-community/emergencies-safety-and-crime/hate-crime/>

To report a hate incident within the Leicestershire County visit:

www.leics.gov.uk/reporhate or call the County Hate Incident Monitoring Project on 0116 3058263 (during office hours)



Management of Fly-tipping in Leicester

Neighbourhood Services and Community Involvement
Scrutiny Commission
23rd January 2019

Management of fly-tipping



Examples of fly-tipping

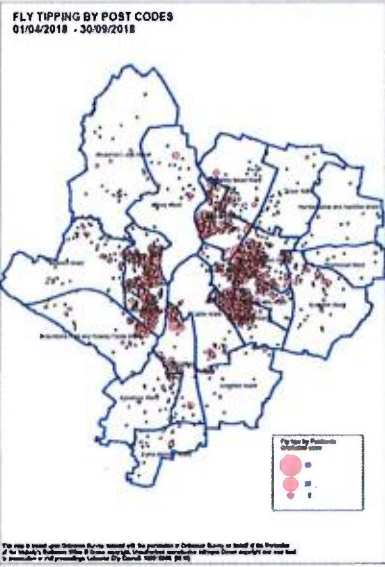
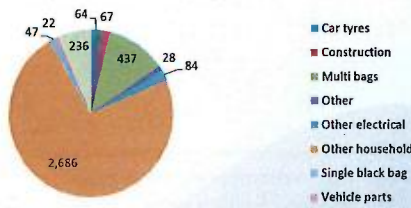


Data Analysis

	Car tyres	Construction	Multi bags	Other	Other electrical	Other household	Single black bag	Vehicle parts	White goods	Grand Total
Abbey	3	5	2			25			6	41
Aylestone	1	3	6			28	3		8	48
Beaumont Leys	2	3	5	1	2	19	1		1	34
Belgrave	6	5	57	4	11	289	2		19	393
Braunstone Park & Rowley Fields	1		16	2	3	99	2	1	7	131
Castle			11		1	42	1		6	61
Evington		3	5	3	9	74			6	100
Eyres Mansell		1	4		1	18	1		6	31
Fosse	7	4	113	5	2	352	1	1	49	534
Humberstone & Hamilton		2		1	1	7			2	13
Knighlton	3	3				9		1	2	16
North Evington	5	8	47	3	8	375	7	2	27	482
Rushey Mead	7	5	10	2	1	48	1	1	10	85
Saffron	3	4	37	2	2	129	8	2	7	194
Sploney Hills	8	7	19		18	195	5	4	10	266
Stoneygate	9	9	31	3	17	461	10	1	33	574
Thurcroft	1		3			3		2		9
Troon	1	4	4			18		2	4	33
Westlotes	1		31	1	1	270	3	1	19	327
Western	3		14		1	52		2	1	71
Wycliffe	5	4	22	1	6	173	2	3	13	228
Grand Total	64	67	437	28	84	2,686	47	22	236	3,671

Data Analysis

Fly-tips by volume type
01/04/2018 - 31/09/2018



Countywide Campaign

Leicester and Leicestershire
Fly-tipping campaign summary May to June 2018



In just 2 months (May to June 2018) we achieved:



Why do it?

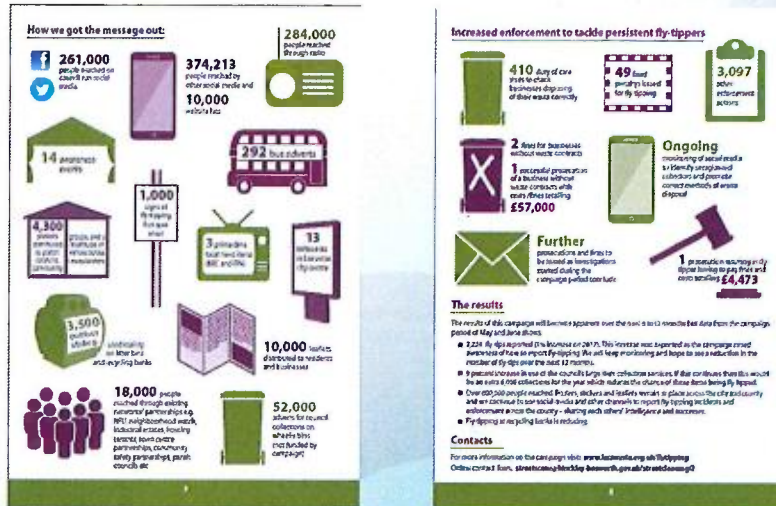
Like many parts of the country fly-tipping in Leicestershire and Leicestershire increased to around 12,000 incidents in 2017. That is nearly 33 fly-tips every day. Councils have different resources and various approaches to tackle fly-tipping. There have been a number of campaigns over the years which have been successful but putting forces has shown would be fly-tippers that Leicestershire and Leicestershire does not tolerate fly-tipping. By sharing reports and resources we were able to have a greater impact across the city and county.

Our solution:

A joint campaign to raise awareness amongst residents of their responsibilities about disposing of their waste and that we are working and enforcing fly-tipping. Funded by the Leicestershire Waste Partnership and Leicester City Council.



Countywide Campaign



Fosse Ward Intervention

For more information go to:
leicester.gov.uk/recycling
 f orangebags t orangebagleics

What to do with your waste and recycling
 A guide for Leicester city residents

Latviešu valodā iekšpusē - 6
 Lietuvių kalba - 10
 Język Polski - 16
 Limba Romana - 20

You need to follow these instructions to keep pavements clear and avoid being fined.

Fosse Ward Intervention

The posters provide detailed instructions on how to dispose of different types of waste. They cover categories such as household waste, garden waste, and bulky items. Each poster features a 'Recycle' logo and a list of items that can and cannot be recycled. The posters are designed to be clear and easy to read, with large text and simple illustrations.

Prosecutions

Businessmen fined £15,000 after 100 barrels of caustic soda dumped in Leicester street

DON'T BE MISLED BY A FAKE REVIEW

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Which

Two business owners have been ordered to pay more than £15,000 between them after 100 barrels of caustic soda was dumped in a car-de-ec. The city council's environmental services were called to Thurmaston Boulevard, off Tron Way, Rushy Mead on February 15 this year. They were greeted by 100 blue, unsealed barrels containing a then unknown white chemical. Read more: investigation in dumping of 100 barrels of unknown chemical in Leicester street. With the help of a public appeal in the Leicester Mercury, investigators traced the rubbish to business premises in Lorton Road, Humberstone. [read more](#)

DON'T BE MISLED BY A FAKE REVIEW

[Learn more >](#)

Which

ITV REPORT 3 Report 2018 at 5:26pm

Foot Locker fined £54,000 for dumping litter



Empty bags and boxes were left dumped on the floor by the multinational chain Credit: BFM

The sportswear firm, Freedom Sportslife Ltd, which runs Foot Locker stores across the UK, has been fined £54,000 after litter was found next to a charity shop and outside its shop in Leicester.

Over a 9 month period, there were various incidents of empty cardboard boxes being strewn across the floor.

Strategic Approach

- Intelligence led
- Targeting transient households with bespoke information
- Landlord related interventions
- Targeted interventions by area and by type
- Timely identification of new households and required service access arrangements