

## **Neighbourhood and Environmental Services - Overview**

**Neighbourhood Services  
Scrutiny Commission 3<sup>rd</sup> July 2019**



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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

Director of  
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John Leach

Head of  
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Nicola Preston

Head of Parks  
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Lee Warner

Head of  
Community Safety  
and Protection

Daxa Pancholi

Head of Waste  
Management

Geoff Soden

Head of  
Standards and  
Development

Bob Mullins

## 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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