

Neighbourhood and Environmental Services - Overview

Neighbourhood Services Scrutiny Commission 1st July 2021



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

Director of
Neighbourhood and
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John Leach

Head of
Regulatory
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Nicola Preston

Head of Parks
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Walker

Head of
Neighbourhood
Services

Lee Warner

Head of
Community Safety
and Protection

Daxa Pancholi

Head of Waste
Management

Mark Loran

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 with over 4,900 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 – 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! (Reports to Housing Scrutiny Commission)
- Work to embed a multi-agency response to Street Lifestyle issues in Leicester.
 - Modern Slavery & Labour Abuse
 - Hate crime and incident work

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

Service Areas- Neighbourhood Services



Neighbourhood Services

- 28 neighbourhood facilities including 9 multi-service centres
- 16 library service points and 16 centres offering room hire and 2 book buses
- Ward Meetings and Ward Funding
- Focus on four “Universal Offers”: Reading, Digital Inclusion, Cultural & Creativity and Health & Wellbeing
- Events and activities including the Summer Reading Challenge!
- In previous years we have seen: -
 - **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

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



- Parks Services, Bereavement Services, Trees and Woodlands Service, Landscape Services, Cleansing Services
- 153 local parks and open spaces
- Bereavement Services undertook 941 burials and 2,189 cremations during 2020.
- Management of tree stock of 150K individual registered trees and 109 hectares of woodland.
- Over 600 miles of city streets receive street cleaning services
- Fleet of 9 footway sweepers and two street hot washers
- Removal of 6,157 graffiti tags from 1,990 sites in 2020
- Emptied 3,200 litter bins every day / week inc 354 daily in the City Centre.
- Over 3,000 tonnes of waste collected from the highway and recycled (exc leaf litter).
- Removal of over 9,883 fly-tips in 2020

Delivery, Communications & Political Governance Division

Neighbourhoods and Communities

Complimentary Activities



Support to the Voluntary, Community and Social Enterprise Sector (VCSE), including community and neighbourhood groups:

- VCSE Infrastructure Support – commissioned arrangement provided by Voluntary Action Leicestershire (VAL)
- Crowdfunding – enabled through the CrowdFundLeicester - <https://www.spacehive.com/movement/crowdfundleicester>
- City Mayor’s ‘Community Engagement Fund’ - £100,000 fund to support innovative projects that address the general aims of the Public Sector Equality Duty
- VCSE Sector Support Strategy – in development

Priorities – A Snapshot

- **Deliver on Manifesto Commitments across service areas.**

Community Safety and Protection

- Work with partners to establish and deliver against a city-wide knife crime strategy
- Tackling Street Lifestyles in Leicester

Waste Management

- Continue to deliver an effective and efficient waste collection service for a growing city, including addressing any problem areas
- Engage with matters relating to the Government's Resources and Waste Strategy

Priorities – A Snapshot

Regulatory Services

- Continue to support businesses with respect to compliance with COVID-19 restrictions whilst they are required.
- Recovery work – for example food safety inspections

Standards and Development and Parks and Open Spaces

- Recovery work – for example through a new Litter and Fly Tipping Strategy

Priorities – A Snapshot

Neighbourhood Services

- Recovery Work – Ensuring the public are safely welcomed back to libraries and community centres when appropriate to do so.
- Expand our reading projects – Our Best Book, Reading Rampage and the Summer Reading Challenge
- Further 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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