

Neighbourhood and Environmental Services - Overview

Neighbourhood Services
Scrutiny Commission 28TH June 2022



Sean Atterbury

Director of Neighbourhood and Environmental Services

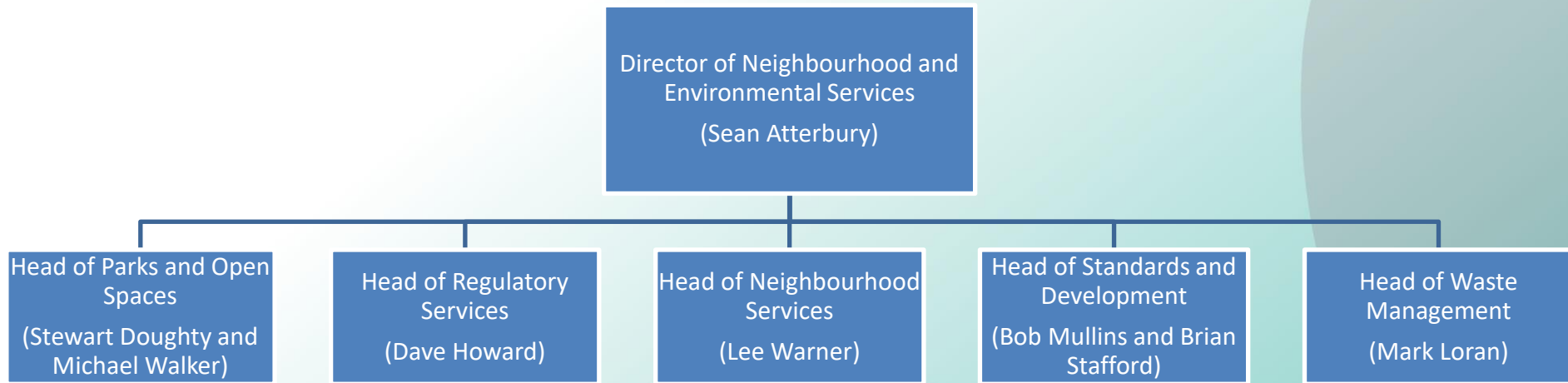
Overview

- **Neighbourhood and Environmental Services - supporting Leicester**
- **Services Areas**
- **2022 Priorities – A Snapshot**

Neighbourhood and Environmental Services Operating in Our Great City



Neighbourhood and Environmental Services



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
- 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
- Graffiti removal
- Corporate waste - collection from city centre litter bins, council buildings, fly tipping

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** 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 – 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- 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 recent Jubilee Celebrations
- 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 - Standards and Development



- Public realm CCTV - working in partnership with Police and external agencies
- Allotments – provision and management of these across the city
- City Wardens
- Pest and Dog Control
- Play Facilities
- Public Realm projects
- Performance and Intelligence Unit

2022 Priorities – A Snapshot

Parks and Open Spaces

- Continue to promote volunteering opportunities in the City – Leicester Environmental Volunteers
- Contribute toward our climate emergency action plan –
 - Carbon benchmarking of services
 - Exploring electric equipment
 - Reduction of chemical usage

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
- Contributing to our climate emergency action plan
 - Promoting reuse and the responsible recycling
 - Exploring opportunities for innovate our waste services

2022 Priorities – A Snapshot

Regulatory Services

- Promoting improved Private Rental Sector (PRS) housing standards
– Mandatory HMO and Discretionary licensing viability

Standards and Development and Parks and Open Spaces

- Allotment strategy – develop and promote a new strategy for our allotments to promote the community benefit of these.
- MUGA / ballcourt investment – leading on improvements across the city

2022 Priorities – A Snapshot

Neighbourhood Services

- Continued recovery Work – Ensuring the public are safely welcomed back to libraries and community centres when appropriate to do so.
- 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.

Thank you

Sean.atterbury@leicester.gov.uk