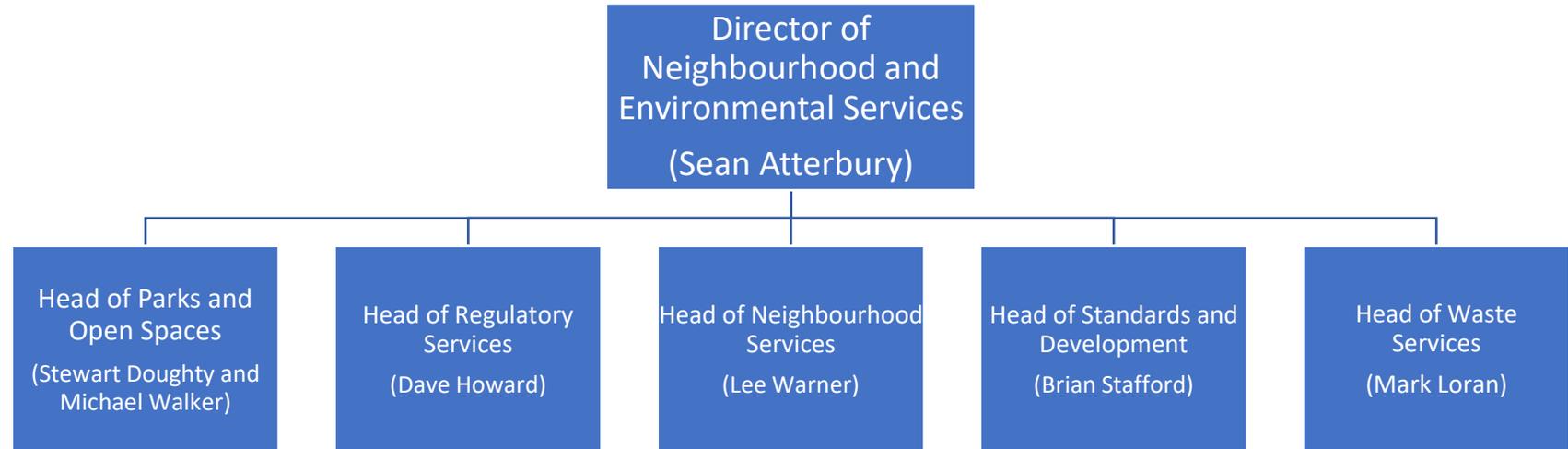


The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the left and right sides of the page, framing the central white area where the text is placed.

Neighbourhood and Environmental Services August 2023

Scrutiny Report

Divisional Structure



- Staff - 710 headcount, (595 FTE)
- Budget - £33.5m

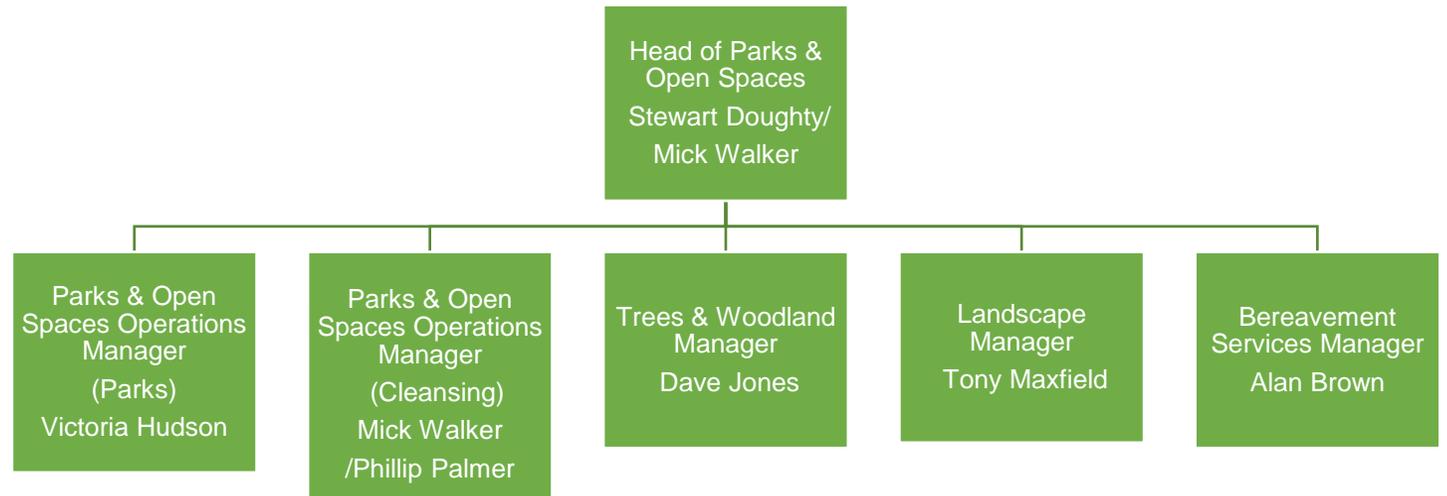
Parks and Open Spaces



Parks and Open Spaces

353 FTE staff

£14m running costs, £10m income £4m net budget





Parks Services

- 145 local parks and open spaces
- Over 5 million visitors to parks in 2022/23
- Management of green and blue spaces – 22% of city
- Sports provision, golf course, 100 football, 37 cricket, 13 bowls
- Sites maintained for biodiversity, grassland strategy
- Cut 106m m2 grass each year, meadows to bowling greens
- Litter pick 6.5m m2 each week
- Green Flag Award Abbey Park
- Leicester Environmental Volunteers (LEV)
 - 10781 volunteers
 - 937 volunteer sessions
 - 76176 volunteer hours (£0.6m added value)
- Supported 21 Its Your Neighbourhood groups (RHS)
- Parks enhancement and development projects



Bereavement Services

- Provision of dignified burial and cremation services
- 1,864 cremations & 1,045 burials
- Memorial safety (24,333 inspected per annum0)
- Preservation of social & cultural history
- Maintenance of cemetery grounds & buildings
- Gilroes Crematorium
- Four Cemeteries
 - Belgrave, Gilroes, Saffron Hill & Welford Road Cemetery
- Twelve closed churchyards
- Scattering ashes site on River Soar



Trees & Woodlands

- Management of tree stock of 168k individual registered trees and 111 hectares of woodland.
- Management of Tree Strategy
 - Sustain & enhance tree stock
 - Increase tree stock (canopy 16%)
- 613 trees felled
- 11,734 trees planted (over 19 per tree felled)
- 24x7 on call: 347 emergency call outs in 2021/22
- 100% of waste by-product recycled (607 tonnes)
- Management of Ash Die Back
- Management of Japanese Knotweed
- 14 Tree Wardens



Landscape Services

- Play, Schools & Landscape teams
- 184 Play areas, 26 ball courts
- 4 skate parks, 5 BMX, cycle track, 2 Parkour
- 37 Outdoor gyms
- 4,702 combined assets, inspected weekly
- 70 Schools and facilities grounds maintenance contracts
- Hard & soft landscaping services
- Trading service internal & external clients, inc S106



Cleansing Services

- Over 600 miles of city streets receive street cleaning services.
- Service delivery maintained above national standards for litter, detritus, graffiti & flyposting.
- Street washing & stain removal
- Graffiti removal (7,109 tags removed over 1,673 locations)
- Public toilets cleaning
- Corporate waste - collection from council buildings & schools
- Fly tipping (8,321 incidents 2021/22)
- Over 9,000 Tonnes waste managed each year
- 1,426 abandoned vehicle inspections (2021/22)
- 2,415 needles collected (2021/22)
- Out of hours - RTC, needles, spillages (331 Incidents 2021)



2023/25 Key Priorities

- Continue to promote volunteering opportunities in the City – Leicester Environmental Volunteers
- New ways of working to reduce our climate footprint
 - Carbon benchmarking of services
 - Exploring electric equipment, new technology
 - Introduction of grassland strategy
 - Reduction of chemical usage
- POS will continue to invest in new technology and work towards digitally transforming the service
- Sustainably manage our tree stock (ADB)
- Apprenticeship opportunities and succession planning
- Development of a new cemetery
- Depot rationalisation and transformation

Regulatory Services

Regulatory Services

117 FTE

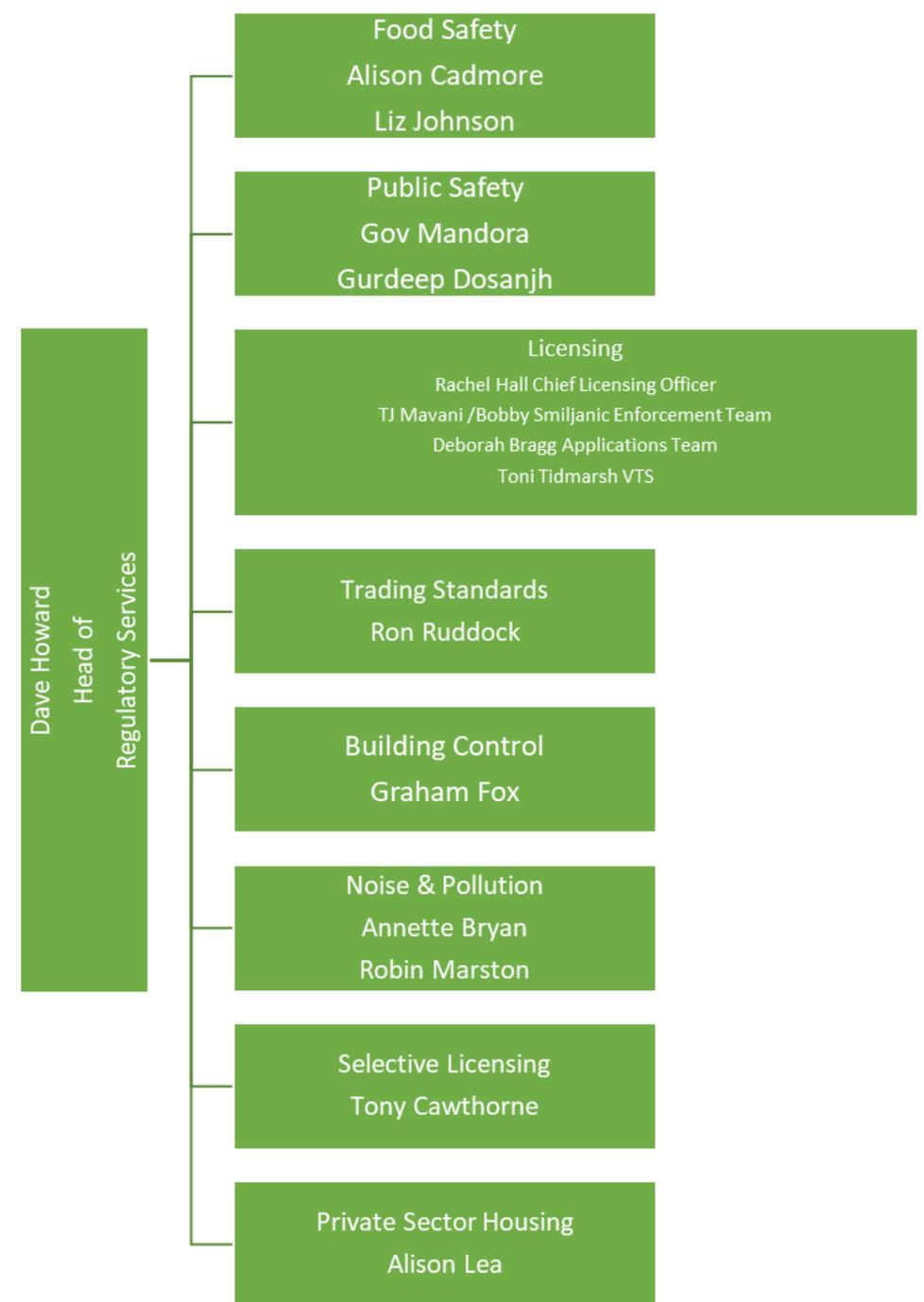
£4m running costs

£2m income

Net budget £2m

Aims

- to protect legitimate businesses as well as the health, safety, wellbeing and economic interest of the people who visit and live in Leicester.
- provide advice and support to encourage business growth and sustainability through regulatory compliance.



Food Safety

- 3000+ food businesses in the City
- 500+ new registrations
- Provide advice and support to new businesses
- Investigate food complaints and incidents
- Imported foods



Public Safety

- large sports stadia and arenas.
- Projects on specific workplace hazards
- Investigate fatal/serious workplace accidents
- Issue explosives storage licences
- Inspection of Shisha premises
- Infectious disease investigations



Trading Standards

- Investigate complaints of illegal and unfair trading and scams
- Intelligence led project work on business sectors – 2nd hand cars, builders etc
- Investigation of large scale fraud – Fischer Case
- Lead on Animal health incidents – Bird flu



Noise and Pollution Control

- 4000+ noise complaints per year investigated
- Odour, smike and dust complaints
- Inspection of Permitted processes and Petroleum Licenced businesses
- Consultee for planning applications – potential contaminated land, noise, odour issues associated with development
- Support events in the city



- **Building Control**

- Process applications for works requiring Building Control Approval
- Inspect works on site at key stages
- Support LCC building projects – St Margarets Bus Station
- Dangerous structures – Church Gate Building Collapse, Church Gate Fire



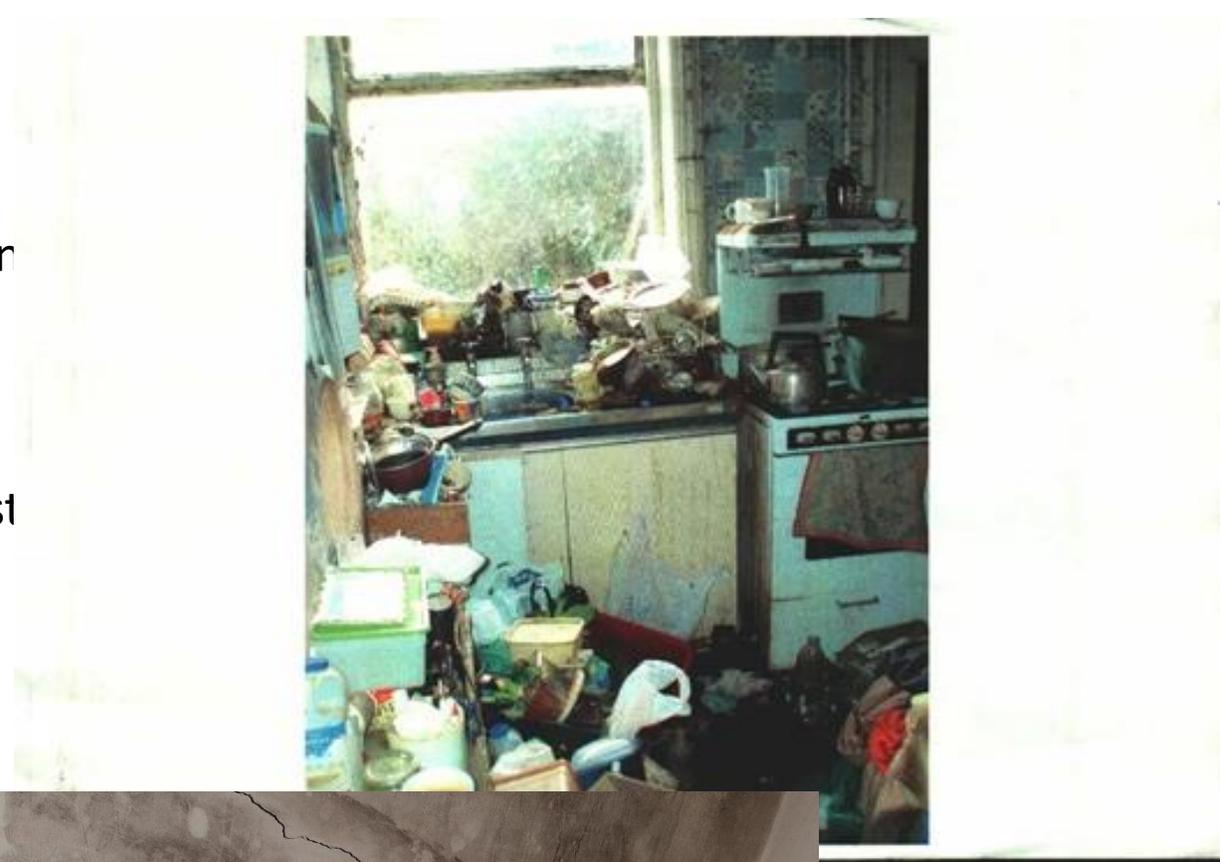
Licensing

- Vehicle Testing Station 3500+ Taxi tests per year (1500+ retests)
- 8000+ Licence applications processed a year
- Carry out formal hearings for appeals against licence decisions
- Enforcement team have a program of inspection for licenced establishments
- Support events in the city



Private Sector Housing & Area Env Health

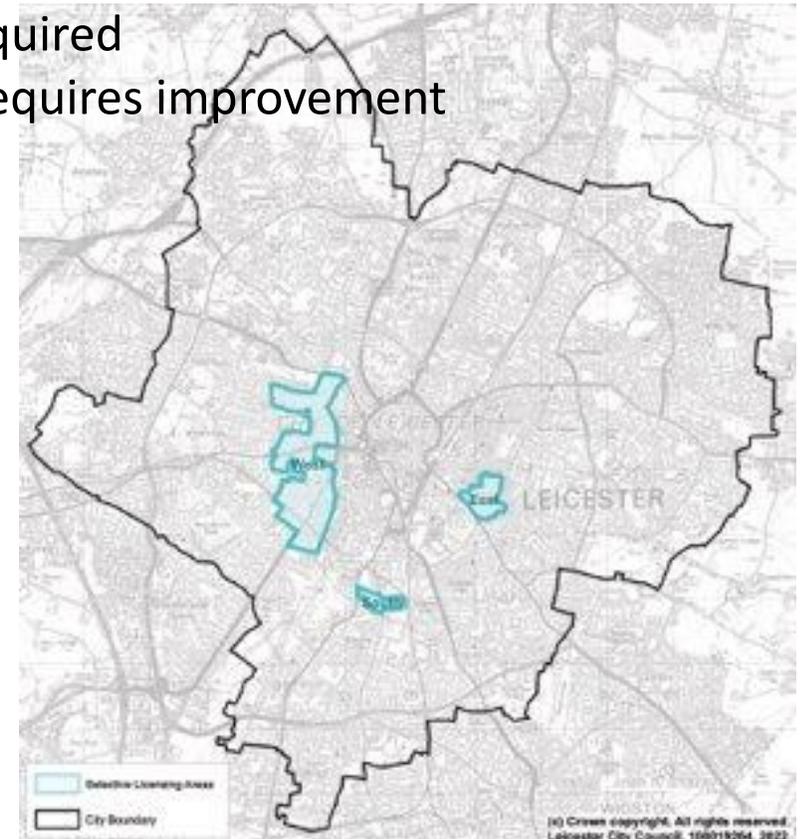
- Licensing and inspection of HMO's
- Response to complaints or poor housing conditions in Private rented sector
- Tackling rogue landlord
- Inspection of asylum accommodation
- Investigation of pest, drainage, accumulations of waste complaints
- Welfare funerals





Selective Licensing

- Introduced Selective licensing in 3 designated areas of the city.
- Scheme to improve standards of accommodation
- 8500 rented properties in the scheme
- Process applications, inspect properties and issue licence for landlords to let
- Enforcement where required
- 46% accommodation requires improvement





2023/24 Key Priorities

Regulatory Services

- Continuing to ensure the safety and welfare of our city and visitors to it
- Supporting good businesses – regulating poor
- Promotion of the work and impact of Reg Services
- Promoting improved Private Rental Sector (PRS) housing standards – Mandatory HMO and selective licensing
- Ensuring a supported workforce with development opportunities, retention and recruitment plans

Neighbourhood & Environmental Services

Scrutiny - August 2023

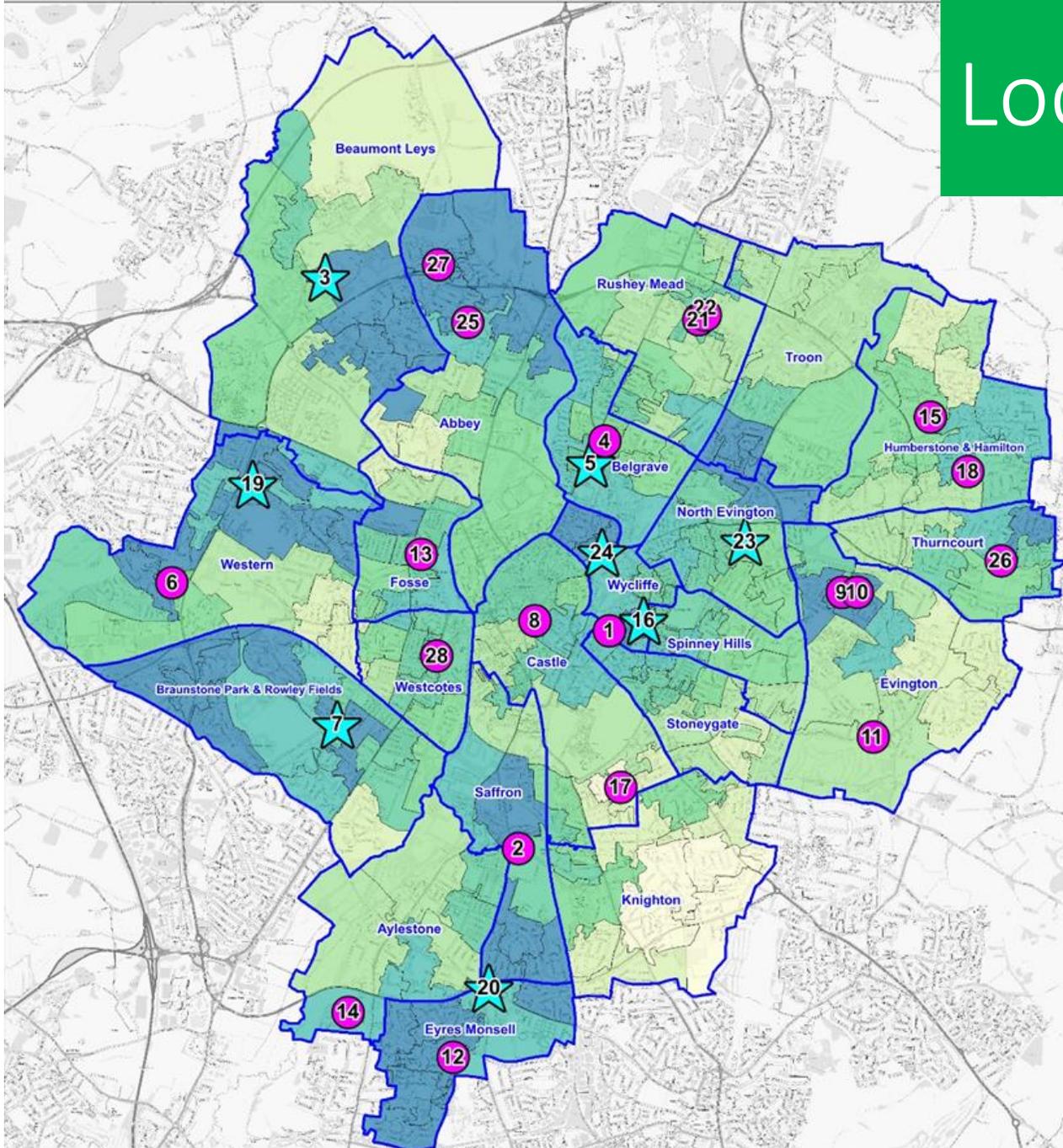
Neighbourhood Services

Neighbourhood Services



- **27 neighbourhood facilities** including 9 "multi-service centres"
- **16 statutory library service points**
- **HMP Leicester Prison Library**
- **15 community centres**
- **Children and Young Peoples Service**
- **Children's Book Bus**
- **Ward and Community Engagement Team**
- Extensive reader development programme for children and adults
- Events and activities including the recent Jubilee Celebrations
- "Libraries from Home" online library services
- Community Asset Transfer leases

Location of buildings



Heat map showing NS facilities and Leicester city indices of multiple deprivation



Our facilities...

2 million visitors per year

*Belgrave Neighbourhood Centre celebration event Saturday 4th June
(first day of reopening)*



Service Priorities: Neighbourhood Services are committed to 4 Universal Offers

- Health & Wellbeing
- Information & Digital
- Culture & Creativity
- Reading

Neighbourhood Services also commit to:

- The Children's Promise

Health & Wellbeing Offer



- **Community Groups** - 20,000+ sessions per year
- **Warm Welcome** – 16 registered warm spaces with resources, 3 Food banks
- **Let's Get Together** programme – overcoming social isolation
- **Let's Get Growing** community gardening project at 12 centres
- **Better Mental Health Fund** – 150+ volunteers per year
- **Reading Friends** project
- **Light exercise** – walking groups



Information & Digital offer

- **Information, enquiries & signposting** - supporting channel shift – 90,000 enquiries per year
- **Library Job Shop** – DWP work coaches extended to 8 libraries
- **Computers, WiFi & printing** – 166 public computers & libraries
- **Beginners IT courses** - with library staff support
- **Device loaning scheme**
- **Digital resources** – 25,000 eBooks, eAudio; 3,000+ eMagazines
- **Study Support** at 12 libraries – 3,500 school children attending per year



Culture & Creativity offer

- **Ward funding projects** - £378k per year over 400 local projects
- **Festivals, events & celebrations** – Over 100 local events From Jubilee to Navratri!
- **Black Lives Matter programme**
- **Artists in residence** - Small Wonders, Imaginative Neighbourhoods
- **Touring theatre** - 20 shows in local libraries with Spark Arts
- **Knitter Natter, local history and storytelling groups**



Reading offer

- **500,000 Book stock city wide**
- **Summer Reading Challenge – 8,000 children participating 2022**
- **Book Start** - Book gifting programme to all new-born babies
- **Our Best Book award** - over 50 primary schools
- **Libraries Week city wide** reading programme over 40 events
- **Reading Groups – 50+ city wide**
- **Home Library Service** - Books delivered by bicycle!

2023 Priorities



- Continue to assess services to ensure we are meeting needs of the most disadvantaged and achieving best value
- Climate action plan – Electric Book Bus and information/awareness campaigns
- Invest in our facilities – eg St Barnabas Performance and Digital Suite and bid for further refurbishments
- Development of Universal Offer programmes
- Development of volunteer offer
- Workforce development programme – T-Levels; Apprenticeships; development opportunities

Standards and Development

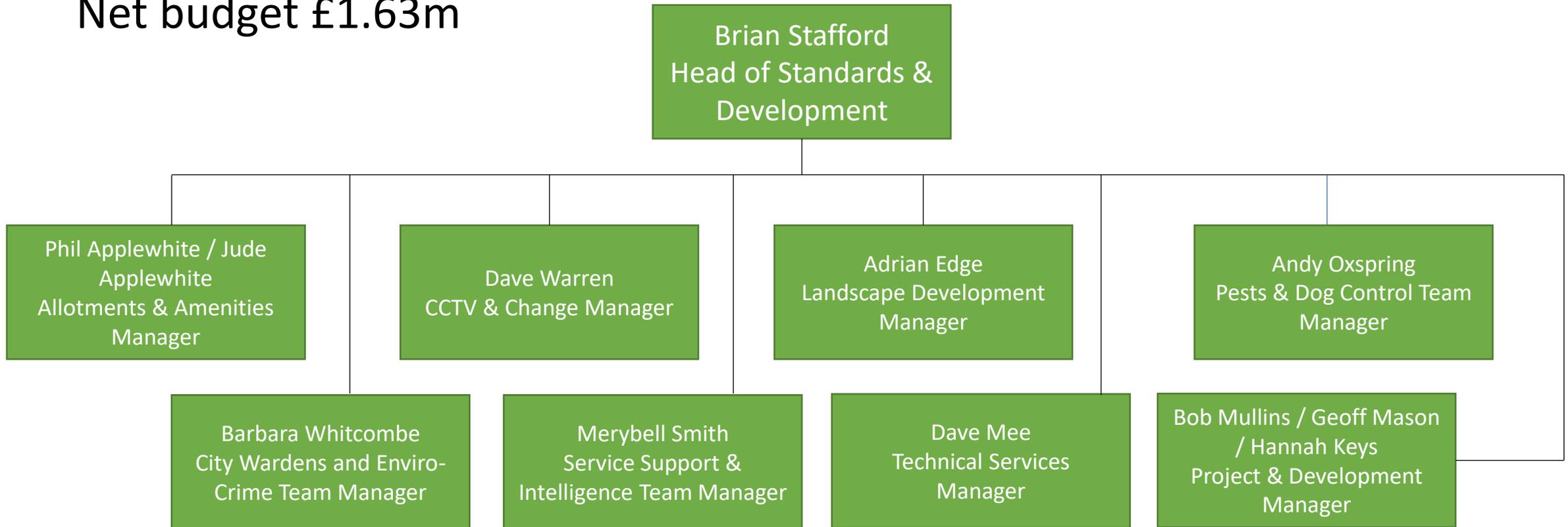
Standards & Development

75 FTE

£3.63m running costs

£2m income

Net budget £1.63m



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 – both criminal and civil offences
- Pest and Dog Control - statutory duty
- Landscape Development
- Public Realm projects
- Performance and Intelligence Unit
- Technical Services



Prebend Gardens opening

Prebend Gardens has been refurbished and we would like to invite you to join us for the opening on Saturday 12th March at 10:00am. All residents are welcome.

Refurbishments include: a new outdoor gym, play equipment, an improved wildlife pond with new dipping platforms, wildflower and hedgerow planting, new trees, improved seating, new surfacing and footpaths, improved entrances, and a community performance/event

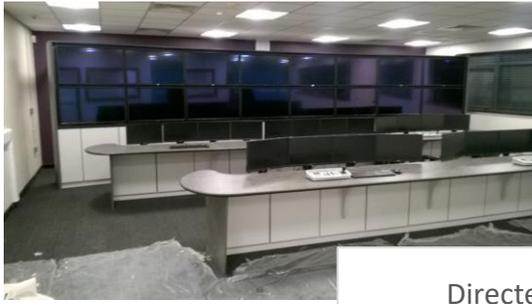
The gardens will be opened by the Stonegate ward councillors: Cllr Kirk Master, Cllr Sharmen Rahman & Cllr Aminur Thalukdar



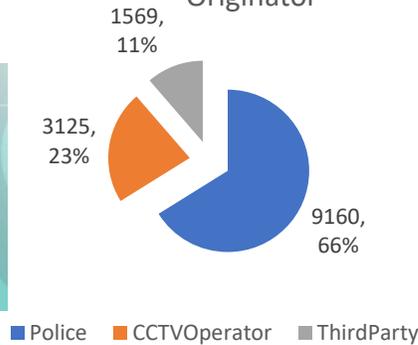
Standards and Development – recent achievements

- Allotments – Demand for the service is at all time high; better management of the waiting list. Commencement of Allotment & Community Growing Strategy
- City Wardens & Enviro-Crime – steady and substantial reduction in fly-tipping; successful completion of three area-based projects
- CCTV – working with and alongside internal services; collaborative working with the Police over a range of serious issues
- Landscape Development – Prebend Gardens landscaping; Museum Square landscaping; constituency based meetings with ward councillors
- Service Support & Intelligence – transition to use of docmail; transition to new version of MapInfo; recruitment of apprentices and GPOs
- Pest & Dog Control – relocation to Leycroft Road; securing funding for two permanent posts to support Housing
- Projects – completion of St Mary's open space; Idox Cloud introduction for case management work.

Standards and Development – moving forward



Directed use of Cameras. Incident Originator



Environmental Concerns

- Principal of identification of pest and appropriate treatment
- Campaign for Responsible Rodenticide Use (CRRU)
 - Guidelines and best practice
- Rodenticides found in apex species (raptors)
 - Regular review of all rodenticides and pesticides
 - Minimum stock levels maintained
 - Perimeter baiting at the minimum



- Allotments – continue to provide a sought after service; look for and realise opportunities, including working ‘cross-service’
- City Wardens & Enviro-Crime – continue to develop area-based projects; continue to provide a ward or local resource
- CCTV – continue to grow the service through provision of more deployable cameras and the supporting of Council services and the Police
- Landscape Development – continue to deliver the s106 programme along with other funding opportunities for landscape projects. Delivery of MUGA reinvestment programme.
- Projects – continue to take up funding opportunities such as the Levelling Up Fund for Parks; continue provision of support to services within NES

Project Name: St George's Church Yard **Department:** Development Team
Project Ward name: Castle **Project Officer:** Claire Gooch **Project Status:** a) Development/Consultation

Details of the Project:	Map of Project Site	Current position
Improvements within the churchyard and the surrounding area, to enhance the space to encourage wider public use, increase footfall, and improve connectivity.		Total spent to date on churchyard remedial works and scheme fees - £ 54,391. Amount remaining available to spend at St George's Church Yard £71,441. Project support from stakeholders obtained, works to re-surface pathway commenced Feb 22. Planning application for new railing due to be submitted Spring 2022. Funds have been allocated for St George's Church Yard Scheme. Project support from stakeholders obtained, works to re-surface pathway commenced Feb 22. Information being collated for Planning application for new railing. Subject to Planning further phase of works, due to complete Dec 2022. Church Commissioners approval needed to relocate headstones.

Estimated Start date Oct 2021 Estimated Completion Date March 2023

Contributions from Planning Applications

Application no	Amount	Address	S106 requirement	Application Ward
20040828	£71,441	99 BURLEYS WAY, THAMES TOWER	£125,833 towards the provision of open space facilities in the St George's residential and working community	Abbey

Total...£71,441

Fosse ward fly tipping campaign

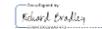


This agreement has been executed as a deed and is delivered and takes effect on the date stated at the beginning of it.

EXECUTED as a DEED
 by LEICESTER CITY COUNCIL
 by affixing its Common Seal
 the day and year first before written:


 Seema Patel
 £20200305
 Authorised Officer

EXECUTED as a DEED
 for and on behalf of
 ANIMAL CARE SERVICES LIMITED
 the day and year first before written
 by:


 Richard Bradley
 Director


 Richard Bradley
 Director Name


 Janet Bradley
 Director/Secretary


 Janet Bradley
 Director/Secretary Name

Cedar Road
[Location](#)

Recommendation – High priority. Site in poor condition with high levels of ASB on site.

Problem	ASB Comments	ASB Rating	ASB Level	ASB Type	ASB Status	ASB Code
Basketball	ASB is a major problem and is causing the ASB to be a high priority. ASB is a major problem and is causing the ASB to be a high priority. ASB is a major problem and is causing the ASB to be a high priority.	0	High	High	High	E30K



Standards and Development – Key Focus Areas 23/24

- Delivery of s106 programme
- Delivery of MUGA reinvestment programme
- Development of Allotment Strategy
- Further reduction of fly-tipping mainly through area-based projects
- Re-tendering of contracts: Dog Kennelling; CCTV infrastructure maintenance; CCTV staffing
- Reduction of our carbon footprint
- Culture and People; succession planning; apprenticeships and skills

Waste Services



Waste Services

- Contract with Biffa Leicester covering collection and treatment of domestic waste
- Maintenance of an effective waste and recycling collection service
- Garden waste service delivered with over 5,000 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
- Behaviour change – communications and education
- Policy Work – Government Resources and Waste Strategy

14.7m collections per annum





2022/23 Achievements

- Kerbside collections
 - Maintained without interruption right through Covid
 - Missed collections remain at less than 0.03%
 - Despite significant increases in waste volumes
 - Despite significant driver shortages
- HWRCs
 - Operated with social distancing and without the need to 'book'
- Treatment facilities
 - Consistent operation despite increased waste volumes and change in composition
- Reuse Shop
 - Expansion project completed April 2022
 - An important community resource – especially given the cost of living crisis



2023/24 Priorities

- Deliver a new Waste Strategy for the Council
- Commence a programme of re-procurement of the PFI Contract
- Continue to deliver an effective and efficient waste collection service for a growing city
- 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

Questions