

## Neighbourhood Service and Community Involvement Scrutiny Commission

### Work Programme 2016-17

Meeting date	Meeting items	Actions Arising	Progress
<p><b>6<sup>th</sup> July 2016</b></p>	<ol style="list-style-type: none"> <li>1. Portfolio overview</li> <li>2. Using Buildings Better overview</li> <li>3. Response to the Leicester Advice Sector: A report outlining the risk and demands in the city</li> <li>4. The City's Emergency Food Bank Briefing Report</li> </ol>	<ol style="list-style-type: none"> <li>1. That work to combat fly-tipping and that undertaken by the City Warden's service, be included in the forward plan and come as a report at a later meeting.</li> <li>2. That the Director of Delivery, Communications and Political Governance continue to provide reports on Channel Shift and the UBB programme to the commission; that the legacy of TNS come to the commission after the programme has been rolled out; and for the UBB programme to be included in the OSC's work programme.</li> <li>3. That the next report from the Social Welfare Advice Partnership and the Councils response to this consider including a SWAP representative; and that the CAB report comes to the commission later this year.</li> <li>4. That a feasibility study in the introduction of community supermarket provision in the city is supported; That the Head of Revenues and Customer Support identify ways to address concerns for providers of food and fuel crisis; to invite Action homeless to contact faith communities to be included in the Councils emergency food provision; and to liaise with Voluntary Action LeicesterShire about the provision of volunteers in relation to the</li> </ol>	<p style="text-align: center;">Complete</p>

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		Braunstone area. The Director of Delivery, Communication and Political Governance is asked to liaise with the Chair about offering a standing invitation to representatives of Voluntary Action LeicesterShire to attend meetings of the Commission.	
<b>24<sup>th</sup> August 2016</b>	<ol style="list-style-type: none"> <li>1. The Furniture Bank Pilot Scheme</li> <li>2. Social Welfare Advice procurement paper</li> <li>3. Scoping document: 'Getting the best out of our neighbourhood services'</li> </ol>	<ol style="list-style-type: none"> <li>1. For an update report to come back to the commission in a years' time on the schemes future arrangements and operation.</li> <li>2. The Commission endorsed option 2 to go to the Executive; procurement to include organisations which have local knowledge, contacts and addresses the needs of a multicultural city in respect to language translations; for there to be a clear framework for monitoring of the contract and advice services in the city under the new arrangement; and for an update on social welfare advice to come back to the commission in the future.</li> <li>3. Scoping document was endorsed by members of the commission.</li> </ol>	
<b>5<sup>th</sup> October 2016</b>	<ol style="list-style-type: none"> <li>1. Consideration of charging for Bulky waste collections</li> <li>2. Consideration of charging for DIY waste at household waste recycling centres</li> <li>3. Welfare Reform</li> <li>4. Citizens Advice Leicestershire: City advice services contract performance 2015-16</li> <li>5. Update on Spending reviews</li> </ol>	<ol style="list-style-type: none"> <li>1. That the executive consider delaying consultation until evidence has been received of the impact of the charges introduced by Leicestershire County Council for the disposal of waste at household recycling centres, with particular attention paid to city wards that are on the boundary with the county; that before the consultation is carried out that the Director of</li> </ol>	

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		<p>Neighbourhoods and Environmental Services provide the executive with more detail on the weaknesses in the currently bulky waste collection service e.g. people not using the free charge and difficulties encountered by residents in flats, terraced houses and estate; That the executive is asked to include formal engagement with partner agencies to include but not exclusively the city warden service, city council officers responsible for collecting waste from housing estates, Biffa (as the contractor) and the LRRN; That the Director of Neighbourhoods and Environmental Services is asked to consider during the consultation process a system of concessions for those on benefits or the elderly, including whether residents should “self-declare” their status and what, if any, evidence should be provided by those residents of their status; improve information on the potential environmental and social impact of an increase in backyard burning of waste; That the Director of Neighbourhoods and Environmental Services is asked to consider how residents in houses of multiple occupation and students can be better educated about waste collection and what items can be recycled; and for landlords to be encouraged to take more responsibility for waste left by their</p>	
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		<p>tenants.</p> <p>2. That the executive consider delaying consultation until evidence has been received of the impact of the charges introduced by Leicestershire County Council for the disposal of waste at household recycling centres, with particular attention paid to city wards that are on the boundary with the county; that before the consultation is carried out that the Director of Neighbourhoods and Environmental Services provide the executive with more detail on the weaknesses in the current DIY waste disposal service, such as fly-tipping and abuse of the system by professional builders; That the executive is asked to include formal engagement with partner agencies to include but not exclusively the city warden service, city council officers responsible for collecting waste from housing estates, Biffa (as the contractor) and the LRRN; That the Director of Neighbourhoods and Environmental Services is asked to consider during the consultation process a system of concessions for those on benefits or the elderly, including whether residents should “self-declare” their status and what, if any, evidence should be provided by those residents of their status; and improve</p>	
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		<p>information on the potential environmental and social impact of an increase in backyard burning of waste.</p> <p>3. That the Head of Revenues and Customer Support is asked to supply members with copies of the leaflet advising people on how to apply for social welfare assistance and that future reports on what the Council are doing to ease the cuts from central government on welfare payments; that the Assistant City Mayor for Children’s, Young People and Schools monitor to changes to welfare payments to houses with more than 2 children when the changes are introduced (April 2017) and for the Director of Finance is asked to provide a further welfare report update to scrutiny in 12 months’ time.</p> <p>4. To provide information for Councillors to understand how to access and refer citizens to Citizens Advice Leicestershire by providing this information to Councillors and through members services; That CAL provide more information on outcomes for people who receives social welfare law and advice provision ; That problem notice training is provided for front line staff and to liaise wit democratic and civic support managers to determine how this is delivered; to let Councillors know about the outreach sessions /</p>	
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		changes to this under UBB programme; and for CAL and head of Customer Support is asked to provide future contract monitoring reports in the future. 5. None.	
<b>30<sup>th</sup> November 2016</b>	<ol style="list-style-type: none"> <li>1. Fly-tipping</li> <li>2. Regulatory services review</li> <li>3. Cleansing services review</li> <li>4. North East TNS</li> <li>5. Task group update</li> <li>6. Update on Spending reviews</li> </ol>		
<b>25<sup>th</sup> January 2017</b>	<ol style="list-style-type: none"> <li>1. Gambling impact report update</li> <li>2. Channel shift: The use of new technology in customer services</li> <li>3. Community Involvement</li> <li>4. Update on Spending reviews</li> </ol>		
<b>22<sup>nd</sup> March 2017</b>	<ol style="list-style-type: none"> <li>1. Food safety regulation</li> <li>2. Social welfare advice procurement options</li> <li>3. Update on Spending reviews</li> </ol>		

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<b>FORWARD PLAN / SUGGESTED ITEMS</b>		
<b>Topic</b>	<b>Detail</b>	<b>Proposed Date</b>
Apps and digital offer	Love Leicester app and digital inclusion	
Budget		
CAB	Leicester's Welfare Advice Contract Analysis 2015/16	5 <sup>th</sup> October
Channel shift		25 <sup>th</sup> January
Children Services (TNS)	Children services (TNS and using buildings better)	
City Wardens Service	Communication of role to public	
Cleansing Services review		30 <sup>th</sup> November
Communications Strategy		
Community Asset Transfer		25 <sup>th</sup> January
Community Involvement	Community engagement review report Community engagement officers	25 <sup>th</sup> January
Council Tax Reduction Scheme	Consultation exercise Briefing session for members Special scrutiny meeting on the matter	16 <sup>th</sup> November – special meeting
Customer Services	Scrutiny review on getting the best out of our neighbourhood services Resident needs and communications Task group update – 30 <sup>th</sup> November	30 <sup>th</sup> November
DIY and Bulk	Consideration for charging for waste Consultation results may come back to scrutiny – March	5 <sup>th</sup> October
Emergency food: City's Food Banks	Overview and forthcoming developments Update report on volunteering numbers on food banks Voluntary action LeicesterShire	6 <sup>th</sup> July
Enforcement	Residents parking	
Fly tipping	Data from each ward City Wardens service	30 <sup>th</sup> November

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Food Action Plan	Emergency food survey	
Food Safety: Public protection and regulation	Update in respect of 2015. Improvement plan Quality assurance and food procurement Halal meet in schools	22 <sup>nd</sup> March
Gambling Impact Task Group report		25 <sup>th</sup> January
Libraries	Which community groups use this space?	
Lottery Fraud		
Neighbourhood Policing and Community Safety	Governments modern crime prevention strategy	March 2017?
Private Landlords.		
Regulatory Service review	1 million saving	30 <sup>th</sup> November
Social Welfare Advice Partnership	Report on advice provision and Council's response SWAP representative to be invited Single male claimants seeking help and crisis support	?
Social Welfare Advice review	Social welfare advice contract procurement – 24 <sup>th</sup> August. Briefing session for members. Item to come back to scrutiny: procurement options	22 <sup>nd</sup> March 2017
Taxi Drivers	Child Safety/ screening process/ air quality	
Taxi Penalty System	12 month review – recommendation from NSCI August 2015	Early 2017
The Furniture Bank Pilot Scheme: Evaluation & Future Options	Evaluation of pilot scheme and future options	24 <sup>th</sup> August
Trading Standards	Legal highs	
Transforming Neighbourhood Services	North East	30 <sup>th</sup> November
Using Buildings Better	Overview of the programme	6 <sup>th</sup> July
Ward Community meetings		
Waste Management	Biffa contract 2028 Recycling figures and orange bags. Flats and terraced houses. Jan / March.	
Welfare reform	Briefing Impact and roll-out.	5 <sup>th</sup> October 2016