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# **Executive Briefing**

## **Date: 11th February 2016**

Transforming Neighbourhood Services  
North West Area  
Proposals for consultation  
Lead director: Liz Blyth

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## **Useful information**

- Ward(s) affected: Abbey, Beaumont Leys, Western
- Report author: Lee Warner / Adrian Wills
- Author contact details: 454 3540
- Report version number: Final

### **1. Summary**

The purpose of this report is to:

- Provide an overview of progress to date of the Transforming Neighbourhood Services (TNS) Programme engagement exercise relating to developing proposals for the transformation of the North West area of the city
- Present an initial set of draft proposals for the area
- Present a proposed set of next steps following approval to proceed with the development of proposals

The City Mayor and Executive are asked to:

- Approve the continuation of the engagement process to further develop proposals for the north west area

### **2. Main report:**

#### **2.1 Background**

The TNS programme is scoped to identify different ways of organising how services are delivered within the neighbourhoods of the city of Leicester, with a view to reducing the costs of delivery by around 30% while maintaining the quality of our services.

The programme approach is to consider each of 6 geographical areas in turn to identify methods by which the service delivery model can be transformed through opportunities to co-locate services and make better use of the assets available.

Initially the scope of the programme covered four service areas:

- Community Services
- Libraries
- Adult Skills & Learning
- Neighbourhood based customer services

In addition some other council services with a presence in the neighbourhoods were included where they could form a part of the future delivery model, for example, by

sharing locations. In the North West area this included Neighbourhood Housing Offices, STAR Offices and Early Years pre-school settings.

In October 2015 the Council announced a city-wide review of its buildings called “Using Buildings Better”. The Transforming Neighbourhood Services programme now forms part of this wider programme and is extended to include other neighbourhood based service points. The inclusion in UBB also enables dependencies with other relevant areas of work including a wider review of staff accommodation and channel shift to be better managed.

In the North West area this has meant the inclusion of council run youth centre buildings. A further piece of engagement work was undertaken in November 2015 to engage residents, users and stakeholders around the two additional buildings.

The full scope of the North West area includes the following buildings:

- Beaumont Leys (Home Farm) Neighbourhood Housing Office
- Beaumont Leys (Marwood Road) STAR
- Beaumont Leys Library
- Braunstone Frith Community Centre
- Home Farm Community Centre
- Mowmacre (Jersey Road) Neighbourhood Housing Office
- New Parks Community Centre
- New Parks Library
- New Parks Neighbourhood Housing Office
- New Parks STAR
- New Parks Youth Centre
- Stocking Farm Community and Healthy Living Centres
- Stocking Farm Youth Centre
- Tudor Centre

## **2.2 Development of the draft model**

In order to develop a draft model the following activities have been undertaken:

- Data collection exercise to identify the buildings in scope, costs associated, services provided, usage statistics, historical information
- An initial engagement exercise was carried out for the city as a whole between April and July 2013 to raise awareness and gain an overview of the general views and attitudes of residents towards neighbourhood services
- A more in-depth and focussed engagement process was carried out between 3rd November 2014 and 19th December 2014 to collect suggestions and comments from service users and residents in the north west area
- Following the inclusion of youth services in the programme, a targeted engagement process focusing on two youth centre buildings in the area was carried out between 2nd and 29th November 2015
- Analysis of the data collected and the responses received through both engagement exercises has been used to construct this draft model

### **2.2.1 Initial Engagement - April to June 2013**

Initial engagement on the TNS Programme was carried out between April and June 2013. The purposes and aims of this engagement were:

- To raise awareness at the earliest opportunity with citizens of Leicester that this programme is underway
- To be the first step in a longer engagement process, taking the opportunity to be open, up-front and transparent
- To gain an overview of the general views of residents towards the relative importance of neighbourhood based services

The outcomes of this engagement were:

- Good support for the principle of prioritising services over buildings
- Strong support for the co-location of services, providing busy places from which multiple services can be accessed

### **2.2.2 Focussed engagement**

#### **Initial engagement November to December 2014**

An initial stakeholder meeting was held on the eve of the engagement period, on 29<sup>th</sup> October 2014.

The first engagement period ran from 3rd November 2014 to 19th December 2014 and invited feedback and suggestions with regard to 12 neighbourhood buildings. Views were submitted in two main ways:

- At a series of 7 focus group sessions based on locality and age groups held on the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> December 2014
- Through a form available in various locations across the area and online for people to provide individual responses and comments

A summary of the findings of this engagement period is set out below and a more detailed report has been published.

#### **Focus Groups**

The focus groups have been identified based on where people live and how old they are. Three separate age ranges were identified as follows:

- Children and younger people
- Working age people
- Older people

The North West area of the city can be subdivided into three smaller geographic areas corresponding to the ward boundaries: the New Parks and Braunstone Frith area (Western ward), the Beaumont Leys ward area and the Abbey ward area.

Separate focus groups for working age and for older people were held in each area.

Children and Younger People were engaged through the support of representatives of the Young People's Council.

Meetings were held, in a workshop format, for each of the focus groups in order to gather opinions.

### **Focus Groups – key outcomes**

- There was a general agreement with all of the groups that the services provided were more important than particular buildings
- There is support for transferring of assets through the Community Asset Transfer procedure
- There was significant support for Libraries and the functions they perform and likewise the activities in community centres.

### **Questionnaire**

Between 3<sup>rd</sup> November 2014 and 19<sup>th</sup> December 2014, a questionnaire was widely promoted in the area with staff, residents, partners and stakeholders invited to provide their views and input to the development of the model for the North West area.

In total 354 responses were received up until the closing date of the engagement period.

### **Questionnaire Responses – key outcomes**

- Part 1 – respondents' reasons for accessing services at particular buildings:
  - Friendliness of staff
  - Ease of access, including opening hours
  - Convenience of location
  - Good facilities and / or good accessible book stock
  - Range of activities available
  - Free internet access
- Part 2 – respondents' suggestions for reorganising neighbourhood services
  - Amalgamate the services provided into fewer buildings, based on location and proximity of other sites. The most popular suggestions for multi-service centres where buildings were specified are:
    - Beaumont Leys Library
    - New Parks Centre Library & Housing Office
  - Transfer ownership of suitable community buildings to community groups
  - Better advertising to increase usage and income
  - Increase income through room hire and other charges
  - Ask for voluntary contributions from users of the site

### **Targeted engagement November 2015, incorporating youth centres**

Following the expansion of the TNS programme as part of the Using Buildings Better programme a targeted engagement exercise was undertaken on the inclusion of two youth centre buildings.

The same methodology was used as for the initial engagement exercise with focus groups held at both youth centre buildings for young people and for parents and adult residents. A questionnaire was circulated in the area both online and available on paper at the Youth Centre buildings. The engagement activity requested comments and suggestions with regard to the full extended scope of 14 neighbourhood buildings.

### **Focus Groups – key outcomes**

- There was general agreement amongst all of the groups that the services provided were more important than particular buildings
- The support of the youth workers was generally identified as the single most important feature of the youth service.
- Although there was strong support for specific buildings from many attendees, the key building consideration was the provision of a safe space which the young people felt was theirs.
- Sufficient space for youth activities and provision of facilities such as a kitchen, space for table tennis and a pool table, and a sexual health room were identified as important considerations.

### **Questionnaire Responses – key outcomes**

- Part 1 – respondents' reasons for accessing services at particular buildings:
  - Friendliness of staff
  - Ease of access, including opening hours
  - Safe place to be / our place
  - Youth activities / things to do
  - Meeting friends
- Part 2 - respondents' suggestions for reorganising neighbourhood services
  - Co-locate services to make better use of buildings – preferably at the youth centre
  - Improve services to increase use – especially Wi-Fi provision
  - Increase the number of youth sessions to make better use of buildings

### **Lessons Learned**

The following are a summary of the lessons learned from the general engagement process:

- The focus groups have been very positive and have proven to be a good method of engagement with members of the public
- There has been a good response rate to the engagement process with 487 completed questionnaires and 63 people attending focus group meetings

- The overall approach of involving stakeholders and members of the public early has proven beneficial as not only does it help to ensure that all concerns are heard, it also provides sufficient time to respond to these concerns on an evidence basis
- The process undertaken has enjoyed good co-operation between stakeholder individuals and groups, as well as other services
- A similar model of engagement will be used for the other areas of the city

## **2.3 Draft Model Summary**

### **2.3.1 Rationale**

A target saving of a 30% reduction in building running costs for Neighbourhood Services buildings has been identified through the TNS programme. In addition there is a requirement to identify building running cost savings for other public facing buildings in the area under the Using Buildings Better programme and via other elements of the UBB programme including staff accommodation and channel shift.

The proposals are to invest in well located and well used buildings to deliver multi-service centres. This was the most popular suggestion for re-organising services during the engagement period. The following buildings are proposed based on analysis of the responses from the stakeholder engagement exercises and local buildings data.

**Beaumont Leys Library** is proposed as a multi-service centre for the following reasons:

- There was very strong support for the building and high use of the facility for a range of services including access to community activities, reading, computers and Wi-Fi, advice and information and staff support.
- The building is large enough to accommodate multiple services and contains office space to house support staff from housing and STAR offices.
- Focus groups and analysis of respondents' postcodes where supplied confirm the building is extremely well located in the Beaumont Leys shopping centre with excellent bus routes and car parking provision.
- Over one quarter (27%) of all respondents to the initial engagement questionnaire said they use the building already.
- The building is well located to serve new housing developments in Ashton Green. Transport infrastructure for the Beaumont Leys shopping centre has been upgraded to provide an improved bus interchange and cycle paths connecting to the Ashton Green development.

**New Parks Library and Neighbourhood Housing Office** is proposed as a multi-service centre for the following reasons:

- The engagement demonstrates very strong support for the building and high use of the facility for a range of services including access to community activities, reading, computers and Wi-Fi, advice and information and staff support.
- The site is extremely well located in the local shopping parade on the main

Aikman Avenue which runs the length of the New Parks estate. There is a bus stop directly outside the building. Many residents highlighted the location as a reason to focus on this building.

- The buildings were the second most well used site in the responses to the initial engagement questionnaire.
- The library building is a recent new build in excellent condition and with good internal accessibility.

**Stocking Farm Healthy Living Centre** is the most well used building on the Stocking Farm Community Centre complex. It is proposed to develop use of this building and also to retain the locally listed farmhouse.

- The Healthy Living Centre building was the third most well used building in the initial engagement questionnaire.
- The Healthy Living Centre building is relatively new and in good condition.
- Usage is high with a 7 day activity timetable and over 12,000 visits per year.

**The Tudor Centre** is proposed for minor investment to increase opportunities for out of hours use and delivery of youth sessions.

- There was strong support for retaining the Tudor Centre and the services delivered there at the focus group meetings
- The building is in good condition with good parking facilities and a wide range of community and adult learning activities which are well used by the local community
- The building can be easily configured to create a self-contained area for youth sessions and to optimise out of hours use for trusted groups.

**New Parks Youth Centre** was identified as the most well used building by young people in the Neighbourhood during the targeted engagement in November 2015.

- Where respondents to the second questionnaire identified a particular building 48% said they used New Parks Youth Centre where a building was specified.
- Focus groups identified the location of the centre on the edge of the school grounds as important.
- The building running costs are low.
- The focus groups agreed better use needed to be made of the building outside of the limited opening hours and that there are opportunities for other services to share, to further reduce or transfer running costs.

### **2.3.2 Draft Model in detail**

The overall model is to reduce the number of buildings in operation by combining the services provided into fewer, multi-purpose centres. The main focus of these multi-purpose centres will be the Beaumont Leys Library and offices, New Parks Library & Neighbourhood Housing Office and the Tudor Centre. Service provision at the large Stocking Farm complex will be retained but the building estate reduced to focus on the popular Healthy Living Centre and the locally listed Farmhouse building.

Youth sessions will continue to run at the popular New Parks Youth Centre but opportunities to share or transfer the building will be explored as part of the consultation. Youth sessions will continue to run at Stocking Farm but in the Healthy

Living Centre and at Tudor Centre to increase the reach in this area.

The following section describes the proposed model in relation to each building in the area.

### **Western Ward**

#### **New Parks Centre Library and New Parks Housing Office/Customer Service Centre**

The New Parks Library and Neighbourhood Housing Office are situated on Aikman Avenue in a very prominent location alongside a local shopping parade. The building is made up of a library and linking through to the adjoining neighbourhood customer service centre and housing office. It is located in close proximity to a number of other public buildings providing a range of services.

The library building is made up of two floors with the main library area on the ground floor and a number of multi-use rooms on the first floor.

#### **Proposals**

It is proposed to retain this building and provide some small investment to make minor alterations to make it suitable for the provision of multiple services. These would include the conversion of the neighbourhood customer services area into a community room and the installation of customer service self-serve facilities in the library area.

- Move adult learning services from New Parks Community Centre in to the first floor of the Library
  - Move New Parks STAR in to the Housing Office
  - Change customer services provision to a self-service facility located in the library
- Refurbish the Customer Service Centre to deliver a new community room

#### **New Parks Community Centre**

New Parks Community Centre is situated on St Oswald's Road. In the vicinity of the building there are a number of other public services operating out of independent facilities:

- Police Station
- Youth Centre
- Sports Centre
- Library
- Housing Office & Customer Services
- STAR office

The building is made up of a single floor and has 8 usable spaces, 2 of which have dedicated users.

Dedicated space is used by a popular council run pre-school. The Leicester Adult Skills And Learning Service (LASALS) deliver a range of courses and occupy office space at the building. Community use and room occupancy are low.

### **Proposals**

- Make the building available for lease in the short term
- Demolish the Community Centre if there is no interest in short term lease
- Move community and learning services to the improved New Parks Centre Library and Neighbourhood Housing Office

### **New Parks STAR Office**

The office is located within a row of shops next to the Library and Housing Office on Aikman Avenue. The building includes private interview space.

### **Proposals**

- Move services into New Parks Housing Office
- Re-let the shop

### **New Parks Youth Centre**

New Parks Youth Centre is located on the periphery of the New College grounds, on St Oswalds Road. The building has limited opening hours but usage during these times is good and the service is popular with young people in the area.

### **Proposals**

- Continue to ensure the delivery of youth sessions at the centre
- Work with local partners to increase use of the building.

### **Braunstone Frith Community Centre**

Braunstone Frith Community Centre is a single-floor building located on Sharman Crescent. It is made up of a single, multi-use, room with small kitchenette, toilets and several small storage rooms.

The building is not currently staffed but is available for use through a key holder system daily between the hours of 9am - 9pm.

### **Proposals**

- Make the building available under the council's asset transfer policy
- If groups need to move, work with them to identify the best location for their needs

### **Beaumont Leys Ward**

#### **Beaumont Leys Library and Offices**

Beaumont Leys Library is located on Beaumont Way and is in close proximity to the Beaumont Leys Shopping Centre. It is served by major traffic and bus routes and has a large amount of parking at the rear.

The building is based on two floors and is of significant size. The ground floor is made up of the library space and a number of conference / meeting rooms. There is significant office space available on the first floor.

### **Proposals**

It is proposed to retain this building and to relocate a number of offices into the vacant part of the building to reduce building running costs. Incoming offices would

include:

- Marwood Road STAR, (Stocking Farm)
- Beaumont Leys Neighbourhood Housing Office, (Home Farm)
- Mowmacre Neighbourhood Housing Office, (Jersey Road)
- Other teams identified through the Council's Accommodation Strategy

Self-service equipment for library and customer service use would be installed to free up staff time for multi-service reception duties. Community space and storage space would be refurbished.

### **Home Farm Community Centre**

Home Farm Community Centre is a Grade II listed building located on Home Farm Close adjacent to an area of shops and services. In the nearby complex there is a Children's Centre and a Housing Office.

The building covers 3 floors and offers dedicated space to a council run pre-school located on the first floor.

#### **Proposals**

- Make the building available under the council's asset transfer policy, to community groups first
- If no suitable group is found the building will be marketed commercially
- If groups need to move, work with them to identify the best location for their needs

### **Beaumont Leys (Home Farm) Neighbourhood Housing Office**

The Beaumont Leys Neighbourhood Housing Office located in the Home Farm estate. There are two interview rooms available.

#### **Proposals**

- Move services into the improved Beaumont Leys Library
- Market the property commercially

### **Abbey Ward**

### **Mowmacre (Jersey Road) Neighbourhood Housing Office**

The Mowmacre Neighbourhood Housing Office is located on Jersey Road within the housing estate. There are three interview rooms available.

#### **Proposals**

- Move services into the improved Beaumont Leys Library
- Market the property commercially

### **Beaumont Leys STAR Office**

The building, located on Marwood Road in the Stocking Farm area includes private interview space. The unit is located within a row of shops on the same road as the Community Centre.

#### **Proposals**

- Move services into the improved Beaumont Leys Library

- Re-let the shop

### **Stocking Farm Community Centre, Youth Centre and Healthy Living Centre**

Stocking Farm Community Centre is located on Marwood Road and is a complex of buildings on a large footprint. Three of the four buildings have low use. The Healthy Living Centre has a full timetable and received good feedback from the engagement exercise. The buildings are:

- A locally listed farmhouse consisting of two floors including two medium sized community rooms. Two rooms have been adapted for dedicated council run pre-school use.
- Community hall consisting of a large multi-use hall accompanied by toilets, a kitchenette facility and storage space.
- A separate Youth Centre. The building is large and opens for 10 hours per week.
- Ball court - linked to the Youth Centre but also well used when the centre is closed.
- A separate Healthy Living Centre - This is a single floor building with four usable spaces within it as well as a large reception area, office space, toilets and storage space.

### **Proposals**

It is proposed to clear the Community Hall and the Youth Centre, potentially for housing. The Healthy Living Centre and locally listed Farmhouse would be retained to accommodate relocated community activities. The outside ball court would be retained.

- Enhance the Healthy Living Centre to provide more community activities and retain the locally listed Farmhouse.
- Demolish the Community Hall and Youth Centre to free up land for housing
- Work with young people to create suitable spaces for youth sessions at Stocking Farm Healthy Living Centre and at the Tudor Centre

### **Tudor Centre & Healthy Living Centre**

The Tudor Centre is located on Bewcastle Grove. It is a large two storey building that has a number of dedicated spaces within it:

- A portion of the building has been designated as a Healthy Living Centre.
- Leicester Adult Skills & Learning are based in dedicated rooms on the ground and first floor.
- An early Years pre-school operates from the ground floor

The building is in a prominent location adjacent to a local shopping precinct and there is a nearby Housing Office.

### **Proposals**

- Enhance the facility to ensure a broad range of activities can be delivered
- Deliver some youth sessions at the centre

## **2.4 Costs and Benefits**

### **2.4.1 Current Costs**

### **Neighbourhood Services**

The budgeted running costs (based on financial year 2013 / 14) for **Neighbourhood Services** buildings scoped into the North West area are shown in the table below:

<b>Neighbourhood Services Buildings</b>	<b>Budgeted Service Building Running Cost</b>
Beaumont Leys Library & Offices* (£67,000)	
Braunstone Frith Community Centre	£7,000
Home Farm Community Centre	£35,000
New Parks Centre Library	£54,000
New Parks Community Centre	£26,100
Stocking Farm Community & Youth Centre	£42,200
Tudor Community Centre	£43,000
<b>Total scoped</b>	<b>£207,300</b>

\*The budget for Beaumont Leys Library and Offices at Beaumont Way is held by centrally as this is a multi-user building.

The total Neighbourhood Services budget figure of £207,300 provides a guide savings target of £62,200 for the asset based review only.

### **Housing**

The budgeted running costs (based on the financial year 2014 / 15) for Housing service buildings scoped into the North West area are shown in the table below

<b>Housing Services Buildings</b>	<b>Budgeted Service Building Running Cost</b>
Mowmacre Neighbourhood Housing Office	£21,700
Marwood Road STAR	£13,300
Beaumont Leys Neighbourhood Housing Office	£44,000
New Parks Neighbourhood Housing Office	41,200
New Parks STAR	9,400
<b>Total</b>	<b>£129,600</b>

### **Youth Services**

The budgeted running costs (based on the financial 2014 / 15) for Youth service run buildings scoped into the North West area are shown in the table below.

<b>Youth Services Buildings</b>	<b>Budgeted Service Building Running Cost</b>
New Parks Youth Centre	£11,000

<b>Total</b>	<b>£11,000</b>
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#### 2.4.2 One-off costs

For the implementation of this model initial visual building surveys have been carried out to estimate the costs required to carry out the alterations required. Indicative capital costs to carry out the work required are £220,000. A sum of 280,000 would be reserved for potential demolition costs if required. More detailed investigation and confirmation of costs is required before any work proceeds, in particular any asbestos related costs not evident in the visual surveys.

#### 2.4.3 Financial Benefits

##### Neighbourhood Services

At the point of releasing the buildings the following financial benefits will be achieved by the release of Neighbourhood Services buildings (full year basis):

<b>Neighbourhood Services Building</b>	<b>Efficiencies</b>
Home Farm Community Centre	£35,000
New Parks Community Centre	£26,100
Braunstone Frith Community Centre	£7,000
Stocking Farm Community Centre (Estimated)	£20,000
<b>Total</b>	<b>£88,100</b>

Comparing the total savings shown in the table above (£88,100) with the total Neighbourhood Services building running costs of the area (£207,300) shows that this is in line with the principle of the programme of aiming to reduce building running costs by 30%.

##### Housing

The Housing Revenue Account would benefit from the following savings when the buildings are released (full year):

<b>Housing premises related costs</b>	<b>Efficiencies</b>
Mowmacre Neighbourhood Housing Office	£21,700
Marwood Road STAR	£13,300
Beaumont Leys Neighbourhood Housing Office	£44,000
New charge for office space at Beaumont Way Offices	-£36,500
New Parks STAR	£9,400
<b>Total</b>	<b>£51,900</b>

Within the disposals, there is also the potential to gain capital receipts from the sale of buildings / land. No targets have been set by the programme in terms of achieving capital receipts and so at this stage these have not been estimated.

#### **2.4.4 Non-financial benefits**

There are a number of non-financial benefits that apply to this draft model as follows:

- The result would be continued delivery of services while achieving a 30% reduction in spending
- The model is in line with the majority of views received from the engagement process which suggested greater co-location of services.
- The provision of convenient, co-located services at well located buildings.
- The introduction of self-service facilities into the libraries will release staff to support community activity and access to council services in the building.
- Multi-service centres will provide more opportunities for volunteers to get involved in a wider range of services
- Investment in multi-service sites ensures the longer-term viability of the services in the area
- A potential reduction in energy use of approximately 30% and associated carbon dioxide savings that will contribute towards achieving corporate environmental improvement objective to reduce the council's greenhouse gas emissions

#### **2.5 Dependencies**

- There are four council run pre-schools operating in Neighbourhood Services buildings in the north-west. A separate options appraisal of pre-school provision is currently underway. TNS and the pre-schools appraisal will need to be carefully coordinated to ensure decisions do not impact negatively on buildings or services. Alternative arrangements will be needed to be agreed where pre-schools are to continue in buildings identified for disposal.

#### **2.6 Next Steps**

Following comments and feedback received on this report and agreement to undertake consultation on the model, the following next steps are proposed

- Publish proposals as a consultation for a period of six weeks to allow for feedback from service users, community groups and members of the public (proposed to commence week commencing 29<sup>th</sup> February)
- Detailed estimates of the alteration / improvement works contained in the proposal and their prospective costs
- Present final proposals to City Mayor and Executive for approval

### **3. Details of Scrutiny**

The final proposals will be presented to the Neighbourhood Services and Community Involvement Scrutiny Commission following public consultation prior to an Executive Decision.

## **4. Financial, legal and other implications**

### 4.1 Financial implications

The potential costs and benefits are shown in section 2.4. Once a final way forward is agreed, further work will be undertaken to firm these up and to determine how the on-going savings should be reflected within the various service budgets  
Colin Sharpe, Head of Finance, ext. 37 4081

### 4.2 Legal implications

The proposed continuation of the engagement process is in accordance with the legal advice to officers (March 2015) and the revised DCLG Statutory Guidance on Best Value (March 2015) and the Cabinet Office guidance (July 2012).  
To ensure the risk of a successful challenge to the consultation process is minimised, consultation must be meaningful, fair and proportionate to the potential impact of the proposal. The next steps identified at section 2.6 appropriately address these principles for the next stage of the process.  
Jenis Taylor, Commercial, Property & Planning Team, Legal Services Ext 37 1405

### 4.3 Climate Change and Carbon Reduction implications

The Council has a corporate carbon dioxide (CO2) reduction target of 50% of the 2008/09 level by 2025/26 and the consolidation of neighbourhood buildings and the co-location of services will contribute towards achieving this target. It is estimated that a 30% reduction in energy use and associated carbon dioxide emissions could be achieved from the overall programme. Calculations for the current schemes in West and South Leicester have predicted carbon savings to reach 42%. The corporate Energy Cost Reduction Fund should be considered as a source of funding for energy efficiency improvements in the retained buildings.  
Louise Buckley, Senior Environmental Consultant, 37 2293

### 4.4 Equalities Implications

The iterative approach taken for the North West area maximises the opportunity for the council to be informed by local service users of their preferences and needs (sense making) regarding local service provision/location - a key element of ensuring that we meet our Public Sector Equality Duty. On the basis of early consultation a model offer has been developed on how services should be organised locally. The next proposed phase of consultation on the proposed model enables the council to sense check its proposals with those affected and finalise details for final approval. It is also provides another opportunity to ask if there are equality issues that require attention. This iterative engagement with local service users enables us to ensure that we understand local need and preferences and ensure it is effectively met in our final proposal. Analysis of consultation findings by protected characteristic

and type of household also enables us to consider wider issues, such as impacts of welfare reforms and their effect on potentially vulnerable populations such as children in poverty.

Irene Kszyk, Corporate Equalities Lead, ext 374147.

#### 4.5 Other Implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

A range of services deliver in the buildings scoped into the North West area. Service delivery strategies will need to be aligned to ensure a robust service offer for the area as a whole. The services working with the programme are:

- Neighbourhood Services
- Adult Skills & Learning
- Neighbourhood based customer services
- Youth Services
- Council run pre-school settings
- Community wellness
- Neighbourhood Housing Offices
- Supporting Tenants And Residents (STAR) offices

#### **5. Background information and other papers:**

- TNS North West Engagement Report, January 2016

#### **6. Summary of appendices:**

- Appendix A: Overview of proposed changes in the North West area

#### **7. Is this a private report (If so, please indicated the reasons and state why it is not in the public interest to be dealt with publicly)?**

No

#### **8. Is this a “key decision”?**

No – approval to consult requested at this stage.

#### **9. If a key decision please explain reason**

N/A

## Appendix A: Overview of proposed changes in the North West area

# Neighbourhood buildings: north west area

1. Tudor Centre
2. Braunstone Frith Community Centre
3. Beaumont Leys Neighbourhood Housing Office
4. Mowmacre Neighbourhood Housing Office
5. New Parks Neighbourhood Housing Office
6. Stocking Farm Community and Healthy Living Centres
7. Home Farm Community Centre
8. Beaumont Leys Library
9. New Parks Community Centre
10. New Parks Library
11. New Parks STAR
12. Marwood Road STAR
  
13. New Parks Youth Centre
14. Stocking Farm Youth Centre

● Retain  
● Withdraw

● Rationalise buildings



