

# Leicester link



# Having a party

**A dream day**



P4

**Your Leicester newsletter**



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**City Mayor's review**



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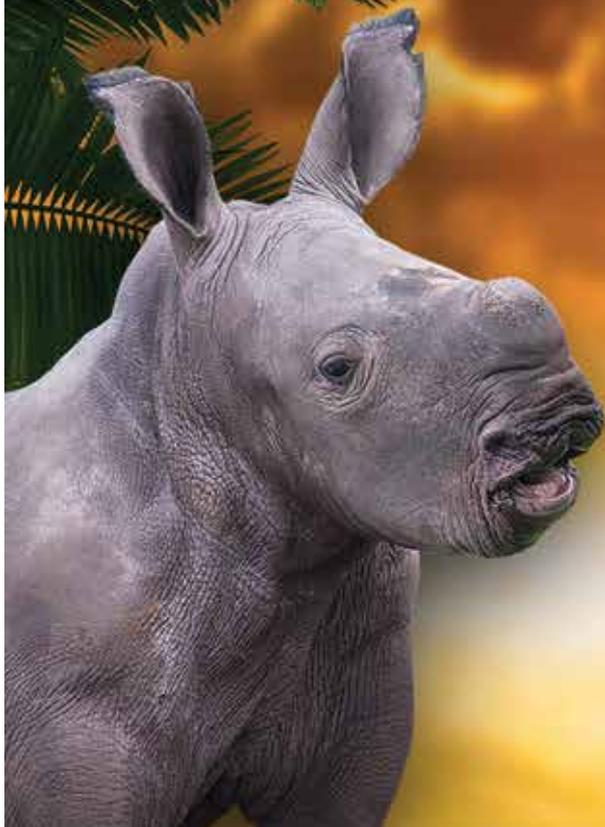
**What's on**



P46

# SUMMER NIGHTS

EXTENDED OPENING  
SUMMER HOLIDAYS



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What can you say about what has happened in Leicester over the past few months?

Extraordinary, unbelievable, inspiring...

Leicester City's triumph in the Premier League has been hailed as the greatest feat in team sport ever, anywhere in the world. None of us will forget the extraordinary scenes of joy here over the past few weeks, especially at the victory parade and party on Victoria Park.

It's a monumental achievement by the club, the players and the fans, who have certainly played their part. It's also hugely significant for the city, raising our profile and bringing in thousands of visitors. We particularly look forward to welcoming European fans for Champions League matches next season!

Turn to pages 4 and 5 for more photos from the parade and to page 48 for details of the Fearless Foxes exhibition at New Walk Museum.

This issue of Link also features my city mayor's review – a round up of council activities over the past year and a brief look ahead to what's coming up. This is a difficult time for the council because of our financial situation. I wanted to update you on what we have achieved in difficult circumstances – see pages 13 to 29.

Congratulations once again to Leicester City. A club – and a city – to be proud of.

Peter

Sir Peter Soulsby | CITY MAYOR

[@CityMayorLeic](https://twitter.com/CityMayorLeic)

[leicester.gov.uk/citymayor](http://leicester.gov.uk/citymayor)

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Please use your orange bag when you dispose of this magazine.

Turn to page 7 to find out how to sign up to the council's new email newsletter.

# #havingaparty

Back in August, at the start of the 2015-16 football season, none of us could have predicted this is how it would end. Even the handful of people who placed 5000-1 bets on Leicester City can't really have been serious.

And yet there we were, on Monday 16 May, throwing the greatest party Leicester has ever seen. The parade, the crowds, the flags, the music, the perfect weather, and the sheer, irresistible joy...

If you were there – and we know most of you were – you will never forget it.

With thanks to Leicester City Football Club, British Red Cross, East Midlands Ambulance Service, Leicestershire Fire and Rescue Service, Leicestershire Police, Kasabian, Showsec and the hundreds of Leicester City Council staff who made it possible. ■

MORE PHOTOS ON OUR WEBSITE AND FACEBOOK:

[leicester.gov.uk](http://leicester.gov.uk) [f /leicestercitycouncil](https://www.facebook.com/leicestercitycouncil)





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# Your Leicester

This autumn, Leicester City Council is launching a new email newsletter to keep you up to date with news, services and events.

Anyone can subscribe to this free service, called Your Leicester. It will go out every month, with links to stories on the council website, videos and more.

To find out more or sign up to receive it, go to [leicester.gov.uk/yourleicester](http://leicester.gov.uk/yourleicester)

You can also follow the council on social media:

 @leicester\_news

 /leicestercitycouncil

## Future of Link

After 30 years bringing you news and events via Leicester Link, Leicester City Council is considering stopping the magazine.

Due to massive government cuts, the council is in an extremely serious financial position and we have to make savings.

The costs of printing and distributing Leicester Link are significant and we are being forced to make difficult decisions across the whole range of council services.

We also know that more and more city residents now like to get their information online, which is why we are launching a new, free, email newsletter.

Please tell us what you think about the possibility of ending Leicester Link:

- Is Link important to you and if so, why?
- In view of the council's budget cuts, should we be spending money on a magazine?
- Would you want to receive council news via email?

Please email [link@leicester.gov.uk](mailto:link@leicester.gov.uk)

Or write to:

**Leicester Link, Leicester City Council,  
3rd Floor Halford Wing,  
115 Charles Street,  
Leicester LE1 1FZ**



## Historic gates restored

Victoria Park's historic gates will soon be restored to their former glory. As part of our Story of Parks initiative, the gates at the entrance to Peace Walk and at the lodges near London Road are being professionally restored and refitted.

Ornately constructed in wrought iron, the gates were designed by Sir Edwin Lutyens, the architect behind Victoria Park's iconic war memorial. They were originally donated to the city by Sir Jonathan North, who was mayor of Leicester during World War One.

The restoration is being supported by the Heritage Lottery Fund. As well as repairing the gates' ironwork, their stone gateposts will also be cleaned and repaired.

This work forms part of a larger project at Victoria Park, including the construction of a new tree-lined route to the war memorial, an overhaul of existing sports facilities and a new car park. Once complete, these improvements will help connect the park to its past, while providing excellent facilities for its future. ■



## A victory walk...

Participants in walking football recently got the chance to play on the hallowed turf of the new Premiership champions.

Back in January, Leicester City Council joined forces with Leicester City Football Club and Age UK to deliver a walking football scheme in the city. It's been hugely popular, with two groups running at Braunstone Leisure Centre.

A celebration event was organised for the walking footballers, with 30 people from the Braunstone groups joining others from Leicestershire and Rutland County Football Association to play a game at the King Power Stadium on 9 May. Commemorative medals were handed out to everyone who took part.

James Lowbridge, community cohesion manager for Leicester City Football Club, said: "The LCFC Community Trust – the club's charitable arm – is delighted to be delivering the walking football programme in partnership with Leicester City Council."

Cllr Piara Singh Clair, assistant city mayor responsible for sport, heritage, culture and leisure, said: "Leicester City's fantastic Premiership victory is the story of the year, so what a



wonderful way to celebrate grassroots football – by inviting these walking footballers to share in the glory!

"Walking football is a great way to keep fit, socialise and stay active, and is open to both men and women of any age, including those who might have had to stop playing football due

to injuries."

Walking football sessions at Braunstone Leisure Centre are held on Thursdays from 11am until 12pm and 1pm until 2pm. Booking is essential. ■

**0116 229 3229**



## Wild about Leicester

Could you lend a hand to help wildlife and conserve some of Leicester's hidden gems? Leicester City Council is organising 16 volunteer environment days across local wildlife sites, nature reserves, green spaces and parks. Tasks will include pond works, coppicing, tree planting and meadow management.

Work sessions are organised weekly or fortnightly. A central minibus picks you up from King Street and takes you to the site. All you need to do is bring a packed lunch and suitable outdoor clothing.

This will be an excellent way to learn skills, meet new people and see interesting sites. Volunteers have already made a huge difference creating meadows at Upperton Road, thinning vegetation at The Orchards local nature reserve and maintaining open areas at Western Park.

Events will be held all over the city. If you want to be involved please contact assistant nature conservation officer Richard Kelly. ■

[richard.kelly@leicester.gov.uk](mailto:richard.kelly@leicester.gov.uk)

## Apprentices graduate

Hundreds of apprentices from across the city have had their hard work to gain skills and qualifications recognised in a graduation ceremony at De Montfort Hall.

The event, hosted by Leicester City Council's Apprenticeship Hub, was a celebration of the achievements of apprentices in a wide variety of local businesses and industries.

Now in its second year, the ceremony featured awards for apprentices and employers who have been outstanding ambassadors over the past two years.

Go to our website to find out how the Leicester Apprenticeship Hub can help someone you know get into an apprenticeship. ■

[leicester.gov.uk/apprenticeshiphub](http://leicester.gov.uk/apprenticeshiphub)

## Foster carers' choir hits the right note

Foster carers make a huge difference to the lives of children. By providing a loving home for a vulnerable child, foster carers help change young lives for the better every day.

As part of the network of support we provide for foster carers, we're helping to fund a singing group through the council's arts fund. The Bullfrog Crescendo is aimed specifically at foster carers, and promotes emotional and physical

wellbeing through singing.

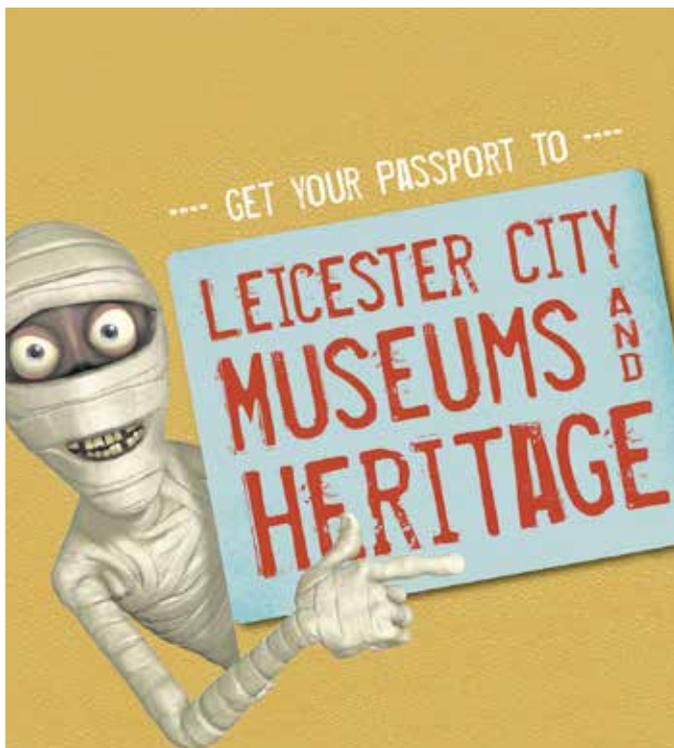
Fostering is an incredibly rewarding experience, but it's not without its challenges. This scheme promotes a spirit of friendship and mutual support between carers, making it easier for them to provide love and care for children that need it most.

The choir meets every Thursday lunch time during term-time for an hour session, followed by refreshments. ■



TO FIND OUT MORE, PLEASE CONTACT:  
[becky@bullfrogarts.com](mailto:becky@bullfrogarts.com)

TO FIND OUT HOW TO BECOME A FOSTER CARER:  
[leicester.gov.uk/fostering](http://leicester.gov.uk/fostering)



Following last year's great success, the Passport to Museums and Heritage is back. Visit Leicester's five museums and Belgrave Hall and Gardens before 31 August to have your passport stamped and claim rewards.

If you collect at least four stamps you'll receive a certificate. Children can collect their free passport from any museum's reception to get started. ■

[visitleicester.info/passport](http://visitleicester.info/passport)

## Changing Places

New Changing Places facilities for disabled residents have recently opened in several locations.

Changing Places toilets are state-of-the-art facilities for profoundly disabled people. For many, standard accessible toilets do not provide the level of support needed. Our new toilets are equipped with specialised equipment, including adjustable adult-sized benches, tracking hoists and supports. All have enough room for both the user and their carer.

These facilities allow people with complex needs to use public toilets in safety and comfort, and make a huge difference to their quality of life.

Changing Places toilets are currently available at 20 locations across Leicester, including three recently opened facilities at Abbey Park, the new Haymarket Bus Station and The Emerald Centre. ■

[leicester.gov.uk/changingplaces](http://leicester.gov.uk/changingplaces)



## New defibrillators installed

Potentially lifesaving defibrillator machines have been installed on several city parks. When someone suffers a heart attack, these small, portable devices can be used to shock their heart back into a normal rhythm.

Also known as AEDs, defibrillators give out audio instructions to guide the first aider in how to use them. This buys valuable time for paramedics to arrive and gives the patient a better chance of survival.

You can find AEDs at Watermead Country Park South, Evington Park, Cossington Recreation Ground, Humberstone Park, Victoria Park (all on toilet blocks), Rushey Fields Recreation Ground (on the changing room) and Aylestone Hall Gardens (outer wall). Abbey Park café toilet will have one soon and we plan to install a total of 30 over the next few years.

They are situated in bright yellow metal cabinets which are locked with a keypad. In such an emergency, call 999 to ask for the keypad code. This provides access to the AED. In the meantime other responders can be giving the patient CPR (cardiopulmonary resuscitation).

Park users can register for a free training session to find out how to use the defibrillators. ■

[barry.ingram@leicester.gov.uk](mailto:barry.ingram@leicester.gov.uk)  
0116 454 3757





## Millgate is outstanding

A city school that helps boys with emotional, behavioural and social difficulties has been rated outstanding by Ofsted.

Millgate School, off Welford Road, was praised for the progress pupils make, the quality of care and support it offers and the effective management provided by school leaders. It received an outstanding rating for every area in which it was inspected.

The school has around 65 students, with a residential facility that can accommodate up to 10 young people. Inspectors praised the "excellent care" children and young people receive from "highly committed, skilled and passionate staff." They said that young people and their families "receive a very high level of support and say that this helps to keep their families together. The work in this area is so good that

it is worthy of sharing with others."

Headteacher Mark Oldman said: "The report is a reflection of the outstanding dedication and relentless drive of Millgate staff to improve the lives of those that walk through our doors. We are exceptionally proud of our boys and the resilience they show in overcoming some major obstacles."

Cllr Sarah Russell, assistant city mayor responsible for children, young people and schools, said: "What a fantastic – and very well-deserved – result for Millgate. Young people who come here have had some difficulties, but here they're not defined by those difficulties. Instead, staff focus on equipping their students with the skills and the self-esteem they need to go on to succeed. It's a very effective approach and I'm delighted that Ofsted has recognised this." ■

## Services in the north east

The council is preparing to reorganise services in the north east of Leicester. This is the first phase of the Transforming Neighbourhood Services programme in this area and it covers libraries, community centres, youth centres and adult learning.

But before we draw up any proposals, we will be talking to local people to ask for their views and suggestions. The aim of TNS is to bring services together to make savings, so this is an opportunity for local people to help shape services for the future.

A public consultation is open until 17 July. If you live in Belgrave, Humberstone, Hamilton, North Evington/Troon boundary, Rushey Mead or Thurncourt wards, please spread the word among local residents and give us your own views. You can find information online or in any council venue in the north east.

After full consultation in the north west earlier in 2016, the council made a decision on changes to services in this area. You can find out more on our web pages. ■

[leicester.gov.uk/tns](http://leicester.gov.uk/tns)



## Big Friendly Read

Join Leicester Libraries to celebrate 100 years of Roald Dahl and the amazing artwork of his illustrator Sir Quentin Blake. This summer's reading challenge – The Big Friendly Read – starts Friday 1 July.

It's free and fun! Children can enter the challenge to read six books over July and August and receive a unique collector folder which has themes such as invention, mischief and friendship; all of which are explored in Roald Dahl's most famous books.

Look out for great family events at Leicester Libraries. ■

[leicester.gov.uk/libraries](http://leicester.gov.uk/libraries)

## Learning for work, life and leisure

Would you like to learn something new? Leicester's Adult Skills and Learning Service offers a wide variety of part-time courses across a number of venues.

Whether you want to brush up some skills or take on a new challenge, with courses running mornings, afternoons and evenings you're sure to find something to suit you. Popular courses include English, maths, ICT, business administration, music, cooking, photography and languages – there really is something for everyone. ■

[leicester.gov.uk/adulteducation](http://leicester.gov.uk/adulteducation)

## Changes to council tax support

People who have a low income receive a reduction in their council tax – currently up to a maximum of 80 per cent of the total. So every working age household has to pay at least 20 per cent towards their bill.

Due to government cuts to Leicester City Council's funding, we need to make changes. In future, most working-age people who receive a reduction are likely to pay a greater amount towards their bill.

We are asking everyone in Leicester for their views on how the council can best achieve this change in a fair way.

This consultation runs from 4 August to 28 September. Find out more and have your say online or pick up a paper form from your local library or council venue. ■

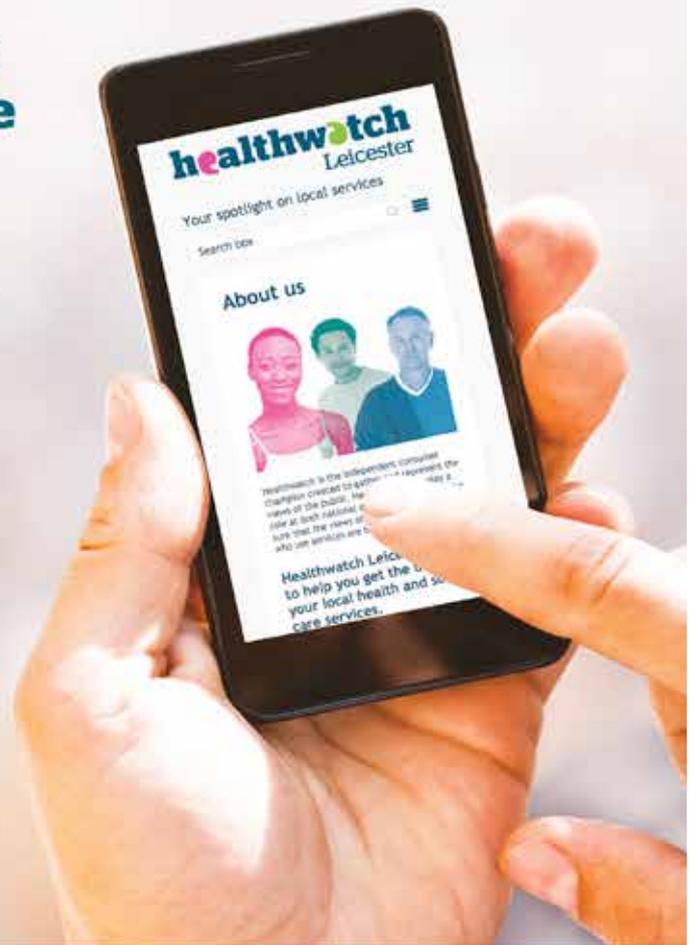
[leicester.gov.uk/consultations](http://leicester.gov.uk/consultations)

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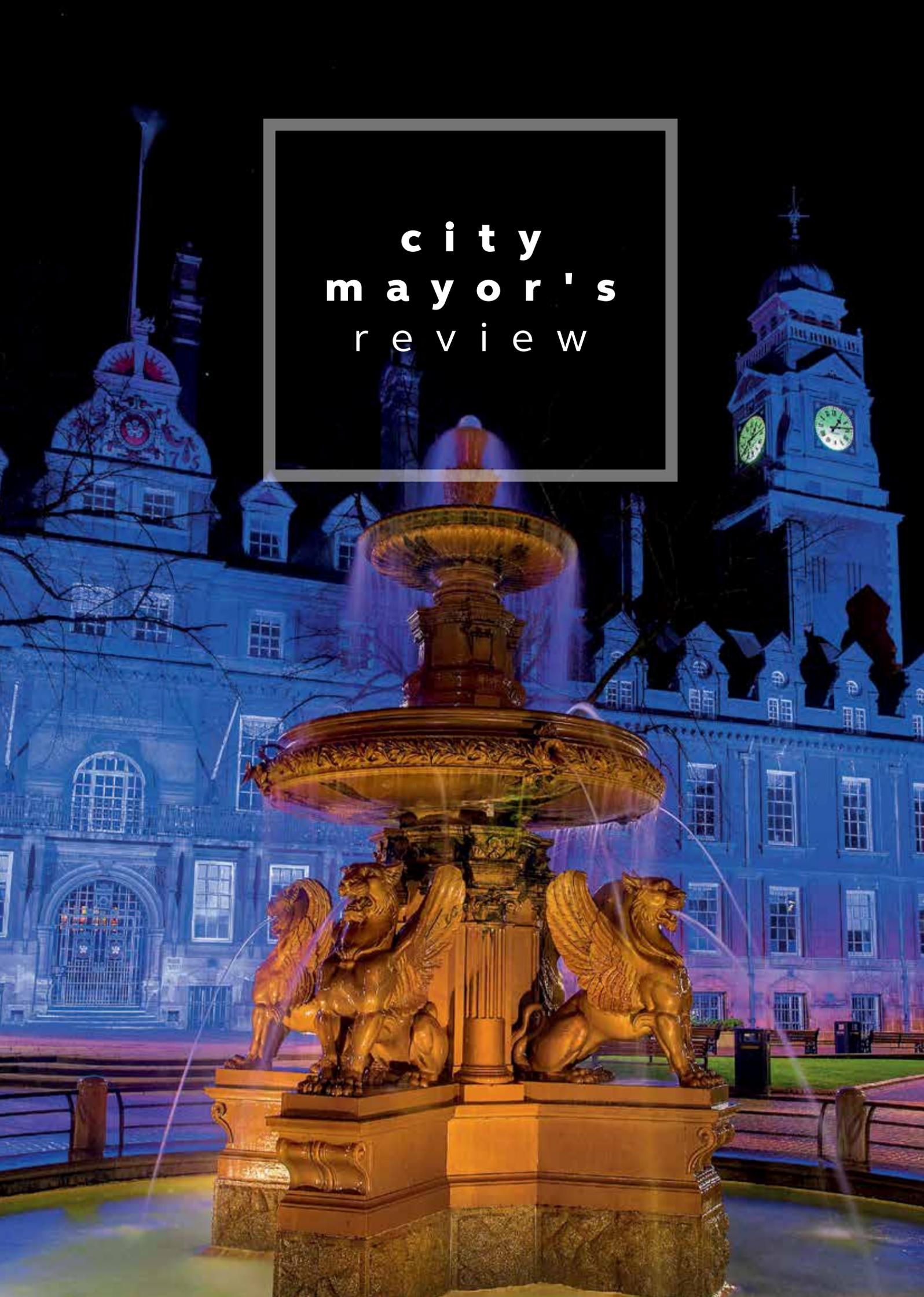
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**[www.healthwatchleicester.co.uk](http://www.healthwatchleicester.co.uk)**

Helpline: 0116 251 8313 Email: [information@healthwatchleicester.co.uk](mailto:information@healthwatchleicester.co.uk)

Healthwatch Leicester, Clarence House, Humberstone Gate, Leicester, LE1 3PJ





city  
mayor's  
review

# your council and local democracy

One year on from my re-election as city mayor, I wanted to update you all on recent council activities and highlight a few things that are coming up. The following pages give you an overview of some of the things we have achieved in very difficult circumstances.

At this point in 2016, you have to view Leicester City Council and what we do in the context of our extremely serious financial position. There's no avoiding this: government cuts have hit us hard and we can no longer afford to do everything we would like to. We have already cut tens of millions from our operating budget and many more reviews are underway as we try to find savings while protecting key services.

Nonetheless, as a city we still have strengths, successes and opportunities. The development of the Waterside is a major investment and work continues to improve the old town area around Grey Friars. The growing interest in the city and our heritage – and of course this season's events at King Power Stadium – give us new opportunities to promote Leicester across the UK and internationally.

This year I particularly enjoyed the two mayoral Question Time events at Pork Pie Centre and Hamilton Library. I hope to meet some of you at future events – details on our website.

You can also follow me on Twitter – @CityMayorLeic

**Peter Soulsby**  
City mayor

## Your right to vote

Following a successful campaign, Leicester was named as one of the top 10 areas in the UK for the number of people registered to vote in council elections. The number of voters registered in the city to vote in local government elections rose by 3.4 per cent, the sixth biggest increase nationally.

Changes to the way voters were registered were brought in by the Government in 2014. As a result across the UK, an estimated 770,000 people have fallen off electoral registers, leading to about 1.4 million fewer people registered to vote in the last two years.

However, Leicester City Council put extra resources into running a series of successful citywide campaigns aimed at ensuring people in under-represented groups were registered to have a voice in local democracy.

## Strengthening communities

We created a Community Engagement Fund, open to voluntary and community organisations offering proposals that would help eliminate discrimination and harassment, advance equality of opportunity, and foster good relations between different groups. This decision was made after an extensive review and public consultation.

We hope that our support for such work will advance the council's vision for Leicester as a city with a sense of shared identity, common purpose and civic responsibility. Furthermore, that it will refresh our relations with the local voluntary sector and enable flexible and imaginative responses to the challenges and opportunities facing Leicester.

## Looking ahead

**In the coming months we will continue work to rationalise the use of council buildings across the city to make sure we are getting the best use out of our estate. The Using Buildings Better programme is also improving access to services through digital technologies, self-service facilities and so on. In the autumn we will launch a new online account that will make it easier to contact us and manage your dealings with council departments.**



## In the past year

- Two mayoral Question Time events were extremely well attended and broadcast live on BBC Radio Leicester. These were an opportunity for the public to raise any issue with the city mayor and senior councillors. More events will follow.
- Our community languages unit provided translation and interpretation support for about 30 different languages each month, including British Sign Language.
- We revamped the council website with a better design and structure, making it easier for you to use. There's been a big increase in people engaging with us via social media – over 17,000 followers on Twitter and almost 10,000 Facebook likes.

# children, young people and families

## Closing the gap

At any one time the council looks after about 640 children in care. The needs and characteristics of these young people are different to the overall population – and can vary a lot from year to year. We continue to aspire for our looked after children to achieve well at all stages of their education and seek to close the attainment gap between them and other pupils.

This year we have worked hard to ensure that a personal education plan (PEP) meeting is held for every school aged child in care each term. This meeting pulls together the views of the school, the young person, the carer, the social worker and relevant others to review academic progress and set challenging targets for the next term. Now 95 per cent of PEPs are completed, compared to 21 per cent in March 2015.

Our looked after children also achieved their best GCSE results of recent years – above the national average for this group.

## Prevent

As part of the national Prevent counter terrorism strategy, we trained over 3,000 staff in schools so they know how to support young people who may be vulnerable to influence or manipulation. In consultation with Leicester's communities and faith groups, we developed the RESPECT curriculum pack. This has been highlighted by the Department for Education as a good practice model, featured in the Times Educational Supplement and been made downloadable for schools across the country to use.

## In the past year

- A £4.2 million revamp of St Mary's Primary School in Braunstone Park/Rowley Fields created an extra 270 places for local children. In total we have extended 23 primary schools to ensure we meet the demand for reception places in September 2016.
- Leicester was named in the top 10 nationwide for issuing support plans for children with special educational needs.
- Our Troubled Families programme started work with 900 families, including many who are affected by domestic violence and many causing anti-social behaviour.
- Early Help services delivered over 100 training sessions and events related to prevention work. These were attended by over 900 people who work with children, young people and families across more than 40 organisations.
- We improved take up of free nursery education for two year olds – up from 50 per cent to 63 per cent of eligible families.
- 303 newly qualified teachers completed their training in city schools – a success rate of 98 per cent, very high compared to national figures.
- Ofsted inspected 21 city schools. The number of our schools rated good or outstanding in March 2016: 74 per cent of primaries, 77 per cent of secondaries and 100 per cent of special schools.

## Looking ahead

**As part of the drive to create extra school places, we will be installing modular classrooms at six primaries and refurbishing existing spaces such as library areas, ICT rooms, community rooms and creating additional dining and kitchen facilities. We will also continue to develop opportunities to expand our secondary schools.**



# a caring and healthy city

## Extra Care

Extra Care sites are a collection of self-contained flats that have staff on site or on-site care. Some support older people only and others are for people of all ages. In its first year, the newest site – Abbey Mills – has been home to over 50 vulnerable adults, most of whom have either mental health issues, a learning disability or a physical disability.

The benefits to those living in Extra Care are wide ranging. We know that the schemes can foster social inclusion and integration between fellow residents as well as with the wider community. Extra Care also provides good quality accommodation that is accessible to those with reduced mobility and can meet people's changing needs. Having good quality accommodation improves a person's sense of well-being and we continue to explore opportunities to develop additional Extra Care sites. These offer a cost effective alternative to residential care.

## Brush up!

Leicester's Healthy Teeth, Happy Smiles programme won a national award. Almost 200 front-line staff have been trained to promote oral health. In October 2015 we began to distribute free toothbrushes and toothpaste to all children in the city. Over the next 12 months we will distribute approximately 30,000 packs to children up to four years old.

On top of this, we have given 3,500 free-flow drinking cups to children's centres to swap for baby bottles. We are also providing training and resources to nurseries and schools: 80 per cent of children in nurseries and 25 per cent of those in primary schools are now benefiting from daily, supervised, tooth brushing sessions.

## In the past year

- 42 per cent of the council's operating budget was spent on social care for adults. 96 per cent of people who used our services were satisfied with them.
- In October 2015, we took on responsibility for health visitors. Each year health visitors have around 19,000 contacts with babies under one and see 74 per cent of two year olds to assess their development.
- Our stop smoking service has helped over 1,350 smokers quit. Now we are developing a self-management programme for people who want to quit smoking but can't commit to weekly sessions.
- Adult social care carried out 1,146 home adaptations, from installing ramps, lifts and level access showers to smaller works such as grab rails and key safes.
- 1,525 people received reablement support in their own homes to help them regain skills, and stay safe and independent.
- The LeicesterCare emergency alarm service handled 124,522 calls.
- We carried out 4,910 assessments of new clients.
- Over 10,000 health checks were performed at GP practices. We are a national leader in the Health Checks programme which plays a crucial role in detecting cardiovascular disease at an early stage.

## Looking ahead

**Get active in Leicester: we are encouraging and supporting people to become active, using community assets including leisure and sports facilities, and walking and cycling paths. One element of this is the expansion of outdoor gyms, with 11 already installed and 18 planned for the next year.**



# economy and development

## Leading by example

In the last year, we have continued to work with our partners to create career opportunities at the council that are aimed specifically at young people, including apprenticeships and graduate positions.

We got off to a great start in 2015, with 68 graduates and 26 apprentices joining us. We also recently supported eight local young people to begin careers with us as business administration apprentices – posts that were created as part of the Leicester to Work scheme.

The council also continues to work closely with the Leicester and Leicestershire Enterprise Partnership (LLEP) to lead on local economic growth and their work to ensure that local people are equipped with the skills that businesses need. This includes a focus on employability, supporting employers with offering apprenticeship placements, and the creation

of an updated labour market guide to be sent to all schools, job centres and careers centres.

## The home of giants

The good news about job creation was reflected elsewhere in the city, as we recently welcomed some big names to Leicester, including industry giants IBM and Hastings Direct.

In early 2015 IBM announced plans to move into a new services centre on New Walk, and have already taken on 120 new staff to test new software, manage projects and support the company's customers.

Shortly afterwards, Hastings Direct moved into their new base at St George's Tower, with plans to expand the call centre's workforce from 340 to 600 this year, and the potential to eventually employ over 1,000 people in the near future.

## In the past year

- We announced a £20 million investment fund to attract development and create new jobs in Leicester. The fund will provide loans of up to £4 million to businesses or developers looking to invest here.
- A number of new city boundary signs were installed, offering visitors and commuters a snapshot of Leicester's heritage.
- As part of Leicester and Leicestershire Economic Partnership, we have undertaken a lot of work to develop skills and support young people into work. We are now implementing a 12 point action plan to improve links between businesses and education.
- 2,400 young people attended our Get Inspired careers and skills fair at King Power Stadium in September.
- Friars Mill (right) was brought back into use as a base for 15 modern workspaces.

## Looking ahead

Following the completion of Friars Mill, we announced our intention to use a compulsory purchase order to acquire the remainder of the Waterside area. This summer we plan to make a decision on the development partner for this regeneration work, following a competitive tendering process. It is expected that at least 100 new homes and 1,850m<sup>2</sup> of office space will be created within two years of the council acquiring the site.

Leicester is evolving into a regional city that is significant in its own right, with a national and global profile. For the city to truly realise its potential and attract both investment and visitors, we are developing a strategic marketing approach with key audiences in mind. This will help give meaning to what Leicester is as a place and how it is changing, and will competitively position the city for more positive and consistent media coverage.



# neighbourhoods and communities

## Bringing services together

Over the past few years, our Transforming Neighbourhood Services programme (TNS) has been working with local people in different areas of the city to find ways of protecting local services while making necessary savings. In this way we are reshaping libraries, youth and community services, housing offices and adult learning. Many of these services are being brought together to share buildings, which has proved convenient and popular with residents.

This year TNS has led to investment in Westcotes library and three former council run buildings in the west of the city have been successfully leased to community organisations. They are offering new opportunities for people to participate in locally run activities. We have also carried out detailed consultation with people in the north west looking at options in that area.

## Flood protection

To reduce the risk of flooding to properties from the River Soar, we have been working on a joint project with the Environment Agency.

As part of the scheme the former John Ellis School playing fields have been turned into rich new habitats of wild flower meadows and wetland. This creates both a space for Leicester residents to enjoy and an area the river can safely encroach upon in times of flood.

## Supporting refugees

Working alongside voluntary sector organisations and other partners, we supported the first phase of the national programme for the resettlement of Syrian refugees, with three families coming to Leicester.

## In the past year

- We cleared 9,514 fly tips, collected 2,300 tonnes of litter from the districts and 925 tonnes of waste from the city centre.
- Our parks received 7.5 million visits. Seventeen city parks have Green Flag awards – the national quality mark for green spaces.
- Parks staff supported 8,845 volunteers who carried out 64,400 hours of work.
- Every week we inspected and maintained 171 play areas.
- We established a database of all known locations of Japanese Knotweed on both public and private land.
- We planted 231,400 annual bedding plants and 178,000 spring bulbs, selected as good pollinators to support insects.
- New toilets opened at Evington Park, Cossington Recreation Ground and Watermead Country Park. Other new facilities are being installed at Belgrave Road and Abbey Park.
- To promote reading, we involved hundreds of young people in innovative projects such as Imaginative Spaces and Imaginative Neighbourhoods, using drama to bring stories to life in libraries and community centres (a partnership with Spark Arts, funded by Arts Council England).

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## Looking ahead

**Work on TNS continues as we start to implement decisions taken in north west Leicester area and we begin discussions with the community in the north east.**

**Over the next few years we will be installing over 30 life-saving defibrillators in parks and we also plan to grow our successful It's Your Neighbourhood scheme to transform neglected and disused patches of land.**



# transport and sustainability

## Plenty of twenties

More than half of road deaths and serious injuries occur within 30mph zones. We have reduced the speed limit in certain residential areas to 20mph in order to cut accidents and to encourage cycling and walking.

In part, we have done this to reflect changing attitudes towards speeding, and also because it will have a positive impact on the safety of the roads in these areas. A 20mph limit also lessens traffic noise and air pollution.

Last year we introduced 20mph zones in six neighbourhoods: Knighton Fields Road West, Manor Farm, Aylestone Village, Onyx Crescent, Strasbourg Drive and Woodstock Primary School. This year, we have announced more zones around primary schools, including Folville Juniors' and Mowmacre Hill, with others planned for later in the year.

## Leicester on two wheels

In the last year, we have made great strides in establishing Leicester as a cycle-friendly city, with the aim of doubling the number of everyday

cyclists in the city centre by 2018.

We have continued to build a network of high-quality cycleways alongside some of the city's main roads, and we are working closely with the Department for Transport and other partners to improve the city's infrastructure so that Leicester can become a great place to get around by bike.

As well as making Leicester a safer and more accessible city for cyclists, our Bikeability programme has trained a new generation of bike users to take advantage of the changes we've made. In the last year, nearly 2,000 pupils in 43 primary schools have received up to eight hours of free training to equip them with the skills to ride safely and confidently.

We continue to promote a culture of cycling, with the popular Ride Leicester Festival attracting 15,000 participants last August. These included 630 elite racers entering the Castle Classic, and 11,000 people joining the Sky Ride open streets family event. The festival will return later this year.

## In the past year

- We've installed new energy efficient LEDs in traffic lights and 'green man' units at 129 junctions and crossings across the city.
- The traffic light improvements will save almost £100,000 a year, and pay for itself within 10 years.
- The new Haymarket Bus Station opened in May, home to nearly 40 local bus services and offering real-time bus information. The surrounding area also saw major improvements during the project.
- We introduced real time bus information at some bus stops. This system takes GPS information from buses and translates to show the arrival time of the bus.
- New cameras on Charles Street, Rutland Street and Causeway lane monitor the correct use of bus lanes.
- Beaumont Leys bus interchange was upgraded with a new layout, surfacing and shelters, improving the space and creating extra capacity for passengers and buses. Cycle routes were also improved, as was a pedestrian crossing to the shopping centre.
- The area outside the Sue Townsend Theatre was converted to the Upper Brown Street pay and display car park, which is very well used during the day and evening.

## Looking ahead

In November 2015, we announced that annual figures had shown Leicester is making good progress on the ambitious target to cut its carbon footprint in half by 2025.

The figures showed that the city's carbon dioxide levels have fallen by 28 per cent since 1990. This trend is set to continue with the launch of the council's Sustainability Action Plan later this year, which sets out the city's plans for sustainability and climate change until 2019.

# Leicester Haymarket Bus Station

HB



# leisure and culture

## Leicester in the limelight

Leicester's cultural calendar has seen a number of highlights during the last year. Some unique, like the LCFC parade and the city's role in the Rugby World Cup, and some that were simply bigger and better than ever before, such as the Diwali celebrations.

The events around the discovery of King Richard III meant that Leicester was already no stranger to the world stage, and once again the city found itself in the limelight during Rugby World Cup 2015. In total, more than 110,000 people from countries right across the globe came here to watch the three gripping matches that we hosted, either within the stadium or while soaking up the late summer sun in the Fanzone on Victoria Park.

Lighting up the city during the winter months, an improved programme of Diwali celebrations included the introduction of a two-week festival around the lights

switch-on. The centrepiece – a big wheel on Belgrave Road – proved to be an extremely popular attraction during the festival, and this popularity continued as it was moved to Jubilee Square in time for the Christmas festivities.

## Telling our story

The international attention generated by last year's reinterment of Richard III has also led to renewed interest in life in medieval Leicester, which we've successfully captured as part of a new permanent exhibition at the city's historic Guildhall.

Elsewhere in the city, you may have spotted one of our pop-up display cases in your local library commemorating the centenary of the First World War, or the market's display celebrating the 800th anniversary of the Magna Carta and the standardisation of weights and measures.

## In the past year

- Our museums welcomed nearly 400,000 visitors, all of whom enjoyed free admission.
- We announced plans to bring Leicester Castle back into use, and in August we launched a free app to help visitors learn more about its rich history.
- Open days at Leicester Castle, the Magazine, Wygston's House, and Belgrave Hall and Gardens continued to be popular.
- De Montfort Hall completed the first phase of refurbishments, including backstage areas, the box office and improvements to the auditorium. The ticketing system has been upgraded and is being developed so that it can be shared with a wide range of other venues.
- Over 90 new heritage information boards have been installed across the city – including a number that feature Leicester's historic villages.
- Work began to develop the Story of Leicester website.

## Looking ahead

The Old Town continues to welcome tourists from far and wide. Last summer, following the creation of Jubilee Square, we purchased Vaughan College – the grade two listed building that currently houses Jewry Wall Museum. Work is now under way to develop the building, improving both the museum and the surrounding archaeological site.

The closure of Snibston Discovery Park in northwest Leicestershire last July meant that many items from our collection have now returned to the city, and plans are now being drawn up to display these at Abbey Pumping Station.

Finally, the refurbishment of De Montfort Hall's auditorium will be completed later this year, with new seating in place.



England  
2015

USA

RUGBY  
2015

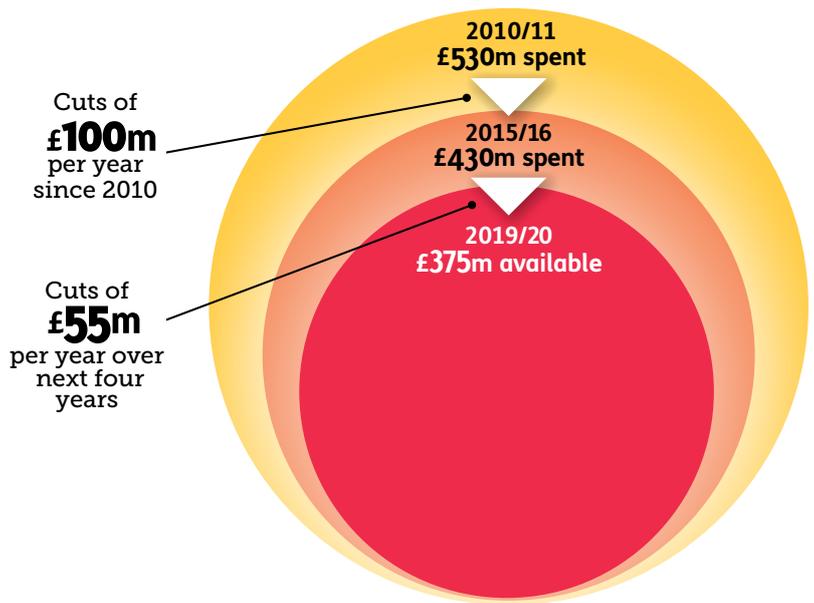
SC  
CE

# finance

## Shrinking budgets

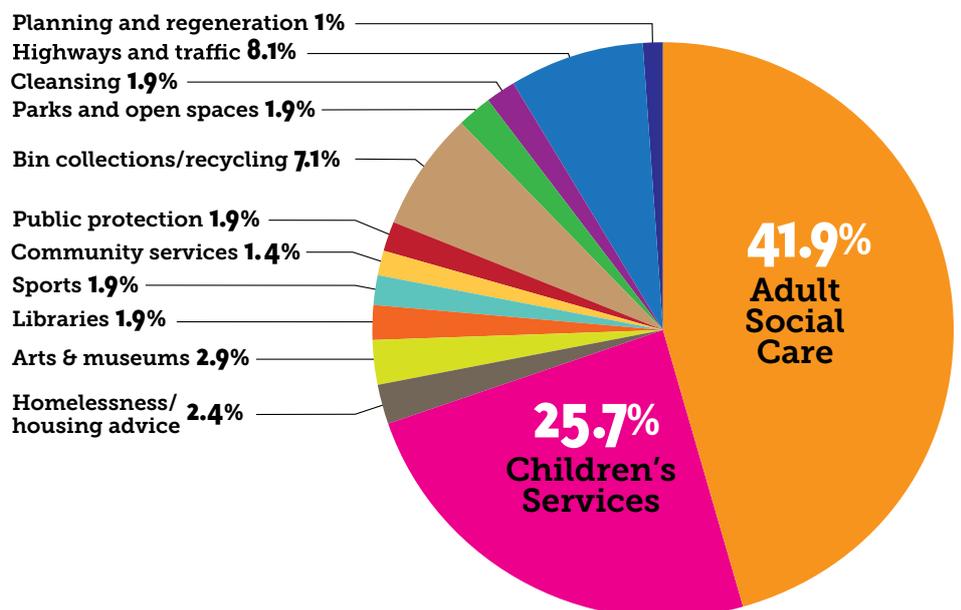
In February, Leicester City Council set its budget for 2016/17. Our financial position is exceptionally severe. Six years of funding reductions have seen our grant from the government fall by over £100 million each year. We have already been told to expect further cuts in the next three years, which means our grant will have fallen by over 50 per cent since 2010 (after allowing for inflation).

The council obtains its money from a combination of council tax, business rates, charges for some services and a government grant. Government funding makes up a large proportion of our income, so these cuts greatly reduce the amount we have to spend.



## Frontline services 2015/16

We are saving money by reviewing everything we do, and will finish this work in the next 12 months. However, making savings is even harder than it looks because a lot of our money is tied up in services where we need to spend more. For example, to provide care for growing numbers of older and vulnerable people, and to protect vulnerable children. This chart shows where the council spends its money.

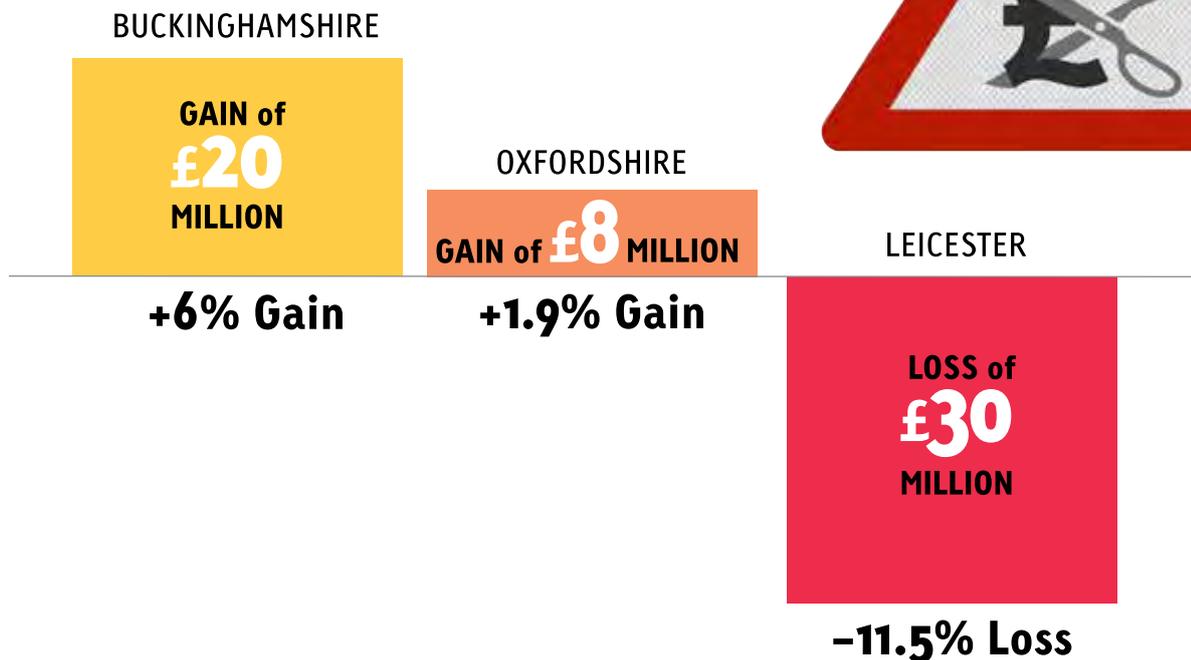




## Spending power 2013/14 to 2019/20

In all our reviews, we are looking for ways to make council services more efficient, but cuts of this scale are bound to be felt in reductions to services which are valued by everyone. We still need to find ways of saving £55 million each year.

What is more, the effect of government funding cuts is not being shared equally across the country. Because of the way cuts have been made by the government, the most deprived authorities have been the worst hit. This chart compares Leicester with affluent Buckinghamshire and Oxfordshire.



# **FREE childcare for two year olds**

**Your child may be entitled to 15 hours of FREE early education per week if you are receiving a qualifying benefit and have a household income of £16,190 or less.**

**Or if the child:**

- **Receives Disability Living Allowance**
- **Has a disability, statement of special educational needs or education, health and care plan**
- **Is looked after by the local authority**
- **Is no longer looked after by the local authority as a result of an adoption order, a special guardianship order or a residence order.**

**To find out if your child is eligible:**

**Telephone: 0116 454 1100**

**[families.leicester.gov.uk/earlyeducation](http://families.leicester.gov.uk/earlyeducation)**

**or go to your local children's centre**





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**Angels Pre-School**  
Martin Street LE4 6EU  
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**Kiddycare Nursery**  
Melton Road LE4 6PN  
Tel: 0116 2680258

**Parkview Nursery**  
East Park Road LE5 5FD  
Tel: 0116 2734237

[www.kiddycarenurseries.co.uk](http://www.kiddycarenurseries.co.uk)

# The future is bright

A number of estates are set to benefit from improved lighting with the introduction of new LED energy efficient waylights (the lights on corridors and stairs).

Waylights in St Matthews, St Marks and other locations have already been updated, with Mowmacre being next on the list to benefit from the scheme.

Previously waylights used to be left on all the time. But the new devices have daylight sensors which ensure that they are only on when needed. Outside lights only come on when it's getting dark and internal lights operate at 10 per cent, boosting up to full power for a limited period when someone walks by.

The cost and energy savings have been impressive – an expected reduction in electricity use of between 46 and 64 per cent in the first two years, with full payback on energy savings within six years. Another key benefit of the new devices has been a big reduction in the amount of maintenance required. The new lights last around five times longer than the previous versions. ■



# Braunstone bins

A fire inspection in Braunstone and Rowley Fields recommended that we keep landings and communal areas clear – which meant that dustbins needed to be moved out of the existing bin stores. After consultation with residents, the council agreed to create a new designated area for bins. Funding from Braunstone and Rowley Fields Growth bid scheme helped begin improvements in 2015.

The bins have now been moved outside and dividing walls between the old bin stores and drying rooms have been removed. Doors to the bin store and drying room have also been bricked up. We removed the old timber wood planks and replaced them with an eco wood fence, complete with lockable external access.

With the dividing wall removed, the drying rooms are now bigger. The new bin areas are more pleasing, tidy and easier for residents and bin collectors to access. ■



# Affordable homes

Braunstone has gained 48 new affordable homes thanks to a partnership between Leicester City Council, Nottingham Community Housing Association (NCHA) and the homebuilder Westleigh.

Seventeen homes have been built at the site of the former Bendbow Rise School, in Butterfield Close, at a cost of £1.9 million.

In addition to 10 homes built on Hamelin Road, six one-bedroom apartments and two wheelchair adapted bungalows have been built at the site of the former Queensmead Junior

School, at a cost of £2.3 million. The bungalows are to provide supported living accommodation for people with additional needs.

A further 13 homes at the site have been used to house people on the city council's housing waiting list.

Funding for the schemes was partly secured through a grant from the Homes and Communities Agency (HCA) with further funding provided by NCHA and the city council.

Assistant city mayor for housing Councillor Andy Connelly said: "There is a real need for affordable housing to rent in

Leicester, so I'm delighted that this partnership has helped to create these new homes and put disused land back to good use."

The properties owned by NCHA and the city council are all fully occupied by people from the council's housing register. Residents who are looking for affordable housing and want to see what vacant properties are available can visit our web pages.

There are 126 further homes currently under construction. Of these, 123 are for affordable rent and three are for shared ownership. ■

[leicester.gov.uk/housing](http://leicester.gov.uk/housing)

# Round the bend

The council's housing repairs team is called out to more than 6,000 blocked toilets, sinks and drains every year – that's more than 115 a week. This of course costs a great deal of time and money – and some of the call outs can be charged to council tenants, when it's clear the tenant has been negligent.

The vast majority of sink, toilet and drain blockages can easily be avoided by following a few golden rules. You should also clean waste pipes regularly with drain or pipe cleaning products.

## Think about what goes down

If you can bin it, don't flush it. The most common objects that are wrongly dropped down toilets are:

- wet wipes (including so-called 'flushable' ones)
- sanitary products
- nappies
- cotton buds
- hair grips
- air fresheners.

Never flush any of these down the toilet – you will pay the price later on! Even supposedly 'flushable' wipes cause problems as they do not break down.

Other items that can cause blockages (mainly to sinks and drains):

- fat, grease and oil
- excessive use of washing powder or dishwasher tablets
- hair

Fat, grease and oil are the most common problem and also one of the easiest to prevent. Greasy and fatty substances which are washed down sinks will stick to pipes, eventually building up so much that liquid cannot pass through.

You can easily avoid this by pouring used oils and fats into a container and allowing them to cool before disposing of them in the bin. Alternatively, take them to your local council recycling site.

Hair is another common problem as it can build up over time. As it builds up soap will stick to it and if you don't deal with it, it will eventually lead to a complete blockage.

The best way to deal with this is to use a sink strainer in the plughole – or clear any trapped hair regularly to stop a build up and prevent future blockages.

Finally, a simple rule of thumb that should keep you out of trouble: use the sink and toilet for what they are designed for – never as a waste bin. ■





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# Care and support

If you or someone in your family needs social care or support, take a look at [leicester.gov.uk/asc](http://leicester.gov.uk/asc)

Leicester City Council has recently revised the information and advice we provide about adult social care. Using new functions on the website, you can find out if you may be able to receive support, your potential contribution towards the cost of that support, and where to find the right services.

Because the council has a limited budget, we have to make sure that our support services reach the people who need them most. Many people now use our online information to choose and arrange

their own care. For example, you can search the My Choice directory to find a range of services and equipment such as a bed sensor or medicine dispenser. My Choice is a directory that allows you to choose and arrange your support.

To find out if you could get support from the council, go to the section called 'Am I eligible for support?'. Just answer a series of questions by ticking the boxes – then it will tell you whether you may be eligible.

You can also use the online calculator. This gives you an

indication of how much you would need to contribute towards the cost of your support. If you wish to proceed with an application you can then submit all your details.

If you are not likely to be eligible for council support you will be directed back to the My Choice directory where you can find out how to arrange your own care.

Finally, if you do not have access to a computer, you can use one free of charge at any city library. ■



## Organisations that can help you

The council has agreed contracts with two local organisations that can give you information and advice on adult social care in Leicester.

### Age UK

Free independent, confidential information and advice to people over 50.

**Clarence House**  
**46 Humberstone Gate**  
**Leicester**  
**LE1 3PJ**

Drop in Monday to Friday 11am-4pm.  
**0116 299 2278**

### Mosaic: shaping disability service

Delivers information and services that disabled people want; services that promote inclusion, equality, independence, choice, empowerment, respect and dignity.

**2 Oak Spinney Park**  
**Ratby Lane**  
**Leicester Forest East**  
**LE3 3AW**

Drop in Monday to Thursday, 9am-5pm;  
 Friday, 9am-4.30pm  
**0116 231 8720**

FOR INFORMATION AND ADVICE ON SOCIAL CARE:

**[leicester.gov.uk/asc](http://leicester.gov.uk/asc)**

# How to separate your waste and recycling

Put all the items below into your orange bags or communal bins



Glass bottles and jars



Plastic bottles and bottle tops



Plastic pots, tubs and trays



Magazines and paper



Tins, cans, foil and foil trays



Cardboard



Drink and food cartons



Empty aerosol cans



Plastic bags and plastic film

## Remember:

- You can use as many orange bags as you need for your recycling.
- Rinse all items that contain food waste.
- Only use your orange bags or communal recycling bin for the recyclable items above.
- Do not use black bin bags.



Most non-recyclable waste can go in your refuse bin or communal refuse bin. This includes: general waste, food waste, nappies and polystyrene.



Garden waste customers – use your green bin for:



Twigs, small branches, bark and weeds



Leaves, grass cuttings, plants and flowers

**X No:** Food waste, treated wood, logs, soil, turf, plant pots/seed trays, gravel, stones or bagged waste.

For more information visit our website:  
[leicester.gov.uk/recycling](http://leicester.gov.uk/recycling)

Orange Bag Recycling Service  
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# Saving you time and money

No one likes waiting in queues or on the phone. These days we expect to get things done when it suits us

**L**eicester City Council is developing quicker, easier ways for you to contact us and access council services.

Councillor Kirk Master, assistant city mayor for neighbourhood services, said: "A lot of people still phone the council to tell us things that they could report much more quickly and easily online.

"It's really easy to use our website – [leicester.gov.uk](http://leicester.gov.uk) – and soon we'll be launching a new digital service that will make it even more convenient for people to deal with the council."

## My account

Launching in the autumn, the new online council account will make it easier for you to carry out a huge variety of council business.

From ordering more orange bags to reporting a housing repair, you'll be able to do this with just a few clicks – any time of day or night, from the comfort of your

sofa or out and about on your mobile phone.

There's no waiting on hold or in queues – and your request will go straight to the department that needs to deal with it. Another benefit is that it will be easier for you to keep track of your various dealings with the council. When you log into your account, you'll be able to see all your different contacts with us in one place, from school admissions to rubbish collection.

## Self-service areas

Around the city we are setting up self-service areas where you can use free computers and telephones to contact us and deal with your council business. For example, you can report environmental problems, apply for housing benefit and parking permits, or scan documents to support applications.

There are already three of these self-service facilities: at

the Customer Service Centre on Granby Street, St Matthews Centre and Pork Pie Centre. We will be developing another in New Parks and other locations over the next year.

Remember you can also get online using the free computers in every city library.

## Payments

The easiest way to pay council tax, rent and business rates is by direct debit. You can also pay for these services and some others via the Pingit app. This is a safe and easy way to make payments from your smartphone or mobile device – find it free at the App Store.

There are self-service payment machines at the Customer Service Centre in Granby Street and the Pork Pie Centre on Saffron Lane. You can pay rent, council tax, fees and fines by cash, debit or credit card. ■



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#### Thurs 14 July

(jobs go live on our website on 4 July)

#### Fri 23 September

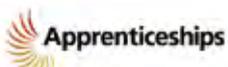
(jobs go live on our website on 12 September)

Visit [leicester.gov.uk/hub100](http://leicester.gov.uk/hub100) for more information.

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email [apprenticeshiphub@leicester.gov.uk](mailto:apprenticeshiphub@leicester.gov.uk)

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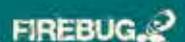
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GOLDWATER • HOWARD ROSE • JAMES CHERRY • JERSEY BUDD  
JESS GREEN AND THE MISCHIEF THIEVES • LAST EDITION • MARTIN  
LUKE BROWN • OUT OF KARMA • ROGER WILSON & CHRIS PARKINSON  
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# All aboard!

The new Haymarket Bus Station is now open for business, providing a total of 38 different bus services to destinations across the city, county and further afield. Joint funded by Leicester City Council and the Department of Transport, the new £13.5 million station replaces the old facility built in the early 90s.

The number of buses that can use the site at any one time has doubled. With 23 bus bays available, the station now has capacity for 100 buses per hour. As a result, a number of bus shelters have been removed from Charles Street, between Belgrave Gate and Humberstone Gate. Pavements have been widened and rebuilt in high-quality block paving to create a safer and more attractive route for visitors.

Other improvements include better waiting facilities for passengers and refurbished toilets (including Changing Places facilities for people with profound

disabilities – see page 10). The bus station will also be the base for the Haymarket Shopmobility service, which offers free loans of scooter or wheelchairs to people with mobility problems.

New electronic displays provide real time arrival and departure information for passengers within the main concourse, and refurbishment work has been carried out on surrounding pavements and roads.

City Mayor Peter Soulsby said: "This has been a long and challenging redevelopment, but I think that people will agree that the wait has been worth it.

"The new building, with its inviting concourse, will make a huge difference to the daily journeys of thousands of people who travel in and out of the city centre by bus.

"The new pick-up and drop off arrangements will also help reduce bus congestion along this stretch of Charles Street, helping cut unnecessary delays and improve

Time	Services Destination	Sta
Due	54A Anstey	
2min	22 Rushey Mead	
10:23	54 Beaumont Centre	
4min	13 Glenfield	
10:25	16 Blackmore Drive	
10:25	25 Mowmacre Hill	
5min	74 Anstey	
10:25	48 Coventry	
10:25	14 Ryder Road	
10:27	21 Blount Road	
7min	303 Birstall P and Rd	
10:30	16 Braunstone	
10min	26 Beaumont Centre	
10:30	54A Beaumont Centre	

journey times.

"It is a huge improvement over what was here before, which was frankly little more than a loose collection of rundown shelters. This is a bus station for the 21st century."

The state-of-the-art facility was opened at a special event on 7 May, where visitors enjoyed a display of vintage buses and even took a ride on one to Abbey Pumping Station.

The redevelopment of the Haymarket Bus Station was partly paid for with a grant of £3.5 million from the government's Local Pinch Point Fund. ■

[leicester.gov.uk/haymarketbusstation](http://leicester.gov.uk/haymarketbusstation)

# Sir Jonathan North Community College

Principal: Alison Merrill



Innovation built on tradition

## Open Evening

Thursday 15 September 2016 5.30 pm - 7.30 pm

Principal's Address at 5.45pm and 6.15pm

**'Girls at single sex state schools in England perform better at GCSE than those in mixed schools'**

source: education data analysts 'SchoolDash', January 2016



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t: 0116 242 3900

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Clockwise Credit Union Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. We subscribe to the Financial Ombudsman Service and are members of the Financial Services Compensation Scheme.

# Good food for young tums

**A**s part of Leicester's Food Plan, Leicester City Council has been working with the Leicestershire Nutrition and Dietetics Service (LNDS) to support parents, nurseries and childminders across the city. The aim of the service is to support families with young children to provide healthy nutritious food and to develop their cooking skills. It also works with nurseries and childminders to ensure that their food meets nutritional standards.

There has been keen interest in the programme, which has reached over 90 families, and over 60 childcare settings have joined up. After taking part, families have seen real improvements in a their diet, eating more fruit, vegetables and breakfasts, and fewer takeaways. ■



## 150 minutes a week

**N**ow the weather is warmer and the days are longer, many people are thinking about getting active in Leicester and planning activities for summer. The opportunities to increase your physical activity are endless in Leicester, and there is something to suit everyone!

Leicester's parks provide a perfect setting for getting active, from power walking, running, or exercising on the outdoor gyms for free. Why not check our website to find out what's in your local park, or even try being a 'park tourist' and power walking to a park further afield?

A game of Ping! also contributes to your daily activity. One game is typically 10 minutes long, so play a 'best of three' match with a friend to hit your recommended amount of daily activity.

Don't feel that you need to keep to traditional activities to increase

your activity level. Why not try getting some exercise with your green fingers? Getting out in the garden and pulling up weeds can really get your heart pumping.

Activities such as yoga or pilates also have great physical benefits, increasing flexibility and helping to improve balance and avoid injuries. ■



[leicester.gov.uk/ourhealthycity](http://leicester.gov.uk/ourhealthycity)

# News from the CCG

As the clinical chair of Leicester City, CCG I would like to update you on our latest news.



As they are nationally, local GP practices are under growing pressure as a result of increased demand, as well as problems with recruiting and retaining GPs.

Within the limited funding available to the NHS we are working hard with our practices to improve primary care services:

- We have opened four GP hubs across the city which see patients during evenings, weekends and bank holidays. So far this has provided over 1,200 extra appointments per week and is helping take some of the pressure off GP surgeries and hospital services. The service also allows those who find it hard to get to their GP during normal hours to access appointments.
- We are employing more pharmacists, nurse practitioners and paramedics in primary care. You may have noticed that practices offer appointments with these specialists as an alternative to your GP. They do in fact work hand in hand with your own GP, and where appropriate can offer you excellent care and advice.
- We have set up a home visiting clinical response team for urgent home visits. This means that a clinical specialist will be able to see you quickly and report back to your GP to ensure you get the right care.
- A 'golden hello' incentive scheme has already recruited six new GPs, and will recruit at least six more in the next few months.

## GP Federations

In 2015/16 we have seen 'GP Federations' in Leicester begin to take shape.

Federations are groups of practices that join together to improve the delivery of services. This might be by jointly offering a particular clinic or service for their patients or by sharing back-office functions. In Leicester there are three federations that practices are free to join. We have been supporting them in 2015/16 as they establish themselves and have worked together with them on the delivery of services.

## Health Needs Neighbourhoods

We have also introduced four Health Needs Neighbourhoods. This means that more relevant services could be offered to patients living in these areas. They would also be aligned better with local health and social care partners which means we are able to work in a more integrated way on the care for a particular patient.

Linked to this are changes that we have made to our governing body. Our previous locality chair roles have been replaced with Health Needs Neighbourhood chairs and we have reduced the number of GP members



from ten to seven. This will allow for additional GPs to be brought in to support us where we need specific expertise and will allow for us to introduce a practice nurse role on the governing body.

New in post are Dr Tun Than and Dr Sulaxni Nainani, our first female board member, who are working together on GP integration across the city practices. GP integration focuses on bringing health and social care services together and where possible getting patients treated in the community. This is a key priority for the CCG going forward.

### Better Care Fund

The Better Care Fund is a programme that delivers seamlessly integrated health and social care for patients, providing for their holistic needs, to help them retain their independence, stay well in their own homes and avoid spending time in hospital. Better Care Fund services are aimed at patients aged 60 and above, younger patients with multiple long-term conditions and patients with dementia.

The Leicester City Better Care Fund is made up of the following services:

- risk stratification
- lifestyle hub
- IT
- clinical response team
- assistive technology
- LPT unscheduled care team
- integrated crisis response service
- night nursing team
- services for complex patients
- mental health planned care team
- mental health discharge team
- intensive community support.

### Using your pharmacy

While we are working hard to improve GP services and capacity in the city, we can all do our bit to really make a difference. While I am a GP, my family and I are also NHS patients and we all have a responsibility to use all our health services responsibly so we can access medical help and advice from a GP when we really need it. One way we can all do this is by using our pharmacies better. More information is provided on the following pages.

### Your views

Before I close I would like to bring your attention to a number of patient consultation events taking place, and we would like you to be part of these. Your views on local services will help us design and buy services that meet your health needs better.

We are asking the public about the ASSIST (asylum seekers) Centre and homeless health services to give views on how we can provide appropriate health services going forward. We are also asking patients for their views on services at Asquith Surgery and Bowling Green Surgery as both contracts naturally come to an end in 2017. ■

Professor **Azhar Farooqi**, GP and Chair  
Leicester City Clinical Commissioning Group



# A friendly face

Your local high street or community pharmacist has a wealth of expertise on hundreds of everyday illnesses and health issues as well as being a friendly face when you need over the counter advice



**P**harmacists are trained to provide confidential, expert advice and treatment for a range of common illnesses and complaints such as coughs, colds, sore throats, ear and toothache, rashes and emergency contraception. You can also get advice on prescription medicines and book a medicine review, blood pressure check or diabetes check.

Pharmacists can also help you decide whether you need to see a health professional. They can help you consider the alternatives next time you are thinking of making a doctor's appointment. You can find details of the chemists near you using the search tool at <http://bit.ly/1UVCfye>. Opening hours over weekends and bank holidays are also updated here.

Pharmacists are highly trained health professionals. Before becoming a pharmacist they will have completed a four year university degree and have worked for a year under the supervision of an experienced and qualified pharmacist, usually in a hospital or community pharmacy. Some may even have worked in a specialist area such as diabetes or lung disease.

## What services does your local pharmacy offer?

All pharmacies will provide the following services:

- over the counter advice on medicines
- prescriptions and repeat prescriptions
- prescription delivery
- disposal of unwanted or out-of-date medicines
- advice on treatment of minor illnesses and health conditions, and healthy living
- advice on using your medication properly
- flu jabs
- travel vaccinations
- contraception
- emergency hormonal contraception (EHC)
- NHS Health Check (blood pressure, cholesterol or blood glucose testing)
- support to stop smoking.

To make sure you're given the right medicine or advice, the pharmacist may ask you a range of questions, including:

- Have you taken the medicine before?
- Who is the medicine for?
- What are the symptoms?

- How long have you had these symptoms?
- What action has already been taken?
- Are you taking any other medicines for this or any other conditions?

## Confidentiality

You can talk to your pharmacist in confidence, even about the most personal symptoms, and you don't need to make an appointment. It is possible to walk into any community pharmacy and ask to speak with the pharmacist. Most pharmacies now have a private consultation area where you can discuss issues with pharmacy staff without being overheard. Alternatively you can arrange a consultation over the phone.

# Pharmacists at your GP

At nine local GP practices you can now see a specialist pharmacist within the surgery. This is part of a three year pilot scheme to offer patients a more joined up service under one roof. We asked one of these specialists, Jayesh Radia, to tell us more

## What is your new role?

I am one of three advanced clinical pharmacists who will be working alongside GPs and nurses in nine GP practices in Leicester. These nine practices are part of federation that work together.

## How will this benefit patients?

Having pharmacists based in a GP setting allows us to provide tailored support for patients with complex, long-term conditions. This will help patients manage their condition better. Patients will benefit from quicker appointments, specialist advice on using their medicine and improved screening and diagnosis.

It is likely patients will see the same clinical pharmacist each time to ensure they receive continuity of care. The new scheme will also release a number of regular appointments available in GP practices.

## Talk us through your day

The most enjoyable part is working more closely with patients and helping them to understand their conditions. We talk about how they can better

manage themselves and use their medication properly to ensure they maintain good health.

A typical day may involve managing repeat prescriptions, undertaking medication reviews for patients with complex needs or holding clinics about long-term conditions such as diabetes and lung disease.

## What happens at an appointment with the clinical pharmacist?

It will very much depend on why the patient is going. They may need their medication reviewed or they may have a screening appointment to diagnose a health condition or talk about a change in their condition. The pharmacist may ask some personal questions as well as lifestyle questions to help them give the best advice. The patient may need to have a blood test or provide a urine sample to ensure the pharmacist has as much detail as possible about their current health and to ensure there are no complications or more serious health concerns. The appointment is completely confidential but notes are shared with the patient's named GP at the practice. ■

Jayesh Radia



## The nine practices taking part in this scheme are:

- 1 East Leicester Medical Practice
- 2 Clarendon Park Surgery
- 3 Humberstone Medical Centre
- 4 Willowbrook Medical Centre
- 5 Highfields Surgery
- 6 Hockley Farm Medical Practice
- 7 Victoria Park Health Centre
- 8 Johnson Medical Practice
- 9 Saffron Group Practice



# what's on

Welcome to What's On – your guide to entertainment venues, museums, libraries, leisure centres and community groups.

For listings of events, shows and activities in Leicester please visit [leicester.gov.uk/whatson](http://leicester.gov.uk/whatson)

## ENTERTAINMENT

### Simon Says

Simon Says... is a family friendly weekend event showcasing the finest talent from Leicester's music scene and beyond, along with real ales, cocktails, food and drink, art, children's activities and much more.

Headlining this year are The Wonder Stuff who are celebrating their 30th anniversary. Fans will love the passion and attitude which sets the band apart from the majority of their contemporaries. Their many hits including The Size of a Cow and Dizzy are sure to be crowd-pleasers.

The line-up also includes Levellers-influenced modern folk band **Ferocious Dog**, **Uptown Ska Collective**, formed by The Specials' bassist Horace Panter and **Diesel Park West**, featuring their seminal album, Shakespeare Alabama, listed in the greatest debut albums of all time.

**Simon Says...**

**23 and 24 July**

**Advance weekend tickets: £30 adults, £20 students, £10 under 16s, £7.50 under 10s. Under 5s are free but do need a ticket.**

**DE MONTFORT HALL | 0116 233 3111 | [demontforthall.co.uk](http://demontforthall.co.uk) | [simonsaysleicester.com](http://simonsaysleicester.com)**

#### **CURVE**

A state-of-the-art theatre in the heart of Leicester's vibrant Cultural Quarter. With no traditional backstage area audiences can enjoy the full theatre making process.

**0116 242 3595**

**[curveonline.co.uk](http://curveonline.co.uk)**

#### **LUNCHTIME CONCERTS**

New Walk Museum and Art Gallery hosts a programme of chamber music organised by the Leicester International Music Festival.

**0116 225 4920**

**[leicesterinternationalmusicfestival.org.uk](http://leicesterinternationalmusicfestival.org.uk)**

#### **UPSTAIRS AT THE WESTERN**

Leicester's first pub theatre, above The Western. Enjoy live theatre, spoken word, music and comedy in this intimate venue in Leicester's West End.

**[upstairsatthewestern.com](http://upstairsatthewestern.com)**

For a full programme of events please contact the venues directly or visit their websites

#### **PHOENIX**

Based in the city's Cultural Quarter, Phoenix is Leicester's independent cinema, arts centre and café bar. It shows everything from micro-budget foreign films to the latest Hollywood blockbusters on two modern cinema screens.

**0116 242 2800**

**[phoenix.org.uk](http://phoenix.org.uk)**

#### **LITTLE THEATRE**

Home of the Leicester Drama Society, which produces 12 main-house shows each year and a pantomime, performed in the 350-seat auditorium. The theatre also hosts shows from other Leicestershire societies and touring productions.

**0116 255 1302**

**[thelittletheatre.net](http://thelittletheatre.net)**

#### **THE Y**

A live performance venue with an eclectic programme of music, comedy, theatre, new performances and spoken word.

The 300-seat theatre also hosts candle-lit cabaret style events and standing gigs.

**0116 255 7066**

**[ytheatre.co.uk](http://ytheatre.co.uk)**

#### **ATTENBOROUGH ARTS CENTRE**

The University of Leicester's inclusive arts centre. With a 120-seater performance space, three studios and an exhibition gallery, it offers a diverse programme of performance, courses and workshops covering a wide range of art forms.

**0116 252 2455**

**[attenborougharts.com](http://attenborougharts.com)**



## Leicester Caribbean Carnival

**6 August | Victoria Park**

Carnival – Mas, Music and Myths is the theme chosen for this year's Caribbean Carnival, celebrating the diverse cultures in Leicester while keeping the cultural traditions of the Caribbean alive. It is one of the largest multicultural events in the East Midlands with an estimated 80,000 people on the parade route and 20,000 at Victoria Park. Celebrations begin with the official opening ceremony on Victoria Park followed by the vibrant street carnival. Featuring various troupes and floats displaying magnificent costumes, the street carnival will make its way to the city centre accompanied by the hot and spicy music of the Caribbean and beyond.

**Tickets: advance £2 / on the day £3. Children 5-12 years £1, under 5 years and over 60 years free.**  
[leicestercarnival.com](http://leicestercarnival.com)



**Western Park Festival**  
 9 July  
 Western Park  
[westernparkfestival.co.uk](http://westernparkfestival.co.uk)

**Cancer Research Race for Life**  
 10 July  
 Victoria Park  
[raceforlife.org](http://raceforlife.org)

**An Indian Summer**  
 29-31 July  
 Cultural Quarter  
[indiansummer.org.uk](http://indiansummer.org.uk)

**Evington Village Fete and Show**  
 13 August, 12-5pm

Stalls, refreshments, music, children's activities and homegrown produce in the show competition.

**Eyres Monsell Horticultural Show**  
 10 September

Community Centre, Hillsborough Road, Eyres Monsell  
 Opens 1.30pm, auction of produce around 3.30pm.

**Heritage Open Days**  
 8-11 September

Various venues  
[visitleicester.info/heritageopendays](http://visitleicester.info/heritageopendays)

**Belgrave Hall Good Food Fair**  
 17 and 18 September  
 Belgrave Hall and Gardens  
[visitleicester.info/museums](http://visitleicester.info/museums)

**Leicester International Music Festival**  
 September  
 New Walk Museum and Art Gallery  
[musicfestival.co.uk](http://musicfestival.co.uk)



## City Festival

**20-29 August | City centre**

The City Festival celebrates Leicester in the heart of the city. Taking place over ten fun-packed days, sites across the city centre are filled with entertainment including sports, culture, music, art, heritage and more. Offering a vast programme including old favourites as well as new additions, City Festival provides a great reason to stay local this August!

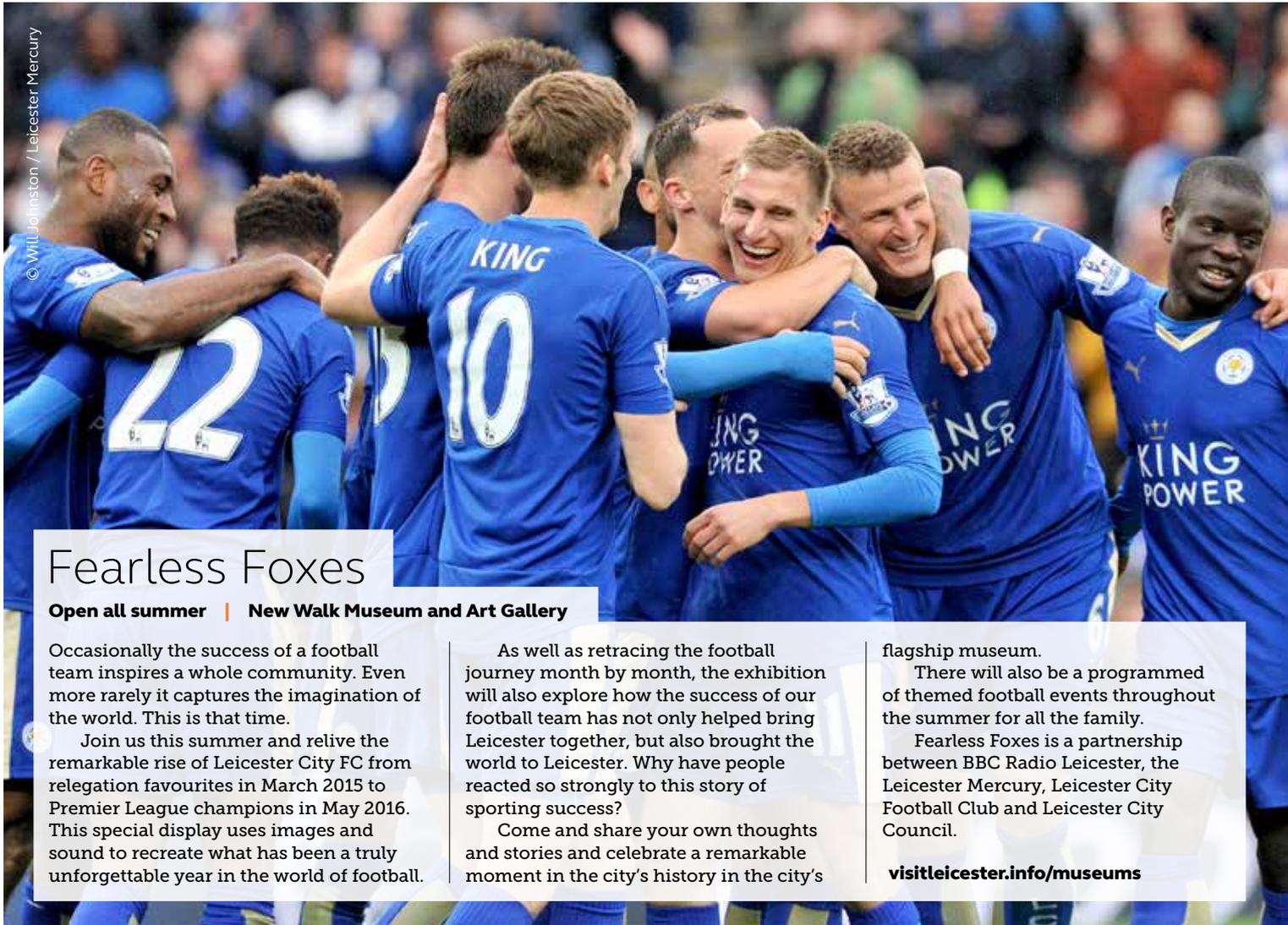
[visitleicester.info/cityfestival](http://visitleicester.info/cityfestival)

## Leicester Pride

**3 September | Victoria Park and city centre parade**

Leicester Pride is Leicester's annual lesbian, gay, bisexual and transgender (LGBT) festival and is a colourful and vibrant event celebrating diversity and freedom of expression. A spectacular parade through the city leads to the popular event on Victoria Park which includes live music, market stalls, funfair rides and health and wellbeing information.

[leicesterpride.com](http://leicesterpride.com)



© Will Johnston / Leicester Mercury

## Fearless Foxes

Open all summer | New Walk Museum and Art Gallery

Occasionally the success of a football team inspires a whole community. Even more rarely it captures the imagination of the world. This is that time.

Join us this summer and relive the remarkable rise of Leicester City FC from relegation favourites in March 2015 to Premier League champions in May 2016. This special display uses images and sound to recreate what has been a truly unforgettable year in the world of football.

As well as retracing the football journey month by month, the exhibition will also explore how the success of our football team has not only helped bring Leicester together, but also brought the world to Leicester. Why have people reacted so strongly to this story of sporting success?

Come and share your own thoughts and stories and celebrate a remarkable moment in the city's history in the city's

flagship museum.

There will also be a programmed of themed football events throughout the summer for all the family.

Fearless Foxes is a partnership between BBC Radio Leicester, the Leicester Mercury, Leicester City Football Club and Leicester City Council.

[visitleicester.info/museums](http://visitleicester.info/museums)

### ABBEY PUMPING STATION

Leicester's museum of science and technology, displaying the city's industrial, technological and scientific heritage.  
**0116 299 5111**

### BELGRAVE HALL AND GARDENS

An oasis of peace and quiet in a busy city, set in the midst of two acres of serene walled gardens that are open to the public during special events.  
**0116 229 8181**

### NEW WALK MUSEUM AND ART GALLERY

Leicester's original museum has wide ranging collections and displays spanning the natural and cultural world.  
**0116 225 4900**

### NEWARKE HOUSES MUSEUM AND GARDENS

Composed of two historic houses, Wygston's Chantry House and Skeffington House, this museum tells the story of contemporary Leicester and the history of the Royal Leicestershire Regiment.  
**0116 225 4980**

### THE GUILDHALL

One of the best preserved timber framed halls in the country, dating back 600 years, the Guildhall now hosts a regular events programme including comedy, music, theatre and seasonal children's events.  
**0116 253 2569**

### JEWRY WALL MUSEUM

Discover the archaeology of Leicester's past and find out about the people of Leicester from prehistoric times to the medieval period.



Leicester's museums hold special events and activities for all ages throughout the year. For more information on current exhibitions and events please visit [leicester.gov.uk/museums](http://leicester.gov.uk/museums) or contact the museum directly



## Run 5.30

8 July | 5.30am  
Victoria Park

At 5.30am on Friday 8 July, whilst most of the city is sleeping, early birds from across Leicestershire will be making the most of the morning; donning brightly coloured t-shirts and lacing up their trainers ready for a 5.3k run.

Run 5.30 is an idea that started in Italy and Leicester is the second UK city to host an event.

You can walk or run the route, it doesn't matter. The route will take runners from Victoria Park into the city passing some best known and loved landmarks such as New Walk and the Cathedral before ending back in the park. At the end, participants will be greeted across the finish line with a healthy fruit filled breakfast; the perfect way to start a Friday.

To register go to  
[perfectmotion.org/run-530](http://perfectmotion.org/run-530)

## Bands on parks 2016

This summer's Bands on Parks season runs on Sunday afternoons until 11 September.

Bands will be playing on different dates at parks all over the city: Abbey Park, Aylestone Hall Gardens, Braunstone Park, Walled Garden, Castle Gardens, Evington Park, Humberstone Park, Knighton Park, Monks Rest Gardens and Western Park.

For full details go to the council website or email [parks@leicester.gov.uk](mailto:parks@leicester.gov.uk)

## Swim Leicester

The council's swimming lessons programme, Swim Leicester, offers children and adults alike the chance to learn to swim – with lessons taking place every day across each of our leisure centres.

Lessons are taught by friendly and experienced instructors, and we offer children's sessions from foundation level (typically for children aged six months to four years old), through the ASA national framework and beyond.

You can join Swim Leicester at any time. To find out more, search our website for 'swimming lessons'.



## LIBRARIES

- Aylestone Library** 0116 233 3178
- Beaumont Leys Library** 0116 299 5460
- Belgrave Library** 0116 299 5500
- Braunstone Library** 0116 299 5476
- Central Library** 0116 299 5401
- Evington Library** 0116 221 1286
- Fosse Library** 0116 225 4995
- Hamilton Library and Learning Centre** 0116 221 2790
- Highfields Library** 0116 299 5494
- Knighton Library** 0116 299 5477
- New Parks Centre Library** 0116 229 8200
- Pork Pie Library and Community Centre** 0116 299 5480
- Rushey Mead Library** 0116 266 5112
- Eyres Monsell Self-Service Library** 0116 278 7294
- St Barnabas Library** 0116 299 5450
- St Matthew's Library** 0116 222 1045
- Westcotes Library** 0116 299 5510

## SPORT

- Aylestone Leisure Centre** 0116 233 3040
- Braunstone Leisure Centre** 0116 229 3232
- Cossington Street Sports Centre** 0116 233 3060
- Evington Leisure Centre** 0116 299 5575
- Knighton Tennis Centre** 0116 270 8696
- Humberstone Heights Golf Course** 0116 299 5570
- Leicester Leys Leisure Centre** 0116 233 3070
- New Parks Leisure Centre** 0116 233 3080
- Saffron Lane Athletics Stadium** 0116 283 3275
- Spence Street Sports Centre** 0116 299 5584
- St Margaret's Pastures Sports Centre** 0116 233 3095

**City Of Leicester Singers**

Christchurch, Clarendon Park Road  
 Mondays 7.15-9.15pm  
 We always welcome new singers – come along to any rehearsal.  
 Concerts at St James the Greater Church, London Road.  
**0116 299 4444**  
**boxoffice@cityofleicestersingers.co.uk**  
**cityofleicestersingers.co.uk**

**Art classes for all ages**

Pop in to discover the artist in you.  
 Monday 10am-4pm: landscape with acrylics. St Martin's House, 7 Peacock Lane LE1 5PZ  
 Wednesday 10am: portraits. Chapel Café, 10a Bishop Street LE1 6AF  
 Thursday 10am-4pm: drop in. Holy Cross Centre, 45 Wellington Street LE1 6HW  
 Friday 10am: Landscape with oil. Age UK, Clarence House LE1 3PJ  
 Classes £5 adults, £3 children. Free to asylum seekers. Refreshments and materials included.  
**0116 210 9371**  
**leicesterartzone@gmail.com**

**Art of Relaxing**

Alpha Tutorials, 308 Melton Road LE4 7SL  
 Thursdays 6.30-8.30pm  
 Join us in a relaxed environment and paint and draw on your own or learn with Christine Johnson-Hume. £40 for 10 sessions – venue cost (teacher and art materials are funded). Limited places, booking essential.  
**swansophie@hotmail.com**  
**Hansa Kanji 0116 224 3288 / 07971 525810**  
**after 6pm**



**The Bullfrog Crescendo: foster carers' choir**

New Walk, City Centre [location TBC upon enquiry]  
 Thursdays 12-1pm  
 A free singing group specifically for foster carers in the city of Leicester. We particularly welcome anyone who thinks they can't sing. A really friendly, supportive group who enjoy a good sing followed by coffee and chat.  
**07980 915660**  
**becky@bullfrogarts.com**

**Epilepsy Action**

BHS, Gallowtree Gate  
 3rd Monday of each month, 10-12pm  
 For people with epilepsy, families and carers. Children welcome.  
**0116 241 4940**

**Evington Badminton Club**

Evington Leisure Centre,  
 Downing Drive LE5 6LP  
 Thursdays 7.30-9.30pm  
 New members always welcome.  
**richc63@gmail.com**  
**Richard 07541 133683**

**Leicester Association of National Trust Members**

Regular afternoon and evening meetings with speakers, lecture lunches, outings and social events.  
**Alan Tyler 0116 222 9133**  
**leicesternt.btck.co.uk**

**Leicester Badminton Club**

New College, Glenfield Road LE3 6DN  
 Tuesdays 6.30-8.30pm  
 Leicester's friendliest badminton social club. Mixed abilities from late teens upwards.  
**£3.50**  
**Michael 07967 592208**

**Leicester Decorative and Fine Arts Society**

Sue Townsend Theatre (formerly Upper Brown Street Theatre)  
 Leicester LE1 5TE  
 Fourth Wednesday of every month, 7.45pm.  
 Lectures on a variety of topics related to decorative and fine arts given by leading speakers in their fields. Guests welcome, £7.  
**0116 270 4710**  
**leicesterdfas.org.uk**

**Leicestershire IVC**

Leicestershire IVC is a friendly and informal club, offering a wide variety of social, cultural and sporting activities. It is a non-profit club with events organised by members for members.  
**0116 271 7957**

**Leicester Musical and Drama Society (LMADS)**

Rehearsals every Tuesday 7.30-9.30pm  
 If you love anything to do with the stage and performing arts then why not join our society? Minimum age 16.  
**07442 503987**

**Leicester School Race Walking**

Saffron Athletic Stadium  
 Wednesdays, 6-7pm  
 Training with UKA level 4 coach Chris Smith, 34 years county team manager. All ages and abilities, for competition and fitness. Track fees apply.  
**07505 746218**  
**smithracewalk@hotmail.co.uk**

**Leicester U3A**

Christchurch, 105a Clarendon Park Road LE2 3AH  
 Monthly meeting second Tuesday of the month, 2.45pm  
 A self-help organisation offering learning for life and social opportunities for those no longer in full-time employment.  
 12 July – Down the Garden Path, David Bell  
 13 September – Follow the Road Ahead - The Story of the Driving Test, Brian Johnson  
**publicity@leicester-u3a.org.uk**  
**0116 273 7237**

**Leicester Wildecats LGBT Football**

St Margaret's Pastures Sports Centre, St Margaret's Way LE1 3EA  
 Tuesdays 7.30-9pm  
 Weekly kickabout, all ages and abilities welcome.  
**wildecats.co.uk**  
**Gareth 07825 581938**

**Leicester Yoga Circle**

Judgemeadow Community College, Marydene Drive LE5 6HP  
 Meets once a month for an interesting and varied programme of yoga practice.  
 10 September – 10.30am-12.30pm with Libby Jelley  
 8 October – 10.30am-12.30pm with Gary Ward  
 5 November – 10.30am-12.30pm with Caroline Arthur  
**ruth@mgheath.co.uk**

**New Parks All Abilities Running Group**

New Parks Leisure Centre, St Oswald's Road LE3 6RJ  
 Tuesdays 10-11am  
 Free running group for young people and adults. Please wear sensible clothing. New runners welcome. Sessions are run by a qualified Run England coach.  
**athlefit@englandathletics.org**

**New Parks Athlefit Group**

New Parks Leisure Centre, St Oswald's Road LE3 6RJ  
 Fridays 10-11am  
 Free circuit training for young people and adults. Please wear sensible clothing. Sessions are run by a qualified Athlefit coach.  
**athlefit@englandathletics.org**

**New Parks New Friends**

New Parks Centre Library, Aikman Avenue  
 Tuesdays, 10am-12 noon  
 Reviving community spirit – drop in for coffee, cake and a chat. Donations towards refreshments invited.  
**Judith 07816 908619**  
**judith.wray@methodist.org.uk**

**Over 60s activity group**

St Matthew's Sports Hall, Malabar Road  
 Thursdays, 9-12pm  
 Badminton, carpet bowls, aerobics and table tennis, £2.  
**Celia Jeffery 07724 148686**

**Panthers Badminton Club**

Crown Hill Community College,  
Gwendolen Road LE5 5FT

Tuesdays, 7-9pm

If you have an intermediate standard of badminton give us a call. New players required. Men and women welcome.

**Sims 07870 195338 or Paul 07855 491640**

**Red Leicester Choir**

Secular Hall, 75 Humberstone Gate LE1 1WB

Wednesdays 7.30-9.30pm, term-time only

New singers always welcome.

**0116 270 3143**

[redleicesterchoir.com](http://redleicesterchoir.com)

**Scottish Country Dance Classes**

Mondays 7.30-10pm at Avenue Primary

School, Avenue Road LE2 3EJ

Tuesdays 1.30-3.30pm and Thursdays

7.30-10pm at St Stephens United Reform

Church Hall, De Montfort Street

(entrance on New Walk) LE1 7GB

Newcomers are very welcome.

[doris.buchanan@virgin.net](mailto:doris.buchanan@virgin.net)

**Doris Buchanan 0116 241 5857**

**St Margaret's Co-operative Bowls**

Co-op Sports Ground, Birstall Road  
LE4 4DE

All abilities welcome, coaching available.

**Carolyn or John 0116 267 5947**



**Thinking Straight**

Stocking Farm Healthy Living Centre,  
Packwood Road, Leicester LE4 2ED

Wednesdays, 12.30-2.30pm

A group for parents or carers of Leicester and Leicestershire based children living with or suspected of having Autistic Spectrum Disorder or ADHD.

**0116 299 5646**

**Western Park Ladies Bowling Club**

All ages are welcome to come along and play.

**Eileen Dore 0116 255 0405**

**Yoga with Mary Doughty**

New Walk Museum

Every Monday and Friday,

10-11.30am and 12.15pm

**Mary 07757 644345 or 0116 229 1121**

**Yoga in Clarendon Park**

Hartopp Road: Tuesdays 6.15-7.30pm:

St John the Baptist: Thursdays 6-7.30pm.

**Kay 07718 758637**

[stillpointtherapy.wordpress.com](http://stillpointtherapy.wordpress.com)

Leicester City Council does not endorse the entries listed; they are for information only.

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COMMITTEE MEETINGS

Leicester City Council holds a number of council, executive and committee meetings which are generally open to the public to attend. Our democratic support officers can advise you on your rights to attend meetings, how to submit petitions and ask questions at meetings or any other query you may have about how committees work.

**Democratic Support, City Hall,  
115 Charles Street, Leicester LE1 1FZ  
[committees@leicester.gov.uk](mailto:committees@leicester.gov.uk)  
0116 454 6352**

Each ward also holds regular community meetings. You're very welcome to turn up and talk to councillors and officers about anything that's affecting your ward.

**[leicester.gov.uk/communitymeetings](http://leicester.gov.uk/communitymeetings)  
[community.meetings@leicester.gov.uk](mailto:community.meetings@leicester.gov.uk)  
0116 454 6349**



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# contact your councillor

You can contact your councillor by email or telephone, or by visiting one of their regular surgeries. To find out when and where your councillor holds surgeries, go to [leicester.gov.uk/councillors](http://leicester.gov.uk/councillors) or phone **0116 454 6360**.

ABBEY	AYLESTONE	BEAUMONT LEYS	BELGRAVE	BRAUNSTONE PARK & ROWLEY FIELDS
 <p><b>Harshad Bhavsar</b></p> <p>0116 454 6360 harshad.bhavsar@leicester.gov.uk</p>	 <p><b>Adam Clarke</b></p> <p>07875 546508 adam.clarke@leicester.gov.uk @OweniteAdam</p>	 <p><b>Hemant Rae Bhatia</b></p> <p>07736 194823 hemant.raebhatia@leicester.gov.uk @HemantBhatia</p>	 <p><b>Mansukhlal Chohan</b></p> <p>07590 444307 mo.chohan@leicester.gov.uk</p>	 <p><b>Steve Corral</b></p> <p>07966 629285 stephen.corral@leicester.gov.uk @stephencorral</p>
 <p><b>Annette Byrne</b></p> <p>07890 564736 annette.byrne@leicester.gov.uk</p>	 <p><b>Nigel Porter</b></p> <p>0116 233 6150 nigel.porter@leicester.gov.uk</p>	 <p><b>Sue Waddington</b></p> <p>07875 546321 sue.waddington@leicester.gov.uk</p>	 <p><b>Manjula Sood</b></p> <p>07976 398192 manjula.sood@leicester.gov.uk</p>	 <p><b>Elaine Halford</b></p> <p>07736 194813 elaine.halford@leicester.gov.uk @clrhalford</p>
 <p><b>Vijay Singh Riyait</b></p> <p>07875 480641 vijay.riyait@leicester.gov.uk @vriyait</p>		 <p><b>Paul Westley</b></p> <p>07841 860130 paul.westley@leicester.gov.uk</p>	 <p><b>John Thomas</b></p> <p>0116 292 9549 john.thomas@leicester.gov.uk</p>	 <p><b>Kulwinder Singh Johal</b></p> <p>07736 194824 kulwinder.singhjoal@leicester.gov.uk</p>
CASTLE	EVINGTON	EYRES MONSELL	FOSSE	HUMBERSTONE & HAMILTON
 <p><b>Patrick Kitterick</b></p> <p>07976 348104 patrick.kitterick@btinternet.com @Pat_Kitterick</p>	 <p><b>Deepak Bajaj</b></p> <p>07976 096183 deepak.bajaj@leicester.gov.uk @Deepak_Bajaj</p>	 <p><b>Virginia Cleaver</b></p> <p>07815 955335 virginia.cleaver@leicester.gov.uk</p>	 <p><b>Dawn Alfonso</b></p> <p>07772 115385 dawn.alfonso@leicester.gov.uk</p>	 <p><b>Vi Dempster</b></p> <p>07976 348325 vi.dempster@leicester.gov.uk</p>
 <p><b>Deborah Sangster</b></p> <p>07896 201155 deborah.sangster@leicester.gov.uk</p>	 <p><b>Ratilal Govind</b></p> <p>07736 194800 ratilal.govind@leicester.gov.uk @govind_ratilal</p>	 <p><b>Rory Palmer</b></p> <p>0116 454 6360 rory.palmer@leicester.gov.uk @Rory_Palmer</p>	 <p><b>Ted Cassidy</b></p> <p>07875 546654 ted.cassidy@leicester.gov.uk @TedCassidyFosse</p>	 <p><b>Rashmi Joshi</b></p> <p>07976 348326 rashmikant.joshi@leicester.gov.uk</p>
 <p><b>Lynn Senior</b></p> <p>07792 016061 lynn.senior@leicester.gov.uk</p>	 <p><b>Sue Hunter</b></p> <p>07736 194816 councillor.sue.hunter@leicester.gov.uk</p>			 <p><b>Gurinder Singh Sandhu</b></p> <p>0116 454 6360 gurinder.singhsandhu@leicester.gov.uk</p>

0116 454 6360

members.services@leicester.gov.uk

Member and Civic Support, Leicester City Council,  
115 Charles Street, Leicester LE1 1FZ

All Twitter accounts are operated by the individual  
councillor and represent their own views.

SPINNEY HILLS



Shofiqul  
Chowdhury

07715 630045  
shofiqul.chowdhury@leicester.gov.uk



Mustafa  
Malik

07736 194818  
mustafa.malik@leicester.gov.uk

KNIGHTON



Ross  
Grant

07595 466671  
ross.grant@leicester.gov.uk  
@rossigrant

NORTH EVINGTON



Luis  
Fonseca

07800 931301  
luis.fonseca@leicester.gov.uk  
@luisfon91459448

RUSHEY MEAD



Piara  
Singh  
Clair

0116 454 6360  
members.services@leicester.gov.uk

SAFFRON



Elly  
Cutkelvin

07891 232662  
elly.cutkelvin@leicester.gov.uk  
/clirelly.cutkelvin

STONEYGATE



Lucy  
Chaplin

07875 546574  
lucy.chaplin@leicester.gov.uk  
@StoneygateLucy



Inderjit  
Singh  
Gugnani

tel: 07891 232687  
inderjit.gugnani@leicester.gov.uk  
@inderjitgugnani



Jean  
Khote

07736 194817  
jean.khote@leicester.gov.uk



Rita  
Patel

0116 454 6360  
councillor.rita.patel@leicester.gov.uk



Bill  
Shelton

0116 220 1350  
bill.shelton@leicester.gov.uk



Kirk  
Master

07736 194821  
kirk.master@leicester.gov.uk



Lynn  
Moore

07891 232688  
councillor.lynn.moore@leicester.gov.uk  
@LynnMooreCllr



Abdul  
Osman

0116 454 6360  
abdul.osman@leicester.gov.uk



Ross  
Willmott

0116 454 6360  
ross.willmott@leicester.gov.uk



Aminur  
Thalukdar

07736 194825  
aminur.thalukdar@leicester.gov.uk

THURNCOURT



Teresa  
Aldred

07736 194827  
teresa.aldred@leicester.gov.uk

TROON



Diane  
Cank

07736 194826  
diane.cank@leicester.gov.uk  
@diane\_cank

WESTCOTES



Andy  
Connelly

07850 286248  
andy.connelly@leicester.gov.uk

WESTERN



Susan  
Barton

07800 931213  
susan.barton@leicester.gov.uk  
@susieshimmie

WYCLIFFE



Hanif  
Aqbany

0116 454 6360  
hanif.aqbany@leicester.gov.uk



Paul  
Newcombe

07800 559228  
paul.newcombe@leicester.gov.uk



Baljit  
Singh

07875 769971  
baljit.singh@leicester.gov.uk



Sarah  
Russell

07814 532928  
sarah.russell@leicester.gov.uk  
@sarah\_westcotes



George  
Cole

07891 232672  
george.cole@leicester.gov.uk



Mohammed  
Dawood

07800 907313  
councillor.mohammed.dawood@leicester.gov.uk  
@mohammeddawood



Malcolm  
Unsworth

07875 937863  
malcolm.unsworth@leicester.gov.uk



# contactus

## Online – [leicester.gov.uk](http://leicester.gov.uk)

- Contact us online for payments, applications, bookings, and information
- Mobile enabled for phone and tablet
- Available all day, every day

## Telephone

<b>General enquiries</b>	<b>0116 454 1000</b>	<b>Tenants advice and repairs</b>	<b>0116 454 1007</b>
<b>Environment</b>	<b>0116 454 1001</b>	<b>Housing options</b>	<b>0116 454 1008</b>
<b>Waste management</b>	<b>0116 454 1002</b>	<b>Education and schools</b>	<b>0116 454 1009</b>
<b>Parks and green spaces</b>	<b>0116 454 1003</b>	<b>Business support centre</b>	<b>0116 454 1010</b>
<b>Social care and safeguarding</b>	<b>0116 454 1004</b>	<b>Automated switchboard</b>	<b>0116 454 1011</b>
<b>Council tax and business rates</b>	<b>0116 454 1005</b>	<b>Automated payments</b>	<b>0116 454 1012</b>
<b>Housing benefits</b>	<b>0116 454 1006</b>		

## Out of hours emergency numbers

**Council housing emergency repairs**  
0116 254 9439

**Road repairs, street lighting, and flooding**  
0116 254 4344

**Children's social care emergencies**  
0116 454 1004

**Adult social care emergencies**  
0116 255 1606

## Customer service centres

**91 Granby Street, Leicester LE1 6FB**

**New Parks Centre, 321 Aikman Avenue, LE3 9PW**

**Merlyn Vaz Centre, Spinney Hill Road, LE5 3GH**  
(open Tuesday and Wednesday)



Leicester  
City Council

# *Do you have happy memories of being a child?*

Could you help a child to have better things to remember now?

FIND OUT ABOUT FOSTERING ON  
Thursday 7 July or Wednesday 10 August drop in anytime between  
5pm and 7pm • St Martins House, Peacock Lane LE1 5PZ



Fostering & Adoption Centre, 11 Friar Lane, Leicester LE1 5RB  
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