

Communities & Neighbourhoods Service Plan 2013/14

Council Service Delivery Ethos



Our Priorities and Goals 2011-2015



Melton Borough Council

People
Supporting the most vulnerable in the Borough

1. Support people and businesses through the economic downturn.
2. Improving the well-being of vulnerable people.
3. Reduce re-offending and the impact of offending on the community.
4. Encourage people to take an active role in their communities.

Places
Improving the places within the Borough

5. Meet the Economic needs of Borough.
6. Maximise the potential of Melton Mowbray Town centre.
7. Improve quality of life for people living in the most disadvantaged neighbourhoods.
8. Increasing public confidence & pride in neighbourhoods
9. Help provide a stock of housing accommodation that meets the needs of the community.

A well run Council
Good services that are value for money

10. To provide high performing services that are efficient and meet customers' needs.

Our Values

- Resilience
- Customer Care
- Performance
- Respect
- Flexibility

SECTION

1

Description of Service

PLACE

The Places section is primarily concerned with ensuring services are tailored to creating places that people want to live, work and visit through developing strategies affecting the social, environmental and economic well-being of our customers.

Town Centre

Primarily concerned with improving the vitality and viability of Melton Mowbray Town Centre tackling issues around the themes of management investment and development, environment, promotion and marketing and safety and security. The service has expanded to include covering the BID coordinator role and YR1 of work was focused on meeting initial BID Business Plan, YR2 will start to focus on strategic development.

Economic Development

The economic Development function aims to tackle key economic issues to support the growth and development of the local economy throughout the Borough. This will be a key priority for 2013/14 with the development of an approved Economic Development Strategy last year.

Financial Well-Being

The Revenues function is principally concerned with providing the strategic framework to support the Council's collection and recovery of essential Revenues: Council Tax, Business Rates, Housing Rents and Miscellaneous Income. Linked to the Revenues function financial Inclusion is about the delivery of more proactive and preventative activity to improve the financial well-being of those living and working in the Borough. This 2013/14 service plan will continue its focus on managing the social and economic implications of the Welfare Reforms. The funding is concerned with securing external funding to support the delivery of Council activity in line with corporate priorities. The Wheels to Work function enables young people to have the opportunity to take part in education, employment, training that they would not otherwise be able to.

Housing Repairs & Improvement

The repairs and improvement service is responsible for ensuring that the Council's Housing and Garage stock are maintained and improved in accordance with available budgets through responsive, planned and capital repairs. Following the appointment of the new Housing repairs Contract and the HRA reform this area will need to ensure resources are in place to manage sustainable investment and financial business plans. In 2012/13 it appointed G Purchase on an initial 5 year contract to deal with all housing responsive, planned and void repairs. The key focus for this service will be progress the approved projects in the HAMP, with additional resources in 2013/14.

Environmental Services

Environmental Services covers: collection of household waste and recyclables from domestic properties; collection of green waste for composting; cleansing of streets highways and all 'relevant land'; management of abandoned vehicles, fly-tipped waste and graffiti. Also included are Environmental maintenance (incorporating grounds maintenance, street furniture, and street nameplates); public conveniences; cemetery, allotments, management of open spaces and pest control.

POLICY

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The co-ordination and maintenance of the Council's Policy Framework as set out in its constitution (Article 4). The Policy Framework includes a variety of plans and strategies, many of which have to be prepared to central government specifications. The service is specifically responsible for the preparation of the Corporate Plan, Housing Strategy and Local Development Documents.

Planning Policy

This service is responsible for the long term planning framework for the Borough, including the Council's policy for the delivery of strategic housing, employment and infrastructure development and Neighbourhood Plans. Clearly the focus in 2013/14 will be the development of the new Melton Local Plan.

Project Support (Funding)

The funding function is principally concerned with securing external funding to support the delivery of the Council's activity & specific regeneration projects, in line with corporate priorities.

Community Policy

Primarily associated with leading on the development and co-ordination of the Melton Community Partnership. Working with sub groups (partnerships) ensuring actions are being delivered in line with Community Strategy priorities. Current development of the Melton Sustainable Community Strategy.

Housing Policy

The service aims to ensure that a wide choice of housing types is available for both affordable and market housing, to meet the needs of all members of the community. Main activities are around the Strategic Housing Functions and development of the Housing Strategy.

PEOPLE

The People section deals with individuals and families, particularly vulnerable groups through early intervention and prevention. Working with a range of partners it deals with some of the most complex need cases from 0 - 90.

Leisure & Culture

Primarily looking at Leisure & Cultural services (Sports, Arts, Heritage, and Culture). The focus is about adapting these services to deal with issues of community safety and health. The service works with the physical activity posts that are geared to increase participation in physical activity and address physical and mental health issues. The GP referral service is also aligned to this area. This area is also responsible for the client role for the management of the Waterfield Leisure Pools Facility. The team will be involved in developing the Melton leisure Vision.

Benefits

The Benefits Service is concerned with the administration of the payment of Housing and Council Tax Benefit (HB/CTB). This is paid to assist claimants with paying their rent (Housing Benefit) and their Council Tax. The service is also concerned with the investigation of potentially fraudulent Housing and Council Tax Benefit claims.

Housing Options

This team is responsible for managing the Allocations Policy including Homelessness investigations, Melton Lifeline Service for non-Council tenants and liaison with other Registered Social Landlords. The provision of the housing and homeless strategies is dealt with in this area.

Community Safety

The coordination of and active engagement in the multi-agency Crime & Disorder Reduction Partnership (Melton Area Safer Communities Partnership) which undertakes initiatives to build and sustain safer communities.

Identify, respond and address issues of Anti-Social Behaviour to promote safer and sustainable neighbourhoods/communities. For 2013/14 the focus will be around embedding the SLF program.

Sheltered Housing

The provision of accommodation to meet the needs of homeless households
 The planning and provision of Supported Housing for the elderly and vulnerable residents in the Borough
 Management of the Council's own sheltered accommodation
 The community alarm network for the Council's elderly tenants
 The Melton Lifeline service provided to elderly or disabled non-Council tenants
 Meals provision to Gretton Court and a number of luncheon clubs

Children Centre Services

This service is delivered in partnership with the County Council and the PCT. Aimed at delivering key services for people with children 0-5, this has grown and now takes on a wider group range (0-19). Services are co-ordinated through the Locality Based Partnership and delivered mainly at the children centres located in the priority neighbourhoods, but also through outreach

Resident Participation

This service led by the Resident Participation Officer, mainly deals with the Tenants Forum Executive Committee (housing Tenants Group), in regards to support and training. However, it also covers other resident groups within the Borough, especially in the priority neighbourhood areas.

SECTION

2

Recent Achievements

Policy

Service Area/ Project	Corporate plan area	Values	Outcomes
Name of project/service area or initiative	Named priorities under People, Places and/or well-run council	Link to the values	Specific outcomes delivered – indicators, physical projects, financial investment/saving etc
Melton Core Strategy Submission	1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Resilience Customer Care Performance Respect Flexibility	Submitted Core Strategy to the Secretary of State with subsequent examination in public. Following the Hearing formally withdrew the Core Strategy.
Melton Mowbray Sustainable Urban Extension Masterplan	1, 2, 3, 5, 6, 7, 8, 9, 10	Resilience Customer Care Performance Respect Flexibility	Progressed a concept masterplan and phasing plan to Preferred Option in the context of the Core Strategy.

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Neighbourhood Planning	4, 7, 8, 9	Resilience Customer care Respect Flexibility	Actively supporting Asfordby Parish Council, Waltham on the Wolds and Thorpe Arnold Parish Council, Long Clawson PC and Bottesford Parish Council. More people actively taking part in shaping the Place where they live eg local needs housing, employment and travel choices.
Rural Affordable Housing Exception Site	1, 2, 4, 7, 8, 9, 10	Resilience Customer Care Performance Flexibility	Completion of 7 unit Rural Exception Site and MBC financial commitment of £87,000 to the scheme.
Local Authority Mortgage Scheme	1, 2, 4, 5, 9, 10	Resilience Customer Care Performance Respect Flexibility	Financial commitment of £1 million to the LAMS scheme.
Housing Tenancy Policy	1, 2, 3, 4, 7, 8, 9, 10	Resilience Customer Care Performance Respect Flexibility	Production and publication of the tenancy strategy and tenancy policy.
Strategic Housing Land Availability Assessment (SHLAA)	5, 6, 7, 8, 9	Performance Flexibility	Published a refresh of the Melton SHLAA
Annual Monitoring Report	5, 6, 9, 10	Resilience Performance	Published the statutory document compiling performance of planning policies in respect of development.
Community Infrastructure Levy	1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Resilience Customer Care Performance Flexibility	Continued joint CIL project with production of Melton Infrastructure Assessment and viability assessment. Widened senior management and Member involvement.
Renewable Wind Energy Supplementary Planning Document (SPD)	4, 8, 10	Customer Care Performance Respect	Produced brief with Member involvement and appointed consultants to undertake the necessary work to produce the SPD and supporting evidence base
Infrastructure Delivery Group (IDG)	1, 2, 5, 6, 9, 10	Resilience Customer Care Performance Flexibility	Prepared and agreed the governance arrangements for the IDG with senior management and political support to manage and direct public/private investment in infrastructure in Melton. Initial meetings of the group held.
Leicester and Leicestershire Employment Land Update	5, 6	Performance Flexibility	Published the final report identifying local employment land needs in the Borough.

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Employment Growth Area Report	1, 5, 6	Resilience Performance Flexibility	To complete the information for the preferred option, highlighting potential constraints and market influences.
Gypsy and Traveller Needs Assessment Refresh	2, 7, 8, 9, 10	Customer Care Performance Respect	Undertook a refresh of the previous assessment of Gypsy and Traveller housing requirements in the Borough with several Leicestershire authorities.
Ageing Well Strategy for Melton	1, 2, 4, 7, 8, 9, 10	Customer Care Performance Respect	Developed a strategy identifying 3 strategic priorities. Action plan being developed in conjunction with Senior Forum Partnership who is taking the lead on this strategy.
Family Anti Poverty Strategy	1, 2, 3, 7, 10	Customer care Performance Respect	Identified 4 strategic priorities in order to address family and child poverty in Melton.
Melton Community Partnership, Commissioning Plan	1, 2, 4, 5, 6, 7, 8, 10	Resilience Customer Care Performance	MCP Partners identified 4 key areas they are to work on. These 4 key areas are underpinned with an action plan
Economic Development Strategy Evidence base	1, 2, 5, 6, 7, 8, 10	Resilience Customer care Performance Respect	Provided the evidence base for the local picture, understand the current economic profile of Borough
Climate Change Action Plan	7, 8,	Resilience Respect	Understanding the current activity in reducing our carbon footprint
VCS Commissioning	1, 2, 3, 4, 7, 8	Resilience Customer Care Performance Respect Flexibility	Actively supported the VCS Commissioning Board in revamping the VCS Contract and the performances measures supporting that. Developing links with VAL, VAM and the wider voluntary and community sector.

Place

Service Area/ Project	Corporate plan area	Values	Outcomes
Name of project/service area or initiative	Named priorities under People, Places and/or well-run council	Link to the values	Specific outcomes delivered – indicators, physical projects, financial investment/saving etc
Introduction of new branding “Me & My Council Tax”	1,2,5,7	Resilience Customer Care Performance	Offered practical advice and support to help resident with the Welfare reforms
Introduction of Council Tax Reduction Scheme (replacement for Council Tax Benefit)	1,2,5,7	Resilience Customer Care Performance	Introduction of scheme was achieved for the 1/04/13. Introduction of scheme while minimising effect on those losing benefit, whilst aiming to meet the 10% target. Framework for scheme in place (appeals procedure/forms etc). Working with our partners meeting the equalities objectives. Successful consultation exercise undertaken
Successful introduction of technical changes to Council Tax	1,2,5,7	Resilience Customer Care Performance	Implications to Council and taxpayers understood and communicated to make effective decision on the way forward for the scheme.
Implementation of the Business Rates deferral Scheme Revenues	1,5,	Resilience Customer Care Performance	To allow Businesses to defer part of the 2012 liability over the next 2 years
Implemented major changes to the Council Tax Base, including communication with Parish Councils to help them understand the implications of these changes	1,2,5,7	Resilience Customer Care Performance	Helped to minimise impact of Council tax on community Successful presentations to parish Councils in January 2013

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Integrate the CAB onto the 2 nd floor of Parkside and continue to review the arrangements for the best outcome for the citizens of Melton Revenues	1,2,3,,5,7	Resilience Customer Care Performance	Ensuring the CAB work towards the "Melton Way" and ensure the best possible service both to our customers and to the Council
Identified and made contact with Residents that are affected by the changes in Welfare reform including under occupancy of Social Housing	1,2, 5,	Resilience Customer Care Performance	Early intervention enabled residents to make decisions about their existing homes and seek financial assistance before the changes were made
Produce Welfare Reform Leaflet funded through the Safer Melton Partnership	1,2,5,7	Resilience Customer Care Performance	All residents have awareness of where and how to obtain free advice to help them with the Welfare reforms
Carry out a series of Welfare Reform Road shows across the Borough	1,2,5,7	Resilience Customer Care Performance	Worked with partners to provide advice and support around the borough to residents who will be affected by the welfare reforms. Offering one-to-one advice on benefits, housing, council tax and finding work.
Increasing skills in money management through the Money Advice Service	1,2,5,7	Resilience Customer Care Performance	More residents within the Borough are financially capable and have access to information and training opportunities
Assist Clockwise Credit Union downsize their branch and relocate to new premises	1,2,5,7	Resilience Customer Care Performance	Reduce the level of doorstep loans within the Borough & Increase number of residents who have bank accounts.
Achieved a Good Internal Audit for Debtors	10	Resilience Customer Care Performance	Confirmed our processes and service delivery is good
Achieved a Good Internal Audit for Council Tax & NNDR	10	Resilience Customer Care Performance	Confirmed our processes and service delivery is good

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Carry out extensive customer insight Identification of Vulnerable Customers	1,2,5,7	Resilience Customer Care Performance	Profiled those residents most likely to be affected by the Welfare reforms and carry out a range of early contact including targeted telephone calls and home visits
Wheels 2 Work Leic's County Continue Programme Development	1.5.6.7.	Resilience Customer Care Performance	Provide scooter hire for 40 clients to enable them to access employment or education by Mar 14
Wheels 2 Work LSTF scheme Develop existing frame work to incorporate 100 additional scooters into the LSTF target area NWL, Charnwood and portion of H&B	1.5.6.8.7.	Resilience Customer Care Performance	Increase rolling stock to 100 by Sept 13. Provide scooter hire for 170 clients to enable them to access employment or education by Mar 14
Supporting Local Families (SLF) start new programme, network with referral agencies	1.5..8.7.	Resilience Customer Care Performance	30 referrals to scheme by Mar 14, accessing employment or education build rolling stock to 15 scooters by Oct 13
DWP start new programme develop links with referral points Hinckley & Mkt Harborough JC +	1.5.6.7.	Resilience Customer Care Performance	60 referrals to scheme by May14 accessing and sustaining employment Set up links with credit union for client progression into ownership of scooter build rolling stock to 15 scooters as demand dictates
Web site Produce W2W web site	A well run Council	10.6.	Have web site live by end of May 2013

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Electric Vehicles (EV) Purchase vehicles and promote greener travel	Places	6. 8.	15 x EV to be incorporated in W2W scheme by Mar 14 Publish EV leaflets May 13 Promote greener travel at CHYM cycle launch May29th
Rutland W2W Continue to develop W2W Rutland and their LSTF scheme	People and Places	1.5.6.7.	Expand existing fleet of scooter to 15 by Mar 14, Promote Rutland LSTF, in the form of W2W
Development of Economic Development Strategy	People and Places		
Annual collection of town centre benchmarking and Performance Report.	People, Places	1,5,6	KPI collection and analysis to compare year on year town centre performance. Compared against East Midlands Market Towns and national stats in annual reporting
6 monthly car park and footfall counts	People, Places	1,5,6	Year on Year performance comparison and against regional/national statistics
Annual Town Centre Business Confidence Survey	People, Places	1,5,6	Year on Year performance comparison and against regional/national statistics
Monthly Vacant Unit Rate Reporting and Empty Property updating	People, Places	1,5,6	Regular consultation with landlords, start up and existing businesses with regards premises, land, rates etc
Town Centre User consultation, in partnership with the Melton BID	People, Places	1,4,5,6	Consultation with 22,000 residents to consult on town centre future strategies, eg car parking, evening economy, leisure & culture, retail mix etc

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Delivery of 6 Social Media Workshops in 2012, 5 Workshops in 2013	People, Places	1,5,6	Successful series of Social Media Workshops for Borough Businesses, Attended by 156 businesses in 2012/13
Registration of Melton Mowbray as Portas Town & £10,000 Town Centre Funding.	People, Places	1, 4, 5, 6,7,8	£10,000 town centre funding as Town Team. Business Support Grants, Enhancement of Evening Economy, and Empty Shop Scheme
Business Advice & Networking Forum, showcasing business support and funding providers	People, Places	1,4,5,6	Showcased current business & volunteering support, funding available for businesses; current & potential business networking groups,
Business Support Grant Scheme and Business Website Scheme	People, Places	1,5,6,	£250 Grant funding support for town centre businesses to improve premises, signage etc Business Website Scheme to offer subsidised new 1 page and 5 page websites.
3 year contract for Town Guide App for Melton Town Centre, in partnership with the Melton BID	People, Places	1,5,6,8	Promotion and marketing of the town centre and its 443 businesses with Town Guide App, linked to MBC website
Successful company set up of the Melton BID and Project Delivery in Year 1 BID AGM Feb 2013	People, Places	1,5,6	Successful company set up and delivery of Year 1 of the Melton BID, with 95% collection rate, £117,574.25 levy collected 2011/2012. Included launch of Free Recycling Scheme for businesses to reduce business costs
Online Business Directory of Town Centre Businesses	People, Places	1,5,6	Online Promotion and Marketing of town centre businesses
Pilot Scheme with Utility Auditors, in partnership with the Melton BID to reduce town centre business and utility costs	People, Places	1,4, 5,6	Support of businesses in reducing utility costs, free business utility audits

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Sponsorship of Melton Business Awards 2012 and 2013	People, Places	1,4,5,6,7,8	Recognising and supporting business and community achievements.
Delivery of Events 1) Olympic Torch 2) Xmas Light Switch On 3) Melton by Sea 4) Bloke's Shopping	People, Places	1,4,5,6,8,	Increased footfall into the Town centre Promotion of Melton Mowbray Successful delivery of national event and opportunity to promote Melton.
Production and Delivery of 15,000 Events Guides 2013	People, Places	1,4,5,6,8,	Promoting Melton's Borough and Town Centre Events Increasing footfall to the town centre and Borough
Support of current Events, such as Artisan Cheese Fair, EM Food & Drink Festival, Victorian Xmas Fayre, British Pie Awards and Pie Fest Support of New Events – MM Arts Festival, Dine Before Nine, Music Festivals	People, Places	1,4,5,6,8,	Increased footfall and visitor flow into the Town centre Promotion of Melton Mowbray as destination town Promotion of Portas town team, with evening economy and use of open spaces, markets and parks.
Launch of Evening Economy and Shop Local Campaigns: 1) Dine Before Nine 2) Christmas Shopping Crawl	People, Places	1,4,5,6,8,	Promotion of town centre's evening economy. Increased footfall and visitor flow into the Town centre in the evening Promotion of Shop Local Campaign to support the town's independent businesses as a national marketing campaign.
Market Place Enhancement Scheme, in partnership with LCC Highways, LCC and MMTE	People, Places	1,4,5,6,8,	Enhanced visual appearance of the town centre Promotion of town centre's cafe culture Maximised Open Space Use for events, markets and festivals
Support of the Fairtrade Steering Group and the town's renewal in 2013 as Fairtrade Town	People, Places	1,4,5,6,8,	Promotion of Fairtrade community events and the town's Fairtrade businesses, to raise awareness and successfully renew the town's status as a Fairtrade Town

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Support of Melton in Bloom, sponsorship of the Retail Basket Scheme and Planter Scheme	People, Places	1,4,5,6,8,	Promotion and support of Melton in Bloom, sponsoring the retail hanging basket and planter scheme to enhance the visual appearance of the town centre
Support of the Heritage Group and Civic Society – Blue Plaque Scheme and new plaque on Burton Street	People, Places	1,4,5,6,8,	Promotion of the heritage and culture of Melton's town centre Increased footfall and visitor flow with heritage trail and blue plaque scheme
Ongoing support for the BID recycling service aimed at assisting with improvement to the Town centre	People, Places	1,2,3,5,	This successful initiative is helping keep business costs down, is benefiting the environment, demonstrating the benefits of the BID and building a more cohesive town centre business community
Delivery of Eat well, Waste Less project Running until June 2013 – 'Make do and mend' sewing classes added Easter 2013.	Places	7,8	This initiative managed to reach high number of residents and was very well received. Sewing classes were added towards the end of the programme to continue the how to help yourself better - theme of the whole project
Green Flag award for Melton Country park 2nd year re-application	People, Places	3,5,7,8,	Cleaner, greener places. Improvement in environment to support physical and mental wellbeing
Continued support from EMT regarding Grounds maintenance work with community groups – e.g. Melton-in-Bloom, FMCP etc and Develop a high profile EMT raised shrub bed area adjacent to Wilton Rd Bus Depot.	Places	7,8	This activity is built upon year on year Excellent joint working on many projects was achieved. Preparatory work has started on the Wilton rd raised shrub border development is set to be completed during 2013/14

People

Service Area/ Project	Corporate plan area	Values	Outcomes
Name of project/service area or initiative	Named priorities under People, Places and/or well-run council	Link to the values	Specific outcomes delivered – indicators, physical projects, financial investment/saving etc
Validation and inspection of supported housing.	2,4,7,8,9,10	Customer care, Performance, Respect and Resilience	3 B's – overall improvement in service delivery and policies and procedures
Extra Care provision	2,4,7,8,9,10	Customer care, Performance, Respect	Current contract extended to 2015 – needs of elderly vulnerable tenants with care and support needs in Melton continue to be met
Community lifeline in Melton	2,4,7,8,9,10	Customer care, Performance, Respect	To meet the needs of elderly vulnerable tenants living across all tenures in Melton
Provision of meals to Gloucester House for Age UK	2, 7, 10	Customer Care, Performance	Provide excellent standard (5 star) of meals to improve the health and well being of elderly vulnerable tenants
IT introduced in all sheltered schemes	17	Customer care, Performance, Respect	Staff now have access to IT systems which has made them more effective in service delivery both with internal and external partners
Warwick Flats, Bottesford	2, 10 & 17	Customer care, Performance, Respect	Working with NCHA to have staff resources in place to support elderly vulnerable tenants
Increase training for tenants forum and resident association to improve partnership working with MBC and the voluntary sector	4,7,8,9,10	Customer Care Performance Respect Flexibility	Members of TFEC training undertaken for the workings of the housing register and the allocation of properties through CBL
CBL Training for Customer Services to improve the service provided to customers accessing CBL	2,3,5,7,8,9,10	Customer care Resilience Performance Respect Flexibility	Customer services trained to access CBL to help customers at the first point of contact and resolving problems without the customer having to be seen by Housing Options Team

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Introduce and add private lettings and mutual exchanges to Choice Based Lettings Scheme	2,3,5,6,7,8,9,10	Customer care Resilience Performance Respect Flexibility	Homeswapper (web based mutual exchange site) introduced to Melton Borough Council tenants to provide a better way of viewing properties available across the UK. Properties under occupied through bedroom tax are highlighted to assist tenants move to more affordable accommodation
Liaise with MYST Lodge and other supported housing providers to ensure residents are ready for move on to independent housing with robust personal plans in place	1,2,3,4,5,6,7,8,9,10	Customer care Resilience Performance Respect Flexibility	Agreement in place between MYST Lodge/Westbourne House/Bridge and Melton Borough Council that young people leaving supported accommodation are provided with support at the start of their tenancy to ensure all their needs at the start if their tenancy
Closer working with Housing Benefits, Council Tax, Private Landlords to indentify customers in financial difficulties	1,2,3,5,,7,8,9,10	Customer care Resilience Performance Respect Flexibility	Regular contact with local lettings agent to discuss tenants experiencing financial difficulties and liaising with Housing Benefit and resolving problems at an early stage
Improve the service given to young people in the borough facing housing difficulties	2,3,4,5,7,8,9,10	Customer care Resilience Performance Respect Flexibility	Regular contact with agencies working with young people and training carried out on budgeting and homelessness prevention. Booklet published providing details of support agencies and advice and assistance for young people thinking of leaving home and the housing options available to them.
Supported the Seniors Forum which raises awareness of the issues older people face	People 2,4	Customer Care Respect	8x meetings held during 2012 Seniors Forum now has the regular support of 14 different agencies at meetings Coordinated Melton

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			<p>Seniors Day involving 33 information stalls, which over 90 people attended at Parkside</p> <p>Produced a Seniors Month Calendar listing over 25 different activities for older people to participate in during September for Seniors Month</p> <p>Jointly coordinated a Dementia Awareness Event in conjunction with the Alzheimers Society.</p>
IYSS - Management of the Positive Activities for Young People funding	People Places Well Run Council	Resilience Customer Care Performance Respect Flexibility	<p>£16,000 funding devolved during 2012/13</p> <p>Monitoring of 6 projects during 2012/13 including inspection visits, submitting mid term & end of project reports</p> <p>12 funding bids received for 2013/14 funding</p> <p>6 young people involved in the funding assessment panel</p> <p>£44,620 of funding being devolved & managed during 2013/14/15</p>
Coordination of the Vulnerable Adults meetings	People Well Run Council	Resilience Customer Care Performance Respect Flexibility	<p>10x meetings held during 2012</p> <p>12 new cases discussed, managed & case notes taken</p> <p>19 cases closed</p>
Management of community centre room hire including booking processes & managing financial income across 3 centres	People Well run council	Customer Care Performance	<p>Over 130 room booking requests processed during 2012/13</p> <p>Over 100 invoices produced for room booking requests during 2012/13</p> <p>Approx. £6,000 income generated p/a</p>
IYSS - Coordination of the Action 4 Youth meetings	People	Resilience Customer Care Performance Respect Flexibility	<p>7x meetings held during 2012 involving the support of 12 different agencies</p> <p>Summer holiday</p>

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			<p>activities planned, advertised and delivered in partnership</p> <p>Action plan agreed & being delivered</p> <p>National Citizen Service event held to raise awareness of the opportunity for young people</p>
CYP Emotional Health & Wellbeing sub group	People Places Well Run Council	Resilience Customer Care Performance Respect Flexibility	<p>Action plan developed and being delivered</p> <p>Raised awareness of issues to relevant groups and forums</p> <p>Wellbeing App being developed</p>
Young Mayor project	People Places Well Run Council	Resilience Customer Care Performance Respect Flexibility	<p>Coordinated Young Mayor elections including 6x awareness sessions in schools.</p> <p>Supported 3x candidates to run for young mayor</p> <p>Coordinated elections in 5x schools.</p> <p>1,967 votes cast by young people Oct 2012</p> <p>Supported Young Mayor and Deputy YM to achieve aims and objectives for their year</p>
Youth Council	People Places Well Run Council	Resilience Customer Care Performance Respect Flexibility	<p>Supported the Youth Council to organise and run a Jubilee Festival in the park June 2012</p> <p>The youth council supported some of MBCs consultations including the Leisure Survey. The youth council members got over 50 responses to this survey from young people</p>
Leicestershire and Rutland Sport Commissioning Plan	People, Places, A Well Run Council	Performance Customer Care	<p>Overall attendance of 31,856 over 63 projects more than doubling attendance figures</p> <p>With £93,799, from the commissioning process we were able to generate a total investment of £203,688 inclusive of In kind</p>

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			payment and cash.
GP Referral	People, Places	Performance Customer Care	exercise based rehabilitation programme delivered over 12 weeks in line with NICE and NHS Leics and rutland guidelines a significant increase 1,906 attendees in the last year
Reviewed and Commissioned services in line with need of families and children.	People 2,4	Customer Care Respect	10 Services commissioned with key outcomes delivered against health, economic well-being, educational attainment and Safeguarding. £272,000 of services commissioned.
Community Caretaking arrangements at Centres reviewed and two p/t caretakers employed	People Well Run Council	Resilience Customer Care Performance Respect Flexibility	Post holders recruited and reduction in complaints and increase of 20% in satisfaction rates with users of the Centres.
Co-ordination of Locality Based Partnership and successful partnership approach incorporating also 5 – 19 Yrs and SLF.	People Well Run Council	Resilience Customer Care Performance Respect Flexibility	8x meetings held during 2012. Agreement on services commissioned. SLF processes integrated into LBP.
Met all targets for initial Payment by Results project through DWP funding for Skills & Employability	People Well run Council	Resilience Customer Care Performance Respect Flexibility	Vulnerable families dependant on worklessness benefits now in work and self sustaining tenancies.
Review of Community Safety Partnership Funding and allocation of monies in line with new PCC arrangements	People Well Run Council	Resilience Customer Care Performance Flexibility	New processes in place and partnership agreed new approach to funding arrangements.
Implementation of new Sentinel System and case management system in relation to ASB	People Well Run Council Decent Place	Resilience Customer Care Performance Respect Flexibility	Staff trained and using system with a joint case management system with Police now in operation.
Crime Reduction and Youth Initiatives put in place to reduce ASB and Crime	People Decent Place Well Run Council	Resilience Customer Care Performance Respect Flexibility	ASB and Crime has seen a reduction for 4 years running totalling 28%
Developed new Benefits procedures manual for staff in order to improve service and reduce errors	People Places Well Run Council	Resilience Customer Care Performance Respect	Now in place and removed from risk on internal audit. Staff now have clear guidance on

		Flexibility	procedures and errors have been reduced.
All landlords now paid via BACS for Housing Benefit	People Well Run Council	Resilience Customer Care Performance Respect Flexibility	Reduction in internal processing of cheques and saving to time financial services.
Benefits Audit has improved to Sound and only minor recommendations	People Well Run Council	Resilience Customer Care Performance Flexibility	Reduced risk to the Council and improved performance including service for customers
Successful Fraud Detection carried out and monies recovered	People Well Run Council	Resilience Customer Care Performance Respect Flexibility	18 Sanctions carried out of which 8 were successful prosecutions. £41,000 in overpayments
Benefits team implemented and supported CTS review	People Well Run Council	Resilience Customer Care Performance Respect Flexibility	CTS successfully implemented in first year.
Review of tenancy management processes.	People Places Well Run Council	Resilience Customer Care Performance Respect Flexibility	New approach to six weekly visit and consistent tenancy management processes implemented

SECTION

3

The Next Steps

During 2013/14 the following short-term actions are to be completed: During 2013/14 there will be some projects that relate to the transformation project, service plan authors are requested to include them into the table below and identify them within the 'links to corporate plan' column.

Policy

Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
Name of project, initiative, service area	Named priorities under People, Places and/or well-run council	Link to the values	Specific outcomes targeted – indicators, physical projects, financial investment/saving etc
Melton Sustainable Community Strategy	1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Resilience Customer Care Performance Flexibility Respect	Complete a focused refresh of the Melton Sustainable Community Strategy
Melton Local Plan	1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Resilience Customer Care	To prepare the new Melton Local Plan and carry out the

Communities & Neighbourhoods Service Plan 2013/14

Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
		Performance Respect Flexibility	first two stages of community consultation.
Housing Requirement Figures	2, 4, 5, 6, 7, 8, 9, 10	Customer Care Performance Flexibility	Following Core Strategy withdrawal previous work on housing requirements for Melton will be updated to form the basis for a new Melton Local Plan.
Strategic Housing Land Availability Assessment (SHLAA) review	5, 6, 7, 8, 9	Resilience Performance Flexibility	Publish a comprehensive revised SHLAA including employment sites re-examining methodology used.
Statement of Community Involvement review	2, 4, 5, 6, 7, 8, 9, 10	Resilience Customer Care Respect Flexibility	Revise the Statement of Community Involvement to co-ordinate engagement in planning policy preparation.
Transport Modelling	1, 5, 6, 7, 8, 10	Customer Care Performance Flexibility	Undertake revised transport modelling to inform Melton Local Plan
Annual Monitoring Report	5, 6, 9, 10	Resilience Performance	Publish the statutory document compiling performance of planning policies in respect of development
Affordable Housing Viability Model review	1, 2, 9, 10	Customer Care Performance Flexibility	Update affordable housing viability model to inform Melton Local Plan
Open Space, Sport and Recreation Study update	2, 3, 4, 6, 7, 8, 10	Customer Care Performance Flexibility	Update sport and recreation study to inform Melton Local Plan
Retail Expenditure Study Update	5, 6	Performance Flexibility	Update retail expenditure study to inform Melton Local Plan
Car Parking Strategy	1, 5, 6, 10	Resilience Customer Care Performance Flexibility	Review car parking strategy to ensure best use and performance of Melton's car parks.
Town Centre Masterplan	1, 4, 5, 6, 8, 10	Resilience Customer Care Performance Flexibility	Produce a new town centre masterplan which will coordinate development across the town centre and ensure vitality.
Melton Local Plan Reference Groups	1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Customer Care Performance Respect Flexibility	Create and coordinate reference groups which will inform development of the Melton Local Plan
Infrastructure Delivery Group	1, 2, 5, 6, 9, 10	Resilience Performance	Complete and implement strategies for the funding and

Communities & Neighbourhoods Service Plan 2013/14

Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
		Flexibility	delivery arrangements of major road infrastructure and affordable housing associated with the urban extension.
Community Infrastructure Levy	1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Resilience Customer Care Performance Flexibility	Prepare and publish a CIL Charging Schedule in line with infrastructure requirements in the Melton Local Plan.
Refresh Housing Strategy	1, 2, 3, 4, 7, 8, 9, 10	Resilience Customer Care Performance Respect Flexibility	To ensure the strategy is proactively working towards the corporate plan and key values.
Refresh of Rural Housing Need Surveys	1, 2, 4, 7, 8, 9, 10	Resilience Customer Care Performance Respect Flexibility	To ensure the continued delivery of rural affordable housing and refreshing the housing need surveys to obtain up to date and robust data.
Local Authority Mortgage Scheme (LAMS)	1, 2, 4, 5, 9, 10	Resilience Customer Care Performance Respect Flexibility	Furthering the financial commitment made by MBC to the LAMS programme through either investment in the County LAMS or a separate MBC LAM scheme.
Melton Truth/Profile	10	Customer Care Performance	Using the 2011 Census data to understand and support the SCS refresh, in addition to partnership priorities
Family Anti Poverty Strategy	1, 2, 3, 7, 10	Customer care Performance Respect Flexibility	Conduct a refresh of the priorities in light of the welfare changes
Melton Community Partnership	1, 2, 3, 4, 5, 6, 7, 8, 10	Resilience Customer Care Performance Respect Flexibility	Review the structure of the MCP, People and Place Board and sub delivery groups
Young people strategy	1, 2, 3, 4, 5, 6, 7, 8	Resilience Customer Care Performance Respect	Undertake a review of our services supporting young people and publishing a report to identify some key priorities
Stronger Rural Delivery Group	2, 4, 7, 8, 10	Resilience Customer Care	Continue to actively engage in our rural communities and

Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
		Performance Respect Flexibility	identify issues and needs. Help strengthen the social enterprise approach in Melton.
VCS Commissioning	1, 2, 3, 4, 7, 8	Resilience Customer Care Performance Respect Flexibility	Continue to actively support the VCS Commissioning Board. Build upon links with VAL, and the wider voluntary and community sector.
Gypsy and Traveller Site Delivery	1, 2, 7, 8, 9, 10	Customer Care Performance Respect Flexibility	Utilising HCA funds to deliver suitable and sustainable permanent Gypsy and Traveller pitches.

Place

Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
Name of project, initiative, service area	Named priorities under People, Places and/or well-run council	Link to the values	Specific outcomes targeted – indicators, physical projects, financial investment/saving etc
Implement Northgate e Revenues	Places People	1,10	eRevenues makes it easier to get up to date information for Council Tax billing, send the correct bills out sooner & avoid disputes Also there are no paper forms to fill in, and data goes straight into Northgate Revenues back-office system so there is no rekeying either.
Implement Northgate e Billing	Places People	1,10	Process more information in a far shorter time, send out accurate Council Tax bills sooner to improve cashflow.
Increase the number of Money Advice Sessions	People Places	1,2,5,7	To Ensure more residents within the Borough are financially capable and have access to information and training opportunities
Launch a 'jam-jar' account (guarantees to	People Places	1,2,5,7	Ensure residents have the financial products to enable

Communities & Neighbourhoods Service Plan 2013/14

Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
pay priority bills first – like rent) as part of the East Midlands credit union			them to manage their finances and ensure they are best placed to receive the forthcoming Universal Credit payments
Continue to help people understand and react to the Welfare Reforms.	People Places	1,2,5,7	Ensure all residents have awareness of where and how to obtain free advice to help them with the Welfare reforms offering the relevant support where necessary
Prepare and introduce Year 2 CTS scheme for 2014-15. Including understanding financial implications of the scheme and undertaking the appropriate consultation	Places, People	1,2,5,7	Scheme successfully introduced within financial constraints. Scheme communicated to CTS recipients
Continue to support the Transformation project	Place, People		Achieve outcomes of the Transformation Programme
Wheels 2 Work Leic's County Continue programme development	Places People	1,10	Continue running the programme and develop an exit strategy for 2015 and beyond
Wheels 2 Work LSTF Scheme	Places People	1,10	Provide scooter hire for 485 clients to enable them to access employment or education by Mar 2015, Continue monitoring the outcomes working towards an end of programme evaluation and develop a positive exit strategy for 2015 and beyond
Wheels 2 Work Supporting Local Families	People Places	1,2,5,7	Increase rolling stock by 15, provide access for 60 clients to scooters 2014 / 2015, continue to develop links in target area.
DWP, Wheels 2 Work	People Places	1,2,5,7	Produce end of programme report
Rutland, Wheels 2 Work	People Places	1,2,5,7	Provide scooter hire for clients to enable them to

Communities & Neighbourhoods Service Plan 2013/14

Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
			access employment or education through the Rutland LSTF programme by Mar 2015, Continue monitoring the outcomes working towards an end of programme evaluation and develop a positive exit strategy for 2015 and beyond
Name of project, initiative, service area	Named priorities under People, Places and/or well-run council	Link to the values	Specific outcomes targeted – indicators, physical projects, financial investment/saving etc
Continue to support the BID to improve the Town centre	People, Places	1,5,6	Support and funding for businesses in the town centre £123,000 per annum until 2016
Continue to promote inward investment into Melton Mowbray	People, Places	1,5,6,7,8,	Support for existing businesses and introduction of new businesses to provide sustainability to the town centre
Continue to develop and promote the Town Guide App	People, Places	1,5,6,7,8,	Promotion of Melton Mowbray town centre, its heritage, leisure/culture and attractions Marketing support and promotion of town centre businesses, with links to business websites
Continue to support, promote and develop business growth with grant support schemes, business events, consultation and training	People, Places	1,5,6,7,8,	To support, promote and develop businesses Sustained town centre and Borough businesses Increased Inward Investment
Continue to promote Utility Auditors Free Business Audits	People, Places	1,4,5,6,	Support for existing and new businesses in reducing utility costs. Potential to open to all Borough businesses
Town Centre Business Directory	People, Places	1,4,5,6	To print and distribute 15,000 Town Centre Business Directories
Development of Town Centre Loyalty Card	People, Places	1,4,5,6,7,8,	Develop and launch loyalty card scheme in 2013 for all town centre businesses
Continue to develop the night-time economy in the	People, Places	1,5,6,7,8,	Continue to supporting existing and new businesses

Communities & Neighbourhoods Service Plan 2013/14

Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
Town Centre			to enhance the night-time economy and to drive footfall and visitor mix to town centre, as per Portas town team. Will include marketing campaigns such as Dine Before Nine, Food & Drink Guide
Develop and Deliver the Annual Safer Award Scheme, with new CCTV co-ordinator post Support and promotion of SMART and Pubwatch	People, Places	1,4,5,6,7,8,	Enhance evening economy and increase footfall to town centre Promote the town centre's evening safety through the Scheme Increase greater visitor mix to town centre, including families Enhance evening accessibility to the town centre
Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
Community reuse project to include the Development of a community focussed reuse campaign with the PNA's to be targeted	People, Places	1,5,6	Delivery of a reuse campaign for the Town PNA's
Home and community composting project to have a schools focus and offer advise on developing community composting initiatives	People, Places	2,7	To develop a community composting pack to be sent to all parishes groups and organisation that might benefit from a communal project Develop a schools pack, Promote green Joanna's Produce a new home composting leaflet
Green flag year 3 application	Places	7,8	To ensure we are successful with the year 3 application building on years 1 and 2 recommendations
MIB support	People, Places	3,5,7,8,	Cleaner, greener places. Improvement in environment to support physical and mental wellbeing
Dog Activity Trail installation	Places	Customer care, Performance, Respect	To install a dog activity trail within the country park , in full agreement with the friends group by the end of 2013/14.
Wilton rd bed development	Places	Customer care, Performance,	To complete the new planting of the shrub bed by the end of

Communities & Neighbourhoods Service Plan 2013/14

Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
		Respect	2013/14
Cemetery service full review	Places	Customer care, Performance, Respect	To be undertaken and reported to members during 2013/14 with options for maintaining the service , extending the cemetery and ensuring the service runs in line with the 3E's
Garden of remembrance improvements	Places	Customer care, Performance, Respect	To have the existing low beds built up to become raised beds and to consider any improvements necessary
MCP path for all funding hunt	Places	Customer care, Performance, Respect	Recognition of importance of MCP and specifically to improve and address equalities issues around getting about in parks , enjoying the countryside and having access to increased recreational and leisure facilities benefits to the Community. Cleaner, greener places
Action weeks assistance	Places	Customer care, Performance, Respect	To provide a leading role in the PNA action weeks including cleansing initiatives fly tip removals and awareness raising to environmental degradation
Angling in the Park	Places	Customer care, Performance, Respect	Ensure an option report for allowing permitted fishing within the country park is given member consideration and tangible progress is achieved towards reaching an end point , be that no fishing , or permitted fishing with agreed restrictions regulation , control , and monitoring
Flat recycling facilitation	Places	Customer care, Performance, Respect	To trial a range of methods to better facilitate those living in flat accommodation to be able to recycle, identify optimum method and look to expand to all suitable properties
Keep Melton Tidy group	Places	Customer care, Performance,	To establish a Keep Melton Tidy Group , to act as a forum

Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
		Respect	to discuss a range of environmental degradation issues and look to solve or at least reduce known problems and or improve problem areas.

People

Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
Name of project, initiative, service area	Named priorities under People, Places and/or well-run council	Link to the values	Specific outcomes targeted – indicators, physical projects, financial investment/saving etc
Quality Assessment Framework	2,4,7,8,9,10	Customer care, Performance, Respect and Resilience	To improve on last years assessment
Assistive Technology	2,4,7,8,9,10	Customer care, Performance, Respect	To explore, invest and introduce alternative forms of assisted technology
Tender for Supported Housing contract	2,3,7,8,9,10	Customer Care, Performance, Respect, Resilience	Deliver supported housing services at all sheltered housing schemes to provide support for vulnerable tenants
Gretton Court Extra Care	2,4,7,8,9,10	Customer care, Performance, Respect	To work with LCC and the friends of Gretton Court to improve the current facilities at Gretton Court
To develop specific handbook for tenants living in sheltered and extra care housing	2,4,7,8,9,10	Customer care, Performance, Respect and Resilience	To inform tenants of services and support available at all the sheltered schemes
Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
Name of project, initiative, service area	Named priorities under People, Places and/or well-run council	Link to the values	Specific outcomes targeted – indicators, physical projects, financial investment/saving etc
Revise Allocation Policy to reflect changes in the	2,3,5,7,8,9,10	Customer Care Performance	Allocation Policy revised to reflect new legislation and to

Communities & Neighbourhoods Service Plan 2013/14

Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
welfare system and localism act to meet local housing need and those of the community		Respect Flexibility	ensure that properties are let to address local housing need
Review Homelessness Strategy and incorporate a Countrywide Strategy for Leicestershire local authorities	2,3,5,7,8,9,19	Customer care Performance Respect Flexibility	To have a county wide strategy for Leicestershire to pull together common areas of working in order to save duplication of work and to make best use of resources. This strategy will be supported by a local plan to ensure that local priorities are identified and met
Leicester & Leicestershire Private Rented Sector Project		Customer Care Performance Respect Flexibility	<p>A joint project with Leicester City Leicestershire to address rough sleeping and single young non statutory homeless people in the districts and the city. The aims of the project are to reduce rough sleeping and have no second night out through dedicated project workers to work on a one to one basis on people who are rough sleeping.</p> <ul style="list-style-type: none"> • To introduce a Local Pad which will advertise private rented properties on a web site • To make private rented accommodation for young people more accessible and sustainable • Give advice and assistance to landlords to prevent incorrect tenancy agreements/incorrect notices being issued. • Expand on Landlord Forums across the borough to encourage good practice with private landlords and have a joined up approach to private renting
Improve the Website- Housing Options	People	Customer care, Performance,	Update the website to be more housing options focused

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Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
		Respect	and more accessible information for customers in housing difficulties
Support the Seniors Forum to deliver the outcomes of the Ageing Well Strategy	People 2,4	Customer Care Respect	
IYSS - Management of the Positive Activities for Young People funding	People Places Well Run Council	Resilience Customer Care Performance Respect Flexibility	Regularly monitor the 6 projects, including involving young people in the project inspections Produce 6 monthly and yearly project reports for LCC
Coordination of the Vulnerable Adults meetings	People Well Run Council	Resilience Customer Care Performance Respect Flexibility	Learn from SCR case examples Hold regular meetings to discuss and manage cases
Management of community centre room hire including booking processes & managing financial income across 3 centres	People Well run council	Customer Care Performance	Explore options to include community centre bookings into MBC external booking processes & service delivery to improve efficiency
IYSS - Coordination of the Action 4 Youth meetings	People	Resilience Customer Care Performance Respect Flexibility	Agree and deliver on the TP action plan
Priority Neighbourhood Youth Clubs & emerging youth activities	People	Resilience Customer Care Performance Respect Flexibility	Support the youth clubs and any new clubs or activities with offers of support and expertise from members of Action 4 Youth and within MBC
CYP Emotional Health & Wellbeing sub group	People Places Well Run Council	Resilience Customer Care Performance Respect Flexibility	
Coordinate and manage Safeguarding processes and referrals	People Well run council	Resilience Customer Care Performance Respect Flexibility	Agree refreshed adults and children's safeguarding policies by Autumn 2013 and implement the new processes Coordinate regular Designated Safeguarding Officer meetings Map all staff against the requirements for either G,S or B Safeguarding training

Communities & Neighbourhoods Service Plan 2013/14

Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
			Deliver Gold, Silver and Bronze safeguarding training sessions to all staff and members
Youth Council	People Places Well run council	Resilience Customer Care Performance Respect Flexibility	Support the Melympics event on 3 Aug Support other work and/ or campaigns that are of interest to the youth council Encourage new members
Young Mayor	People Places Well run council	Resilience Customer Care Performance Respect Flexibility	Support young mayors aims and objectives Plan and organise the 2013 YM elections including awareness raising in all schools and with groups of yp, involving young people in the process and through the delivery of activities to improve awareness of democracy and the importance of voting during Local Democracy week in Oct.
GP Referral Outreach	People, Places	Resilience, Customer Care, Performance, Respect, Flexibility	<ul style="list-style-type: none"> • An annual programme of 4 blocs of 12 weeks. • Using low cost equipment the project will deliver exercise to referred patients in a key location outside of melton Mowbray • Targets of 480 attendances
Supporting Leicestershire Families	People, Places, A Well Run Council	Resilience, Customer Care, Performance, Respect, Flexibility	<ul style="list-style-type: none"> • Work with 15 of the most vulnerable families on the SLF programme • Working with families with complex needs to improve their health outcomes and get them into employment. To provide these families with the tools they need to become healthier and

Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
			<p>happier.</p> <ul style="list-style-type: none"> • We will work, on a one to one basis over a period of six months,. • The families will go through a behavioural change intervention to educate them on healthy eating, exercise and help them to stop smoking. Families will have made a healthy change in their lives and therefore are saving money which they can put towards activities. They will also be signposted to other activities that are going on.
Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
Name of project, initiative, service area	Named priorities under People, Places and/or well-run council	Link to the values	Specific outcomes targeted – indicators, physical projects, financial investment/saving etc
Universal Credit Pilot	People Well Run Council	Resilience Customer Care Performance Respect Flexibility	50% of Council Tax Support Claimants to apply for benefits on line by end of September 2013
Transformation Programme – Single View of Vulnerability and additional access to IT for isolated people and communities	People Places Well Run Council	Resilience Customer Care Performance Respect Flexibility	<p>Pilot single view of Vulnerability piloted in September 2013 to interact with 30 clients and review how triage support has worked.</p> <p>Develop two IT access pilots with rural communities that</p>

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Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
			are accessible and improve IT connectivity for rural people. Somerby and a site in the Vale to be piloted. £10,000 investment required.
Transformation Programme – Me and My Learning Centre	People Well Run Council	Resilience Customer Care Performance Respect Flexibility	Development of a Me and My Learning Centre at Phoenix House with 250 life skills and 250 for functional skills. £15,000 investment required.
Transformation – Parkside IT Access Points	People Well run council	Customer Care Performance	300 clients to access IT centre to access Council Services on line between September and April 13/14
Implement new SLF Programme and integrate with existing People Services	People	Resilience Customer Care Performance Respect Flexibility	Implement new approach as to the Council will approach working with complex families.
Develop and plan for the building of a Housing Foyer that will give robust support and life skills to 16 – 25 years old with complex issues and housing needs	People Places	Resilience Customer Care Performance Respect Flexibility	Site location to be decided and delivery partner. £400,000 capital contribution and site required from MBC.
Implement a robust improvement plan for Children’s Centre Services and develop actions to improve services in the Vale of Belvoir	People Places Well Run Council	Resilience Customer Care Performance Respect Flexibility	Key challenges identified in the Improvement Plan are addressed and actions implemented. Football and targeting to the Vale of Belvoir Services is increased by ensuring 200 targeted families access services in 2013/14. Footfall to increase by 1000.
Deliver phase 2 of the PRS employability & Skills DWP project, looking at wider skills and	People Places Well Run Council	Resilience Customer Care Performance Respect	Helping vulnerable people out of worklessness dependency and up skilling people on low

Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
employability initiatives		Flexibility	wage/low skills employment.
Vulnerable Adults Project around reducing re-offending implemented	People Well run council	Resilience Customer Care Performance Respect Flexibility	20 clients worked with by key worker who show improvement in life skills via Solution focused approach and Star assessment.
Implement and deliver outcomes as agreed with LRS in relation to health and Sport	People Well Run Council	Resilience Customer Care Performance Respect Flexibility	Action plan is implemented and delivered and £98,000 of external funding is reported back against outcomes. Increase Physical Activity by 2% and target those most vulnerable to improve health outcomes.
Develop health and Sports action plan	People Well Run Council	Resilience Customer Care Performance Respect Flexibility	Robust Health and Sport Action Plan to be agreed by the Health & Well-being Board. Partnership to implement and deliver.

MBC's APPROACH TO EQUALITY AND DIVERSITY AND SERVICE PLANNING

Equality and Diversity issues are a key consideration in service and financial planning and need to be clearly integrated into the service planning framework.

Following on from the successful Achieving Level Diversity Peer Review led by Local Government Improvement and Development (LGID), at the end of March 2012, ten (10) recommendations for improvement were identified.

Recommendation 8 was, *"Cascade equality and diversity objectives through service plans and down to individual objectives within the annual appraisal process to ensure that they are owned by staff. This will improve both staff engagement and effective delivery"*.

The following action plan below should be used to capture the improvement action and tasks that have come out of the Equality Impact Assessments that have been conducted within the service or the assessments that will be carried out during 2013/2014.

Communities & Neighbourhoods Service Plan 2013/14

Name of Service/Team	Equality Impact Assessment	Improvement Action	Completion by quarter	Responsible officer

KEY:

- Equality Impact Assessment – please state which area's EIA the action has originated from OR state which service and which EIA will be completed during 2013/2014.

If you are not sure about which EIA's in your service are due for completion in 2013/2014, please refer to the 3 year EIA Test of Relevance found in the Q drive.

<Q:\19 Management\Strategic Planning\Equalities\EIA's\EIA list- Jan 2013v3.xls>

- Improvement Action –please detail here the action that will be taking place as a result of the EIA
- Completion by quarter – enter here the date for completion of the improvement action OR date of the EIA

Responsible Officer – this must be the Third Tier Manager OR Head of Service

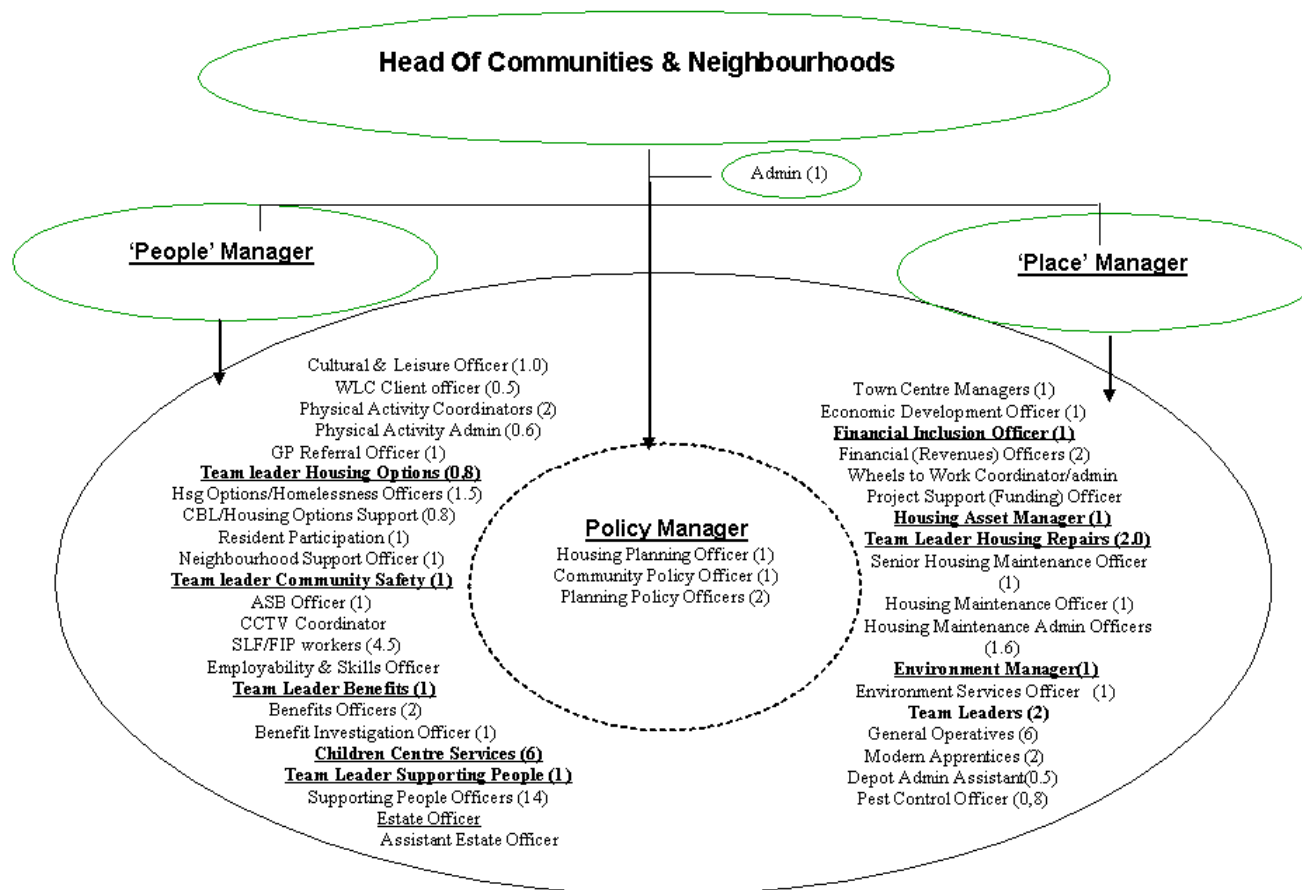
SECTION

4

Resource Utilisation

Resources to support this Service Plan are available through the Council's Budget Book

<Q:\11 Finance\Financial Provisions Management\Financial Publications\2013-14\Budget Book 2013 2014.pdf>



SECTION

5

Risk Management

Corporate Risks are managed through the corporate risk register, however, service risk are identified within respective service plans.

Risks have always been dealt with and risk management is not a new responsibility but simply the formalisation of what is good working practices. A number of key risks for the Service have been identified that could affect the Council's ability to achieve its objectives, perform its duties or meet the expectations of its stakeholders.

These risks capture those previously managed through the Council's Risk management Team and include those identified in the Priority Action Plans.

The table below sets out the key risks and the action being taken to manage them.

Likelihood	A				
	B			21	17
	C		1	23,27,28,31	
	D		13, 26	8,9,14,15,16,20, 22, 25,34,	
	E		4	2,3,5, 6, 7,10,11,12,18, 19, 24,29,30,32,33,35 ,36	
	F				
		IV	III	II	I
		Impact			

Risk No.	Description
1	Increasing number of homeless apps resulting in excessive B & B usage
2	Housing LFRS Fire Risk works not completed with agreed timescales
3	HAMP projects do not progress
4	Reduction in resources for SMP.
5	Housing Responsive Repair Contract does not improve
6	Increase in prolific offenders in the Borough.
7	Tenants become disillusioned and no longer participate in tenant involvement strategies
8	Leisure Vision does not progress in line with member/public aspiration
9	New council build program exceed budgets and/or timescales
10	SLF programmes fails to meet targets
11	Lack of meaningful engagement with young people
12	Deterioration in national economy
13	Impact of out-of-centre shopping/other centres
14	Deterioration in local economy
15	Loss of key shops/businesses
16	Mix of town centre uses deteriorates
17	Local Plan does not progress as planned
18	Loss of key staff
19	Proactive & preventative economic regeneration work is not undertaken
20	Poor progress against EDS action plan
21	Increased number of vulnerable families and individuals resulting from Welfare reforms
22	Health well-being decreases
23	Inappropriate developments during current development of local plan
24	Negative Impact of LP contract for tourism
25	Poor financial awareness
26	Voluntary sector partnership working does not meet corporate priorities
27	Reprioritisation of local priorities
28	Housing Related Support contract tender is unsuccessful and new provider is appointed
29	HRA Business Plan refresh shows significant gaps in unmet investment
30	Children centre services performance targets are not met.
31	Impact of Welfare reform causes increase in arrears
32	Lack of investment in open spaces
33	Continuing poor transport for rural areas
34	BID fails to progress onto more strategic role
35	Deterioration in Youth Employment opportunities
36	Closure of street market

SECTION

6

Performance Management

In order to be able to measure the progress that is being made in providing better quality services and real value for money a number of performance indicators have been established and targets set for the service:

The Service has included a number of performance Indicators that will inform how well the service is performing. (Please see inserts).

Indicators should be chosen from the 3 levels of indicators collected as part of the Council's Performance Reporting Framework – Corporate Plan metrics (the most strategic level), Service Standards metrics (the ones principally used for service-level performance) or Supplementary metrics (which services can use, service by service, to help inform their scorecards where services do not have Corporate Plan metrics or Service Standards metrics)

Indicators selected from these sets should be divided in the Service Plan in the following way:

Contextual indicators

Contextual indicators describe the background against which the service is delivered.

List those indicators that provide the baseline situation, and are those which the service is intended to assist – i.e. number of unemployed, homeless, houses required, council tax raised etc

Output indicators

Output indicators assess the performance of the service.

List those indicators that provide information on what the service has delivered and how well it has performed – i.e. number of people housed, application processing stats, income secured etc

Services should seek to replicate the corporate scorecards and reporting methodology as they capture their respective key performance indicators.

Line of sight info	METRICS COLLECTOR - Corporate Plan		<i>Responsible Officers</i>		CP Indicator	Goals	Metrics
Theme 1	People	<i>Head of Service</i>	<i>Officers/Teams</i>				
Priority	Support people						
Promise	1 Support people and businesses through the economic downturn	Communities	Communities - People	1.1	Improve Individual's financial capability to deal with their financial affairs	Clockwise Take up	Court Desk Analysis. (number of cases)
Promise	1 Support people and businesses through the economic downturn	Communities	Communities - People	1.2	Improve Young People's work opportunities	Monthly JSA claimants & Connexions related stat	
Promise	2 Improve the well-being of vulnerable people	Communities	Communities - People	2.1	Families more able to access services without the need of support	Local Performance against Surestart indicators	Every Child matters indicators
Promise	2 Improve the well-being of vulnerable people	Communities	Communities - People	2.2	Reduction in families with complex need being supported	Number of families being supported/Ratio of high & low intervention	

						Number moving from complex need to low risk
						Assessment profile improvement % (new assessment)
Promise	3 Reduce re-offending and the impact of offending on the community	Communities	Communities - People	3.1	Communities are and feel safer	Increase of confidence from community on dealing with crime & disorder
						All crime levels reduced by 5%
						Ratio between red and green on Improvement basket indicators
Promise	3 Reduce re-offending and the impact of offending on the community	Communities	Communities - People	3.2	More joined up services tackling vulnerable individuals with complex needs.	Number of PPOs and IOM referrals
						Increase number of pathway clients supported
						Assessment profile improvement % (new assessment)
Promise	4 Encourage people to take an active role in their communities	Communities	Communities - People	4.1	Supporting Communities & projects through volunteering	Number of Volunteers
						Number of opportunities (projects) created

Promise	4 Encourage people to take an active role in their communities	Communities	Communities - People & Places	4.2	Sustaining Public services	Number of Services delivered through Social Enterprises
Line of sight info	METRICS COLLECTOR - Corporate Plan					
Theme 2	Places	<i>Responsible Officers</i> <i>Head of Service</i>		CP Indicator	<i>Goals</i>	<i>Metrics</i>
Priority	Improve places	<i>Officers/Teams</i>				
Promise	5 Meet the economic needs of the Borough	Communities	Communities - Places	5.1	A highly qualified, skilled and motivated workforce in high value jobs	Qualified to NVQ 3 level
Promise	5 Meet the economic needs of the Borough	Communities	Communities - Places	5.2	A productive economy with high performing businesses	Survey - year-on-year profit change Survey - year-on-year turnover change
Promise	6 Maximise the potential of Melton Mowbray Town centre	Communities	Communities - Places	6.1	The vitality of the Town centre is Enhanced	6 monthly Footfall count

Promise						6 monthly car parking count
	6 Maximise the potential of Melton Mowbray Town centre	Communities	Communities - Places	6.2	A prosperous and sustainable town centre	Monthly Vacant unit analysis
						6 monthly Business Confidence Survey result
Promise	7 Improve quality of life for people living in the most disadvantaged neighbourhoods	Communities	Communities - People	7.1	Cohesive communities where ASB is effectively tackled and vulnerable people are supported	Reduce ASB reports by %5
						Number of victims supported by Victim Support increased
Promise	7 Improve quality of life for people living in the most disadvantaged neighbourhoods	Communities, Regulatory	Communities - Places; Regulatory - Env	7.2	Well maintained public and private housing	% non decent Homes (public)
						% non decent homes (private)
Promise	8 Increase public confidence & pride in neighbourhoods	Communities	Communities - Places	8.1	A decent place with an attractive physical environment	Recycling rate
						Waste sent to Landfill

Promise	8 Increase public confidence & pride in neighbourhoods	Communities	Communities - Places	8.2	Improved and attractive Town centre	% of work carried out against baseline of Assessment/Condition survey
Promise	9 Help provide a stock of housing accommodation that meets the needs of the community	Communities, Regulatory	Communities - Places; Regulatory - Applications & Advice	9.1	Balanced Housing Market	Number of affordable units provided
						Number of new dwellings
Promise	9 Help provide a stock of housing accommodation that meets the needs of the community	Communities	Communities - Places	9.2	More suitable and sustainable housing stock	% non decent Homes (public)
						% planned against responsive ratio against responsive.

Metrics Collector - Service Standards

SERVICE	SERVICE AREA	SERVICE STANDARD NUMBER	SERVICE STANDARDS	CORPORATE PLAN THEME	CORPORATE PLAN PROMISE	TARGET
Communities & Neighbourhoods	People	1	We will make a decision within 28 working days on Homelessness applications	People, Places	2,7	28 days
Communities & Neighbourhoods	People	2	On receipt of all the required information we will process all new claims for benefit within 2 working days	People, Places, Well-run Council	1,2,3,7,10	95%
Communities & Neighbourhoods	People	3	We will demonstrate how let properties in a fair and transparent way	People, Well-run Council	2,10	100%
Communities & Neighbourhoods	People	4	On receipt of all the required information we will register all housing applicants in 3 working days	People, Places	2,9	95%
Communities & Neighbourhoods	People	5	We will advertise all available properties through the Choice Based lettings scheme within 8 working days	People, Places	2,7,9	98%

Communities & Neighbourhoods	People	6	We will respond to ASB complaints within 1 working day and take action within 24 hours for high risk and 3 days for all others	People	2,3,4	100%
Communities & Neighbourhoods	Places	1	We will complete all emergency repairs to council dwellings within 24 hrs	People, Places	2,9	100%
Communities & Neighbourhoods	Places	2	We will complete all urgent repairs to council dwellings within 7 days	People, Places	2,9	100%
Communities & Neighbourhoods	Places	3	We will make 95% of all appointments made for Housing repairs	People, Places	2,9	95%
Communities & Neighbourhoods	Places	4	We will carryout annual inspections and upgrade work on gas and electrical systems	People, Places	2,9	Y

Communities & Neighbourhoods	Places	5	We will commit to carrying out quarterly environmental audits of each of the priority neighbourhoods and ensure issues are dealt with quickly and effectively	People, Places	4,6,8	100%
Communities & Neighbourhoods	Places	6	We will progress and publicise issues raised and dealt with at resident groups	People, Places	4,8	14 days
Communities & Neighbourhoods	Places	7	Following notification we will aim to remove fly tips within 1 working day	Places	6,8	90%
Communities & Neighbourhoods	Places	8	We will aim to cut the grass on a fourteen working day cycle and weed spraying will be carried out on housing owned internal estate areas twice a year	People, Places	4,6,7,8	90%
Communities & Neighbourhoods	Places	9	Shrub bed maintenance will be carried out during the winter maintenance program and street furniture will be maintained on a five year rolling programme	People, Places	4,6,7,8	90%
Communities & Neighbourhoods	Places	10	A Pest Control Officer will visit and treat within 24hrs upon receiving a report of a rat inside the home	People, Places	2,7	90%

Communities & Neighbourhoods	Places	11	We will aim to turnaround empty council homes within 20 working days	People, Places	2,9	20 working days
Communities & Neighbourhoods	Places	12	Through Quality Assurance Checks we will reach a minimum of 95% satisfaction for housing repairs	People, Places	2,4,9	95%
Communities & Neighbourhoods	Places	13	We will send quarterly Business Newsletters	People, Places	1,7	446
Communities & Neighbourhoods	Places	14	We will carry out monthly vacant unit audits in the town	People, Places	1,5,6	25
Communities & Neighbourhoods	Places	15	We will carry out 6 monthly Town centre health checks and business confidence analysis	People, Places	1,5,6	446
Communities & Neighbourhoods	Places	16	We will remove offensive graffiti within 1 working day and all other graffiti within 5 days	People, Places	4,6,8	90%
Communities & Neighbourhoods	Places	17	When all of the statutory requirements have been satisfied we will remove abandoned cars within 1 working day	People, Places	4,6,8	90%

Communities & Neighbourhoods	Places	18	We will keep public open spaces clean and tidy	People, Places	4,6,8	90%
Communities & Neighbourhoods	Places	19	Collection of Council Tax	People, Well Run Council	1,10	98.10%
Communities & neighbourhoods	Places	20	Collection of business rates	People, Places, Well Run Council	1,5,6,10	98.50%
Communities & neighbourhoods	Places	21	Collection of Housing Rent	People, Well-Run Council	1,7,9,10	98.30%
Communities and neighbourhoods	Places	22	Collection of Sundry Debts	People, Well run Council	1,5,10	92.50%
	TOTAL	28				

Communities & Neighbourhoods Service Plan 2013/14

Indicator	Polarity	Melton 2008-09	Melton 2009-10	Melton 2010-11	Melton 2011-12	Melton % change 08/09 to 10/11	Melton % change 08/09 to 11/12	Melton Rank of % change compared to other Districts 08/09 to 10/11	Melton Rank of % change compared to other Districts 08/09 to 11/12
CRIME AND COMMUNITY SAFETY									
Reported ASB	Low	2026	1748	1298	849	-35.9	-58.1	1	1
Crime	Low	3292	2620	2510	2,439	-23.8	-25.9	2	2
Burglary dwelling	Low	229	146	92	121	-59.8	-47.2	1	1
Theft of Vehicle	Low	111	70	71	50	-36.0	-55.0	1	1
Theft from Vehicle	Low	273	187	180	153	-34.1	-44.0	3	1
YOS first time entrants	Low	33	26	21	16	-36.4	-51.5	4	4
YOS no of offences	Low	167	96	69	66	-58.7	-60.5	1	4
Overall No. of YOS cases	Low	103	62	49	39	-52.4	-62.1	1	3
All reported domestic incidents	High	537	578	561	543	4.5	1.1	3	6
Recordable domestic incidents	Low	233	249	229	207	-1.7	-11.2	6	6
RE-OFFENDING									
No. receiving Probation Supervision during period	Low	115	118	102	97	-11.3	-15.7	2	2
New supervision cases during period	Low	62	61	40	51	-35.5	-17.7	2	4
Probation Community Orders running during period	Low	182	168	147	142	-19.2	-22.0	2	1
SCHOOLING, EDUCATION AND ATTAINMENT									
% of working age population qualified to NVQ level 3 (NI 163) (Note 1)	High	49.2	53.9	53.3	54.3	9.6	10.4	4	4

Communities & Neighbourhoods Service Plan 2013/14

Achievement of 5+ A*-G at GCSE	High	93.6%	95.0%	96.1%		1.5	2.7	1	1
Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of the scales in PSE and CLL (NI 72)	High	57.80%	63.70%	62.20%	66.70%	7.6	15.4	3	3
Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest (NI 92)	Low	28.30%	27.80%	27.30%		-3.5		7	
Permanent Exclusions	Low	11	9	6		-18.2	-45.5	5	6
Fixed term exclusions (Pupil Referral Unit) Numbers on Roll	Low	197	204	230	4	3.6	16.8	7	7
	Low		15	14		-6.7	-73.3	6	7
SAFEGUARDING CHILDREN									
% of population aged 0-17 on the child protection register	?	0.06%	0.08%	0.32%	0.49%	445.3	726.2	1	1
FINANCIAL WELL-BEING									
Benefit Claimants (JSA) (see Note 2)	Low	874	763	643	803	-26.4	-8.1	1	4
16 to 18 year olds who are not in education, employment or training (NEET) (see note 6)	Low		3.50%	3.20%	3.40%	-8.6	-2.9	4	7
HEALTH AND WELL BEING									
No. in effective Drug treatment	High	110	104	106		-3.6	-100.0	7	
No. in effective alcohol treatment	High	48	72	84		75.0	-100.0	1	

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Numbers accepted as homeless and in priority need	Low	61	36	62	64	1.6	4.9	5	2
Smoking Cessation Data rate per 100,000	High	657	774	832	753	26.6	14.6	4	5
Adult Participation in Sport (see note 5)	High	14.90%	15.30%	18%	17.6%	20.8	18.1	1	2
Obesity in Year 6	Low	16.70%	13.40%	17.00%		-19.8	1.8	1	5
Breastfeeding at 6-8 weeks (see note 4)	High	34.60%	47.26%	40.08%	57.42%	15.8	66.0	4	1
Smoking at Time of Delivery (see note 3)	Low	13.21%	13.87%	12.39%	11.94%	-6.2	-9.6	5	4
Childhood Immunisation - MMR at 2	High		94.15%	93.71%	93.83%	-0.5	-0.3	7	6
Childhood Immunisation - MMR at 5	High		90.17%	86.63%	87.31%	-3.9	-3.2	7	7
Alcohol Attributable Admissions	Low	997	1200	1,283	974	20.4	-2.3	7	7