

27 JANUARY 2015

**REPORT OF THE CHIEF EXECUTIVE**

**CORPORATE ISSUES**

**1.0 PURPOSE OF REPORT**

- 1.1 The purpose of the report is to brief Members on the growing interest in Melton's approach to service delivery, including since the fire in 2008 and also to advise of certain developing Corporate Issues

**2.0 RECOMMENDATIONS**

- 2.1 The contents of this report be noted.
- 2.2 The continuing work of Officers in explaining Melton's developing approach be endorsed.

**3.0 KEY ISSUES**

- 3.1 Members are aware that gradually since the fire, the growing momentum of understanding and impact of what the Melton Model entails has gained greater interest in the local government world. In these times of austerity, the way Parkside is operated and the development and assimilation of successful programmes and projects has attracted a lot of interest. The Council has been the subject of four case studies including two which were promoted nationally at the launch of the Centre for Excellence in Information Sharing and more recently two developed by SOCITIM relating to the use of technology in tackling the pressures raised by austerity and a further study on how IT can assist with flexibility in working methods.

More recently INLOGOV has through the District Council Network (DCN) has asked the council to take part in a national study of good practice promoted and delivered through District Councils.

- 3.2 Furthermore, the Council has been requested to explain the Melton Method of service delivery to the National Assembly members of DCN at its January meeting. From the published Agenda, it appears that Melton is the only council asked to take part in these workshops promoting good practice and a methodology for service delivery in these difficult economic times. Also, a number of individual Councils including unitary and upper tier Councils have made or are scheduled to make visits to the Council on occasions with partners to promote and better understand that aspect of the Council's work.
- 3.3 As reported to Members previously although this is a draw on the Council's capacity it is the next step in relation to development and support for the Council's approach that these activities are taken on board. The Council needs access to certain sub-regional, regional and National income streams to enable it to consolidate the method of service delivery further and this activity is a limb of the approach to the underpin our needs.
- 3.4 Nationally, the Council together with the two other co-located sites in Leicestershire has been selected for the further roll out of the National Universal Credit. This will commence in the coming weeks and the Council will adopt the principles of Universal Credit – delivered locally (UC-dl). These principles around supporting people to make appropriate claims digitally, be able to manage their finances and any tenancy issues successfully together with moving towards employment underpin UC-dl approach. Melton already has its arrangements in place through Me and My Learning at Phoenix House which will facilitate

our engagement in this phase of the rollout. Relationships with DWP and the local Job Centre Plus continue to thrive and the Council has recently adopted status as a triage organisation for JCP which enables further work on their behalf to be carried out at Me and My Learning. Officers are working closely with regional leads on the further rollout of Universal Credit to ensure the best possible delivery and impact of this national programme in our localities.

- 3.5 To complement this, the District Council Chief Executives have agreed that their county wide group looking at Stronger Communities will take prime responsibility for Welfare Reform. This will enable the three co-located sites to share experience, develop approaches and assist the other councils in Leicestershire as the roll out in the region continues.
- 3.6 The Council also, continues to have successes in improving its relationship operationally with local and sub-regional health providers, the Police and Major sub-regional voluntary organisations Citizens Advice, Clockwise and Voluntary Action Leicestershire. These improving relationships are based on delivery in the locality of programmes and projects which suit those organisations and which are thereafter embedded within the Council's service delivery methods through service change and transformation. In particular, the Council's approach to managing and reducing demand through its Transformation Programme which is based on insight intelligence and understanding of the customer has been noted by colleagues in the operational arm of Leicestershire Constabulary. Capacity of senior officers will be utilised to assist in the development of local and neighbourhood approaches to continue the successes of tackling crime, Anti-social Behaviour and victim support.
- 3.7 This developing activity will be underpinned by the new Corporate Plan, an update on which was presented to the recent Budget and Strategic Planning Away Day for Members. The Draft Corporate Plan is still in formation with a significant piece of consultation about to start through the Melton Mail in the coming weeks. Members will be kept up to date with the development of the Corporate Plan which will come before the new Council at its first cycle for formal consideration and approval.

### 3.8 **Elections**

As Members are aware significant pressures have been experienced with the rollout of the Individual Elector Registration (IER) this has progressed through to its final stages in readiness for use in the up and coming national, district and parish elections. A report to the Governance Committees on Elections Matters was made in this cycle. In order to ensure successful implementation of the coming elections in the light of significant changes through IER your Officers have determined to remain with current suppliers of services including printing who have worked with the Council in relation to the rollout of the IER and related Electoral Changes.

## 4.0 **POLICY AND CORPORATE IMPLICATIONS**

- 4.1 The activities outlined in this report illustrate the activity of officers and Members at a high level to deliver the Council's Corporate Priorities and develop the Direction of Travel.

## 5.0 **FINANCIAL AND OTHER RESOURCE IMPLICATIONS**

- 5.1 There are no particular financial implications arising from the matters set out in this report. Several of the activities help pave the way for the Council to access further income streams and develop productive partnerships in the localities.

**6.0 LEGAL IMPLICATIONS/POWERS**

6.1 There are no particular implications arising from this report as the individual projects and programmes are examined with respect to their legal implications and powers as they are approved.

**7.0 COMMUNITY SAFETY**

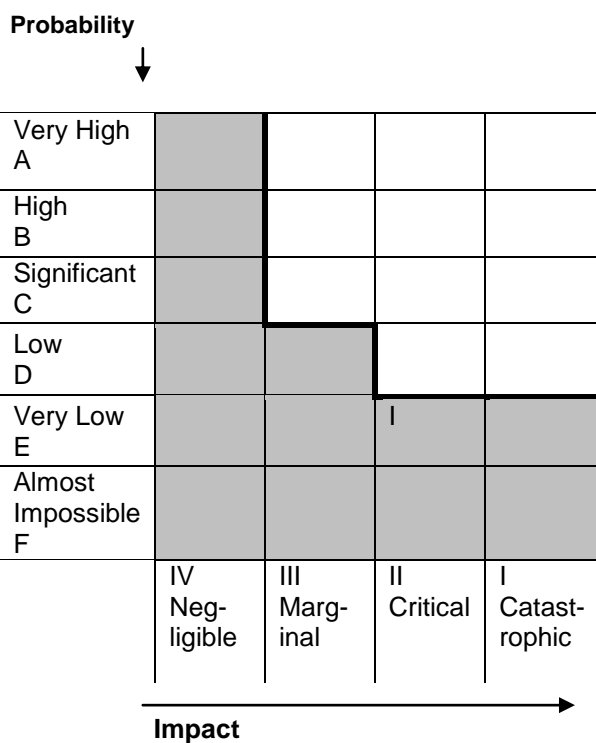
7.1 There are no specific implications arising from this report other than certain of the initiatives mentioned, such as Me and My Learning and other People Based services assist in reducing the offending, tackling Anti-Social Behaviours and developing responsibilities.

**8.0 EQUALITIES**

8.1 There are no implications arising from this report as the individual projects and programmes mentioned have all or will as appropriate have their own Equalities Impact Assessments.

**9.0 RISKS**

9.1 *To consider and give any Risks related to this report and if there are risks to complete the tables below. If there are no risks identified, then delete the table*



Risk No.	Description
E2	Understanding across the Council not completed in relation to the direction of travel.

**10.0 CLIMATE CHANGE**

10.1 There are no implications arising from this report.

**11.0 CONSULTATION**

11.1 As indicated in the body of the report, the consultation on the draft Corporate Plan is in hand through the Melton Mail, the current draft has been based on much consultation with individuals, community and voluntary sector groups together with internal officer and Member consultation

## 12.0 **WARDS AFFECTED**

### 12.1 All

Contact Officer            Lynn Aisbett – Chief Executive  
Date:                         19 January 2015

Appendices :                None

Background Papers:        None specific.

Reference :