

Communities & Neighbourhoods Service Plan 2014/15

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

Heads of Services were tasked with reviewing their structures to ensure effectiveness and further efficiency. The initial proposals for changes to the approved establishment were circulated to the Policy, Finance and Administration Committee on the 7th October 2013. The approved proposals for all areas agreed for further, more detailed consultation with effected staff, following which members approved the changes to the establishment on 3rd December 2013. The description for each service reflects that review and change.

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 and Yr2 of work was focused on meeting initial BID Business Plan, YR3 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 2014/15 as we develop projects and initiatives derived from the approved Economic Development Strategy and the Economic Growth Plan. There will a focus of identifying opportunities from the LLEP and other external funding streams to deliver the EDS priorities...

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 2014/5 and to secure some IT benefits with shared IT integration with G Purchase

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

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

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responsible for the preparation of the Corporate Plan, Housing Strategy and Local Development Documents.

Corporate Policy

This will be a crucial year for this service and the council. The area will lead on the development of a new Corporate Plan 2016-2020 and the refreshed Sustainable Community Strategy...

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. 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.

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 Strategy/ 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.

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 2014/15 service plan will continue its focus on managing the social and economic implications of the Welfare Reforms.

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 programme.

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.

Me and My Learning Centre

Following the success of the ESF funding Bid, this [initially 1 year] project is designed around raising the skill levels of people current unemployed, but also those on low wages due to low skills.

SECTION

2

Recent Achievements

List of main projects or service areas delivered over previous year - detailing contribution to achievement of corporate priorities

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
Implemented Northgate e Revenues	Places People.	Resilience Customer care Flexibility	eRevenues made it easier for customers to update their details and set up Direct Debits. This ensured we 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.
Implemented e Billing	Places People	Resilience Customer care Flexibility	Process more information in a far shorter time, send out accurate Council Tax bills sooner to Improve cash flow.
Increased the number of Money Advice Sessions	People Places	Resilience Customer care Flexibility Performance	more residents within the Borough are financially capable and have access to information and training opportunities
Launched a 'jam-jar' account (guarantees to pay priority bills first – like rent) as part of the East Midlands credit union	People Places	Resilience Customer care Flexibility	residents have the financial products to enable them to manage their finances and ensure they are best placed to receive the forthcoming Universal Credit payments
Prepared and introduced Year 2 CTS scheme for 2014-15. Including understanding financial implications of the scheme and undertook the appropriate consultation	People Places	Resilience Customer care Flexibility Performance	Scheme successfully introduced within financial constraints. Scheme communicated to CTS recipients
Carried out an empty homes review to maximise the new homes bonus	People Places	Performance Customer Care	Over 70 properties found to be occupied bringing in additional New Homes Bonus
Universal Credit Pilot	People Well Run Council	Resilience Customer Care Performance Respect Flexibility	Successfully concluded the Universal Credit Pilot reporting on our findings to Central Government and sharing our knowledge to a wide audience. The work is feeding into the transformation projects

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Transformation Programme – Me and My Learning Centre	People Well Run Council	Resilience Customer Care Performance Respect Flexibility	Successfully bid for ESF money to develop and open the former Council Offices at Phoenix into the new learning & skills centre.
Deliver phase 2 of the PRS employability & Skills DWP project, (Flexible Support Fund) looking at wider skills and employability initiatives	People Places Well Run Council	Resilience Customer Care Performance Respect Flexibility	Successfully bid and awarded further Flexible Support Fund Money to continue helping vulnerable people out of worklessness dependency and up skilling people on low wage/low skills employment.
Revise Allocation Policy to reflect changes in the welfare system and localism act to meet local housing need and those of the community	2,3,5,7,8,9,10	Customer Care	Allocation Policy revised to reflect new legislation and to ensure that properties are let to address local housing need
Audit Homelessness Strategy and incorporate a Countrywide Strategy for Leicestershire local authorities	2,3,5,7,8,9,19	Customer care	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
Ofsted Inspection rated as Good – July 2013	People, Places & Well Run Council	Resilience Customer Care Performance Respect Flexibility	Good Rating from Ofsted for Melton Sure Start Programme. All areas good with good value for money.
Successful Implementation of SLF service and two Good Internal Audit Outcomes	People, Places & Well Run Council	Resilience Customer Care Performance Respect Flexibility	New service established and staff recruited. Over 30 families been worked with to date with 92% improvement rate in families worked with. LCC and MBC internal audit shown very good controls and performance management.
Implemented new Tenant/Council Joint Consultative Group	People, Places & Well Run Council	Resilience Customer Care Performance Respect Flexibility	New strategic group involving elected members and TFEC been established. Tenants now more embedded in the performance management of the housing service.
Improved benefit processing times reaching 98% completed in 5 working days	People & Well Run Council	Resilience Customer Care Performance Flexibility	All housing benefit and council tax support being processed within 5 working days (98%) meaning customers (tenants & landlords) get paid in a timely manner and receive their entitlement.
Physical Activity Service increased numbers of adults participating and becoming active in 13/14	People & Places	Resilience Customer Care Performance Respect Flexibility	Increased numbers of adults participating in sport and physical activity meaning population is becoming healthier.

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Implemented new structure in People Team enabling mitigation from LCC funding cuts for 2014/15 and ensure Melton residents receive robust services	People, Places & Well Run Council	Resilience Customer Care Performance Respect Flexibility	Secured Sure Start, Health and Youth Services by re-designing the way in which we work.
Secured additional Early Help Grant monies for youth projects in the Borough	People, Places & Well Run Council	Resilience Customer Care Performance Respect Flexibility	Secured £53,000 of early help grant monies to fund youth projects that target young people who need support, help and specialist services in order to stay independent and stay out of the Criminal Justice System
Implemented a successful Crime Prevention service to reduce ASB and alcohol related crime in the Town Centre of Melton Mowbray in 13/14	People & Places	Resilience Customer Care Performance Respect Flexibility	Reduced town centre ASB in last six months of the 13/14 financial year by 48% meaning people feel safer and less young people have entered the CJS.
Ensured smooth integration of Sentinel System with MBC CRM.	People & Places/Digital	Resilience Customer Care Performance Respect Flexibility	Keying in of ASB data now only needed once which has meant there is more accurate data and all cases are being recorded.

Policy

Service Area/ Project	Corporate plan area	Values	Outcomes
Economic Development	Named priorities under People, Places and/or well-run council	Link to the values	Specific outcomes delivered – indicators, physical projects, financial investment/saving etc
Economic Development Strategy (2012-2015)	People, Place 1,4,5,6,10	Resilience Customer Care Performance Flexibility Respect	A refresh of the Economic Development Strategy was completed in October 2013 and identifies through evidence and consultation the key strategic priorities that will improve Melton economically and stimulate growth.
Provide regular and specific business information and advice	People, Places 1,4,5,6,10	Resilience Customer Care Performance Flexibility	Melton Business Forum encourages local businesses to share best practice, network and provide relevant business information

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Better understand Melton Borough's business community	People, Places 1,4,5,6,10	Resilience Customer Care Performance Flexibility	MBC Business Survey provided qualitative and quantitative information in relation to the views of local businesses on a variety of business related topics.
Increase the number of new business start-ups and business expansions within Melton Borough	People, Places 1,4,5,6,10	Resilience Customer Care Performance	Hosted a series of events focusing on self-employment, as well as training to promote business growth.
Promote better procurement practices	People, Places, well-Run Council 1,5,6	Resilience Customer Care Performance	MBC signed the Small Business Friendly Procurement Charter to encourage better procurement processes between small business and public sector organisations.
Enhance aspirations, skills and up-skilling opportunities	People, Places 1,4,5,6	Resilience Customer Care Performance	Hosted a series of events that promoted apprenticeships, work experience, volunteering and up-skilling opportunities to local businesses.
Maximise opportunities for business growth, inward investment and tourism	People, Places 1,5,6,7,8	Resilience Customer Care Performance Flexibility	Various funding applications submitted such as Growing Places application for £50k, to increase opportunities for business growth, attract inward investors and increase tourism opportunities within Melton Borough.
Town Centre Management / Tourism			
Continue to support, promote and develop business growth with grant support schemes, business events, consultation and training.	People, Places 1,5,6,7,8	Resilience, Customer Care, Performance, Flexibility	Over 80 businesses have been engaged and provided tailored support (advice, information & guidance). Delivery of £10,000 Business Support Grant Scheme funded by Portas and BID monies. £250 grant funding support for town centre businesses to improve premises, signage etc.
Continue to develop the night-time economy in the Town Centre	People, Places 1,5,6,7,8	Customer Care, Performance, Respect	Supported existing and new businesses to enhance night time economy. Footfall to town centre increased through initiatives such as Dine before Nine, Christmas Shopping Crawl and Independent Retailers Day and the Food and Drink Guide. Launch of "After Dark" Business Awards 2014, recognising and supporting business and community achievements. Promotion of evening economy.
Annual Collection of town centre benchmarking and Performance Report	People, Places 1,5,6	Resilience Customer Care Performance	KPI collection and analysis to compare year on year town centre performance. Benchmarked with East Midlands Towns and national stats in annual reporting.

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Six monthly car park and footfall counts	People, Places	Resilience Customer Care Performance	Year on year performance comparison against regional/national stats, to identify trends and influence projects/initiatives
Continue to promote Utility Auditors Free Business Audits	People, Places 1,4,5,6	Customer Care, Performance, Respect	Support of 20 businesses in reducing utility costs through free business utility audits.
Town Centre Business Directory / Online Business Directory or Town Centre Businesses	People, Places 1,4,5,6	Customer Care, Performance, Respect	15,000 event guides and directories printed and delivered. Online directory with the promotion and marketing of town centre businesses
Events Guides 2014 (What's On in Melton)	People, Places 1,4,5,6,8,	Resilience Customer Care Performance Flexibility	Production of 15,000 guides and on-line event calendar to promote Melton's Borough and Town Centre Events Increasing footfall to the town centre and Borough.
Melton Mowbray Visitor Guide 2014	People, Places 1,4,5,6,8,	Resilience Customer Care Performance Flexibility	Production of 20,000 new visitor guides to promote Melton's Borough and Town Centre as a tourist destination. Increasing footfall to the town centre and Borough and increasing the economic benefit of tourism to the area.
Introduction of a Town Centre 'Meet & Greet' facility.	People, Places 1,4,5,6,8,	Resilience Customer Care Performance Flexibility	Employment of a part time member of staff to welcome and assist groups arriving to the town on a Tuesday. Promoting the Town and its offer to tourists whilst developing the group travel market.
National Group Travel Exhibitions	People, Places 1,4,5,6,8,	Resilience Customer Care Performance Flexibility	Attendance at 4 key trade exhibitions to develop the Group Travel market and promote the Town as a tourist destination for groups. Developing a 'Coach Friendly' town.
Development of the town's Rural Capital of Food brand.	People, Places 1,4,5,6,8,	Resilience Customer Care Performance Flexibility	Enhancing the Town's USP through point of sale marketing and attendance at key events. (includes production of 5,000 RCoF Shopping Bags & promotional stand at the Melton Mowbray Food & during Festival & the Artisan Cheese Fair.
Development of the Gourmet Short Break Campaign	People, Places 1,4,5,6,8,	Resilience Customer Care Performance Flexibility	Development of the overnight stay tourist market to convert day visits into bed nights.
Support & Development of the STEAM analysis	People, Places 1,4,5,6,8,	Resilience Customer Care Performance Flexibility	Annual analysis of the economic benefit of tourism to the town and Borough.

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Support of key Events, such as Artisan Cheese Fair, Melton Mowbray Food & Drink Festival, Victorian Xmas Fayre, British Pie Awards, Melton Country Fair & Graze the Vale	People, Places 1,4,5,6,8,	Resilience Customer Care Performance Flexibility	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.
Development and promotion of Evening Economy and Shop Local Campaigns 1) Dine Before Nine 2) Christmas Shopping Crawl 3) Independent Retailers Day	People, Places 1,4,5,6,8,	Resilience Customer Care Performance Flexibility	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.
Support of the Fairtrade Steering Group and the town's renewal in 2014 as Fairtrade Town	People, Places 1,4,5,6,8,	Resilience Customer Care Performance Flexibility	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
Support of Melton in Bloom, sponsorship of the Retail Basket Scheme and Planter Scheme	People, Places 1,4,5,6,8,	Resilience Customer Care Performance Flexibility	Promotion and support of Melton in Bloom, sponsoring the retail hanging basket and new town centre planter scheme to enhance the visual appearance of the town centre, street furniture enhancement
Support of the Heritage Group and Civic Society – Blue Plaque Scheme and new plaque on Burton Street	People, Places 1,4,5,6,8,	Resilience Customer Care Performance Flexibility	Promotion of the heritage and culture of Melton's town centre Increased footfall and visitor flow with heritage trail and blue plaque scheme
Revive & Thrive Challenge, "Think Melton Taste Melton" campaign	People, Places 1,4,5,6,8,	Resilience Customer Care Performance Flexibility	"Revive & Thrive Challenge" programme to enhance the town centre and the High Street
Successful "Digital High Street Skills" training accreditation May 2014	People, Places 1,5,6	Resilience Customer Care Performance Flexibility	Successful "Digital High Street Skills" training, enabling TCM's to deliver digital training to town centre and Borough businesses.
Future High Streets	People, Places 1,5,6	Resilience Customer Care Performance Flexibility	Development of the Town centre through the Future High Streets Experian Report & 2014 Summit.
Project Funding			
MIB Support	People, Places 3,5,7,8	Customer Care, Performance, Respect	Funding support and advice – contribution to cleaner, greener places within the town. Heritage Garden progressing very well ready for East

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			Midlands in Bloom (July 2014).
Working Dog Sculpture	Places 3,5,7,8	Customer Care, Performance, Respect	First sculpture installed in December 2013. Further funds allocated for the remaining two sculptures, due to be installed in 2014.
Community Group and local business funding support	People, Places 3,5,7,8	Customer Care, Performance, Respect, Flexibility, Resilience	Supported increased investment (£398242.00 for 2013/14) into the Borough. Strengthening the VCS sector and encouraging partnership working.
Supporting internal officers with funding applications and advocacy at events.	People, Places 3,5,7,8	Customer Care, Performance, Respect, Flexibility, Resilience	Applications include bid submissions for various Lottery programmes and trusts and foundations.
Self-Employment Event	People, Places 3,5,7,8	Customer Care, Performance, Respect, Flexibility, Resilience	Worked with DWP to deliver a self-employment workshop, delivering funding advice and referrals to individuals for further support.
Brighter Future Project	People	Customer Care, Performance, Respect, Flexibility, Resilience	Supported socially isolated older people (27 directly and 26 indirectly) with long term health conditions. Encouraged VCS to work together to support these individuals.
Community (Policy)			
VCS Commissioning	People, Places 1,2,3,4,7,8	Resilience Customer Care Performance Respect Flexibility	3 year contract agreed to commission VAL to provide 3 VCS forums in Melton, group support and volunteering. Other VCS commissioning plan support about CAB.
Stronger Rural Development Group	People, Places 2,4,7,8,10	Resilience Customer Care	Attendance and representation has been maintained – good information for information sharing/dissemination, has encouraged certain agendas such as Dementia awareness and LAC.
Melton Truth/ Profile	Place 10	Customer Care Performance	First stage of data input has been achieved ready for further review by departments in the authority in next FY2014/15.

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Melton Community Partnership	People, Places 1,2,3,4,5,6,7,8,10	Resilience Customer Care Performance Respect Flexibility	Quarterly meetings conducted and facilitated, covering key topics: economy, health, education and skills. Communication increased through social media and digital platforms such as Twitter and developing a new website.
Community Right to Bid (Localism)	People, Places 4	Resilience Flexibility	MBC agreed a Community Right to Bid process and has supported the nomination of an ACV and the review of it.
Armed Forces Community Covenant	People 2, 4, 5, 8, 9, 10	Resilience Customer Care Performance Respect Flexibility	Task Group supported in formulating the aims and objectives. CSA approved the signing of the Community Covenant with a signing ceremony.
Dementia Initiative	People 2, 4, 6, 10	Resilience Customer Care Respect Flexibility	Started in April 2013 this initiative has developed a strong partnership with the Alzheimer's Society and links made with the Seniors Forum. Delivery of awareness raising activities of dementia in the Council (5 dementia friend sessions run).
CLIMA	7, 8,	Resilience Performance Respect Flexibility	Attended quarterly meetings. MBC has feed into a number of strategy and action plans that we will deliver.
Royal British Legion	1, 2, 10	Resilience Customer Care Performance Respect Flexibility	6 month pilot in Parkside, provided advice started in January 2014, information and sign posting support to relevant services and work with partners for potential referrals.
Wheels to Work			
Wheel 2 Work Leicestershire County Council continue programme delivery	People, Places 1,10	Resilience Customer Care Performance	Increased programme partners to include Leicester City and Blaby District Council, improving funding position for exit strategy. Increased profile through PR events to referral agencies.
Wheels 2 Work LSTF Scheme	People, Places 1,10	Resilience Customer Care Performance	Rolling stock increased to 100+ units and on target to reached agreed outcomes by 2015. Application submitted for 2015/16 LSTF 2.
Wheels 2 Work Supporting Families	People, Places 1,2,5,7	Resilience Customer Care Performance	Programme promoted to all target referral areas and associated officers, workshop set up. 12 units purchased 3 referrals with 3 riders and 2 on-going.

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DWP Wheels 2 Work	People, Places 1,2,5,7	Resilience Customer Care Performance	Awaiting confirmation of scheme approval and start date
Rutland Wheels 2 Work	People, Places 1,2,5,7	Resilience Customer Care Performance	Expanded rolling stock by 6 units, increased usage to maximum 30 users.

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.
Environmental Maintenance Team main front line machines and crew carrying vehicles programmed into a comprehensive renewal and replacement plan up to 2020.	People Places	Resilience Customer Care Performance	Improved budgeting and management of service, Advance knowledge of annual Capital requirements. Prescribed procurement process to include sufficient background investigation and options appraisal prior to purchase to ensure best EEE purchase is made
Green Flag award, 3 rd year application submitted and external inspection carried out – awaiting outcome.	People , Places	Resilience Customer Care Performance	Inspection outcome due in July Every expectation of success with appropriate on going improvements and development in line with management plan and inspection recommendations
Home composting facilitation developed with Green Joanna's compost bins, able to accommodate food waste. Sold directly to residents with free delivery , literature and officer support when required	People. Places	Resilience Customer Care Performance Flexibility	Established Borough specific home composting facilitation With subsidised Green Joanna's offering residents a way of dealing with both food and garden waste.
Melton In Bloom. General support all round focussed on assisting with the various sites and town features the group are responsible for , the annual in Bloom competition that includes all preparation , hanging and watering of planters and baskets	People , Places	Resilience Customer Care	Continued attractive and welcoming Town environment encouraging inward investment, pride and vitality. This on-going year round activity encourages healthy outdoor activity , and supports physical and mental wellbeing

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Dog Agility Trail	Places	Customer Care Performance Respect	Trail is now installed and is proving to be a popular and well used Melton country park facility The trail provides exercise and encourages increased agility for both dog and owner/trainer.
Wilton road town gateway bed display	Places	Customer Care Performance Respect	The project was completed with all the work done by the councils in house EMT service operatives –with a border planted up and designed to give colour and interest all year long, The bed also displays information interpretation about its design installation and purpose.
Cemetery Service review	Places	Customer Care Performance Respect	The review report was completed and considered by CSA committee who endorsed its key points which were mainly regarding various measurers to address its increasingly limited lifespan as it continues to fill up at a consistent pace - agreed progress to be made in regards to looking at the viability of a natural burial facility to add to the existing cemetery service ,
Garden of Remembrance improvements	Places	Customer Care Performance Respect	New higher garden walls built increasing depth of structure greatly improving the functioning of the scatterings area
MCP 'Path for All' initiative	People, Places	Customer Care Performance Respect	Melton Country Park received the QE11 'In Fields' Trust award in the late Spring of 2014 opening the doors to funding streams only available to successful QE11 nominated sites . A range of funding bids for various park improvements will now be pursued, one of the key priorities will be to secure funds to allow the 'Path For All' project to be realised.
QE11 'In Fields' Trust nomination for Melton Country Park	People, Places	Customer Care Performance Respect	Melton Country Park has now become one of the intended 2012 QE11 protected' In Fields' Trust sites , giving it the status of a Country Park in perpetuity.
Action Weeks assistance (previously titled pride weeks)	Places	Performance Respect	Provided the core cleansing , waste removal , street cleansing and general tidying up of the PNA's during the various PNA action weeks
Angling in MCP	Places	Customer Care Performance Respect	The by-law change required to move this initiative forward has been delayed , That change is expected imminently after which an options report will be prepared and considered in due course by members

Flat Recycling facilitation	Places	Customer Care Performance Respect	An innovative underground system for the storage / accommodation of accumulated refuse is expected to be trialled shortly, in one of the town centres flat areas, if this proves successful, then a similar system for recyclable materials will be piloted.
Keep Melton Tidy Group	Places	Customer Care Performance Respect	The proposal was put before and endorsed by the Melton Environmental Action Partnership
Work in progress to develop a closer more partnership style of arrangement with current repairs contractor and integrate IT systems	Places, People and Well Run Council 1,2,4,5,7,8,9,10	Resilience, Customer Care, Performance, Flexibility and Respect	To improve efficiency across the contract and to ensure we meet and maximise opportunities through a closer working arrangement that is fit for purpose to meet the needs of the service and the needs of our residents
Developed new planned maintenance programmes, including Kitchens and bathroom, Asbestos surveys, Re-roofing programme, windows and door replacement programme	Places, People and Well Run Council 1,2,4,5,7,8,9,10	Resilience, Customer Care, Performance, Flexibility and Respect	To improve the properties and quality of life for our tenants and reduce future repair costs over a period of years
Maximise RTB opportunities / capital receipts to develop new affordable housing	Places, People and Well Run Council 1,2,4,5,7,8,9,10	Resilience, Customer Care, Performance, Flexibility and Respect	Create projects that can develop a new supply of housing to meet our changing needs
Refreshed HAMP and prioritised key projects	Places, People and Well Run Council	Resilience, Customer Care, Performance, Flexibility and Respect	Making best use of Council's Housing Assets, tackling issues affecting tenants e.g. fuel poverty and regenerating estates

SECTION

The Next Steps

3

Major Projects

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
Leisure Vision	People/Place/Well-run Council	Resilience, Customer Care, Performance, Flexibility and Respect	Major Council project designed to tackle issues round health and physical participation, improve sports and leisure facilities in the borough Identify a site to build a new facility and have a project plan with time frames agreed by October 2014.
Housing Foyer	People/Place/Well-run Council	Resilience, Customer Care, Performance, Flexibility and Respect	Working with our partner design and deliver a Housing Foyer targeted to support young people by providing supported accommodation and improve skills to enable them to move on to more sustainable and independent lives. A fit for purpose housing foyer is developed and built to support young people aged 16 – 25 years. Reduce the number of failed tenancies
New Build	People/Place/Well-run Council	Resilience, Customer Care, Performance, Flexibility and Respect	Council led affordable housing, 1 st in the last 25 years.
Country Park Pavilion	People/Place/Well-run Council	Resilience, Customer Care, Performance, Flexibility and Respect	New Country Park pavilion that encourages greater participation in physical activity and sport in the Country park.
Town Estate Park- Melton Skate Park renewal / replacement / development	People, Places	Resilience, Customer Care, Performance, Flexibility and Respect	To specify and procure a new Skate Park, to replace the degraded old one expected to be removed and replaced during 2015. The new park is expected to be of a concrete construction utilised the latest technology and incorporating features to meet the needs of different wheeled sports users , different age and ability groups , and different Skate park styles i.e. Plaza / Street etc.

During 2014/15 the following short-term actions are to be completed:

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.
Home Composting scheme expansion: to include the availability of a range of bargain composters able to suit the needs of the resident's different types and quantities of waste. To include promotion of the scheme to schools and Parish Councils	People , Places	Resilience Customer Care Performance Respect Flexibility	Provide an economical alternative to the GWC and help reduce the occasional fly tipping of such materials. To use the promotion to raise the profile of a number of sustainable housekeeping measurers i.e. Waste Reduction , Reuse , Recycling
Underground refuse store	People. Places Well Run council	Resilience Customer Care Performance Respect Flexibility	Underground refuse storage system to be trialled in the town centre flat area. Beck mill court is scheduled to have a single unit installed in the next couple of months which is expected to provide an increased capacity for refuse, reduce fly tipping improve the general appearance of the area and demonstrate commitment to improve the facilities for flat dwellers
Town Street furniture maintenance renewal and replacement programme to 2020	People , Places Well Run Council	Resilience Customer Care Performance	To provide an on-going programme of Melton Town Centre street furniture renewal and replacement, to include supplier, cost, expected dates, on-going inspection details and any further expected costs, including renewing or replacing items at set intervals.
Melton BC responsible play area equipment and site maintenance renewal and replacement programme to 2020	People , Places Well Run council	Resilience Customer Care Performance Respect Flexibility	To provide an on-going programme of Melton BC responsible play area renewal and replacement, to include supplier, cost, expected dates, on-going inspection details and any further expected costs, including renewing or replacing items at set intervals.
Further MBC service related web pages improvements	People, Places, Digital	Well Run Council	Improved service tailored to fit the needs of the customer. Improved

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Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
including 'Digitisation' of customer related agreement forms to assist them through agreed variations to the standard service			council efficiency through channel shifting. Regular updating of service details using social media networks.
Memorial monument 'Digitised' inspection introduction – digital photo logging and condition data base	People, Places, Digital	Well Run Council	Improved records, improved searching facilities and new access to a dated visual record of plot monuments and site conditions.
Play area inspection 'Digitisation' - use of hand held tablets to carry out inspections / recording actions / informing an electronic data base	People, Places, Digital	Well Run Council	Improved inspection regime with increased digitisation bringing increased EEE factors
Household item / small electrical item reuse project working with the Melton Furniture project group - under discussion and with a PNA focus being developed – funding bid to support the initiative being drafted , to be submitted to a recently announced WRAP waste reuse project funding stream allocation	People	Resilience Customer Care Performance Flexibility	To establish a reuse system for previously discarded / disposed of household items in particular , small electrical items which could be reused following PAT testing / small repairs where economically viable working closely with The Melton Furniture Project. To offer vulnerable / low income families a range of items , looking to work together with Leicestershire Supporting Families and relevant MBC colleagues
Green Flag recommended improvements carried out and annual application for the 15/16 award to be made.	People , Places	Resilience Customer Care Performance Respect Flexibility	Continue to make improvements to MCP meeting the needs of its patrons and the local community
Cemetery review and feasibility of Crematorium	People , Places	Resilience Customer Care Performance Respect Flexibility	To provide clear medium/long term direction for Cemetery services and conclude the feasibility of a crematorium service.
Conclude natural Burial site	People , Places	Resilience	Provide a natural Burial service within

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Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
feasibility study		Customer Care Performance Respect Flexibility	the Borough
Melton Country Park – carry out user survey looking at usage and satisfaction levels	People Places	Resilience Customer Care Performance Respect Flexibility	To identify potential improvements , generate customer feedback to assist with future development and help identify where relevant funding and grants may be sought
Keep Melton Tidy Group A group made up of relevant officers members local businesses, Biffa , Local Residents	People , Places	Customer Care Performance Respect	A combined group of Waste and Community officers will meet regularly to discuss tackling and addressing Melton cleanliness and environmental degradation issues. With the intension of identifying specific area's and sites within the Borough that may require attention. This group will form the core of a new KMTG which may bring in additional attendees when issues demand it .This group is expected to be established in the very near future
Create better communications and include TFEC members in the running of maintenance contracts	Places, People and Well Run Council 1,2,4,5,7,8,9,10	Resilience, Customer Care, Performance, Flexibility and Respect	This allows residents to have a direct say in how Melton BC conducts its repairs and planned maintenance service
Developed and now in the process of introducing new KPI suite across all major repair contracts to be monitored in conjunction with monthly contractor meetings	Places, People and Well Run Council 1,2,4,5,7,8,9,10	Resilience, Customer Care, Performance, Flexibility and Respect	Targets are now agreed and statistics will now be collated to ensure an efficient service is delivered to all our residents
Working closely with Customer Services to develop on going improvements around the Repairs Finder to up-date and create a more fit for purpose service	Places, People and Well Run Council 1,2,4,5,7,8,9,10	Resilience, Customer Care, Performance, Flexibility and Respect	Will ensure a more reliable and accurate assessment of call priorities between emergency, urgent and routine.
Aids and Adaptation Programme	Places, People and Well Run Council 1,2,4,5,7,8,9,10	Resilience, Customer Care, Performance, Flexibility	Meets the needs of people with disabilities and allows residents to be independent and remain in their homes

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Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
		and Respect	
Implementation of External programme of work	Places, People and Well Run Council 1,2,4,5,7,8,9,10	Resilience, Customer Care, Performance, Flexibility and Respect	To ensure improvements are made to the environment support physical wellbeing and improved living conditions
Review of Asbestos contract	Places, People and Well Run Council 1,2,4,5,7,8,9,10	Resilience, Customer Care, Performance, Flexibility and Respect	To meet the health and safety requirements of contractors, residents and visitors to council properties
Repairs and Maintenance team Business Plan put in place to review skills/knowledge of team to develop a fit for purpose team	Places, People and Well Run Council 1,2,4,5,7,8,9,10	Resilience, Customer Care, Performance, Flexibility and Respect	Help shape the repairs team to provide a robust service that is fit for purpose
Develop clear plans for the delivery of Key HAMP projects: <ul style="list-style-type: none"> • Beckmill Regeneration • Non Trads Review and options • Land/Garage Review and options • Granby House/St John's Court Refurbishment • Energy Efficiency Options and direction of way forward • Potential further 	Places, People and Well Run Council 1,2,4,5,7,8,9,10	Resilience, Customer Care, Performance, Flexibility and Respect	Identifying and delivering on the opportunities from the HRA reforms and making best use of Council Housing Assets, to deliver a more sustainable and decent Housing supply and service, whilst improving tenant's lives.
Development Of Repairs Strategy	People, Digital, well run council	Resilience, Customer Care, Performance, Flexibility and Respect	A strategy that reduces the amount of reactive repairs to a more proactive approach
Redesign the Repairs Reporting System	People, Digital, well run council	Resilience, Customer Care, Performance, Flexibility and Respect	Significantly improve the efficiency and the tenant experience when reporting repairs to the Council.

Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
Put in place more robust procurement processes	Places, People and Well Run Council 1,2,3,4,5,7,8,9,10	Resilience, Customer Care, Performance, Flexibility and Respect	To provide value for money services that are efficient and meets the need of Melton BC's residents

Policy

Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
<i>Name of project, initiative, service area</i>	<i>Named priorities under People, Places and/or well-run council</i>	<i>Link to the values</i>	<i>Specific outcomes targeted – indicators, physical projects, financial investment/saving etc</i>
Corporate Policy			
Corporate Plan 2016-2020	People, Places 1,2,3,4,5,6,7,8,9,10	Resilience Customer Care Performance Flexibility Respect	To agree the timetable and approach to reviewing and preparing the Corporate Plan for 2016-20 in line with the Medium Term Financial Plan, ensuring the Corporate Plan is successfully drafted by January 2015 ready for adoption by the new administration in June 2015.
Town Centre Master Plan	People, Place, Well-Run Council	Resilience Customer Care Performance Flexibility Respect	A clear S/M and long term plan that identifies deliverable projects that are designed to improve the Town centre's vitality, through innovative initiatives that include physical environment, retail growth regeneration and connectivity proposals to support the town's attractiveness for investment and visitors.
Develop new Corporate Policy Framework	People, Places 1,2,3,4,5,6,7,8,9,10	Resilience Customer Care Performance Flexibility Respect	Framework outlines key links to identify cross cutting strategies and polices that have informed/influenced MBC key strategies.
Research Function	People, Place , Well-Run Council, Digital	Resilience Customer	To scope out the potential for a co-ordinated research function across key

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Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
		Care Performance Flexibility	departments that utilises Melton Truth/View, customer and business insight and local intelligence to understand social, economic and environmental conditions of the Borough in order to inform policy making and future service development.
Evidence submission to the Independent Commission on Economic Growth and Public Services in non-metropolitan England	People, Place 1,4,5,6,10	Resilience Customer Care Performance Flexibility Respect	To submit written evidence in the form of a working paper by the end of June 2014 that discusses the economic advantages and barriers to growth relevant to Melton Borough.
Economic Development			
Economic Development Strategy (2012-2015).	People, Place 1,4,5,6,10	Resilience Customer Care Performance Flexibility Respect	Annual refresh of the Economic Development Strategy will be completed in October 2014 alongside the Growth Plan to ensure it reflects the business climate and takes account of changes in policy and programmes at sub-regional, national government as well as EU levels.
Engage, support, promote and develop business start-ups and growth by providing information, advice and guidance to local businesses.	People, Place 1,4,5,6,10	Resilience Customer Care Performance Flexibility	Engage with 50 local businesses and provide tailored support in terms of advice, information and guidance. Melton Business Forum will encourage local businesses to share best practice and network.
Encourage self-employment, business growth, enhance aspirations and skills and promote current funding opportunities.	People, Place 1,4,5,6,10	Resilience Customer Care Performance Flexibility Respect	Host 6 business events and training workshops to encourage self-employment, business growth, enhance aspirations and skills and promote funding opportunities- there will be a clear digital focus within the training provided.
Support local independent businesses located in Melton Borough.	People, Place 1,5,6,10	Resilience Customer Care Performance Flexibility Respect	Promote the FSB Procurement Charter, encourage the use of small independent businesses and encourage independent businesses to take on stalls at the 'Independent Market' once established.
Encourage opportunities for inward investment and local business growth.	People, Place 1,4,5,6,10	Customer Care Performance Respect	Produce an Inward Investment Guide and Business Information Guide including a digital version, which will be promoted through both traditional and social media channels.
Promote Human Resource and Talent Resource Management with SME's.	People, Place 1,5,6,10	Resilience Customer Care Performance Flexibility Respect	Introduce activities and projects to tackle the wider skills and training issue, ensuring businesses understand the importance of human resource and talent resource management.

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Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
Better understand Melton Borough's business community in order to provide targeted business support.	People, Place 1,4,5,6,10	Resilience Customer Care Performance Flexibility	Conduct MBC Business Survey to ascertain the views of local businesses in relation to a variety of business related topics.
Develop Economic profiles for the Borough across a range of indicators	People, Place/Digital	Resilience Customer Care Performance Flexibility	Using trends to identify areas of growth and areas of concern to influence future economic priorities and projects.
Develop the night time economy in the Town Centre	People, Place 1,5,6,8	Resilience Customer Care Performance	Support existing and new businesses to enhance the night-time economy and to increase foot-fall (including visitor mix) into the town centre by introducing marketing campaigns and grant support, such as Dine Before Nine, Food & Drink Guide, Gig Guide, Music Festivals and Evening Economy Campaigns.
Town Centre Management/Tourism			
Installation of new Footfall counting camera's in the Market Place	People, Places/Digital 1,4,5,6,8,	Resilience Customer Care Performance Flexibility	Springboard footfall counter to monitor daytime and evening town centre footfall counts, enhanced event and evening economy evaluation
Conclude the Car Parking Strategy	People, Places 1,4,5,6,7,8,	Resilience Customer Care Performance Flexibility	To develop a clear strategy designed to make best use of car park provision in the town, that takes into account the economic and climate change agendas.
Develop town centre and economic benchmarking data, incorporating : -Town Centre Footfall Counter Scheme - STEAM Analysis - Monthly vacant unit rate reporting - annual collection of town centre benchmarking and performance reporting - six monthly car park and footfall counts	People, Places/Digital 1,4,5,6,7,8,	Resilience Customer Care Performance	Evaluation and reporting of town centre Springboard Footfall Counter, with view to expanding scheme across the town centre. Annual analysis of the economic benefit of tourism to the town and Borough.
Develop and promote the Town Guide App	People, Places/Digital 1,5,6,7,8,	Resilience Customer Care Performance Flexibility	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

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Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
Production of annual Events Guides 2014 (What's On in Melton)	People, Places/Digital 1,4,5,6,8,	Resilience Customer Care Performance Flexibility	Production of 15,000 guides and on-line event calendar to promote Melton's Borough and Town Centre Events Increasing footfall to the town centre and Borough.
Support for the Town Centre 'Meet & Greet' facility.	People, Places 1,4,5,6,8,	Resilience Customer Care Performance Flexibility	Employment of a part time member of staff to welcome and assist groups arriving to the town on a Tuesday. Promoting the Town and its offer to tourists whilst developing the group travel market.
Development of the Gourmet Short Break Campaign	People, Places/Digital 1,4,5,6,8,	Resilience Customer Care Performance	Development of the overnight stay tourist market to convert day visits into beds.
Support for the Future High Streets campaign	People, Places/Digital 1,5,6	Resilience Customer Care Performance Flexibility Respect	Development of the Town centre through the Future High Streets Experian Report & attendance at the 2015 Summit.
Development of Town Centre Loyalty Card	People, Places 1,4,5,6,7,8,	Resilience Customer Care Performance	Develop and launch loyalty card scheme in 2014 for all town centre businesses
Develop and Deliver the Annual Safer Award Scheme and Best Pub Awards, in line with the "After Dark" award. Continued support and promotion of SMART and Pubwatch schemes	People, Places 1,4,5,6,7,8,	Resilience Customer Care Performance Respect	Enhance evening economy and increase footfall to town centre. Promote the town centre's evening safety through the Scheme and increase greater visitor mix to town centre, including families.
Strategic Housing			
Review a Homelessness strategy and incorporate a countywide strategy for Leicestershire and local authorities	People, Place 2,3,5,7,8,9,10	Customer Care Performance Respect Flexibility	Reducing the number of people who become homeless through tackling the causes of homelessness
Develop of Housing Strategy 2016-2020	People, Place 2,3,5,7,8,9,10	Customer Care Performance Respect Flexibility	Clear Housing Strategy Statement based on evidence and consultation that identifies the key [Housing priorities] that will inform local projects and initiatives
Tenancy Strategy	People, Place 2,3,5,7,8,9,10	Customer Care Performance Respect Flexibility	As part of the Localism act, identifying opportunities to offer varied tenancies to reflect changing needs of tenants, to include Fixed term tenancies.

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Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
Community (Policy)			
Melton Sustainable Community Strategy	People, Place 1,2,3,4,5,6,7,8,9,10	Resilience Customer Care Flexibility Respect	To have a draft SCS and for this to be circulated to partners and members of the public for consultation. Consultation and engagement will be encouraged through social media and digital platforms such as Twitter and developing a new website.
Young Person's Strategy	People, Place, Digital	Customer Care Flexibility Respect	To identify through evidence and consultation key priorities relating to young people, raising ambition, activities and participation.
Melton Truth / Profile	People, Place 10	Customer Care Performance	For all staff to be utilising the resources and an increase in relevant data included into the 'database'.
Family Anti-Poverty Strategy	People 1,2,3,7,10	Customer Care Performance Respect Flexibility	A review of the strategy with partners to understand if all the priorities and objectives are still relevant. If not for this to be amended and take to CSA Committee for approval.
Stronger Rural Development Group	People, Place 2,4,7,8,10	Resilience Customer Care	As a group of districts to develop some actions that can be addressed in each locality individually but as a collative.
VCS Commissioning	People, Place 1, 2, 3, 4, 7, 8	Resilience Customer Care Performance Respect Flexibility	To continue to be an influencing partner in the commissioning of the VCS contracts.
Melton Community Partnership	People, Place 1, 2, 3, 4, 5, 6, 7, 8, 10	Resilience Customer Care Performance Respect Flexibility	To continue to build a strong MCP. Making sure key partners are engaged and the partnership is working towards the 4 key aims set out in the Commissioning Plan. Partners engage with the MCP and actions are taken, addressed and delivered. Communication will be encouraged through social media and digital platforms such as Twitter and the new website.
Dementia Initiative	People 2, 4, 6, 10	Resilience Customer Care Respect Flexibility	To achieve 'dementia friendly' status as a borough. Continue to raise awareness throughout the Borough. Develop engagement with businesses and schools.
CLIMA/Environment	People, Place 7, 8,	Resilience Performance Respect	Continue to attend the meetings, share information back with relevant officers. Look into Climate Local option again.

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Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
		Flexibility	
Armed Forces Community Covenant	People 2, 4, 5, 8, 9, 10	Resilience Customer Care Performance Respect Flexibility	Continue to support the Armed Forces Champion. Promote the aims in the Community Covenant. Support groups with funding applications and coordinate and facilitate the AFCC networking group and meetings.
SaBRE (Support Britain's Reservists and Employers)	People 5, 10	Resilience Customer Care Respect Flexibility	Take the SaBRE reservist policy to PFA Committee to be approved. If approved promote to AFCC networking group and the wider public.
Ageing Well Strategy- review	People 1, 2, 4, 9, 10	Resilience Customer Care Performance Respect Flexibility	A review of the strategy with partners to understand how Senior Forum has implemented the strategy and if all the priorities and objectives are still relevant.
Social Inclusion Strategy	People 1, 2, 4, 9, 10	Resilience Customer Care Performance Respect Flexibility	Strategy to be refreshed and adopted at CSA in June 2014.
Project Funding			
Working dog sculptures	Place 3,5,7,8,	Customer Care Performance Respect	Installation of remaining 2 sculptures and bases in 2014.
Encourage our local community groups to sign up to free online support platforms e.g. Funding Central and Grant Finder for self-help grant application and campaign support so that they can find funding to achieve their purposes.	People, Place 3,5,7,8,	Resilience Customer Care Performance Respect Flexibility	To review online 'grant finding' and fundraising support platforms in order to signpost to community groups.
Increased partnership working with VAL	People and Places 3,5,7,8,	Resilience Customer Care Performance Respect Flexibility	To increase support for community groups and encourage a strengthened VCS so that community groups are in a better position to find funding.
Skate Park – support young people fundraising and seek external funding.	People and Places 3,5,7,8,	Customer Care Performance	Target funding bodies to raise relevant financial support the project.

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Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
		Respect	
Increased focus on support for internal funding projects	People and Places 3,5,7,8,	Resilience Customer Care Performance Respect Flexibility	Increased grant funding to support Community and Neighbourhood projects.
Wheel 2 Work			
Wheels 2 Work Leicestershire County programme development for 2014/15	Places People 1,10	Resilience Customer Care Performance Respect Flexibility	Programme development will include monitoring outcomes and working towards an end of programme evaluation alongside an option for a positive exit strategy for 2015 and beyond.
Wheels 2 Work LSTF Scheme	Places People 1,10	Resilience Customer Care Performance Respect Flexibility	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. Broaden and develop a positive exit strategy for 2015 and beyond forge links with local businesses, work towards rolling scheme into LSTF 2, April 15
Wheels 2 Work Supporting Local Families	Places People 1,2,5,7	Resilience Customer Care Performance Respect Flexibility	Increase rolling stock by a further 15 vehicles, increase profile of programme to referrers. Provide access for 60 clients to scooters 2014 / 2015, continue to develop links in target areas.
DWP, Wheels 2 Work	Places People 1,2,5,7	Develop links with Blaby DC and local businesses.	Continue to work with DWP with the aim of starting the scheme in 2015, raise profile to referrers, and work towards reaching agreed outcomes at 12 month review point.
Expansion of W2W programme into neighbouring areas, including Rutland, Blaby, and Leicester City	Places People 1,2,5,7	Resilience Customer Care Performance Respect Flexibility	To provide scooter hire for clients to enable them to access employment or education : Blaby target of 5 vehicles by August 2014, Leicester City target referrers to 20 vehicles and Rutland through LSTF programme by Mar 2015 to a maximum of 30 users. Continuous monitoring of outcomes across these areas, working towards an end of programme evaluation and option to develop a positive exit strategy for 2015 and beyond.

Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets

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
Implement Agyllis Revenues as part of the Transformation Projects	People, Places/Digital	Customer Care, Performance, Flexibility and Respect	Positive approach so that customers are able to access their council tax records and make changes to their details, apply for discounts and pay by Direct Debit. Reduce the number of contacts with the Council
Implement Agyllis Benefits as part of the Transformation Projects	People Places/Digital	Customer Care, Performance, Flexibility and Respect	Positive approach so that customers are able to claim Housing benefit on line and update their personal details. Reduce the customer contact with the Council and allow Benefit Recipients to receive their Benefit quicker
Carry out an initial review of tenants data via Rental Exchange	People/Digital	Customer Care, Performance, Flexibility and Respect	Most of our Council Tenants have a poor credit history. Rental Exchange allows tenants rent payments to count towards building a better credit score and allow tenants to access main stream financial products such as affordable loans and credit
Increase the Capacity Of Citizen Advice Bureau with more Outreach Services	People, Place	Customer Care, Performance, Flexibility and Respect	Customer insight has identified pockets of our communities require local help and advice services. Co locating the CAB service into outreach services such as Dr surgeries. Actively engage our rural communities.
Review the Leicestershire Welfare Provision	People	Customer Care, Performance,	The Leicestershire Welfare Provision will end 31/03/15 We are leading on a pilot to bring the service into the

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Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
		Flexibility and Respect	District ensuring our most vulnerable customers have access to emergency help
"No Second Night Out" Scheme	People	Customer Care, Performance, Flexibility and Respect	Ensuring rough sleepers do not ensure a second night out on the streets as part of a County Wide approach
Housing Discovery Project	People/Digital	Customer Care, Performance, Flexibility and Respect	Review the Housing Services to ensure residents receive the best possible service offering access to online services and reducing the avoidable contact with the Council
Develop a new Community Safety Strategy in line with local demand/need and OPCC priorities for 2015 – 18	1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Resilience Customer Care Performance Respect Flexibility	Baseline need and demand and develop strategy that will help reduce and prevent crime taking place in Melton.
Implement a Local Area Co-ordination Pilot Service in the Borough from September 2015.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Resilience Customer Care Performance Respect Flexibility	Create a new service that targets a population of 15000 in total linking into health as an initial target area. Employ two Local Area Co-ordinators who focus on areas of most need which will be Neighbourhood Priority Areas and Asfordby Village.
Create a robust Health and Well-being Board for the Borough of Melton that has set objectives and targets.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Resilience Customer Care Performance Respect Flexibility	Establish a Health and Well-being board that reports to the MCP. Establish targets, objectives and outcomes by September 2014.
Develop a Transformation proposal for an integrated 0-19 service for the Borough of Melton.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Resilience Customer Care Performance Respect Flexibility	Develop a business case and plan for new services that meets need of children and families. Agree outcomes that need to be achieved with LCC – March 2015.
Develop and implement a new Intensive Housing Management Service for our tenants you live in supported housing.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Resilience Customer Care Performance Respect Flexibility	Design, consult, shape and implement a new service that is robust and meets the needs of our tenants from 1 st April 2015.

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Action	Links to corporate plan. (People, Places and/or well-run council) (transformation if applicable)	Values	Outcome targets
Prepare and implement new process for 2015/16 Early Help Grants for young people.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Resilience Customer Care Performance Respect Flexibility	Develop new process with new targeted outcomes for organisations to bid into for 2015/16. All commissioning to be targeted.
Develop an offer for residents to become engaged more in the shaping and delivery of our services.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10/Digital	Resilience Customer Care Performance Respect Flexibility	New offer to be developed and agreed with our tenants and residents.
Ensure Sure Start Action Plan is implemented and monitored throughout 2014/15.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Resilience Customer Care Performance Respect Flexibility	Actions that have been agreed need to be monitored and progress reported to LBP and LCC. Review of Service to have an outcome that means the service can be maintained and is sustainable.
Develop the Me & My Learning model to ensure it is integrated into the main business of the Council.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Resilience Customer Care Performance Respect Flexibility	Ensure we secure sustainable funding that helps people become more independent and bring them closer to employment.
Implement new Revenues and Benefits My account Service and offer to our customers.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10/Digital	Resilience Customer Care Performance Respect Flexibility	My Account created that has revenues and benefits as an offer to our customer. Customers create a My Account (25% in first 12 months). Develop a new robust performance management framework for the revenues and benefits service.

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 2014/2015.

Name of Service/Team	Equality Impact Assessment	Improvement Action	Completion by quarter	Responsible Officer
Corporate Plan refresh	Policy	Impact on groups resulting from corporate Plan priorities	Q4	H Rai
Sustainable Community Strategy	Policy	Impact on groups resulting from SCS priorities	Q4	H Rai
Community safety Strategy	People	Community Safety priorities and projects affecting various groups	Q3	R Browne
Social Inclusion Strategy	Policy	Impact on groups resulting from SIS priorities	Q1	S Stannage
E-Benefits Project	People	Impact on Access on groups	Q4	M Shields
E-Revenues project	People	Impact on access for various groups	Q4	M Shields
Housing Strategy	Policy	Impact on groups resulting from Strategy priorities and projects	Q3	H Rai
Homelessness Strategy	Policy/People	Impact on groups resulting from Strategy priorities	Q2	S Stannage
Tenancy Strategy	Policy/people	Direct Impact on vulnerable	Q3	S Stannage

		applicants, access to affordable housing		
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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 2014/2015. *If you are not sure about which EIA’s in your service are due for completion in 2014/2015, 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

MBC’s APPROACH TO SAFEGUARDING AND SERVICE PLANNING

Melon Borough Council has an approved Safeguarding Children and Vulnerable Adults policy which includes an action plan designed to ensure compliance with safeguarding protocols. Services are asked to consider the policy through the link, when identifying projects for 2014/15 that may have links to safeguarding, either through operations or policy development. The link to the strategy can be found from:-

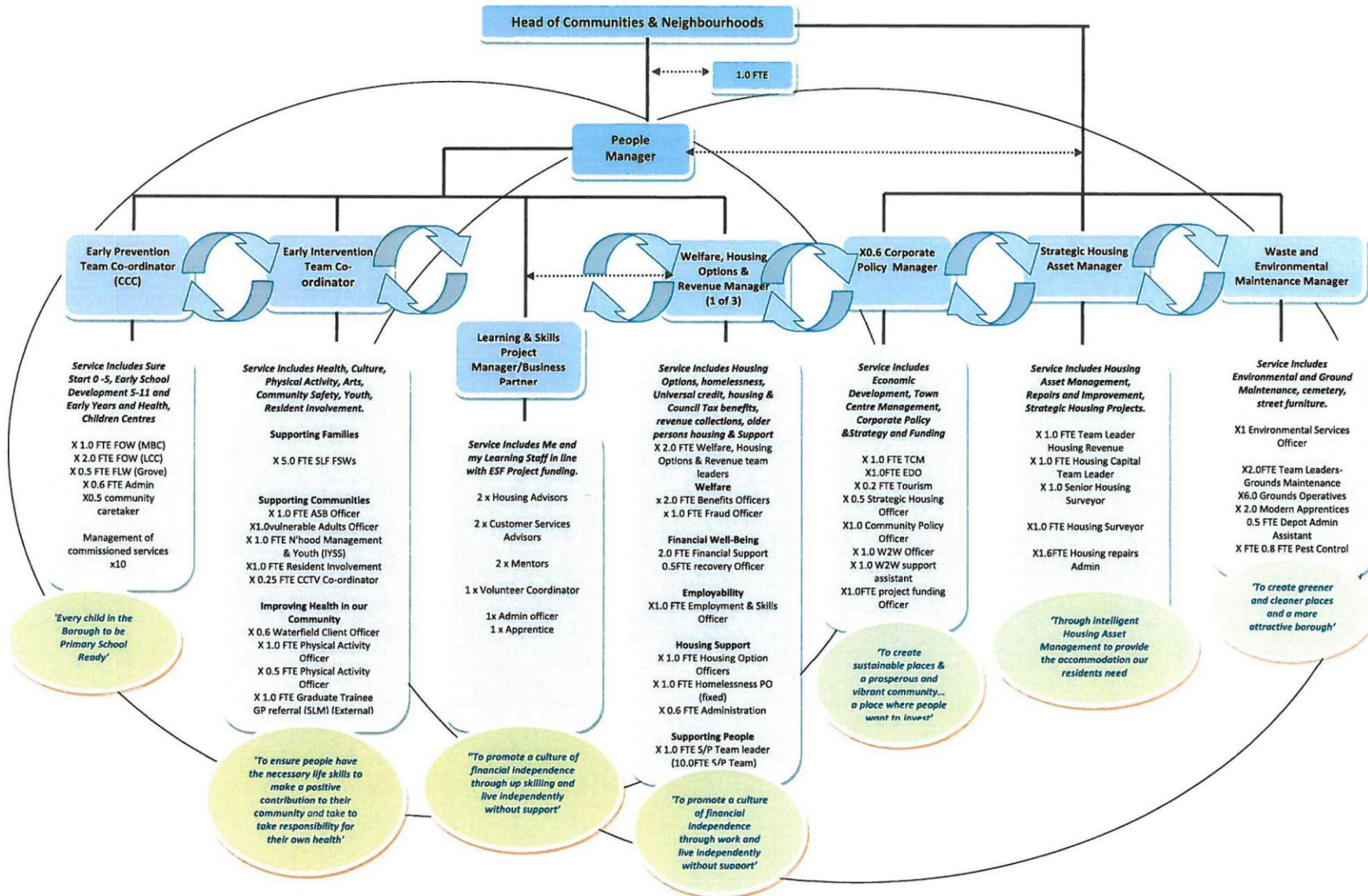
[Q:\2 Children & Family Services\Safeguarding\Policy](#)

The Service Directly leads on Safeguarding in regards to services to the community and coordinates the Safeguarding training for staff based on their role within the Council at either a Gold, Silver or Bronze level.

Resource Utilisation

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

[Q:\11 Finance\Financial Provisions Management\Financial Publications\2014-15](#)



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

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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 Children centre services results in reduction in impact
5	Housing Responsive Repair Contract does not improve
6	Increase in offending 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	Me and My Learning project fails to deliver outcomes which impacts ESF funding/Community outcomes
15	Country Park pavilion exceeds budget and timescales
16	Poor community engagement/consultation in preparation of SCS and CP
17	Housing Foyer project fails to deliver positive outcomes for your people.
18	Culture of Staff in some specific areas does not reflect Council ethos.
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	LLEP and associated Regional Eco Dev funding focus on City and major growth with negative impact on Melton
24	Negative Impact of LP and review of events 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 extension negatively impacts on vulnerable people.
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 proactive renewal and replacement strategy for investment in paly equipment, environmental equipment, vehicles, bus shelters, open spaces etc.
33	Continuing poor transport for rural areas
34	BID fails to progress onto more strategic role
35	Deterioration in Youth Employment opportunities

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	Head of Service	Officers/Teams				
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)	

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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

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Line of sight info	METRICS COLLECTOR - Corporate Plan					
	Responsible Officers		CP Indicator	Goals	Metrics	
Theme 2	Head of Service	Officers/Teams				
Priority	Places					
Priority	Improve places					
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 6 monthly car parking count
Promise	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

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Promise						Number of victims supported by Victim Support increased
	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.

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SERVICE	SERVICE AREA	SERVICE STANDARD NUMBER	SERVICE STANDARDS	CORPORATE PLAN THEME	CORPORATE PLAN PROMISE	TARGET	PERFORMANCE 2013/14
Communities & Neighbourhoods	People	1	We will make a decision within 28 working days on Homelessness applications	People, Places	2,7	28 days	12.5 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%	77%
Communities & Neighbourhoods	People	3	We will demonstrate how let properties in a fair and transparent way	People, Well-run Council	2,10	100%	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%	98.75%
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%	100%
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%	99.5%
Communities & Neighbourhoods	Places	1	We will complete all emergency repairs to council dwellings within 24 hrs.	People, Places	2,9	100%	99.5%

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Communities & Neighbourhoods	Places	2	We will complete all urgent repairs to council dwellings within 7 days	People, Places	2,9	100%	98%
Communities & Neighbourhoods	Places	3	We will make 95% of all appointments made for Housing repairs	People, Places	2,9	95%	98%
Communities & Neighbourhoods	Places	4	We will carry out annual inspections and upgrade work on gas and electrical systems	People, Places	2,9	Y	YES
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%	100%
Communities & Neighbourhoods	Places	6	We will progress and publicise issues raised and dealt with at resident groups	People, Places	4,8	14 days	11.75 days
Communities & Neighbourhoods	Places	7	Following notification we will aim to remove fly tips within 1 working day	Places	6,8	90%	68%
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%	100%

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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%	100%
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%	100%
Communities & Neighbourhoods	Places	11	We will aim to turnaround empty council homes within 20 working days	People, Places	2,9	20 working days	24 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%	96.9%
Communities & Neighbourhoods	Places	13	We will send quarterly Business Newsletters	People, Places	1,7	446	446
Communities & Neighbourhoods	Places	14	We will carry out monthly vacant unit audits in the town	People, Places	1,5,6	25	100%
Communities & Neighbourhoods	Places	15	We will carry out 6 monthly Town centre health checks and business confidence analysis	People, Places	1,5,6	446	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%	100%

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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%	100%
Communities & Neighbourhoods	Places	18	We will keep public open spaces clean and tidy	People, Places	4,6,8	90%	100%
Communities & Neighbourhoods	Places	19	Collection of Council Tax	People, Well Run Council	1,10	98.10%	97.70%
Communities & neighbourhoods	Places	20	Collection of business rates	People, Places, Well Run Council	1,5,6,10	98.50%	98.80%
Communities & neighbourhoods	Places	21	Collection of Housing Rent	People, Well-Run Council	1,7,9,10	98.30%	97.53%
	TOTAL	27					