

Agenda

Meeting name	Meeting of the Scrutiny Committee
Date	Tuesday, 22 December 2020
Start time	6.30 pm
Venue	This meeting will be held remotely - details to follow
Other information	This meeting is open to the public

Members of the Scrutiny Committee are invited to attend the above meeting to consider the following items of business.

Edd de Coverly
Chief Executive

Membership

Councillors	P. Cumbers (Chair)	R. Bindloss (Vice-Chair)
	R. Browne	R. Child
	J. Douglas	C. Evans
	C. Fisher	E. Holmes
	R. Smedley	J. Wilkinson

Quorum: 5 Councillors

Meeting enquiries	Democratic Services
Email	democracy@melton.gov.uk
Agenda despatched	Monday, 14 December 2020

No.	Item	Page No.
	<p>REMOTE MEETING JOINING INSTRUCTIONS Remote Meeting Instructions Meeting Participants:</p> <p><u>Zoom video conferencing webinar:</u> An invitation will be sent to Members for this meeting</p> <p>Public Access:</p> <p>You Tube: View the Scrutiny Committee meeting here</p>	
1.	APOLOGIES FOR ABSENCE	
2.	<p>MINUTES To approve the minutes of the meeting held on 3 November 2020.</p>	1 - 6
3.	<p>DECLARATIONS OF INTEREST Members to declare any interest as appropriate in respect of items to be considered at this meeting.</p>	7 - 8
4.	<p>REVIEW OF SCRUTINY WORKPLAN 2020-21 AND THE ANNUAL FORWARD PLAN To consider the Forward Plan and identify any relevant items for inclusion in the Scrutiny work plan, or to request further information.</p> <p>Copies of the latest Forward Plan will be available at the meeting. It can be found on the website using the following link:-</p> <p>Forward Plan</p>	9 - 16
5.	<p>COMPLAINTS AND COMPLIMENTS - QUARTER 2 PERFORMANCE To receive the Quarter 2 Performance Report from the Director for Corporate Services.</p> <ul style="list-style-type: none"> • Cabinet considered the report on 16 December 2020 • Scrutiny have requested the report in order to provide feedback to Cabinet and/or identify topics which may be added to the Scrutiny Work Plan. 	17 - 44
6.	<p>ESTABLISHMENT OF MELTON BUSINESS IMPROVEMENT DISTRICT TASK AND FINISH GROUP The Director for Growth and Regeneration to submit a report on establishing task and finish groups to review the Melton Business Improvement District.</p>	45 - 50
7.	PORTFOLIO HOLDER FOR CLIMATE ACCESS AND ENGAGEMENT ANNUAL PRESENTATION	51 - 60

8.	URGENT BUSINESS To consider any other items that the Chair considers urgent	
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Minutes

Meeting name	Scrutiny Committee
Date	Tuesday, 3 November 2020
Start time	6.30 pm
Venue	This meeting will be held remotely - details below

Present:

Chair Councillor P. Cumbers (Chair)

Councillors

R. Bindloss (Vice-Chair)	R. Browne
R. Child	J. Douglas
C. Fisher	E. Holmes
J. Wilkinson	A. Pearson
J. Orson	

Observers K. Stockley

Officers

- Director for Housing and Communities
- Director for Governance and Regulatory Services and Monitoring Officer
- Democratic Services Officer (HA)
- Tenancy Services Manager (Interim)
- Housing Asset Manager

Minute No.	Minute
68	<p>APOLOGIES FOR ABSENCE Apologies were received from Councillors Evans and Smedley.</p>
69	<p>MINUTES The minutes of the meeting held on 1 September 2020 were approved and authorised to be signed by the Chair.</p>
70	<p>DECLARATIONS OF INTEREST There were no Declarations of Interest.</p>
71	<p>REVIEW OF SCRUTINY WORKPLAN 2020-21 AND THE ANNUAL FORWARD PLAN Councillor Cumbers advised that there had been some changes to the dates on the Workplan since the last meeting and these had been updated on the version recently sent out. Members had also been provided a with a copy of the Cabinet forward plan which lists the key decisions awaiting approval.</p> <p>During the discussion the following points were noted:</p> <ul style="list-style-type: none"> • The Gaddesby Neighbourhood Plan had been approved, recorded online and awaiting a referendum. • Cllr Cumbers would contact the Portfolio Holder for Climate, Access and Engagement to request monthly updates on the Lottery to get an indication of income and interest. • Members would contact the Portfolio Holder for Climate, Access and Engagement to request further information in regard to the Lottery and the viability. • Members were reminded that the Forward Plan is published every two weeks with a link sent to all Members at the time of publishing. Following a Cabinet meeting any Key Decisions that are made are published within two working days of the meeting with a link sent to all Members at the time of publishing. Members were also reminded that they can attend Cabinet meetings to gain further information. <p><u>RESOLVED</u></p> <p>The Committee APPROVED the draft Workplan.</p>
72	<p>EXECUTIVE SCRUTINY PROTOCOL Councillor Cumbers advised Members that the purpose of the protocol was to clarify the role of Scrutiny to provide a framework with the Executive and Senior Leadership team and define the functions and remit of the Committee. It was not a statutory requirement but had been identified in the Governments Statutory Guidance as a matter of good practice. Cllr Cumbers had worked with the Leader</p>

and officers of the Council to develop a document that has hoped to provide a framework for a collaborative, constructive and pro-active approach to the Scrutiny and the Executive relationship.

During the discussion the following points were noted:

- The Leader, Cllr Orson, thanked Cllr Cumbers for her work on the Protocol and confirmed the importance of Cabinet and Scrutiny working together and fully supported the objectives of Scrutiny as shown in the report.
- The Director for Governance and Regulatory Services (Monitoring Officer), Mrs Wylie advised of a few changes that are needed to the protocol making reference to:
 - Paragraph 7 - Call in of Cabinet Decision – in discussion with the Chair and the Leader this would be amended to reflect the current Call In Procedure rules of the Constitution to read that ‘6 non executive members can call-in a Cabinet key decision’.
- Members were reminded that if they cannot attend any meetings or task groups but have information or questions they would like to share they can circulate this to all members for comments at any time.

Councillor Holmes left the meeting at this point.

- Members welcomed the Protocol stating that is good to have protocols and policies in place and that it showed the progress made by the Council since the Cabinet system was formed and the relationships between the different committees.

RESOLVED

The Committee:

- 1) **PROVIDED** feedback on the Draft Protocol
- 2) **AGREED** the final amendments would be agreed in consultation with the Scrutiny Chairman and the Leader of the Council before being presented to Council for approval.

Councillor Orson left the meeting at this point.

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HOUSING LANDLORD POLICIES FOR CONSULTATION

The Director for Housing and Communities, Andrew Cotton, gave a brief summary of the report the purpose of which is to provide Members with an effective policy framework to address areas of weakness for the Council Housing Revenue Account services and highlighted the following:

- Five policies had been drafted in recognition of the weaknesses identified in the policy framework for housing, they are in draft form and had been subject to an equality impact assessment; and were awaiting feedback from legal and finance

and TFEC.

- The reports would be going to Cabinet in January 2021 along with the new tenancy agreements and handbook.

During the discussion the following points were noted:

Domestic Abuse Policy

- The Portfolio Holder for Housing and Communities, Cllr Pearson advised that the Community Safety Partnership had been discussing domestic violence and is currently working with County in respect of a programme being trialled in Birmingham called the Perpetrator Programme. The cost to the council would be approximately £4k per person and offers support for a minimum of a year.
- Cllr Pearson will forward details of the programme to Members for further information.
- The council would team up with domestic abuse charities who offer excellent training to enforce officer skill sets to deal with issues appropriately.

Tenancy Management Policy

Mr Cotton agreed to look at the following:

- Making reference to the Equalities Act 2010 part 4 to support vulnerable people.
- Making reference to exclusion orders in the Injunctions
- Making reference to behavioural contracts
- Make clear that tenants can seek their own legal advice when at risk of eviction.
- Ensure that social services would be contacted when vulnerable people are at risk of eviction.

Voids Policy

Mr Cotton agreed:

- Make clearer the number of days a property is void
- There would be a clause included in the new tenancy agreements that former tenants debts would be added as a condition of the new tenancy to help recover rechargeable works.
- TFEC are discussing the 'goodbye' agreement and it is expected the amount would be approximately £200.

Right to Buy Policy

- Mr Cotton advised that in section 4, Right to buy Sales and business Planning he is still awaiting finance input and the outcome of the remodelling of the housing revenue account business plan.
- Mr Cotton agreed to update the policies with shorter review dates.
- Mr Cotton advised that there is a commitment to leave existing adaptations in place when a property becomes void due to the costs and there more demand for properties with adaptations than properties that are available as tenants do not tend to move out of adapted properties.
- Cllr Pearson advised that when the council commences building its own properties, as a tenant's needs change then properties will be able to be

	<p>adapted to allow the tenants to stay longer in their home ie converting downstairs store cupboards into wet rooms etc.</p> <ul style="list-style-type: none"> • The Northgate project is work in progress to allow the three different teams involved in the void process to work from the same programme along the same workflows. <p><u>RESOLVED</u></p> <ol style="list-style-type: none"> 1) The Committee NOTED the content of the report 2) The Committee COMMENTED on the Council’s draft Void Policy and Tenancy Management (Legal Admin) Policy 3) The Committee AGREED TO PROVIDE any additional comment on the Right to Buy; Aids and Adaptation; and Domestic Abuse Policies
74	<p>UPDATES ON THE RESPONSE AND RECOVERY TASK AND FINISH GROUPS</p> <p>The Chairmen of the Task and Finish Groups provided a verbal update on the work of the groups up to date.</p> <p>During the discussion the following points were made:</p> <ul style="list-style-type: none"> • The Council is in a good position and ready for the New Year when there will be an increase in homelessness once landlords can serve notice on tenants and jobs are lost as a result of the end of the furlough scheme. • There had not been much information gained from the DWP in regard to the number of jobs that had been lost locally and whether this had affected mainly men or women or full or part time work. • The Task and Finish group had conducted a business survey in the town and hope to soon follow this up with a second survey. The results of the survey would provide the Council with the means to offer constructive support and suggestions for businesses going forward. • Ideas to be shared with BID.
75	<p>URGENT BUSINESS</p> <p>There was no urgent business to discuss.</p>

The meeting closed at: 8.09 pm

Chair

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Advice on Members' Interests

PERSONAL AND NON-PECUNIARY INTERESTS

If the issue being discussed affects you, your family or a close associate more than other people in the area, you have a personal and non-pecuniary interest. You also have a personal interest if the issue relates to an interest you must register under paragraph 9 of the Members' Code of Conduct.

You must state that you have a personal and non-pecuniary interest and the nature of your interest. You may stay, take part and vote in the meeting.

PERSONAL AND PECUNIARY INTERESTS

If a member of the public, who knows all the relevant facts, would view your personal interest in the issue being discussed to be so great that it is likely to prejudice your judgement of the public interest and it affects your or the other person or bodies' financial position or relates to any approval, consent, licence, permission or registration then **you must state that you have a pecuniary interest, the nature of the interest and you must leave the room***. You must not seek improperly to influence a decision on that matter unless you have previously obtained a dispensation from the Authority's Audit and Standards Committee.

DISCLOSABLE PECUNIARY INTERESTS AND OTHER INTERESTS

If you are present at any meeting of the Council and you have a disclosable pecuniary interest in any matter to be considered or being considered at the meeting, if the interest is not already registered, you must disclose the interest to the meeting. You must not participate in the discussion or the vote and you must leave the room.

You may not attend a meeting or stay in the room as either an Observer Councillor or *Ward Councillor or as a member of the public if you have a pecuniary or disclosable pecuniary interest*.

BIAS

If you have been involved in an issue in such a manner or to such an extent that the public are likely to perceive you to be biased in your judgement of the public interest (bias) then you should not take part in the decision-making process; you should leave the room. **You should state that your position in this matter prohibits you from taking part.** You may request permission of the Chair to address the meeting prior to leaving the room. The Chair will need to assess whether you have a useful contribution to make or whether complying with this request would prejudice the proceedings. A personal, pecuniary or disclosable pecuniary interest will take precedence over bias.

In each case above, you should make your declaration at the beginning of the meeting or as soon as you are aware of the issue being discussed.*

*There are some exceptions – please refer to paragraphs 3.12(2) and 3.12(3) of the Code of Conduct

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MELTON BOROUGH COUNCIL SCRUTINY WORKPLAN 2020/21

SCRUTINY REVIEWS

These are dealt with through a combination of specific evidence gathering meetings that will be arranged as and when required and other activities, such as visits. There should only be a maximum of three reviews considered annually and review topics may be changed throughout the year as topical issues arise. Once considered, these issues will be subject to further development and scoping.

Should there not be sufficient capacity to cover items which are brought to the attention of Scrutiny they could instead be addressed through a “one-off” item at a scheduled meeting of the Committee.

Suggested Topics	Officer and Member Lead	Date	Notes	Requested by (Member)/ Date agreed for addition by Scrutiny Chairman	Portfolio Holder/Chief Officer consulted on date of report
Response & Recovery Task and Finish Group – Helping People	Andrew Cotton Director for Housing and Communities Scrutiny Chairman	September 2020 – April 2021	Group to consider current and emerging issues in relation to the Covid-19 Pandemic impact in relation to unemployment, mental & physical health and wellbeing (including Director for Public Health Report on Covid-19 impact on BAME), homelessness, universal credit and debt. Group to look at response, evaluate outcomes and provide recommendations.	Scrutiny Workshop July 2020	SLT 4/8/20
Response & Recovery Task and Finish Group – Shaping Places	Pranali Parikh Scrutiny – Vice-Chairman	September 2020 – April 2021	Group to consider current and emerging issues in relation to the Covid-19 Pandemic impact in relation to town centre, retail, leisure centres, hospitality and tourism. Group to look at response, evaluate outcomes and provide recommendations.	Scrutiny Workshop July 2020	SLT 4/8/20
Melton Business Improvement District	Pranali Parikh Director for Growth and Regeneration Scrutiny Chairman	Scoping - February Final Report – April 2021	The Group to identify the preferred standards of Governance for UK BID Companies and to make recommendations to the Melton BID company to consider their way forward, towards the Ballot in 2021. 2/3 members short focused review Put back to allow time for Response and Recovery T&F's 09/10/20 Agreed with PC	Scrutiny Workshop July 2020	SLT 4/8/20

ONE OFF ITEMS/FORWARD PLAN(PRE-DECISION)/ANNUAL ITEM

These are dealt with at scheduled meetings of the Committee. The following are suggestions for when particular items may be scheduled.

Suggested Topics	FORMAT	Portfolio Holder/Officer	Meeting Date	Notes	Requested by (Member)/ Date agreed for addition by Scrutiny Chairman	Portfolio Holder/Chief Officer consulted on date of report
(1) Task and Finish Group Report on Housing Voids Management and Temporary Accommodation – Interim Update Report	One off item	Portfolio Holder for Housing and Communities/Director for Housing and Communities	1 September 2020	To provide an interim update to the Scrutiny Committee on the recommendations approved by Cabinet in January 2020	Scrutiny approved the Task and Finish Group Recommendation	Portfolio holder for Housing and Communities/Director for Housing and Communities SLT 4/8/20
(2) Approval of Terms of Reference for Covid-19 Response and Recovery Task and Finish Groups	One off item (See above – establishment of Task and Finish Groups)	Director for Growth and Regeneration/Director for Housing and Communities	1 September 2020	To approve the scope, composition and terms of reference of the covid-19 Response and Recovery Task and Finish Groups	Scrutiny Workshop July 2020	SLT 4/8/20
(3) Scrutiny Cabinet Protocol	One off item – Recommendation to Council	Adele Wylie/Natasha Taylor Pat Cumbers/Joe Orson	3 November 2020	Draft Protocol for recommendation to Council	Scrutiny Workshop July 2020	SLT 4/8/20
(4) Right To Buy Policy	Forward Plan/Pre-decision	Portfolio Holder for Housing and Communities Director for Housing and Communities	3 November 2020	Scrutiny feedback on Policy	Scrutiny Workshop July 2020	SLT 4/8/20
(5) Aids and Adaptations Policy	Forward Plan/Pre-decision	Portfolio Holder for Housing and Communities Director for Housing and Communities	3 November 2020	Scrutiny Feedback on Policy	Scrutiny Workshop July 2020	SLT 4/8/20
(6) Complaints and Compliments	Quarterly Performance Report	Portfolio Holder for Climate, Access and Engagement Director for Governance and Regulatory Services	22 December 2020	Details to be confirmed	Scrutiny Workshop July 2020	SLT 4/8/20 Discussion with Scrutiny Chairman 9/12/20 re format (KS)
(7) Digital Inclusion/Access to Services	Response and Recovery Task and Finish Group Portfolio Holder Presentation	Portfolio Holder for Housing and Communities/Portfolio Holder Climate, Access and Engagement Director for Housing and Communities/Director for Corporate Services	22 December 2020	Review of current offer/accessibility/scrutiny feedback on alternative solutions and inclusion	Scrutiny Workshop July 2020	SLT 4/8/20 Discussion with Scrutiny Chairman 14/12/20 re format (NT)
(8) Approval of Terms of Reference - Melton BID Task and Finish Group	One off item (See above establishment of Task and Finish Group)	Portfolio Holder for Growth and Regeneration Director for Growth and Regeneration	22 December 2020	To approve the scope, composition and terms of reference of the Melton BID Task and Finish Group Moved from November 2020 to allow for Response and Recovery T&F – Approved PC 09.10.20	Chair/Vice Chair review of Draft Work Plan Aug 2020	SLT 4/8/20

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ONE OFF ITEMS/FORWARD PLAN(PRE-DECISION)/ANNUAL ITEM Continued

These are dealt with at scheduled meetings of the Committee. The following are suggestions for when particular items may be scheduled.

Suggested Topics	FORMAT	Portfolio Holder/Officer	Meeting Date	Notes	Requested by (Member)/ Date agreed for addition by Scrutiny Chairman	Portfolio Holder/Chief Officer consulted on date of report
(9) Budget	Annual item	Portfolio Holder for Corporate Finance and Resources Director for Corporate Services	26 January 2021	Scrutiny of the Budget (All Members) One item only agenda	N/A	SLT 4/8/20
(10) Housing Strategy	One off item – consultation	Portfolio Holder for Growth and Regeneration Director for Growth and Regeneration	11 February 2021	Scrutiny consultation on strategy	Scrutiny Workshop July 2020	SLT 4/8/20
(11) Task and Finish Group Report on Housing Voids Management and Temporary Accommodation	One off item – response to Scrutiny Recommendations	Portfolio holder for Housing and Communities Director for Housing and Communities	11 February 2021	To provide a full report to the Scrutiny Committee on the recommendations approved by Cabinet in January 2020 including any evidence regarding the impact of improvements	Scrutiny approved the Task and Finish Group Recommendation	Portfolio holder for Housing and Communities/Director for Housing and Communities SLT 4/8/20
(12) Melton Business Improvement District Task and Finish Group	Final Report and Recommendations to the Committee	Portfolio Holder for Growth and Regeneration Director for Growth and Regeneration	11 February 2020	Report of the Task and Finish Group established in November	Chair/Vice Chair review of Draft Work Plan Aug 2020	SLT 4/8/20
(13) Community Support Services	One off item	Portfolio Holder for Housing and Communities Director for Housing and Communities	11 February 2021	Scrutiny Feedback on Community Hub Development	Scrutiny Workshop July 2020	SLT 4/8/20
(14) Crime and Disorder	Annual item	Portfolio Holder for Housing and Communities Director for Housing and Communities	2 March 2021	One item only agenda	N/A	SLT 4/8/20
(15) Scrutiny Annual Report	Annual Item	Scrutiny Officer Chairman of Scrutiny Committee	20 April 2021	Report detailing the work of the Scrutiny Committee over the previous 12 months	N/A	SLT 4/8/20
(16) Planning Services Review	Report on Implementation and impact of recommendations to date	Portfolio Holder for Growth and Regeneration Assistant Director for Planning and Delivery	20 April 2021	Review of impact on service delivery	Scrutiny Workshop July 2020	SLT 4/8/20
(17) Community-led Council	One off item	Portfolio Holder for Climate, Access and Engagement Director for Governance and Regulatory Services	20 April 2021	Pre-development work to support approach to engagement and community involvement Engagement considered as part of Response and Recovery Task and Finish Groups – agreed to move this item to April 2021 PC 09/10/20	Scrutiny Workshop July 2020	SLT 4/8/20
(18) Melton Lottery	Report to inform Scrutiny of impact of recommendations from January 2020	Portfolio Holder for Climate, Access and Engagement Director for Housing and Communities	June 2021 (Date TBC)	Further to the recommendation from Scrutiny Committee 7 January 2020 update report to be presented to Scrutiny Committee	Scrutiny 7/1/20 Cabinet approved review in June 2020	Portfolio Holder for Climate, Access and Engagement SLT 4/8/20

PORTFOLIO HOLDER ANNUAL PRESENTATION– Topic to be confirmed in advance through Scrutiny Chairman

(19)	Portfolio Holder Questions- Climate, Access and Engagement	Assistant Director for Governance & Democracy	22 December 2020	Details to be confirmed
(20)	Portfolio Holder Questions- Corporate Finance and Resources	Director for Corporate Services	26 January 2021	Budget (Also include Cattle Market update?)
(21)	Portfolio Holder Questions-Growth and Prosperity	Director for Growth and Regeneration	11 February 2021	Details to be confirmed
(22)	Portfolio Holder Questions-Housing and Communities	Director for Housing and Communities	2 March 2021	Crime and Disorder
(23)	Leader	Chief Executive	20 April 2021	Summary of delivery of the Corporate Strategy and objectives for 21/22 - Details to be confirmed

PENDING ITEMS These items are awaiting further discussion/addition to the work plan

Suggested Topics (One-off or Review Item?)	Officer and Member Lead	Date	Notes	Requested by (Member)/ Date agreed for addition by Scrutiny Chairman
(24) Town Centre REVIEW ITEM		TBC	To be approved/discussed further at Workshop by Scrutiny Committee To be included in Recovery/Response Task and Finish	
(25) Cattle Market Income Stream ONE OFF	Director for Growth and Regeneration Portfolio Holder for Growth and Prosperity	TBC	Update from Portfolio Holder regarding work being done with the Cattle Market. Consideration of income stream. To be included in Portfolio Holder Presentation (See above)	Councillor Child
(26) Rent arrears and the link to universal credit and Me and My Learning. REVIEW ITEM	Portfolio Holder for Housing and Communities Director for Housing and Communities		To understand how the Council collects income and the arrears management process. To understand internal signposting services. To understand how Universal Credit is explained to customers. To understand what methods of communication we use to engage with our customers. To understand what impact Universal Credit has on customers and colleagues To understand what support is available to our most vulnerable customers. Included under a recovery item in relation to job loss/ rent arrears/reduced income/Universal Credit	Rent arrears and the link to universal credit and Me and My Learning.
(27) Empty Homes ONE OFF ITEM Page 13	Portfolio Holder for Growth and Prosperity Director for Growth and Regeneration	TBC	To understand the extent and impact of empty homes in Melton and raise awareness. To identify the Council's priority objectives for tackling empty properties in Melton and whether these have been met. To identify what resources and funding is available to tackle empty homes in Melton. To identify best practice used elsewhere in tackling empty homes which can be used in Melton Included in Housing Strategy	
(28) Me and My Learning ONE OFF ITEM	Portfolio Holder for Climate, Access and Engagement	TBC	Portfolio Holder presentation To be included in Community Support Services Development	
(29) Community Engagement including review of Community Forums ONE OFF ITEM	Portfolio Holder for Climate, Access and Engagement Director for Governance & Regulatory Services	TBC	Access to local democracy To understand how Melton engages with its community Engaging with hard to reach residents- equalities considerations Voting and elections Tools for engagement, e.g.- consultation Included in work plan see above	
(30) Housing Allocations- Application of Process and Procedure ONE OFF ITEM	Portfolio Holder for Housing and Communities	TBC	To understand the role and purpose of social housing in Melton To understand the current position on housing allocations To ensure the criteria for the allocation of housing is clear and easy to understand, including a consideration of different ways of offering choice To consider types of tenure	Awaiting draft of Revised Allocations Policy

(31) Health Profile ONE OFF ITEM	Portfolio Holder for Housing and Communities Director for Housing and Communities	TBC 2021	To look at the Health Profile of the Borough with a focus on services provided in relation to health and physical activity particularly for older people. Presentation from CCG To be included in Recovery/Response Task and Finish	17/9/19 – Scrutiny Committee
(32) Debt Management Policy ONE OFF ITEM	Portfolio Holder for Corporate Finance and Resources Director for People and Communities	TBC 2021	Scrutiny to receive an update after 4 months as to how the Policy has been implemented and whether this is having an impact on debt management. Debt will be looked into as part of the Response and Recovery Task and Finish Group	
(33) implementation of Intensive Housing Management Support	Portfolio Holder for Housing and Communities Director for Housing and Communities	TBC	Scrutiny to receive an update following a restructure in 2018.	

Note: Greyed out items have been included within other topics or abandoned

What is a Work Plan?

The Scrutiny Work Plan outlines the areas of work which are expected to be scrutinised over the coming months/year by or on behalf of the Council's Scrutiny Committee and any Working Groups convened for review work.

Topics added to the work plan should have expected outcomes to add value to the services delivered by the Council and its partners and/or improve the quality of lives of Melton's residents.

It is recognised that there is a need for flexibility in the work plan so as to allow relevant issues to be dealt with as and when they arise.

Sources of Work Plan Ideas

Numerous sources of information can help to inform topic selection, including:

- Concerns that have been raised by the public relating to Council delivered services
- Issues of community concern – not necessarily services delivered by the Council
- Issues that have been flagged up by reviews, audits or inspections (past and present).
- Issues relating to Councils outcomes, objectives and priorities
- Consultations and interviews
- Underperformance
- "Stakeholders" concerns – raised by the Council's partners or the users of services
- Partnership objectives
- Cabinet Members, Chief Executive or Directors presentations about the pertinent issues that are emerging and any opportunities or threats on the horizon
- Central government priority changes
- Improvement Plans
- Forward Plan
- Budgetary analysis.

Scrutiny is also encouraged to think about external Scrutiny and the monitoring of other public bodies, and how its activities will engage partner organisations, the media and the public.

Selecting a Work Plan Topic

The Scrutiny Committee should use effective processes to select topics that will contribute towards the best possible workplan for Scrutiny. This means looking at the sources of information that may help and using them to choose the right topics.

This involves:

- Drawing out and discussing what matters most to Councillors and to the community at large
- Finding out about any research that has been completed or that is planned
- Prioritising topics
- Considering what added value is expected as a result of Scrutiny involvement
- Considering whether the topic is already being reviewed elsewhere

It is also important to note that Scrutiny has limited time and resources and therefore workplans need to be manageable. It is not possible to include every topic suggested by Members, Directors or the Public in the workplan. In addition Officer capacity may be diverted from projects if a review is added to the workplan without considering the impact on Officer resource and this should be a consideration in adding to workplans.

Successful Scrutiny is about looking at the right topic in the right way and Members will need to be selective whilst also being able to demonstrate clear arguments in favour of including or excluding topics.

Risks

A common pitfall for Scrutiny can be the inclusion of topics on the work plan that are unmanageable, of limited interest to the community, purely for informational purposes, have few outcomes and fail to 'add value' to the work of the Council or the wellbeing of the community. As such the selection and prioritisation of topics is critical to the effectiveness of Scrutiny as such processes can ensure clearer focus, particularly in poor or weak areas of performance or major issues of concern to the wider community.

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Helping people | Shaping places



Cabinet

Report of: Councillor Joe Orson - Leader of the Council

Corporate Performance and Progress Report for Quarter 2 2020-21

Corporate Priority:	All Corporate Priorities
Relevant Ward Member(s):	All
Date of consultation with Ward Member(s):	N/A
Exempt Information:	No
Key Decision:	No
Subject to call-in:	No Not key decision

1 Summary

- 1.1 The purpose of this report is to update Cabinet on progress in relation to delivery of the Council’s Corporate priorities, providing both a set of Corporate Performance Measures alongside key project updates under each priority theme. The report provides details relating to the first and second quarters of the financial year 2020-21.
- 1.2 This will be the first corporate performance report measuring performance against the new Corporate Strategy 2020-24 and includes new and refreshed measures.

2 Recommendation(s)

That Cabinet:

2.1 Note the contents of the report and provide any observations or actions to the relevant officers accordingly.

3 Reason for Recommendations

- 3.1 Having established a new Corporate Strategy in September 2020, is it important the Council regularly receives and considers performance information to evaluate progress. The Council’s Corporate Performance Measures are used to focus on key priority services and projects and seek to help inform the Cabinet, Members and Officers with regard to the formation of policy and oversight of delivery. This report will be provided to Cabinet twice a

year and will also be provided to the Scrutiny Committee to enable them to consider appropriate areas for their Workplan.

4 Background

4.1 In September 2020, the Council approved a new Corporate Strategy 2020-24. The Strategy has six priority themes and alongside the adoption of this Strategy, a refreshed basket of corporate measures has been created. The purpose of the corporate measures is to ensure that Cabinet and senior managers have effective oversight of key corporate activity, service performance and progress against the Council's aspirations. The corporate measures are supported by a range of service measures overseen by operational managers.

4.2 Appendix 1 to this report sets out the 2020-21 quarter 2 Corporate Performance Measures Dashboard. This provides updates on key corporate projects and sets out the Council's performance against a basket of performance measures mapped to the Council's Corporate Priorities. The reporting involves 2 years' worth of data (8 quarters) and the performance trend of the individual measures is explicitly stated. The Council's Directorates have supplied key explanatory commentary for each of the measures. Where available benchmarking and comparator data is also provided.

4.3 The outturn for quarter 2 2020-21 marks the first report to be presented under the new Corporate Priorities framework of the Corporate Strategy 2020-24. Alongside this report, the Council is also developing a 'State of Melton' framework, as well as ward profiles, which will focus on a range of macro-measures. This will set out a broader range of social and economic measures which will help inform the Council's strategic response, and to which the Council, and its partners, should be working to collectively improve.

4.4 Review of Progress against each Corporate Priority

4.5 **HELPING PEOPLE** – There are 2 Helping People priorities,

1 – Excellent services positively impacting on our communities

2 – Providing high quality Council homes and landlord services.

There are a number of service areas where there has been improving or high performance and a selection from Appendix 1 is shown below:

4.6 Priority 1: Excellent services positively impacting on our communities:

4.6.1 Progress Summary:

4.6.2 In summary, service delivery has through the period continued to be impacted in terms of the Covid-19 crisis and the requirement to provide new ways of working and additional demands on service areas. As evidenced, below, this impact is most obvious in terms of the Council's homelessness function and pressures on temporary accommodation use.

4.6.3 In terms of the support services offered in response to the Covid-19 impact on residents, the Council's support offer was flexible enough to adapt to the changing needs of the residents. For example, pre-COVID more employment based outcomes were being achieved; however the Council has had to refocus teams and partners on adjusting to the more complex requirements of residents impacted by COVID-19 in terms of financial, physical and social wellbeing. Vulnerabilities are addressed earlier as a result of integrated support services.

4.6.4 Focus Areas:

% of complaints to MBC upheld – The Council recognises that complaints are a valuable opportunity to gain feedback, learn and improve services. The Council wants to provide a positive response to complaints and encourages feedback so that positive action can be taken. This indicator details the number of complaints that were fully upheld. While no complaints were fully upheld quarters 1 and 2, four complaints were partially upheld in quarter 1 and two were partially upheld in quarter 2. Services will use the lessons learned from complaints to review their approach and the best way to utilise complaints to facilitate this continues to be reviewed and is due to be discussed with the Scrutiny Committee shortly.

Number days taken for payment to be made after initial application for Housing Benefit – this has reduced down to 7 days in quarter 2, from 14 days in Q1. Due to the nature of Housing Benefit eligibility the number of applications received on a monthly basis is relatively low in comparison to change of circumstances and this measure is very much driven by the customer's ability to provide the evidence promptly. Unfortunately, if a small number of customers delay in providing this evidence the average can be adversely affected as a result. The number of claims actually processed in quarter 2 (56) was higher than Q1 (44). However the number of claims which took 30 days or more was 8 in Q1 compared to just 2 in quarter 2. Melton's performance for the processing of new claims for housing benefit was showing as top quartile against all English districts for quarter 1 2020/21, at 2 days compared to the mean of 6 days.

There are also some service areas that are not at the required level or need improving:

Homelessness - % cases where homelessness was prevented – this had fallen to 14%, as, throughout COVID-19, there have been very few opportunities to prevent homelessness as the focus has been on safely and effectively allocating accommodation to those who need it. Due to the hold applied by government to court cases, there have been very few cases where negotiating with landlords has been required, or possible, leaving those who present to us as the most complex individuals, therefore in most need of housing.

Number of Households living in temporary accommodation – this has risen to 52 in quarter 2; the Council has seen a significant increase in presentations to the homelessness team as a result of the COVID-19 situation. This made it a duty to house any person presenting as homeless or at risk of homelessness that day/night. This duty remains. Although the Council is transitioning individuals out of Bed and Breakfast and into more suitable temporary accommodation, it is likely that numbers will stay high for the next quarter. It should be noted that Melton's performance in this area has been close to the mean for all English districts, considered per 1000 households, at 1.5 compared to 1.3 at the end of March 2018.

4.6.5 Priority 1 – Projects and Activities:

Implementation of customer digital self-service platform (IEG4) and improved processes and customer journeys - Phase 1 of the IEG4 project was delivered in June 2020 providing residents with a new My Account function and Customer Services with a replacement CRM. Since that launch, steady growth has shown over 6000 new accounts have been created as customers find the online offer meets their needs; it is noticeable over half of new accounts are set up outside working hours the Council now has more than 12,000 registered My Account users. Focus is now on delivering Phase 2 of the

project, which will see the replacement of many online forms as the existing Firmstep contract expires. This phase will be at completion in December 2020.

Upgrade Council website - A mandate has been prepared and a bid for funding will go into the budget setting process for 2021/22. In preparation, work has commenced on cleansing the data and content on the current system. A proposal has also been put together to work in partnership with another council to utilise their system and design which will result in savings over the current website content management system. It is expected that the new website will be launched in September 2021.

Implement new Finance system - The project is well underway with a range of training already undertaken and the project will shortly be moving into the testing phase. Implementation is still on track for April 2021.

Development of integrated supporting people offer across the Council - The Community Hub response has helped to develop even further the integrated teams approach to supporting people. Staff have experienced first-hand the value of shared accountability in providing effective support for residents of the Borough. Vulnerabilities are addressed earlier and messages across teams are more consistent. Learning from the Hub will be incorporated into the broader review of the how the Council undertakes its supporting people work, due to be undertaken in Spring 2021.

4.7 **Priority 2: Providing high quality council homes and landlord services**

4.7.1 **Progress Summary:**

4.8 This period has seen continued progress and improvement across the Council Housing landlord function, with a keen focus on health and safety compliance activities. Ongoing reassurance can be provided through the sustained achievement of 100% gas servicing throughout September and October 2020, and a continued increase in electrical safety certification from less than 60% in April 2020 to over 89% of the stock in October 2020, with no outstanding Category 1 failures. The Housing Improvement Programme Board, established last November and chaired by the Leader, continues to give corporate oversight to the work programme and activities.

4.9 A key component of the relationship between any landlord and tenant is the tenancy agreement. The existing Melton tenancy agreement requires considerable update – a new proposed tenancy agreement has been developed in consultation with the Tenant Forum Executive Committee (TFEC) and shared with all Melton tenants through a statutory consultation period; this closed on 08 November 2020. Together with a new Tenant Handbook, a report will be submitted for Cabinet approval in the New Year, seeking adoption from April 2021. Work has also continued in the period on the consultation and development of housing policies covering some key risk areas.

4.10 **Focus Areas:**

The % of homes meeting the Decent Homes standard has increased to 76.11% in quarter 2. Whilst still well below where the Council would like it to be, it shows continuing progress is being made as part of the Housing Improvement Plan. Planned maintenance programmes are now being generated with a view to replacing some key components noted as failing under Decent Homes Standard due to age alone. Anticipated commencement in late quarter 2/early quarter 3. Rewire programme in place to assist with

improving this overall figure has been on hold for quarter 1 due to COVID-19. Anticipate possible restart during quarter 2.

There are also some service areas that are not at the required level or need improving:

Average void time (Excluding Development Voids) in days – the level of grip in relation to the management of voids has improved significantly however performance will inevitably be impacted due to the need to address some long term voids; requiring significant work. Performance in quarter 2 has fallen back to 34.61 days. Contractor performance has been an issue, resulting in some delays in void works completion and return for re-let. This is very much in the spotlight now, with regular discussions with the repairs contractor's management team with the aim of improving performance. This has resulted in some improvement from quarter 4 last year. Close monitoring is in place with the aim of seeing this positive trend continue. It is possible performance will continue to fluctuate given some longer-term voids are in the process of being brought back into use.

4.7.4 Priority 2 – Projects and Activities:

Progress towards implementation of Housing Improvement Plan – A comprehensive update on the Housing Improvement Plan was provided to Council at the end of November 2020. The restructure of the landlord function we be completed by December 2020. Tenancy agreement consultation closes November 2020 with a report due to Cabinet for adoption in January 2021. Five draft policies have been developed and shared with Scrutiny for input and suggestion. These cover key risk areas and will be adopted early in 2021. Work in relation to the landlord compliance function continues, as shown within the corporate performance measures and reported to Council in November. Fire safety works at Gretton Court due to commence November 2020.

Implementation of new integrated housing system (Northgate) - Work is progressing in terms of system set up (estates and property components); Choice-Based Lettings integration; and income workflows and processes. This will significantly improve the Council's ability to retain data and information regarding its assets.

Update on delivery of programme of new Council Homes - All in-year spend targets have been met; Right to Buy receipts will be used to purchase 2x new build units, meeting the year end spend target. Work continues with a developer in relation to the option of ten units in a rural location. The establishment of a new Development Team by Council in November, will provide greater impetus and resource to focus on existing site appraisal and build-out. Recruitment will commence shortly for these roles.

Delivering better temporary accommodation for those who need it - The use of the Council's own housing stock continues to provide self-contained accommodation for households in need. Options of purchase in the private sector are being considered, with more work on this project needed and a natural fit for the newly established development team.

4.11 SHAPING PLACES – There are 2 Shaping Places priorities

3 – Delivering sustainable and inclusive growth in Melton

4 - Protect our climate and enhance our rural natural environment.

There are a number of service areas where there has been improving or high performance and a selection from Appendix 1 is shown below:

4.12 **Priority 3: Delivering sustainable and inclusive growth in Melton**

4.12.1 **Progress Summary:**

4.13 The key focus for service delivery under this priority has been in response to COVID_19 as well as towards the recovery from the lockdown. An organisation wide operation to support businesses affected by the two stages of lockdown as well as tier three arrangements has been led by the Regeneration team in distributing grants to eligible businesses. In parallel, work has progressed on all focus areas for this priority as evident from the detailed update below with progress made on asset development, tourism and in progressing the planning services review.

4.13.1 **Focus Areas:**

% Non-major planning decisions taken within 8 weeks, or agreed timetable – 90%; this is a very good achievement and above the national target. This is testament to the engagement of planning officers with planning applicants as they drive the applications through the process and seek to resolve problems and/or negotiate improvements within timetables acceptable to and agreed by the applicants. Melton's performance continues to be good for this measure, 90% in quarter 2 2020-21 improving on Melton's 89% compared to the all English districts mean of 86% at the end of quarter 1 2019-20.

Following the adoption of the Planning Services review, further work to strengthen engagement and improve processes has commenced. A members' reference group and use of an external expert critical friend will support and oversee progress.

There are also some service areas that are not at the required level or need improving:

% Major planning decisions taken within 13 weeks, or agreed timetable – this has fallen to 67%, but it should be noted that the actual numbers are 4 out of 6 in time and only 2 out of time. Melton's performance here has been variable, but actual numbers are low; 67% improves on the 60% for Q1 2019-20, against the all English districts mean of 88%. As above the implementation of the Planning Services Review will assist in enabling improvements to be made to the service provided.

4.13.2 **Priority 3 – Projects and Activities**

Implementation of planning services review update - The Cabinet approved the actions and resources required to support implementation of the Planning Service review recommendations in September 2020. The Planning Development team is working with HR, Finance, IT and Communications colleagues to implement the actions as agreed. The new process and service structure is due to be up and running from January 2021 and a member reference group and utilisation of an external expert critical friend will provide oversight of implementation, similar to that used effectively within housing services.

Supplementary Planning Documents (Developers contributions, Design, Open Space, Neighbourhood plans) - Work is underway for the developers' contributions SPD. Member engagement took place in July 2020. The next step is to incorporate the local requirements into the wider body of the SPD. Draft documents are due to be considered at the Cabinet in January 2021 for subsequent consultation. Work on this SPD has been delayed due to COVID-19 and the team being asked to help with other corporate priorities such as supporting the Business Grants scheme, preparing the Housing Strategy, assist the Planning Development team with applications process etc. An Open Space strategy and action plan have been produced and were considered by the Cabinet in November 2020. This provides for a more strategic approach to the provision and maintenance of

open spaces, including collection of developer contributions towards strategic and off site provision of greater value, and took effect immediately. The Design SPD is now progressing well and we anticipate a draft document in mid- January.

Progress update on delivering the Northern and Southern Sustainable Neighbourhoods and Melton Mowbray Distributor Road - The Planning team is working with the stakeholders, landowners and developers to prepare a masterplan for the North Neighbourhood. This was due to be considered by the Cabinet in November 2020 but was deferred in order to enable further engagement with Leicestershire County Council's (LCC).. This is now progressing and it is anticipated Cabinet will receive and consider the updated masterplan early in 2021. . Alongside the masterplan development, planning permission is in place for circa 700 dwellings on the west side of Scaford Rd pursuant to Planning Committee's decision on 1st August 2019, and 'reserved matters' proposals have been received for half of this area.

Regarding the South Neighbourhood, officers are currently involved in intense work with the County Council and all developers/stakeholders, working to establish any further revisions to the approved Masterplan in which could further strengthen viability and support the conditions set for acceptance of the Housing Infrastructure Fund award of £15 million for the road. Whilst a number of issues are still to be resolved, the Council will continue to do all it can to support the County Council in delivering the required infrastructure within Melton. Homes England require the conditions to be met by the end of December and a separate report on the Cabinet agenda will provide a more detailed update.

Launch new Discover Melton brand, website and supporting events and prepare a tourism sector support package - The work for the branding and website has been commissioned and it is anticipated the new Discover Melton website will be ready to launch in support of the new tourism season starting from Spring 2021.

Develop a package for support to rural pubs and farming sector - £30k has been allocated in the Capital Programme for a capital grant scheme to support rural pubs in diversification of uses to become hubs in their communities. This will be revisited and re-launched in April 2021, subject to considerations relating to COVID-19 at the time.

Delivery of Manufacturing Zones masterplans - £70k grant from Midlands Engine has been used to prepare masterplans and development options for three key clusters of employment sites, allocated in the Local Plan. Work is continuing in partnership with land owners to resolve infrastructure and access issues and attract prospective occupiers.

Establishment of Food Enterprise Centre - A grant agreement has been signed with the LLEP following the Cabinet approval for receiving £100,000 Business Rate Pool money to prepare a detailed and evidence based business case for Food Enterprise Centre in Melton. Cabinet is due to consider an update report in December 2020 and it is intended that the Council will launch the new Food Enterprise Centre in early 2021 further strengthening the Melton's reputation as the Rural Capital of Food.

Update on feasibility of establishing a Health and Leisure Park and securing a sustainable future for leisure provision - A grant agreement has been signed with the LLEP following the Cabinet approval for receiving £100,000 Business Rate Pool money to prepare a detailed business case for the health and leisure provision in Melton. The scope of this work will include establishing a viable proposition for leisure services within Melton, alongside the potential co-location of health provision and a potential second GP surgery. Initial discussions with the CCG on this aspiration have been positive and they are fully

engaged in the development of proposals, with procurement of consultants underway. A detailed project plan will be prepared by the appointed consultants in March 2021.

- 4.14 **Update on utilisation of assets to generate capital and build homes and establishment of a housing company** - Following the appointment of the Corporate Property and Assets service manager in May 2020, a health and safety diagnostics of all our corporate assets has been undertaken and actions have been implemented to achieve 100% compliance for property health and safety legislation. An asset register is being put together with updated information of all our corporate assets including location, mapping, physical condition, rents, leases, values and so on. Level of occupancy in the Council's commercial units has gone up even in the face of COVID-19 crisis. A senior asset surveyor has started in December 2020 and recruitment of a building surveyor is underway. Condition surveys for key large assets have started which will inform a planned maintenance programme. Following Cabinet approval in April 2020 to receive £500,000 grant funding from LLEP for the development of Council owned sites and commitment to match the funding with Council's resources, further work has been undertaken to form concrete proposals for rationalisation of our assets with development potential. Cabinet is due to consider a report seeking approval for an ambitious Asset development Programme and phase 1 proposals for next steps using £285,000 of the funding allocated for this purpose in December 2020.

4.15 **Priority 4: Protect our climate and enhance our rural natural environment.**

4.15.1 **Progress Summary:**

4.15.2 The Climate Emergency Policy Development Group has resumed its activity and met in late October after interruption related to the Covid-19 pandemic. The proposed Baseline Study and Improvement Pathways is in the process of being procured

4.15.3 The Group is looking at the role of Local Plan policy EN9 with an analysis of application to inform whether and how there is scope for it to secure greater benefits. Work with LRF recovery group continues to look for joint bids for potential electric car charging points in public carparks and de-carbonising our vehicles as there is initial discussion regarding the potential opportunity for a joint bid with other Councils for funding for carbon neutral retrofitting to our housing stock.

4.15.4 **Focus Areas:**

4.15.5 **% waste recycled/composted** – 45.19% which is an improvement on the previous 2 quarters. Increase is likely as a result of increased throughput of recyclable material in the kerbside collections as opposed to through the household waste sites which have been subject to restrictions during the pandemic. Additionally, it is likely that households have been disposing of more paper and cardboard materials due to home schooling and home deliveries over this period and a campaign to encourage recycling is planned in the run-up to Christmas. This is an improvement on Melton's performance at the end of 2018-19, when it reached 44.00% compared to a mean value of 41.58% for all East Midlands districts, with Melton being at the higher end of the second quartile. Melton is now closer to the top quartile, with a communications campaign planned in the run-up to Christmas

There are also some service areas that are not at the required level or need improving:

Kg of residual waste per household – quarterly – this rose to 129.81. The quarter 1 increase is thought to be the result of a general increase in general waste, as residents

spent more time at home undertaking clearance work. The proportion of recyclable materials collected also increased. This trend is in line with the national picture. The annual mean performance for all English districts at the end of 2018-19 was 454.46 (giving a quarterly rate of 116.615), with Melton being at 495.1 at that point. Melton is therefore currently above the national average and this should therefore be an area of continuing focus.

Number of reported fly-tips – the average number of fly-tips for 3 months rose from 27.6 in quarter 1 to 38 in quarter 2. Fly-tipping has seen an increase on both public and private land. It is thought this is as a result of reduced disposal options for businesses and residents over the past 8 months, including the temporary closure of the household waste sites.

Since April the Regulatory Services Team have investigated 34 fly-tipping cases. They have issued 7 warning notices. 8 formal interviews under caution have been conducted. One fixed penalty notice has been paid. There has been one successful prosecution with a guilty plea, and two further Court cases pending.

In addition to this there have been a number of successful environmental improvement cases. 42 community protection warning notices have been served. 27 of the warning notices were complied with, the remaining 15 progressed to a Community Protection Notice. Of these eight complied, six were in breach and one is outstanding. Other successful results were achieved through advice, liaison and persuasion. A recent example in Newport ward was a totally inaccessible garden due to overgrown weeds etc. being completely cleared.

4.16 **GREAT COUNCIL** - There are 2 Great Council priorities,

5 - Ensuring the right conditions to support delivery

6 - Connected with and led by our community.

There are a number of service areas where there has been improving or high performance and a selection from Appendix 1 is shown below:

4.17 **Priority 5: Ensuring the right conditions to support delivery**

4.17.1 **Progress Summary:**

4.17.2 The direction of travel with regard to performance for priority 5 and 6 has been good with no indicators not at the required level. However focus will still be maintained on improvement. There are a number of new measures where baselines are still to be set.

4.17.3 Despite capacity having to be diverted to Covid-19 progress on projects is still good with a the crisis becoming a catalyst for change in terms of the new operating model for the council in conjunction with the development of the Melton Deal setting out how we will engage with our communities.

4.17.4 **Focus Areas:**

There are a number of service areas where there has been improving or high performance and a selection from Appendix 1 is shown below:

Staff absence – days' sickness per employee – this had reduced significantly compared to the same quarter in the previous year, from 3.57 days to 1.3 days. An

employee survey was undertaken in the summer which indicated employees felt well supported through the pandemic response. While some identified that Mental Wellbeing was of concern most recognised there were good and not so good days rather than ongoing poor mental health; and they recognised the Council has provided good support. Working from home has enabled more people to work through days that they would normally not feel able to come into the office and there is overwhelming support from the survey to maintain more home working opportunities in the future.

% of occupied commercial units in Council ownership – this had risen to 95% in quarter 2.

% Undisputed invoices paid within 30 days – performance had risen to 86.73% from 84.1%, and work continues to improve this further with services. Finance is providing additional advice and support to services and new team members to educate and ensure they are aware of the financial processes and procedures.

% Requests for information responded to within statutory deadlines – 100% was maintained in quarter 2.

4.17.5 **Priority 5 – Projects and Activities:**

Developing a new operating model - redefining how we work to be more flexible and responsive - A draft model has been designed and is being considered by management. This now needs to link to the work on the Melton Deal being undertaken on Priority 6 to ensure the two are linked.

Progress to establish new ICT provision post-December 2021 - A report is being submitted to Cabinet in December to approve an extension to the existing delegation agreement with Hinckley & Bosworth Borough Council with the service being provided through in-sourcing.

4.18 **Priority 6: Connected with and led by our Community**

4.18.1 **Progress Summary:**

4.18.2 Throughout Covid-19, the Council and community representatives have worked closely together to support those in need. As part of this priority, the Council is keen to establish a new 'deal' that builds on this community spirit and re-orientates the Council away from an agency that 'does to', to one that 'does with' the community. Linking to priority 5, and establishing the right kind of culture, work has commenced on how the aspirations within this priority might be achieved. Through the community safety partnership work is underway on a neighbourhood model, with officers working in community, alongside partners in priority neighbourhoods. It is envisaged this will be considered by Council in Spring 2021.

4.18.3 **Priority 6 – Projects and Activities:**

Establishment of the Melton Deal and implementation of local pilots - A project plan and approach is being developed and once finalised will be discussed with the portfolio holder and wider membership prior to implementation. The Deal will influence the way the council works, putting the community at the heart of what we do. It will look at how we work in partnership with our community, strengthening relationship and maximising the shared impact that we have.

Impact of community grants scheme - The Community Grants scheme went through a complete overhaul through the introduction of a policy which was approved last year following a full and thorough consultation with members, partners and residents. 2020/21 was the first year of implementing the grants through this process. This year saw a wider range and greater number of organisations benefitting from the grant across themes such as mental & physical health, digital access, social wellbeing, advice services across a whole life course (0-100yrs). The new approach ensured a clear and transparent allocation of funds as well as value for money. It should be noted that the community grants budget was significantly reduced for this financial year but helped a wider range of organisations.

4.19 **Corporate Complaints**

4.20 The Council recognises that complaints are a valuable opportunity to gain feedback, learn and improve services. The Council wants to provide a positive response to complaints and encourages feedback so that positive action can be taken.

4.21 The Corporate Complaints process comprises a two stage internal process comprising stage one complaints which are dealt with by Service Managers and stage two complaints where the stage one response is reviewed by a Director.

4.21.1 The appendix shows a breakdown of the number of corporate complaints received during quarters 1 and 2 for the financial year 2020/21.

4.21.2 Some service areas have seen a reduction or no increase in complaints received:

Directorate / Service Area	Q1	Q2	Commentary
Housing & Communities:			
Intensive Housing Management	1	0	Q2 shows a reduction in complaints which is positive
ASB	2	2	Complaints have remained the same and will be reviewed with Departmental managers.
Growth & Regeneration:			
Planning	9	8	Complaints have challenged decisions made by the Planning Authority. No complaints were upheld as they were made in accordance with the processes and procedures in place. The Service is continuing to make improvements to its internal processes/procedures in response to feedback received.
Building Control	1	1	Complaints relate to delays on a street numbering request. In response, the Building Control Partnership were commissioned to support this function and the delays have been minimised.

Environmental Health	2	0	Q2 shows a reduction in complaints which is positive
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4.21.3 Some areas have seen an increase in the number of complaints received:

Directorate / Service Area	Q1	Q2	Commentary
Housing & Communities:			
Tenancy Management	3	15	As the categories for complaints reporting for this Directorate have changed to reflect the service areas, trend reporting is still tentative. The number of complaints received may be a result of the public experience of COVID-19 and lockdown.
Housing Repairs	4	6	
Housing Options	1	3	
Revenues (Council Tax)	1	2	
Waste Management	1	3	

4.21.4 Whilst it is acknowledged there has been an increase in complaints, the % of partially upheld complaints has reduced from Quarter 1 (16%) to Quarter 2 (7%) showing a downward trend demonstrating the quality of service is being maintained across the service areas.

4.21.5 **Root causes:**

- a) The corporate Complaints policy identifies 6 categories of complaints, namely:
 - i) Poor quality services
 - ii) Unreasonable behaviour by an Officer(s)
 - iii) Unreasonable delay
 - iv) An informal response failed to resolve an issue
 - v) Correct processes not followed
 - vi) Compliments / feedback (see 4.4.8 below)
- b) For Quarter 1 & Quarter 2 the breakdown of the root causes for the complaints received was:

Root Cause	Q1	Q2
Poor quality services	6	12
Unreasonable behaviour by an Officer(s)	3	7
Unreasonable Delay	0	2
An informal response failed to resolve an issue	4	13
Correct Processes not followed	9	11

- c) The Senior Leadership Team received quarterly reports which show how many corporate complaints have been received for each Directorate. To ensure good governance, these are compared with performance data so that the Council can analyse performance in its service areas. From this analysis, service areas will be able

to identify any lessons learnt and identify what (if any) service improvements are required and this be overseen by the Senior Leadership Team.

- d) The Council is undertaking a number of strategic process reviews in key service areas to improve the customer experience and connection between customer services and service areas. Alongside this the Council's Issues' Tracker is being refreshed to ensure more effective logging and tracking of complaints and issues and to enable effective oversight from managers and directors.
- e) Cabinet will continue to have strategic oversight to ensure continuous service improvement through these quarterly performance reports. In addition, Scrutiny Committee will be receiving performance reports for review as part of their role and to support considerations regarding the most appropriate areas for their workplan

4.21.6 Compliments / Feedback:

4.21.7 The Council has also received compliments and feedback over the past two quarters:

	Q1	QUARTER 2
Corporate Services	2	2
Growth & Regeneration	1	0
Housing & Communities	8	5

4.21.8 For Quarter 2, the Council received six compliments:

Service	Compliment / Feedback	Text:
Legal	Compliment	Thank you for the RFI response fulfils my request completely, effort much appreciated.
Customer Services	Compliment	XX has just called and wished to thank the person who dealt with her query and thought that the response was very fast and much appreciated.
Customer Services	Compliment	The customer said they had spoken to XX last week and had a very positive experience. XX stated she would call the customer back and this was followed through and gave good information to her.
Customer Services	Compliment	I've just received a call from a customer called XXX, she has recently applied for HB/CTS so has spoken to quite a few of us – she wanted me to pass on her thanks to the whole customer service team. She would like to say that she is very grateful for how lovely, supportive and patient everyone has been with her over the past few weeks and that we have all really helped to minimise the stress of her change in circumstances.
Housing Repairs	Compliment	I would like to say the clients you hire to do repair works to the flats and houses are absolutely brilliant. They are always friendly,

		on time, they do a brilliant job and you are always left with satisfaction.
Housing Repairs	Compliment	We believe XXX took our concerns very seriously and went above and beyond to do everything within his power to get the problem rectified immediately. We couldn't have asked for a more efficient and nicer guy.

5 Main Considerations

- 5.1 Cabinet Portfolio holders should ensure that any issues or concerns arising from the background content reported above are communicated to Directors and thence to relevant officers to take any necessary actions regarding matters highlighted by reported performance.

6 Options Considered

- 6.1 No alternatives were considered as a decision is not required.

7 Consultation

- 7.1 The performance data contained in the report and the appendix are to inform the Cabinet. Individual performance items may be taken up by the Scrutiny Committee, such as housing voids, as part of their enquiries into the effective operations of the Council.

8 Next Steps – Implementation and Communication

- 8.1 The current position with regard to performance and delivery of the Corporate Priorities will be communicated to all members and will be placed on the Council's website.

9 Financial Implications

- 9.1 There are no specific Financial implications in the Report.

Financial Implications reviewed by: Dawn Garton Director for Corporate Services

10 Legal and Governance Implications

- 10.1 There are no specific Legal and Governance implications in the Report.
- 10.2 Regular reporting on an agreed performance dashboard is to be welcomed from a governance point of view, as it provides a transparent mechanism for reporting on performance.

Legal Implications reviewed by: Kieran Stockley, Monitoring Officer

11 Equality and Safeguarding Implications

- 11.1 There are no specific Equality and Safeguarding implications in the Report.

12 Community Safety Implications

- 12.1 There are no specific Community Safety implications in the Report, however there are specific indicators reporting on Community Safety performance.

13 Environmental and Climate Change Implications

- 13.1 There are no specific Environmental and Climate Change implications in the report, however as part of priority 4 there are Environment and Climate Change targets monitored as part of the corporate performance measures.

14 Other Implications (where significant)

- 14.1 The performance shown against the performance measures in Appendix 1 is important performance feedback information for directorates and their services, which is intended to provide them with data to enable them to take action towards the improvement of the operation of their services, or to provide confirmatory evidence of what is currently working.

15 Risk & Mitigation

- 15.1 There are no direct risks arising from this report, all risks from the individual projects/activities will be managed through individual projects and by the relevant Directorates

16 Background Papers

- 16.1 No background papers are included with this report.

17 Appendices

- 17.1 Appendix 1 – Corporate Performance Measures Dashboard, Quarter 2, 2020-21.



Report Author:	Dawn Garton Director for Corporate Services
Report Author Contact Details:	01664 502462 Martyn.Bowen@melton.gov.uk
Chief Officer Responsible:	Dawn Garton , Director for Corporate Services
Chief Officer Contact Details:	01664 502444 DGarton@melton.gov.uk

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CORPORATE PERFORMANCE MEASURES	POLARITY	WHAT THIS MEASURE TELLS US	2018-19 Q3	2018-19 Q4	2019-20 Q1	2019-20 Q2	2019-20 Q3	2019-20 Q4	2020-21 Q1	2020-21 Q2	TREND	KEY EXPLANATORY COMMENTARY
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Helping People
1. Excellent services positively impacting on our communities

SERVICE													
Satisfaction with Council services	High is good	Whether residents are satisfied with the Council's services							48%			new measure	From Place Survey: 48% Satisfied 22% Dissatisfied. This is an average of all questions asked about satisfaction with council services (16 questions). Pre Covid-19 figure that was an amalgamation of 16 different questions in the 2019 Place Survey - 22% were dissatisfied. This is a figure to be monitored further as Priority 6 is implemented over the next years and to see how Covid-19 has affected the overall satisfaction levels
% of demand resolved at first contact in customer services	High is good	We want to resolve customer demand at first contact whenever										new measure	
Proportion of value demand coming in to Customer Services	High is good	Value demand delivers what the customer wants - we want to minimise										new measure	
% of customer demand accessed through digital channels	High is good	To identify customer contact through our website so we can ensure										new measure	
% of complaints to MBC upheld	Low is good	How many complaints are being upheld and in which areas to enable a more focused approach when improving services							0	0	unchanged	0 complaints were fully upheld. 4 were partially upheld in Q1, 2 were partially upheld in Q2. The Senior Leadership Team receive quarterly reports which show how many corporate complaints have been received for each Directorate. To ensure good governance, these are compared with performance data so that the Council can analyse performance in its service areas. From this analysis, service areas will be able to identify any lessons learnt and identify what (if any) service improvements are required and this be overseen by the Senior Leadership Team.	
No. of Ombudsman complaints upheld	Low is good	To identify how many complaints are not resolved internally and subsequently upheld by the Ombudsman to enable a more focused approach when improving services		1					1		unchanged		
Homelessness - % cases where homelessness was prevented	High is Good	This shows how effective we are at preventing homelessness, which is beneficial for the individuals and the community	38	22	31	20	15	16	14	14	unchanged over 2 quarters	Throughout Covid 19, there have been very few opportunities to prevent homelessness as the focus has been on safely and effectively allocating accommodation to those who need it. Due to the hold applied by government to court cases, there have been very few cases where negotiating with landlords has been required, or possible, leaving those who present to us as the most complex individuals, therefore in most need of housing.	
Average time spent in temp accommodation (calendar days)	Low is good	This measure helps us understand how effective we are at helping people to exit homelessness									new measure		
Number of Households living in temporary accommodation	Low is Good	This measure helps us understand how effective we are at helping people to exit homelessness rapidly	35	43	41	41	34	35	48	52	deterioration due to COVID-19	We have seen a significant increase in presentations to the homelessness team as a result of the Covid 19 situation. This made it a duty to house any person presenting as homeless or at risk of homelessness that day/night. This duty remains. Although we are transitioning individuals out of Bed and Breakfast and into more suitable temporary accommodation, it is likely that numbers will stay high for the next quarter. It should be noted that Melton's performance in this area has been close to the mean for all English districts, considered per 1000 households, at 1.5 compared to 1.3 at the end of March 2018.	
% benefit claims processed within 5 working days of all information received	High is good	To identify how efficient and effective we are at processing benefits claims	94	96.67	96.00	97.67	98.67	98	98	99	broadly unchanged		

Number days taken for payment to be made after initial application for Housing Benefit	Low is good	To monitor how quickly we are able to make a payment of Housing Benefit, this assists with preventing resident debt	15	14	13	11	11	10	14	7	 improvement	Melton's performance for the processing of new claims for housing benefit was showing as top quartile against all English districts for Q1 2020/21, at 2 days compared to the mean of 6 days.
CORPORATE PERFORMANCE MEASURES	POLARITY	WHAT THIS MEASURE TELLS US	2018-19 Q3	2018-19 Q4	2017-18 Q1	2019-20 Q2	2019-20 Q3	2019-20 Q4	2020-21 Q1	2020-21 Q2	TREND	KEY EXPLANATORY COMMENTARY
Attendance at Council Leisure facilities (WLC and MSV combined)	High is good	To monitor the use of leisure facilities as a key part of helping residents stay fit and healthy	63984	98470	74503	87908	80853	76107	0	2510	figures impacted by COVID-19	Were able to deliver some one off programmes in summer holidays. Unable to deliver physical activity programme within the community, however delivered a number of campaigns, and schools engagement with Active Travel. Focus has been to getting programmes COVID secure and coordination of activities to start in Oct/Nov however lockdown 2 has had an impact on future delivery.
Attendance at physical activity outreach programmes within the community	High is good	To identify the take-up of activity classes taking place in the community, part of helping residents stay fit and healthy	3723	4212	4334	4467	4011	4154	155	276	figures impacted by COVID-19	Unable to deliver face to face physical activity programme to vulnerable residents, however provided a number of virtual sessions that were engaged in via zoom.
% of ASB cases resolved	High is good	To monitor how many antisocial behaviour cases are closed to understand the							81.4	80.2	 slight reduction	



ACTIVITIES/PROJECTS

Implementation of customer digital self-service platform (IEG4) and improved processes and customer journeys	To monitor progress in delivery of the Council's offer of digital services that meet the needs of residents	Phase 1 of the IEG4 project was delivered in June 2020 providing residents with a new My Account function and Customer Services with a replacement CRM. Focus is now on delivering Phase 2 of the project, which will see the replacement of many online forms as the existing Firmstep contract expires. This phase will be at completion in December 2020.
Upgrade Council website	New and up to date CMS which meets the assessability standards. It supports the priority for improving digital services for the community and offers ongoing savings due to the reduced cost for support and hosting	A mandate has been prepared and a bid for funding will go into the budget setting process for 2021/22. In preparation work has commenced on cleansing the data on the current system. A proposal has also been put together to work in partnership with another council to utilise their system and design which will result in savings over the current website content management system
Implement new Finance system	A modern supported finance system that is easy for all staff to utilise and provides accurate user friendly information	The project is well underway with a range of training already undertaken and the project will shortly be moving into the testing phase
Development of integrated supporting people offer across the Council	To ensure the Council is improving its offer to residents in providing effective support when needed	The Community Hub response has helped to develop even further the integrated teams approach to supporting people. Staff have experienced first hand the value of shared accountability in providing effective support for residents of the Borough. Vulnerabilities are addressed earlier and messages across teams are more consistent.
Narrative on outcomes from supporting people with complex needs	To demonstrate and give examples of how the Council's support offer impacts on the life opportunities of residents	The Council's support offer was flexible enough to adapt to the changing needs of the residents. For example, pre Covid more employment based outcomes were being achieved; however we have now had to refocus our teams and our partners on adjusting to the more complex requirements of residents impacted by Covid 19 in terms of financial, physical and social wellbeing. Vulnerabilities are addressed earlier as a result of integrated support services.

Helping People

2. Providing high quality Council homes and landlord services

SERVICE

% decent Homes (public)	High is good	This helps us understand the quality of the Council's housing stock when tested against the Decent Homes Standard	70	71	71	72.5	74.5	75.86	70.13	76.11	 improvement	Planned maintenance programmes now being generated with a view to replacing some key components noted as failing under DHS due to age alone. Anticipated commencement in late Q2/early Q3. Rewire prog in place to assist with improving this overall figure has been on hold for Q1 due to Covid. Anticipate possible restart during Q2.
Average void time (Excluding Development Voids) in days [monthly averages expressed as quarterly averages]	Low is good	This measure shows how quickly we re-let the Council's dwellings when a tenancy ends, preventing income loss	31.93	34.74	49.01	57.77	50.22	28.36	16.94	34.61	 deterioration	Contractor performance has been an issue, resulting in delays in void works completion and return for re-let. This is very much in the spotlight now, with regular discussions with Axis' management team with the aim of improving performance. This has resulted in some improvement from Q4 last year. Close monitoring is in place with the aim of seeing this positive trend continue.

% of stock with a current valid gas safety check	High is good	This shows how well the Council is managing gas safety in its housing stock, which is a key landlord responsibility									new measure	September 2020 outturn was 100%
CORPORATE PERFORMANCE MEASURES	POLARITY	WHAT THIS MEASURE TELLS US	2018-19 Q3	2018-19 Q4	2017-18 Q1	2019-20 Q2	2019-20 Q3	2019-20 Q4	2020-21 Q1	2020-21 Q2	TREND	KEY EXPLANATORY COMMENTARY
Satisfaction with housing repairs	High is good	This measure tests how satisfied Council tenants are with the repairs that are needed to their homes									new measure	The Council has previously relied on data from the repairs contractor for this indicator. A new methodology is being developed, with calls to carry out sample testing being made to tenants by Council Officers
Rent collected as % of the rent due (in year)	High is good	The Council's rental income pays for the repair and maintenance of the housing stock - this measure shows how effective we are at collecting the rent							75.03	87.48	new measure	The restructure of the Housing Service will allow keener focus on this key income stream.
% new tenants satisfied with their new home (overall)	High is good	This helps us understand the experience of new Council tenants									new measure	Work is being undertaken to develop a lean process to obtain and record this new measure
Number of new Council homes provided	High is good	This shows how well the Council is delivering against its ambition to increase its social housing									new measure	



ACTIVITIES/PROJECTS





Progress towards implementation of Housing Improvement Plan	To report on progress to improve the housing and asset management of the Council's housing stock	Restructure of the landlord function to be completed December 2020. Tenancy agreement consultation closes November 2020 with report to Cabinet for adoption in January 2021. Five draft policies shared with Scrutiny for input and suggestion, covering key risk areas. Work in relation to the landlord compliance function continues, as shown in the KPIs. Fire safety works at Gretton Court due to commence November 2020.
Implementation of new integrated housing system (Northgate)	To report on progress and business improvements through improvements to the Council's integrated housing management system	Work is progressing in terms of system set up (estates and property components); CBL integration; and income workflows and processes
Update on Delivery of programme of new Council Homes	To provide information on the Housing Revenue Account development programme	All in-year spend targets have been met; Right to Buy receipts will be used to purchase 2x new build units, meeting the year end spend target. Work continues with a developer in relation to the option of ten units in a rural location. The proposed new Development Team will provide greater impetus and resource to focus on existing site appraisal and build-out.
Delivering better temporary accommodation for those who need it	To monitor the supply and quality of temporary accommodation offered to those who need it	The use of the Council's own housing stock continues to provide self-contained accommodation for households in need. Options of purchase in the private sector are being considered, with more work on this project needed and a natural fit for the proposed development team.

Shaping Places

3. Delivering sustainable and inclusive growth in Melton

SERVICE

Number of new homes delivered through the planning process	High is good	Whether we are meeting, exceeding or falling below the targets set for housing growth in the area to accommodate the growing population and support economy									 improvement	The delivery of new homes is showing a really positive upward trend, mostly due to the adoption of the Local Plan in October 2018 giving landowners and developers confidence in the area. This is the highest delivery we have had in almost 2 decades - is double our requirement for the year, and signs are positive that this will continue for the coming years in line with our housing trajectory.
Number of new affordable homes delivered through the planning process		Whether the number of affordable homes - and the share of overall homes they represent - is increasing to keep up with need									 improvement	Excellent performance for the same reasons as above demonstrating the benefits of having an adopted Local Plan and robust negotiation on affordable housing, including some examples achieving higher than policy requirements. The mean for all English districts at March 2019 was 137, which will include districts larger than Melton with greater requirements.

% Major planning decisions taken within 13 weeks, or agreed timetable	High is good	End to end processing times for major applications (those over 10 houses and equivalents for industry, retail etc) - service efficiency	100	100	80	100	100	89	100	67	 decline on Q1	Whilst this performance has dropped it should be noted that the actual numbers are 4 out of 6 in time and only 2 out of time. Melton's performance here has been variable, but actual numbers are low; 67% improves on the 60% for Q1 2019-20, against the all English districts mean of 88%.
% Non-major planning decisions taken within 8 weeks, or agreed timetable	High is good	End to end processing times for most applications - service efficiency	87	88	85	88	88	88	96	90	 broadly unchanged	This is again a very good achievement and above the National Target, Melton's performance continues to be good for this measure, 90% in Q2 2020-21 improving on Melton's 89% compared to the all English districts mean of 86% at the end of Q1 2019-20.
CORPORATE PERFORMANCE MEASURES	POLARITY	WHAT THIS MEASURE TELLS US	2018-19 Q3	2018-19 Q4	2017-18 Q1	2019-20 Q2	2019-20 Q3	2019-20 Q4	2020-21 Q1	2020-21 Q2	TREND	KEY EXPLANATORY COMMENTARY
% applications that are invalid	Low is good	Whether recent changes to how we validate planning applications has broken through delays at this traditional 'bottleneck' - service efficiency									new measure	At present 16 applications remain invalid from the Quarter 2 period.
% applications that are approved first time	High is good	Whether we are being able to overcome problems and negotiate improvements to planning submissions to bring them to a standard able to be approved							94	90	new measure	Without looking through the complete history of each application, this number is not guaranteed, this number is from those applications that specify it is a resubmission in the title, going forward as part of the Planning Review standard descriptions for applications have been created ensuring this data is correct.
Applicant satisfaction (from questionnaire): % of total 'satisfied' or 'very satisfied'	High is good	Whether, and the degree to which, those paying for planning applications are satisfied with the service they have received .									new measure	The questionnaire will be formed and sent out once the Planning Review has been implemented this will also allow monitoring of the review and the changes that have been made.
Community Satisfaction with planning services	High is good	Whether the community are satisfied with the outcomes being produced by planning decisions						37%			new measure	From Place Survey: 37% Satisfied 22% Dissatisfied. This figure is from our 2019 Place Survey and whilst this score looks low it is still higher than the dissatisfaction figure which was 22%. However this is something to be monitored and included in the Priority 6 work of the Corporate Strategy about how we engage wider with our community on these issues past just the end decision.
Land Charges: Average turnaround time	Low is good	End to end processing times for searches. To measure service efficiency and highlight fluctuations needing intervention							22.83	24.64	 slight increase	Search number have increased as a result of the Government relief on stamp duty. The service is also affected by increased demand for information for 'personal searchers' and through FOI
Corporate Assets - Level of compliance to health and safety regulations (%)	High is good	Percentage of non-housing assets meeting the legal requirements for health and safety compliance								90	new measure	With the set up of the new Corporate Property and Assets team in April 2020 and the recruitment of the service manager in May 2020, the Council has undertaken activities to monitor the compliance of all corporate assets. This information will be available from Q2 onwards.
% of proactive Environmental Health inspections undertaken as planned	High is good	The proportion of Environmental Health inspections we have completed as planned									new measure	
% Food businesses Broadly Compliant at inspection [monthly figures averaged for the quarter]	High is good	We inspect food premises on an annual basis to make sure that they are preparing food safely. This measure tells us who has complied with legislative requirements.	94.7	95.9	96.9	97.2	96.6	96.3	95.4	95.27	 slight drop due to COVID-19	Since COVID a number of additional businesses have registered that we have been advised not to inspect until safe to do so. This has impacted on our % compliance.
Licensing - % of payments made online		The proportion of payments for licences we have processed online.									new measure	


ACTIVITIES/PROJECTS



Implementation of planning services review update		To measure and monitor progress against our ambitions to improve planning services	The Cabinet approved the actions and resources for implementation of the Planning Service review recommendations in September 2020. The Planning Development team is working with HR, Finance, IT and Communications colleagues to implement the actions as agreed. The new process and service structure is due to be up and running from January 2021.									
Supplementary Planning Documents (Developers contributions, Design, Open Space, Neighbourhood plans)		To report the progress on the key building blocks of planning policy intended to improve the quality and content of new developments (developer contribution, open space and design).	Work is underway for the developers' contributions SPD. Member engagement took place in July 2020. The next step is to incorporate the local requirements into the wider body of the SPD. Draft document to be considered at the Cabinet in December 2020 for consultation in January 2021. Work on this SPD has been delayed due to COVID-19 and the team being asked to help with other corporate priorities such as supporting the Business Grants scheme, preparing the Housing Strategy, assist the Planning Development team with applications process etc. An Open Space strategy and action plan have been produced and are due to be considered by the Cabinet in November 2020.									
CORPORATE PERFORMANCE MEASURES	POLARITY	WHAT THIS MEASURE TELLS US	2018-19 Q3	2018-19 Q4	2017-18 Q1	2019-20 Q2	2019-20 Q3	2019-20 Q4	2020-21 Q1	2020-21 Q2	TREND	KEY EXPLANATORY COMMENTARY
Progress update on delivering the Northern and Southern Sustainable Neighbourhoods and Melton Mowbray Distributor Road		To report the progress on the key planning policy documents intended to guide the quality and implementation, including provision of new infrastructure and its timing) of the town's main growth areas (north and south 'sustainable neighbourhoods')	The Planning team is working with the landowners and developers to prepare a masterplan. This is due to be considered by the Cabinet in November 2020.									
Launch new Discover Melton brand, website and supporting events and prepare a tourism sector support package			The work for the branding and website is commissioned. The new website will be ready to launch in support of the new tourism season starting from Spring 2021.									
Develop a package for support to rural pubs and farming sector			£30k has been allocated in the budget for a capital grant scheme to support rural pubs in diversification of uses to become hubs in their communities. This will be launched in April 2021, subject to COVID-19 circumstances.									
Delivery of Manufacturing Zones masterplans			£70k grant from Midlands Engine has been used to prepare masterplans and development options for three key clusters of employment sites, allocated in the Local Plan. Work is continuing in partnership with land owners to resolve infrastructure and access issues and attract prospective occupiers.									
Establishment of Food Enterprise Centre			A grant agreement is signed with LLEP following the Cabinet approval for receiving £100,000 Business Rate Pool money to prepare a detailed and evidence based business case for Food Enterprise Centre in Melton. Cabinet is due to consider an update report in December 2020.									
Update on feasibility of establishing a Health and Leisure Park and securing a sustainable future for leisure provision			A grant agreement is signed with LLEP following the Cabinet approval for receiving £100,000 Business Rate Pool money to prepare a detailed business case for the health and leisure provision in Melton. Scope of this work will include health provision and potential GP surgery. Procurement of consultants is underway. A detailed project plan will be prepared by the appointed consultants in March 2021.									
Update on utilisation of assets to generate capital and build homes and establishment of a housing company			Following appointment of Corporate Property and Assets service manager in May 2020, a health and safety diagnostics of all our corporate assets has been undertaken and actions have been implemented to achieve 100% compliance for property health and safety legislation. An asset register is being put together with updated information of all our corporate assets including location, mapping, physical condition, rents, leases, values and so on. A senior asset surveyor is due to start in December 2020 and recruitment of a building surveyor is underway. Condition surveys for key large assets have started which will inform a planned maintenance programme. Following Cabinet approval in April 2020 to receive £500,000 grant funding from LLEP for the development of Council owned sites and commitment to match the funding with Council's resources, further work has been undertaken to form concrete proposals for rationalisation of our assets with development potential. Cabinet is due to consider an update report with recommendations for next steps in December 2020.									

Shaping Places

4. Protect our climate and enhance our rural natural environment

SERVICE												
Tonnes of carbon emissions produced by MBC operations	Low is good	In order to measure the progress the council is making (from its own operations) to its carbon neutral target in 2030									new measure	
Satisfaction with waste service	High is good	Biennial Place Survey question to the public							82%		new measure	From Place Survey: 82% Satisfied 9% Dissatisfied. Pre Covid-19 figure that shows high satisfaction with the service that would look to continue as it is measured.

Satisfaction with cleanliness	High is good	Biennial Place Survey question to the public								56%			new measure	From Place Survey: 56% Satisfied 22% Dissatisfied. Pre Covid-19 figure that shows there is a majority that are satisfied, in comparison to 22% that are dissatisfied. Reasons for this lower score will be down to the traditional issues of littering and dog fouling which is apparent in recent research. The Priority 6 project will look to empower residents to help make a positive difference with us which should help improve this score.
% waste recycled/composted	High is good	Recycling and composting keeps materials out of landfill and helps protect our climate	44.1	43.69	43.87	45.77	43.52	44.45	45.19	Available in Q3 2020-21			 improvement	



CORPORATE PERFORMANCE MEASURES	POLARITY	WHAT THIS MEASURE TELLS US	2018-19 Q3	2018-19 Q4	2017-18 Q1	2019-20 Q2	2019-20 Q3	2019-20 Q4	2020-21 Q1	2020-21 Q2	TREND	KEY EXPLANATORY COMMENTARY
Kg of residual waste per household - quarterly [rolling average of 4 quarters]	Low is good	Reducing waste keeps materials out of landfill and helps protect our climate	122.8	124.46	122.72	125.47	125.79	124.85	129.81	Available in Q3 2020-21	 deterioration	The Q1 increase is thought to be the result of a general increase in general waste as residents spent more time at home undertaking clearance work. The proportion of recyclable materials collected also increased This trend is in line with the national picture. The annual mean performance for all English districts at the end of 2018-19 was 454.46 (giving a quarterly rate of 116.615), with Melton being at 495.1 at that point, and the 2020-21 figure would suggest an annual performance over 500 kg, so there is work to be done.
Number of reported flytips	Low is good	Flytipping is illegal dumping of waste in land or in water. This measure tells us how many of these incidents have been reported to the Council.							27.6	38	 deterioration	Flytipping has seen an increase on both public and private land. It is thought this is as a result of reduced disposal options for businesses and residents over the past 8 months, including the temporary closure of the household waste sites. We are working with colleagues in Env Health to address this on a case by case basis, whilst proactively communicating messages through social media.
Number of dog fouling requests	Low is good	How many requests for dog fouling we have received.									new measure	Methodology for compiling and reporting this is under development.


ACTIVITIES/PROJECTS






Update on education campaigns and enforcement activity to improve the environment and tackle anti-social behaviour
Update on progress made through the Climate Change Task Group

Great Council
5. Ensuring the right conditions to support delivery

Staff satisfaction - overall % who are very or quite satisfied working for MBC	High is good	Whether staff are satisfied in their employment at the council
Staff turnover – annual	Low is good	The level of staff turnover is an indication of staff satisfaction with terms and conditions and working practices within the Council.
Staff absence – days sickness per employee	Low is good	Whether sickness is being managed well within the council and welfare support is at a good level to help ensure a healthy workforce.

											new measure	
	14					11					 improvement	The turnover rate has come down significantly over the past 3 years from 18% in 2017-18 to 14% in 2018-19 and now 11%. This is below average for the public sector and shows a slowdown in the number of voluntary resignations.
6	1.81	3.57	5.43	7.5	0.9	1.3					 improvement on previous year	Slight increase in Q2 which is in line with previous years' trends. If sickness continues at this level one would expect end of year to be 4.4 days per employee.

% increase in followers on Facebook and Twitter compared to previous quarter	High is good	How effective our digital communications is at attracting interest from the public								2.07	0.88	 reduction in rate of increase	Increase in followers has dropped along with engagement on some of the posts. Less community action taking place and more of the national messages being shared.		
Website Accessibility score (%)	High is good	How accessible our website is in meeting all users needs.										78	new measure		
% Variance between forecast outturn and actual outturn	Low is good	Effectiveness of budget setting and monitoring and delivering services in line with the finances provided.												new measure	This is annual indicator which will be completed following the financial outturn calculations in June 2021.

CORPORATE PERFORMANCE MEASURES	POLARITY	WHAT THIS MEASURE TELLS US	2018-19 Q3	2018-19 Q4	2017-18 Q1	2019-20 Q2	2019-20 Q3	2019-20 Q4	2020-21 Q1	2020-21 Q2	TREND	KEY EXPLANATORY COMMENTARY
Council tax collection efficiency (%)	High is good	Efficiency at collecting council tax payments due in a timely manner thereby reducing long term debt.	86.20	98.2	30.34	58.3	86.60	98.33	29.09	57.26	 broadly unaffected by COVID-19	Please see below comparison from Sep 19 to Sep 20 in terms of liability and receipts. It is worth noting that formal debt recovery was put on hold for a significant period of time. It has now been restarted and summonses for non payment were issued on 04/11/2020 Sep 19 - Liability £34,154,328 Collection rate - 58.30% Cumulative receipts - £19,911,121 Sep 20 - Liability £35,446,167 Collection rate - 57.26% Cumulative receipts - £20,295,511. Non-collection rates at the end of 2019-20 were better than the all English districts mean of 2.34%, at 1.67%
NDR Collection efficiency (%)	High is good	Efficiency at collecting business rates payments due in a timely manner thereby reducing long term debt.	83.35	98.5	33.50	60.86	85.96	99.12	25.56	58.53	 broadly unaffected by COVID-19	Please see below comparison from Sep 19 to Sep 20 in terms of liability and receipts. It is worth noting that formal debt recovery was put on hold for a significant period of time. It has now been restarted and summonses for non payment were issued on 04/11/2020. The reason for the decrease in liability is as a result of the expanded retail discount scheme that was introduced as part of the Corona Virus response. Sep 19 - Liability £15,032,275 Collection rate - 60.86% Cumulative receipts - £9,149,229 Sep 20 - Liability £9,409,483 Collection rate - 58.53% Cumulative receipts - £5,507,727. Non-collection rates at the end of 2019-20 were better than the all English districts mean of 1.74% at 0.88%
Total Sundry Debtor arrears (£)	Low is good	Efficiency at collecting sundry debt payments due in a timely manner thereby reducing long term debt.							£1.149m	£1.2178m	new measure	Previously a service measure - Formal debt recovery was put on hold for a significant period of time from March - July. This has now restarted and arrears are being actively pursued.
% of occupied commercial units in Council ownership	High is good	Efficiency at letting commercial units and generating income for the Council	95	95	95	95	90	90	89	95	 Improvement	We have 20 units at Snow Hill, 2 have been vacant during April to August but in September another one was let which gives a 95% occupancy. Of the 20 units 2 are used by MBC, therefore commercially you could say we have 18 commercial units with 1 vacant making 94.5%
% Undisputed invoices paid within 30 days [monthly figures averaged for the quarter]	High is good	How many suppliers are paid in a timely manner ensuring the council does not create cashflow issues for its suppliers.	95.33	95.4	90.4	86.6	88	85.73	84.1	86.73	 modest improvement	Due to the departure of key staff within the housing team and a review of processes to deal with the previous issues of invoice payment this has lead to the delay in some invoices being processed. Finance are continuing to work closely with the service area and new team members to address the issues.
% Requests for information responded to within statutory deadlines	High is good	How well the Council complies with its responsibility to respond to information requests in a timely manner.	93	99.7	100	100	99.83	99.33	100	100	 unchanged	

ACTIVITIES/PROJECTS


Developing a new operating model - redefining how we work to be more flexible and responsive

A draft model has been designed and is being considered by management. This now needs to link to the work on the Melton Deal being undertaken on priority 6 to ensure the two are linked.

Progress to establish new ICT provision post-December 2021

A report is being submitted to Cabinet in December to approve an extension to the existing delegation agreement with Hinckley & Bosworth Borough Council with the service being provided through in-sourcing.

Great Council
6. Connected with and led by our community

SERVICE												
The percentage of respondents who believe the Council listens to concerns of local residents (annual)	High is good	Whether people feel listened to by the Council								new measure		
Percentage of people who feel they can influence decisions in their local area (annual)	High is good	Whether people within Melton feel able to influence where they live or work								new measure		
CORPORATE PERFORMANCE MEASURES	POLARITY	WHAT THIS MEASURE TELLS US	2018-19 Q3	2018-19 Q4	2017-18 Q1	2019-20 Q2	2019-20 Q3	2019-20 Q4	2020-21 Q1	2020-21 Q2	TREND	KEY EXPLANATORY COMMENTARY
Number of decision making meetings which are digitally accessible	High is good	Tells us how many of our formal meeting we have streamed on You Tube								14	new measure	
% Agendas and reports to be published 5 working days before the meeting [monthly figures averaged for the quarter]	High is good	Tells us whether we have complied with legislative requirements	100	100	100	100	100	100	100	100	 unchanged	

ACTIVITIES/PROJECTS

Establishment of the Melton Deal and implementation of local pilots	Whether the Council and communities have agreed to a deal on how we can work together for the benefit of our communities.	A project plan and approach is being developed and once finalised will be discussed with the portfolio holder and wider membership prior to implementation
Impact of community grants scheme	What benefit has been delivered to the community through the grants scheme	The Community Grants scheme went through a complete overhaul through the introduction of a policy which was approved last year following a full and thorough consultation with members, partners and residents. 2020/21 was the first year of implementing the grants through this process. This year saw a wider range and greater number of organisations benefitting from the grant across themes such as mental & physical health, digital access, social wellbeing, advice services across a whole life course (0-100yrs). The new approach ensured a clear and transparent allocation of funds as well as value for money. It should be noted that the community grants budget was significantly reduced for this financial year but helped a wider range of organisations.

EXPLANATORY NOTES

1 RAG RATING OF TREND

The RED, AMBER, and GREEN colours used for each quarter's performance are based on the detailed definitions of the performance measures provided by the directorates
RAG ratings for Activities/Projects reflect risk ratings quarterly

2 TREND ARROWS

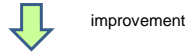
The size of the trend arrow is NOT related to the size of the performance trend, and only indicates the direction of the trend

3 POLARITY AND TREND ARROWS

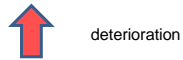
The direction of the TREND arrow reflects the POLARITY of the performance measure, or the Activity/Project risk trend

For example:

Where a performance measure has the POLARITY equal to **Low is Good**, improvement will be a GREEN arrow pointing DOWNWARDS towards LOW (which is GOOD in this case)

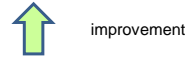


Where a performance measure has the POLARITY equal to **Low is Good**, deterioration will be a RED arrow pointing UPWARDS towards HIGH (which is BAD in this case)



And:

Where a performance measure has the POLARITY equal to **High is Good**, improvement will be a GREEN arrow pointing UPWARDS towards HIGH (which is GOOD in this case)



and so on

An UNCHANGED trend is indicated by a horizontal double ended arrow. The colour of the arrow shows the (unchanged) trend

For example:



Corporate Complaints Measures Dashboard
SLT Headline Report

			No. of Complaints Received				EXPLANATORY NOTES ARE AT THE END OF THE REPORT		No. of Complaints Upheld				Compliments			
DIRECTORATE	SERVICE AREA	POLARITY	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar	TREND	KEY EXPLANATORY COMMENTARY	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar
			2020-21 Q1	2020-21 Q2	2020-21 Q3	2020-21 Q4			2020-21 Q1	2020-21 Q2	2020-21 Q3	2020-21 Q4	2020-21 Q1	2020-21 Q2	2020-21 Q3	2020-21 Q4
Housing & Communities	Tenancy Management	Low is Good	3	15			increase		1partially	1part			3			
	Voids	Low is Good														
	Rent Arrears	Low is Good														
	Housing Repairs	Low is Good	4	6			increase		3part	1part			2	6		
	Housing Capital Programme Work	Low is Good														
	Landlord Health & Safety	Low is Good														
	Intensive Housing Management (incl. Gretton Court)	Low is Good	1	0			reduction									
	ASB	Low is Good	2	2			unchanged									
	Housing Options	Low is Good	1	3			increase									
	Community Support	Low is Good											2	3		
	Safeguarding	Low is Good														
	Private Lifeline	Low is Good														
	Revenues (Council Tax)	Low is Good	1	2			increase									
	Revenues (Debt Recovery)	Low is Good														
	Benefits	Low is Good														
	Leisure	Low is Good														
Waste Management	Low is Good	1	3			increase						1				
Environmental Maintenance & Cemeteries	Low is Good	0	1			increase										
Growth & Regeneration	Planning	Low is Good	9	8			reduction	Complaints have challenged decisions made by the Planning Authority. No complaints were upheld as they were made in accordance with the processes and procedures in place. The Service is continuing to make improvements to its internal processes/procedures in response to feedback received.								
	Building Control	Low is Good	1	1			unchanged	Complaints relate to delays on a street numbering request. In response, the Building Control Partnership were commissioned to support this function and the delays have been minimised.								
	Land Charges	Low is Good	0	1				Complaint was incorrectly made and was withdrawn. There is an unfortunate trend of delays in property transactions being attributed to delays in LA searches which consistently require the dates searches are submitted and returned to be provided to demonstrate they are not the cause. Searches are expedited in urgent cases.								
	Licensing	Low is Good														
	Environmental Health	Low is Good	2	0			reduction									
	Local Plans & Planning Policy	Low is Good														
	Emergency Planning	Low is Good														

Corporate Services	Corporate Property & Assets	Low is Good													1			
	Regeneration	Low is Good																
	HR & Comms	Low is Good																
	Democratic Services	Low is Good													1			
	Elections	Low is Good	0	1			↑	increase										
	Legal inc RFI/Complaints	Low is Good	0	1			↑	increase										
	Finance	Low is Good													2	1		
	ICT	Low is Good																
TOTAL COMPLAINTS RECEIVED		Low is Good	25	44			↑	increase							12	10		

- Root Causes**
- Treatment & Behaviour
 - Quality of Service
 - Policies & Process Not Followed
 - not resolved by Previous stage
 - Unreasonable Delay

EXPLANATORY NOTES

1 RAG RATING OF TREND

The RED, AMBER, and GREEN colours used for each quarter's performance are based on the detailed definitions of the performance measures provided by the directorates

2 TREND ARROWS

The size of the trend arrow is NOT related to the size of the performance trend, and only indicates the direction of the trend

3 POLARITY AND TREND ARROWS

The direction of the TREND arrow reflects the POLARITY of the performance measure.

For example:

Where a performance measure has the POLARITY equal to **Low is Good**, improvement will be a GREEN arrow pointing DOWNWARDS towards LOW (which is GOOD in this case)



improvement

Where a performance measure has the POLARITY equal to **Low is Good**, deterioration will be a RED arrow pointing UPWARDS towards HIGH (which is BAD in this case)



deterioration

And:

Where a performance measure has the POLARITY equal to **High is Good**, improvement will be a GREEN arrow pointing UPWARDS towards HIGH (which is GOOD in this case)



improvement

An UNCHANGED trend is indicated by a horizontal double ended arrow. The colour of the arrow shows the (unchanged) trend

For example:



unchanged

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Establishment of Melton Business Improvement District Task and Finish group

Corporate Priority:	Delivering sustainable and inclusive growth in Melton
Relevant Ward Member(s):	N/A
Date of consultation with Ward Member(s):	N/A
Exempt Information:	No

1 Summary

- 1.1 To establish a task and finish group to review the Melton Business Improvement District.

2 Recommendation(s)

That Scrutiny Committee:

1. **Establish a Task and Finish Groups as detailed in the report;**
2. **Approve the Terms of Reference for the Task and Finish Group (Appendix A).**
3. **Note the Scoping Documents for the Task and Finish Group will be drafted by the Group at their first meeting and circulated to the Scrutiny Committee for information.**

3 Reason for Recommendations

- 3.1 To seek Scrutiny Committee approval to proceed with a review of the Melton Business Improvement District (BID) on the terms as set out in the attached Terms of Reference (Appendix A).

4 Background

- 4.1 Following feedback from BID levy payers and receivers of services provided by the BID the Scrutiny Committee would like to look into the services provided by BID, its current governance arrangements and plans for future delivery.

- 4.2 There is less than a year left to run on the current term of the BID and there is an opportunity to review what is working and not working and to highlight to the BID, any suggested areas for improvement for the future to enable to the Council to understand its position on supporting the BID in the upcoming ballot.

5 Main Considerations

- 5.1 Full details of the scope, purpose and anticipated outcomes of the Groups are set out in the Terms of Reference.
- 5.2 Once membership has been established, the Group will meet to draft the scoping document. This will then be circulated to all members of the Committee for information.
- 5.3 It should be noted that this review is intended to be short and focused with 2/3 members working to collate and evaluate evidence in order to report back to the Committee in March 2021.
- 5.4 Once the review is complete, a report will agreed by Scrutiny Committee before recommendations are submitted to Cabinet for comment and endorsement before being sent to the Melton BID in advance of the ballot which is due to take place in May 2021.

6 Options Considered

- 6.1 Scrutiny Committee are committed to reviewing the Melton BID as reflected in their Annual Work Plan.

7 Consultation

- 7.1 The Scrutiny Chairman has been consulted on the Terms of Reference.

8 Next Steps – Implementation and Communication

- 8.1 The Terms of Reference for the Task and Finish Group are presented in draft format. Should members wish to propose changes to the Terms of Reference, the Committee will be asked to approve the terms of reference subject to those changes.
- 8.2 The review will proceed in accordance with the timetable set out in the Terms of Reference.

9 Financial Implications

- 9.1 There are no financial implications arising from the report.
- 9.2 Support for the Task and Finish Groups will be resourced from existing budgets.

Financial Implications reviewed by: Director for Corporate Services

10 Legal and Governance Implications

- 10.1 There is no legal provision for Task and Finish Groups. This group will therefore operate within the rules set out in the Constitution and the approved Terms of Reference.
- 10.2 Task and Finish Groups do not have decision making powers, therefore any decision (on the wording of the final report, for example) should be undertaken through consensus, not by a vote.
- 10.3 Any recommendations arising from the group will be subject to comment and endorsement by the Scrutiny Committee and endorsement by Cabinet before passing onto the Melton BID for consideration and response as detailed in the Executive Scrutiny Protocol (Section 14).

Legal Implications reviewed by: Monitoring Officer

11 Equality and Safeguarding Implications

11.1 There are no equalities implications arising from the establishment of Task and Finish Groups.

12 Community Safety Implications

12.1 There are no community safety implications.

13 Environmental and Climate Change Implications

13.1 There are no environmental and climate change implications.

14 Risk & Mitigation

14.1 There are no risks associated with the establishment of Task and Finish Groups.

15 Background Papers

15.1 There are no background papers.

16 Appendices

16.1 Appendix A – Draft Terms of Reference Task and Finish Group Melton Business Improvement District

Report Author:	Natasha Taylor , Democratic Services Manager
Report Author Contact Details:	01664 502441 ntaylor@melton.gov.uk
Chief Officers Responsible:	Pranali Parikh , Director for Growth and Regeneration
Chief Officer Contact Details:	01664 504321 PParikh@melton.gov.uk

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Appendix A

MELTON BUSINESS IMPROVEMENT DISTRICT TASK AND FINISH GROUP

Purpose of the Group	To identify the preferred standards of Governance for UK BID Companies and to make recommendations to the Melton BID company to consider their way forward, towards the Ballot in 2021.
Anticipated Outcomes	<ul style="list-style-type: none"> • To examine what is provided by the BID and to seek assurance that the BID provides value for money to levy payers; • To ensure overall satisfaction levels from levy payers; • To gain confidence that processes are being followed and that contracts are awarded in an open and fair way and in accordance with the BID Articles of Association; • To ensure that processes are as transparent as possible; • To encourage open communication between the BID and businesses; • To link where the BID objectives concur with the objectives in the Council's Corporate Plan; • To clarify the role of the borough council including borough council representatives; • To highlight to the BID any suggested areas for improvement in the future to ensure it can support a successful new term for the BID; • To make suggestions about the BID geographical area.
How often will the Group meet	As often as necessary to in order to evaluate evidence and make findings and recommendations.
Anticipated timescale for completion	3 Months The final report will be presented to Scrutiny Committee in March/April 2021 (Note: Cabinet will have the opportunity to pass comment, including whether or not it endorses the recommendations, before the report is passed to the external body.)
Membership of the Group	Chair of Scrutiny Committee plus 2 other Scrutiny Committee Members
What information shall be required to inform the Group	<ul style="list-style-type: none"> • List of potential BIDs to visit • BID Business Plan • BID Annual Report 2019/20 • BID renewal and plan for ballot May 2021 • Review of legislative documents • Website (if set up by then) • Best practice guidance • Survey sent to all BID levy payers (to be created and sent)
What support arrangements are required?	The Director for Growth and Regeneration and the Democratic Services Officer will support the review and draw additional support from within their teams as appropriate.
How often will the Group update Scrutiny Committee	Scrutiny Committee Members may request an update from the Chairman at any time. The Chairman will update members at appropriate times by email.

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**Melton
Borough
Council**

Climate, Access and Engagement Portfolio Update

Councillor Alison Freer-Jones
22 December 2020

Portfolio Holder for Climate, Engagement & Access

Governance & Democratic Services

Legal & Information Governance

Community Grants and Community Lottery

Resident Engagement and embedding services in communities

Member Development Champion

Parish Council Liaison & Rural Communities

Equalities & Accessibility

Customer Access, website and telephony experience

Electoral Services

Corporate Complaints

Climate Change

Lightbulb and Disabled Facilities Grants Housing & Communities

Licensing

Environmental Protection inc. place based Planning & Licensing

Director of the BID

Corporate Strategy & Priorities Updates

- **Priority 1 - Excellent services positively impacting our communities lives**
 - IEG4 Update
 - System Design
- **Priority 4 - Protect our climate and enhance our rural, natural environment**
 - Climate Change
 - Regulatory Update
- **Priority 6 - Connected with and led by our community**
 - AV Equipment
 - Melton Deal
- **General Portfolio Updates**
 - Brexit
 - Elections
 - Constitutional Working Group
 - LGA Review
 - Community Grants
 - Community Lottery

Corporate Strategy

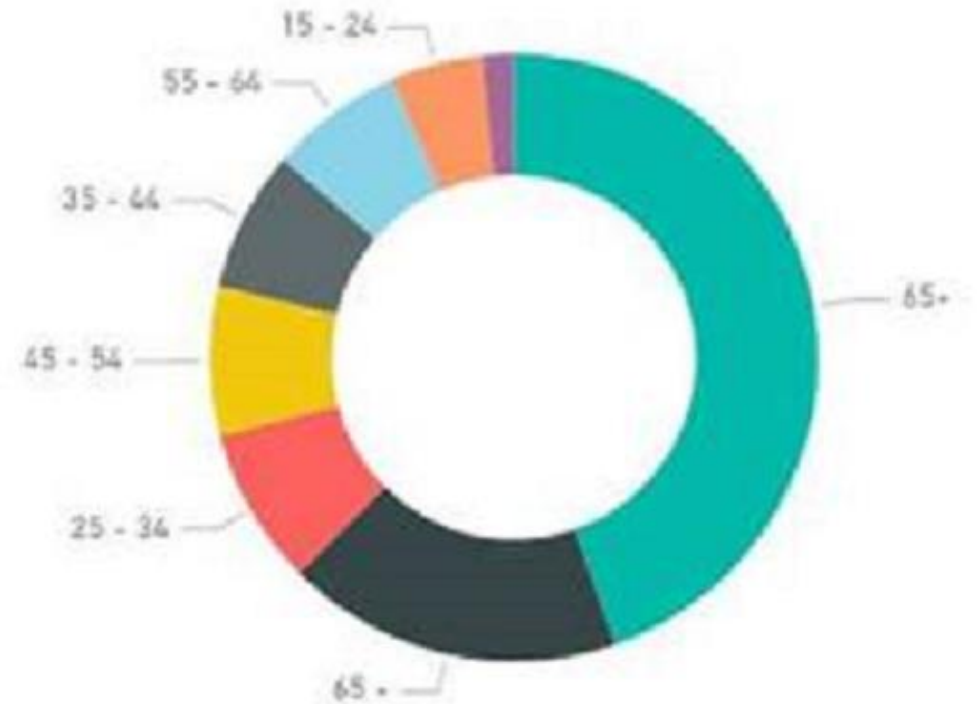
Priority 1- Excellent services positively impacting our communities lives

What we will do - Improve website and customer access
Implement a new self service platform

Total Accounts and New Accounts



Account by age band



Corporate Strategy
Priority 1- Excellent services positively impacting our communities lives



Corporate Strategy

Priority 4- Protect our climate and enhance our rural, natural environment

Focus

Ensure council operations are carbon neutral by 2030 and promote sustainability within the borough

What we will do- Reduce emissions across all council activities

What we will do- Promote and encourage more walking and cycling opportunities

Focus

Utilise new investment in enforcement to tackle environmental and place based issues that matter to our communities such as litter, blight and inappropriate behaviour.

What we do

Use education and enforcement to tackle issues which blight our communities.

Climate Change

Monthly Update

The Climate Emergency Policy Development Group has resumed its activity after interruption related to the Covid-19 pandemic – the last meeting was late October. The proposed Baseline Study and Improvement Pathways is in the process of being procured.

Next 3 months

The Group is looking at the role of Local Plan policy EN9 with an analysis of application to inform whether and how there is scope for it to secure greater benefits. Work with LRF recovery group continues to look for joint bids for potential electric car charging points in public car parks and de-carbonising our vehicles. There is initial discussion regarding the potential opportunity for a joint bid with other Councils for funding for carbon neutral retrofitting to our housing stock.

Regulatory

Monthly Update

The Environmental Enforcement Officer & the Environmental Health Technical Officer continue to engage, explain, encourage then enforce where necessary. Both have had great success with garden clearances. The Council has also re-commenced interview under cautions for a number of fly tipping offences. In November there were 6 warning notices and letters issued, 2 formal notices. 2 fixed penalty notices have been paid and we have worked in conjunction with the legal team to successfully prosecute one individual for a breach of householder duty of care. Their legal team have two further fly tipping prosecutions listed for Monday 14 December 2020.

Next 3 months

An all member briefing to be scheduled in February / March 2021

Corporate Strategy

Priority 6- Connected with and led by our community

Focus

Promoting democracy and community involvement in council decision making

What we will do

Make council meetings and the leadership of the council more digitally accessible

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ACV Equipment

Monthly Update

The current system is 8 years old and has become difficult to support, and is no longer considered fit for purpose. The current system will not support hybrid meetings or live streaming. Procurement for the new Audio Visual Equipment has commenced.

Next 3 months

- Evaluation of Bids will commence Mid-January 2021
- Approval for addition to the Capital Programme will be presented to Council in February 2021
- Implementation is expected by the end of March 2021

Focus

Promoting democracy and community involvement in council decision-making.

What we will do

Strengthen relationships and work more closely with our Parish Councils.

Planning Service Review

Monthly Update

- Planning Services Review- work progressing with introduction of new validation process, revision of job descriptions with career grading and instalment of new software for the application process
- Business engagement through BID board - monthly board meetings

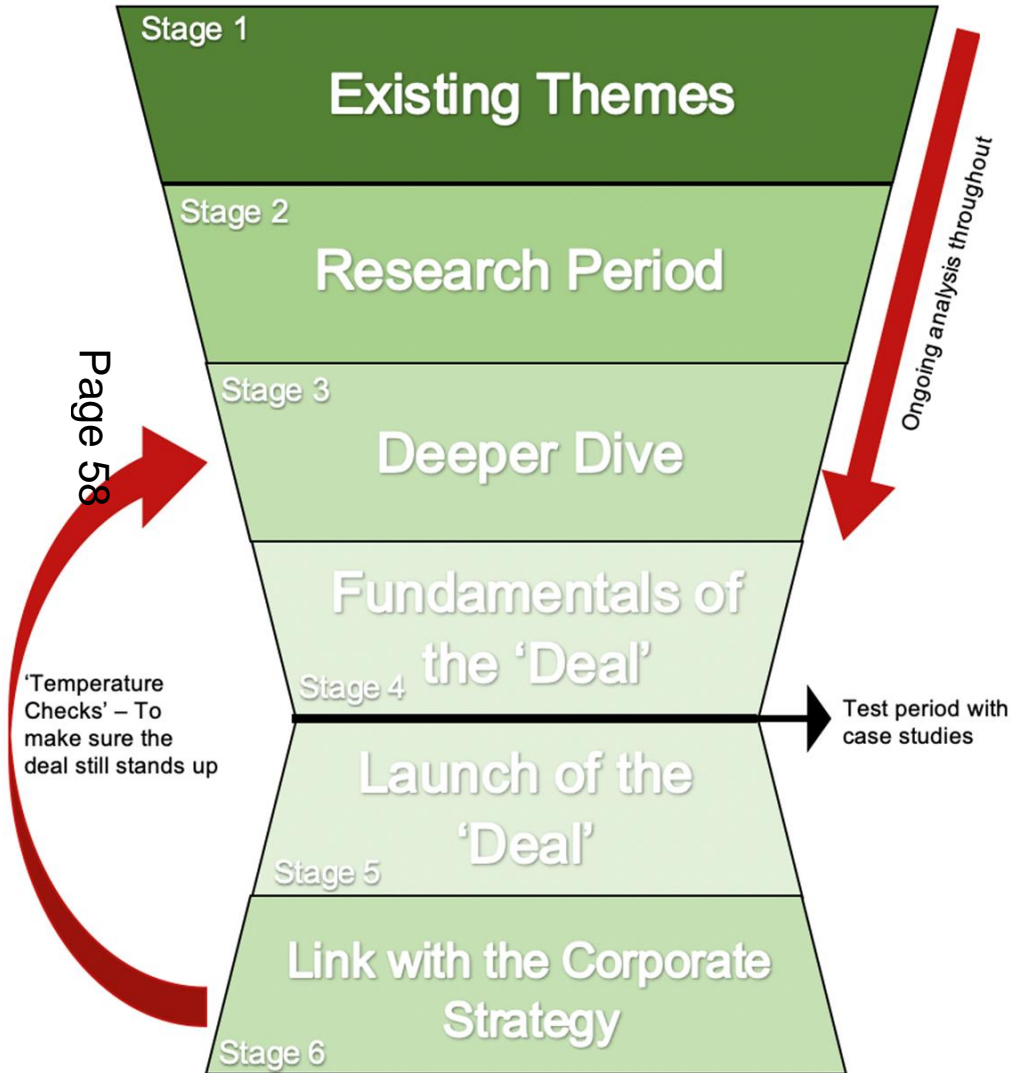
Next 3 months

- Interactive workshop for members engagement through planning process to be planned towards the end of January

Corporate Strategy

Priority 6- Connected with and led by our community

The Melton Deal



- Programme of work has been created for us to understand our communities and engage with them as active partners.
- The Deal will empower local communities in helping each other to help themselves.
- The work spans until Summer 2021 to ensure we understand all aspects of our community.
- Work from previous studies and Scrutiny Committee can be fed in as the project progresses.
- Co-creating a deal for every resident across the whole of the Borough

Focus

Work with public and voluntary sector partners to create integrated community based services

Review and reinvigorate partnership structures and frameworks with tenants and wider community groups.

What we will do

Harness community spirit and establish a new "deal" between the council and the communities we serve.

General Portfolio Updates

Brexit Readiness & Data Protection

A project plan is being monitored to ensure that the Council is data compliant with any changes arising from exiting the EU. The systems where information is stored have been reviewed in case of a 'no adequacy' decision from the EC. Wider issues are engaged through LRF structures which have evolved in recognition that the impact of EU Exit and Covid-19 issues will be concurrent. Key issues for the Council arising from this are business support for exporting businesses and workforce implications for employees of EU nationals.

PCO/County Election

Election planning has begun for the elections in May 2021 especially as new measures will need to be put in place in light of the pandemic. This is the first year that we will be using our new elections system so work is being undertaken to input all data in readiness for the elections. A new Elections Manager started on 2nd November 2020.

Constitutional Review Working Group

Considered a range of outstanding constitutional matters which will be considered by Council in the coming months. The meeting on 10 November 2020 considered a Member Skills Charter to enable a more tailored Member Development Programme. We will also be looking at the Member Officer Protocol in the coming months.

LGA Review

To support continuous improvement, Judith Hurcombe from the LGA has been undertaking a review of the new governance arrangements since they were adopted nearly two years ago. The review specifically focusses on member engagement in decision making and how the governance structure supports all members to deliver the new Corporate Strategy.

Equalities

Work is underway to refresh and reconvene the Corporate Equalities Group (previously Equalities Steering Group), to consider how best to drive the action plan forward. An Equalities report will be delivered to full Council on 24.03.21.

Community Grants

2020/21 was the first year of the new community grants allocation policy and saw a wider range of services and a number of smaller local services benefit from the Community Grants fund than has previously been possible. Bidding period for 2021/22 applications is now open with a closing date of 16th December 2020.

Community Lottery

A Cabinet report was considered in June 2020. A further report will be reported to Cabinet in June 2021.

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