

Agenda

Meeting name	Meeting of the Scrutiny Committee
Date	Tuesday, 5 October 2021
Start time	6.30 pm
Venue	Parkside, Station Approach, Burton Street, Melton Mowbray, Leicestershire. LE13 1GH
Other information	This meeting is open to the public

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

Edd de Coverly
Chief Executive

Membership

Councillors	P. Cumbers (Chair)	R. Bindloss (Vice-Chair)
	P. Chandler	R. Child
	J. Douglas	C. Evans
	C. Fisher	J. Illingworth
	E. Holmes	M. Steadman

Quorum: 5 Councillors

Meeting enquiries	Democratic Services
Email	democracy@melton.gov.uk
Agenda despatched	Monday, 27 September 2021

No.	Item	Page No.
	<p>LIVE BROADCAST Public Access The meeting will be available to view at the following link: View Scrutiny Committee</p>	
1.	APOLOGIES FOR ABSENCE	
2.	<p>MINUTES To approve the minutes of the previous meeting held on 2 September 2021.</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 THE FORWARD PLAN To consider the attached Forward Plan and identify any relevant items for inclusion in the Scrutiny Work Programme, or to request further information.</p>	9 - 18
5.	<p>REVIEW OF THE SCRUTINY WORK PROGRAMME 2021/22 Members are to review and comment upon the attached Scrutiny Work Programme 2021/22.</p>	19 - 26
6.	<p>PORTFOLIO HOLDER FOR COUNCIL HOMES AND LANDLORD SERVICES ANNUAL PRESENTATION The annual presentation of the Portfolio Holder for Council Homes and Landlord Services, Councillor Browne, is to be presented to the Committee.</p>	
7.	<p>MELTON COMMUNITY LOTTERY UPDATE The Committee are to receive a report updating Members on the actions taken since Cabinet considered Scrutiny's recommendations on 18 March 2020.</p>	27 - 46
8.	<p>LEICESTERSHIRE WASTE STRATEGY Members are to receive a report on the Leicestershire Waste Strategy.</p>	47 - 54
9.	<p>SCRUTINY RESPONSE AND RECOVERY (PEOPLE) TASK AND FINISH GROUP FINAL REPORT The final report of the Scrutiny Response and Recovery (People) Task and Finish Group is to be presented to the Committee.</p>	55 - 100
10.	<p>URGENT BUSINESS To consider any other items that the Chair considers urgent.</p>	

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Minutes

Meeting name	Scrutiny Committee
Date	Thursday, 2 September 2021
Start time	6.30 pm
Venue	Parkside, Station Approach, Burton Street, Melton Mowbray, Leicestershire, LE13 1GH

Present:

Chair Councillor P. Cumbers (Chair)

Councillors R. Bindloss (Vice-Chair) P. Chandler
 R. Child J. Douglas
 C. Evans C. Fisher
 J. Illingworth E. Holmes
 M. Steadman

In attendance Councillor L. Higgins

Officers Director for Housing and Communities (Deputy Chief Executive)
 Director for Growth and Regeneration
 Assistant Director for Housing
 Senior Democratic Services and Scrutiny Officer
 Democratic Services Officer (HA)

Minute No.	Minute
16	<p>APOLOGIES FOR ABSENCE There were no apologies received for this meeting.</p>
17	<p>MINUTES The minutes of the meeting held on 15 July 2021 were approved.</p>
18	<p>DECLARATIONS OF INTEREST No declarations of interest were received.</p>
19	<p>REVIEW OF THE FORWARD PLAN The Chair introduced the Cabinet Forward Plan and invited Members for comments.</p> <p>The Chair raised concerns about the cost of Lifeline to the taxpayer and offered to do some research into the service that Age UK offer in terms of cost and service.</p>
20	<p>REVIEW OF THE SCRUTINY WORK PROGRAMME 2021/22 The Chair introduced the Scrutiny Work Programme and invited members for comments.</p> <p>The Chair introduced Cllr Bindloss who informed the Committee he had been investigating the lack of youth services throughout the Borough and wished to provide an update to his findings, which are as follows:</p> <ul style="list-style-type: none"> • Through a lack of supportive infrastructure, guidance and positive challenges a number of villages in the Borough have ongoing nuisance issues and Members would need to consider why this is and consider what the consequences would be if nothing was to be done. • When new developments are built there is little or no regard for the provision for youth services making villages less attractive for families to wish to live in. • Leicestershire County Council have now withdrawn funding for youth services forcing parish councils to look at raising funds to keep the clubs running and for paying towards the rent of properties too. The local County Councillor, Mark Frisby, had suggested setting up a charitable trust to pay for youth leaders. • It would be difficult to allow parents or voluntary organisations to be involved in the running of clubs as there would be the issue of child protection and enhanced DBS checks. • Cllr Bindloss and Cllr Chandler are considering how to form a directory of

youth provision within the individual villages and wards and would collate this information by contacting the organisations and parishes to establish where their satellites are across the borough.

In discussion, the following was noted:

- Cllr Child advised that, through joint working between the parish council, the local cricket club and the Belvoir countryside, the Great Dalby summer cricket club was such a success that, due to a lack of facilities elsewhere, it would be moving to a larger venue within the village.
- Cllr Steadman advised that Long Clawson, Hose and Harby as a cluster of villages share leisure facilities such as tennis and football.
- Cllr Holmes suggested that developments should be built in or near areas where there are already established youth and sports clubs to encourage more children to get involved.
- Cllr Bindloss would continue with his investigations following comments from the Committee and consider if the Scrutiny Committee would like to be involved and set up a Task and Finish Group.

The Chair introduced Cllr John Illingworth informing the committee he had decided to compare car parking charges in Melton Mowbray with other local towns:

- Cllr Illingworth advised members he had decided to take a look at the car parking charges in Melton Mowbray to get an understanding of how Melton compared to other towns in the area in regard to short term parking, long term parking, permit and on street parking.
- He hoped to have this information collated by November 2021 and would discuss the findings with the Portfolio for Growth and Prosperity, Cllr Higgins and whether there would be the need to include the item on the Scrutiny Work Programme for further investigation.
- The Chair asked members to contact Cllr Illingworth with any ideas they would like him to consider in his investigations.

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**PORTFOLIO HOLDER FOR GROWTH AND PROSPERITY (DEPUTY LEADER)
ANNUAL PRESENTATION**

The Portfolio Holder for Growth and Prosperity (Deputy Leader), Cllr Leigh Higgins, joined the meeting remotely and introduced the presentation to the Committee, highlighting areas of responsibility within his portfolio.

****At 8.00pm, Cllr Child left the meeting and did not return.****

During the presentation the following comments were noted:

- Members praised the officers involved for the speed of the covid grant pay-outs to local businesses.
- A member raised concerns about the lack of information for the north of the borough on the Discover Melton website, the Director for Growth and Regeneration advised that businesses and tourist spots in the north were included and would provide members with the full directory following the meeting.
- Members were reminded that any business can be included on the Discover Melton website provided they had given permission to the Council to do so.
- It was agreed that it would be beneficial to have representation from Bottesford on the Place Board to help promote that part of the Borough.
- Cllr Higgins advised that the Council was currently working with the Clinical Commissioning Group to bring about a secondary health provision in Melton Mowbray.
- Cllr Higgins advised that the decision to relocate the Christmas tree pit last year was taken due to health and safety issues as the current location was too unstable and the Leader wished for a tree to be in place, he advised that had also been a lack of tenders for the work.

****At 8.30pm, Cllr Illingworth left the meeting and did not return.****

The Chair thanked Cllr Higgins and the Director for Growth and Prosperity for the presentation and asked to pass her thanks to the teams who had continued working throughout the pandemic helping to save a lot of businesses.

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HOUSING VOIDS MANAGEMENT AND TEMPORARY ACCOMMODATION UPDATE

The Director for Housing and Communities (Deputy Chief Executive), Michelle Howard and the Assistant Director for Housing, Craig Spence, introduced a report updating Members on the actions taken since Cabinet accepted the Committee's recommendations on housing voids management and temporary accommodation on 22 January 2020.

****At 8.38pm, Cllr Holmes left the meeting and did not return.****

During the presentation the following comments were noted:

- The Director for Housing and Communities advised Members that a review of the allocations policy had been triggered as the currently policy is not up to date and the current IT systems are not fit for purpose. The review would be completed within the next three months with a formal consultation taking place in which Scrutiny would be invited to be part of the process. It is hoped the new policy and system will go live by March 2022.

- The Director for Housing and Communities advised Members that by the housing assets, housing options and tenancy services teams working together they had prevented people from losing their homes and avoid the homeless process. For those that did come through the homeless process the properties would be allocated in the correct and sustainable way, which is how the Council have been able to balance their responsibilities around the Afghan scheme alongside the housing register.
- The Assistant Director for Housing advised members of annual returns via the Local Authority Housing Statistics (LAHS) that allows the Council to benchmark its performance against other social housing landlords locally. In addition, it would be beneficial for the council to look at joining Housemark which benchmarks against other landlords throughout the UK, though there would a cost to this and a consideration would be the need to take into account the resources to undertake the work.
- The void performance during the pandemic averaged 17.9 days compared to recent turnaround of 4 days. Turnaround had been improved due to properties being advertised and repairs completed whilst the term of notice was still active.
- Melton has a current of stock of 1800 properties of which a large number are the Intensive Housing Management Support (IHMS) properties. Due to the high demand of the housing register it may be necessary to release some of these IHMS properties to general needs.
- The average time on the waiting list for those in the current priority banding is 18 months to 2 years which is in line with other authorities nationally.
- There are currently 32 void properties, which is the lowest since March 2021 with 16 properties to be handed back in the next 7-10 days.

The Chair thanked the Director for Housing and Communities and the Assistant Director for Housing for their presentation and asked to pass on her thanks to the teams and contractors who had worked throughout the pandemic.

RESOLVED

1. Scrutiny NOTED the progress and ongoing work across the Housing Communities directorate to satisfy the recommendations made.

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URGENT BUSINESS

There was no urgent business to discuss at the meeting.

The meeting closed at: 9.00 pm

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 Forward Plan

FOR THE PERIOD September 2021 - December 2021

What is the Plan?

It is a list of the Key Decisions to be taken by the Cabinet during the period referred to above. The Council has a statutory duty to prepare this document, in accordance with the Local Government Act 2000 (as amended). The Plan is published 28 clear days before a meeting of Cabinet is to be held. The Plan is available to view at the Council's main offices in Melton, or on the Council's website, <http://www.melton.gov.uk>.

What is a Key Decision?

Definition of a key decision as detailed in the Council's Constitution:

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- (i) Is, in value, worth more than £50,000 of the annual revenue budget for the service or function or of the capital allocation to the scheme concerned, or
- (ii) Has a significant impact because it either:
- Affects individuals or organisations outside the District;
 - Affects individuals or organisations in more than one Ward; or
 - Will have a long term (more than 5 year) or permanent effect on the Council or District

Who makes Key Decisions?

Under the Council's Constitution, Key Decisions are made by:

- Cabinet
- The Leader and Portfolio Holders
- Individual officers acting under delegated powers

Are only Key Decisions published on the Plan?

The Council has a statutory obligation to publish Key Decisions in the Plan. However, the Council has voluntarily decided to list non-key Cabinet decisions as well. To clarify matters, Key Decisions will be identified on the Plan with a Yes, non-key decisions with a No.

What does the List tell me?

The List gives information about:

- Upcoming Key and Non-Key Decisions (identified by Yes or No next to them)
- Whether the decision will be made in public or private.

- When decisions are likely to be made.
- Who will make these decisions.
- Who you can contact for further information.

Who are the members of the Cabinet?

The members of the Cabinet and their areas of responsibility are:

- Leader of the Council
- Growth and Prosperity (and Deputy Leader)
- Corporate Governance, Finance and Resources
- Climate, Access and Engagement
- Council Homes and Landlord Services
- People and Communities

What is the role of Scrutiny?

The Council's Scrutiny Committee's role is to contribute to the development of Council policies, scrutinise decisions of the Cabinet and hold them to account and to consider any matter affecting Melton Borough or its citizens. Dates of these meetings can be found on the Council's website.

Who do I contact, and how?

Each entry on the Plan indicates the names of the people to contact about that item. They can be contacted via the switchboard on 01664 502502

Request to view Background Papers

Should you wish to request copies or extracts of any documents listed under the column entitled 'Background Papers', for items which are considered to be Key Decisions, please contact Democratic Services at, Melton Borough Council, democracy@melton.gov.uk Please note that copies or extracts of documents which contain information of a confidential or exempt nature cannot be disclosed to the public.

Submission of Additional Documents

Additional documents which are deemed relevant to a particular Key Decision item may be submitted to the Cabinet for consideration. Copies of such documents may also be requested under the same process for requesting to view Background Papers.

Confidential and Exempt Information

This list may also include items to be considered which contain confidential or exempt information, but will not disclose any detail of a confidential or exempt nature. Such items will be identified with '(Exempt)' in the report title.

Report Title	Background Papers	Decision Maker	Date of Decision	Key Decision?	Portfolio Holder/ Contact Officer	Decision to be taken in public or private session?
<p><u>Housing Improvement Plan Contractor - Electrical Works</u></p> <p>Authority to undertake a procurement exercise and appoint a contractor for Electrical Works required under the Housing Improvement Plan</p>		Portfolio Holder for Council Homes and Landlord Services	Not before 17th Sep 2021	Yes	Portfolio Holder for Council Homes and Landlord Services Julie Martin, Housing Asset Manager	Open
<p><u>Disposal of Toilet Blocks (Park Lane and Wilton Road)</u></p> <p>To seek authority for the disposal of toilet blocks at Park Road and Wilton Road</p>		Portfolio Holder for Growth and Prosperity (and Deputy Leader)	Not before 17th Sep 2021	Yes	Portfolio Holder for Growth and Prosperity (and Deputy Leader) Jiten Ravat, Senior Estates Surveyor	Part exempt
<p><u>Award of Contract – Lift refurbishment at Granby House</u></p> <p>To award a contract for the passenger lift refurbishment at Granby House.</p>		Portfolio Holder for Council Homes and Landlord Services	Not before 17th Sep 2021	Yes	Portfolio Holder for Council Homes and Landlord Services Craig Spence, Assistant Director for Housing Management	Open

<p align="center"><u>Report Title</u> and Expected Decision</p>	<p align="center">Background Papers</p>	<p align="center">Decision Maker</p>	<p align="center">Date of Decision</p>	<p align="center">Key Decision?</p>	<p align="center">Report Available/ Portfolio Holder/ Contact Officer</p>	<p align="center">Decision to be taken in public or private session?</p>
<p><u>Housing Benefit Assurance Process Contract Award</u></p> <p>The Council is required to procure a reporting accountant to undertake an audit of the subsidy claim made to the Department of Work & Pensions (DWP) for Housing Benefit granted. This contract is for a reporting accountant to perform the audit in accordance with the Housing Benefit (subsidy) Assurance Process (HBAP) modules for our subsidy claim for 2020/21, 2021/22 and 2022/23, with an option for a further 12 month extension to cover the requirements of the HBAP modules for the subsidy claim for the 2023/2024 financial year.</p>		<p>Director for Housing and Communities</p>	<p>Not before 17th Sep 2021</p>	<p>Yes</p>	<p>Portfolio Holder for Corporate Governance, Finance and Resources</p> <p>Nick Sach, Revenues and Benefits Manager</p>	<p>Open</p>
<p><u>Housing Revenue Account (HRA) Revenue and Capital Budget Monitoring - Quarter 1</u></p> <p>To inform on how the Council is performing against its revenue and capital budgets.</p>		<p>Cabinet</p>	<p>8 Sep 2021</p>	<p>No</p>	<p>Portfolio Holder for Corporate Governance, Finance and Resources</p> <p>Carol King, Accountant (CK)</p>	<p>Open</p>

<p align="center"><u>Report Title</u> and Expected Decision</p>	<p align="center">Background Papers</p>	<p align="center">Decision Maker</p>	<p align="center">Date of Decision</p>	<p align="center">Key Decision?</p>	<p align="center">Report Available/ Portfolio Holder/ Contact Officer</p>	<p align="center">Decision to be taken in public or private session?</p>
<p><u>General Fund Revenue and Capital Budget Monitoring - Quarter 1</u></p> <p>To inform on how the Council is performing against its revenue and capital budgets.</p>		<p align="center">Cabinet</p>	<p align="center">8 Sep 2021</p>	<p align="center">No</p>	<p>Portfolio Holder for Corporate Governance, Finance and Resources</p> <p>Barry Dryden, Accountant (BD)</p>	<p align="center">Open</p>
<p><u>Melton Mowbray Business Improvement District Renewal Ballot</u></p> <p>To determine the position re the Councils vote in the BID Renewal Ballot.</p>		<p align="center">Cabinet</p>	<p align="center">8 Sep 2021</p>	<p align="center">Yes</p>	<p>Portfolio Holder for Growth and Prosperity (and Deputy Leader)</p> <p>Pranali Parikh, Director for Growth and Regeneration</p>	<p align="center">Open</p>
<p><u>Annual Ombudsman Report</u></p> <p>To inform Members of the contents of the Local Government and Social Care Ombudsman's Annual Report Letter and provide a summary of the complaints received by Melton Borough Council for the year ending 31 March 2021.</p>		<p align="center">Cabinet</p>	<p align="center">8 Sep 2021</p>	<p align="center">No</p>	<p>Portfolio Holder for Climate, Access and Engagement</p> <p>Kieran Stockley, Assistant Director for Governance & Democracy</p>	<p align="center">Open</p>

Report Title and Expected Decision	Background Papers	Decision Maker	Date of Decision	Key Decision?	Report Available/ Portfolio Holder/ Contact Officer	Decision to be taken in public or private session?
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<p><u>Developer Contributions Supplementary Planning Documents (SPD)</u></p> <p>Cabinet will review the proposed draft Developer Contributions SPD with a view to full public consultation commencing in March 2021. The SPD will provide advice regarding the priority that the Council will give to requests for the funding of various items of infrastructure where viability is an issue when determining planning applications.</p>		<p>Cabinet</p> <p>Cabinet</p> <p>Council</p>	<p>21 Jul 2021</p> <p>21 Sep 2021</p> <p>23 Sep 2021</p>	<p>Yes</p>	<p>Portfolio Holder for Growth and Prosperity (and Deputy Leader)</p> <p>Sarah Legge, Local Plans Manager</p>	<p>Open</p>
<p><u>Melton North Sustainable Neighbourhood Masterplan</u></p> <p>To accept as fulfilment of the Local Plan policy requirement (policy SS5), a masterplan promoted by the developers in the North Sustainable Neighbourhood. The masterplan aims to fulfil the main requirements of the policy to ensure that the services and facilities required to ensure a successful, planned development takes place during the plan period. Included will be a programme to ensure the timely delivery of the required infrastructure provisions.</p>		<p>Cabinet</p>	<p>13 Oct 2021</p>	<p>Yes</p>	<p>Leader of the Council</p> <p>Jim Worley, Assistant Director for Planning and Delivery</p>	<p>Open</p>

<p align="center">Report Title and Expected Decision</p>	<p align="center">Background Papers</p>	<p align="center">Decision Maker</p>	<p align="center">Date of Decision</p>	<p align="center">Key Decision?</p>	<p align="center">Report Available/ Portfolio Holder/ Contact Officer</p>	<p align="center">Decision to be taken in public or private session?</p>
<p><u>Update on Work to Support Leicestershire County Council Secure the Housing Infrastructure Fund</u></p>		Cabinet	13 Oct 2021	Yes	Leader of the Council Edd de Coverly, Chief Executive	Open
<p><u>Lifeline Business Development Plan</u> Towards Partnership working with Harborough District Council.</p>		Cabinet	13 Oct 2021	Yes	Portfolio Holder for People and Communities Aysha Rahman, Interim Assistant Director for Communities / People Manager	Open
<p><u>Update on Housing Revenue Account Business Plan and Tenant Survey</u> To receive an update on progress in the development of the HRA Business Plan and to agree the content of a survey to obtain tenant views on the priorities for the Council's landlord services.</p>		Cabinet	13 Oct 2021	Yes	Portfolio Holder for Council Homes and Landlord Services Craig Spence, Assistant Director for Housing Management	Open

Report Title and Expected Decision	Background Papers	Decision Maker	Date of Decision	Key Decision?	Report Available/ Portfolio Holder/ Contact Officer	Decision to be taken in public or private session?
<u>Design of Development Supplementary Planning Documents (SPD) - for adoption</u> To consider adoption of the Design of Development guidance as a formal Supplementary Planning Document to assist and inform the determination of planning applications.		Cabinet Council	13 Oct 2021 16 Dec 2021	Yes	Portfolio Holder for Growth and Prosperity (and Deputy Leader) Sarah Legge, Local Plans Manager	Open
<u>Award of Contract - Passive Fire Works</u> To award the contract and enter into any necessary documentation in compliance with the contract procedure rules		Portfolio Holder for Council Homes and Landlord Services	25 Oct 2021	Yes	Portfolio Holder for Council Homes and Landlord Services Stephen Miller, Planned Maintenance Officer	Open
<u>Housing Revenue Account (HRA) Budget Monitoring - Quarter 2</u> To inform on how the Council is performing against its revenue and capital budgets.		Cabinet	23 Nov 2021	No	Portfolio Holder for Corporate Governance, Finance and Resources Carol King, Accountant (CK)	Open

<p align="center">Report Title and Expected Decision</p>	<p align="center">Background Papers</p>	<p align="center">Decision Maker</p>	<p align="center">Date of Decision</p>	<p align="center">Key Decision?</p>	<p align="center">Report Available/ Portfolio Holder/ Contact Officer</p>	<p align="center">Decision to be taken in public or private session?</p>
<p><u>General Fund Budget Monitoring Report - Quarter 2</u></p> <p>To inform on how the Council is performing against its revenue and capital budgets.</p>		Cabinet	23 Nov 2021	No	<p>Portfolio Holder for Corporate Governance, Finance and Resources</p> <p>David Scott, Corporate Services Manager</p>	Open
<p><u>Capital Programme Monitoring - Quarter 2</u></p> <p>To inform on how the Council is performing against its revenue and capital budgets.</p>		Cabinet	23 Nov 2021	Yes	<p>Portfolio Holder for Corporate Governance, Finance and Resources</p> <p>Jasvinder Bassan, Accountant (JB)</p>	Open
<p><u>Mid-Year Treasury Management Report</u></p> <p>An update on Treasury Management performance for 2021/22.</p>		Cabinet Council	23 Nov 2021 16 Dec 2021	No	<p>Portfolio Holder for Corporate Governance, Finance and Resources</p> <p>David Scott, Corporate Services Manager</p>	Open

<p align="center">Report Title and Expected Decision</p>	<p align="center">Background Papers</p>	<p align="center">Decision Maker</p>	<p align="center">Date of Decision</p>	<p align="center">Key Decision?</p>	<p align="center">Report Available/ Portfolio Holder/ Contact Officer</p>	<p align="center">Decision to be taken in public or private session?</p>
<p><u>Housing Strategy 2021-2026</u> Adoption of a strategic housing strategy for the Council for the next five years.</p>		<p>Cabinet Council</p>	<p>23 Nov 2021 16 Dec 2021</p>	<p align="center">Yes</p>	<p>Portfolio Holder for Council Homes and Landlord Services Nicola Butcher, Strategic Housing Officer</p>	<p align="center">Open</p>
<p><u>Adoption of Melton South Masterplan</u></p>		<p align="center">Cabinet</p>	<p align="center">8 Dec 2021</p>	<p align="center">Yes</p>	<p>Portfolio Holder for Growth and Prosperity (and Deputy Leader) Jim Worley, Assistant Director for Planning and Delivery</p>	<p align="center">Open</p>

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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.

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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	Director for Housing and Communities Scrutiny Chairman	September 2020 – July 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
Melton Business Improvement District	Pranali Parikh Director for Growth and Regeneration Scrutiny Chairman	Scoping – February Final Report – June/July 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 Delay in BID Ballot resulted in final report being put back to June/July 2021 – agreed with PC January 2021	Scrutiny Workshop July 2020	SLT 4/8/20
Asset Development Programme	Pranali Parikh Director for Growth and Regeneration Scrutiny Chairman	TBC	Review of the options and identification of objectives and projects which could be funded from capital receipts (e.g. Housing Company.) Review the social and economic benefits/impacts of any change (if any)	22 December 2020 meeting – Proposed by Chairman and approved by Committee	December 2020

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) Response and Recovery Task and Finish Group (People) – Final Report	One off item – Final Report for Recommendation to Cabinet/Council	Portfolio Holder for People and Communities Director for Housing and Communities	5 October 2021	To consider the findings and recommendations of the Response and Recovery Task and Finish group (People)	Scrutiny Workshop July 2020	Yes
(2) 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	5 October 2021	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	Yes
(3) Draft Leicestershire Waste Strategy	One off item	Portfolio Holder for Climate, Access and Engagement Director for Housing and Communities	5 October 2021	Scrutiny will be a key consultee for the strategy. Members are invited to provide feedback on the strategy.	Scrutiny Workshop June 2021	Yes
(4) Annual Equalities Report	Annual item	Portfolio Holder for People and Communities Director for Housing and Communities	2 November 2021	The report is the annual report on equalities but is caveated in the fact that it will be presented to Scrutiny before the end of the year.	Scrutiny Workshop June 2021	Yes
(5) Performance Report 2021/22 (Q2)	Quarterly Performance Report	Portfolio Holder for Corporate Governance, Finance and Resources Director for Corporate Services	2 November 2021	Report will cover performance indicators and complaints.	Scrutiny Workshop June 2021	Yes
(6) Budget	Annual item	Portfolio Holder for Corporate Governance, Finance and Resources Director for Corporate Services	25 January 2022	Scrutiny of the Budget (All Members) One item only agenda	N/A	Yes
(7) Crime and Disorder	Annual item	Portfolio Holder for People and Communities Director for Housing and Communities	1 March 2022	Two topics: <ul style="list-style-type: none"> Victim Support Services Impact of rural crime and efforts to address 	N/A	Yes

(8) Scrutiny Annual Report	Annual Item	Scrutiny Officer Chairman of Scrutiny Committee	5 April 2022	Report detailing the work of the Scrutiny Committee over the previous 12 months	N/A	Yes
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PORTFOLIO HOLDER ANNUAL PRESENTATION – Topic to be confirmed in advance through Scrutiny Chairman

(1) Leader	Chief Executive	June 2021	Summary of delivery of the Corporate Strategy 20/21 and objectives for 21/22. (Presentation has taken place)
(2) Portfolio Holder Questions- Corporate Governance Finance and Resources	Director for Corporate Services	July 2021	Overview of 20/21 and updates to portfolio responsibilities. (Presentation has taken place)
(3) Portfolio Holder Questions- Growth and Prosperity (Deputy Leader)	Director for Growth and Regeneration	September 2021	Overview of portfolio and objectives for 21/22. (Presentation has taken place)
(4) Portfolio Holder Questions- Council Homes and Landlord Services	Director for Housing and Communities	October 2021	Overview of portfolio and objectives for 21/22.
Page 22 Portfolio Holder Questions- Climate, Access and Engagement	Assistant Director for Governance & Democracy	November 2021 - TBC	Details to be confirmed
(6) Portfolio Holder Questions- People and Communities	Director for Housing and Communities	March 2022 - TBC	Crime and Disorder

PENDING ITEMS These items are awaiting further discussion or additional research before being added to the work programme

Suggested Topics (One-off or Review Item?)	Officer and Member Lead	Date	Notes	Requested by (Member)/ Date agreed for addition by Scrutiny Chairman
(1) Empty Homes ONE OFF ITEM	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 <i>Included in Housing Strategy</i>	
(2) Housing Allocations- Application of Process and Procedure ONE OFF ITEM	Portfolio Holder for Housing and Communities Director 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
(3) Community-led Council ONE OFF ITEM	Portfolio Holder for People and Communities Director for Housing and Communities	TBC	Post June 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 Delay n final reports from R&R Task and Finish – agreed to move to next Municipal Year 21/22 – PC 17/3/21
(4) Country Park – Public Spaces Protection Order (PSPO) REVIEW ITEM	Portfolio Holder for Growth and Prosperity (Deputy Leader) Director for Growth and Regeneration	Dec 2021	The review of the PSPO will commence in December 2021. There will be a briefing session about the PSPO process with interest Members.	Scrutiny Workshop – June 2021

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SUGGESTED ITEMS These items are awaiting further discussion, additional research or volunteers before being added to the work programme

Suggested Topics (One-off or Review Item?)	Officer and Member Lead	Date	Notes	Requested by (Member)/ Date agreed for addition by Scrutiny Chairman
(1) Debt Collection	Portfolio Holder for Corporate Governance, Finance and Resources	Dec 2021 / Jan 2022	Profiling work to take place with Scrutiny to be involved at the end of the that work. Profiling will take four to six months.	Invitation for investigation made by the Portfolio Holder for Corporate Governance, Finance and Resources – June 2021
(2) Additional Budget Scrutiny	Portfolio Holder for Corporate Governance, Finance and Resources	TBC	More in depth and earlier scrutiny of the Council's budget.	Senior Democratic Services and Scrutiny Officer to review common practices.
(3) Communication – Including front desk enquiries at Parkside.	Portfolio Holder for People and Communities Director for Housing and Communities	TBC		Scrutiny Workshop – June 2021
(4) Youth Services	Portfolio Holder for People and Communities Director for Housing and Communities	TBC	Councillor Bindloss has agreed to undertake some research before presenting a case to the Committee for further investigation.	Councillor Bindloss – July 2021
(5) Allotments in Melton Mowbray ONE OFF ITEM	Portfolio Holder for Growth and Prosperity (Deputy Leader) Director for Corporate Services	TBC	The purpose of the work is to establish: <ul style="list-style-type: none"> • Are they being used? • Do we need more? • What income is being generated? What is the cost to the Council of maintenance?	Scrutiny Workshop – June 2021
(6) Car parking charges	Portfolio Holder for Growth and Prosperity (Deputy Leader) Director for Growth and Regeneration	TBC	This topic was raised due to concern over MBC's car parking charges. Councillor Illingworth has agreed to undertake some pre-investigation research.	Scrutiny Workshop – June 2021
(7) Car parking contract	Portfolio Holder for Growth and Prosperity (Deputy Leader) Director for Growth and Regeneration	TBC	Would be subject to the timing of contract renewal.	Scrutiny Workshop – June 2021
(8) Complaints about GPs	The Leader Chief Executive	TBC		Scrutiny Workshop – June 2021

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(9) Dog Warden contract	Portfolio Holder for Climate, Access and Engagement Director for Growth and Regeneration	TBC	Would be subject to the timing of contract renewal.	Scrutiny Workshop – June 2021
(10) Mayoralty Protocol Document	The Leader Assistant Director for Governance and Democracy	TBC	Aim is to produce a protocol document. Recommend waiting until current incumbent has settled into the role and can then feedback on any issues which need further review. Helpful to wait for the outcome of the Independent Remuneration Panel (due September).	Scrutiny Committee – June 2021
(11) The leisure contract with WLC and the upgrading of the site to MV16. (Plus Health and Leisure Park Development)	The Leader Director for Growth and Regeneration	TBC	Depends on timescales of the contract and development. Important strategic ambition with the establishment of health and leisure park.	Scrutiny Workshop – June 2021
(12) Waste – Recycling Rates	Portfolio Holder for Climate, Access and Engagement Director for Housing and Communities	TBC (Sept 21)	Scrutiny to investigate and provide their findings for the consultation on the Draft Leicestershire Waste Strategy.	Scrutiny Workshop – June 2021

ADVICE ON WORK PROGRAMME

What is a Work Programme?

The Scrutiny Work Programme 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 programme 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 programme so as to allow relevant issues to be dealt with as and when they arise.

Sources of Work Programme 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 Programme Topic

The Scrutiny Committee should use effective processes to select topics that will contribute towards the best possible work programme 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 work programme.

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.



Scrutiny

5 October 2021

Report of: Councillor Alison Freer - Portfolio Holder for Climate, Access and Engagement

Melton Community Lottery Update

Corporate Priority:	Connected with and led by our community
Relevant Ward Member(s):	All
Date of consultation with Ward Member(s):	N/A
Exempt Information:	No

1 Summary

- 1.1 To provide feedback on the progress of the Community Lottery following Scrutiny Recommendations to Cabinet on the 18th March 2020. The recommendation from Scrutiny was that:
 - 1.1.1 The Lottery should cease unless in 12 months' time the numbers, through active promotion by all parties are at least at the same level as at 31 December 2018 i.e. 448 (this figure represents the highest number of members recorded).
- 1.2 Following a management response to the Scrutiny recommendations (at Appendix A), Cabinet agreed the following:
 - 1.2.1 That efforts be made to increase participation within existing resources and that officers undertake a review proportionate with the level of investment in the service and report the findings to Cabinet after 12 months, such that a decision can be made regarding the ongoing impact and value of the service.
- 1.3 The redeployment/refocus of the Council to supporting the Community Hub efforts during what has been a difficult year delivering the response to Covid-19 should also be noted.

2 Recommendation

That Scrutiny Committee:

- 1. Notes the report and provides comments to Cabinet for them to consider.**

3 Reason for Recommendations

- 3.1 The lottery provides a net benefit to the Council which has been used to help fund the Community grant scheme and local good causes.
- 3.2 If the lottery was to be discontinued it would not result in any savings to Melton Borough Council as the support costs (corporate recharges – applied across all services) will simply be re-allocated across the organisation.
- 3.3 Evidence provided within the report demonstrates that resource investment has the potential for the lottery to achieve even more.

4 Background

- 4.1 Melton Borough Council utilised the Government kick-start scheme to recruit a part-time Marketing Assistant to focus on Melton Community Lottery in order to increase visibility and understanding of the lottery in the community.
- 4.2 The marketing assistant started on 4th May 2021 on a 6 month, fully funded placement and began work on lottery marketing immediately.
- 4.3 At that time the projected annual net annual cause revenue was £10,500 with ticket sales of 340 and 45 Good Causes on board.

5 Main Considerations

- 5.1 In the 4 months since the Marketing assistant began ticket sales have increased, new good causes have been recruited and the net annual cause revenue was projected (at the time of writing the report) to be up to £13,000 with ticket sales of 422 and 47 Good Causes.
- 5.2 Prior to the kick-start Marketing Assistant starting the Council had no marketing expertise focussed on the lottery due to capacity and resource. The marketing assistant's work has shown that with additional resource it is possible to drive sales and increase the profile of the community lottery across the borough.
- 5.3 Attached as Appendix B is the marketing assistant progress report to show her constant progress which includes the marketing plan and examples of some of the marketing materials she has created in order to appeal to a number of different demographics.
- 5.4 The idea is to promote the lottery to the community but also to employ some direct marketing at organisations and groups in order to attract new Good causes.
- 5.5 The Marketing Assistant is currently funded through the kick start scheme. This ends in November 2021. Officers are currently exploring options to ensure continued promotion, visibility and marketing of the lottery.

6 Consultation

- 6.1 Portfolio Holder consultation has been undertaken.
- 6.2 Anecdotal feedback from existing and new good causes regarding the Marketing Assistant guidance has been extremely positive.

7 Next Steps – Implementation and Communication

- 7.1 Scrutiny comments and recommendations to be considered by Cabinet.

8 Financial Implications

- 8.1 The net direct cost for the lottery (excluding any overheads recharges) is £1.5k based on the budget for 2021/22. Including within this is a budgeted contribution of £5k to the

community grants allocation as a contribution to offset those grant costs. Therefore, the overall net benefit to the authority through operation of the lottery is £3.5k.

8.2 In terms of current performance with the focus of staff time on supporting the community hubs and managing the impact of the pandemic ticket sales had dropped prior to the marketing assistance starting. Over the 4 month period ticket sales have increased to being the income back in line with the budget of £13k.

Financial Implications reviewed by: David Scott, Corporate Services Manager (Deputy S151 Officer) 27.09.21

9 Legal and Governance Implications

9.1 The Council must have regard to the Conditions and Codes of Practice which are published by the Gambling Commission. The promotion of the lottery by the Council is an executive function of the Council. This function would sit separate from the licensing authority which is undertaken by the Licensing Committee.

Legal Implications reviewed by: Kieran Stockley (Monitoring Officer) 27.09.21

10 Equality and Safeguarding Implications

10.1 There are no safeguarding implications.

10.2 If the Lottery is to be discontinued, an Equality Impact Assessment will need to be undertaken to determine the impact on the beneficiaries of the causes supported by the funds raised by the Lottery. There may also be associated reputational risks.

11 Community Safety Implications

11.1 No community safety implications have been identified.

12 Environmental and Climate Change Implications

12.1 There have been no environmental and climate change implications identified.

13 Risk & Mitigation

Risk No	Risk Description	Likelihood	Impact	Risk
1	The lottery provides a net benefit to the Council which has been used to help fund the Community grant scheme and consequently local Good causes. If the lottery was to be discontinued it would not result in any savings as the support costs will simply be allocated to another service.	Low	Critical	Discontinuation of the lottery

		Impact / Consequences			
		Negligible	Marginal	Critical	Catastrophic
Likelihood	Score/ definition	1	2	3	4
	6 Very High				

5 High				
4 Significant				
3 Low			1	
2 Very Low				
1 Almost impossible				

Risk No	Mitigation
1	Discontinuation of the lottery

14 Appendices

14.1 Appendix A - Management Response to Scrutiny Recommendations

14.2 Appendix B - Marketing Assistant progress report

Report Author:	Aysha Rahman , Leisure, Culture and People Manager
Report Author Contact Details:	01664 502502 arahman@melton.gov.uk
Chief Officer Responsible:	Michelle Howard , Director for Housing and Communities (Deputy Chief Executive)
Chief Officer Contact Details:	01664 504322 mhoward@melton.gov.uk

MANAGEMENT RESPONSE TO THE RECOMMENDATIONS OF THE SCRUTINY COMMITTEE – MELTON COMMUNITY LOTTERY

RECOMMENDATION	REASON FOR RECOMMENDATION PROVIDED BY THE TASK AND FINISH GROUP	MANAGEMENT RESPONSE (DIRECTOR FOR HOUSING & COMMUNITIES)
<p>1) The Lottery should cease unless in 12 months time the numbers, through active promotion by all parties are at least at the same level as at 31 December 2018 i.e. 448 (this figure represents the highest number of members recorded).</p>	<ul style="list-style-type: none"> Members acknowledged the Council's conflicting priorities, capacity and resource issues but emphasised that good quality promotion was vital to increase Lottery membership, drive ticket sales, increase revenue and ensure the success of the Lottery. 	<p>The target of achieving the same levels of ticket sales would be a significant challenge as it was originally achieved over a period of two years when the scheme was very new. In addition there are no proposals to increase the level of resource to administer the Community Lottery.</p> <p>Discontinuing the lottery will not result in any direct cashable savings to the support costs as they will simply be redirected to another service area. This also means the resources could be redirected to another service area but there would be an increase to the pressure on Council funds as there will no longer be any contribution to the Community Grants budget.</p> <p>Focusing on the direct costs the lottery provides a net benefit to the Council which has been used to help fund the Community grant scheme.</p>
<p>2) A report be presented to Scrutiny after 12 months to review and make a recommendation to Cabinet.</p>	<ul style="list-style-type: none"> As above. 	<p>As above</p>

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Marketing Assistant (Lottery and Private Lifeline) Progress Report

1. The starting point

When I joined the organisation on May 4th 2021, the Melton Community Lottery was making £10,545.60 annually and had 45 active local good causes.

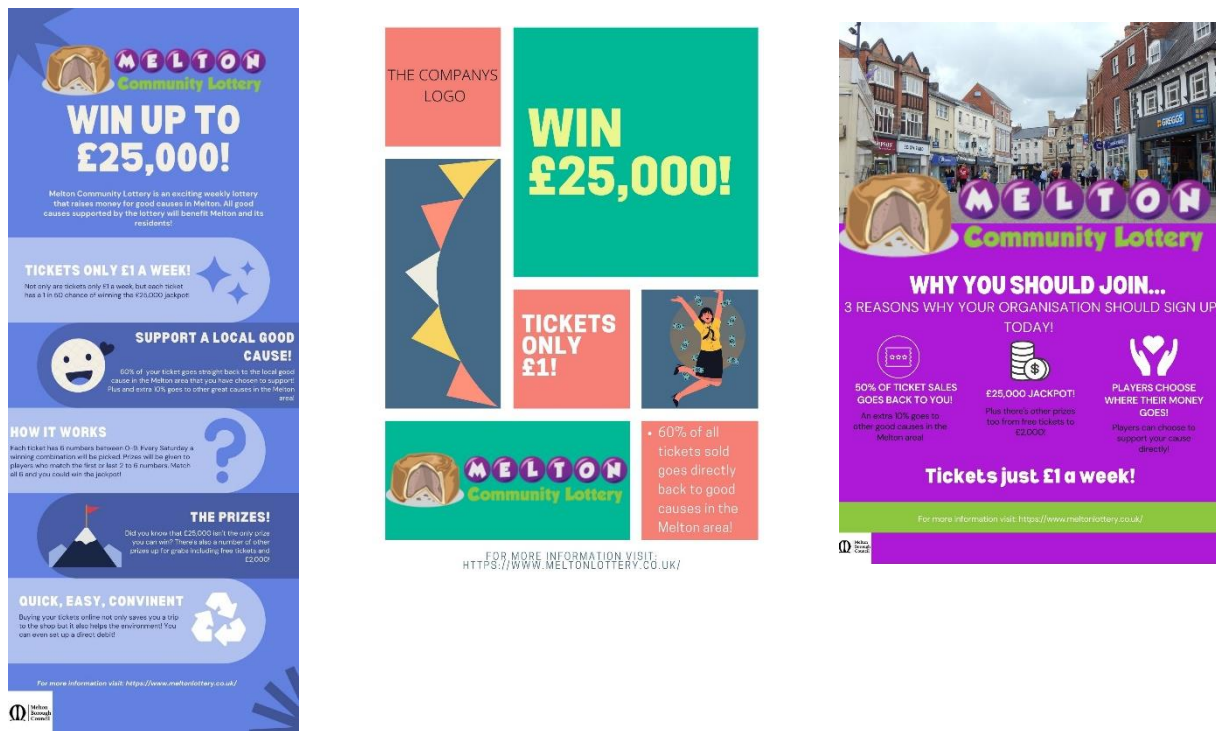
However, many of the good causes signed up to the lottery were failing to sell many tickets or to promote it to their members. There could have been many factors being the lack of tickets being sold, including the pandemic and the causes and wider community having a limited knowledge surrounding the lottery.

2. What I have done so far

Since starting at the organisation I have:

- Undertook research into all the current good causes signed up for the lottery and created an Excel Spreadsheet with all their information in one place. By doing this, I have found which platforms each organisation uses so I can then utilise this information when deciding which marketing materials to initially send to them
- Created a spreadsheet detailing which good causes currently signed up to the lottery are selling tickets, how much they are making and if their sales are up or down from the previous month. This will make monitoring ticket sales easier in the future, and will also help show which good causes need more help with marketing the lottery.
- Sent an email out to all of the current good causes signed up introducing myself, asking what they wish to gain from the lottery and telling them how I can help
- Created initial promotional material dedicated to each individual good cause
- Received some responses to which a meeting with one good cause has been arranged and promotional material has been sent to others
- Created a range of infographics and flyers aimed towards educating and engaging potential participants with the lottery
- Researched other community lotteries in the area to better understand how they market their lotteries
- Researched and gathered contact details of other potential good causes in the area that I believe would benefit from the lottery
- Created a promotional flyer aimed at potential good causes informing them of the benefits of the lottery.

Below are just some of the promotional materials that I have created since starting in the role, with the first two targeting the community and the last image targeting potential new good causes:



3. What I am aiming to do

3.1. Keep the good causes engaged

Keeping the good causes already signed up to the Melton Community Lottery engaged will be vital in ensuring its success. There are many ways in which I plan to do this during my time with the council, including:

- Creating and sending promotional materials tailored to each individual cause. This will ensure that each cause feels like time and effort has been spent looking after their needs. Additionally to this, promotional material will be made for a variety of different mediums, such as flyers and social media posts, meaning that the good causes themselves do not have to spend time or resources creating them.
- Creating a Melton Community Lottery event where good causes can show to the public, in the way of stalls or some other means, what they do and why they should support them. This event would be mutually beneficial for both the lottery and the good causes as awareness will be raised by both.
- Keeping in constant contact with them. Following up with current good causes will ensure that the dialogue surrounding the lottery is always present in their minds. Additionally to this, I will direct the good causes to the marketing page of the lottery website.
- Making contact with local media organisations, such as the Melton Times, with the aim of having a case study of sort published about a good cause that has been particularly engaged with the lottery. This again would be mutually beneficial to both the lottery and the good causes involved.

- Get in contact with Melton Borough Council and ask if they can share the posts of good causes who post about the lottery. This would be mutually beneficial for both the good causes and the council.

3.2. Recruit new good causes

Recruiting new good causes is going to be just as pivotal in ensuring the lotteries continued success as keeping existing good causes engaged. There are many ways in which I plan to do this, including:

- Constantly researching potential good causes in the area. This will mean that the potential reach of the lottery is as wide as it can be.
- Making sure that potential new good causes are aware of the benefits of the lottery, such as how it can mean they are less reliant on community grants and other funding.
- Ensuring that each new good cause is thoroughly researched. This will ensure that the marketing material they receive will be tailored to them, meaning that they are more likely to be engaged with the lottery.
- Target different types of good causes. When reviewing the current good causes already signed up for the lottery I found that schools and parish councils did not frequently appear on the list. Going forward, I will be contacting local school, such as Birchwood, and parish councils with the aim of signing them up for the lottery as I believe it would be extremely beneficial for them.
- Ensure that causes from outside of Melton, but still within the lottery areas, are targeted. By doing this, I feel like more of a sense of community will be created surrounding the lottery.

3.3. Promote the lottery to the wider community

Promoting the Lottery to the wider community, and creating more knowledge surrounding it will also be crucial in its success. This is because I believe not enough people in the community are aware of the lottery and its benefits. Some of the ways in which I aim to promote the lottery to the wider community include:

- Giving each good cause the opportunity to post flyers on their noticeboards and posts on their social media. This means the lottery will have an extremely large reach and hopefully result in more participants.
- Constantly relaying the benefits of the lottery to the community. By ensuring that the wider community knows that 60% of good ticket sales goes back to good causes in the Melton, I feel that they will engage with the lottery more, meaning it becomes more profitable.
- Checking the lottery results every week. By doing this I will be able to see if any large prizes have been won, and if so will be able to contact the winner and ask for their permission to write about them and the good cause they have chosen to support. This positive exposure would ensure more engagement from the local community.
- Creating a Melton Community Lottery event for the both the good causes and the general public to attend will not only promote the lottery but would perhaps lead to the good causes gaining some new members. For this event, I plan to work with local media outlets to ensure that as many people are aware of it as possible.

- Additionally to this, I will be working with Ryan and a team of others on a separate event, The Melton Meetup, in which good causes that already take part in the lottery will be involved with. This will be a great opportunity for these causes to not only gain more participants for the lottery, but to also help them to get back on their feet after a challenging year.
- Target events, such as local markets, where a lottery stall can be set up. Setting up a stall at a local market, such as the one in Melton, or similar events is a great way of being able to talk face-to-face with the wider community about the benefits of the lottery.
- Informing participants that buying a lottery ticket online is a way to help the environment. This is because when making initial contact with current good causes, some responded saying they felt they would be able to sell more tickets if they came in a physical form, which is not an option for the lottery. To ensure that this is not a continued barrier to the lottery's success, I believe that informing participants that buying an online ticket is a way of helping the environment would be beneficial.

4. Social media presence

4.1. Changes one day after first social media post



Performance	Today	Yesterday	This week
Number of tickets	342	+6	+4
Number of supporters	208	+3	+2
Funds raised	£10,670.40	£187.20	£124.80

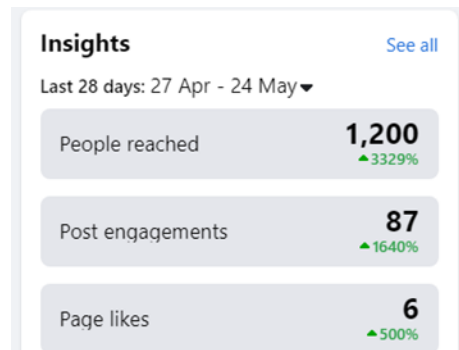
The initial first Facebook post I created generated a significant uptake in reach, which in turn led to an increase of nearly £125 per year generated for good causes by Melton Community Lottery.

4.2. Week 2 of social media presence

After 2 Facebook posts, one promoting the lottery to good causes and one promoting the lottery to the general public, with both posts reaching a significant number of people. These posts have shown how affective marketing on social media can be as they resulted in more tickets being bought and another good cause signing up. When a new good cause signs up for the lottery, I send them an email introducing myself and giving some information about what I can do to help them market the lottery, as well as send some promotional material they can use.

Hi there,

You're raising £10,826.40 for your community each year!



The lottery also recently saw a £250 winner. This win is an extremely useful PR tool as it can be used to not only promote the benefits of the lottery, but also the good cause associated with it. I have therefore contacted the winner and good cause directly to ask for testimonials which have been used to create an article on the lottery's website and a post on the lottery's Facebook page. These links can be shared by the good causes to show the benefits of the lottery.

Social media posts have been kept consistent throughout the week to ensure that the lottery stays in people's minds, for example, a post was created which informed followers of the page how many good causes are currently signed up for the lottery. These posts will be kept consistent, but I will ensure that the lottery does not post too regularly, as this could provoke a negative reaction amongst followers.

5. Local media

I have contacted the Melton Times, who have agreed to run an article on the lottery and its benefits for the wider community. This article should result in a wide reach for the lottery as the article will be posted both online and in the paper. This means that those who do not have access to the internet will be able to read about the lottery in the local newspaper. I am hopeful that once the article is published, and shared across different mediums such as social media, that there will be an uptake in tickets bought.

6. Week 3 of social media and increased marketing presence

I have been in contact with Melton Messenger, who have shared a post about the lottery on their social media, and agreed to include promotional material I have sent them in the summer editions of the directory.

I have also been in contact with My Melton about them sharing a flyer on their social media. They replied and asked for more information about the lottery as they, and some other organisations they, and some other organisations they have contact with, would potentially be interested in joining the lottery as good causes.

I have also contacted other organisations in Melton that I believe would be best suited to advertise the lottery, such as Melton BID and asked them to share information about the lottery on their social media pages. Additional posts have also been shared in Facebook groups such as Neighbourhood watch, which has over 17,000 members.

I have also contacted Melton Library and asked them if they would be able to display some flyers in the building. They have replied and said they would be happy to, but require some legal information first, of which I have provided.

Additionally, I have also contacted another potential new good cause, Above and Beyond.

<p>Hi there,</p> <p>You're raising £10,888.80 for your community each year!</p> <p>It's important to keep shouting about Melton Community Lottery so that everyone in your local community is aware of the good causes they can support. Use as many channels as you can - everything from social media to physical posters and mailing campaigns - to get your message out there.</p>	<p>This week</p> <p>+3</p> <p>+0</p> <p>£93.60</p>
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Since last week, the total raised by the lottery has increased by £62. This is a £343.20 increase since marketing for the lottery began.

I have added refreshed material to the PowerPoint which plays on the screen behind the main reception desk at Parkside. This means that when people come into the building and are waiting to be seen they will see information about the lottery.

In addition, I have also made contact with the radio station 103 The Eye about potentially updating the adverts which they run several times a day for the lottery. Making sure that adverts for the lottery are spread across many different platforms will be vital in its marketing as it will ensure that an extremely large number of people will have been exposed to the lottery.

7. Week 4 of social media presence

<p>Hi there,</p> <p>You're raising £11,232.00 for your community each year!</p> <p>It's important to keep shouting about Melton Community Lottery so that everyone in your local community is aware of the good causes they can support. Use as many channels as you can - everything from social media to physical posters and mailing campaigns - to get your message out there.</p>	<p>This week</p> <p>+11</p> <p>+4</p> <p>£343.20</p>	<div style="border: 1px solid #ccc; padding: 5px;"> <p>Insights See all</p> <p>Last 28 days: 14 May - 10 Jun ▾</p> <table border="0" style="width: 100%;"> <tr> <td style="padding: 2px;">People reached</td> <td style="text-align: right; padding: 2px;">3,757 <small>▲14350%</small></td> </tr> <tr> <td style="padding: 2px;">Post engagements</td> <td style="text-align: right; padding: 2px;">186 <small>▲18500%</small></td> </tr> <tr> <td style="padding: 2px;">Page likes</td> <td style="text-align: right; padding: 2px;">7 <small>▲600%</small></td> </tr> </table> </div>	People reached	3,757 <small>▲14350%</small>	Post engagements	186 <small>▲18500%</small>	Page likes	7 <small>▲600%</small>
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Post engagements	186 <small>▲18500%</small>							
Page likes	7 <small>▲600%</small>							

Since posting about the lottery in the neighbourhood watch Facebook group, ticket sales have increased by £343.20. This means that since I began marketing for the lottery the amount raised by the lottery each year has risen by £686.40. This significant increase shows how vital a consistent and coordinated social media presence is in regards to promotion of the lottery. It is also important for me to consistently check the insights on the lottery's Facebook page, as by doing this I am aware of

the times that posts are more likely to be engaged with as well as the demographics of individuals who see and interact with posts. This information will enable me to be able to marketing the lottery in specific ways as to suit these demographics in the future.

This week I have also written an article highlighting our new good cause, Unlock Your You, with information about what they do, how they can help people in the local area and how people can get in contact with them. This article has been shared on the lottery Facebook page and can also be shared on Unlock Your You's social media pages. This has proven to be mutually beneficial as since posting the article, ticket sales supporting this particular good cause have significantly increased, thus showing the importance of giving exposure to individual good causes.

Additionally since the information currently given in adverts appearing on 103 The Eye radio station contain the correct information and can continue airing as they are, a radio interview with the station has also been considered. This would be a way of using a different medium to gain a larger reach for the lottery.

I have also arranged to the lottery to have a stall at the upcoming Melton Meet-Up event, which I am involved with the organising of. This stall will be a great opportunity for attendees and good causes to get some more information about the lottery and hopefully sign up. The original date for this event was Wednesday 7th July, but since the announcement that COVID-19 restrictions will not be eased until after this date, the event is being postponed with the possibility of it taking place in early September.

8. Week 5 of active lottery promotion

You're raising £11,294.40 for your community each year!

It's important to keep shouting about Melton Community Lottery so that everyone in your local community is aware of the good causes they can support. Use as many channels as you can - everything from social media to physical posters and mailing campaigns - to get your message out there.

This week

+2

+2

£62.40

This week, the amount of money raised by Melton Community Lottery per year has continued to rise, with an extra £62.40 being raised. This means that since I started in my role as marketing assistant, the amount raised annually has risen by £748.80.

Having identifying the issue that some of the emails I have sent to individuals may have been sent to their 'junk' folder at the end of last week, I have since been in contact again with a number of both current and potential good causes. From this I have received some updated contact details for a few of the current good causes. To ensure that email don't get lost in 'junk' folders again, I will record emails that have been sent so that I can check up on them after a week or so if there have been no replies.

Additionally, I chased up Melton Library, who hadn't got back to me regarding being able to put up lottery flyers on their noticeboards. This has since been approved and flyers have been hand delivered to the Library so they can be put up. As well as this, I contacted Melton Museum who have also agreed to put posters up on their noticeboard, which were again hand delivered. Through

chasing up these emails The Melton Times also responded and said they will publish an article regarding the Melton Community Lottery in next week's paper (24/06/2021).

8.1. Highlighting specific good causes

After having seen the increase in ticket sales which followed and article posted on social media and the lottery website regarding a new good cause that had signed up, Unlock Your You, I have decided that highlighting good causes in this manner would be mutually beneficial. Therefore, I have sent emails to all current good causes informing them of this plan and asking them for some information about their good cause and how they help the local community for me to use in these articles.

As a number of good causes have responded, I have created a schedule of when to post these articles to the lottery website and social media. This is so that the social media page does not get too crowded with posts about good causes, as other posts, such as reminders of when the draws are taking place, are also beneficial in the marketing of the lottery. If too much is posted on social media it runs the risk of some individuals seeing it as spam and choosing to unlike or unfollow the page, meaning that the lottery has less of a reach. I believe that if this marketing technique is kept consistent then it will benefit both the lottery and the good causes involved in the lottery a great deal.

9. Week 6 of active lottery promotion

Hi there,

You're raising £11,325.60 for your community each year!

It's important to keep shouting about Melton Community Lottery so that everyone in your local community is aware of the good causes they can support. Use as many channels as you can - everything from social media to physical posters and mailing campaigns - to get your message out there.

There has continued to be a rise in the amount of money raised annually by the Melton Community Lottery. Since last week the total has risen by £31.20, meaning that since marketing for the lottery began, an extra £780 has been raised.

Another good cause has signed up this week, Friends of Brownlow. This takes the total number of good causes signed up to the Melton Community Lottery up to 48.

An article regarding the lottery also appeared in The Melton Times this week, therefore furthering the reach of the lottery.

10. Week 7 of active lottery promotion

10.1. Brownlow Primary School

Hi there,

You're raising £12,355.20 for your community each year!

It's important to keep shouting about Melton Community Lottery so that everyone in your local community is aware of the good causes they can support. Use as many channels as you can - everything from social media to physical posters and mailing campaigns - to get your message out there.

This week there has been a significant increase in the amount raised by the Melton Community Lottery as it has risen by £1029.60 since last week. This means that since active marketing for the lottery began, an extra £1810 has been raised. This increase is mostly down to the newest good cause, Friends of Brownlow, actively promoting the lottery on their Facebook page. This has shown that it would be beneficial for schools to be targeted when searching for new good causes. As the increase in ticket sales has been so high since Friends of Brownlow joined the lottery, I am going to dedicate a post to them on social media and the website, which I will then use as an example when targeting other schools in the local area.

10.2. National Bolt-On

This week the new National Bolt-On begins, giving players that chance to win the additional prize of a Luxury Forest Staycation, with the draw taking place on Saturday 28th August. To ensure that as many people are aware of this as possible, I have emailed all current good causes to inform them. I have also published a press release that will be shared on social media on the 1st July when the draw begins. The promotion of the bolt-on will continue until 28th August to ensure that it stays fresh in supporter's minds, whilst also introducing new players to the prize.

11. Week 7 of active lottery promotion

Hi there,

You're raising £13,010.40 for your community each year!

It's important to keep shouting about Melton Community Lottery so that everyone in your local community is aware of the good causes they can support. Use as many channels as you can - everything from social media to physical posters and mailing campaigns - to get your message out there.

Since last week, the lottery has continued to see a rise in ticket sales, rising by another £655.20. This means that since I started actively marketing the lottery, the amount raised annually has risen by £2,464.80. The large increase in sales in the last couple of weeks is down to two factors: Friends of Brownlow joining the lottery and actively promoting it on their social media channels; and the new National-Bolt on, which offers players the chance to win a holiday. I have created an article, which was uploaded to both the lottery website and Facebook page, welcoming them to the lottery so that those who are unaware of what they do in the community may learn about them so that they can support them when playing the lottery.

Leading on from the success Friends of Brownlow have had regarding ticket sales, I have emailed all other schools in the local area informing them of the lottery and the benefits it can provide them.

12. Week 8 of active lottery promotion

After a meeting with current good cause, Access All Areas, I have uploaded an article onto the lottery's website and Facebook page highlighting the good work they do in the community and encouraging players to support them when buying tickets to the lottery. I have also, upon their request, created and sent flyers which they can hand out to their clients.

I have also sent out an email to all current good causes reminding them of the National-Bolt on prize that the lottery is running until the 28th August, with additional promotional material for them to share however they see fit.

13. Week 9 of active lottery promotion

Insights

[See all](#)

Last 28 days: 25 Jun - 22 Jul ▼

People reached

4,837

▲13%

This week has seen a slight drop in ticket sales, with the total raised annually dropping by £62. This was expected and could be explained by the fact that good causes involved in the education sector, such as Friends of Brownlow are operating less as children have broken up for the summer holidays and the staff who would normally run the causes are on annual leave. This means that I will not focus on recruiting new good causes within the education sector until just before children go back to school, as that will be the time where these good causes will be most likely be looking for new fundraising opportunities, such as Melton Community Lottery. However, despite this drop in the number of ticket sales, the amount of people reached through the lottery's Facebook page continues to grow, meaning that more people are becoming aware of Melton Community Lottery.

This week I have focused on recruiting new good causes, creating a social media post and sharing it across a wide variety of pages to ensure that it gets the widest reach possible. I have also looked into the possibility of creating an incentive to encourage new good causes to sign up for the lottery.

I have also delivered updated posters to the Library. These posters include information about the National Bolt-On that the lottery is currently running.

14. Week 10 of active lottery promotion

This week I have continued to contact our current good causes, by emailing them a new promotional infographic titled 'how it works'. This resource is a quick and easy guide to how the lottery works, which can be sent to all of the good causes supporters. This was also posted on the lottery's Facebook page, where it reached a large amount of people. The amount of people it reached, and the fact that the size of reach continues to grow, is an indicator that the Melton Community Lottery is very much on people's radar.

I have also added QR codes to previous promotional materials I have made, as well as adding a QR code to any new promotional materials that I make, such as flyers and posters. The addition of these QR codes will make it easier for potential players to access the lottery website if they see posters, as they can just scan the QR code on their phones.

15. Week 11 of active lottery promotion

Hi there,

You're raising £13,135.20 for your community each year!

It's important to keep shouting about Melton Community Lottery so that everyone in your local community is aware of the good causes they can support. Use as many channels as you can - everything from social media to physical posters and mailing campaigns - to get your message out there.

Daily report - 05/08/2021



This week, after a slight drop in ticket sales, the amount raised by the lottery has increased by £124.80 since it dipped. Overall, this means that since I began promoting the lottery, the amount raised by the lottery annually has risen by £2579.60. This could be due to the increased amount of reach the lottery Facebook page has been recently gaining, thus showing that a continued social media presence is vital to the amount of tickets sold.

This week I have emailed a number of advertisers around the Melton area, including the Melton Times, who have agreed to run another article regarding Melton Community Lottery. This article, however, will focus on the luxury staycation nation bolt-on that the lottery is running until the end of August. I also sent the Melton Times some promotional flyers for them to use in the article. Another advertiser I have been in contact with is Melton Messenger, who have posted a flyer on their social media pages to promote the lottery. There were unable, however, to include information about the national bolt-on in the August issue of their magazine, as it has already been printed.

Additionally to this, I have made contact with venues such as Melton Leisure Centre, as I believe that advertising the lottery by putting up posters on their noticeboards will generate a lot of ticket sales. Melton Leisure Centre responded and have agreed to display posters advertising Melton Community Lottery at their venue.

I have also contacted all current good causes registered with the lottery to ask if they would like any posters or flyers sending to them, as I am aware that with the world opening up again, some organisations may be seeing more customer face to face and may wish to hand out flyers. This email generated a response from some good causes, who I have subsequently sent posters and flyers to.

As the news section of the lottery website hasn't been used much in the past few weeks, I wrote and published an article titled '5 reasons why you should play Melton Community Lottery' and posted the link to it on the lottery's Facebook page. I believe that this could help generate some ticket sales.

15.1. Promotion to the wider community

As the lottery is being fairly well promoted in Melton, it is also important to promote the lottery to the wider community, as it does not just cover Melton, but the Borough of Melton too. To do this, I have emailed all local parish councils and asked them if they would be able to display posters for the lottery in their village halls and any other public buildings they may have control over. Many of the parish councils have responded asking for flyers to either be sent to them via email or via post.

16. Week 12 of active lottery promotion



This week I have continued to promote the lottery to the wider community. I have done this by sending out a number of promotional materials, both via email and post, to parish councils across the borough. There have also been a number of parish councils who have said they would include the Melton Community Lottery in upcoming parish council meetings and events.

Additionally to this, I have continued to promote the lottery within Melton. I have done this by sending leaflets to venues such as Melton Regal Cinema.

I have also begun preparation to once again market the lottery to schools across the borough. This promotion will begin next week as it is just before the schools reopen in time for the new school term, so will give staff chance to market the lottery to new and existing parents of pupils. Promoting to schools is important as the success of Friends of Brownlow has shown.

To begin preparation, I have created an email template that I will send to all local schools. I have also made amendments to some previously created posters, to make them more targeted towards schools and parents.

The overall reach of the lottery on social media continues to grow. This shows that, not only are more people becoming aware of the lottery, but that the lottery is consistently coming up on the newsfeeds of local residents. Additionally to this, the number of post engagements is also continuing to grow. This shows that the lottery's consistent presence has meant that people are seeing the links as safe to click on, thus showing that a sense of rapport has been created.

17. Week 13 of active lottery promotion

Hi there,

You're raising £13,197.60 for your community each year!

It's important to keep shouting about Melton Community Lottery so that everyone in your local community is aware of the good causes they can support. Use as many channels as you can - everything from social media to physical posters and mailing campaigns - to get your message out there.

This week, the amount raised annually by Melton Community Lottery has continued to rise, by another £62.40, once again showing the importance of dedicated marketing pertaining to the lottery. The social media presence of the lottery is also continuing to rise, with engagement, people reached and the number of page likes all increasing, showing that more people in the area are becoming aware of it.

As it is nearing the start of the new school year, I have sent emails to all local schools informing them of the new and exciting opportunity Melton Community Lottery can be for them.

As the current National Bolt-On is coming to a close, I have sent emails out to all current good causes reminding them of how long their supporters have left to enter before the draw, along with some additional promotional material for them to share. Being in constant contact with the current good causes builds a sense of rapport and means that they are more likely to engage with the emails they receive. Additionally, in regards to the new national bolt-on prize, I have started to create a press release and draft email to send to all current good causes to inform them of the prize.

18. Week 14 of active lottery promotion

This week I have begun preparation for the launch of a new national bolt-on running from 1st September – 30th October, where players have the chance of winning £1000 worth of John Lewis vouchers, as well as the usual weekly prizes. I have created promotional material, such as posters and flyers, to be posted on the lottery's social media pages as well as sent to current good causes. I have also drafted emails to be sent to current, as well as potential, good causes just before the bolt-on is launched. I have also created a social media post to remind players that there is only a few days left on the current national bolt-on, where they have the chance of winning a luxury forest staycation worth £1000.

As well as begin preparation for the national bolt-on, I have also made and distributed a social media post with a poster attached, aimed at the recruitment of new good causes. This is because, even though it is important to keep in contact and create a rapport with current good causes, it is also equally as important to keep targeting new ones.

In addition, I have also sent out more flyers to parish councils that are in the area covered by the Melton Community Lottery.

19. Week 15 of active lottery promotion

The Facebook insights for the Melton Community Lottery page have continued to grow, with increases in the amount of people reached, engagement on posts, and the number of page likes. This shows that the lottery is continuing to grow and also shows the importance of having dedicated marketing personnel involved with the lottery.

Sunday 5th September marks the International Day of Charity 2021. To coincide with this, I have scheduled a social media post for this day to hopefully generate some more ticket sales and attract new good causes.

In addition to this, a promotional image and link for Melton Community Lottery is included on the home page for the new Melton Borough Council website.

This week I have also continued to aid in the planning of an even taking place next week, Melton Meet-Up, of which Melton Community Lottery is involved with. This event aims to inform local people of what is going on in the community now that COVID-19 restrictions have started to ease. I have helped distribute posters for the event, as well as share information about it on social media channels.

19.1. New national bolt-on

This week, Melton Community Lottery has launched a new national bolt-on prize. Any tickets bought between 1st September and 30th October will be in with the chance of winning £1000 in John Lewis vouchers, as well as the usual weekly prizes. To promote this additional prize I published a press release with all the information supporters and good causes would need. I also emailed all current good causes informing them of this additional prize and included the

link to the press release and some promotional material for them to share with their supporters.

In addition to this, I also created a Facebook post detailing the new promotion, which I then shared on various groups, such as Neighbourhood Watch, to ensure that the maximum reach was acquired. I also contacted advertisers in the local area, with many responding that they will advertise this additional prize, such as Melton Messenger, Melton Library and Melton Leisure Centre. This means that people will be able to see physical posters for the lottery as well as content online. Melton Times have also agreed to write both an online and print article regarding the lottery and the additional prize.

As well as contacting advertisers and promoting the lottery on social media, I have also contacted and sent out updated promotional material to parish councils in the borough. This is because it is important to not only focus on the residents of Melton, but its surrounding areas as well.



Helping people | Shaping places



Scrutiny

5 October 2021

Report of: Councillor Alison Freer - Portfolio Holder for Climate, Access and Engagement

Leicestershire Waste Strategy

Corporate Priority:	Excellent services positively impacting on our communities Protect our climate and enhance our natural environment
Relevant Ward Member(s):	All ward members
Date of consultation with Ward Member(s):	December 2021 / January 2022
Exempt Information:	No

1 Summary

- 1.1 This report sets out the expected changes to legislation as part of the Environment Bill (2021) which are likely to have a significant impact upon the Council's waste collection and disposal arrangements.
- 1.2 The implications of the proposed changes are wide reaching, with anticipated impacts including:
 - i) Food waste collections
 - ii) Free garden waste collections
 - iii) Changes to dry recycling collections
- 1.3 Although the changes have not yet been confirmed, it is likely that their impact will place significant resource implications upon the Council, including the development of new services, changes to the existing waste collection contract with Biffa Environmental Services and further development requirements for the Council's Lake Terrace depot.

2 Recommendation(s)

That Scrutiny Committee:	
2.1	Note the contents of the report and provide initial feedback on the direction of travel for the future of waste collection in Melton

3 Reason for Recommendations

- 3.1 The legislative changes set out in the report are yet to be fully ratified and passed into law. These will form future statutory obligations on the council.
- 3.2 The Leicestershire Joint Municipal Waste Strategy is currently in the draft phase and further development of the strategy will involve consultation with stakeholders.

4 Background

- 4.1 The Government's intention through the New Environment Bill and Waste Management Plan for England marks a move from a linear resource economy (take, make, use, throw) to a circular economy which values reuse and recycling far more. The overall aim of the government is to produce zero carbon emissions by 2050, in effect throwing things away far less and offsetting carbon losses where required.
- 4.2 The main impact on local authorities is the commitment to recycle 65% of municipal waste by 2035. This is a significant move forward for local authorities, with rates being largely stagnant nationally at the 44-46% mark. Locally in Melton, we have been at 44% for the past couple of years.
- 4.3 Initial discussions with Biffa, the Council's waste contractor, regarding the proposals have begun. The Communities and Neighbourhoods Manager is meeting on a regular basis with the contract manager and area director for Biffa to scope out the potential contractual and resource implications.

5 Main Considerations

- 5.1 There are three key proposed changes as part of the legislative overhaul:

Compulsory food waste collections

- 5.2 This is the predominant issue for MBC, with the potential for up to three additional collection rounds operating on a weekly basis. The government consultation documents appear to prefer fully separated food waste collections, i.e. not con-mingled with garden waste. It is likely estimated that the annual cost of operating a full, weekly food waste service would be in the region of £300k per year in addition to initial capital outlay. Early guidance documents point to New Burdens funding to cover both initial setup costs, project management and ongoing revenue costs. MBC currently has recognised an additional £150k (£50k 2023/24 and a further £100k 2024/25) cost in the MTFs for a food waste trial.
- 5.3 There is no widespread provision for the disposal of food waste in Leicestershire and LCC are exploring disposal points currently. NWL have recently operated a small scale trial for food waste collections however results were mixed with yields low after the first three months.
- 5.4 Government consultation documents point to Councils delivering this by 2023/24, however feedback has been that this is an unrealistic timescale due to setup, procurement, vehicle availability and financial considerations.
- 5.5 Should this proposal move forward, it is likely to have the greatest impact upon residual waste tonnages as all food waste currently all goes in the residual bins. What has been seen elsewhere, however, is that tonnages flatline soon after implementation as households become acutely aware of how much food waste they are throwing out.

Free garden waste collections

- 5.6 The least likely of all of the options set out by government, however one with potentially significant implication for Melton. The Council currently receives 'income' of £210k per year from Biffa in payment for the management of the garden waste collection service against an overall operational cost to Biffa of circa £150k, offset by an estimated income of around £450k. The full operating costs and income profile of the garden waste service has been requested from Biffa to better inform these estimates.
- 5.7 Additionally, it is likely that with free of charge collections, the service would be opened up to all residents, requiring a significant increase in collection costs to around £400k per year.
- 5.8 It is likely, however, that this service would be most welcomed of all changes with residents, as Melton currently operates with a standard charge of £75 per year for the service, significantly higher than the national average.
- 5.9 This option is seen as least likely to progress as very little garden waste ends up in the residual waste stream. Most households, if they don't subscribe to a scheme, will either compost or use the household waste and recycling centres, resulting in a minimal impact on the overall waste composted compared with current rates.

Alignment of dry recycling streams, including increased kerbside sorting

- 5.10 The government's primary objective is to simplify recycling schemes nationally and this has led to increased calls for kerbside sorting which allows for greater quality (and therefore income) of the recyclates. In essence, this would allow paper and card, and glass, to be separated from other recyclable waste streams, moving away from the current fully co-mingled schemes.
- 5.11 The sorting of the materials can either be undertaken by the household (through different bins and boxes) or by the operatives at kerbside. This would require significant investment in both containers and potentially vehicles depending on the level of sorting dictated.
- 5.12 A significant issue with this proposal is that LCC currently has five years remaining on a contract with Casepack for the processing of co-mingled recyclable waste. It is therefore unlikely that this would have an impact in Leicestershire until after that point.
- 5.13 Increased income as a result of the higher quality material would be received by LCC as disposal authority. It is therefore important that a benefit sharing model is developed between LCC and districts/boroughs

Enhanced packaging producer responsibilities

- 5.14 This proposal effectively places a levy on packaging producers, encouraging them to either have deposit schemes in place (below), or to reduce the packaging of products. This is likely to result in the application of recycling credits which will be designed to cover collection and disposal costs relating to packaging material, however it is currently unclear on how this will work in practice.

Deposit return schemes

- 5.15 This will allow customers to return recyclable materials to their point of purchase in the hope of reducing the overall waste arising from businesses. There is minimal expected impact of this on collection authorities.

New burdens funding.

- 5.16 Throughout the consultation process, government has reiterated that any new responsibilities which fall upon local authorities as a result of these proposals will be covered in full by 'New Burdens' payments. This has been a broad statement to date, and there has been no firm commitment regarding the longevity of payments, whether it would cover depot alterations, ongoing revenue costs or vehicle purchases. Often new burdens payments are distributed on a formula basis and not linked to actual costs incurred at a local level.
- 5.17 It is currently viewed as unlikely that the new burdens funding would recompense for lost income in relation to the potential garden waste proposals.

Leicestershire Municipal Waste Strategy

- 5.18 In line with the above proposals, LCC as disposal authority and districts and boroughs as collection authorities have been scoping out a refreshed municipal waste strategy. This will incorporate a renewed plan for meeting recycling and Co2 emissions targets whilst ensuring effective service provision and disposal arrangements are in place until 2035.
- 5.19 Two workshops have been undertaken so far, one regarding the overall vision for the strategy and options appraisal, the other factoring in the environmental implications and measures which need to be factored into the strategy.

Discussions so far have centred on the following areas:

Focus on reducing CO2 emissions from the collection and disposal of waste – this will be the overarching goal of the strategy from where everything else flows

- a) To invert the waste hierarchy, and to ensure that Leics' landfill rate (currently in the bottom quartile of performers nationally) reduces
 - b) That food waste, free garden waste and kerbside sort collections are factored into feasibility modelling
 - c) To ensure there is flexibility within the strategy for individual councils to have an element of autonomy when implementing service changes
 - d) That communication with and education of residents is improved to go beyond the atypical campaigns that have come before
 - e) That cost and affordability is a more prominent element of the strategy
 - f) To ensure that the strategy focuses more on long term sustainability of collection and disposal, and not just on the initial implementation costs
 - g) To place more emphasis on engagement with voluntary, 3rd sector and communities to take responsibility for managing their own waste
- 5.20 The next workshop will take place in October 2021, by which point a full scoping document will have been provided by the consultants, with modelling and projections covering all of the proposed government changes detailed above. This will allow collection and disposal authorities to plot the potential impact of the proposals in detail alongside individual Council priorities.
- 5.21 It is expected that the draft strategy will be available for public consultation in late 2021.

6 Options Considered

- 6.1 The legislative changes outlined in the report will, when finalised, become statutory responsibilities for the Council.
- 6.2 The range of scheme changes and additions outlined in the main report provide an indication of the direction of travel for the waste industry and Council collection and disposal mechanisms.
- 6.3 Following the publishing of the final legislation and accompanying guidance, officers will be providing a detailed options appraisal for members in order to make an informed and costed decision regarding the future of waste collection in Melton. Scrutiny committee would be actively engaged in this process.

7 Consultation

- 7.1 The Leicestershire Joint Municipal Waste Strategy will enter the consultation phase in December 2021. This will set out the joint options available to Councils and residents in order to meet the obligations of the new and existing legislation, including the climate change objectives, disposal options and collection potential.
- 7.2 Consultation will involve detailed communication of options and multiple methods of receiving feedback from members of the public and other stakeholders. Feedback from Scrutiny Committee will be relayed to the working group for the development of the Leicestershire Waste Strategy.
- 7.3 Subsequent changes to the Council's collection practices will require further consultation to determine the most effective proposals. This process will be undertaken following the finalising of the Leicestershire Waste Strategy.
- 7.4 The Portfolio Holder for Climate, Access and Engagement is being briefed on a regular basis by officers and will continue to be briefed as options are developed.

8 Next Steps – Implementation and Communication

- 8.1 Officers will maintain involvement in the drafting of the Leicestershire Waste Strategy whilst designing the potential services to be delivered under the new legislation.
- 8.2 An internal working group involving Finance, Legal, Contract Management and Waste Officers will develop collection schemes alongside representatives from Biffa, the Council's waste contractor.

9 Financial Implications

- 9.1 The financial implications of the issues set out in the report are yet to be fully defined as Government has not confirmed the type, extent or longevity of any new burdens funding.
- 9.2 The Council's Medium Term Financial Strategy (MTFS) has recognised a potential £150k of additional cost for the development of a food waste trial, with no other recognition of the costs associated with any other changes. This is one of the costs contributing to the estimated budget gap in future years set out in the Medium Term Financial Strategy.
- 9.3 Early government guidance has advised that new burdens funding will be provided to cover all additional 'new' costs, however this has not been formally confirmed. Previous allocations of new burdens funding have been allocated on a formula basis and have not related to the actual costs incurred. As such any additional costs not covered by new burdens is likely to result in savings having to be made in other areas in order to balance the budget.

10 Legal and Governance Implications

- 10.1 The Environmental Protection Act 1990 sets out the Council's statutory duty to collect waste and recyclables from householders.
- 10.2 The proposed Environment Bill (2021) sets out how Government will meet waste minimisation, carbon reduction and recycling targets, in particular the obligations of Councils to provide collections in line with their statutory obligations.
- 10.3 The Council, as a second tier waste authority, is obliged to deliver household waste to a disposal point provided by Leicestershire County Council.

Legal Implications reviewed by: Kieran Stockley (Monitoring Officer) 27.09.21

11 Equality and Safeguarding Implications

- 11.1 A full Equalities Impact Assessment is being undertaken as part of the development of the Leicestershire Joint Municipal Waste Strategy. Following the finalising of this strategy, and when the local impact of the proposed change is understood fully, an additional EIA will be completed to include the Council's service changes.

12 Community Safety Implications

- 12.1 The proposals set out in the report could have an impact upon environmental crime, such as fly tipping and littering. This needs to be reflected in the development of the waste strategy and will be included in any subsequent consultation.

13 Environmental and Climate Change Implications

- 13.1 The report sets out the potential climate change impacts of the new legislation and waste strategy.
- 13.2 A full Environmental Impact Assessment is being developed as part of the waste strategy discussions and will significantly shape the direction of travel over future years.
- 13.3 The EIA will be shared with members and stakeholders as part of the consultation phase.

14 Other Implications (where significant)

- 14.1 Following the confirmation of funding models and scheme designs, procurement of vehicles, plant and receptacles will be undertaken in accordance with Council procurement guidelines.
- 14.2 The Council holds a waste collection contract with Biffa ES. This contract will require amending in order to meet the proposed statutory duties, however the nature of the change will be determined by the outcome of the new legislation and waste strategy. Alterations to the contract will be undertaken with Legal and Procurement oversight.

15 Risk & Mitigation

Risk No	Risk Description	Likelihood	Impact	Risk
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1	Lack of affordability of required schemes within current budgets	High	Critical	16
3	Adverse reaction of public to proposals	Significant	Marginal	8
4	Unavailability of vehicles/materials	Significant	Critical	12
5	Unable to negotiate contract changes with Biffa as required	Significant	Critical	12

		Impact / Consequences			
		Negligible	Marginal	Critical	Catastrophic
Likelihood	Score/ definition	1	2	3	4
	6 Very High				
	5 High				
	4 Significant		2	1,3,4	
	3 Low				
	2 Very Low				
	1 Almost impossible				

Risk No	Mitigation
1	Any additional costs not met by new burdens will have to be met from savings elsewhere. As clarity emerges savings plans will need to recognise the additional costs and proposals developed accordingly.
2	Communications campaign will be launched as part of the Waste Strategy discussions, providing an early indication of public feedback. Further changes will be made with the full involvement of residents and businesses.
3	Orders to be placed at the earliest opportunity once proposals finalised, in accordance with procurement guidelines.
4	Engagement with Biffa Environmental Services to be undertaken early in the scoping process. Assessment of alternative options to be undertaken.

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Scrutiny

5 October 2021

Report of: Councillor Pat Cumbers –
Chairman of Scrutiny Committee

Scrutiny Response and Recovery (People) Task and Finish Group Final Report

Corporate Priority:	Excellent Services positively impacting on our communities.
Relevant Ward Member(s):	N/A
Date of consultation with Ward Member(s):	N/A
Exempt Information:	No

1 Summary

- 1.1 To present the final report of the Response and Recovery Task and Finish Group (People) along with recommendations which are presented for Scrutiny Committee approval and further recommendation to Cabinet.

2 Recommendation

That Scrutiny Committee:

- 2.1 **Approve and recommend to Cabinet the Final Report of the Response and Recovery Task and Finish Group (People) (Appendix A).**

3 Reason for Recommendations

- 3.1 The Scrutiny Procedure Rules require that any Task and Finish Group will produce a report to be submitted to the Scrutiny Committee outlining details of the review process, evidence gathered, conclusions and subsequent recommendations.

4 Background

- 4.1 On 1 September 2020 the Melton Borough Council Scrutiny Committee approved the establishment of two Task and Finish Groups to review the response and recovery in relation to the Covid-19 pandemic in relation to both people and place based issues.
- 4.2 It was agreed that one Task and Finish Group would relate to People issues and would be led by Cllr Pat Cumbers, Chairman of Scrutiny Committee. The other Task and Finish Group would relate to Place issues and would be led by Cllr Rob Bindloss, Vice-Chairman of Scrutiny Committee.
- 4.3 Members agreed that support for the local community during and in the wake of the pandemic would be critical to the recovery process and therefore it was proposed that Scrutiny evaluate and analyse the impact and the response of the Council and external organisations.

5 Main Considerations

- 5.1 The Task and Finish Group's scope and purpose was to collate and analyse evidence in order to identify lessons learnt and any areas of weakness in order to provide recommendations which might inform and improve the response to the Covid-19 pandemic and also provide a template for dealing in with any future similar emergency situation.
- 5.2 Full details of the scope, purpose and anticipated outcomes of the Groups were set out in the terms of reference and draft scoping documents approved at the [September 2020 Scrutiny Committee Meeting](#).
- 5.3 A scoping exercise was carried out for the Response and Recovery Task and Finish Group (People) and the Group agreed to focus on the following main themes:
- i) Finance
 - Unemployment and welfare benefits
(including debt and Universal Credit)
 - Homelessness
 - ii) Health
 - Mental Health
(Social Isolation and digital exclusion)
 - Physical health and wellbeing
(Director for Public Health Report on Covid-19 impact on BAME)
(Support for Leisure Centres)
 - iii) Community
 - Support Services
(Council Services/External Organisations/Voluntary Sector)
 - Anti-social behaviour and community tensions
- 5.4 The timetable for the review can be found below:

Date	Actions
17 September 2020	<ul style="list-style-type: none"> • First meeting: Summary/Background • Review Terms of Reference • Agree timetable and scope of review
27 October 2020	Meeting to consider the Financial aspect: <ul style="list-style-type: none"> • Unemployment and welfare benefits • Homelessness
10 December 2020	<ul style="list-style-type: none"> • Health <ul style="list-style-type: none"> - Mental Health - Physical Health and Well Being • Note the consideration of the People survey.
2 February 2021	Meeting to consider the Community aspect: <ul style="list-style-type: none"> • Support Services <ul style="list-style-type: none"> - Council Services - External Organisations - Voluntary Sector
June 2021 – August 2021	<ul style="list-style-type: none"> • People survey
18 August 2021 & 14 September 2021	<ul style="list-style-type: none"> • To discuss format and content of final report
By email	<ul style="list-style-type: none"> • To agree the final recommendations and report for Scrutiny Committee – 21 September 2021
October 2021	<ul style="list-style-type: none"> • Report to Scrutiny Committee • Review by Chief Executive • Report to Cabinet – 13 October 2021 • People survey results published

5.5 Over the last 12 months the Group has established an evidence base which includes responses to the people survey, desk-based research, information collated through evidence sessions and review of actions taken by Melton Borough Council. A summary of the evidence considered is included in the report (Appendix A).

5.6 The Group have evaluated the evidence and translated their findings into a series of recommendations for consideration by Cabinet. The recommendations are included in full in the Final Report (Appendix A) and are summarised below:

5.6.1 That assurance is given to Scrutiny that the Council is being proactive in identifying and putting measures in place to prevent people from becoming homeless, with a particular emphasis on encouraging people to seek housing advice and support prior to them becoming homeless. This should take the following form:

- a) A proactive communications approach including a poster campaign (public facing communications that emphasises the need for people to contact the Council for advice and support as soon as possible and not when they have already become homeless).
- b) A proactive communications approach that encourages landlords to contact the Council before they serve a notice, to see if we can work together to address any issues and stabilise the tenancy.
- c) A proactive approach to engaging with landlords in the Borough (for example, through a landlords' forum).

- d) Readily available information and guidance about how the Council can help and prevent homelessness from occurring to begin with (for example, negotiating with landlords, addressing underlying issues that have led to the tenancy being at risk, implementation of support to stabilise the tenancy).
- e) An update report to the Scrutiny Committee in 12 months' time to demonstrate how successful the Council has been in preventing households from becoming homeless, and any lessons learned.

5.6.2 As soon as practicable, the Council and appropriate partners should host a Jobs Fair for people aged between 16 and 24. It is recommended that the jobs fair should include businesses, the DWP, Brooksby-Melton College, advice services and sign-posting.

5.6.3 Engagement with the lead officer for communications in respect to future Scrutiny studies where consultation and engagement may be required is crucial to ensure there is clarity on expectations, timescales and visibility/reach of consultation exercise.

5.6.4 We recommend that the Council host a Volunteer Fair to be held at Parkside with as much publicity as possible to encourage as many charitable companies, voluntary organisations and possible volunteers to attend.

5.6.5 The Council should review its existing processes to ensure that the digitally excluded have the same access to services as digitally savvy residents. In addition, the Council should work with partners (e.g. Age UK) to ensure that the digitally excluded have every opportunity to become digitally education if they so choose. This could also be by increasing the help which the Council already provides in the computer suite at Phoenix House so that all residents, who wish, can obtain the necessary skills to access the internet.

5.6.6 The Council should review existing processes for monitoring its treatment of BAME residents and ensuring that BAME residents are treated fairly. This should include looking to make improvements where required.

5.6.7 A refresh of the Helping People Partnership:

- a) To ensure that the Helping People Partnership Board is representative of relevant partners who can deliver an effective and collaborative approach to health and wellbeing in Melton.
- b) To ensure that the Helping People Partnership Board incorporates Covid recovery/insights, needs and trends as a standing agenda item to enable collective understanding and action planning, relevant to the remit of the partnership.
- c) To ensure that the outcomes of the partnership are made available to scrutiny members with an update report in six months.

6 Options Considered

6.1 Once established the Task and Finish Group must report back to the Scrutiny Committee on their findings, there are no alternative options.

6.2 The Scrutiny Committee may approve the report and forward for Cabinet consideration, or they may approve the report subject to specified amendments/additions.

7 Consultation

7.1 A list of stakeholders and expert witnesses consulted is contained in the final report.

- 7.2 The Portfolio Holder for Climate, Access and Engagement and the Portfolio Holder for People and Communities have been consulted prior to the publication of the report.
- 7.3 Some of the recommendations will require further consultation should they be approved and taken forward by Cabinet. Where appropriate this has been highlighted in the report.

8 Next Steps – Implementation and Communication

- 8.1 Subject to the approval of the Scrutiny Committee the report will be presented to Cabinet on 13 September 2021.
- 8.2 The results of the People Survey will be published on the Council’s website.

9 Financial Implications

- 9.1 Any financial implications arising from the recommendations will be evaluated and further information will be provided to Cabinet in advance of consideration at the relevant Cabinet meeting.

Financial Implications reviewed by: Dawn Garton (Director for Corporate Services) 27.09.21

10 Legal and Governance Implications

- 10.1 The Scrutiny Committee is not a decision-making Committee but may provide recommendations for Cabinet and/or Council approval.
- 10.2 The remit and operation of Task and Finish Groups and reports from the Scrutiny Committee are set out in Chapter 2, Parts 9 and 10 (Scrutiny Committee – Functions and Procedures) of the Melton Borough Council Constitution.

Legal Implications reviewed by: Natasha Taylor (Deputy Monitoring Officer) 24.09.21

11 Equality and Safeguarding Implications

- 11.1 Equalities implications arising out of the recommendations will be considered on a case by case basis.

12 Community Safety Implications

- 12.1 Any recommendations in relation to the Covid-19 pandemic response and recovery will be subject to regulations in place at the time of implementation.

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 this report. The purpose of the Task and Finish Group was to complement the significant amount of work already being undertaken by considering the impact of the Covid-19 pandemic and highlighting any areas for improvement in relation to the response and recovery.

15 Background Papers

- 15.1 People Survey – Response Data

16 Appendices

16.1 Appendix A – Scrutiny Response and Recovery (People) Task and Finish Group Final Report

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Scrutiny Response and Recovery (People) Task and Finish Group Final Report



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Foreword - Chairman of Scrutiny Committee

On 31 January 2020, the first case of Covid-19 was confirmed in the UK. The first death occurred on 5 March 2020.

The Council's Leader and Chief Executive posted a letter to every household in the Borough on 28 March 2020, and this was done to ensure that it was also received by those without internet access. The letter advised that the Community Support Hub had been set up and explained how residents could obtain assistance if needed.

The Council continued to provide services and, once Parliament had passed legislation, held its first virtual public meeting on 9 April 2020. This was a meeting of the Planning Committee.

The Scrutiny Committee held a Workshop on 16 July 2020 to identify items to be added to the Scrutiny Work Plan. During discussions it became clear that Scrutiny Members were keen to look at the impact of the Covid-19 pandemic on local residents and how their well-being had been affected.

Support for the local community during and in the wake of the pandemic would be critical to the recovery process and therefore it was proposed that Scrutiny evaluate and analyse the response of the Council and external organisations to identify lessons learnt and any areas of weakness in order to provide recommendations, which might help to provide a template for dealing with any future similar emergency situation.

At the Scrutiny Committee meeting held on 1 September 2020, it was decided that two Covid-19 Response and Recovery Task and Finish groups would be formed, with one related to People issues and the other related to Place issues.

Following the tragic death of George Floyd in the USA, there was an anti-racism motion approved by Council on 22 July 2020. The Council resolved to reaffirm its commitment to promoting equality and fairness for all, condemning all forms of racism.

Council also requested Scrutiny Committee to consider the government's recently published "Covid-19: Understanding the impact on BAME communities" report and consider the implications for Council services and the community and make recommendations to Cabinet including learning from past mistakes to ensure they are not repeated.

This is the report of the Covid-19 Response and Recovery Task and Finish Group (People).

Councillor Pat Cumbers
Chairman of Scrutiny Committee

Members of the Task and Finish Group



Councillor Pat
Cumbers
(Chairman)



Councillor
Ronan Browne
(until May
2021)



Councillor
Robert Child



Councillor
Chris Fisher



Councillor
Rebecca Smith
(until May 2021)

Key Points

The Covid-19 pandemic was an event that tested the 'system', it tested the public sector's ability to deliver services and it tested the resilience and resolve of individuals, families and communities up and down the country. The key task of the Task and Finish Group was to uncover the reality of how the pandemic impacted upon the residents of Melton Borough.

In attempting to do this, Members gathered evidence relating to the national context, therefore evidence on mental health, digital exclusion, the impact of the pandemic upon the BAME community, unemployment statistics and debt was received. The Group then reviewed the following evidence in relation to the Melton Borough: finance, the Council's response, test & trace support, homelessness, physical health & wellbeing, support services and local vaccination statistics.

Members commissioned a survey in order to obtain more information on how residents coped during the pandemic. The key takeaways from the survey was that, overall, residents felt well supported by the Council and partners. There were complaints about access to some GP services being extremely difficult at times, however evidence suggests that GP services nationwide struggled during the pandemic.

The survey also highlighted growing inequality in the community, with a section of the population benefiting from the pandemic through reduced costs (e.g. no commuting, no dining out or day trips) and another section of the population becoming disadvantaged as a result of the pandemic (e.g. reduced income, having to rely on savings or credit, isolation, limited access to online services and not being able to get appropriate GP care).

What the study showed was that the majority of problems faced by residents were not caused by the pandemic but they were exacerbated by it.

What the study didn't quite capture, but was experienced by Members of the Group, was the sense of community spirit that developed, especially at the beginning of the pandemic.

Background and Introduction

On 1 September 2020, the Melton Borough Council Scrutiny Committee approved the establishment of the Response and Recovery (People) Task and Finish Group. The review was instigated as a result of the Covid-19 pandemic and the need to adapt existing policy and practice and develop new policy and processes in order to provide a focused response to support the residents of the Borough.

On 17 September 2020 the Task and Finish Group met for their preliminary scoping meeting. The Group identified issues and areas that they would like to explore further and also agreed the timetable for the review and made some revisions to the Terms of Reference.

It was agreed that the following topic areas would be included in the review:

- i. Finance
 - Unemployment and welfare benefits.
(including debt and Universal Credit)
 - Homelessness
- ii. Health
 - Mental Health
(Social Isolation and digital exclusion)
 - Physical health and wellbeing
(Director for Public Health report on Covid-19 impact on BAME)
- iii. Community
 - Support Services
(Council Services/External Organisations/Voluntary Sector)

The Group agreed they would commence the review by establishing an evidence base which would include performance statistics, review of current policy and process and draw on the experiences of residents of the Borough, Officers and other stakeholders. Evaluation of this evidence base would clarify the issues and assist with the identification of the underlying causes. The Group, with Officer support, would then move on to consider options for improvement, feasibility of options for future delivery and the way in which outcomes could be measured and monitored. This would be translated into a set of recommendations to be presented to Scrutiny Committee for approval and following review by the Chief Executive, further recommendation to Cabinet in September 2021.

Process and Methodology

As detailed within the scoping document, it was agreed that the enquiry would take the form of:

- Desk-based review of papers
- Observations
- Information from national organisations including the Office for National Statistics.
- Workshops / Focus Groups
- Interview of officers and stakeholders
- Calling witnesses to give evidence
- A survey (which utilised both electronic and paper forms) to obtain the views of local residents

A summary of the evidence collated can be found below.

Timetable

Date	Actions
17 September 2020	<ul style="list-style-type: none"> • First meeting: Summary/Background • Review Terms of Reference • Agree timetable and scope of review
27 October 2020	Meeting to consider the Financial aspect: <ul style="list-style-type: none"> • Unemployment and welfare benefits • Homelessness
10 December 2020	<ul style="list-style-type: none"> • Health <ul style="list-style-type: none"> - Mental Health - Physical Health and Well Being • Note the consideration of the People survey.
2 February 2021	Meeting to consider the Community aspect: <ul style="list-style-type: none"> • Support Services <ul style="list-style-type: none"> - Council Services - External Organisations - Voluntary Sector
June 2021 – August 2021	<ul style="list-style-type: none"> • People survey
18 August 2021 & 14 September 2021	<ul style="list-style-type: none"> • To discuss format and content of final report
By email	<ul style="list-style-type: none"> • To agree the final recommendations and report for Scrutiny Committee – 21 September 2021
October 2021	<ul style="list-style-type: none"> • Report to Scrutiny Committee • Review by Chief Executive • Report to Cabinet – 13 October 2021

Summary of Evidence Considered

A summary has been provided for each piece of evidence considered by the Group during the review.

Full details of any of the evidence listed can be obtained from democracy@melton.gov.uk quoting the Response and Recovery Task and Finish Group (People) and the reference number detailed below.

Surveys

E1. People Survey

- A survey was launched on 15 June 2021 and was open for eight weeks. The survey asked residents about how the pandemic had affected their physical mental and financial well-being. In addition, the survey aimed to understand how residents' needs had been supported since the beginning of the pandemic and gain an understanding of how effectively the Council and its external partners responded to it.

The survey was intended to provide a significant quantity of local information for the final report, as the information would come direct from Melton residents and would include information specifically related to the situation in Melton Borough.

It was also expected that the survey would be easily accessed on the Council's website but unfortunately accessibility was not as good as anticipated. This has meant that the response was lower than had been anticipated and has not provided as much useful local information as the Group would have wished.

The Group are very grateful for the survey information received. The information has been extremely useful and combined with evidence from officers and external partners as well as national information will help the Council plan for the recovery and provide a template for dealing with any future emergency.

Who took part?

There were 159 responses received, of which 155 were received electronically and 4 were received in a physical format. There was a mixture of people of different ages who took part in the survey, however a deeper look established that 38.4% of respondents were aged 56 and over. In terms of the female to male split, 72.3% of all respondents were female. In terms of households 47.2% of respondents lived with a spouse or partner, which was the largest group. This was followed by living with spouse or partner and children with 27.7% of respondents in that grouping.

- Evaluation of Survey Results

Domestic Abuse

According to the ONS, an estimated 5.5% of adults aged 16 to 74 years experienced domestic abuse in the year to March 2020. It must be noted that domestic abuse involving victims older than 74 years was not included in Police records at that time but that has since been rectified.

The survey showed that 1.25% of respondents had been victims of domestic abuse during the pandemic but it is unclear how representative that statistic might be because of the very low response to the survey.

Employment

In terms of employment the survey identified a slight decrease in full time employment with 40.3% of respondents stated that they were in full time employment before the pandemic began compared with 39.6% currently. Unemployment also fell with 5.7% stating that they were unemployed before the pandemic compared with 5% currently. These figures can be explained by the increase of those people in part time employment as 16.4% of respondents stated they had part time employment before the pandemic compared with 17.6% currently.

Income

Before the pandemic, 10.7% of respondents stated that they were struggling financially, currently 28.9% of respondents have stated that their current income does not meet their needs with 21.7% (6.3% of all respondents) of these stating that their income is insufficient to meet the basic costs of living.

Finance – Savings, Borrowing and Benefits

During the pandemic 35.2% of respondents stated that they had to use savings to support themselves financially. 11.3% borrowed money from friends or family, 8.2% borrowed from a bank and 8.2% had to use benefits or universal credit. In reviewing the comments, the reasons for this were varied. They ranged from needing to in order to cover bills and living costs to, maintaining a certain level of lifestyle such as a healthier lifestyle and paying for the usual extras, e.g. Christmas and birthday gifts.

Diversity

Our own research, a summary of which can be seen in section E9, indicates that nationally, members of the BAME community suffer disproportionately in relation to housing, employment, finances and health.

Seven members of the BAME community completed the survey but they were only 4% of all respondents. Of those seven, five (71.4% of the seven) alleged they had been discriminated against because of their ethnicity, by the Council or a partner organisation.

However, because we received such a small response to our survey it would be very unfair to conclude that the Council or any partner organisation might be as discriminatory as indicated by the 71.4% statistic.

From our experience as Councillors, we have never once heard it suggested that such blatant discrimination exists within the Council or within any of our partner organisations.

Discrimination is unacceptable but the allegations have been made and they must be addressed.

Of all respondents, 16.4% stated that they had a disability and a further 16.4% stated that they were identified as being at higher risk. For context, Scope (the disability charity) estimates that 20% of the UK population has a disability.

Health

In looking at how the pandemic has affected respondent's health, 27.7% stated that they either mostly agree or completely agree that their physical health had been adversely affected during the pandemic. A total of 32.1% of all respondents stated that they either mostly agree or completely agree that their mental health had been adversely affected by loneliness or isolation and 23.9% of all respondents either mostly agree or completely agree that their mental health had been adversely affected by financial worries. A total of 54.1% either mostly agree or completely agree that it has been difficult to arrange a GP appointment during the pandemic and a total of 52.2% of all respondents either mostly agree or completely agree that it has been sometimes difficult to obtain medical treatment for non-Covid illnesses during the pandemic. In looking at the comments made by the respondents, there was a clear dissatisfaction with Latham House surgery, however dissatisfaction with GP provision has been a common theme nationwide during the pandemic, as evidenced in section E8 of this report.

Digital

In terms of digital accessibility, only 1.3% of all respondents stated that they did not have the sufficient computer skills to obtain necessary information from the internet, including the Council's website and Universal Credit.

A total of 86.2% of all respondents stated that they had access to the internet via a home device such as a smartphone, laptop, PC or tablet. For context

13.2% of respondents skipped the question, so it is unclear whether they don't have access to such a device or they did not want to answer the question.

No respondents stated that they accessed the internet via a public connection (e.g. library) or that they had no internet connection but one respondent did say that they had a poor internet connection.

Support Services

The survey shows that most people neither agreed nor disagreed that the services mentioned had been good. It cannot be known for certain, but it would appear likely that those who expressed no opinion did so because they had not used the service.

Melton Borough Council

Of those who expressed an opinion, 51 agreed or mostly agreed that the Council had provided a good service, compared with 19 who disagreed or mostly disagreed.

NHS Hospitals

Of those who expressed an opinion, 71 agreed or mostly agreed that the NHS Hospitals had provided a good service, compared with 18 who disagreed or mostly disagreed.

Local GP Service

Of those who expressed an opinion, 37 agreed or mostly agreed that the Local GP Service had provided a good service, compared with 59 who disagreed or mostly disagreed.

The Job Centre

Of those who expressed an opinion, 8 agreed or mostly agreed that the Job Centre had provided a good service, compared with 6 who disagreed or mostly disagreed.

Melton Community Hub and the Voluntary Sector

Of those who expressed an opinion, 31 agreed or mostly agreed that Melton Community Hub and the Voluntary Sector had provided a good service, compared with 8 who disagreed or mostly disagreed.

Evidence Sessions (Expert witnesses/stakeholders)

E2. Finance – Revenue & Benefits Manager and Customer Services Team Leader

- Nick Sach, Revenues and Benefits Manager and Nicky Oliver, Customer Services Team Leader attended a meeting held on 27 October 2020 to provide Members with an overview of how the pandemic had affected the Council's finances.

Key Points

- i. The housing benefit caseload had decreased due to claimants transferring to Universal Credit. Of those on housing benefit 686 recipients of housing benefit were of pensionable age and 499 recipients were of working age.
- ii. The Council Tax caseload was fairly static, with 1,057 recipients of Council Tax support being of pensionable age and just over 1,200 recipients of working age.
- iii. Unpaid Council Tax had increased by £940,000. The net liability for 2019/20 had increased by £1.3m. Collection rates had decreased slightly and due to Covid-19, the Council had been limited on recovery action. However, some action had re-started but a re-start on summons action was to be confirmed.
- iv. The current unpaid rent on Council dwellings had increased by £5,000 (from £322k to £327k).
- v. Former tenants rent arrears had decreased by £17,000. This figure fluctuated and could be slightly misleading (e.g. when a current tenant with arrears becomes a former tenant).
- vi. There had been an increase in calls to Customer Services (2019/20), of 300 calls with 143 of these calls were directly linked to Covid-19.
- vii. Of the number of calls where Customer Services staff were able to ascertain what the call was regarding, there was an increase of 84 housing benefit calls, 30 Council Tax calls, 46 NNDR calls and 42 homelessness calls.
- viii. Of the total 4,328 calls dealt with, there was an average call time increase of almost 3 minutes between September 2019 and September 2020. These calls were handled with no additional staff resources.

E3. The Council's response

- The Council's response to the Covid-19 pandemic was outlined to the Group at the meeting on 27 October 2020.
- In March 2020, the Council sent letters to every home in the Borough, providing information and useful contact details. Those identified as needing to shield from the virus were contacted by GPs.

The Melton Community Support Hub

- In April 2020, Members were briefed on the new Community Support Hub which had been set up by Melton Borough Council. The Council's website directed people to the Hub for information and assistance during COVID-19. The Hub also sought volunteers and help from other organisations and its priorities were to ensure that vulnerable people and shielding residents received food, prescriptions and necessary help.
- Between April and October 2020, the Hub had received 404 food support requests and had provided 2,662 free food bags. As of February 2021, the Hub was dealing with 78 people.
- As of February 2021, the Hub had helped 212 people to access prescriptions. In addition, the Hub had undertaken welfare checks, regular phone calls to lonely and isolated people, befriending, signposting for physical and mental health and wellbeing issues and advice/signposting for other services as required.
- Case studies, in relation to the Hub, were presented to Members. The case studies are representative of residents who the Council would not normally have interacted with pre-pandemic, unless they were referred for specific vulnerabilities. The pandemic brought to the attention of the Council, residents who have a problem or multiple problems which they, with the help of family and friends, would have managed pre-pandemic but as a result of the pandemic and associated lockdowns appeared less able to cope. The case studies relate to residents who had the following issues: Alzheimer's, debts as a result of declining health, debts caused by the shutting down of industries during lockdown, domestic abuse and mental health issues.
- Members received a presentation on the Hub in February 2021. The key points were:
 - i. The Hub was incorporated into the work of the Case Management Team to manage the fluctuating demand, as they were ideally placed to identify and address other issues.
 - ii. The Hub harnessed the community effort successfully and oversaw the development of additional groups within the wider partnership and support structure.
 - iii. The vaccination effort was actively supported at the Hub.

Me and My Learning

- 175 residents had presented to Me and My Learning with 2 or more problems. The Covid-19 related issues dealt with by Me and My Learning included financial, Universal Credit, housing, mental health (including loneliness and isolation), domestic abuse, substance abuse and an increase in referrals for the elderly (making sure they had enough contact and the help they needed).

E4. Test and Trace Support

- The test and Trace Scheme has been a key strand of the Council's pandemic 'people' response. The scheme was implemented at pace, with very last-minute guidance and it has been an important lifeline for people who would otherwise have been left without income or may have felt unable to self-isolate for financial reasons. The information below has been provided by Nick Sach, Revenues and Benefits Manager.

Why the scheme was created?

- The Government introduced the Test and Trace Support Payments alongside a Discretionary Payments scheme to support people on low incomes who are unable to work from home and have been asked to self-isolate and their income has reduced as a result of this. Eligible residents can apply to Melton Borough Council for a Test and Trace Support Payment of £500.

How long will the scheme last?

- The Government have announced that the scheme will continue until the end of March 2022. The Government will continue to:
 - i. cover the cost of all payments made under the main scheme
 - ii. make £20m a month available for discretionary payments, and
 - iii. provide funding for administration costs related to the scheme.

Main Scheme

- The main scheme eligibility criteria were introduced by Government and is as follows:
 1. You or your partner must be currently receiving Universal Credit, Working Tax Credit, income-based Employment and Support Allowance, income-based Jobseeker's Allowance, Income Support, Housing Benefit and/or Pension Credit
 2. Have been asked to self-isolate by NHS Test and Trace either because they've tested positive for coronavirus or have recently been in close contact with someone who has tested positive. In addition to this you must have responded to messages received from NHS Test and Trace and have provided any required information.
 3. Be employed or self-employed.
 4. Be unable to work from home and will lose income as a result.
- From 8 March 2021 there was a change made to the scheme to allow the following:
 5. If you need to take time off work and, are the parent or guardian of a child or young person that has been told to

isolate. For example this could be due to someone in their nursery/school bubble testing positive.

Discretionary Scheme

- In addition to the main scheme the Government also made funding available for a discretionary scheme. Eligibility criteria for the discretionary scheme were set at a local level. The discretionary scheme eligibility criteria are as follows:
- In order to be eligible for a Discretionary Support Payment, a claimant must meet points 2 - 4 set out in the main scheme. Point 5 is also applicable in relation to the discretionary scheme. Applicants must also meet the following criteria:
 1. Resident within the Borough of Melton
 2. Are not currently in receipt of Universal Credit, Working Tax Credit, Employment and Support Allowance (Income Based), Job Seekers Allowance (Income Based), Income Support, Housing Benefit and/or Pension Credit; and
 3. Will face severe demonstrable financial hardship, as a direct result of not being able to work whilst self-isolating. There are certain circumstances where applications will not normally be considered.
- However, the Council reserves full discretion in regards to the scheme.

Applications received to date

- As at 5 August 2021, 337 applications for both the main and discretionary scheme had been received. A breakdown of success and unsuccessful applications across the two schemes is as below:

	Main Scheme	Discretionary Scheme
Successful applications	134	27
Unsuccessful applications	63	113

- The categories we record for unsuccessful applications for returns to the Department of Health and Social Care are:
 1. Applicant is not employed or self-employed.
 2. Applicant fails criteria: unable to work from home and will lose income as a result.
 3. Applicant fails criteria: in receipt of eligible benefit. Applicant can still be successful for discretionary fund.
 4. Applicant rejected for other reason – Which could include them being above the earnings and income threshold on the discretionary scheme.

- Officers are confident that no residents have been left without vital support to self-isolate safely. As with any scheme there have been unhappy residents that fall outside of the eligibility criteria. Evidence of challenges in administering the scheme and meeting local needs were shared by local authorities at a national level, leading to changes as the scheme evolved (such as ability to provide funding to parents required to self-isolate).

E5. Homelessness

- At the meeting on 27 October 2020, the Group received evidence on the affect that the pandemic has had upon homelessness. A further update was provided at the meeting held on 18 August 2021.
- During 2019/20, there was a significant increase in households presenting to the Council as homeless and this was not anticipated to decrease during 2020/21. Data showed a peak in homelessness presentations from July 2020 – August 2020. The number of homeless people in October 2020 was 177 and the housing options case load, as of 6 August 2021, was as follows:

New cases awaiting assessment	36
Advice and assistance	14
Prevention stage	9
Relief stage	20
Main homelessness duty	50

- In 2019/20, there was a total spend of £149,000 for placing homeless people in B&B accommodation, which resulted in a £114,000 overspend. In 2020/21, the Covid-19 related B&B accommodation spend was £251,177 of which £47,000 had been recuperated through successful grant bids.
- A large shortfall in the Council’s budget was anticipated and the Council would have to agree its priorities. It was recognised that homelessness pressures were a nationwide issue. The Council was doing a good job but there was always more improvement to be made, particularly concerning resources.
- Overall, the Council was doing very good work. It was dealing with relatively high numbers of homeless people for the size of the Council. There are four full-time staff equivalents in the Housing Solutions team and they were multi-tasking.
- There had been 7 homelessness presentations as a result of a Section 21. This was low but presentations were likely to increase once court action had re-started. A concern was raised that as house prices continued to increase, disposing of a property was more attractive than continuing to lease it, leading to a Section 21.
- Concerning void properties, contractors ability to undertake repair work had been reduced through lockdown. This created a backlog, which was being worked through. Initial information on turnaround times and re-let were

encouraging. Principles had been identified to turn voids around as quickly as possible and to the required standard. There was progress but it was slower than was wanted.

- In terms of homelessness prevention, in 2021/22, quarter 1, the Council had received 67 new presentations, of which 13 (19.4%) were prevented.

E6. Mental Health

- Members were informed at their meeting on 10 December 2020, that Mind, NHS, WHO and University of Cambridge have conducted research regarding the deterioration in Mental Health over the pandemic and the impacts of loneliness and social isolation.
- The mental health charity Mind reported the following:
 - i. More than 60% of adults and 68% of young people have said their mental health had worsened during lockdown.
 - ii. Many people (51% adults and 55% young people) surveyed without previous experience of mental health problems, experienced poor mental health during lockdown and have seen their mental health and wellbeing decline.
 - iii. More than half of adults and over two thirds of young people said that their mental health had become worse during the period of lockdown restrictions, from early April to mid-May.
 - iv. Restrictions on seeing people, being unable to go outside and worries about the health of family and friends are the key factors driving poor mental health. Boredom is also a major problem for young people.
 - v. Loneliness has been a key contributor to poor mental health. Feelings of loneliness have made nearly two thirds of people's mental health worsen during the pandemic, with 18-24-year-olds the most likely to see loneliness affect their mental health.
 - vi. Many people do not feel entitled to seek help, and have difficulty accessing it when they do. 1 in 3 adults and more than 1 in 4 young people did not access support during lockdown because they did not think that they deserved support.
 - vii. A quarter of adults and young people who tried to access support were unable to do so. Not feeling comfortable using phone/video call technology has been one of the main barriers to accessing support.
- In summary, the organisations concluded that the societal impact of the COVID-19 pandemic had been broad and very challenging. No aspect of normal societal functioning had been spared. Quarantine and social distancing had been deemed necessary measures to prevent the virus from spreading but also led to elevated levels of loneliness and social isolation, which in turn produced physical and mental health related repercussions. It was seen that by adopting appropriate steps to keep social and familial

connections, maintain healthy activities, and manage emotions and psychiatric symptoms could help relieve the adverse consequences of loneliness and isolation. The pandemic had illuminated the pre-existing threat to well-being that older adults frequently experience with social isolation and loneliness.

- In addition to this, 22% of the population lack digital skills or access to technology – this could exacerbate feelings of social isolation and lead to social deprivation as access to services and tools which are only available online are not available to those that may need it most.

E7. Digital Exclusion

The Digital Divide

- The Group received an article by the Cambridge Centre for Housing and Planning Research (CCHPR) titled 'The Digital Divide'. The article stated that there are 22% of people across the UK who lack the right digital skills or access to technology and that the pandemic has excluded them as the country moved online.
- The article stated that of the eight million in the UK who don't use the internet, 90% suffer from other kinds of economic or social disadvantages, they are likely to be in the lowest income bracket and/or be disabled with long term health conditions. It is reported that in the East Midlands, 19% of benefit claimants have low digital capability.
- It was recognised that the pandemic did not cause digital exclusion but highlighted and worsened an existing problem. That problem being:
 - i. Children without internet access at home have been unable to take part in online education.
 - ii. People without internet access find it harder putting together a CV, applying for jobs, keeping track of their finances and applying for Universal Credit.
 - iii. In addition, with so many services online only, people without internet connection find it impossible to access those services.

Making Communications Work

- Members received a report from Ofcom titled 'Making Communications Work. The article was from April 2021 and found that data had suggested that the proportion of UK homes without internet fell during the pandemic but older and financially vulnerable are more likely to remain digitally excluded.
- The proportion of homes without internet access have fallen from 11% in March 2020 to 6% (around one and a half million) in March 2021.
- Around 60% of those without internet access have sought 'proxy' assistance. The most common form was assistance with buying something (57%), but proxies have assisted with sending emails or obtain information from the internet.

- Ofcom found that the groups least likely to have home internet access are aged 65+ (18% without access), lower income households (11% without access) and the most financially vulnerable (10% without access).
- Of those adults without internet access, 46% find the internet too complicated, 42% state that it holds no interest for them and 37% say a lack of equipment is a barrier.
- Nearly all children of school age had online access in the home, however 4% relied solely on mobile internet access during the pandemic with 2% only able to get online using a smartphone. In addition, 17% of children did not have consistent access to a suitable device for online home-learning and this increased to 27% of children from households classed as financially vulnerable.

E8. Physical Health and Wellbeing

- In considering physical health and wellbeing in the Borough, the Group received the following evidence:
 - i. Some sports groups were struggling to encourage participants back as there was still a lack of confidence to return to in-person activities, although the Physical Activity Team may provide assistance to getting people back into activities.
 - ii. Footfall at leisure centres was down.
 - iii. Members were informed that it was difficult to access GP appointments locally and this had, in some cases, lead to unnecessary hospital admissions.
 - iv. Figures had been requested from Waterfield Leisure Centre and these would be compared with figures from MBC and information circulated to the Group.
 - v. There was a feeling that Melton was focused on coping rather than being proactive and looking forward.

Local Context

- On 9 July 2021, Latham House contacted every patient by letter to explain some of their problems and how they were being addressed but included a warning of a temporary but significant reduction in GP capacity from July to September. They reiterated that their priority would continue to be supporting patients to access healthcare.

National Summary

- Healthwatch, as reported by the British Medical Journal (BMJ) in March 2021, warned that across the country patients had struggled to access GPs during the pandemic.
 - i. Healthwatch found that, while remote appointments were more convenient for some patients, they did not meet everyone's needs.

This left some patients worried that their health issues would not be accurately diagnosed.

- ii. The report also found that some patients struggled to get appointments for regular health check-ups, treatments and drug reviews meaning that some were unable to manage their condition.
 - iii. Responding to the report, the Chair of the British Medical Association's GP Committee stated that while waiting times throughout the NHS have been a struggle during the pandemic, it is indicative of the wider problem of a lack of resources and funding that the entire health service had been experiencing for decades and something that is responsible for the majority of the points raised in the Healthwatch report.
- The i Newspaper reported on 26 August 2021 that GP Clare Gerada, president-elect of the Royal College of General Practitioners, predicted that general practice would collapse within months unless urgent action is taken.
 - On 1 September 2021, the i newspaper reported that Jamie Jenkins, former head of health analysis at the Office for National Statistics, stated that the UK has some of the lowest numbers of GPs per population in Europe.

E9. Impact of the pandemic upon the BAME (Black, Asian and Minority Ethnic) Community

National Summary

- The Public Health England report 'Beyond the data: Understanding the impact of Covid-19 on BAME groups' highlighted the increased risk that BAME groups have of catching Covid-19 and dying from Covid-19.
- The report stated that per 100,000 population people from a Black ethnic group had the highest rate of infection with 486 in females and 649 in males. The lowest rate of infection was found in people from a White ethnic group with 220 in females and 224 in males.
- People of a Bangladeshi ethnicity had around twice the risk of death when compared to people of White British ethnicity. People of Chinese, Indian, Pakistani, Other Asian, Caribbean and other Black ethnicity had between 10 and 50% high risk of death when compared to White British.
- Death rates from Covid-19 were found to be higher in Black and Asian ethnic groups when compared to White ethnic groups. This was the reverse of previous years when all-cause mortality rates were lower in Black and Asian ethnic groups.
- Public Health England concluded, via discussions with stakeholders, that Covid-19 did not create health inequalities, but rather exposed and exacerbated longstanding inequalities affecting BAME communities.
 - i. The study found that BAME groups tend to have poorer socioeconomic circumstances which consequently led to poorer health outcomes.

- ii. Economic disadvantage is also closely associated with the prevalence of smoking, obesity, diabetes, hypertension and cardio-metabolic complications which all increase the risk of disease severity.
 - iii. Public Health England also found that people of Black, Asian and other minority ethnic groups may be more exposed to Covid-19 and therefore are more likely to be diagnosed. Increased exposure was experienced via occupation (a high proportion of BAME groups were key workers and in occupations that led to increase exposure to Covid-19), population density, use of public transport, household composition and housing conditions.
- The report sets out a number of requests for action across the following domains:
 - i. Research and data – This is to deepen society’s understanding of wider socio-economic determinants and improve recording of faith and ethnicity.
 - ii. Policy – This element ensures long term sustainable change, helps establish cross government infrastructure to drive change, address occupational risk and help mitigate the impact of race crime.
 - iii. Communications – More specifically with community leaders to enhance the reach into BAME communities ensuring guidance and media is culturally appropriate and available in a wide range of languages. This approach also includes using different approaches to mitigate fears and encourage uptake of vital prevention services.
 - iv. Anchor institutions – The scaling up of prevention services in a targeted way. The development of strategies to rebuild trust with health and care services. The co-production of solutions with BAME groups and faith leaders. The provision of safeguards to mitigate risks for all front-line workers.
- Stakeholders, who were interviewed by Public Health England for the report, discussed the role local government played during the pandemic. It was recognised that local government played a critical role in ensuring services were available for the most vulnerable in society, however there was concern for the decade of cuts in local government funding which had diminished the ability of local authorities to address the wider and structural issues that placed BAME communities at risk. This included the following: reducing poverty, reducing social exclusion and improving living and housing conditions for the most marginalised communities including the homeless, migrants, gypsies and travellers. There was recognition in the innovation deployed by local government in response to the pandemic, however it was felt that resources need to be provided to meet the growing and pervasive needs that emerge post-Covid.

E10. Support Services (Council Services/External Organisations/Voluntary Sector)

Community Safety

- A summary of the evidence received in relation to Community Safety by the Task and Finish Group is as follows:
 - i. The data held by the Community Safety Partnership was useful and provided a good overview of crime in the Borough.
 - ii. During lockdown, crime had increased slightly, particularly violent crime (antisocial behaviour, domestic abuse etc.) and rural crime (theft of farm machinery etc.).
 - iii. Drug crime was a concern for most within the community and this had been an area of focus for Leicestershire Police, resulting in an increase in drug detection.
 - iv. There were many initiatives and a great deal of robust work being undertaken by Police and the Community Safety Partnership throughout the Borough (action plans, multi-agency partnership working, effective community work to identify priorities and focus action).
 - v. Although crime was on the increase, the approach to this was very proactive.

Melton Community Support Hub

- A summary of the evidence received in relation to the Community Support Hub by the Task and Finish Group is as follows:
 - i. The Community Support Hub was established by Melton Borough Council in March 2020 to co-ordinate help and support for residents throughout the Borough, during the pandemic.
 - ii. The information the Community Support Hub provided was regularly updated and its website was deemed to be excellent (including extensive information and hyperlinks to Government advice etc.).
 - iii. The website did not include data on how many people had been helped by the Community Support Hub and it was suggested that this information was of interest and could be added.
 - iv. The Community Support Hub had linked volunteers and organisations with those in need to deliver food parcels and prescriptions and to tackle loneliness.

The Melton Learning Hub, Melton Mowbray

- The Melton Learning Hub is a charity providing alternative learning for young people who are not in mainstream education. The Learning Hub includes Voluntary Action Melton, a community transport scheme, as well as the Venue, a social youth hub based at MBC's Phoenix House.

- Early on during the pandemic, Melton Learning Hub offered use of the Venue facility to the Melton Community Hub along with the assistance of Learning Hub employees and volunteers.
- The Learning Hub paid for food deliveries from Fareshare and received donated food from Sainsbury's, Morrisons, Samworths (Dickinson & Morris pork pies), other local businesses and members of the public.
- The Learning Hub would pack and deliver food and prescriptions with the assistance of additional community volunteers to residents in need. This continued until March 2021 when the Melton Learning Hub passed their remaining supplies to the Melton Storehouse who also provided food bags and toiletries to residents in need during the pandemic.

Melton Furniture Project

- The Melton Furniture Project, based in Park Road, Melton Mowbray, collects quality used furniture for sale to the public, with a reduced price for those in receipt of benefits.
- The Project's annual accounts explain that lockdown caused closure and the furlough of staff, however there was urgent need for essential furniture, especially beds as many people, including elderly, had moved in with relatives and friends.
- The required furniture was selected and left in the car park for safe collection, at no cost, to grateful 'customers' including Harborough District Council.

Volunteers

- Members received an article from the National Council of Voluntary Organisation (NCVO) on what happened to volunteering during the pandemic. The article was from August 2021.
- The NCVO stated that 62% of adults in England, who responded to their survey, volunteered their time at least once in the past year and 42% of those did so at least once a month, however this does not give the whole picture as formal volunteering, through a club or group, has seen a substantial fall.
- In 2019/20, 23% of adults volunteered formally at least once a month and 37% did at least once a year. In 2020/21, the figures fell to 17% and 30% respectively.
- The discrepancy between the number of volunteers and the fall in formal volunteering can be explained by the rise in informal volunteering, which is offering unpaid help to someone who is not a relative.
- The NCVO stated that the 'volunteering gap' between younger and older people narrowed over the last year. This was because many older people isolated during the pandemic and younger people stepped up to offer support to those who isolated.

- There was an increase in the proportion of unemployed people who volunteered. While people across all employment statuses who volunteered informally increased by a fifth, there was a 43% increase for those who were unemployed.
- NCVO research also found that as the country emerged from lockdown, there has been a recovery in formal volunteering.

Age UK Leicestershire and Rutland (L&R)

- Each Age UK is independent, and Age UK L&R is the largest Age UK in the UK. The Borough of Melton has an aging population and there is a need to support people to live, age well and to be independent. Age UK L&R works closely with partners to achieve this.
- Age UK L&R has a building in Melton Mowbray, Gloucester House, and operates day centres with referrals from social care and community mental health teams.
- Age UK L&R offers a range of activities and services in the Borough, many of which were developed in response to the pandemic, including: indoor bowls, over 55's group, luncheon club, bereavement service, telephone befriending, home care, shopping, cleaning, handyman, footcare.
- A food friendship project has been set up to help older male carers which includes: training sessions, learning how to cook and providing an opportunity to socialise.
- Age UK L&R delivers two contracts across the whole of Leicestershire which are for advocacy and dementia support.
- In conversations with the Council, regarding the concerns they have about digital exclusion amongst older residents, Age UK mentioned that they did have funding for a 'keeping in touch' service, which included the loan of tablets. They have the opportunity to apply for additional funding and are keen to discuss further with the Council.
- The organisation are a key partner and they have expressed interest in becoming part of the Melton Helping People Partnership Board.

Children and Youth Groups

- A summary of the evidence received in relation to children and youth groups by the Task and Finish Group is as follows:
 - i. Leicestershire County Council delivered a core group work programme for children, which included:
 - a) Feeling Safe Group – for those aged 8 and older who had experienced and witnessed domestic abuse.
 - b) Bounce Back Group – promoting emotional health and wellbeing.
 - c) SEND Group – for young people with special educational needs and disabilities.

- d) A group for children and young people with caring responsibilities for the family members.
- e) A group for children aged 8 and older who were involved in risk taking activities and negative peer associations. This was delivered by the youth justice and families teams working together.
- ii. Other youth groups also operated including: Bottesford Youth Club, the Scouts, Venture House, cricket and sports clubs, Belvoir Bees for those aged 6 and older to participate in sports with trained coaches.

Community Activity

- A summary of the evidence received in relation to community activity by the Task and Finish Group is as follows:
 - i. Quizzes – these were popular and easy to organise. Councillor Glancy had held a Christmas Quiz Night, which had been very much enjoyed.
 - ii. Doorstep drinks – an idea for good weather. Neighbours sit outside their homes (socially distanced), to spend time with each other.
 - iii. Gardening days – residents gather (socially distanced) to clear and tidy green space.
 - iv. Swapping events
 - v. Many residents have been ‘clearing out; and have placed unwanted items outside their homes for others to take.
 - vi. Charity collections – it was important to highlight that this involves obtaining a licence and co-operating with the charity.
 - vii. Zoom singing, zoom chatting (with knitting), zoom dancing, listening to bands and choirs together, exercising together, virtual tours of the White House, Disney World, the Statue of Liberty, London, the Sistine Chapel and Graceland etc.
 - viii. Socially distanced walks or exercises.
 - ix. Holding an event in the Country Park, with bands, choirs etc.
 - x. Over the last two weeks residents had been litter picking, which was good for the environment and mental health.
 - xi. Members of the Melton Matters Wombles Group had been litter picking and had collected 95 bags of rubbish to date.
 - xii. It had been noticed by residents that dog fouling had increased during lockdown.

Statistical Data

E11. Unemployment and Welfare Benefits Statistics

- Summary of evidence

This data was presented to Members at their meeting on 27 October 2020.

National Data

- i. In September 2020 there were 1,250,000 people unemployed, which was an increase of 209,000 from 2019.
- ii. The Treasury Office for Budget Responsibility had suggested that unemployment may peak at 4 - 4.5 million by the end of 2020.
- iii. Between September 2019 and September 2020, the number of employees had fallen by 673,000.
- iv. The number of people in receipt of Jobseeker's Allowance was 2,700,000, which was an increase of 120% since March 2020.
- v. The number of job vacancies had increased from April to June 2020 but were 40% less than 2019.
- vi. The 16-24-year-old age group had been the worst affected.
- vii. The number of redundancies had increased from June to August 2020 to 227,000, which was the largest increase since 2009.

Local Data

- i. The approximate number of people in employment had not changed over the last few years.
- ii. Up to June 2020, 83.3% of working age people were in work, compared with 82% of working age people in 2018.
- iii. The DWP advised that 3 local employers were potentially making 350 employees redundant.
- iv. Brooksby Melton College had made 11 employees redundant. Its income had dropped, there were a lack of apprentices and its theatre, equestrian centre, events, catering and student accommodation had suffered as a result of Covid-19.
- v. The DWP were unable to confirm the types of job lost and the types of people made unemployed in the Borough.
- vi. The numbers of new benefit claimants had increased by 1346, compared with September 2019, 243 claimants were aged 18-30.
- vii. The DWP were unable to confirm the number of Universal Credit recipients who had requested advance payments.

- Green Jobs

The Global Citizen reported, in May 2021, that research by the Green New Deal UK has shown that the UK could replace roles expected to be lost permanently as a result of the economic fall-out from the pandemic by investing in green jobs. These jobs could include roles in wind, solar power and retrofitting homes in order to make them more energy efficient. It is estimated that nearly one million jobs would be lost in the next two years however, at a cost of £68bn, a total of 1.2 million green jobs can be created in the UK inside the next two years.

- The Local Government Association outlined in their Green Jobs report that the green economy is booming and projected to grow at a rate of 11% a year between now and 2030. By 2030 there could be an extra 694,000 green jobs created.

E12. Employment of young people during the pandemic

- The Office for National Statistics, 11 May 2021, stated the following regarding young people's employment:
 - i. Young people's employment rate saw a large decline in 2020 compared with 2019, while their unemployment and economic inactivity rates increased. The reason for this could be partly contributed to by the imposition of lockdown restrictions which had considerable impact on industries with higher employment concentrations of young people, such as the consumer-facing service jobs in wholesale and retail trade, accommodation and food services, and human health and social work activities, where homeworking was less likely to be available.
 - ii. After an initial fall in young people in full-time education in the first few months of the pandemic, the proportion of young people in full-time education increased in the second half of 2020, reaching a new high of 46.8% in Quarter 3 (July to Sept) 2020.
 - iii. The number of young people employed in the accommodation and food services industry who moved to unemployment or economic inactivity increased by more than 50% in Quarter 2 (April to June) 2020 compared with Quarter 2 2019.
 - iv. Young people who worked part-time moved from employment to economic inactivity at a faster rate than they moved to unemployment in 2020.
 - v. Young people's labour mobility (job-to-job moves) declined more during the pandemic than for older age groups.

E13. Vaccination Statistics

- As of 15 August 2021, the rate of vaccination uptake in the Borough was 89.0% for the first dose (second highest in the County, after Harborough District) and 78.6% for the second dose (third highest in the County, after Harborough and Blaby Districts). This compares to rates in England of 79.0% for the first dose and 68.1% for the second dose. In Leicester City the rates are 69.7% for the first dose and 57.6% for the second dose.
- Comparing Melton data to Middle Layer Super Output Area (MSOA) level for first dose, the highest is Bottesford, Harby and Croxton Kerrial at 92.8% and the lowest two MSOA are Melton Mowbray South at 86.3% and Melton Mowbray West at 85.6%. As the take up, within the Borough, has been reasonable there has been no 'deep dive' into the data to determine groups where there may be low take up. For Leicestershire the deep dive on data

has been carried out in areas of Charnwood, which has the lowest uptake of vaccine for both first and second dose.

E14. Debt

- The Group considered information from the report 'Coronavirus Impact on Debt and Savings' published on 6 July 2021. The report included statistics provided by the Office for National Statistics (ONS), the Financial Conduct Authority (FCA), the Bank of England, the Resolution Foundation, Citizens Advice, Turn2us and other organisations.
- The report found that, on the whole, household savings had risen and debt had remained at a similar level. Although some households, particularly those with low incomes, have, since the start of the pandemic, run down savings and increased debt. The most affected groups are: renters, people from BAME backgrounds, parents and carers, disabled people and those who were shielding and young people.
- Renters
 - i. The FCA found that 42% of renters were worried about falling behind on rent payments.
 - ii. The Citizens Advice found that, between February and November 2020, 26% of renters had fallen behind on bills compared to 9% of homeowners.
 - iii. The Citizens Advice found that, between February and November 2020, 13% of renters were behind on their Council Tax compared to 5% of homeowners.
- People of BAME backgrounds
 - i. The FCA found that, between February and October 2020, 32% of consumers from BAME backgrounds fell behind on bills or missed a payment compared to 15% of consumers from a white background.
 - ii. In September 2020, the poverty charity Turn2us found that 45% of people from a black ethnic group said that they are unable to afford an emergency cost of £250, compared to 26% of people from a white ethnic group and 27% of people from an Asian ethnic group.
- Parents and Carers
 - i. The ONS found, in July 2020, 22.2% of parents said they had to borrow money or use credit more than before the pandemic. This compared with an average of 13.3%.
 - ii. The Citizens Advice found that, in July 2020, 23% of people with caring responsibilities had fallen behind on their bills compared with 6% of people without caring responsibilities.
 - iii. Between February and November 2020, Citizens Advice found that 30% of people with children aged 5 or under fell behind on bills compared to 14% of all adults.
- Disabled people and shielders

- i. In July 2020, Citizens Advice found that 22% of those who were shielding had fallen behind on their bills, compared to 14% of all adults.
 - ii. Turn2us found that, in September 2020, 46% of disabled people used at least one form of debt since March compared to 33% of people with no disability.
- Young People
 - i. The FCA found, in July 2020, that 19% of those aged 25-34 sought debt advice in the preceding six months, compared with 2% of those aged 55-64.
 - ii. Turn2us found that in September 2020, 57% of people aged 18-24 had used at least one form of debt since March compared to 20% of people aged 55+.
 - iii. Between February and November 2020, Citizens Advice found that 27% of people aged 18-35 were behind on their bills compared to 4% of people aged 55+.

Conclusions

MAIN ISSUES IDENTIFIED	LINK TO EVIDENCE	PROPOSED SOLUTION(S)	RECOMMENDATION
<p>1. The pandemic had led to an increase in youth unemployment which has had knock on repercussions in respect to debt issues. As younger people are more likely than older people to have issues with debt.</p>	<p>E11, E12, E14</p>	<p>Jobs fair for those aged 16-24 in Melton. The Council should identify the types of job which are most likely to be available in the future in Melton.</p> <p>The jobs fair could include signposting and this would include signposting for apprenticeships, careers, job opportunities, job-hunting, CVs, self-employment, further training and possible education, including on-line.</p>	<p>R2</p>
<p>2. The pandemic has given people the chance to reflect on environment around them and how to be greener. The Prime Minister has often stated that the country needs to “build back greener”.</p>	<p>E11</p>	<p>The LGA advised in July 2020 that demand for green jobs will increase rapidly as the country transitions to net zero emissions. Nearly 694,000 direct jobs could be created by 2030. Even during the pandemic, new jobs were created as lifestyles have changed.</p>	<p>R2</p>
<p>3. Homelessness has been an issue for the Council for a considerable number of years, however the pandemic has exacerbated this issue. Homelessness has a devastating impact upon the individuals and families experiencing it and</p>	<p>E5</p>	<p>One of the key elements in tackling the issue of homelessness is awareness.</p> <ul style="list-style-type: none"> - tenants need to be aware that the Council can advise and support them - landlords need to be aware that if they contact the Council before notice is served then it might be possible that a solution could be found to suit all parties involved - there also needs to be a general awareness that 	<p>R1</p>

<p>the Council suffers financially as well.</p>		<p>there could be underlying reasons as to why the tenant finds themselves in the situation that they are in. Those reasons need to be discovered and resolved.</p> <p>It is for this reason that it is recommended a communications campaign needs to be implemented.</p>	
<p>4. The pandemic has seen a fall in formal volunteers. Whilst this has been coupled with a rise in informal volunteers, what this does mean is that fewer volunteers have had background checks.</p>	E10	<p>A Volunteer Fair which will hopefully attract back former volunteers and gain the informal volunteers.</p>	R4
<p>5. It is unclear how much digital exclusion exists in Melton Borough, however we know digital exclusion exists. This makes it difficult for those excluded digitally to access services, particularly if they are primarily online services.</p> <p>It is important to note that digital exclusion also applies to those, mostly children, who do not have easy access to appropriate equipment. When the Council updates IT equipment, it</p>	E7	<p>A review of all Council services to ensure that the digitally excluded are able to access them.</p> <p>Explore, with partners, possibilities of getting the digitally excluded digitally educated. This could include:</p> <ul style="list-style-type: none"> - increasing the help which the Council provides in the Computer Suite at Phoenix House. - the Council could consider using the Kick Start scheme, to employ a 16 to 24 year-old on Universal Credit or at risk of long-term employment, to help residents develop their digital knowledge. - Age UK has a Digital Buddy training video which provides guidance on 	R5

<p>should consider ways that children without necessary equipment can be helped.</p>		<p>supporting older people with digital technology and how it could benefit them to learn essential digital skills.</p>	
<p>6. The survey suggests that members of the BAME community have experienced discrimination from the Council or one of its partners. In addition, evidence suggests that members of the BAME community have been disadvantaged as a result of the pandemic.</p>	<p>E1, E9</p>	<p>Any suggestion of discrimination by the Council or a partner is a very serious allegation. Unfortunately, there was little information about the circumstances of the discrimination. It is therefore imperative that the Council reviews its existing monitoring process and addresses any incidents of discrimination.</p> <p>Also, in light of the disadvantages faced by the BAME community during the pandemic, the Council has a duty to do all it can to assist the BAME community in the Borough.</p>	<p>R6</p>
<p>7. The number of respondents to the survey was lower than anticipated, therefore the data is not as rich as it could be.</p>	<p>E1</p>	<p>The survey was originally due to be open for six weeks however, due to a poor response, that was extended by two weeks. Engagement with the lead officer for communications in respect to future Scrutiny studies where consultation and engagement may be required is crucial to ensure there is clarity on expectations, timescales and visibility/reach of consultation exercise.</p>	<p>R3</p>
<p>8. Residents have benefited from the Helping People Partnership Board but it has, at times, acted like a 'shadow Council'</p>	<p>E10</p>	<p>The Helping People Partnership Board needs to do the following</p> <ul style="list-style-type: none"> - ensure that it is representative of relevant partners who can deliver an effective and 	<p>R7</p>

<p>with little oversight from non-Executive Members. There is also a lack of knowledge and understanding at what the partnership actually does.</p>		<p>collaborative approach to health and wellbeing in Melton.</p> <ul style="list-style-type: none"> - ensure that it incorporates Covid recovery/insights, needs and trends as a standing agenda item to enable collective understanding and action planning, relevant to the remit of the partnership. - ensure that the outcomes of the partnership are made available to scrutiny members with an update report in six months. 	
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Recommendations

Following careful evaluation of the evidence, the Task and Finish Group believe that the following recommendations support the aims and objectives of the Council set out in the Corporate Strategy to respond to the issues identified by the study and summarised within this report.

The Group recognised that not all the issues discussed within the report were caused by Covid-19, however all issues were exacerbated by the pandemic and the resulting lockdowns.

It was further recognised that the Council is not able to solve every issue identified, so the resulting recommendations are where Members believe that the Council can have the biggest impact.

Recommendation 1 (R1)

That assurance is given to Scrutiny that the Council is being proactive in identifying and putting measures in place to prevent people from becoming homeless, with a particular emphasis on encouraging people to seek housing advice and support prior to them becoming homeless. This should take the following form:

- a. A proactive communications approach including a poster campaign (public facing communications that emphasises the need for people to contact the Council for advice and support as soon as possible and not when they have already become homeless).
- b. A proactive communications approach that encourages landlords to contact the Council before they serve a notice, to see if we can work together to address any issues and stabilise the tenancy.
- c. A proactive approach to engaging with landlords in the Borough (for example, through a landlords' forum).
- d. Readily available information and guidance about how the Council can help and prevent homelessness from occurring to begin with (for example, negotiating with landlords, addressing underlying issues that have led to the tenancy being at risk, implementation of support to stabilise the tenancy).
- e. An update report to the Scrutiny Committee in 12 months' time to demonstrate how successful the Council has been in preventing households from becoming homeless, and any lessons learned.

Reasons for Recommendation (R1)

The reasons for the recommendations can be categorised as follows:

- Legal

The Council have an obligation to comply with current homelessness legislation.

- **Financial**
Homelessness is expensive for the Council and prevention should reduce that cost. The estimate for the net amount chargeable to Council Tax in respect of Homelessness for 2020/21 is £151,960 and for 2021/22 this will be £89,350.
- **Health**
Evidence has shown that the mental and physical damage caused to an individual's wellbeing if they are currently homeless or about to become homeless increases compared to someone who has a place to live.
- **Well-being**
A homeless person has less chances of getting a job, forming relationships and potentially makes them more likely to be involved with street crime or alcohol / drugs addiction, we need early intervention and engagement to do all we can to help them. In addition, a homeless family could be placed in temporarily housing accommodation outside of their neighbourhood, which could be unsuitable as they would be removed from their support network and children would have to travel further to their school.

What it is important for both Members and Officers to understand is that prevention is crucial to reducing homelessness. The categories, as outlined above, gives the reasons why the Council should act at the prevention stage.

Recommendation 2 (R2)

As soon as practicable, the Council and appropriate partners should host a Jobs Fair for people aged between 16 and 24. It is recommended that the jobs fair should include businesses, the DWP, Brooksby-Melton College, advice services and sign-posting.

Reasons for Recommendation (R2)

Unemployment is dropping but employment for individuals between 16 and 24 is more problematic. They are more likely to have lost their job and less likely to find a new job. They are also more likely to have accumulated debt during the pandemic.

The mental health and wellbeing of young people who cannot find employment is worse than for other ages. Being aged 16-24 should be exciting and challenging as young people look to find their place in the adult world believing they might never be employed is thoroughly demoralising.

It will also be an opportunity for business leaders to identify growing industries such as the Green Economy.

Recommendation 3 (R3)

Engagement with the lead officer for communications in respect to future Scrutiny studies where consultation and engagement may be required is crucial to ensure there is clarity on expectations, timescales and visibility/reach of consultation exercise.

Reasons for Recommendation (R3)

The function of Scrutiny is expected to address the concerns residents have in relation to the Council's services as well as other public bodies. Conducting surveys is a reasonable and important way for Scrutiny to gather necessary information and evidence. Having a wide reach in order to gather as many views that are representative of the community.

Recommendation 4 (R4)

We recommend that the Council host a Volunteer Fair to be held at Parkside with as much publicity as possible to encourage as many charitable companies, voluntary organisations and possible volunteers to attend.

Reasons for Recommendation (R4)

Volunteers and the voluntary sector are a vital part of society and lives are changed daily for the better by volunteers. Volunteering is good for society but is also good for the mental health and welfare of the volunteers.

Most formal volunteers are aged between 65-74 but during the pandemic many volunteers of that age were shielding or preferring to self-isolate and they very often missed out on socialising. However they know the benefits of volunteering and as we return to normality are likely to return to the voluntary sector but it's always good to match volunteers with volunteering opportunities.

During the pandemic, there was a significant increase in informal volunteering to help with problems caused by Covid. Hopefully some of those volunteers would be interested in permanent formal volunteering.

Volunteering is also good for the unemployed as they gain opportunities to learn new skills.

Recommendation 5 (R5)

The Council should review its existing processes to ensure that the digitally excluded have the same access to services as digitally savvy residents. In addition, the Council should work with partners (e.g. Age UK) to ensure that the digitally excluded have every opportunity to become digitally education if they so choose.

This could also be by increasing the help which the Council already provides in the computer suite at Phoenix House so that all residents, who wish, can obtain the necessary skills to access the internet.

Reasons for Recommendation (R5)

Digital inclusion is shown as likely to help improve the health and wellbeing of residents in many ways.

Leicestershire Districts ICT Partnership includes Melton Borough Council and the following is part of the Partnership's Vision for 2018-2022:

'Our residents will have had opportunities to learn and develop digital skills and have the confidence to use them'

Data suggest that during the pandemic, the proportion of UK homes without the internet fell, but older and financially vulnerable are still the most likely to remain digitally excluded.

COVID-19 did not cause digital exclusion but the pandemic has highlighted and worsened an existing problem. The digitally excluded have found it difficult to access services which became online only during the pandemic

Digital exclusion results in a financial cost to the Council because it is more expensive to communicate with those affected. It might need a meeting, a letter or a visit when an email would have sufficed.

Recommendation 6 (R6)

The Council should review existing processes for monitoring its treatment of BAME residents and ensuring that BAME residents are treated fairly. This should include looking to make improvements where required.

Reasons for Recommendation (R6)

The survey indicated that 5% of respondents considered themselves to be part of the BAME community. Most of those members of the BAME community believed that they had been discriminated against by the Council or a partner, however there was no indication of how or why the discrimination occurred.

The low number of responses to the survey meant that the BAME responses could not be considered representative of the BAME community. Nevertheless, any suggestion of discrimination needs monitoring and must be addressed where discovered. The Council will not tolerate any type of discrimination.

Recommendation 7 (R7)

A refresh of the Helping People Partnership:

- a) To ensure that the Helping People Partnership Board is representative of relevant partners who can deliver an effective and collaborative approach to health and wellbeing in Melton.
- b) To ensure that the Helping People Partnership Board incorporates Covid recovery/insights, needs and trends as a standing agenda item to enable collective understanding and action planning, relevant to the remit of the partnership.
- c) To ensure that the outcomes of the partnership are made available to scrutiny members with an update report in six months.

Reasons for Recommendations (R7)

The Helping People Partnership Board has the potential to work for the benefit of the Borough's residents. With the adoption of our recommendation, the Group believes that the Partnership will become more effective, more collaborative, more transparent and more accountable.

Acknowledgements

The Members of the Task and Finish Group wish to extend their thanks to all of those that provided evidence and supported the work of the Group including:

- Age UK, Gloucester House Melton Mowbray
- Assistant Director for Governance and Democracy
- Assistant Director for Housing
- Case Management Team
- Customer Services Team Leader
- Democratic Services Team
- Department of Work and Pensions Melton Mowbray
- Housing and Neighbourhood Manager
- HR and Communications
- People Manager
- Revenues and Benefits Manager

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- Director for Housing and Communities, Andrew Cotton (until March 2021)
- Senior Democratic Services and Scrutiny Officer, Adam Green
- Democratic Services Manager (Deputy Monitoring Officer), Natasha Taylor
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