

Minutes

Meeting name	People Committee
Date	Wednesday, 20 June 2018
Start time	6.30 pm
Venue	Parkside, Station Approach, Burton Street, Melton Mowbray, LE13 1GH

Present:

Chair Councillor A. Pearson (Chair)

Councillors

R. de Burle (Vice-Chair)	T. Beaken
M. Blase	P. Faulkner
S. Lumley	P. Posnett
M. Sheldon	D. Wright
J. Illingworth (Substitute)	

Observers

Officers

- Deputy Chief Executive
- Administration Assistant (HA)
- Corporate Services Manager
- Housing, Welfare and Safer Communities Manager

Minute No.	Minute
1	Apologies for Absence
2	Declarations of interest
3	<p>Remit, Terms of Reference and Corporate Priorities</p> <p>The Deputy Chief Executive submitted a Report to raise awareness amongst Members of the agreed remit and terms of reference for this Committee and to reflect upon People related elements contained within the new Corporate Priorities and Corporate Delivery Plan.</p> <p>The Deputy Chief Executive outlined the differences that the People Committee would have responsibility for compared to the previous Community and Social Affairs Committee (CSA). Appendix A to the report outlined the new remit and the changed responsibilities around performance, complaints, staffing and budgets were particularly highlighted.</p> <p>It was highlighted that the services covered by the Committee generate on average around 200-300 contacts every day from: online queries, calls to customer services and calls direct to staff. Members were keen to learn more about the breakdown of these calls.</p> <p>Reference was also made about how complaints are measured and assessed as some can go on for a very long time. Members were advised that there is going to be a review to address the Policies and Procedures around complaints.</p> <p>Reference was made to Section 8 – Council housing tenants – where concern was raised how tenants are supported and looked after once they have been made secure after 12 months? There was a view that when a tenant is on a normal non secure tenancy they are left alone after the initial 12 months. It was felt that a failure to closely monitor tenants could see problems arise with arrears and anti-social behaviour (ASB) and that this could be prevented at an earlier stage through intervention. It was pointed out that Agenda item 5 would be covering some of these points in the recruitment of two housing officers providing a community management service.</p> <p>Reference was made to Section 11 – ASB – it was highlighted that County Councillors are kept up to date with ongoing ASB issues and outcomes and that if applicable, County Councillors could forward any relevant information onto Ward Councillors.</p> <p>A query was raised in regard to Members’ Equalities training and how often this is to be updated. The Deputy Chief Executive agreed to investigate this and report back.</p>

Referring to Appendices B and C the Deputy Chief Executive highlighted the corporate priorities relevant to the People Committee and how they were being addressed as part of the Corporate Delivery Plan.

RESOLVED that
The Report is noted.

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2017-2018 Year End Performance

The Deputy Chief Executive submitted a report to advise Members of the current state of performance against the newly defined performance reporting measures for the new Corporate structures in relation to the People and Communities function under the Council's Corporate Priorities for the financial year 2017/2018.

It was highlighted that this is the first time this dashboard has been presented and that some of the performance measures are wholly new and so databases do not yet exist to provide information or graphs for Members.

Reference was made to Appendix A which shows performance measures which help determine performance within each of the 3 People priorities. It was highlighted that the Council does not hold 2 years' worth of performance data to be able to measure at this time.

In relation to Homelessness (PP3) it was pointed out that there is a shortage of alternative accommodation to the Council's own stock into which homeless families can be rehoused, meaning that the Council has to arrange the use of temporary accommodation in some of its own stock or other accommodation secured for temporary accommodation and not into permanent appropriate housing.

Reference was made to the Risk Management score and it was agreed that a new risk management template would be circulated for future papers.

RESOLVED that

The contents of the Report be noted.

The performance information for 2017/2018 in the Performance Dashboard will be used to help inform the Committee and assist Members and Officers with regard to the information of policy and oversight of the People and Communities function of the Council.

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Tenancy Management Staffing - new posts

The Deputy Chief Executive submitted a Report to set out the proposal for the recruitment of a Housing Officer resource within the People Directorate, ensuring vital functions of the Council, regarding tenancies and estate management are sustained at the required resource level.

It has been reflected that the quality of housing and the impact it has on tenants is directly affected by the behaviours of the tenants regarding aspect of noise, nuisance, waste, use of communal areas etc. Therefore, the proposed two Housing Officer roles would be responsible for the management and maintenance of MBC owned properties in line with policies and procedures. They would cover the whole Borough and enable a comprehensive management of the 1800 council owned properties. Section 4 of the report lists the typical responsibilities of the proposed Housing Officer to oversee both the tenant and asset aspects of housing management.

There would be an HRA commitment of £69680 which would be taken to the Place Committee for approval as 100% of the capacity of the roles would be focused upon MBC housing stock and tenants.

RESOLVED

To approve the recruitment of two housing officers subject to Place Committee authorisation.

To approve the role outline and approve the budgetary commitment outlined in the Report.

To acknowledged the complimentary nature of the Housing Officer resource with the new Neighbourhood Support Officer resource, providing a comprehensive tenancy and community management service.

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Homelessness Reduction Act - update

The Housing, Welfare and Safer Communities Manager presented the report of the Deputy Chief Executive to update Members on the implementations of systems and actions regarding the new Homelessness Reduction Act 2018.

The Homelessness Reduction Act 2018 has been passed by Parliament to address issues and problems currently occurring and will encourage early action by Melton Borough Council to improve the quality of advice provided to ensure people can access help before they become homeless. 4.2 of the Report showed the limited options Housing Options team relies on to either prevent or relieve a person becoming homeless.

4.30 of the Report highlighted how Melton Borough Council can improve access to the Private Sector market and the funds that are available for the Housing Options team to assist applicants in particular to the Landlord Deposit Scheme introduced in May 2018.

4.32 of the Report referred to the Flexible Homelessness Grant which is open to private tenants and registered social landlords.

RESOLVED that

Members note the actions taken within the Housing Options team in response to legislative changes.

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Melton Community Lottery - Increasing Potential For Revenue

The Deputy Chief Executive submitted a Report to explore how the Community and Good Cause groups can increase the income they generate through their own pages.

It was highlighted that Melton only has a penetration rate of 0.9%, meaning less than 1% of the population are buying a lottery ticket. There are currently 36 live local authorities in the UK and the best performing authority has a rate of 3.24%. A request was made for research into this to compare how this is achieved, if it can work for Melton and how long this authority has been active to compare.

It was agreed that a small group of Members would work with the Learning, Skills and Healthier Communities Manager to explore ways to increase activity and consequently income. Councillor Bains, Councillor Illingworth and Councillor Posnett volunteered for this.

RESOLVED that

Councillors Bains, Illingworth and Posnett agreed to work with the Learning, Skills and Healthier Communities Manager to explore ways to increase Good Cause activity and consequently income through the Good Cause group pages.

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Urgent Business

There was no urgent business.

The meeting closed at: 7.48 pm

Chair