



Rural Capital of Food

Agenda

Meeting name	Meeting of the People Committee
Date	Wednesday, 20 June 2018
Start time	6.30 pm
Venue	Parkside, Station Approach, Burton Street, Melton Mowbray, LE13 1GH
Other information	This meeting is open to the public

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

Edd de Coverly
Chief Executive

Membership

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

Quorum: 4 Councillors

Meeting enquiries	Helen Ainge
Direct Dial	
Email	hainge@melton.gov.uk
Agenda despatched	Tuesday, 12 June 2018

No.	Item	Page No.
1.	APOLOGIES FOR ABSENCE	
2.	DECLARATIONS OF INTEREST Members to declare any interest as appropriate in respect of items to be considered at this meeting.	1 - 2
3.	REMIT, TERMS OF REFERENCE AND CORPORATE PRIORITIES The Deputy Chief Executive to provide a Report to raise awareness amongst members of the agreed remit and terms of reference for this committee and to reflect upon the People related elements contained within the new Corporate Priorities and Corporate Delivery Plan	3 - 12
4.	2017-2018 YEAR END PERFORMANCE The Deputy Chief Executive to provide 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 2017/18..	13 - 20
5.	TENANCY MANAGEMENT STAFFING - NEW POSTS The Deputy Chief Executive to provide 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.	21 - 24
6.	HOMELESSNESS REDUCTION ACT - UPDATE The Deputy Chief Executive to provide a report to update Members on the implementation of systems and actions regarding the new Homelessness Reduction Act 2018.	25 - 30
7.	MELTON COMMUNITY LOTTERY - INCREASING POTENTIAL FOR REVENUE The Deputy Chief Executive to provide a Report to explore how the Community and Good Cause groups can increase the income they generate through their own pages.	31 - 34
8.	URGENT BUSINESS To consider any other items that the Chair considers urgent.	

Advice on Members' Interests

COUNCIL MEETINGS - COMMITTEE MINUTES : DECLARATION OF INTERESTS

Interests need not be declared at Full Council in relation to Committee Minutes which do not become the subject of debate at Full Council (i.e. Minutes referred to solely on a page by page basis when working through the Minutes of each Committee.)

An interest must be declared at Full Council as soon as it becomes apparent that a relevant Committee Minute is to be debated – this applies even if an interest has been declared at Committee and is recorded in the Minutes of that Committee.

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 Governance 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 13(2) and 13(3) of the Code of Conduct

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PEOPLE COMMITTEE

20 JUNE 2018

REPORT OF DEPUTY CHIEF EXECUTIVE

REMIT, TERMS OF REFERENCE AND CORPORATE PRIORITIES

1.0 PURPOSE OF REPORT

- 1.1 To raise awareness amongst members of the agreed remit and terms of reference for this committee.
- 1.2 To reflect upon the People related elements contained within the new Corporate Priorities and Corporate Delivery Plan.

2.0 RECOMMENDATIONS

It is recommended that:

- 2.1 **The report is noted.**

3.0 KEY ISSUES

- 3.1 Following the Governance Review conducted earlier this year an Extraordinary meeting of Full Council held on 8th May 2018 resolved to establish a new People Committee with a remit and Terms of Reference as set out at Appendix A. As this is the first meeting of this Committee and the first change to the Governance Structure for some considerable time it is important for the Committee to understand the new role and in particular note some of the important responsibilities and procedural changes around performance, complaints, staffing and budgets.
- 3.2 At the same meeting it was also resolved to adopt a new set of corporate priorities as set out at Appendix B and a new Corporate Delivery Plan as set out at Appendix C. These are also going to form an important part of the work of this Committee. To assist members priorities and projects of particular relevance to this Committee are highlighted.

4.0 POLICY AND CORPORATE IMPLICATIONS

- 4.1 It is important that the work of this committee contributes towards an improved new governance structure and seeks to overcome the problems highlighted as part of the governance review.

5.0 FINANCIAL AND OTHER RESOURCE IMPLICATIONS

- 5.1 There are no specific financial implications of this report.

6.0 LEGAL IMPLICATIONS/POWERS

6.1 There are no specific legal implications of this report.

7.0 COMMUNITY SAFETY

7.1 It should be noted that this committee will be the lead on Community Safety and may want to consider regular feedback from the melton Community Safety Partnership.

8.0 EQUALITIES

8.1 It should be noted that this Committee will be the lead for Equalities and that it is a requirement for all members of the Committee to have received equalities training in order to sit on the Committee.

9.0 RISKS

9.1 There are no specific risks linked to this report which is just for noting.

10.0 CLIMATE CHANGE

10.1 There are no specific climate change issues.

11.0 CONSULTATION

11.1 None as just for noting.

12.0 WARDS AFFECTED

12.1 All wards are affected.

Contact Officer: K Aubrey

Date: 1 June 2018

Appendices: Appendix A – People Committee Remit and Terms of Reference
Appendix B – New Corporate Priorities
Appendix C – New Corporate Delivery Plan

Background Papers: Extraordinary Full Council 8th May 2018

Reference:

People Committee Appendix A

	Membership	10 Members Politically balanced
	Special Requirements	Councillors must receive equalities training within 6 months of being first elected. No Councillor may continue to sit on this Committee if they have not met this requirement.
	Remit of this Committee	Assets of Community Value Council Housing Tenants and Tenancy Management Community Safety Partnership Community Support and Services; Lifeline; Me & My Learning Council Lottery Customer Services; Corporate Complaints Equalities Grants to Community Bodies Homelessness; Social Housing Housing Benefit and Council Tax Support Sports and Leisure Contract Management; Health & Well-being Tackling Anti-Social Behaviour and Nuisance inc Enforcement Voluntary and Community Sector Relationships
No	Terms of Reference	To exercise the Council's powers and duties of the following functions :-
1.	General Responsibility	responsibilities shall be exercised in accordance with the Council's Policy Framework and Corporate Priorities
2.		responsible for the strategic direction of the Committee's functions, service, policy, delivery, performance including complaints, operational asset management, staffing resources and budget monitoring
3.		shall not have the power to incur expenditure which has not been approved by the Corporate Committee or through an appropriate delegation
4.		authorised to take any steps, including delegation to officers, which may be necessary to carry out the functions within the scope of the delegations to the Committee
5.		may award contracts subject to the relevant rules contained within Part 4 of the Constitution and adequate budgetary provision
6.		any reference to a statute within the Terms of Reference of the Committee includes reference to any re-enactments thereof and subordinate legislation made thereunder
7.	Assets of Community Value	oversight and development of the Council's policy on Assets of Community Value

8.	Council housing tenants	management and support of Council housing tenants and related services including allocations, tenancy management and supporting services
9.	Community Safety	community safety including Community Safety Partnership
10.		overview and scrutiny arrangements for the Police and Crime Panel Procedures as set out in Part 4 of the Constitution
11.		action to address anti-social behaviour and nuisance including the use of enforcement
12.	Community Support and Services	community development and welfare including services for young and older people and other vulnerable groups. Services include Lifeline, Me & My learning
13.		oversight of the Council's Customer Services function
14.		monitor the Council's response to dealing with customer complaints including periodic review of the Council's Complaints Procedure
15.		housing benefit and Council Tax support
16.		consider and implement mechanisms to encourage and enhance community participation in the development of policy options
17.	Homelessness	homelessness strategy, social housing and related matters
18.	Voluntary and Community Sector Relationships	ensure the Council fosters effective relationships and partnerships with other Public Sector agencies and the Private and Voluntary Sectors to ensure the most efficient and effective discharge of the Council's functions
19.		oversight of liaison, as appropriate with external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working
20.		oversight of the policy and allocation of the policy to award grants to community bodies

Refreshed Corporate Priorities 2018-2020

Our Place Priorities

- PL1 Promoting aspiration and growth in a vibrant economy, attracting quality jobs.
- PL2 Developing a thriving town centre and rural offer; recognised as a great place to invest, live and visit.
- PL3 Increasing the availability of good quality homes which meet local needs.
- PL4 Achieving a clean and attractive local environment
- PL5 Working with partners to improve physical and digital Infrastructure

Our People Priorities

- PP1 Helping people fulfil their potential and achieve their ambitions.
- PP2 Work with our partners to address vulnerability and tackle the root causes of social problems, building safe, happy and healthy communities.
- PP3 Focussing on our priority neighbourhoods, support people to overcome disadvantage and live well independently.

Our Organisational Priorities

- OG1 Delivering quality services to business and residents; understanding what really matters to our customers.
- OG2 Maintaining a personal approach, but harnessing appropriate technology to make our services more accessible and fit for the digital economy.
- OG3 Becoming a more agile and commercial council; securing our financial future.
- OG4 Being a great place to work and build a career.

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CORPORATE DELIVERY PLAN 2018-2020

Corporate Priority Number	Project / Activity	Completion by
OUR PLACE PRIORITIES & PROJECT LIST		
PL1 Promoting aspiration and growth in a vibrant economy, attracting quality jobs		
1	Proactive promotion and unlocking of employment sites (including LDO)	On-going
2	Pro-actively support the growth and relocation ambitions of Melton Businesses	On-going
3	Secure completion of Local Plan and refocus on delivery	Oct 2018
4	Utilise the Increased resources in the planning service, and review processes to support growth and infrastructure development.	On-going
PL2 Developing a thriving town centre and rural offer; recognised as a great place to invest, live and visit		
5	Maximise potential from Cattle market and surrounding area (to include undertaking feasibility study for phase 2 of Cattle Market development)	Oct 2018
6	Establish Town and Place Partnership & create strategy and plan	Jan 2019
7	Development of the Melton brand for investment & tourism	Dec 2018
8	Establish Town Centre regeneration, accessibility and investment proposals to improve visitor numbers and experience	Jan 2019
9	Undertake feasibility into development of new Melton Leisure Facilities and prepare/implement plan for the long term future of the Leisure Village	July 2018
10	Undertake Remedial Works to 7 King St	Dec 2018
PL3 Increasing the availability of good quality homes which meet local needs.		
11	Establish a Council owned housing company for purchase and/or build of homes for private rent and sale	OBC Sep 2018 Est Dec 2018
12	Review commercial viability of all council owned potential housing sites	Sept 2018
13	Successfully Implement New Responsive Repairs Contract	Sept 2018
14	Update of Housing Strategy	Oct 2018
15	Feasibility of Gretton Court Redevelopment	Oct 2018
16	Undertake works necessary to ensure Decent Homes Standard achieved for council houses	2020

PL4 Achieving a clean and attractive local environment.		
17	Increase capacity/ capability to undertake environmental enforcement (including consideration of PSPO)	Sept 2018
18	Mobilisation and embedding of the new waste contract	Dec 2018
PL5 Working with our partners to improve physical and digital infrastructure.		
19	Support funding and implementation of Melton Mowbray Distributor Road	On-going
20	Review options to improve mobile connectivity, including 5G development, across the Borough	Dec 2018
21	Pursue funding bid to establish feasibility of improving rail connection with Nottingham	Mar 2019
OUR PEOPLE PRIORITIES & PROJECT LIST		
PP1 Helping people fulfil their potential and achieve their ambitions.		
22	Position the Council to influence and maximise benefits from local industrial strategy	Oct 2018
23	Develop and implement Employment Study to support inward investment.	Dec 2018
PP2 Work with our partners to address vulnerability and tackle the root causes of social problems, building safe, happy and healthy communities.		
24	Increase capacity/capability to undertake enforcement of ASB/nuisance	Oct 2018
25	Review homelessness emergency and temporary accommodation	Short and long term
26	Review approach to managing allocations and tenancies	Jan 2019
PP3 Focussing on our priority neighbourhoods, support people to overcome disadvantage and live well independently.		
27	Improve monitoring of homeless/housing needs and impact of Welfare Reform	Mar 2019
28	Ensure residents are appropriately supported within a robust and flexible approach to case management	Mar 2019
29	Development of Priority Neighbourhood Plans	Dec 2018
30	Develop an Older Person's Housing Strategy	Mar 2020

OUR ORGANISATIONAL PRIORITIES & PROJECT LIST

OG1 Delivering quality services to business and residents; understanding what really matters to our customers.

31	Develop a co-ordinated approach to business support across all relevant Council Services	Mar 2019
32	Review of customer journey and community engagement within People Directorate (including processes and structures)	Mar 2019
33	Delivery of Borough wide place survey	Mar 2019

OG2 Maintaining a personal approach, but harnessing appropriate technology to make our services more accessible and fit for the digital economy

34	Digital self-serve including CRM & telephony upgrade and process improvements	Dec 2018
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OG3 Becoming a more agile and commercial council; securing our financial future

35	Development of a Capital Strategy incorporating establishment of medium term capital requirements for assets, IT etc.	Jan 2019
36	Implement Commercial Strategy (commercialising existing services and identifying new business ventures).	Mar 2019
37	Refresh HRA business plan	Oct 2018
38	Review and finalise proposals for the establishment of a permanent Corporate Improvement Team	Aug 2018
39	Review of all Council assets to maximise value and usage	Oct 2018
40	Implement phase 1 recommendations from the governance review and continue wider review of alternative approaches	Dec 2018
41	Continue development of the budget management strategy and identify further options to secure medium term financial sustainability	Mar 2019

OG4 Being a great place to work and build a career.

42	Development & implementation of a new Workforce Strategy	Jul 2018
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PEOPLE COMMITTEE

20 JUNE 2018

REPORT OF THE DIRECTOR OF PEOPLE AND COMMUNITIES

NEW PERFORMANCE REPORTING DASHBOARD FOR PEOPLE COMMITTEE

1.0 PURPOSE OF REPORT

- 1.1 The purpose of this report is 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 2017/18.

2.0 RECOMMENDATIONS

It is recommended that:

- 2.1 **The contents of the report are noted.**
- 2.2 **The performance information for 2017/18 in the Performance Dashboard is used to help inform the Committee, and assist Members and Officers with regard to the formation of policy and oversight of the People and Communities function of the Council.**

3.0 KEY ISSUES

- 3.1 This is the first new performance reporting measures dashboard to be presented to a committee under the new performance reporting framework and covers quarter 4 of 2017/18. The performance measures at Appendix A are specific to the areas covered by this committee. A similar performance dashboard for the Place Committee has been produced and the Corporate Committee will receive a similar one; Full Council will have oversight of all the performance measures. A number of the performance measures are wholly new, and datasets do not yet exist to provide information or graphs in the Dashboard.
- 3.2 The Dashboard and its related set of measures are subject to revision and improvement to ensure that they are meaningful and informative for both Members and Officers.

Key Commentary

Appendix A shows performance measures which help determine performance within each of the 3 People priorities. (PP1 – PP3) (e.g. PP1 = Fulfilling potential – helping people fulfil their potential and achieve their ambitions)

As stated above, a number of the indicators are new and so we do not currently hold performance data, or the measures are relatively new but we do not hold 2 years' worth of performance data for us to be able to measure at this time. However, these indicators are seen as important and this committee will be able to review performance against priorities in the future. This is particularly the case with PP2 – Resilient Communities – Work with our partners to address vulnerability and tackle the root cause of social problems, building safe, happy and healthy communities.

Within People Priorities 1-3 there have been a number of successes within Q4 and example within each of these 3 priority areas is shown below:

- (PP1) Attendance at Council leisure facilities (WLC and MSV combined) = 92554

attendances

- (PP1) Participation of vulnerable residents on physical activity programmes = 701
- (PP3) Homelessness - % of applications where homelessness was prevented = 80%
- (PP3) Benefits - % claims processed within 5 working days of all information received = 97%

There is also one area which requires improvement which is highlighted below with the appropriate management response:

(PP3) Homelessness – Numbers in temporary accommodation = 34

Management Response: The figure does not reflect a high level of homelessness as such, but shows the shortage of alternative accommodation to the Council's own stock into which homeless families can be rehoused. This means that the Council is having to arrange the use of temporary accommodation in some of its own properties or other accommodation secured for temporary rehousing, rather than being able to place families into permanent appropriate housing as early as it would wish.

4.0 POLICY AND CORPORATE IMPLICATIONS

- 4.1 The new performance reporting measures at corporate level are intended to provide key performance reporting information to the new committees. This forms part of the Council's Corporate priorities and recommendations following the LGA Peer Challenge Review held in December 2017 and the Corporate Priority sessions also held with the LGA in April 2018.

5.0 FINANCIAL AND OTHER RESOURCE IMPLICATIONS

- 5.1 There should be no specific implications for resources in relation to the establishment of performance reporting as a function of the Corporate Improvement Team. The performance measures have been defined with considerable input from the Chief Executive, Directors, and Managers of services, with the intention that the collection process for performance information should not be burdensome once established.

6.0 LEGAL IMPLICATIONS/POWERS

- 6.1 There are no specific implications arising from this report.

7.0 COMMUNITY SAFETY

- 7.1 There are no specific implications arising from this report.

8.0 EQUALITIES

- 8.1 There are no specific implications arising from this report.

9.0 RISKS

9.1 Risk ratings are applied to individual performance measures in the Performance Dashboard, so there is no overall risk rating to be applied at this point of the Report.

Probability



Very High A				
High B				
Significant C				
Low D				
Very Low E		1		
Almost Impossible F				
	IV Neg- ligible	III Marg- inal	II Critical	I Catast- rophic

Impact



Risk No.	Description
1	Risk to the reputation of the Council if Council performance is not monitored by Members

10.0 CLIMATE CHANGE

10.1 There are no specific implications arising from this report.

11.0 CONSULTATION

11.1 The Chief Executive, Directors and Managers of services have been heavily involved in drawing up the new basket of performance measures to be monitored at corporate level.

12.0 WARDS AFFECTED

12.1 All.

Contact Officer Albert Wilson, Housing, Welfare and Safer Communities Manager

Date: 07.06.2018

Appendices : Appendix A – People Performance Measure Dashboard Q4 2017-18

Background Papers: None

Reference : X : Committees\Place Cttee

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Our People Priorities

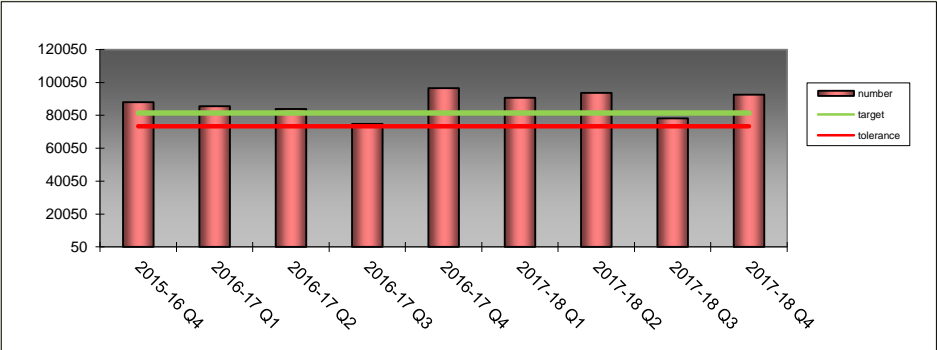
PP1 - Fulfilling potential - helping people fulfil their potential and achieve their ambitions

Measure Current performance

Last 2 years' performance

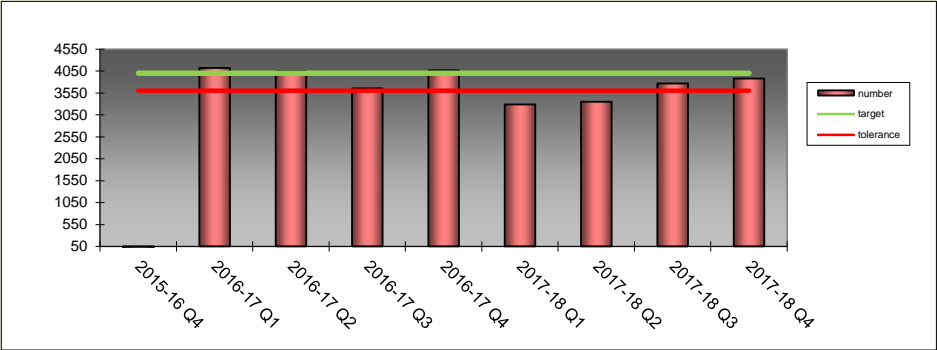
Attendance at Council leisure facilities
(WLC and MSV combined)

92554 number



Attendance at physical activity
outreach programmes within the
community

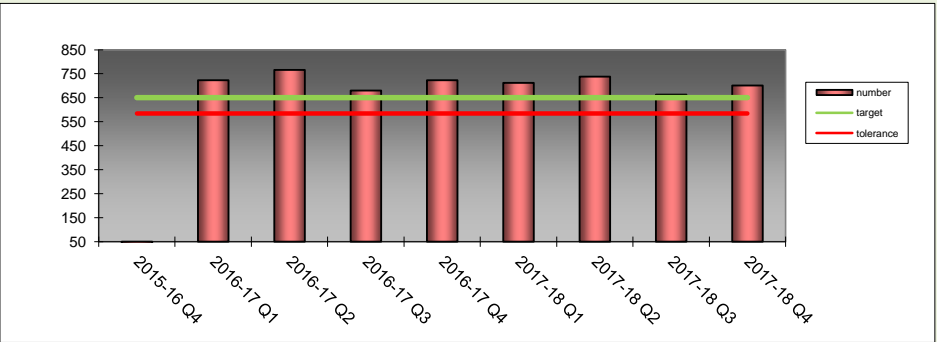
3878 number



Increased over the last two quarterly periods, full team with action plan should lead to future quarterly reports hitting targeted physical activity outreach.

Participation of vulnerable residents
on physical activity programmes

701 number



PP2 - Resilient Communities - Work with our partners to address vulnerability and tackle the root cause of social problems, building safe, happy and healthy communities

Measure	Current performance		Last 2 years' performance
Safer Communities - Number of new cases opened	25	number	<div>Please note that these are new measures, for which there is not yet enough data for graphical representation</div>
Combined MBC/Police data - total crimes/ASB reported	n/a	number	
% of residents who feed back that their ASB issue has been solved	n/a	number	
Number re-presenting ASB/noise nuisance demands	n/a	number	

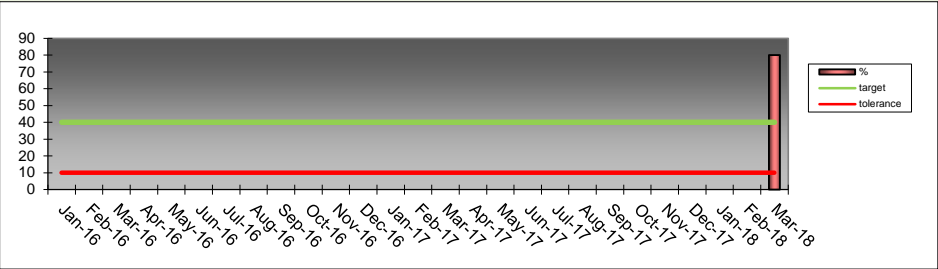
PP3 - Independent Lives - focussing on our priority neighbourhoods, support people to overcome disadvantage and live well independently

Measure

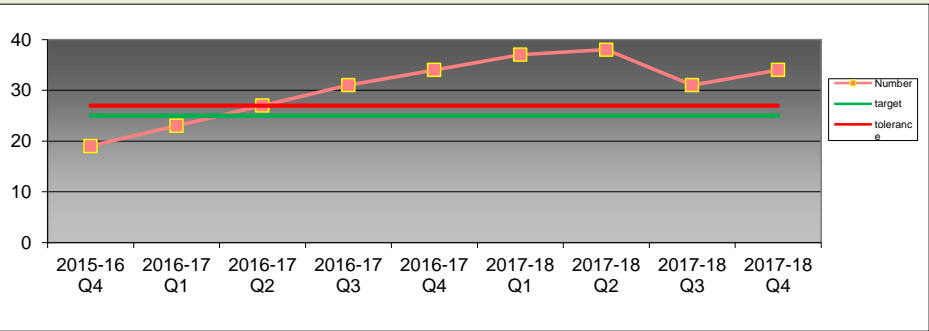
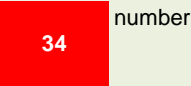
Current performance

Last 2 years' performance

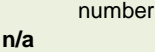
Homelessness - % applications where homelessness was prevented



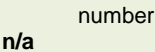
Homelessness - Numbers in temporary accommodation



Total residents currently with arrears (CT and rent combined) Not including historic debt

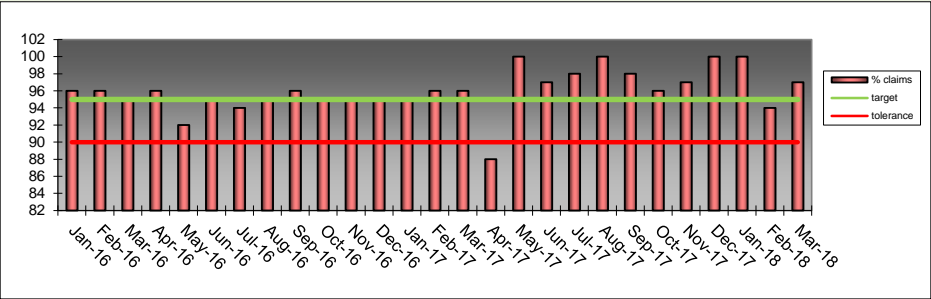


Number of customers in arrears and in receipt of UC



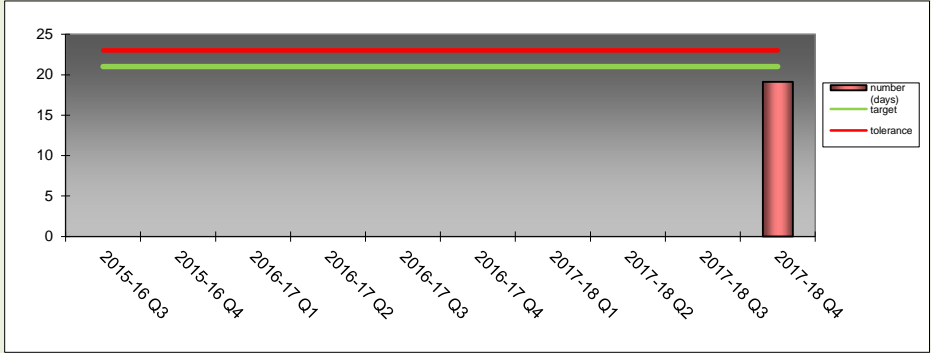
Benefits - % claims processed within 5 working days of all information received

97%



Number of days taken for payment to be made after initial application for HB

19.12 days



Number of individuals where independence scores have increased (80% of 50 individuals per annum)

n/a number

PEOPLE COMMITTEE

20th JUNE 2018

REPORT OF DEPUTY CHIEF EXECUTIVE

HOUSING OFFICER RESOURCE PROPOSAL

1.0 PURPOSE OF REPORT

- 1.1 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.

2.0 RECOMMENDATIONS

- 2.1 To approve the recruitment of two housing officers subject to Place Committee authorisation
- 2.2 To approve the role outline and approve the budgetary commitment outlined in the report
- 2.3 Acknowledge the complimentary nature of the Housing Officer resource with the new Neighbourhood Support Officer resource, providing a comprehensive tenancy and community management service

3.0 KEY ISSUES

3.1 Housing and tenancy management at Melton Borough Council

Housing management within local authorities usually has two facets designed to manage the physical environment in which tenants live and the behaviours and actions and contractual agreements of the Council tenants. At Melton Borough Council, the split is as follows :

- Management of the physical resource (Housing and Commercial Asset Management, Growth and Regeneration)
- Tenancy management (Housing Welfare and Safer Communities Team, People and Communities Directorate)

Typically, the two facets effectively manage their own remits without regular cause to affect each other. However it is also acknowledged that the two remits are intrinsically linked to each other. For example, the quality of housing, and the impact it has on tenants is directly affected by the behaviours of the tenants regarding aspects of noise, nuisance, waste, use of communal areas etc.

Recent incidents regarding the build up of waste in communal areas alongside longstanding issues regarding access to buildings, has highlighted one such area for additional resource, with inspections and subsequent action involving tenants falling to differing departments and officers within the Council.

The Council has previously focused upon the case management of tenancies, working with individual residents to improve their circumstance, without the remit to address wider, community based or property centred concerns. The management of tenancies is currently held within the Customer Service and Intensive Housing Management Service, with officers working closely with residents as they begin their tenancies. This support for new tenants ceases at the 12 month point, unless issues remain. This therefore impairs the Council's ability regarding the:

- Early identification of issues
- Identifying the appropriate support for tenants
- Enforcement of tenancy breaches
- Identification of housing repair and estate management issues
- Ability to ensure compliance to regulations, e.g. Gas Safety, by tenants

4.0 What would a Housing Officer role involve?

The Housing Officer role would report to the Senior Housing Officer within the People Directorate, and be responsible for management and maintenance of a Melton Borough Council owned properties across the Borough, in accordance with the organisation's policies and procedures. The role would also contribute to the performance of the Housing team, through compliance rates, tenancy sustainment and rental income receipts.

Typical responsibilities of a Housing Officer within Melton Borough Council would be:

- To minimise rent arrears
- To identify and deal with breaches of tenancy/leasehold agreements, including rent and service charge arrears, nuisance, harassment and misuse of property
- To identify cases of abandoned tenancies, squatters and unauthorised occupiers
- Prepare cases for Court action and represent the Organisation at Court and at evictions
- To deal with rent setting and payments, succession and mutual exchanges
- To carry out regular estate inspections
- Assist in the completion of new tenancy documentation
- To ensure prompt and appropriate responses to resident enquiries
- To encourage and support tenants'/residents' groups and attend meetings as required
- To refer tenants to appropriate sources of benefits and welfare advice
- To contribute to the compliance of tenants to regulations such as fire safety, gas safety etc.

5.0 Why is the new resource needed?

The recruitment of two FTE Housing Officers is proposed to enable the more comprehensive management of the 1800 Council owned properties in the Borough, overseeing both the tenant and asset aspects of housing management. Each officer would be responsible for a 'patch' or allocation of properties, and

would link in with supporting officers to ensure the appropriate action was taken in regard to properties and tenants.

This resource would have a direct and immediate impact on the Council's ability to react to and deal with issues such as fire safety, ASB, disrepair, community engagement etc. The Housing Officers would also work closely with the Case Management capability within the People Directorate, with the ability to engage the appropriate services to assist residents and to provide a robust and capable resource to ensure tenants are suitably supported according to their needs beyond the first 12 months of their tenure.

6.0 Financial Implications

Two Full Time Equivalent Band 8 permanent Housing Officers requires a growth in the HRA commitment of £69,680. The posts would be fully costed to the HRA as 100% of the capacity of the roles would be focused upon MBC housing stock and tenants.

The proposed growth against the Housing Revenue Account is set against the backdrop of the proposed updated HRA Business Plan, ensuring sustainable future HRA spend against predicted income levels. The Business Plan review will be undertaken in 2018/19.

It is therefore proposed that the proposed Housing Officer roles will be reviewed once the HRA Business Plan is finalised to ensure long term affordability of the officer resource. This review will identify the long term resource levels required to sustain the housing management facility and the subsequent value and additional capacity created by the roles.

6.0 POLICY AND CORPORATE IMPLICATIONS

6.1 None identified

7.0 FINANCIAL AND OTHER RESOURCE IMPLICATIONS

7.1 As stated within Section 6.0

8.0 LEGAL IMPLICATIONS/POWERS

8.1 None identified

9.0 COMMUNITY SAFETY

9.1 None identified

10.0 EQUALITIES

10.1 None identified

11.0 RISKS

11.1 Probability



Very High A				
High B				
Significant C				
Low D		1		
Very Low E				
Almost Impossible F				
	IV Neg- ligible	III Marg- inal	II Critical	I Catast- rophic

Impact →

Risk No.	Description
1	Risk regarding the affordability of the additional posts as a result of the updated HRA Business Plan

12.0 CLIMATE CHANGE

12.1 No direct implications have been identified.

13.0 CONSULTATION

13.1 None identified

14.0 WARDS AFFECTED

14.1 All wards are affected.

Contact Officer: A Wilson – Housing, Welfare and Safer Communities Manager

Date: June 2018

PEOPLE COMMITTEE

20th June 2018

REPORT OF DEPUTY CHIEF EXECUTIVE

HOMELESSNESS REDUCTION ACT UPDATE

1.0 PURPOSE OF REPORT

- 1.1 To update members on the implementation of systems and actions regarding the new Homelessness Reduction Act 2018.

2.0 RECOMMENDATIONS

- 2.1 That members note the actions taken within the Housing Options Team in response to legislative changes

3.0 KEY ISSUES

Background

3.1 The Homelessness Reduction Act

The Homelessness Reduction Act has been passed by Parliament as homelessness is on the increase and the homelessness charity Crisis highlighted a number of issues with the way the previous law was working:

- A lack of meaningful advice and assistance which in some areas was not tailored to the individual's needs.
- Some local authorities were only helping at crisis point.
- Prevention work was being done but it was outside of the legal framework.
- There is little protection for single people who do not have priority need.

The Act is designed to address these issues. It encourages early action by Melton Borough Council to improve the quality of advice provided by local authorities and ensures people can access help before they become homeless.

3.2 What does the Act require?

It places a new duty on Melton Borough Council and other public authorities to reduce homelessness. It aims to reduce homelessness by:

- Improving the quality of the advice provided.
- Refocusing local authorities on prevention work.
- Increasing protection for single people.

- Joining up services to provide better support for people especially those leaving prison/hospital.

The Homelessness Reduction Act has put a duty of local authorities to focus more on the prevention of homelessness and will expect local authorities to report a reduction on homelessness acceptances and numbers of households in temporary accommodation

3.3 The Policy

To improve the housing options available to people presenting as homeless or threatened with homelessness, this policy proposes a prevention tool kit to improve the choices available, to reduce the cost of temporary accommodation and improve relationships with private landlords and agents.

4.1 Current picture:

Since 1 April 2018, there has been an increase in the frequency of homeless presentations to Parkside (around a 30% increase). Since the new legislation became law, the team has seen the following demand through the triage service:

- 39 presentations
- 100% of presentations are single or single parents
- 8 resulted in the duty being discharged as a solution was negotiated by triage officer or resident (e.g. returned home, staying with parents etc)
- 30 eligible for Prevention duty, with breakdown of relationships and evictions being the largest catalysts for homeless presentations.
- 1 relief duty accepted.

The reason for the increase in total presentations is not fully understood, however the increased publicity and knowledge surrounding the new legislation, allied with proposed legislation regarding private landlords may be contributing factors.

Primary trends experienced since 1 April 2018:

- Lack of available MBC, RSL and privately managed properties – discussions underway with letting and management agents.
- Lack of funds for assisting residents financially where warranted (additional policy).
- Long term breakdown in relationship with B&B's and hotel accommodation – discussions to improve are underway with the main B&B owners and hoteliers in the area.
- Lack of local knowledge from triage agency staff has made negotiating with residents and landlords more problematic – internal recruitment of secondment will solve this issue.

4.2 Current Housing Options Prevention Toolkit:

At present Melton Borough Council has limited options to either prevent or relieve a person becoming homeless. The Housing Options team relies on:

1. Discretionary Housing Payments to assist people access private rented accommodation by requesting either the deposit or rent in advance - this option is solely for customers who are in receipt of housing benefit or the rent element of Universal Credit.
2. Mediation with landlord or parents/family/friends to enable the customer to remain at their current address (there is no financial incentive available).
3. Supported accommodation for single people via No Second Night Out programme or hostels in the area.
4. Social Housing – there is a limited supply of affordable housing (with Melton Borough Council or Registered Providers) to meet the needs of the demand from the housing register.

The lack of available properties and limited access to affordable accommodation in the private sector results in people being placed in temporary accommodation for a prolonged period of time before they are permanently rehoused.

4.3 Proposed Prevention Toolkit:

To further assist officers in solving a homelessness case, or to safeguard a resident within their property, the Housing Options team is considering a number of mechanisms, primarily using the £103k Homelessness Reduction Act funding for 2017/18 and 2018/19 to:

4.31 Improve access to the Private Sector market

At present there is shortage of private lets available in the Melton borough and there are no financial incentives to encourage landlords or agents to accept applicants who are on benefits or on a low income.

Examples of barriers to arranging private lets are as follows:

- The gap between market rents and local housing allowance rates.
- The rules restricting direct payment of housing benefit to landlords.
- The risk that the prospective tenant may default on payments.
- The applicant simply not having the money to pay rent in advance and/or a tenancy deposit.

From May 2018, Melton Borough Council has operated a Landlord Deposit Scheme open to applicants who are owed a prevention or relief duty and have sourced suitable private rented accommodation (checked and approved by the Housing Options team) and do not have the financial means to pay the deposit .

The scheme involves:

Melton Borough Council arranges to pay the required deposit direct to the landlord of the property – the advantages of this are as follows:

Paying a tenancy deposit to a landlord to secure an assured shorthold tenancy has the following advantages:

The Council retains ownership of the money rather than the tenant managing the deposit.

The landlord should register the council's interest when they protect the deposit using one of the statutory deposit protection schemes.

Landlords are solvent and have assets (in contrast to homeless applicants). Consequently court action and enforcement of a money judgment is practically available as a last resort if a landlord improperly fails to return deposit money.

The potential adverse effect of enforcement action on the landlords' letting business incentivises compliance with the deposit protection rules. Repeated breaches could lead to a landlord failing the statutory 'fit and proper person' tests. As a result they could, for example, be unable to obtain a HMO licence.

If residents were encouraged to take up private rented accommodation, with MBC's assistance through the deposit scheme, there would be a significant saving to the Bed and Breakfast budget as families will have been rehoused before any long term B&B stays are necessary. It would also reduce the strain upon the housing register and the availability of MBC's housing stock.

The amount paid to landlord should not be in excess of the deposit plus any admin fees that are needed to secure the property and only in exceptional cases should it be considered that a rent in advance payment will be made to the landlord, these should include:

- The household is at immediate risk of being placed in bed and breakfast accommodation
- The household is at risk of violence or severe harassment or threats of violence that will be carried out
- There is a safeguarding issue within the household

Further scope to recoup the deposit outlay from the resident at a time when their housing situation is more stable is available and is being assessed by the Housing Options team.

The use of the rent deposit scheme will be Authorised by the Housing, Welfare and Safer Communities Manager for the duration of the trial.

4.32 Clearing Rent Arrears to Prevent Possession Action

As a result of Welfare reform, an increased number of residents are facing financial hardship and at risk of eviction due to a change in their circumstances that have resulted in rent/mortgage arrears through no fault of their own.

It is therefore being considered that financial assistance is made available through the Flexible Homelessness Grant to assist people who have been issued notice to leave their property due to non-payment of rent/mortgage who have:

- Lost their job or on reduced salary through ill health
- Had a change in benefits which has resulted in genuine financial hardship which has affected their ability to meet rent costs.

Confirmation from landlord will be needed to ensure clearing the arrears will allow the tenant to remain in the property and all court action is cancelled.

This fund will be open to private tenants and registered social landlords.

4.33 Improving Relationship with Private Landlords and Agents

Melton Borough Council intends to liaise with private landlords and local agents to improve the relationship between them and the housing options team.

Having financial incentives in place to assist people access private rented accommodation and maintain their tenancies will encourage private landlords and agents to have a closer relationship with the housing options team and strengthen their working arrangements. Other ways of working together are:

- Landlords/agents alerting the housing options team to tenants who are getting into arrears so that the housing options team can provide early assistance such as resolving UC/Housing Benefit issues/ arranging direct to landlord payments, applying for DHP to reduce rent arrears.
- Signposting tenants who are in difficulty to the relevant support that can help them e.g. CAB, Me & My Learning etc.

4.34 Making the best use of Melton Borough Council's stock

Tenants' Voluntary Incentive Scheme

It is proposed that Melton Borough Council introduces a Tenants' Incentive Scheme which will offer tenants who have been accepted on the housing register a financial incentive to move to more suitable accommodation. This will apply to tenants who are under occupying a property or alternatively occupying an adapted property which no longer meets their needs,

5.0 POLICY AND CORPORATE IMPLICATIONS

5.1 None identified

6.0 FINANCIAL AND OTHER RESOURCE IMPLICATIONS

6.1 All costs are incorporated within the Homelessness reduction Act ring fenced funding

7.0 LEGAL IMPLICATIONS/POWERS

7.1 None identified

8.0 COMMUNITY SAFETY

8.1 None identified

9.0 EQUALITIES

9.1 None identified

10.0 RISKS

10.1 Probability



Very High A				
High B				
Significant C				
Low D		1		
Very Low E				
Almost Impossible F				
	IV Neg- ligible	III Marg- inal	II Critical	I Catast- rophic

Impact →

Risk No.	Description
1	Risk regarding potential reputational impact of aligning with community action groups

11.0 CLIMATE CHANGE

11.1 No direct implications have been identified.

12.0 CONSULTATION

12.1 None identified

13.0 WARDS AFFECTED

13.1 All wards are affected.

Contact Officer: A Wilson – Housing, Welfare and Safer Communities Manager

Date: June 2018

PEOPLE COMMITTEE

20TH JUNE 2018

REPORT OF DEPUTY CHIEF EXECUTIVE,

MELTON COMMUNITY LOTTERY – INCREASING POTENTIAL FOR REVENUE

1.0 PURPOSE OF REPORT

- 1.1 The purpose of this report is to explore how the Community and Good Cause groups can increase the income they generate through their own pages.

2.0 RECOMMENDATIONS

- 2.1 **To identify a small group of members 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**

3.0 KEY ISSUES

Background

- 3.1 The Melton Community Lottery was created with the aim of generating income via lottery ticket sales. The money raised would be split between supporting voluntary & community sector plus it can be used to support services that have a community focus including sport & leisure. This would reduce the reliance on council and other public funds to support this expenditure thereby contributing to the efficiency plan.
- 3.2 The main objectives of the Melton Community Lottery are:
- Community Organisations can raise money to support their initiatives.
 - The Council can manage the need to reduce financial support to the voluntary sector and generate additional support for cultural activities and, if it wishes, other services the community value but may be at risk as appropriate.
 - Create an opportunity that in the future if services need to be reduced that support the voluntary sector, funding from the lottery may cushion the financial impact if they engage with the lottery.

Activity to date and future possibilities

- 3.3 Melton Community Lottery does not come with additional MBC resource for administrative and support purposes as it was created with the view that the groups would be self-sufficient. To date, 39 Good Cause groups are registered with the Melton Community Lottery.
- 3.4 The top performing cause sells 38 tickets per week, maximising the self help tools to promote and increase support for their individual causes. If the remaining 38 causes sold just half as many tickets as the top cause that should generate a minimum Good cause revenue of £20K plus per annum for all the causes instead of the £8K plus it currently generates. This does not include the Melton Central cause fund, demonstrating the significant difference even a small step would make.
- 3.5 Melton Community Lottery sits respectably in the middle in terms of ticket sales by penetration when compared with other live lotteries. There are currently 36 live local authority lotteries in the UK (51 awarded). Penetration rate is calculated by looking at the

population for each lottery against number of tickets sold. Melton has a penetration rate of 0.9% - this means that less than 1% of the population are buying a lottery ticket. The worst performing local authority has a penetration rate of 0.4% and the best performing has a rate of 3.24%. The general pattern is that the penetration rate is a reflection of the affluence of the area as well as the resource put in by the local authority around support and promotional activity. If Melton Community Lottery were to achieve a 3.24% penetration rate in line with the highest performing LA Lottery, this would achieve ticket sales of approximately 1652 tickets compared to the current 469 tickets. In revenue terms, this would generate over £50,000 per annum.

4.0 POLICY AND CORPORATE IMPLICATIONS

- 4.1 This links to the commercialism strategy and the review of community grants currently being undertaken with the need for community groups to become less dependent on traditional government grant funding.

5.0 FINANCIAL AND OTHER RESOURCE IMPLICATIONS

- 5.1 The Lottery does not perform to its true potential and fails to generate sufficient income and consequently failing to meet its financial objectives as per 3.1 and 3.2.

6.0 LEGAL IMPLICATIONS/POWERS

- 6.1 None identified other than those dealt with when the lottery was first established.

7.0 COMMUNITY SAFETY

- 7.1 The success for some groups would enable them to continue and these may well provide diversionary activities for young people, e.g. sport and physical activity groups.

8.0 EQUALITIES

- 8.1 Though a hard line approach has not been taken with those groups who are not engaging effectively with the Lottery, it was agreed that a condition of requests made to MBC for funding by Community Groups would be to ensure they are actively using the Melton Community Lottery in the first instance. If such groups who have received funding in the past have their funding reduced or cut, this would have a detrimental impact on the vulnerable communities they support. However, if MBC continue to fund without requiring these conditions being met, this could be perceived as unfair by those groups who are proactive and generating income to self help in the first instance, which could subsequently result in disengaging these groups.


9.0 RISKS

9.1 Probability



Very High A				
High B				
Significant C		1		
Low D				

Risk No.	Description
1	Lower than expected ticket sales due to group inactivity results in reduced or cuts to funding and consequential impact on the communities they serve.

Very Low E				
Almost Impossible F				
	IV Neg- ligible	III Marg- inal	II Critical	I Catast- rophic
<div style="text-align: center;">  </div>				
Impact				

10.0 **CLIMATE CHANGE**

10.1 No direct implications have been identified.

11.0 **CONSULTATION**

11.1 None identified

12.0 **WARDS AFFECTED**

12.1 All wards are affected.

Contact Officer: Aysha Rahman – Learning, Skills and Healthier Communities Manager

Date: June 2018

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