

# Agenda

<b>Meeting name</b>	<b>Meeting of the Scrutiny Committee</b>
<b>Date</b>	<b>Tuesday, 3 March 2020</b>
<b>Start time</b>	<b>6.30 pm</b>
<b>Venue</b>	<b>Parkside, Station Approach, Burton Street, Melton Mowbray, Leicestershire. LE13 1GH</b>
<b>Other information</b>	<b>This meeting is open to the public</b>

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

**Edd de Coverly**  
**Chief Executive**

## Membership

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

**Quorum:** 5 Councillors

<b>Meeting enquiries</b>	Democratic Services
<b>Email</b>	democracy@melton.gov.uk
<b>Agenda despatched</b>	Monday, 24 February 2020

No.	Item	Page No.
1.	<b>APOLOGIES FOR ABSENCE</b>	
2.	<b>MINUTES</b> To approve the minutes of the meeting held on 21 January 2020.	1 - 6
3.	<b>DECLARATIONS OF INTEREST</b> Members to declare any interest as appropriate in respect of items to be considered at this meeting.	7 - 8
4.	<b>REVIEW OF THE SCRUTINY ANNUAL WORK PLAN AND THE FORWARD PLAN</b> To consider the Forward Plan and identify any relevant items for inclusion in the Scrutiny work plan, or to request further information.  Copies of the latest Forward Plan will be available at the meeting. It can be found on the website using the following link:-  <a href="#">Forward Plan</a>	9 - 22
5.	<b>QUESTIONS TO THE PORTFOLIO HOLDER FOR HOUSING AND COMMUNITIES</b> Presentation to be provided, setting out current performance, focus and challenges for the portfolio.  To follow.	
6.	<b>UPDATE AND STATISTICS REGARDING CRIME AND DISORDER / COMMUNITY SAFETY</b> Presentation to update the Committee on the Council's current position on Crime and Disorder.	23 - 36
7.	<b>SCRUTINY ANNUAL REPORT</b> The Scrutiny Committee Chairman to submit a report providing an overview of the work done by Scrutiny during 2019/20.	37 - 54
8.	<b>URGENT BUSINESS</b> To consider any other items that the Chair considers urgent	

# Minutes

<b>Meeting name</b>	<b>Scrutiny Committee</b>
<b>Date</b>	<b>Tuesday, 21 January 2020</b>
<b>Start time</b>	<b>6.30 pm</b>
<b>Venue</b>	<b>Parkside, Station Approach, Burton Street, Melton Mowbray, Leicestershire. LE13 1GH</b>

## Present:

**Chair** Councillor P. Cumbers (Chair)

**Councillors** R. Bindloss (Vice-Chair) R. Browne  
R. Child J. Douglas  
C. Evans R. Smedley  
J. Wilkinson

**In Attendance** J. Orson, Leader  
R. de Burle, Portfolio Holder for Corporate Finance & Resources  
A. Freer Jones, Portfolio Holder for Corporate Governance, Access and Engagement  
L. Higgins, Portfolio Holder for Growth & Prosperity

**Observers** Councillor S. Carter  
Councillor M. Graham MBE

**Officers** Chief Executive  
Deputy Chief Executive & Director for People & Communities  
Director for Corporate Services  
Director for Governance & Regulatory Services  
Assistant Director for Strategic Planning and Delivery  
Revenue Business Partner  
Corporate Services Manager  
Democratic Services Manager  
Democratic Services Officer (CR)

Minute No.	Minute
41	<p><b>APOLOGIES FOR ABSENCE</b> Apologies for absence were received from Councillors Fisher and Holmes.</p>
42	<p><b>MINUTES</b> The minutes of the meeting held on 12 November 2019 were approved and authorised to be signed by the Chair.</p> <p>The minutes of the ad hoc meeting held on 7 January 2020 were approved and authorised to be signed by the Chair.</p>
43	<p><b>DECLARATIONS OF INTEREST</b> Councillor Browne declared an interest in any items relating to staff budgets due to his wife's employment with the Council.</p> <p>Councillor Orson declared an interest in any items relating to Leicestershire County Council, due to his role as a County Councillor.</p>
44	<p><b>SCRUTINY OF THE CORPORATE STRATEGY, BUDGET AND MEDIUM TERM FINANCIAL STRATEGY</b> The items below would be reported to Cabinet on 12 February 2020. Cabinet had requested that Scrutiny Committee review and comment on proposals. The items would be reported to Council for approval on 26 February 2020.</p> <p>The Committee received a presentation on the Corporate Strategy from the Leader of the Council and Chief Executive (copy attached).</p> <p>The Committee received a presentation on the Budget and Medium Term Financial Strategy from the Director for Corporate Services (copy attached).</p>
	<p><b>QUESTIONS PROVIDED IN ADVANCE OF THIS MEETING</b> The Chair thanked Members who had provided questions in advance of the meeting and advised that before Members were the questions put forward and answers provided. Answers to any outstanding questions would be provided following the meeting and would be circulated to all Members.</p> <p>Members would be allowed 10 minutes to consider the questions and answers.</p> <p>[The meeting adjourned at 19:19]</p> <p>[The meeting reconvened at 19:31]</p> <p>Cabinet Members and Directors provided a brief summary of the answers to questions 3, 4, 10, 14, 5 and 12, which may have been of wider interest to all Members.</p>

44a	<b>CORPORATE STRATEGY 2020-2024</b>
45	<b>REVENUE BUDGET 2020/21 AND MEDIUM TERM FINANCIAL STRATEGY 2020/24</b>
45a	<b>CAPITAL PROGRAMME AND CAPITAL STRATEGY 2020/21</b>
45b	<b>REVENUE BUDGET PROPOSALS 2020-2021 - HOUSING REVENUE ACCOUNT (HRA)</b>
	<p><b>During discussion the following points were noted:</b></p> <ul style="list-style-type: none"> <li>• Members were pleased with how the new governance structure was progressing, noting that Cabinet and Scrutiny Committee were able to work together to achieve the best solutions for the Council and the community.</li> <li>• Members thanked the Scrutiny Officer (Democratic Services Manager) for her work, particularly in relation to this meeting and officers for their work on the Budget and Corporate Strategy.</li> <li>• It was noted that this was a balanced budget and was the first budget 'in surplus' for many years. Difficult decisions had been made by officers and Members, the results of which were beginning to be realised.</li> <li>• Previously there had been two Council meetings during February to consider the Budget. The new governance structure, provided consideration of the budget by Scrutiny Committee, Cabinet and Council (on 26 February).</li> <li>• The Council's Contracts Register was up to date and the Director for Governance and Regulatory Services would ensure that this version was published on the Council's website. Currently officers were responsible for proactively monitoring expiry dates. However, the Council were considering how to maximise system functionality to automatically identify expiry dates.</li> <li>• Concerning the predicted forecast outturn position on the General Fund of £98k overspend. It was highlighted that this figure relied on details of service and financial performance, provided by budget holders. Senior Leadership Team aimed to identify savings and there were often small underspends, which amounted to reasonable sums. CIPFA had launched its Financial Resilience Toolkit last year, which could be used to identify information relating to the Council's financial reserves. The proposed balanced budget would assist in reducing the previous draw on the reserves.</li> <li>• Referring to Risk Items 9 and 10 (relating to Universal Credit and homelessness costs) at paragraph 14.4 of the General Fund Revenue Budget 2020/21 and Medium Term Financial Strategy 2020/21 to 2023/24 report. The Director for Corporate Services confirmed that the omission of Risk Item 9 from the Risk Table would be addressed and reiterated that although costs associated with homelessness were a sizeable risk, the risk being assessed was in comparison to the budget. This would be reviewed prior to the report being finalised for Cabinet.</li> <li>• Concerns were raised over the Council not contributing to the Investment Income Reserve fund in 2019/20, in order to minimise the projected</li> </ul>

overspend on the General Fund and any potential draw on the Corporate Priorities Reserve. The Director for Corporate Services advised that it was anticipated that a 'double contribution' for 2020/21 would be made to mitigate this.

- Investment in the Council's Commercial Property team to enable the use of assets to build homes, create jobs and generate income (one of the Council's key investment proposals) would need clarification, as concerns had already been raised about how this would work in practice. The impact of this on Council assets would need to be considered and it was the Council's aim to engage all Members on this issue.
- The reduction in planning applications and lack of larger scheme submissions was unexpected but was mirrored at other local councils. This may have been partly due to the Local Pan, which gave developers indications of application success and had resulted in far fewer speculative applications. The result of this would be a significant reduction in projected fee income.
- The Council had received Disability Confident Leader status. It had renewed its Equalities Statement and this would impact on all future reports and policies. In addition, discussion were ongoing between some Members concerning the reestablishment of the Disability Access Group.
- Tackling nuisance and antisocial behaviour (ASB) quickly was essential and the Council's Legal and Enforcement teams needed to be funded effectively. Officers advised that additional resources resulting from the new Corporate Structure and Strategy would strengthen the Council's position. Collaborative working between Legal and Enforcement teams and the Police Service was key to ensure that appropriate action could be taken when necessary. The Council's Corporate Enforcement Group would also be involved to ensure this issue was tackled proactively.
- Cabinet was due to consider additional resources to improve debt recovery. An improved performance was anticipated in 2020/21.
- Two or three Section 106 contributions remained outstanding and had been pursued earlier this week. It was highlighted that 95% of these monies were passed onto third parties.
- Concerning the expected shortfall on the Cattle Market (confirmed at £31k, which was a slightly improved position since it was last reported). Officers were considering all aspects of the Cattle Market, including the limitations and renegotiation of its lease, as currently there was limited opportunity to affect change at the Market. This issue was to be considered further by Scrutiny Committee as part of its Work Plan and this was welcomed by officers.
- The Consultation on car park charges had revealed a 75% support for ending the 'Tuesday premium', which had originally been put in place to deter overcrowding in the town car parks. Ending the premium would result in no loss of income for the Council. It was noted that Committee Members were in favour of ending the 'Tuesday Premium'. The issue would be considered by Cabinet the following day.
- The Council recognised that local pubs were the 'hub' of the community and anticipated that Rural Pub Relief would help to support them.

- Concerning the environment:
  - i. Members commented that the Corporate Strategy lacked a focus on tackling the climate emergency. The Council needed to enhance not simply protect the environment.
  - ii. Members suggested that they themselves reduce paper consumption by receiving only electronic versions of agenda packs (rather than hard copies, as was current practice). It was suggested that those who wished to receive hard copies 'opted in' to receiving them. The Director for Governance and Regulatory Services advised that her team would follow this up.
  - iii. Members recognised that there was an increase in the use of electric vehicles. Currently Melton had only two electric vehicle charging points (in the town). More would be needed. District councils were considering a collective scheme around this issue, which could link in with growth and tourism.
  - iv. The Leader highlighted that this Council had been the second in Leicestershire to declare a climate emergency and had established a Climate Change Working Group, which would receive £5k funding. It was noted that the Consultation revealed that the 70% of the public were not in favour of paying more to support 'greener initiatives'. He reassured Members that although there were limitations, the Council would make every effort to support an environmentally friendly agenda and would influence the community to do the same.
- Concerning Key Priority 6 (Connected with and Led by Our Community), as detailed in Appendix 1 of the New Corporate Strategy 2020-2024 report. Citizens Panels would be used to help introduce and develop policy (a list of contacts had been gathered during the recent Place Survey). There would be a huge focus on community engagement and those who did not use the internet would be targeted to ensure inclusion. The aim was to undertake this work thoroughly and comprehensively.
- Members were concerned that the Council was not maximising its Housing Revenue Account (HRA) income, via health and safety service charges. This had been previously raised at a meeting of Scrutiny Committee on 7 January. Housing was a high priority for the Council and despite some challenges, performance was improving (required legionella, asbestos checks etc. were being undertaken). The Council had acted swiftly to mitigate the risks identified by the Regulator of Social Housing. The Housing Improvement Plan had been approved by Council on 4 November 2019 and the first meeting of the Housing Improvement Partnership would take place tomorrow. Members expectations concerning service charges may have been raised but the Council had prioritised securing compliance with the Regulator over pursuing income.

[At 21:30, the duration of this meeting reached 3 hours and Members voted in favour of continuing the meeting until 22:00]

The discussion continued and the following points were noted:

- Concerning Public Works Loan Board (PWLB) borrowing. The new Corporate Structure provided roles (Housing Asset Manager and Commercial Asset Manager) to support this agenda. Members were encouraged to highlight any capital investment opportunities for consideration.
- Setting out how the Council would achieve its Key Priorities over the next 4 years was vital. It would need to, engage, communicate and campaign effectively.

The Chair reiterated that Cabinet would receive the Corporate Strategy and Budget reports at their meeting on 12 February 2020. Cabinet would consider the views of this Committee and other Members in their deliberations.

Council would be the ultimate decision maker and would be asked to approve the proposals at their meeting on 26 February 2020.

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**URGENT BUSINESS**

There was no urgent business.

The meeting closed at: 9.50 pm

Chair



## 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 3.12(2) and 3.12(3) of the Code of Conduct

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## SCRUTINY WORKPLAN 2019/20

### 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 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.

<b>Suggested Topics</b>	<b>Officer and Member Lead</b>	<b>Date</b>	<b>Notes</b>	<b>Requested by (Member)/ Date agreed for addition by Scrutiny Chairman</b>	<b>Portfolio Holder/Chief Officer consulted on date of report</b>
Housing Voids Management	Portfolio Holder for Housing and Communities  Deputy Chief Executive (Director for People and Communities)  Director for Growth and Regeneration	Task and Finish Group August 2019 – January 2020	To consider the Voids Process using a systems thinking methodology, which will review the process end to end  To consider current performance  To understand costs associated with void properties  To understand the Councils duties to provide accommodation to those who present as homeless.  To understand the cost of providing		

## SCRUTINY WORKPLAN 2019/20

			<p>temporary homeless accommodation</p> <p>To consider whether the provision of temporary accommodation provides best value</p> <p>To understand the impact of the Homelessness Reduction Act</p>		
Temporary Accommodation and best value	<p>Portfolio Holder for Housing and Communities</p> <p>Deputy Chief Executive (Director for People and Communities)</p> <p>Director for Growth and Regeneration</p>	<p>Task and Finish Group August 2019 – January 2020</p>	<p>To understand the Councils duties to provide accommodation to those who present as homeless.</p> <p>To understand the cost of providing temporary homeless accommodation</p> <p>To consider whether the provision of temporary accommodation provides best value</p> <p>Impact of Homelessness Reduction Act</p>		

## SCRUTINY WORKPLAN 2019/20

### FORWARD PLAN ITEMS

Items may be referred to Scrutiny by Cabinet for pre scrutiny or as a consultative body. Not all items will be considered by Scrutiny but it will be beneficial for some items to have Scrutiny involvement.

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
Corporate Debt and Income Maximisation Policy	Portfolio Holder for Growth & Regeneration  Deputy Chief Executive (Director for People and Communities)	23 <sup>rd</sup> July 2019	In October 2019, Cabinet will consider the Corporate Debt and Income Maximisation Policy. Consultation will be undertaken prior to consideration. Scrutiny to provide comments as a consultative body to feed into decision making considerations by Cabinet.		
Community Grants Review	Portfolio Holder for Corporate Governance, Access and Engagement  Deputy Chief Executive and Director for People and Communities	17 <sup>th</sup> September 2019	Scrutiny to receive a presentation on the proposals to revise the policy on allocation of Community Grants in order to provide comments on feedback and to feed into decision making considerations by Cabinet.		

## SCRUTINY WORKPLAN 2019/20

### ONE OFF ITEMS

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

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
Implementation of Workforce Strategy	Portfolio Holder for Corporate Finance and Resources  Director for Corporate Resources	12 <sup>th</sup> November 2019	Following approval by Council in March 2018, Scrutiny to receive an update on the implementation of the Policy and the impact it has had on the organisation.		
Report of the Voids Management and Temporary Accommodation Task and Finish Group	Chairman of Scrutiny Committee	7 <sup>th</sup> January 2020	To receive the recommendations from the Task and Finish Group for approval and referral to Cabinet.	Task and Finish Group	Yes
Services Charges		7 <sup>th</sup> January 2020 - TBC	To consider the timeframes and proposals for incorporating changes to Service Charges to include provision to cover	R Browne 12.11.19	Yes

## SCRUTINY WORKPLAN 2019/20

			Compliance checks.		
Melton Lottery	Portfolio Holder for Corporate Governance, Access and Engagement	7 <sup>th</sup> January 2020	To receive a report on the financial position of the Lottery.	P Cumbers 12.11.19	Yes AF-J/KK
Budget Scrutiny	Portfolio Holder for Corporate Finance and Resources	21 <sup>st</sup> January 2020	To play a full and active part in the development of the 2019-20 budget. To review/feedback on the Corporate Strategy Consultation	Annual Item	N/A
Crime and Disorder Scrutiny		3 <sup>rd</sup> March 2020	To consider actions undertaken by the responsible authorities on the community safety partnership.  To make reports or recommendations to the local authority with regard to those functions.  To consider Councillor Calls for Action  To consider actions undertaken by the responsible authorities on the partnership  The role of the panel should be as a 'critical friend' of the partnership providing constructive challenge at a strategic rather than operational	Statutory Function	

## SCRUTINY WORKPLAN 2019/20

			level.  Draft CSP Strategy – Scrutiny Consultation		
Housing Repairs	Portfolio Holder for Housing and Communities  Director for Growth and Regeneration	July 2020	A systems review has been commissioned and will be undertaken in the coming months. Scrutiny to receive an update on work being undertaken to improve performance.  To be delivered in the Portfolio Holder also opportunity to respond to Task and Finish Group Report in that review	P Cumbers	
Annual Report	Scrutiny Officer  Chairman of Scrutiny Committee	3 <sup>rd</sup> March 2020	Report detailing the work of the Scrutiny Committee over the previous 12 months		



## SCRUTINY WORKPLAN 2019/20

<b>PORTFOLIO HOLDER UPDATES</b>				
Portfolio Holder Questions-Growth and Prosperity	Portfolio Holder for Growth and Prosperity  Director for Growth and Regeneration	23 <sup>rd</sup> July 2019	Portfolio Holders to update Scrutiny on their portfolios on an annual basis	
Portfolio Holder Questions-Governance, Access and Customer Engagement	Portfolio Holder for Corporate Governance, Access and Engagement  Director for Law and Governance	17 <sup>th</sup> September 2019 – <b>DEFERRED</b>	Portfolio Holders to update Scrutiny on their portfolios on an annual basis	
Portfolio Holder Questions-Corporate Finance and Resources	Director for Corporate Services	12 <sup>th</sup> November 2019	Portfolio Holders to update Scrutiny on their portfolios on an annual basis	
Leader	Chief Executive	21 January 2020	Budget and Corporate Strategy	
Portfolio Holder for Environment and Regulatory Services	Director for Governance and Regulatory Services	TBC	Portfolio Holders to update Scrutiny on their portfolios on an annual basis	

**SCRUTINY WORKPLAN 2019/20**

Portfolio Holder Questions-Housing and Communities	Portfolio Holder for Corporate Resources  Director for Housing and Communities	3 <sup>rd</sup> March 2020	Portfolio Holders to update Scrutiny on their portfolios on an annual basis	

## SCRUTINY WORKPLAN 2019/20

PENDING ITEMS These items are awaiting further discussion/addition to the work plan				
Suggested Topics (One-off or Review Item?)	Officer and Member Lead	Date	Notes	Requested by (Member)/ Date agreed for addition by Scrutiny Chairman
Cattle Market Income Stream ONE OFF/REVIEW ITEM	Director for Growth and Regeneration  Portfolio Holder for Growth and Prosperity	TBC	Consideration of income stream.	Councillor Child
Rent arrears and the link to universal credit and Me and My Learning. REVIEW ITEM	Portfolio Holder for Housing and Communities  Director for People and Communities (Deputy Chief Executive)	TBC	To understand how the Council collects income and the arrears management process.  To understand internal signposting services.  To understand how Universal Credit is explained to customers.  To understand what methods of communication we use to engage with our customers.  To understand what impact Universal Credit has on customers and colleagues	Rent arrears and the link to universal credit and Me and My Learning.

## SCRUTINY WORKPLAN 2019/20

			To understand what support is available to our most vulnerable customers.	
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	
Community Engagement including review of Community Forums REVIEW ITEM	Portfolio Holder for Corporate Governance, Access and Engagement  Deputy Chief Executive (Director for People and Communities)  Director for Law and Governance	TBC	Access to local democracy  To understand how Melton engages with its community  Engaging with hard to reach residents- equalities considerations  Voting and elections  Tools for engagement, e.g.- consultation	

## SCRUTINY WORKPLAN 2019/20

<p>Housing Allocations- Application of Process and Procedure ONE OFF ITEM</p>	<p>Portfolio Holder for Housing and Communities  Deputy Chief Executive (Director for People and Communities)</p>	<p>TBC</p>	<p>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</p>	
<p>Health Profile ONE OFF ITEM</p>	<p>Portfolio Holder for Housing and Communities  Deputy Chief Executive (Director for People and Communities)</p>	<p>TBC</p>	<p>To look at the Health Profile of the Borough with a focus on services provided in relation to health and physical activity particularly for older people.</p>	<p>17/9/19 – Scrutiny Committee</p>
<p>Debt Management Policy</p>	<p>Portfolio Holder for Corporate Finance and Resources  Director for People and Communities</p>	<p>Summer 2020</p>	<p>Scrutiny to receive an update after 4 months as to how the Policy has been implemented and whether this is having an impact on debt management.</p>	
<p>Implementation of Intensive Housing Management</p>	<p>Portfolio Holder for Housing and Communities</p>	<p>TBC</p>	<p>Scrutiny to receive an update following a restructure in 2018.</p>	

## SCRUTINY WORKPLAN 2019/20

Support	Director for People and Communities (Deputy Chief Executive)			
Enforcement ONE OFF ITEM	Director for Governance and Regulatory Services  Portfolio Holder Environment and Regulatory Services	TBC	To review the improvements made to enforcement following changes to directorate	Raised at meeting 17.09.19

### ADVICE ON WORKPLAN

#### What is a Work Plan?

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

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

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

## SCRUTINY WORKPLAN 2019/20

### Sources of Work Plan Ideas

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

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

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

### Selecting a Work Plan Topic

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

This involves:

- Drawing out and discussing what matters most to Councillors and to the community at large

## **SCRUTINY WORKPLAN 2019/20**

- Finding out about any research that has been completed or that is planned
- Prioritising topics
- Considering what added value is expected as a result of Scrutiny involvement
- Considering whether the topic is already being reviewed elsewhere

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

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

### Risks

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





**Melton  
Borough  
Council**

## Scrutiny Committee Crime and Disorder

*3<sup>rd</sup> March 2020*

# Safer Melton Partnership

## The Safer Melton Partnership

Brings together a variety of statutory, non-statutory and voluntary organisations with a shared commitment to reduce crime, disorder and anti-social behaviour in the Borough of Melton.

Formed as a result of the Crime and Disorder Act 1998 which placed a statutory duty on the Police, Local Authority, County Council, Primary Care Trust, Police Authority, Probation Trust and Fire Authority to work together in order to develop and implement a community safety strategy designed to reduce crime and disorder within their local authority area.

The partnership also engages with as many local agencies and voluntary groups as possible in order to achieve a truly community-based multi-agency approach to crime reduction.

# How we manage cases

General Case Work – Reported online or called through Customer Services. Allocated to a case worker and managed through to a resolution.

Melton Action Group – The first escalation point, in particular relating to MBC tenants. Recommendations for further support, action or enforcement are discussed here.

Joint Action Group – Multi Agency meeting, held monthly, with numerous agencies involved. Predominantly oversees cases where a multi agency response is required, and where there is significant community or individual impact.

Adults at risk – Where significant vulnerability or support requirements are identified through our case work, this is a forum to share learning and ensure the correct support is allocated at the right priority



# Partnerships

Large proportion of work is undertaken at a partnership level, and throughout the escalation process depending on the vulnerability and priority of the case:

- Leicestershire Police
- Melton Borough Council (ASB, Housing, Community Safety, Case Management, MML)
- CRC/Probation
- Leicestershire County Council (Local Area Coordinators, Children & Family Wellbeing Service)
- Schools & School Behaviour Partnership
- Leics Fire and Rescue Service (LFRS)
- Jobcentre Plus

Case types:

Antisocial Behaviour, Hate Crime, Prevent work, Fire, Crime, Prison releases, sentences, Probation, Integrated Offender Management (IOM) updates, Missing persons, Child Sexual Exploitation,



# Anti-social Behaviour

How we address ASB

- Holistic case management
- Vulnerabilities

A wide variety of actions can be utilised in response to anti-social behaviour in Melton, including:

- Mediation
- Acceptable Behaviour Contracts
- Community Based Restorative Justice
- Verbal and Written Warnings
- Community Protection Notices
- Civil Injunctions
- Public Space Protection Orders
- Criminal Behaviour Orders and Closure Orders
- Tenancy Management Action



# Case Studies

## Typical Cases:

Noise disputes

Community disruption

Town Centre Issues

Arson

Harrassment

## Cross cutting themes:

- Over 60% of cases involve MBC tenants
- Tenancy agreement currently in consultation phase
- Tenancy Enforcement Officer post
- Priority Neighbourhoods – developing strategy
- Community engagement – Have we moved away from our communities?



# Police Update

To follow from Police



# Crime stats

- To follow from Police





# Emerging trends

## National Picture

- Serious Organised Crime
- Knife Crime (Violence Reduction Network)
- Child Exploitation (Criminal and Sexual)
- Cyber Crime & Fraud
- Modern Slavery & Human Trafficking

What is the local picture – we are seeking to find out to influence the CSPs 5 year strategic plan, consultation ends 31<sup>st</sup> March 2020.



# Violence Reduction Network

Safer Melton Partnership & VRN event held 10<sup>th</sup> February

- Wide range of partner agency support
- Mission is to achieve 'prevention through connection' by building an inclusive, collaborative and courageous network which will drive the short and long-term change required to successfully tackle the causes and consequences of violence across the lifetime.
- Strong correlation with work being undertaken in Melton through priority neighbourhoods and People Board
- Assesses the whole-life journey of residents, and how one generation follows another



# Community Safety Consultation

12 week consultation Jan – March 2020

- Online survey & face to face consultation events
- A narrative approach to hear first hand residents views, stories and concerns
- 19 consultation events covering the town, some rural areas, weekends and some early evenings to try to capture as wide an audience as possible
- Market stalls, Parkside, Villages, Supermarkets

Key themes

Suggestions on what the partnership could do more of to address concerns

- Street lights, police presence, better enforcement



# Community Safety Consultation

Initial feedback - Top concerns within your local area

ANSWER CHOICES-	RESPONSES-
-Drug taking or dealing	37.50% 54
-Dog fouling	28.47% 41
-Burglary	27.08% 39
-Inconsiderate parking	21.53% 31
-Vehicle Crime	20.14% 29
-Speeding	20.14% 29



# Next steps

CSP Strategy – timescale

Neighbourhood plans

Tenancy Management

Housing improvement plan

Local Police based at the local town



End



Helping people | Shaping places



## Scrutiny Committee

3 March 2020

Report of: Scrutiny Committee Chairman

## Scrutiny Committee Annual Report

<b>Corporate Priority:</b>	OG3 - Becoming a more agile and commercial Council; securing our financial future
<b>Relevant Ward Member(s):</b>	N/A
<b>Date of consultation with Ward Member(s):</b>	N/A
<b>Exempt Information:</b>	No

### 1 Summary

1.1 To provide an overview of the work done by Scrutiny during the year 2019/20.

#### RECOMMENDATION(S)

That Scrutiny Committee:

1. Approves the Annual Report (Appendix 1); and
2. Recommends the report to Council.

### 2 Reason for Recommendations

- 2.1 To ensure that all members are informed of the work of the Scrutiny Committee for the Municipal Year and an overview of the key priorities for Scrutiny in 2020/21.
- 2.2 It is considered good practice for Scrutiny Committee to provide an annual report.

### **3 Background**

- 3.1 The report provides an overview of the items considered by Scrutiny Committee in the Municipal Year 2019/20, including reviews and task and finish groups.

### **4 Main Considerations**

- 4.1 Scrutiny Committee are asked to consider the report and provide any feedback.
- 4.2 Scrutiny Committee are asked to recommend the report to Council for information purposes. This will increase the profile of the work carried out by Scrutiny Committee and ensure that all members are provided with information in relation to the work of Scrutiny Committee.

### **5 Options Considered**

- 5.1 The alternative is that Scrutiny does not provide an annual report.

### **6 Consultation**

- 6.1 Scrutiny Committee will be asked to consider the report before it is presented to Council.

### **7 Next Steps – Implementation and Communication**

- 7.1 Subject to Scrutiny Committee approval, the report will be presented to Council in April 2020.

### **8 Financial Implications**

- 8.1 There are no financial implications.

**Financial Implications reviewed by: D. Garton, S151 Officer**

### **9 Legal and Governance Implications**

- 9.1 There are no legal and governance implications.
- 9.2 The report is prepared and presented to Scrutiny Committee and Council as a matter of good practice.

**Legal Implications reviewed by: A. Wylie, Monitoring Officer**

### **10 Equality and Safeguarding Implications**

- 10.1 There are no equality and safeguarding implications.

### **11 Community Safety Implications**

- 11.1 There are no community safety implications.

### **12 Environmental and Climate Change Implications**

- 12.1 There are no environmental implications.

### **13 Risk & Mitigation**

- 13.1 There are no risks in relation to this report.



## 14 Background Papers

14.1 There are no background papers.

## 15 Appendices

15.1 Appendix 1 – Scrutiny Committee Annual Report 2019/20

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<b>Chief Officer Contact Details:</b>	01664 504205 awylie@melton.gov.uk

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# Melton Borough Council Scrutiny Annual Report 2019-20



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## Foreword from the Chairman of Scrutiny

This report is to inform Council of the work of Scrutiny Committee during 2019-20.

Since the local elections in May 2019, we have had a new Council and a new system of Governance including a Scrutiny Committee of ten members.

The scrutiny function acts as a critical friend on behalf of the community, to improve services and decision-making inside and outside of the Cabinet. Scrutiny function belongs to the whole Council but is different from other committees in that it is Member-led and evidence-based, with most of Scrutiny's Work plan being decided by Committee members, responding to concerns of elected members and the public.

Scrutiny calls for Members with investigative minds who are prepared to challenge, when they have 'done some homework' and are able to justify the challenge in accordance with the Constitution.

I have been honoured to serve as Chair since May 2019 and would like to thank all members of the Committee for their hard work and dedication, as we have worked (and learned) together. Special thanks go to Vice-Chair Cllr Rob Bindloss.

I am also very grateful to the officers in Democratic Services who have supported the work of the Committee members, in particular the Council's Scrutiny Officer, Natasha Taylor.

*Cllr Pat Cumbers*

### **Members of the Committee 2019/20**

Councillor Pat Cumbers (Chair)

Councillor Rob Bindloss (Vice-Chair)

Councillor Ronan Browne

Councillor Robert Child

Councillor Jeanne Douglas

Councillor Christopher Evans

Councillor Chris Fisher

Councillor Elaine Holmes

Councillor Rebecca Smedley

Councillor Jacob Wilkinson

## Scrutiny in Melton - Overview

In May 2019 Melton Borough Council formally adopted the Executive Model of Governance and established a Scrutiny Committee to carry out the functions as listed below. The Scrutiny Committee has held 7 meetings to date and carried out one large scale review in the form of a task and finish group during the 2019/20 Municipal Year. That review involved an additional nine meetings. There was also a mini review of the costs associated with Melton's Community Lottery.

In summary the main functions of Scrutiny set out in [Chapter 2, Part 10](#) of the MBC Constitution are to:-

- review and scrutinise decisions made, or other action taken, in connection with the discharge of any function.
- make reports or recommendations to Council or the Cabinet as appropriate with respect to the discharge of any function.
- recommend that a decision made but not yet implemented, be reconsidered by the Cabinet through the Call In Procedure.
- fulfil all the functions of the Council's designated Crime and Disorder Committee under the Police and Justice Act 2006.
- fulfil all the functions conferred on it by virtue of regulations under the National Health Service Act 2006 (local authority scrutiny of health matters).

The Scrutiny Committee must agree an Annual Work Plan in accordance with the Scrutiny Procedure Rules and that that Work Plan may contain:

- 1) Matters which inform the development of the Council's Budget and Policy Framework.
- 2) Matters which inform the development of the Council's approach to matters not forming part of the Council's Budget and Policy Framework.
- 3) Holding enquiries and investigating the available options for future direction in policy development, matters of public concern and any other issues within their functions.
- 4) Call in of Key Decisions.
- 5) Requests by a member of the Scrutiny Committee.
- 6) Requests from the Council and if it considers appropriate, the Cabinet.

## Scrutiny Committee (Summary of items considered)

Topic	Date	Brief Details	Outcome
<b>Public Spaces Protection Order</b>	18 June 2019	To consult Scrutiny Committee on the terms of the proposed Public Spaces Protection Order (PSPO) in advance of the public consultation.	Scrutiny committee provided feedback on the proposed PSPO and the arrangements for the consultation
<b>Future Options for Citizen's Advice Leicestershire</b>	18 June 2019	To receive a report on the transitional arrangements for funding provision to Citizen's Advice Leicestershire.	Scrutiny Committee provided feedback and noted the report.
<b>Consultation on the Corporate Debt and Income Maximisation Policy</b>	23 July 2019	To consult Scrutiny Committee on the Corporate Debt and Income Maximisation Policy.	Scrutiny Committee provided feedback as part of the consultation.
<b>Establishment of Task and Finish Group</b>	23 July 2019	To approve the establishment of a Task and Finish Group to undertake a review into Housing Voids Management and Temporary Accommodation.	Scrutiny Committee approved the Terms of Reference of the Task and Finish Group
<b>Community Grants Review</b>	17 September 2019	To provide a presentation on the proposals to review the current policy for allocation of community grants.	Scrutiny Committee provided feedback on the presentation and provided a report to Cabinet in October (see below).
<b>Update on Task and Finish Group – Housing Voids Management and Temporary Accommodation</b>	17 September 2019	To receive an update and note the timetable and scoping document for the review.	Scrutiny Committee noted the update.
<b>Update on Task and Finish Group – Housing Voids Management and Temporary Accommodation</b>	12 November 2019	To receive a verbal update from the Chairman on the work being done to establish a robust evidence base working with officers and stakeholders.	Scrutiny Committee noted the update.
<b>Final Report on Task and Finish Group – Housing Voids Management and Temporary Accommodation</b>	7 January 2020	To receive the final report, evidence and recommendations of the Task and Finish Group and to approve the recommendation to Cabinet.	Scrutiny Committee provided feedback on the report and resolved to recommend the report to Cabinet for approval of the recommendations. (See further information below)

<b>Melton Community Lottery</b>	7 January 2020	To provide a breakdown of the costs associated with running the Melton Community Lottery.	Scrutiny Committee provided feedback and discussed options for the continuation of the lottery. The Committee resolved to make a recommendation to Cabinet. (see below).
<b>Service Charges</b>	7 January 2020	To consider new charges for tenants in blocks with communal facilities to cover the maintenance and servicing of property health & safety equipment provided and the recharge of electricity to tenants using the new mobility scooter pods.	Scrutiny Committee considered the report and provided feedback on additional items that may be included. It was agreed that Scrutiny Committee would work with the Housing and Neighbourhoods Manager to develop any further feasible recommendations to Cabinet.
<b>Budget Scrutiny</b>	21 January 2020	To consider and provide feedback to Cabinet on the Corporate Strategy, Budget and Medium Term Financial Strategy. Note: All members were invited to this meeting.	Scrutiny Committee considered and all other members were provided with the opportunity to provide questions in advance of the meeting and answers were provided during the meeting and appended to the minutes. The Committee and other members in attendance were able to ask questions of Portfolio Holders and Chief Officers. The Committee's feedback and comments were formally reported to Cabinet at the February meeting (see below).



<b>Crime and Disorder/Community Safety</b>	3 March 2020	To receive a report on Community Safety/Crime and Disorder.  To consult Scrutiny on the Draft Community Safety Partnership Strategy.	Scrutiny Committee considered the report and provided feedback which would be incorporated into the revised policy following the public consultation and approval by the Partnership.
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## Portfolio Holder Presentations/ Questions

The **Portfolio Holder for Growth and Prosperity** provided a presentation at the **23 July 2019** meeting setting out the current performance, focus and challenges in the following areas:

- Town Centre, Tourism, Events and Place Promotion
- Economic Growth and Inward Investment
- Planning Policy and Housing Delivery
- Major Developments

The **Portfolio Holder for Corporate Governance, Access and Engagement** provided a presentation in advance of the meeting on **17 September 2019**, but due to lack of time was unable to present . The presentation set out the focus of the last 12 months in relation to the Portfolio areas of responsibility listed below:

- Governance and Democratic Services
- Promoting Democracy
- Parish Council liaison & Rural Communities
- Customer access, website and telephony experience
- Resident engagement and embedding services in communities
- Equalities and accessibility
- Community grants and community lottery
- Legal
- Data Management, GDPR and FOIs
- Elections
- Member Development Champion

The **Portfolio Holder for Corporate Finance and Resources** provided a presentation at the **12 November 2019** which included an overview of each of the different areas of the Portfolio listed below:

- Finance
- Human Resources
- Corporate Health and Safety
- Learning and Development
- ICT Operations
- Procurement
- Commercialisation
- Corporate Property and Assets
- Debt Management
- Workforce Strategy

Members focused on the Council's debt management processes and Corporate Debt Policy and received responses in relation to their enquiries from the Portfolio Holder and the Chief Finance Officer.

The **Leader of the Council** provided a presentation at the **21 January 2020** meeting on the Corporate Strategy setting out the Council's Mission, Vision, Values, Priorities and Key Actions for the coming 4 years.

The **Portfolio Holder for Housing and Communities** provided a presentation at the **3 March 2020** meeting on the main areas of his Portfolio as listed below:

- Council housing assets maintenance and repairs
- Council housing tenancy management
- Council house lettings
- Homelessness and Housing Options
- HRA Business Plan
- Community Safety and Priority Neighbourhoods
- Inclusive Growth – tackling inequality
- Support to vulnerable people; including older people and Lifeline services
- Complex case work, early intervention, prevention and support
- Safeguarding
- Community and Public Sector partnerships
- Well-being, physical activity and leisure centre contract management
- Revenues and Benefits

Scrutiny Committee have found these Portfolio Holder presentations useful and welcomed the opportunity to be provided with details regarding emerging issues and projects on the horizon as well as the opportunity to ask questions of the Portfolio Holder.

Scrutiny Committee have also been grateful for the attendance by Portfolio Holders at the Committee in order to present reports and receive feedback and questions from members on specific areas of the Council's business.

## Chairman's Review of Topics

Scrutiny Committee has considered a number of topics which are summarised below. The Committee has provided comment and feedback, as consultees, to Cabinet on several issues including the Public Spaces Protection Order, Future Options for Citizens' Advice Leicestershire and Corporate Debt

The Committee was also pleased to receive presentations from Portfolio Holders, who provided summaries of Portfolio responsibilities, current performance and emerging issues. Members then provided feedback.

- At the 7 January 2020 meeting the Committee considered new charges for some Council blocks.
- At the 21 January 2020 Budget Scrutiny meeting, Committee members were joined by other members to consider a number of reports, to question Portfolio Holders and Chief

Officers and to provide feedback to Cabinet on the Corporate Strategy, Budget and Medium Term Financial Strategy.

- At the March 2020 Scrutiny meeting, the Committee received a report on Crime and Disorder/Community Safety. Members asked questions and provided feedback.

### **Voids and Temporary Accommodation**

In July 2019, Scrutiny formed its first Task and Finish Group of four members (The Chair, Vice-Chair Cllrs Browne and Holmes) to review the issue of Voids and Temporary Accommodation, which was causing multiple problems for the Council.

We held nine meetings, gathering evidence from officers and relevant organisations as well as undertaking our own research to identify good practice elsewhere.

In addition we were invited to weekly meetings where officers shared with each other their experiences during the previous week, related to Voids. The shared experiences were already leading to improvements in procedure.

Throughout our time working with Voids, I was very grateful for members' hard work and the enthusiastic co-operation of officers and others, including the Tenants' Forum Executive Committee.

We learned of the cost (financial and otherwise) to the Council, prospective tenants and the homeless when council dwellings are unoccupied for unnecessarily long periods.

We also learned that Bed and Breakfast accommodation is extremely expensive and is often outside of the Borough. This means that the homeless might be separated from friends and family and also from job opportunities and possible further assistance from the Council.

The Group produced a number of recommendations which were agreed by the Committee who also added another.

The recommendations were then considered by Cabinet who, subject to some minor amendments, approved all of the Scrutiny Committee's recommendations.

### **The Melton Community Lottery**

This was added to Scrutiny's Work plan when it was noticed that the Budget Book estimated that the Lottery would cost taxpayers £39,890 during 2019-20 and was estimated to cost taxpayers £95,152 between November 2016, when the Lottery commenced and March 2020. Lottery membership was also dropping significantly. This cost was in addition to the cost to residents who had purchased lottery tickets.

At the 7<sup>th</sup> January 2020 meeting, Scrutiny unanimously decided to recommend to Cabinet that the Lottery should cease in 12 months' time unless the number of Lottery members should be at least at the same level as at 31 December 2018.

This recommendation will be considered by Cabinet at their meeting on 18 March 2020.

## Task and Finish Groups

### Housing Management Voids and Temporary Accommodation Task and Finish Group

On 23 July 2019 the Melton Borough Council Scrutiny Committee approved the establishment of a Task and Finish Group to review Housing Voids Management and Temporary Accommodation. This topic was chosen after having been raised by elected members as a response to identified issues within the voids and temporary accommodation processes both in terms of performance, costs and customer satisfaction. The number of void properties (properties without a tenant) and the period for which these properties remained empty had risen and this was having a negative impact on the Council's income both in rental and Council Tax receipts, from its housing stock. It was also felt that the cost incurred in housing people in temporary accommodation were too high, especially when there were properties which were empty, albeit waiting for repairs and improvements to be made.

On 28 August 2019 the Task and Finish Group met for their preliminary scoping meeting. At that meeting the Group were provided with some background information and performance measures on voids management and temporary accommodation processes. 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. The Scoping Document for the Review and the revised Terms of Reference were presented to and approved by the Scrutiny Committee on 17 September 2019. 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 customers, 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 January 2020.

Following careful evaluation of the evidence, the Task and Finish Group presented a list of recommendations aimed at ensuring that alternative, more cost effective options for Temporary Accommodation were explored and void times were significantly reduced. The Group were confident that if these recommendations were accepted and implemented they would lead to better outcomes for tenants and prospective tenants and also have a positive impact on the Council's financial position.

The final report can be found [here](#). It was presented to Scrutiny Committee for approval and recommendation to Cabinet on 7 January 2020. Scrutiny Committee approved the report.

The report was presented to Cabinet on 22 January 2020 where subject to some minor amendments the recommendations of the Task and Finish Group were approved.

The final approved recommendations are listed below:

- 1) A review of the voids module within the Northgate Housing Management System is undertaken and recommendations proposed to Senior Leadership Team as to how an improved system can be implemented along with revenue expenditure required.
- 2) To consult tenants in relation to the implementation of a Golden Goodbye scheme that incentivises tenants to return their home in a good standard that in turn reduces void time and void costs to Melton Borough Council.
- 3) Subject to the outcomes of this consultation, to introduce the Golden Goodbye Scheme on a temporary basis for one year after which time continuation of the scheme to depend on the evaluation of outcomes and success factors.
- 4) The development of a framework that includes TFEC in the monthly monitoring of voids and includes a written protocol from both parties so as to clarify expectations.
- 5) To reduce, with the aim of eliminating, use of private Bed and Breakfasts by introducing alternatives with options developed by officers for consideration by Cabinet by the end of July 2020.
- 6) To review contract arrangements with contractors to ensure sufficient quality and control and explore the potential to move to a single trusted contractor to manage all aspects of voids work.
- 7) A review of the Allocations Policy by July 2020.
- 8) The development and implementation of a new Voids Policy by July 2020.
- 9) The implementation of new Tenant visits on occupation and again after 6 weeks.
- 10) To provide an interim report to Scrutiny Committee in July 2020 detailing progress against recommendations and a full report in January 2021 to evidence the impact of improvements.

## Scrutiny Reports to Cabinet

In accordance with the Scrutiny Procedures Rules, the Scrutiny Committee may report to Cabinet under Item 4 of the Cabinet Agenda – Matters Referred from Scrutiny Committee in Accordance with Scrutiny Procedure Rules.

The Chairman of Scrutiny has formally reported to Cabinet on behalf of the Committee on the following items:

- ✓ [Community Grants Review – 30 October 2019](#)
- ✓ [Housing Management Voids and Temporary Accommodation – 22 January 2020](#)
- ✓ [The Budget – 12 February 2020](#)
- ✓ [Melton Community Lottery – 18 March 2020](#)

## Reporting

It is currently too early to report on the outcomes of Scrutiny's work in 2019/20, however, future Annual Reports will contain further information on the evaluation of outcomes and performance indicators in relation to scrutiny recommendations made to Cabinet and/or Council. The Committee are keen to ensure that the Scrutiny function at Melton Borough Council remains outcomes focused and that following implementation, the impact of its recommendations are monitored and reported back to the Committee and all Members.

## Scrutiny Work Plan

Scrutiny Committee reflect on the work plan at each meeting and consider any new items to be added. The work plan is developed by the Chairman and Vice Chair in collaboration with the Committee.

The Chairman has asked members to consider the following when proposing items to add to the work plan:

### 1) Scrutiny Committee Functions & Procedures Rules:

- Which Corporate Priority the item links to ( Priorities attached for ease of reference)
- If the item is of significant community concern
- If the issue is significant to Partners and/or Stakeholders
- What the added value is of doing the work
- What evidence there is to support the work
- If the Scrutiny work can be completed within a proportionate time to the task identified
- If the work is being done somewhere else
- What will be achieved
- If the Council has the resources to carry out the work effectively

### 2) Consider:

- What?

Be prepared to provide the committee with some background information and scope of the proposed report/review.

- Why?

Be prepared to justify why the item should be considered by Scrutiny, what might be the intended outcome, why is it important in relation to the provision of services/value for money etc...?

- When?

Is the item time sensitive? What is the level of priority?

- Outcomes?

What value can Scrutiny add, what are likely to be the measurable outcomes, is the work already being done somewhere else?

It is hoped this guidance will ensure that Scrutiny at Melton borough Council is outcomes focused and that the value of Scrutiny can be evidenced and results measured.

## Training

An introduction to Scrutiny Training session was delivered at the Scrutiny Committee meeting on **18 June 2019**. This session covered the legislative background, basic principles, planning work, the procedural context at MBC and an overview of the Government Statutory Guidance published in May 2019. All members were invited to this training session.

A mini review of Scrutiny and a further training session will be held in **March 2020**. This will include observation and feedback of a meeting, followed by a training session covering amongst other things; an outline of scrutiny with a focus on key roles; powers and responsibilities; ways of working for effective and outcome focused scrutiny e.g. work programme, project scopes, critical friend questioning and listening; discussion around challenges; and provision of examples from meeting observation at MBC and other councils.

## Looking ahead

- **Annual Work Plan 2020/21**

The work plan has been regularly reviewed and discussed throughout 2019/20. There are now a significant number of “Pending” items on the work plan. It is proposed that a Scrutiny Member Work shop will be arranged in advance of the first meeting of the 2020/21 Municipal Year to establish priorities and plot dates for some of these items and consider any additional items.

- **Scrutiny Website Page**

In order to increase the profile of Scrutiny at Melton Borough Council and provide more information to stakeholders and the community it is proposed that a dedicated Scrutiny Website page be created.

This website page will include a comprehensive description of Scrutiny and provide information about how members of the public can get involved.

- **Increased Media on Scrutiny related issues**

In order to evidence and highlight the positive outcomes of the Scrutiny Committee and associated work, especially in relation to reviews and high profile issues, a more developed communications plan is proposed for 2020/21.

- **Cabinet Scrutiny Protocol**

The Scrutiny Guidance published in May 2019 suggested that “*an ‘executive-scrutiny protocol’ can help define the relationship between the two and mitigate any differences of opinion before they manifest themselves in unhelpful and unproductive ways. The benefit of this approach is that it provides a framework for disagreement and debate, and a way to manage it when it happens.*”

In order to further enhance the collaborative and partnership working between Cabinet and Scrutiny, it is proposed that Melton develop such a protocol in 2020/21 for approval by Council to be included in the Constitution.

## Further information

If you would like further information about Scrutiny, please use the contact details below:

### **Scrutiny Officer**

Tel: 01664 502441

Email: [democracy@melton.gov.uk](mailto:democracy@melton.gov.uk)

### **Scrutiny Committee Chairman**

Email: [pcumbers@melton.gov.uk](mailto:pcumbers@melton.gov.uk)