

MELTON BOROUGH COUNCIL SCRUTINY WORKPLAN 2020/21

SCRUTINY REVIEWS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

What is a Work Plan?

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

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

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

Sources of Work Plan Ideas

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

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

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

Selecting a Work Plan Topic

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

This involves:

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

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

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

Risks

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