

## Review of Corporate Plan 2020 – 2024

Priority Theme 1 - <b>Excellent services positively impacting on our communities.</b>	
Objectives	Key achievements
Fundamentally redesign customer facing processes	<ul style="list-style-type: none"> <li>• Service review and process improvements undertaken in planning, ASB, housing and revenues.</li> <li>• Customer Service review underway.</li> <li>• Review of customer complaints and feedback policy and self-assessment to ensure compliance with Housing Ombudsman requirements.</li> <li>• Implementation of hybrid working approach enabling staff to engage with customers in a wider range of ways / different locations.</li> </ul>
Improve Website and customer access.	<ul style="list-style-type: none"> <li>• New Content Management System and website launched in September 2021 which now achieves one of highest accessibility scores nationally.</li> <li>• Rapid development of cost-of-living webpage and referral form to enable residents to access help and financial support – huge take up.</li> </ul>
Implement a new self-service platform.	<ul style="list-style-type: none"> <li>• new forms and “My Account” self-service platform implemented.</li> <li>• Customer self-serve increased from 20.33% as at the end of Q4 in 2021/22 to 50% as at end of Q4 2022/23</li> </ul>
Create council-wide integrated supporting people offer.	<ul style="list-style-type: none"> <li>• New integrated people offer implemented.</li> <li>• Teams working collaboratively to support integrated approach to case management, supporting vulnerable people and addressing issues such as safeguarding and domestic abuse. Recent presentation to Council.</li> </ul>
Maintain commitment to veterans and Armed Forces Covenant	<ul style="list-style-type: none"> <li>• Gold Award (highest level) Employer Recognition achieved in 2022. To achieve this, we have demonstrated to assessor’s meaningful support to veterans.</li> </ul>

**Priority Theme 2 - Providing high quality council homes and landlord services.**

Objective	Key achievements
Deliver better & temporary accommodation for those who need it.	<ul style="list-style-type: none"> <li>• Review of Housing Options / Homelessness service saw homelessness prevention rise from 15% as at the end of Q4 in 2021/22 to 48% as at end of Q4 2022/23</li> <li>• Programme of work to assess and move on each household accommodated by the council during the 'everyone in' government initiative during Covid 19 undertaken.</li> </ul>
Engage with tenants to ensure our services meet their needs.	<ul style="list-style-type: none"> <li>• Your Choice established as a tenant engagement mechanism, regular meetings held with tenants and work on a range of subjects including voids, rent arrears, regulatory change.</li> <li>• Estate walkabouts undertaken in key locations.</li> </ul>
Improve the quality & v-f-m of our repairs & maintenance services.	<ul style="list-style-type: none"> <li>• Improved contract management with regular contract meetings and performance management</li> <li>• Corrective action taken to improve contractor performance on voids, Average relet time for Council housing has reduced to 16.21 days as at the end of Q2 2023/24 from 79.02 days at the end of Q4 2020/21.</li> </ul>
Ensure our properties meet the Decent Homes Standard.	<ul style="list-style-type: none"> <li>• Development, approval, and implementation of HRA long term business plan and asset management plan, informed by stock condition survey. Evidence led budget setting.</li> <li>• Decent Homes has improved to 95.02% of stock as at the end of Q2 2023/24 from 77.84% at the end of Q4 2020/21.</li> </ul>
Provide new high quality council homes.	<ul style="list-style-type: none"> <li>• The Council's current housing stock is 1,781 (as of 31.12.23) homes.</li> <li>• Since 2019, the Council has added 13 new homes to its housing stock. Since 2019, 45 homes have been sold through right to buy.</li> <li>• Local Authority Housing Fund secured and Housing Development Strategy adopted.</li> </ul>

Priority Theme 3 - <b>Delivering sustainable and inclusive growth in Melton.</b>	
Objective	Key achievements
Launch the Discover Melton brand, website & supporting events programme.	<ul style="list-style-type: none"> <li>• www.DiscoverMelton.com launched in 2021.</li> <li>• Over 250 events have been published through the online events calendar since the launch. All events on the Town Centre Events Guide produced by Melton BID are published and promoted through the Discover Melton website.</li> </ul>
Develop a package of support to hospitality and farming sector to mitigate the impact of COVID-19.	<ul style="list-style-type: none"> <li>• Food producers' network established – bringing together 50 producers from the wider region to encourage and support growth.</li> <li>• Administration of numerous business grants</li> <li>• Development of Food Enterprise Centre concept, linked to Stockyard development.</li> </ul>
Facilitate access to specialist business support to mitigate negative economic impact COVID-19.	<ul style="list-style-type: none"> <li>• £20m COVID grant delivered to approximately 4000 businesses between April 2020 and June 2021.</li> <li>• Reduction in number of people seeking job seekers allowance.</li> <li>• Skill levels improved for NVQ 1,2 and 3 levels compared to EM average.</li> </ul>
Respond to COVID-19 impacts & implement increase vitality, vibrancy, footfall & spend in the town centre.	<ul style="list-style-type: none"> <li>• Adoption of Town Centre Vision and action plan by working closely with a range of town centre stakeholders.</li> <li>• Town centre footfall and spend in tourism increased to pre-COVID levels and vacancy rate remained below regional and national average.</li> <li>• Levelling Up Funding secured.</li> </ul>
Secure investment & deliver the Food Enterprise Centre & Manufacturing Zone sites.	<ul style="list-style-type: none"> <li>• Food Enterprise Centre provided a free support and advisory service to SMEs within the Borough of Melton with the development of new food and drink products and processes from conception to consumption.</li> </ul>
Use the Council's resources & powers to reduce homelessness & increase affordable home ownership.	<ul style="list-style-type: none"> <li>• Review of Housing Options / Homelessness service saw homelessness prevention rise from 15% as at the end of Q4 in 2021/22 to 48% as at end of Q4 2022/23</li> <li>• 400 affordable homes approved through planning system and 200 completed on site between April 2019 and March 2022.</li> </ul>
Confirm plans, secure funding & develop our assets	<ul style="list-style-type: none"> <li>• The Council has approved the funding and objectives for Asset development Programme (ADP). £500k grant</li> </ul>

<p>to generate income &amp; provide housing &amp; jobs.</p>	<p>funding was received from LLEP, matched by £375k of Council funding.</p> <ul style="list-style-type: none"> <li>• Working Group established and business case for Parkside under development.</li> <li>• Capital receipts generated from a number of site disposals.</li> </ul>
<p>Develop proposals for the best use of the Melton Sports Village &amp; future leisure provision in the borough.</p>	<ul style="list-style-type: none"> <li>• Business case developed for the Health and Leisure Park proposition – not affordable currently but ready to pursue funding when opportunity arises.</li> <li>• Procurement of new leisure service contract complete achieving both an affordable outcome and £1.75m of investment into the two existing facilities.</li> </ul>
<p>Work with partners to support the delivery of the new road and wider Melton Mowbray transport strategy.</p>	<ul style="list-style-type: none"> <li>• Developer contributions SPD, and masterplans completed, and funding agreement reached with LCC.</li> <li>• MMDR North and East construction commenced.</li> <li>• Alternative options being considered to secure funding for MMDR South.</li> <li>• Highest number of new homes built in Melton for a generation.</li> </ul>
<p>Campaign for a second GP surgery.</p>	<ul style="list-style-type: none"> <li>• Secured commitment from ICB to deliver 2nd GP practice and work with MBC on most appropriate location with MBC.</li> <li>• Business case for co-location at Parkside under development.</li> </ul>

Priority Theme 4 - <b>Protect our climate and enhance our natural environment.</b>	
Objective	Key achievements
Reduce emissions across all council activities.	<ul style="list-style-type: none"> <li>• Council declared climate emergency and committed to prepare a strategy and plan to be carbon neutral by 2030.</li> <li>• A baseline study mapping carbon emissions through council's service delivery was undertaken and emissions by 2023 have reduced by 12% from 2019/20 baseline.</li> <li>• A public consultation exercise undertaken on the boroughwide climate change strategy due for adoption shortly.</li> </ul>
Promote and encourage more walking & cycling opportunities.	<ul style="list-style-type: none"> <li>• As part of the development of the Climate Change Strategy, we are looking at opportunities to use local planning powers effectively, to ensure new development promotes low carbon travel and is designed for people not cars; where it is easy, safe and convenient to walk or cycle, including for journeys to local schools and shops.</li> </ul>
Use education & enforcement to tackle issues which blight our communities.	<ul style="list-style-type: none"> <li>• Use of tools and powers significantly increased.</li> <li>• Since 2022 (and formation of new team) following has been achieved: <ul style="list-style-type: none"> <li>○ Community Protection Warnings issued = 66</li> <li>○ Community Protection Notices issued = 22</li> <li>○ Section 1 injunctions =1</li> <li>○ Closure orders = 1</li> <li>○ Mobile CCTV deployments in hot spots = 25</li> <li>○ Prosecutions = 2, 3 further pending.</li> <li>○ Fixed Penalty Notices issued =13</li> <li>○ Interviews under caution conducted = 18</li> </ul> </li> </ul>
Respond to Planning White Paper & improve processes & customer experience in planning services.	<ul style="list-style-type: none"> <li>• Local Plan in place, which has helped secure significant infrastructure investment.</li> <li>• More homes delivered in Melton than at any point in last 30 years.</li> <li>• 2280 homes approved between April 2019 and December 2022, including 397 affordable homes.</li> <li>• 1009 homes completed on site between April 2019 and March 2022, including 199 affordable homes.</li> <li>• Strong performance with over 9 years land supply.</li> <li>• New leadership and structure now in place – continuing to focus on resource stability and responsiveness.</li> </ul>

Priority Theme 5 - <b>Ensuring the right conditions to support delivery (inward)</b>	
Objective	Key achievements
Redefine how we work – more agile, more flexible & more responsive.	<ul style="list-style-type: none"> <li>• Way We Work Strategy and hybrid working model adopted in December 2021, associated HR policies updated and Managers trained to lead a hybrid team.</li> <li>• Team Charters in place.</li> <li>• Staff satisfaction with MBC as a place to work increased to 82%.</li> </ul>
Develop the Procurement Unit as a commercial proposition.	<ul style="list-style-type: none"> <li>• Good progress with number of organisations who are now customers has increased from 7 to 10. The Council is becoming a regional leader in this area.</li> <li>• Positive income contribution to the council.</li> </ul>
Mitigate the financial impact on the council of the COVID-19 crisis & recovery, to ensure the council is financially sustainable.	<ul style="list-style-type: none"> <li>• Implemented a range of hardship, council tax and business rates related support funds and grants - main ones being the test and trace support scheme and the various business grant schemes introduced by Government.</li> <li>• Managed new burdens funding to ensure resources allocated to areas of need utilising any surplus to offset corporate needs.</li> </ul>
Invest in a new finance system.	<ul style="list-style-type: none"> <li>• Completed (phase 1) in Apr 2021 –consisting of all financial transactions such as raising orders, payments, raising invoices, accounting transactions. This includes automatic workflows.</li> <li>• Payment of invoices within 30 days improved from 90% to 98%.</li> </ul>

Priority Theme 6 - **Connected and led by our community (outward)**

Objective	Key achievements
<p>Make Council meetings &amp; leadership of the Council more digitally accessible.</p>	<ul style="list-style-type: none"> <li>• The new Audio-Visual system was implemented in May 2021. The system can facilitate hybrid meeting attendance, stream Council meeting to YouTube and has provided the Council with more robust microphone and recording facilities.</li> <li>• The average public attendance of Council meetings pre-Covid was 5 compared to at least 150 views since the AV system has been implemented.</li> </ul>
<p>Harness community spirit &amp; establish a new “deal” between the council &amp; the communities we serve.</p>	<ul style="list-style-type: none"> <li>• “Community Spirit” demonstrated through the response to Covid19. Community Support Hub working with partners and community groups to provide a responsive offer to clinically and financially vulnerable residents.</li> <li>• Our approach to Communication and Engagement developed on the back of the Residents Survey that was undertaken in July 2022 and completed by 1,277 residents.</li> </ul>
<p>Strengthen relationships &amp; work more closely with our Parish Councils.</p>	<ul style="list-style-type: none"> <li>• Parish Council Liaison Sessions reintroduced to develop a greater working understanding of the issues facing communities.</li> <li>• Community Co-ordinator (and parish council liaison) role introduced in 2023 through UKSPF.</li> <li>• Commitment to introduce Area Forums in the new year.</li> </ul>
<p>Maximise the impact of our community grants.</p>	<ul style="list-style-type: none"> <li>• The policy was updated in November 2022 to expand its reach and to enable consideration and award of externally funded grants, including through the UK Shared Prosperity Fund.</li> <li>• Over the last 4 years, we have funded approximately 45 organisations and enhanced what has been available utilising UKSPF.</li> </ul>