

Melton Borough Council

Scrutiny Annual Report 2023/24



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The Chairman of Scrutiny's Review

This report is to inform Council of the work of Scrutiny Committee during 2023/24.

The scrutiny function acts as a critical friend on behalf of the community, to improve services and improve decision-making inside and outside of the Cabinet. The 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 Programme being decided by Committee Members, responding to concerns of elected members and the public.

I have been honoured to serve as Chair since May 2023 and would like to thank all Members of the Committee for their hard work and dedication.

This year has been busy as the Scrutiny Committee has considered a number of topics which are summarised on pages 5 to 9. Members have also continued to deliver the Scrutiny agenda as set out in the Annual Work Programme at the start of the Municipal Year.

The Committee has provided comment and feedback to Cabinet, as well as provided input in areas of policy development e.g. future provision of housing support.

I am very grateful to the Officers in Democratic Services who have supported the work of the Committee Members, in particular the Council's Scrutiny Officer, Adam Green.

Cllr Mike Brown

Members of the Committee 2023/24

Councillor Mike Brown (Chair)

Councillor Allen Thwaites (Vice Chair)

Councillor Siggy Atherton

Councillor Robert Child

Councillor Helen Cliff (August 2023 – Present)

Councillor Christopher Evans

Councillor Marilyn Gordon

Councillor Simon Lumley

Councillor James Mason (May 2023 – August 2023)

Councillor Richard Sharp

Councillor Tim Webster

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 12 meetings and 6 workshops and provided comments for consideration by Cabinet on 14 occasions during the 2022/23 Municipal Year.

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).

In addition to the entry in the Constitution, another important reference point for the functions of Scrutiny and how the function interacts with the Cabinet is the Executive Scrutiny Protocol.

In May 2019 the Government published Statutory Guidance on Overview and Scrutiny in Local Authorities which promoted a formal working agreement between the executive and the scrutiny function in the form of a protocol. The guidance suggested that an Executive Scrutiny Protocol can help to define the relationship and expectations between the Cabinet and Scrutiny Committee to ensure that the two can work together in a positive and productive way.

The Protocol was approved by the Scrutiny Committee on 3 November 2020 and Council approved the protocol on 17 December 2020, it is now included in the Constitution.

The Protocol provides a framework that deals with the practical expectations of Scrutiny Committee Members and the Executive, as well as the cultural dynamics of the Council. It also helps define the relationship between the two and mitigates 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.

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.

From time to time, Scrutiny use the workshop approach. Members appreciate this approach because it is an opportunity to assist in the development of policy, as well as scrutinise a number of topics and provide feedback on them in a way which isn't possible in a Committee meeting.

Scrutiny Committee (Summary of items considered)

Topic	Date	Brief Details	Outcome
Community Health and Well-being Plan	25 July 2023	The report presented a draft Community Health and Wellbeing Plan for Melton. It is evidence led, has been developed through collaboration with partners and seeks to bring together a range of partners with a common purpose – to improve the health and wellbeing of residents across the borough. The Committee were asked to consider a draft Community Health and Well-being Plan for Melton.	Members reviewed the draft and provided comments for consideration by Cabinet at their meeting held on 23 August 2023 (<i>see page 18 for a summary of the comments made</i>).
CCTV Post Implementation Review	25 July 2023	An opportunity for post implementation review had been requested by the Scrutiny Committee. The report provided information about the CCTV project, project implementation and current operating arrangements to support Members with the review. The Committee were asked to consider the report and provide feedback.	The Committee noted the report and the Chairman presented Members' comments to Cabinet at the meeting on 23 August 2023 (<i>see page 17 for a summary of the comments made</i>).
Preparing for Regulatory Change (Housing)	21 September 2023	The Social Housing (Regulation) Act 2023 has introduced a number of changes to the way Social Housing is regulated, including moving from a reactive to a proactive regulatory approach. Work to develop a new regulatory regime has been taking place since it was first suggested in 2017. The report provided information about the work being undertaken to prepare the Council for the introduction of the new arrangements. The Committee were asked to consider the report and provide feedback.	The Committee noted the report and the Chairman presented Members' comments to Cabinet at the meeting held on 11 October 2023 (<i>see page 19 for a summary of the comments made</i>).

Topic	Date	Brief Details	Outcome
Cattle Market Leases	21 September 2023	<p>The Scrutiny Committee requested a report to be presented with following details:</p> <ul style="list-style-type: none"> • Details of current occupiers of the site; • How much rent is paid by each tenant; • What percentage of rent is paid as income to the Council; • The method for determining the rental values including when they were last valued and by whom. <p>The Committee were asked to note the report and provide feedback.</p>	<p>The Committee noted the report and the Chairman presented Members' comments to Cabinet at the meeting held on 11 October 2023 (<i>see page 19 for a summary of the comments made</i>).</p>
Crime and Disorder	19 October 2023	<p>The Committee considered the following:</p> <ul style="list-style-type: none"> • Impact of team restructure and the difference this has made; • Partnership working and collaboration – including an introduction to the new Inspector for Melton, Darren Richardson; • Current and future funding opportunities; • Community Cohesion and Engagement; • Strategy and Key Performance Indicators. <p>The Committee were asked to consider the report and provide feedback.</p>	<p>The Committee provided feedback and asked questions. The Chairman presented Members' comments to Cabinet at the meeting held on 15 November 2023 (<i>see page 20 for a summary of the comments made</i>).</p>

Topic	Date	Brief Details	Outcome
Housing Ombudsman, Annual Report 2022/23	19 October 2023	Each year, an annual review of complaints is undertaken by the Housing Ombudsman. The 2022/23 annual review report had been published and the report set out the content of the annual report and provided context regarding the complaints and the way in which complaints are managed by the Council. The Committee were asked to consider the report and provide feedback.	The Committee noted the report and the Chairman presented Members' comments to Cabinet at the meeting held on 15 November 2023 (<i>see page 21 for a summary of the comments made</i>).
Climate Change – Draft Strategy Consultation	23 November 2023	The report presented a draft Climate Change Strategy for Melton borough. It is a high level strategic and evidence led document, a community focused strategy which considers and reflects the views of the local community and wider partners, collected through community consultation in 2022. The Draft Strategy was released for public consultation on the 22 November 2023. Scrutiny Committee were asked to consider the draft Climate Change Strategy.	The Committee provided comments and suggestions to the strategy, which were taken away by Officers for consideration.
New Corporate Strategy: Vision 2036 and Corporate Delivery Plan	25 January 2024	The current Corporate Strategy ended in April 2024 and the report set out the new Corporate Strategy, including a longer-term vision for Melton up to 2036. The report proposed to confirm the finalised statements following a period of public consultation which took place between December 2023 and January 2024. The Committee were asked for feedback on the strategy and vision.	The Committee noted the report and the Chairman presented Members' comments to Cabinet at the meeting held on 7 February 2024 (<i>see page 21 for a summary of the comments made</i>). The Strategy was presented to Council on 8 February 2024 where it was approved.

Topic	Date	Brief Details	Outcome
General Fund Revenue Budget 2024/25 and Medium Term Financial Strategy 2025/26 to 2027/28	25 January 2024	<p>The report covered the following:</p> <ul style="list-style-type: none"> • Draft Budget 2024/25; • Future Years 2025/26 onwards; • Use of reserves; • Financial Sustainability Plan; • Capital Resources <p>The Committee were asked for comments and feedback.</p>	<p>The Committee noted the report and the Chairman presented Members' comments to Cabinet at the meeting held on 7 February 2024 (<i>see page 23 for a summary of the comments made</i>).</p> <p>The revenue budget and MTFS were presented to Council on 8 February 2024 where they were approved.</p>
Capital Programme 2023-2028 – General Fund and Capital Strategy 2024/25	25 January 2024	<p>The report provided information on the forecast outturn position for 2023/24 for General Fund Capital schemes for both General and Special Expenses and also set out the proposed General Fund Capital Programme for 2023-28 based on a review of spending in the current year's programme and new and existing schemes included in the programme for later years. The Committee were asked for comments and feedback.</p>	<p>The Committee noted the report and the Chairman presented Members' comments to Cabinet at the meeting held on 7 February 2024 (<i>see page 23 for a summary of the comments made</i>).</p> <p>The capital programme was presented to Council on 8 February 2024 where it was approved.</p>
Revenue Budget Proposals 2024/25 – Housing Revenue Account (HRA)	25 January 2024	<p>The purpose of the report was to update on the financial position of the Housing Revenue Account (HRA) and:</p> <ul style="list-style-type: none"> • to set the rents of the Council dwellings with an increase of 7.70%, in line with the parameters set by government; • approve the HRA budget estimates for 2024-25; • continue to set the working balance for 2024-25 at £1m. <p>The Committee were asked for comments and feedback.</p>	<p>The Committee noted the report and the Chairman presented Members' comments to Cabinet at the meeting held on 7 February 2024 (<i>see page 24 for a summary of the comments made</i>).</p> <p>The revenue budget proposals for the HRA was presented to Council on 8 February 2024 where it was approved.</p>

Topic	Date	Brief Details	Outcome
The Leader's Annual Presentation	21 March 2024	The Leader provided his Annual Presentation to the Committee. The presentation covered the following themes: <ul style="list-style-type: none"> • Governance • Legacy Issues • Future Plans Members were invited to comment and ask questions.	Members noted the presentation before providing comments and asking questions.
Complaints Update	21 March 2024	The report gives an overview of the complaints and feedback received by the Council along with the policy which guides how the Council responds to complaints.	The Committee noted the report and the Chairman presented Members' comments to Cabinet at the meeting held on 17 April 2024 (<i>see page 25 for a summary of the comments made</i>).
Regulatory change in housing review	25 April 2024	The Committee received a report on the regulatory change in housing review. In addition, a presentation was given outlining the results of the Tenant Satisfaction Survey.	The Committee noted the report and the Chairman presented Members' comments to the Cabinet at the meeting held on 12 June 2024. The Committee also agreed that from 2024/25, it will receive the Landlord Assurance Board's Annual Report. (<i>see page 26 for a summary of the comments made</i>).

The Leader's Annual Presentation

Scrutiny received a presentation from the Leader of the Council on 21 March 2024.

The **Leader of the Council** provided his annual update at the meeting held on 21 March 2024. The Leader outlined the following key points:

- 1) Governance
 - Trend of not going back to the Committee system.
 - Attempt to provide more opportunities for Members to be involved.
 - Invite Chairs of Committees to watch and speak at Cabinet Briefings and Cabinet meetings.
 - Been available to Conservative Group Members to discuss issues of concern.
 - Established two Policy Development Groups. One on the Town Centre and the other on Assets.
 - Increased engagement with Scrutiny. The high point being the collaboration over the Housing Support Review.
- 2) Legacy Issues
 - There were 16 issues which posed practice problems to the new administration when they took over.
- 3) Future Plans
 - General Election
 - Leicestershire
 - Climate Emergency
 - Financial Position

The Leader also provided answers to questions asked at the meeting.

Workshops

Budget Scrutiny – 12 December 2023

The budget scrutiny workshop was held on 12 December 2023. In attendance were Councillors Brown (Chair), S Atherton, Cliff, Gordon, Lumley and Thwaites. The purpose of the workshop was to scrutinise the draft budget and provide feedback.

Members were informed that the figures were unlikely to change between the workshop and the publication of the draft budget ahead of the Scrutiny Committee meeting on 25 January 2024.

After some robust challenge, Officers reassured Members that budget holders are challenged and required to justify spending at several stages to ensure the spending is necessary.

Other issues that were discussed by Members included: deficit on the Special Expenses account; the number of empty properties within the Borough; the financial sustainability of the Council; risks to revenue and the asset development programme.

Housing Support Review – 14 February 2024

The workshop on the Housing Support Review was held on 14 February 2024. In attendance were Councillors Brown (Chair), S Atherton, Cliff, Gordon and Thwaites. The Portfolio Holder for Housing and Landlord Services was also in attendance.

The purpose of the workshop was to review and comment on the following:

- An Independent Living support service for Sheltered Housing schemes;
- Arrangements to facilitate alternative access to support and lifeline services for tenants of dispersed housing (exit plan / transitional arrangements);
- A 'Framework for Independent Living' to provide clear information to tenants, prospective tenants and their families.

The Committee made the following comments:

a) An Independent Living Service for Sheltered Housing schemes:

- The wording/language of the proposal needed to be clear that is focussed on support and Independence. It is crucial that tenants feel empowered and Members want them to feel that they are independent but are able to have access to support when required.
- The service needs to be clear and welcoming and outlined clearly to a tenant before they move into a sheltered housing property.
- There should be opportunity to 'opt out' of the proposed Independent Living Service, although reasons were provided as to why this was not practical.
- Members felt that a pragmatic approach would be needed for tenants who are already living in sheltered housing.
- As a provider of the service there has to be universality about it, in order for it to be affordable to deliver, but that scope needed to be clear and focussed.

- It was noted that other costs include the charge Harborough levy in answering lifeline calls and the cost of cover when officers are on leave.
- In relation to staffing costs, the query was raised as to whether there is scope to have one Officer on band 5 instead of band 6, however Members were informed that for practical reasons this wasn't possible.
- Members were concerned that the proposal does not provide value for money, as it reduces the amount of time that people are left without contact. Visibility and presence on site is important and could it be as simple as people knowing that someone will be in a building at a particular time for an hour.
- Members commented that it is important for tenants to have contact with officers. The arrangements for visits and tenants drop-in surgeries were noted.
- It would be helpful if an officer could attend to a tenant who needs medical attention. Members were reminded that the Council is a landlord who provides additional assistance and not a care provider.
- Officers should be aware of what other supported accommodation is available within the Borough, what are they offering and how are they managing the service and costs.
- The costs could seem a lot for tenants – members noted that any way to reduce costs to tenants would be welcome.
- Transitional arrangements for the Independent Living Service were discussed, and a pragmatic approach was requested to avoid any risk of 'forcing tenants out of their homes'.
- Members recognised that tenants in communal blocks are a part of a community and noted that that the Council should ensure that tenants can afford the service.
- Members considered it beneficial to include Bradgate Bungalows into the Independent Living Service scope.
- In regard to the proposals regarding housing support arrangements for sheltered housing, Members commented that it broadly feels right.
- It was recommended that Ward Members need to be fully engaged on the proposals to be able to manage resident enquiries.
- Members stated that the increased charges for sheltered schemes should be phased in.

b) Arrangements to facilitate alternative access to support and lifeline services for tenants of dispersed housing:

- Concern was raised that tenants do not know who their housing officer is.
- Members noted the importance of having services linked to people rather than properties, so that they can access the right service and not pay for things they do not want or need.
- Concern was raised regarding exit interviews and how to process them in a timely manner. Members suggested that all interviews should be done within three months because once the process has commenced then the information will become widely known and needs to progress in a timely way, even if this requires additional resource.

- Dealing with tenants who may not realise or agree that they need any support or guidance was raised, although Officers comments that there are safeguarding assessments and Officers can refer appropriately.
- Regarding the questionnaire, Members commented that it must also include consideration of softer aspects such as 'how a resident feels living here' or 'whether they feel safe' or whether there is anything else they need.
- Members cautioned that the Council will need to be clear on what they are asking for information from tenants and how this will be used. Suggested that there needs to be somewhere to sign the form in order to make the tenant feel empowered and ideally to give the tenant a copy of the form.
- It was suggested that tenants should be informed of what other support is available.
- Members agreed that the current priority should be to ensure that existing residents are properly supported in a way that is relevant to their needs.
- Members commented that forms are often complicated for tenants to fill out.
- It was recognised that the service has been a reactive service, and that there is a level of frustration from some customers. It was noted that here had been some requests for refunds from customers and that there is analysis of this underway. Members noted this as a risk.

c) Other comments:

- A comment was made that the service officer at Gretton Court needs to be defined as part of the proposed Independent Living Framework, so tenants know what to expect.
- Members were pleased that Officers are constantly improving performance.
- Officers were thanked by Members for their hard work.

The comments were presented to Cabinet at their meeting held on 6 March 2024. The Cabinet agreed to have regard to the Scrutiny Committee's feedback.

[Tenant Engagement Session – 25 April 2024](#)

The Council's tenants were invited by the Chairman to attend a Tenant Engagement Session on 25 April 2024. The attendees were divided into two groups with the Chairman, Councillor S Atherton, Councillor Cliff and Councillor Sharp, as well as Council Officers, facilitating the discussions. Tenants were asked to discuss the following five questions: What do you like about living in MBC housing? What have been the best changes over recent years? What improvements would you like to see in next 12 months? What longer term improvements would you like to see? How could we encourage greater involvement from other tenants?

The key points were as follows:

1) What do you like about living in MBC housing?

- A tenant commented that they enjoyed living in local authority housing. The flats are of good quality and the Courts look nice.

- Tenants are not frightened to voice concerns with the Council if things are not right.
- A concern was raised that at some meetings, Officers explain things that the tenants don't understand, but any questions or concerns are dealt with. An example given was the garden improvements that the Council are helping with.
- Tenants in attendance confirmed that they go to the Your Choice meetings and they know the staff. Tenants confirmed that all staff have a visible presence and they know who they are if they need to approach them.
- Confirm that there are ASB and drugs issues on the estate but that the Police have been really good. There sometimes appears to be a loss of communication between the Council and the police, although there is good communication between Council Officers.
- Communal room is well used but now a bit old, could do with new curtains and carpets.
- Comment was made that the Council could do more to publicise the website and the survey for future years.
- Another tenant recalled their positive experience living in local authority properties since she was 25 years old and her interaction with the Council during that time, e.g. when they reported mould issues, it was sorted quickly. A specialist came in and treated it and an extractor fan installed.

2) What have been the best changes over recent years?

- There was concern regarding vulnerable younger people moving into flats for over 60s only with examples given.
- Tenants noted that the Senior Housing Officer helps out a lot. Tenants see officers a lot and know them all by name.
- It was noted that the Council are good at communicating with tenants and what had been discussed is interesting. A tenant stated that they enjoyed being involved with the Council.

3) What improvements would you like to see in next 12 months?

- A tenant commented that repairs are now better.
- Garden policy is needed to improve the gardens and tenancy services enforcement needed. New tenants don't look after the gardens, especially tenants in flats. When reported it was dealt with but after a while it went back to poor condition again.
- A tenant raised concerns over how the Council, as a whole, contacts customers back and whether reference numbers need introducing for all contacts made for better tracking.
- A tenant was surprised at what the team have to deal with from tenants. He was positive about what the Council are actually achieving from the 'your choice' function and the 'you said we did' part of it.
- A tenant witnessed two drug raids in the area of town centre, so they would like the Council to keep on top of the anti-social behaviour in the area and feels the area will keep improving if the Council continues to tackle anti-social behaviour.
- Comments were made that if people look after the area they live in, then people will respect it, and that we need more people caring about their environments.
- Tenants praised the gardening competition and the impact this can have on the above.

4) What longer term improvements would you like to see?

- Tenants commented that not a lot can be improved upon, although new windows would be good. At St Johns Court some community room improvements would be welcome and the Council could invest more in community facilities.
- More scooter pods needed as there are now more people needing them and there are not enough. Could get at least four more scooter pods in on the available ground.
- Too many bins in some places for the number of people living there. Some issues with Biffa and the location of bins which could be fixed by moving bins around.
- Issue with pink and brown bags not being delivered for recycling.
- Tenants are very happy where they live. Only issues are with some individual tenants.
- On site warden looked after people, was a very popular service but that was removed.
- A comment was made that if the Council organise more in our areas, it will create ownership and the better an area will become.
- Asked if the Council was considering the use of chat bots and satisfaction surveys on contacts with the Council as a whole.
- A comment was made that the Council needed to ensure it also collected the positive data, and that within the hundreds of contacts it has with tenants the majority go well.

5) How could we encourage greater involvement from other tenants?

- Acknowledged it is hard to get people to come to a meeting. It was noted that not everyone wants to get involved. Council makes them all aware of things, but up to them if they come or not. Although the coffee mornings are popular.
- There was an annual event for tenants for the afternoon at the Council offices. About 100 people attended and there was a dance and play bingo. It was noted that this stopped due to Covid and it hasn't restarted.
- MADMAC (Melton and District Money Advice Centre) invitation to events are sent to all, but poor attendance.
- Jubilee events were organised and were popular.
- A suggestion was made that the Royal British Legion is a way of getting people involved by inviting them to hold events in communal rooms.
- A tenant commented that they are now being listened to and the Council are seeing the results.
- Some tenants take queries on behalf of other tenants. Tenants who do get involved will go back and share what they have learnt with other tenants.
- Garden competition was very popular.
- To get more people to Your Choice meetings need to build confidence and trust. Some people had lost confidence in the Council. Sometimes bureaucracy, same with the police.
- Need to have trust in the Council to get more involved. People don't trust that things will happen.
- Need to share more information about what is going well.

- Historical repair reporting process involved hand-off from customer services and you can be 14th, 16th, 18th in the telephone queue but can now go and speak to someone directly which is much better.
- Must remember that not many people can use online services.
- Fridge magnets for contact details was raised as an idea.
- There is a feeling that good engagement is already happening but could happen a lot more, but that the Council's approach felt like it is going in the right direction.
- A tenant feels there are a variety of options available and the newsletters were very positive. Although many tenants do not read things that they are sent.
- There is a feeling the Council needs to provide a big action for tenants.

The comments were presented to Cabinet at their meeting held on 12 June 2024. The Cabinet agreed to have regard to the Scrutiny Committee's feedback.

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:

Homelessness – 21 June 2023

A report on Homelessness was presented to the Scrutiny Committee on 14 March 2023. The report updated Members on the work undertaken by the Council to prevent and relieve homelessness, and to assist households who experience homelessness across Melton. It also covered the following: legal context; budget; temporary accommodation; cases, service demand and collaboration and general service challenges. The report was supported with a presentation from the Lead Officer.

The key points were as follows:

- Officers were thanked for their hard work.
- A Member mentioned that the feedback they had received, regarding the response from the Council, has been positive.
- Concern was raised regarding the number of people living in temporary accommodation however, were reminded that getting people out of temporary accommodation into permanent accommodation remains a top priority.
- A comment was made that the Council is doing an exceptional job in regards to homelessness, although the Council could get a better idea of the level of need through more engagement with food bank providers.
- It was queried whether the banding review (new allocations policy) has had an impact on homelessness, however Members were informed that there have been few complaints as a result of the review. Officers were confident that the review had not impacted on homelessness rates.

- Members welcomed the clarification that Armed Forces Veterans are treated as a priority need when presenting as homelessness.
- The lack of supported accommodation in the Borough was raised as a risk.
- The concern of out of area people being housed within the Borough was raised. It was explained that the people would be isolated from friends and family and would not have the basics or access to services. Officers confirmed that they would always look at suitable properties in suitable locations.
- Concern was raised regarding the houses, in the private rented sector, that can't be brought up to standard due to new guidelines around energy efficiency. The Committee were informed that the Council are aware of the risk in this area. Officers advised that it hoped to increase engagement with landlords through a landlord forum.
- A Member stated that they do not think it is helpful to house a person in a property where everything has been stripped out, however it was noted that this is usually done for health and safety reasons.

In receiving the feedback, the Portfolio Holder for Customers, Communities and Neighbourhoods thanked Scrutiny and the Director for Housing and Communities for the detailed report. The Cabinet agreed to have regard to the Scrutiny Committee's feedback.

[Income Collection and Debt Management – 21 June 2023](#)

The Scrutiny Committee considered the report on Income Collection and Debt Management at the meeting held on 18 April 2023. The following points were outlined to the Cabinet by the Scrutiny Chairman:

- A Member welcomed the progress made in recovering outstanding debt, especially considering some tenants find paying their debt very difficult due to low incomes or only receiving benefit payments, coupled with the impact of the increase in the cost of living.
- It was suggested that weekly direct debits could be offered to make it more convenient for some tenants to pay off debt. Officers agreed with the principle of weekly direct debits as rent is charged weekly and accepted that in doing so would make the service more flexible and supportive.

The Cabinet agreed to have regard to the Scrutiny Committee's feedback.

[CCTV Post Implementation Review – 23 August 2023](#)

The Scrutiny Committee considered the CCTV Post Implementation Review at the meeting held on 25 July 2023. The following points were outlined to the Cabinet by the Scrutiny Chairman:

- The Committee were very positive about the CCTV project and the way in which it had been implemented. Thanks were passed to the staff and partners involved in the project.
- The Committee were satisfied that the objectives of the CCTV project have been achieved. They felt that the project aims and successes could have been presented more clearly in the report.
- The Committee queried whether the ultimate aim of CCTV is to prevent crime by acting as a deterrent, identify perpetrators for prosecutions or whether the project was initiated with the

dual purpose in mind. The role and remit of CCTV was discussed with officers, including the importance of its role in preventing and detecting crime.

- Members welcomed the 'Help Point' device and commented that it will be a valuable resource in helping to protect vulnerable people. Concern was raised about the potential for abusing the facility.
- The Committee welcomed the feedback that has been received from Leicestershire Police and recognised the value CCTV has in Community Safety and tackling crime and disorder.
- It is recognised that whilst the CCTV network can be valuable in identifying perpetrators, the crime does need to be reported for the Police to take action.
- Members queried whether there was scope to further grow the CCTV project, to benefit other parts of the borough, including in rural communities. Officers committed to discussing further with members who wished to explore mobile camera deployment and longer term options outside of the town centre.

The Cabinet agreed to have regard to the Scrutiny Committee's feedback.

Community Health and Well-being Plan – 23 August 2023

The Scrutiny Committee considered the Community Health and Well-being Plan at the meeting held on 25 July 2023. The following points were outlined to the Cabinet by the Scrutiny Chairman:

- The challenges and the ripple effect of wider issues on people's health and well-being, e.g., cost-of-living pressures, access to education and quality of environment was recognised. Linked to this is the importance of healthy food choices and risk that cost-of-living pressures force people to access healthier choices (the example given was that foodbanks are a crisis offer and don't provide fresh food).
- The Committee noted the importance of understanding underlying issues of behaviour such as trauma leading to drug use/unhealthy choices.
- Members raised the theme of access to health services, e.g., GP access, mental health service access, urgent care and hospital access. There was a sense that local residents have to travel a long way to access health services that they feel could be provided closer to home. It was felt that the healthcare offer in Melton is unclear and disjointed and that a community hub model could be a solution and better utilise current facilities such as the hospital.
- The Committee mentioned the need for good housing that can support independence in keeping people healthy, particularly with an ageing population, e.g., aids and adaptations, good quality homes.
- Members felt that there needs to be proactive and meaningful communication with the public and with Members. The example given was performance figures for the GP surgery and how can healthy choices be supported
- Cross border collaboration and making the plan relevant to those communities who living within the Melton Borough but access health care services in Lincolnshire was mentioned. In particular, how does cross border integration work in practice with Lincolnshire health services and how can confidence be given to residents that the plan recognises their needs and has an ability to influence cross border health provision.
- Members commented that there is low public confidence in health care services due to issues residents have in not being able to get an appointment or having to wait a long time for a GP

appointment. The committee felt that any health and wellbeing plan would not be well received by the public if it did not provide confidence that that GP access and provision would improve in the borough.

The Cabinet agreed to have regard to the Scrutiny Committee's feedback.

[Cattle Market Leases – 11 October 2023](#)

The Scrutiny Committee considered the Cattle Market Leases report at the meeting held on 21 September 2023. The following points were outlined to the Cabinet by the Scrutiny Chairman:

- Members noted that the term tenant is used in the report for referring to both tenants and sub-tenants which caused confusion.
- Members asked that the Council should independently review and assess the outcome of rents review undertaken by the tenant to mitigate against the conflict of interest arising from this work.
- Concern was expressed there was a lack of enforcement on the Northern Car Park accessed from Scalford Road (Area C) and the Committee commented that they would like this increased in order to maximise income off the site.
- The Scrutiny Committee recommends that Cabinet considers all options for maximising car parking income from the Cattle Market site including the site allocated for future development. The reasoning for this is that concern was expressed that the income potential for the Council was not being maximised and that there is the potential for a lack of consistency in charging arrangements between this area and Council car parks. A suggestion for maximising income was that access to the site is restricted and vehicles are then redirected to alternative car parks.
- Members were keen to see learning from the current lease arrangements embedded into any future lease arrangements and procurement of operation/management partner.

The Cabinet agreed to have regard to the Scrutiny Committee's feedback.

[Preparing for Regulatory Change \(Housing\) – 11 October 2023](#)

The Scrutiny Committee considered the report on Preparing for Regulatory Change (Housing) at the meeting held on 21 September 2023. The following points were outlined to the Cabinet by the Scrutiny Chairman:

- The comment was made that rent arrears remains high, however Members were assured that steps are being taken, with further action proposed to ensure a significant and sustainable improvement.
- A concern was raised regarding the ability of the Council to evict tenants who damage property but are covered by statutory obligations to house them. The Committee were assured that Officers have sufficient tools to resolve these problems, but that eviction can take place, although in certain circumstance it would not be an easy process.
- Concerns were raised in the respect that 48 hours' notice for an inspection of regulatory compliance does seem like short notice and wasn't reasonable. Officers advised that considered the notice to be reasonable and would provide a realistic insight for and ability for the Regulator to check the council's landlord service at any given time.

- Members expect that the budgets are spent and were pleased to hear that budgetary spend is on target.
- Members committed to reviewing progress on preparing for regulatory change at their meeting in April 2024, and that this meeting would be hosted in a community location, and managed in a way that enables scrutiny committee members to hear directly from tenants.

The Cabinet agreed to have regard to the Scrutiny Committee's feedback.

Crime and Disorder – 15 November 2023

The Scrutiny Committee considered the topic of Crime and Disorder at the meeting held on 19 October 2023. The following points were outlined to the Cabinet by the feedback report:

- Members commented that they were impressed with how proactive Leicestershire Police have been in dealing with drug dealers in the community.
- Concerns were raised that young people, some who have a lot of maturing to do, are at risk of being criminalised because of a mistake they may make. Members were reassured that young people have access to support and are given every opportunity to reflect on their choices in order to make the correct decisions before they are charged. The Committee was reassured that taking enforcement action is a last resort.
- The Committee thanked Leicestershire Police for their service.
- A concern was raised regarding the use of social media in order to organise group antisocial behaviour or criminal activity, however it was confirmed that this is rare in Melton.
- Further concerns were raised regarding the disruption that Just Stop Oil protesters can cause, however the Committee were informed that the Police have a plan for such occurrences within Leicestershire.
- The comment was made that submitting queries via the Police website is cumbersome, however it was explained that the form has to conform to reporting standards.
- Concern was raised at the potential for prisoners to be released early due to prison overcrowding. Inspector Richardson informed the Committee that 'Operation Safeguard' would be enacted in such an occurrence, and that this involved the temporary use of custody suites for remand prisoners in some circumstances.
- Members commented that Crimestoppers is a really good service.
- The importance of community trust in the Police was raised, however it was recognised that increased reporting is going to help.
- The comment was made that rural crime prevention has improved with the beat officers and increased visibility and proactivity, as well as the community communication channels.
- Concerns were raised regarding retail crime and although Inspector Richardson stated that there had not be a noticeable increase in retail crime, he did state that County Lines and drugs do impact upon retail crime. The importance of reporting was reiterated.
- Members questioned the speediness of returning recovered stolen property with their rightful owners. Inspector Richardson stated that the Police aim to return property in a timely manner but that there are sometimes reasons why it isn't, e.g. the property being needed for further investigation.

- The Committee wanted more data on how many times the Council has engaged with and supported residents, and not just how many times enforcement action has been taken.
- When it comes to speeding, Members stated that flashing speed signs seem to be highly effective. Clarity was sought on how to request speed monitoring arrangements in local areas.
- Further to a discussion on fly tipping, members wanted to ensure that effective communication takes place, especially around the hiring waste contractors and the fact that the owner of the waste is responsible for how their waste is disposed of even if they hire a contractor to dispose of the waste. Officers outlined the various communication channels and committed to check the accessibility of information on the council website. Members raised a concern that the planned closure of reduced opening hours of household recycling suites would risk increased fly tipping.

The Cabinet agreed to have regard to the Scrutiny Committee's feedback.

[Housing Ombudsman, Annual Report 2022/23 – 15 November 2023](#)

The Scrutiny Committee considered the Housing Ombudsman, Annual Report 2022/23 at the meeting held on 19 October 2023. The following points were outlined to the Cabinet by the feedback report:

- Members commented that, occasionally, they recognise that complaints acknowledgement had been an issue and the work that had been done to improve this.
- Concern was raised that the way the contractor acts can affect the way the Council is viewed by the Housing Ombudsman, however, it was noted that the Council is the landlord and is ultimately responsible.
- Members noted that being able to demonstrate learning from complaints was important. It was suggested that as part of the committees workplan review, the council's complaints policy and complaint handling may be added as a future workplan item.

The Cabinet agreed to have regard to the Scrutiny Committee's feedback.

[New Corporate Strategy – Vision 2036 and Corporate Delivery Plan – 7 February 2024](#)

The Scrutiny Committee discussed the new Corporate Strategy on 24 January 2024. The following points were outlined to the Cabinet by the Scrutiny Chairman:

- Members discussed the funding of the business case for the GP surgery. It was explained that it is a joint piece of work between the Integrated Care Board and the Council. The total cost is expected to be £150k with the Council contributing £75k which is to be funded by the Asset Development Programme and the Business Pool.
- The funding for the Town Centre Coordinator role was raised. It was confirmed that there is no budget allocated and that Officers are currently exploring the possibility. If there is a proposal then it would be presented to Members for a decision.
- A comment was made regarding Statement 3 on whether the MMDR should be recognised as an enabler of sustainable homes. Members were informed that it was important that an explicit reference remained within the Strategy.
- Concern was raised on what would happen if sections of the MMDR were not to be built. It was confirmed that the Local Plan is dependent on the MMDR being built and if a section doesn't proceed then it is likely a new Local Plan would be required.

- The Committee questioned whether Statement 4 relates to Council homes or other social rented housing too. It was confirmed that all tenure types would be covered by the statement.
- The question was asked on what the finite deliverables are and how would they be measured. It was explained that there will be a corporate performance framework which will have measurable targets and which will be reported to Cabinet on a quarterly basis. The Corporate Delivery Plan is being updated prior to final publication to increase clarity where possible.
- A comment was made in relation to Statement 8 and the phrase 'net zero', and whether it was a phrase that was understood by the public.
- Members sought clarity on how the Council intends to engage with young people. It was explained that the Communications and Engagement Strategy would outline how the Council will engage with young people but that currently Officers are reviewing how to do that, as young people want to be involved in different ways. It was also noted that the strategy includes a commitment to develop a young persons strategy which will consider this further.
- The comment was made that the consultation took place over Christmas and New Year, which could have led to the low engagement rate. A further comment was made in relation to the consultation, in that the questions would lead to people commenting on things they want, as opposed to identifying what activities are a priority for people. It was acknowledged that consultations through surveys will always have limitations, and that within the corporate delivery plan, there were commitments to improve engagement and some additional resource allocated in the budget.
- The comment was made that there is a mismatch between improving engagement and then a reference to reducing the amount of polling stations. It was explained that the polling station review is a statutory process, against set criteria and that that whilst ensuring efficiency is important, access to the democracy process is of paramount importance. It was confirmed that the reference in the strategy would be updated to reflect this.
- Members would like the Council to campaign for an increase in the uptake of postal votes. In response, Members were informed that the Council already does this but would continue to promote it and welcomed any further suggestions for how this could be done.
- A query was raised what the practical implication is of having young people discharged from care being treated as a protected characteristic. It was explained that the rationale is that people from that background are at a significant disadvantage and by giving them this status, the Council would give due consideration to that group of people when developing a policy or strategy.
- Members want the Council to ensure consideration of value for money in everything it does and the reference to this in the strategy was welcomed.
- A concern was raised in that, even though transport links are important, the Council does not want to project the impression that it has more power than it does over this area, though it was recognised the council had an important role in lobbying partners.

The Cabinet agreed to have regard to the Scrutiny Committee's feedback.

Capital Programme 2023-2028 – General Fund and Capital Strategy 2024/25 – 7 February 2024

The Scrutiny Committee considered the report on the Capital Programme 2023-2028 – General Fund and Capital Strategy 2024/25 at the meeting on 24 January 2024. The following point was outlined to the Cabinet by the Scrutiny Chairman:

- Concern was raised that the underspend was misleading and could it be phased across the different years instead. In response it was explained that the underspend relates to the Levelling Up Fund monies and at the point the budget was set last year it wasn't possible to meaningfully profile. As the plans develop this will become easier and can be looked at.

The Cabinet noted the feedback from the Scrutiny Committee.

General Fund Revenue Budget 2024/25 and Medium Term Financial Strategy 2025/26 to 2027/28 – 7 February 2024

The Scrutiny Committee considered the report on General Fund Revenue Budget 2024/25 and Medium Term Financial Strategy 2025/26 to 2027/28 at the meeting held on 24 January 2024. The following points were outlined to the Cabinet by the Scrutiny Chairman:

- A concern was raised that as there is a lot of information in the paper for Members to consider, the job of Scrutiny is difficult. Members recognised the link between the Corporate Strategy and Budget but it would be better if they were done separately. It was explained that it was time to renew the Corporate Strategy and that it usually wouldn't be presented every year. In addition, Officers take Members through the budget process throughout the year and that it is discussed at the State of Melton Debate and there is the Budget Scrutiny Workshop in December as well. Members were invited to raise any further queries with the Director for Corporate Services outside of the meeting.
- Members Allowances was raised. It was explained that there is due to be an independent review in 2024/25 but that the annual uplift had been provided for in the budget.
- The backlog of service charging at Pheonix House and the concern over whether the occupiers know it is coming was raised. It was explained that Officer have discussed the issue with occupiers and that they are aware of the process. The building has been surveyed and the charges will be divided accurately. Officers confirmed that there will be an accrual at year end and it will go in the current year accounts. It was also highlighted that the Council will also be considering the new Asset Management Plan which demonstrates the significant progress that Corporate Asset team has made over the last year.
- A concern was raised in relation to the increasing charges at Thorpe Road Cemetery, as well as the repairs that need doing and the remaining number of plots. It was clarified that work on preparing to increase capacity at the current cemetery has progressed but the work has not yet been undertaken. It was noted that the Special Expenses Budget is a small budget and that the Increase in fees is necessary to help mitigate the rising costs.
- Thanks was given to Officers on the work done during the budget setting process.
- Concern raised over the spend on consultants around projects. The Chief Executive clarified there was not significant use of consultants but confirmed that there will be occasions where

using external technical expertise is necessary, especially in areas the Council doesn't have in-house expertise.

- Members raised the issues of the car parking assessment and whether external resources were required for that. It was explained that this was a legacy commitment and that there is no proposed budget allocated to the task. What there is, is a commitment to review options for new car parking technology which does not require additional resources.
- A Member raised concern that there is a lot of red on the risk register. In response it was explained that finance is a high risk, especially post covid, with rising inflation, reduced income and decreasing government grants but that the Council's finances are under control and there had not been a deterioration from previous years. That said, Members were informed that local government finances as a whole remain fragile and that the SLT maintain constant oversight on the financial position and that the council can in no way be complacent. It was also highlighted that while the current budget was not proposing any significant cuts, there was no guarantee that this may not be required in 12 months' time.
- Parking charges on evenings and Sundays was raised and the concern that this would conflict with the objective of getting more people into the town centre. It was explained that fees and charges had already been approved under delegation and that no other car parking charges had been increased.

The Cabinet agreed to have regard to the Scrutiny Committee's feedback.

[Revenue Budget Proposals 2024/25 – Housing Revenue Account \(HRA\) – 7 February 2024](#)

The Scrutiny Committee considered the report on Revenue Budget Proposals 2024/25 for the Housing Revenue Account (HRA) at the meeting held on 24 January 2024. The following points were outlined to the Cabinet by the Scrutiny Chairman:

- The comment was made that it is good to see current tenant rent arrears coming down but at what cost, e.g. staffing cost and legal capacity. It was explained that the expertise is employed on a temporary basis in order to work through the backlog but that the expertise is the correct expertise. It was confirmed that there is an exit plan and that there will be a continued resource of 1 full time officer. The issue of rent arrears does remain a high-risk area for the Council and remains under review.
- A concern was raised on No win, no fee claims. In response it was explained that it is important for the Council to know the stock and its condition, and be able to evidence proactive action to any issues or repairs, so that claims can be defended and the work can be evidenced. The Council has a solicitor responsible for defending those claims.
- Members were surprised at the £340k overspend on gas. It was explained that this was an administrative error which has had to be corrected. Colleagues across the Council are looking at understanding some of these increases with expectation of meeting the relevant account manager.
- Concern was raised that there had been a lot of fires. It was explained that the Council had worked with its insurer and it was established that none of the fires have been the result of the Council. They have either been accidental or a result of a failure of technology. It was

recommended, by the insurer, that the Council should continue educating their residents in order to minimise the fire risk.

- The rent increase was discussed and it was commented that this could add to the pressure of arrears. It was explained that as the Council's costs had increased the rise has become a necessity but that the council will continue to support tenants and identify quickly if tenants are struggling to pay their rent so that they can be supported. Examples of support were provided.
- The services cost pressures were raised as a concern. It was explained that running a housing service is expensive and that the biggest costs are staffing and repairs. The Council had previously had challenges around void properties but that situation has improved through good work within the team. It was explained that costs and value for money remain a focus, particularly on repairs. The importance of a planned programme of work through the capital programme was an important part of managing costs.
- Members queried whether expenses per property are logged and whether trends are assessed and acted upon. It was explained that capital improvements and revenue repairs per property are logged. It was explained that the Council are due to implement a recharge policy whereby it will charge tenants where they have intentionally caused damage. It was also explained that sometimes works for specific property types are undertaken in response to particular issues (for example, non-traditional homes).
- It was noted that the replacement of kitchens and bathrooms will peak in 2025/26. In response it was stated that this would have been profiled on age and condition of stock.

The Cabinet agreed to have regard to the Scrutiny Committee's feedback.

[Housing Support Review – 6 March 2024](#)

The Scrutiny Committee held a workshop on the topic of the Housing Support Review on 14 February 2024. The points outlined on page 11 were presented to the Cabinet via a feedback report. The Cabinet agreed to have regard to the Scrutiny Committee's feedback.

[Complaints Update – 17 April 2024](#)

The Scrutiny Committee considered the Complaints Update at the meeting held on 21 March 2024.

The following points were made by the Committee:

- Officers were thanked for their hard work on processing complaints as they come in.
- The report does not cover the beginning of the process (i.e. the interface). Members wanted to know how residents complain to the Council, e.g. phone call, letter, reception or email (It was confirmed that Officers are investigating the possibility of allowing residents to contact the Council via WhatsApp).
- A query was raised on how the Council manages people who don't have the means or ability to complain via technology. It was explained that there is a customer liaison officer located in one of the customer rooms in order to assist when people come in and ask for advice.
- The Council needs to better publicise the policy and what provision there is for residents to get their issues resolved.
- A comment was made that a lot of residents don't know that they can contact their ward Councillor to assist them with issues.

- Following a query it was explained that figures are the number of complaints and not number of interactions with complainants.
- A suggestion was made that the Council could automatically allocate a reference number for each issue, like Leicestershire County Council. Currently someone would only get a reference number from a complaint.
- Members retold various experiences of complainants with some having a negative experience and others having a positive experience, including the resident who had a fault fixed on Christmas Eve. The comment was made that better measures on resolution is required.
- A Member cautioned that just because people contact the Council, it doesn't mean it is a complaint. It was noted that in February, 82% of issues were dealt with at the first point of contact.
- It would be useful if a degree of seriousness of complaint could be identified. It was explained that the process helps to streamline the complaint and answer it in a sensible way.
- Concern was raised on how the Council handles unreasonably persistent complainants. It was explained that the process is outlined in the policy. There is certain criteria within the policy that the Council has to satisfy in order to label a complainant as unreasonably persistent.
- Following a query it was confirmed that a resident doesn't have to complain but can request support. Service request data is something the Council captures.
- In summing up the Chairman stated that the Council should:
 - 1) Improve how it communicates the policy and mechanisms to residents.
 - 2) Not make into a complaint a contact that isn't a complaint.
 - 3) Give the best service in the first instance.
 - 4) Remember that just because someone goes away unhappy, doesn't mean that they will become a complainant.

Cabinet agreed to have regard to the Scrutiny Committee's feedback.

[Regulatory Change in Housing – 12 June 2024](#)

The Committee received a report on the regulatory change in housing review. In addition a presentation was given outlining the results of the Tenant Satisfaction Survey. The following points were made by the Committee:

- Officers were congratulated on the work they have done in this area.
- The query was raised as to whether the audit overlaps could be reduced, however in response it was explained that one Officer is responsible for Corporate Health and Safety and another Officer is responsible for Housing Health and Safety and that the audits for both roles do cover different elements. In addition to this there is Internal Audit who are responsible for carrying out a formal audit on the service and then there is External Audit who are independent of Council and will conduct their own audits from time to time. Members were reassured that work was not being duplicated.
- Following a question about the new arrangements it was confirmed that the arrangements are focussed on the public/social sector and that there will be separate arrangements for private sector landlords.
- In response to a question about remuneration for tenants when they join the Landlord Assurance Board, Members were informed that the Council can't pay tenants a salary when

they join the board but that training can be provided so that they can discharge their duties more effectively, and that expenses such as travel and child care can be reimbursed.

- In regard to the timetable for appointing to Landlord Assurance Board, it was noted that, whilst the first meeting was a few weeks prior to the meeting, Members were assured that tenants could be involved. Recruitment to the board would take between 2 to 3 weeks.
- When reviewing the responses and in particular the satisfaction about repairs, it was commented that the dissatisfaction isn't with the Council but with the contractor. However, it was explained that the Council are the landlord and therefore it is up to the Council to hold the contractor to account.
- A Member commented that statistics have to be handled with care and that the Council has to be mindful of those who aren't satisfied. In response, it was explained that the Council can benchmark against other landlords and compare how the Council is performing amongst similar sized organisations. The Council is able to do this as a result of its membership of Housemark.

Cabinet agreed to have regard to the Scrutiny Committee's feedback.

[Feedback from Tenant Engagement Session – 12 June 2024](#)

The Scrutiny Committee hosted Tenant Engagement Session on 27 April 2024. The points outlined on page 13 were presented to the Cabinet via a feedback report. The Cabinet agreed to have regard to the Scrutiny Committee's feedback.

Scrutiny Work Programme

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

The Scrutiny Committee must agree an Annual Work Programme in accordance with the Scrutiny Procedure Rules and that Work Programme 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.

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

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.

The Scrutiny Committee held a workshop on 22 June 2022 to discuss the Annual Work Programme, which was attended by all Officers from the Senior Leadership Team.

- Members were asked in advance of this workshop to provide ideas for inclusion in the Scrutiny Work Plan 2022/23 to the Scrutiny Chairman.
- The Senior Leadership Team also provided a presentation which provided detail of emerging priorities in relation to the Corporate Strategy.
- All ideas put forward were discussed in detail and a shortlist of items was agreed.
- The shortlisted items were plotted on the work plan in consultation with the Scrutiny Chairman and relevant Directors.

A Work Programme workshop will take place on 15 June 2023 in advance of the first meeting of the 2023/24 Municipal Year to establish priorities for the Committee.

Training

All new Members to the Scrutiny Committee receive induction training. Members received training in June 2023 as part of the Members Induction Programme. This included an outline of scrutiny with a focus on key roles; powers and responsibilities; ways of working for effective 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.

Further information

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

Senior Democratic Services and Scrutiny Officer

Name: Adam Green

Tel: 01664 502319

Email: agreen@melton.gov.uk

Scrutiny Committee Chairman

Email: mbrown@melton.gov.uk