

Minutes

Meeting name	Cabinet
Date	Wednesday, 12 June 2024
Start time	4.30 pm
Venue	Parkside, Station Approach, Burton Street, Melton Mowbray, Leicestershire. LE13 1GH

Present:

Chair Councillor P. Allnatt (Chair)

Councillors M. Glancy (Vice-Chair) S. Butcher
S. Cox P. Cumbers

In Attendance Councillor M. Brown – Scrutiny Committee Chair

Officers Chief Executive
Director for Housing and Communities (Deputy Chief Executive)
Assistant Director for Governance and Democracy (Monitoring Officer)
Director for Growth and Regeneration
Assistant Director for Housing Management
Climate Change Officer
Senior Democratic Services and Scrutiny Officer

Minute No.	Minute
1	<p>APOLOGIES FOR ABSENCE No apologies for absence were received.</p>
2	<p>MINUTES The Minutes of the meeting held on 17 April 2024 were confirmed.</p>
3	<p>DECLARATIONS OF INTEREST There were no declarations of interest.</p>
4	<p>MATTERS REFERRED FROM SCRUTINY COMMITTEE IN ACCORDANCE WITH SCRUTINY PROCEDURE RULES In accordance with the Scrutiny Procedure Rules, the following items had been referred from the Scrutiny Committee:</p> <p>Scrutiny feedback on the Regulatory Change in Housing The Chair of the Scrutiny Committee, Councillor Mike Brown, introduced the report advising Members that Scrutiny had received a report on the regulatory change in housing at their meeting held on 25 April 2024. In doing so, the Chair of the Scrutiny Committee stated that the Committee were appreciative of all the work carried out by Officers and that Members were impressed by the detail presented.</p> <p>The Scrutiny Committee comments were outlined in the report for Cabinet's consideration. The Chair of the Scrutiny Committee did highlight that there was an issue of a large number of complaints as a result of a contractor failure however, as the landlord, the Council has a responsibility in managing contractors and ensuring their work is timely and up to standard.</p> <p>It was also noted that there was a disparity of how the Council dealt with complaints and compliments. The Council is very good at recording complaints but not as good with compliments. Members noted that in future data would be captured and the Council's performance benchmarked using Housemark.</p> <p>Cabinet AGREED to have regard to the Scrutiny Committee's feedback.</p> <p>Scrutiny feedback from the Tenants' Engagement Session The Chair of the Scrutiny Committee, Councillor Mike Brown, introduced the report advising Members that Scrutiny had facilitated a tenant's engagement session, which was held on 25 April 2024. Tenants provided comments and feedback on the following questions:</p> <ul style="list-style-type: none"> • 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 comments and feedback received were presented to Cabinet for their consideration.

The Chair of the Scrutiny Committee informed Cabinet that 700 tenants were invited to the tenant engagement sessions and therefore the feedback is a reasonable representation of tenant's views. It was noted that amongst the feedback a substantial amount was positive feedback.

Tenants did highlight that there was an issue around anti-social behaviour, which was raised a couple of times. However, it was noted that the way it has been addressed was prompt.

The garden policy was mentioned as the better the environment, the more engaged and committed tenants are.

Members noted that positive contacts need to be collected more effectively, however the experience was positive and a considerable amount of feedback was received.

Councillor Cox commented that, in respect to anti-social behaviour, data needs to be shared more widely in order to tackle the issue. The main problem is that the Leicestershire Authorities are on different and outdated systems. There was an agreement to move onto a shared system, however the system is yet to be procured.

Officers confirmed that there would be a tenant's summer social, giving tenants an opportunity to socialise with each other.

Cabinet **AGREED** to have regard to the Scrutiny Committee's feedback.

At 4:49pm, upon the conclusion of this item, Councillor Brown left the meeting and did not return.

5

CLIMATE CHANGE STRATEGY

The Portfolio Holder for Governance, Environment and Regulatory Services introduced the Climate Change Strategy report and in doing so moved the recommendations. The Leader seconded the motion.

Members were informed that development of a strategy commenced in spring 2022 and Officers have worked with partners in order to bring forward climate change initiatives. The Portfolio Holder thanked all those involved in producing the strategy.

During the debate, the question was asked on how the strategy link in with what is happening elsewhere. In response, it was confirmed that there is sharing of best practice, which will enhance the way the Council manages the effects of climate change.

The comment was made that the Borough has issue with flooding and sewage in

the river, in response it was noted that the fulfilment of recommendations on waste are harder to implement and that some measures would be a collective effort on behalf of all agencies and parties.

It was noted that the Council can't change national policies, but it can assist with change locally. There would be a few actions happening over the next few years. The comment was made that the Council had reduced its own carbon emissions by 12% and carried out energy audits which would improve the Council's energy efficiency. It was confirmed that energy usage in Parkside is less than a couple of years ago, however if refurb goes ahead then there would be more energy efficiency measures installed.

RESOLVED

Cabinet **APPROVED** the Climate Change Strategy and Action Plan.

(Key Decision)

Reasons for Recommendations

In 2019 Melton Borough Council declared a climate emergency, recognising the magnitude of the issue and, as a local authority, the role the Council must play in tackling climate change and reducing carbon emissions.

The Corporate Strategy (2024-2036) Vision '36 identifies long-term Vision statement 8 as "Be recognised as clean, green, and attractive; well on our way to becoming a net zero borough."

Within the Corporate Delivery Plan (2024-2028), Theme 4 includes "Delivering a net zero borough" by the action of adopting a Climate Change Strategy.

To meet this aspiration the Council has developed the Climate Change Strategy 2024-2036 to set out how it and others can work together to tackle climate change across Melton borough. It sets out a framework for reducing greenhouse gas emissions and for making the borough more resilient to the impacts of climate change.

The Climate Change Strategy Vision is "to create a resilient, biodiverse, fair and more sustainable future for everyone in Melton borough; well on the way to net zero" and the Vision will be delivered through the key principles and action areas. The route to net zero means focusing our actions on what we can do to avoid and reduce emissions before we consider actions such as carbon offsetting as a last resort, which is clearly laid out in the Strategy.

The Strategy highlights the wider benefits that can come from climate action, to improve our health and wellbeing, reduce our energy costs, provide new green job opportunities and help to protect and restore nature.

ANNUAL SUBMISSION ON COMPLAINTS TO THE HOUSING OMBUDSMAN 2024

The Portfolio Holder for Governance, Environment and Regulatory Services introduced the report on the annual submission on complaints to the Housing Ombudsman, in doing so moved the recommendations. The Leader seconded the motion. The portfolio Holder thanked the team who managed the complaints.

It was noted that the Housing Ombudsman doesn't take into account of organisations who are not just landlords and therefore Officer had to separate out the different types of complaints.

It was confirmed that historically, if a complaint didn't specifically state it was a complaint, then it wasn't treated as such, however now that is not the case.

RESOLVED

Cabinet

- (1) **APPROVED** the Council's complaints annual submission which is made up of a complaints handling self-assessment (Appendix 1) and an annual complaints performance and service improvement report (Appendix 2) as required as part of the Housing Ombudsman Complaints Handling Code.
- (2) **NOTED** that the Portfolio Holder for Governance, Environment and Regulatory Services in her capacity as Member Responsible for Complaints will provide a narrative summary as part of the annual submission.
- (3) **NOTED** that the annual complaints submission will be submitted to the Housing Ombudsman by 30th June 2024.

(Non-key Decision)

Reasons for recommendations

It is a requirement that as part of the Council's governance arrangements, Cabinet should consider the information contained in our annual submission to the Housing Ombudsman. Cabinet should note the position of the Council against this self-assessment and reflect on the performance on complaints for the Council and specifically for Housing in its role as landlord through the annual complaints' performance and service improvement report.

The meeting closed at: 5.04 pm

Chair