

# Minutes

<b>Meeting name</b>	<b>People Committee</b>
<b>Date</b>	<b>Wednesday, 14 November 2018</b>
<b>Start time</b>	<b>6.30 pm</b>
<b>Venue</b>	<b>Parkside, Station Approach, Burton Street, Melton Mowbray, LE13 1GH</b>

## Present:

**Chair** Councillor A. Pearson (Chair)

**Councillors** R. de Burle (Vice-Chair) T. Beaken  
M. Blase P. Faulkner  
M. Graham M. Sheldon  
D. Wright

## **Observers**

**Officers** Deputy Chief Executive  
Administration Assistant (HA)  
Learning, Skills and Healthier Communities Manager  
Corporate Services Manager  
Housing, Welfare and Safer Communities Manager

Minute No.	Minute
18	<p><b>Apologies for Absence</b> Apologies were received from Councillor Posnett.</p>
19	<p><b>Minutes of previous meeting of 120918</b> The minutes of the meeting held on 12<sup>th</sup> September 2018 were confirmed and authorised to be signed by the chair.</p>
20	<p><b>Declarations of interest</b> Councillor Pearson declared an interest as a County Councillor.</p>
21	<p><b>Capital Programme Monitoring to 30 September 2018 and Capital Programme 2018-2023</b> The Corporate Services Manager provided a report to:</p> <p>To update the Committee on the progress of schemes within the Capital Programme to 30 September 2018</p> <p>To determine the Committee's Capital Programme for 2018-2023 based on a review of spending in the current year's programme and schemes included in the programme for later years.</p> <p>Reference was made to 3.1.2 which shows actual expenditure to 30 September 2018 from the Disabled Facilities Grant (DFG) as £0, Members were advised that MBC is still waiting for confirmation on expenditure to date from the Lightbulb Team at Blaby District Council who are undertaking the work. MBC are pushing for this information and it will be referred back to the Committee once it is received. Councillor Pearson advised that a report has now been prepared by the Health and Wellbeing Board and a copy can be provided for Members at the next meeting.</p> <p>Reference was made to 3.2.2 and Appendix C in respect to customer centric systems review at a cost of £80k. The current CRM is no longer supported, cannot be updated or amended and the My Account system will cease to be supported after March 2020. The review will look at the capacity and capability of our systems. The £80k is the average cost of such a system and Members are not being asked to agree to this cost at this stage as it is a figure being put forward in a business case to start the process. Once further information and more confirmed costs are sourced, it will be referred back to Committee for discussion.</p> <p>Reference was made to 3.2.3 that the current CCTV provision is under review as the cameras are nearing the end of life.</p>

**RESOLVED** that:

- 1. The Committee notes the progress made on the capital schemes as was attached at Appendix A**
- 2. The Committee approved the revised Capital Programme for 2018-2023 as was attached at Appendix B.**

22

### **Customer Complaints Policy**

The Housing, Welfare and Safer Communities Manager provided a report to:

Ask the Committee to adopt a revised 'Customer Complaints Policy' to include the proposed changes to respond timescales, escalation routes and complaint methods.

To ask the Committee to adopt, as part of the overall Policy, a new 'Unreasonably Persistent and Vexatious Customer Policy', to include the definition and subsequent management of such customers.

Reference was made to 3.4 - expected response times. It was discussed that front line staff are to be trained give them the opportunity and empowerment to resolve complaints as they are received, however if this is not satisfactory the complaint moves to Stage 1 where a Service Team Leader would investigate and reply within the new timescale of 15 working days. If the customer is still dissatisfied the complaints moves to Stage 2 where a review will be made by an appropriate senior officer and then approved and signed by the relevant Director or Assistant Director, or, depending on the circumstances, might involve a review by a senior officer independent of the service, again within 15 working days. In the event the customer is still dissatisfied, they can submit a written complaint to the ombudsmen.

Reference was made to Appendix 3 – Unreasonably Persistent or Vexatious Customer Policy. Section 4 of the Policy provides a definition of an unreasonably persistent or vexatious complainant.

It was agreed that a copy of the Key Performance Indicators (KPI) which are produced quarterly and taken to SMT can be brought to future meetings for further discussion and for Members to see trends.

**RESOLVED** that:

- 1. The Committee approved the adoption of the 'Customer Complaints Policy' as was set out in Appendix 2 with immediate effect.**
- 2. The Committee approved the adoption of the 'Unreasonably Persistent and Vexatious Customer Policy' as was set out in Appendix 3 with immediate effect.**
- 3. The Committee approved the recommendation that the Deputy Chief Executive will have the authority to make amendments to the Policies with the Chairman of the People Committee.**

<p>23</p>	<p><b>Community Safety Update</b></p> <p>The Learning, Skills and Healthier Communities Manager provided a report to:</p> <p>Update Members regarding the response to recent community safety issues and provide information relating to a review of CCTV provision across the Borough. To also outline the updated 'Community Safety Partnership Action Plan' which provides operational direction to the existing 'Community Safety Partnership Strategic Plan (2017 – 2020).</p> <p>Attention was given to Appendix 1 which shows the 5 main priorities the updated action plan focuses on: Crime and antisocial behaviour; Predict, Prepare and Prevent; Supporting Vulnerability; Horizon Scanning and Community Focus.</p> <p>The effectiveness of the partnership arrangements in place as a result of the 'Community Safety Partnership' and the introduction of the neighbourhood support officers working alongside the tenancy management and antisocial behaviour officers has resulted in quick response times to recent high profile incidents. It is important to have early intervention to prevent safeguarding issues at a later stage.</p> <p>The Committee was advised that the current CCTV system throughout the town is in need of an update, the quality of images is poor and maintenance and upkeep amount to £8520 per year. A CCTV review will be carried out by the 'Community Safety Partnership' led by the Council and a business case will be brought to this Committee early in 2019.</p> <p><b><u>RESOLVED</u></b> that:</p> <ol style="list-style-type: none"> <li><b>1. The Committee approved the proposed 'Community Safety Partnership Action Plan' as set out in Appendix 1.</b></li> <li><b>2. The Committee authorised the initial review of CCTV provision across the Borough which is to be carried out by members of the 'Community Safety Partnership'.</b></li> </ol>
<p>24</p>	<p><b>Annual Report on Equality and Diversity</b></p> <p>The Learning, Skills and Healthier Communities Manager provided a report to:</p> <p>Update the Committee on the progress made by the Council to embed 'Equality and Diversity' within service, policy development and delivery; work undertaken to meet our public sector equality duty as required by equality legislation and deliver services which are accessible and meet the needs of Melton's residents.</p> <p>Reference was made to 3.4 showing the 4 equality objectives for the period 2016-2020.</p> <p>Attention was drawn to 5.1 with a amendment to the opening line, the line should read:</p>

*The Council has an annual budget of £4,000 to help with the associated resourcing for Equality and Diversity. Support is provided through an agreement with an Equality and Diversity specialist....*

Reference was made to 5.2 advising that the Single Equalities Scheme, Action Plan and set of Equality Objectives are reviewed every four years, the next one due 2020.

**RESOLVED** that:

- 1. The Committee noted the progress made in meeting the Council's equalities duties and commitments as outlined in the report.**

25

### **Locality Based Services – Utilisation of Community Centres**

The Learning, Skills and Healthier Communities Manager provided a report to:

Inform the Committee on potential ways forward for usage of the three Community Centres that are located in three of the Council's four 'Priority Neighbourhoods', following the completion by Leicestershire County Council (LCC) of their 'Early Help Review'.

Reference was made to 3.5 that the Neighbourhood Support Service has led to increased engagement with priority areas, however, if we could base our services from the community centres it will enhance the impact the service can have upon residents. 3.6 lists additional suggestions to further increase and enhance ongoing development of trailblazing developments that support our commitment.

Reference was made to 5.1 highlighting the loss of £34k towards the running costs of the centre. It is expected that the Council can continue to operate as it is not anticipated that the shortfall will be in the next financial year as the effect is due to take place from April 2020.

**RESOLVED** that:

- 1. The Committee agreed to support the aim to reinvigorate The Cove, The Edge and Fairmead Community Centres by trialling initiatives from within existing resources.**
- 2. The Committee agreed what is learnt from the proposed trials will be used to inform the broader corporate asset review being led by the Director for Growth and Regeneration.**

26

### **Sports and Physical Activity Strategy**

The Learning, Skills and Healthier Communities provided a report to:

Seek approval for the 'Sports and Physical Activity Strategy' for the Melton borough, developed in line with national priorities and key stakeholder consultation, whilst reflecting the Council's 'Corporate Priorities' for local context.

Reference was made to Appendix A which sets out the Sport and Physical Activity Strategy for the Borough, without a Strategy there is a risk that the Council might not be addressing the right issues or prioritising resources effectively. Appendix B, the government strategy recognises an active lifestyle leads to improved physical health and mental wellbeing.

Section 4 highlights how the adoption of the strategy will have a positive impact on the Council's key People priorities.

Section 3.6, alongwith Appendix A highlights that physical activity varies through life stages but should be a natural part of everyday life. Section 3.8 lists some of the key issues faced in the Borough in regard to childhood excess weight, adult inactivity and an ageing population.

Adoption of the Strategy will have a positive impact on all of the Council's key People priorities. By working holistically we will ensure we will get the best possible value from our scare resources. Our current funding has been reduced from £100K to £53k which currently will not put a strain on MBC budges, however, a strategy with identified purposes should maximise the opportunities for securing external funding to support initiatives or for opportunities for voluntary and community sector organisations to benefit such as through Lottery money by using the strategy as a basis for identifying areas of demand.

**RESOLVED** that:

- 1. The Committee approved the 'Physical Activity and Sport Strategy' as attached at Appendix A.**
- 2. The Committee approved a delegation to the Deputy Chief Executive to authorise minor, future amendments to the strategy based on identified developments, learning or trends.**

27

**Urgent Business**

There was no urgent business to discuss.

The meeting closed at: 7.50 pm

Chair