

People Priorities

Melton Sports Village - King Edward VII site

In 2015/16, the Council acquired the freehold of the King Edward Sports site from Leicestershire County Council. A longer term Melton Sports Village Business Case is being developed, whilst the leisure facility is managed through the Councils existing contract with SLM. In 2017/18, the Council went through a procurement process to secure a longer term contract for the site up until 2022; Due to the impact of COVID on the leisure sector, it was agreed to extend the contact for a further 2 years upto 2024 via a Deed of Variation, to enable the Council to develop a more comprehensive project to form a rationalised facility at the MSV site. This project is ongoing with the potential of securing significant investment into the site for the longer term. The current facility includes an indoor gymnasium, an astro turf pitch, tennis courts and a number of outdoor rugby and football pitches.

Waterfield Leisure Centre

Sports and Leisure Management Ltd operating under the Everyone Active brand were awarded the contract for the management of Waterfield Leisure Centre with effect from September 2012 for an initial period of 10 years, with a potential extension for a further 5. The facility has benefited from a major £2.5m refurbishment in 2012, which showed a significant increase in visitors to the centre and a greater offer being created catering for all ages. Over the last 2 or 3 years attendance figures for Waterfield has plateaued but has still seen a steady increase in group exercise classes and gym use, figures for 20-21 have skewed figures due to lockdowns. The current facility includes an indoor gymnasium, swimming pool, sauna/steam room, and studio and classroom space. In 2021, we extend the Contract for Melton Sports Village and Waterfield Leisure Centre for a further two years in light of the COVID 19 pandemic, as unable to go out for procurement of a new contract due to the uncertainties of the leisure market.

			2016-17		2017-18		2018-19		2019-20		2020-21
Throughput											
Bathers - Adult			32,976		31,737		32,645		34,432		22,124
- Junior			15,661		15,034		14,634		15,764		28,296
Swim Learners			56,374		55,352		57,262		59,654		29,551
Gym Users			63,879		64,930		67,558		70,123		20,528
Group Exercise			27,756		36,750		45,761		51,456		100,499
			196,646		203,803		217,806		231,429		22,124
Gender Split (%)			M-60 F-40		M-58 F-42		M-56 F-44		M-56 F- 44		M-54 F- 46

NOTE: Facility in lockdown Apr-Jun 20, Nov 20 -Mar 2

Strategic Sports Development

The Council's Sport, Physical Activity & Health Team comprise of a Leisure & Culture Client Manager, two Physical Activity Development Officer (PADO) and a Graduate Community Physical Activity, Health & Sport Assistant who co-ordinate and deliver targeted sport, physical activity, health and wellbeing activities within the Melton Borough community.

The team strategically plans activities within the borough utilising funding commissioned from Leicestershire and Rutland Sport, Sport England and Public Health. The work completed has a positive impact on the community and Melton's surrounding areas. There is much more emphasis on working with targeted groups such as; inactive residents, those with medical conditions and those who are difficult to engage in physical activity. We cater for all ages with a 0-99 approach, with the vision to inspire more people, to be active, more often. During 2020-21 due to COVID we changed some of our delivery models to digital/virtual given the national lockdown and guidance

	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Throughput						
Attendance	28,249	31,785	26,447	26,447	29,756	17,389
Total participants	8,800	7,888	5272	5069	5517	3484
Male participants	3,405	3,313	2530	2337	2648	1536
Female participants	5,395	4,575	2742	2732	2869	1389
Participants of an ethnic minority	188	137	64	60	78	117
Participants with a disability	860	660	180	177	307	295

Rent Rebates

Housing Benefit is paid in the form of a rent rebate on the tenants account. The main government subsidy is 100% of the entitlement but less for overpayments.

Rent Allowances

In the private housing sector these allowances are paid to the tenant or their landlord. The main government subsidy is 100% of the cost for registered social landlords and main stream accommodation but less for specified accommodation and overpayments.

Universal Credit

The Council went fully live with universal credit in November 2016 i.e. for the majority of new claimants. Most of those who have a break in their entitlement to housing benefit i.e. move properties or come off housing benefit will, should they need future help need to apply for Housing Costs as part of Universal Credit, rather than housing benefit. The timetable for migration for other claimants is less clear although the target for all, excluding pensioners, to move over is by September 2024 however this may be subject to change. Experience to date is that the number of claimants applying for Universal Credit is starting to decrease month on month however the full impact of Universal Credit and welfare reform changes remains uncertain. Therefore little impact has been accounted for in the 2022/23 budget and the future projections in the MTFS

Homelessness

District Councils have a duty to give advice and assistance to, and may have a responsibility for accommodating homeless persons. This provision is normally made through the tenancy of council dwellings, private sector rented dwellings, or nominations to housing associations, but in emergencies it may be necessary to provide temporary accommodation. Temporary accommodation can be sourced in Westbourne House or MYST Lodge (both managed by East Midlands Housing Association), privately leased properties, bed and breakfast accommodation, or Council properties under a non-secure tenancy.

The Homelessness Reduction Act was introduced by the Government on 3 April 2018. The new Act puts onus on Local Authorities to provide advice and assistance to all eligible applicants and actively assist applicants by enabling applicants to remain in their own home or by providing suitable housing options to assist applicants to be rehoused. Referrals are accepted from statutory agencies and applicants from outside the borough will be able to apply for assistance under the new Act

It is expected that the use of temporary accommodation may increase due to an increase in approaches from applicants in the Borough, referred by other agencies or from outside the area.

Private Lifeline

Lifeline Services support residents to remain safely and independently at home. Customers pay to receive this service. We are currently undertaking a full review of our approach to providing assistive technology, with a view to establishing a single, customer-focussed and commercially viable, assistive technology offer across Melton, irrespective of tenure. Alongside this we are also working to achieve economies of scale through a partnership working arrangement with Harborough District Council. We also have an additional challenge to ensure we are prepared for the Digital Switchover in 2025. This will include working with Housing colleagues in relation to the lifeline units across our supported accommodation properties.

Customer Services

Provide customer facing service to all customers, including tenants, residents and businesses with a focus on resolving issues at the first point of contact. The use of customer insight enables resources to be available where most needed with a particular focus on developing ICT to enable more transactions on-line and to improve the overall customer experience. The service monitors Council demand to help ensure good service delivery and provide challenge to the organisation from a customer's perspective.

Community Services Grants

The Community & Voluntary Sector (CVS) provides valuable services to vulnerable residents and communities aligned to the Council's Corporate Plan. The value of the CVS sector and our Melton Community to the Council was highlighted even more during the response to the Covid-19 pandemic. Since the implementation of the new Community Grants policy in October 2019, we continue to see a wide range of services as well as smaller local services benefit from the Community Grants fund. The Council continues to secure best value from the budget available for Community Grants with an open and transparent allocation process

Lottery

This service delivers the Melton Community Lottery which is an initiative designed to help good causes in Melton while offering a financial incentive for players. Appropriately regulated by the Gambling Commission the project will also help towards sustaining some of the Community Grants the Council provides to the Community & Voluntary sector.

Community Safety

The Community Safety Partnership collectively prevents and reduces crime, concern about crime and anti-social behaviour within the Melton Borough. The statutory partners the Police, Local Authority, County Council, Primary Care Trust, Police Authority, Probation Trust and Fire Authority to work together in order to develop and implement a community safety strategy designed to reduce crime and anti-social behaviour within their local authority area. The partnership also engages with as many local agencies and voluntary groups as possible in order to achieve a truly community-based multi-agency approach to crime and anti-social behaviour reduction. Current focus is on the prevention of anti-social behaviour, re engagement of communities with services, ensuring the Council is able to facilitate positive change with individuals and communities, particularly in our priority neighbourhoods.

Case Management Team

The Case Management Team and partner organisations within Phoenix House have transformed the way in which support services are provided in Melton Mowbray, particularly to vulnerable people who face multiple barriers. This service sees an end to inefficient and ineffective silo-based service provision. It enables people facing multiple barriers to work with a range of service providers in a managed and co-ordinated way. People are supported to become digitally, financially and socially independent. The service provides an individual, agreed, holistic and co-ordinated journey to independence and ensures that service providers complement one another and achieve maximum impact from their intervention. This results in people being more able to live independently, with less demand on public services, and, importantly, where possible move into sustainable employment. More recently, the Case Management team have been pivotal to the development of Melton's Community Support Hub in response to the Covid-19 pandemic. A service which has now been absorbed into the day to day operations of the team. The focus of the Case Management Team is MBC tenants, however, the team support anyone who has complex issues living in the borough of Melton.

People Directorate

The People and Communities directorate is structured to operate in an integrated way across all services, but for day to day management has two senior managers. The Housing and Neighbourhoods Manager leads a group of services that are predominantly about effective service delivery and improving communities through Housing (not the physical properties), Customer Services, Neighbourhood Management, and Tenancy Management, Community Safety and waste and environmental services. There is also a key responsibility for identifying people who may require more pro-active people based case management support and ensuring that appropriate referrals are made into the People services which are led by the People Manager. These services, which include Intensive Housing Management Support, Equalities, Leisure and Culture and Case Management, have a major focus around changing people behaviour and securing better outcomes to enable more people in the Borough to live their lives independently in the future, thereby supporting a more preventative ethos for the Council. This will involve working with partners and developing for the Council an approach to a seamless triage and case management approach for residents who have complex issues and need some support and development. Across the Directorate there will be ongoing recognition of the need to refer as appropriate to external partners, such as for safeguarding issues.