

To Members of the Scrutiny Commission

Cllr. Nick Brown (Chair- Scrutiny Commissioner)
Cllr. Neil Wright (Vice-Chair - Scrutiny Commissioner)

Cllr. Royston Bayliss
Cllr. Lee Breckon JP
Cllr. Luke Cousin
Cllr. Roy Denney

Cllr. Janet Forey
Cllr. Antony Moseley
Cllr. Tracey Shepherd
Cllr. Dillan Shikotra

Cllr. Matt Tomeo
Cllr. Jane Wolfe
Cllr. Maggie Wright

Dear Councillor,

A meeting of the **SCRUTINY COMMISSION** will be held in the Council Chamber on **WEDNESDAY, 17 JUNE 2026** at **5.30 p.m.** for the transaction of the following business and your attendance is requested.

Yours faithfully



Gemma Dennis
Corporate Services Group Manager & Monitoring Officer



AGENDA

1. Apologies for absence.
2. Disclosures of Interests from Members
To receive disclosures of interests from Members (ie. The existence and the nature of those interests in respect of items on this agenda).
3. Minutes (Pages 3 - 8)
To approve and sign the minutes of the meeting held on 4 February 2026 (enclosed).
4. Renter's Rights Act
Members will receive a presentation from the Housing Services Manager & Community Services Manager on the new Renter's Rights Act.
5. Homelessness Briefing
Members will receive a presentation from the Housing Services Manager & Community Services Manager on Homelessness in the District.
6. Scrutiny Work Programme
To consider the report of the Senior Democratic Services & Scrutiny Officer (to follow).
7. Consideration of Forward Plan Items (Pages 9 - 16)
8. Further Actions for Scrutiny arising from Meeting

SCRUTINY COMMISSION

Minutes of a meeting held at the Council Offices, Narborough

WEDNESDAY, 4 FEBRUARY 2026

Present:-

Cllr. Nick Brown (Chairman - Scrutiny Commissioner)
Cllr. Neil Wright (Vice-Chairman - Scrutiny Commissioner)

Cllr. Adrian Clifford
Cllr. Luke Cousin
Cllr. Roy Denney

Cllr. Susan Findlay
Cllr. Janet Forey
Cllr. Antony Moseley

Cllr. Tracey Shepherd
Cllr. Maggie Wright

Officers present:-

Luke Clements	- Business Systems & Information Manager
Sandeep Tiensa	- Senior Democratic Services & Scrutiny Officer
Sophie Wisher	- Senior Elections & Governance Officer
Nicole Evans	- Democratic & Scrutiny Services Officer

Apologies:-

Cllr. Royston Bayliss, Cllr. Stuart Coar and Cllr. Matt Tomeo

198. DISCLOSURES OF INTERESTS FROM MEMBERS

No disclosures were received.

199. MINUTES

The minutes of the meeting held on 12 November 2025 as circulated, were approved and signed as a correct record.

200. ANNUAL COMPLAINTS REPORT 2025

Considered – report of the Business Systems & Information Manager.

The following key points were made by the Officer during their presentation:

- Prior to a formal complaint process, the Council will aim to resolve any issues to an individual's satisfaction before they become a complaint if they can be dealt with quickly and efficiently by the relevant service area, known as 'Informal Service Level Complaints'. These issues are not recorded or monitored by the Council's Information Governance team.
- In February 2024, the Local Government and Social Care Ombudsman (LGSCO) published a Complaint Handling Code for Council's. Although the LGSCO consider the code to be 'best practice' and 'important advice and guidance' it is not a statutory requirement for Councils to adhere to.
- When reviewing the 'Complaints Code' after its publication, Blaby District Council found that the current Policy and procedures already met most of the advice and recommendations outlined in the code. However, the Council has identified some ways in which it can improve and comply further with the LGSCO Complaints Code.
- Categorisation of complaints:
 - Service Level / Stage 0 Complaint (typically sent directly to service areas and not formally recorded or monitored).
 - Formal Stage 1 Complaint.
 - Formal Stage 2 Complaint (an escalation from Stage 1).
 - An Ombudsman Investigated Complaint (typically escalated from a Stage 2 complaint).
- Complaint Volumes – Stage 1 and Stage 2 (2025 calendar year)
 - 109 stage 1 complaints were recorded.
 - 22 complaints were escalated to Stage 2.
- Formal complaint volumes by service area, the top 3 being:
 - Refuse, Recycling and District Cleansing
 - Council Tax and Benefits
 - Planning and Development
- Formal complaint outcomes – where upon the investigation of a formal complaint and as part of the final response, the responding officer is required to state one of the following outcomes:
 - Complaint Upheld – Where the Council take full responsibility for service failures outlined by the complainant.
 - Complaint Partly Upheld - Where the Council takes partial responsibility for service failures outlined by the complainant.
 - Complaint Not Upheld – Where the Council does not accept responsibility for service failures outlined by the complainant.

- It was noted that in 2025, 63 complaints were not upheld, 37 were partly upheld and 27 complaints were upheld.
- The type or nature of complaints received can vary significantly. However, to enable improved analysis and improvement, the Council groups complaints into 7 categories:
 - Failure to provide a service at the level or standard agreed.
 - Neglect or delay in answering a query or responding to a request for service.
 - Unhelpful attitude of a Council employee.
 - Failure to follow Council Policy or Procedure.
 - Failure to consider relevant issues when making a decision.
 - Data Protection Issues.
 - Other
- The top three complaints were categorised as:
 - Failure to provide a service at the level or standard agreed.
 - Other
 - Neglect or delay in answering a query or responding to a request for service.
- Complaints handled by LGSCO – 1 complaint had been investigated and upheld.
- Lessons Learnt - Upon completion of a formal complaint response, the responding officer is asked to complete a monitoring form to confirm the outcome, categorise the complaint nature, and state any lessons learnt arising from their investigations. This is particularly relevant if the complaint outcome is fully or partly upheld. 69% of fully or partly upheld complaints (stage 1 and 2) identified that lessons that have been learnt. Selected examples were provided.
- Improvement and Development
 - Improved compliance with LGSCO Complaints Code
 - Ensuring annual complaints data and reports are published and available for Scrutiny review each year.
 - Procedural review to exclude stage 0 complaints from the complaints policy and re-categorise these as service requests.
 - Adopting the Complaints Code definition of a complaint and a service request within our Policy.
 - A more robust process for capturing and implementing lessons learnt from upheld and partially upheld complaints.
 - Improved internal complaints process and support
 - Response templates to guide effective complaint responses at each stage.
 - An updated and more detailed complaints procedure for employees.

- Supportive training resources for complaint responders.

Members raised queries on the following:

- The data on the number of complaints responded to within the 15-day deadline.
- Members requested that a breakdown of upheld vs partially upheld complaints be broken down into service area to allow scrutiny to review areas of concern.
- Officer time taken in dealing with complaints, the officer responded that this data is not currently collected.
- That only 2 years' worth of data had been provided, and it would be useful to see any trends over a period of 5 years.
- No data is held from stage 0 to stage 1 – has there been any learning from these? The officer responded that many of these complaints are dealt with quickly, e.g. missed bins. More serious complaints would be referred to Stage 1 with the Service Manager or member of SLT to consider.
- It was noted that complaints that Councillors receive may not be recorded in the system. It was suggested that the complaint form be circulated to Members so they could record their complaints too.
- Support for residents who don't have access to the online complaint form, ensuring equal opportunity. The officer responded that not only can complaints be made online, they can also be made over the telephone and in person.
- Lessons learnt – Members suggested that this may need to be reviewed to avoid teams 'marking their own homework'. The Officer added that SLT can also view the dashboard and action and concerning trends.
- Members discussed whether the number of complaints vs %age of population put the council in a favourable position.
- If the Council offers monetary compensation as a complaint resolution. The officer responded that this is only offered if the complaint is investigated by the ombudsman and they deem a monetary value to be the recommended resolution.
- Serial complainers – Members noted there was a vexatious and unreasonable behaviour policy to support officers with these types of complaints.
- Compliments – Members noted there were inconsistencies in how these were recorded and the LGSCO is silent on these.
- Members noted that recommendations listed in the recent internal audit review and the improvements officers had initiated. The officer also added that improvements were ongoing.

DECISIONS

1. That the Scrutiny Commissioners consider any further actions at their meeting on 23 February 2026.
2. That the complaints report and data provided be noted.

Reasons:

1. Commissioners wished to further examine the data presented before them, notably how the complaints are recorded, initial reporting and trends.
2. It is of value and importance that the Councils Scrutiny Commission has assurance of the organisation's formal complaint handling performance and the opportunity to comment and review this due to their commitment to ensuring better outcomes for our communities.

201. **SCRUTINY OF THE ADMINISTRATIONS DRAFT 2026/27 BUDGET PROPOSALS**

Considered – report of the Senior Democratic Services & Scrutiny Officer.

DECISION

That Statement on the Administrations 2026-27 Draft Budget Proposals report for submission to Cabinet Executive on 23 February 2026 be approved.

Reason:

Scrutiny Commission has a mandate to scrutinise the Administration's draft budget proposals and make recommendations to Cabinet which it is obliged to consider before making final recommendations on the Budget to Council.

202. **SCRUTINY WORK PROGRAMME**

Members accepted the 25/26 Scrutiny Work Programme.

The Senior Democratic Services & Scrutiny Officer provided the following update and encouraged all Members to attend a session:

- 10 March – Review of Member Champions
- 25 March - HR Phase 2

203. CONSIDERATION OF FORWARD PLAN ITEMS

No items were raised for further information or examination.

204. FURTHER ACTIONS FOR SCRUTINY ARISING FROM MEETING

There were no further actions arising from the meeting.

THE MEETING CONCLUDED AT 6.40 P.M.

**BLABY DISTRICT COUNCIL
Forward Plan
FOR THE PERIOD: June to September 2026**

What is the Plan?

It is a list of the Key Decisions to be taken by the Cabinet Executive during the period referred to above. The Council has a statutory duty to prepare this document, in accordance with the Local Government Act 2000 (as amended). The Plan is published 28 clear days before a meeting of Cabinet Executive is to be held. The Plan is available to view at the Council's main offices in Narborough, or on the Council's website, www.blaby.gov.uk.

What is a Key Decision?

Definition of a key decision as detailed in Part 2 Article 11 of the Council's Constitution:

- Page 9
- (i) Is, in value, worth more than £50,000 of the annual revenue budget for the service or function or of the capital allocation to the scheme concerned, or
- (ii) Has a significant impact because it either:
- Affects individuals or organisations outside the District;
 - Affects individuals or organisations in more than one Ward; or
 - Will have a long term (more than 5 year) or permanent effect on the Council or District
- (iii) Involves significant changes to the policy and budget framework (involves the adoption or amendment of a policy or strategy or to the budgets which the Executive has the power to adopt).

Who makes Key Decisions?

Under the Council's constitution, Key Decisions are made by:

- Cabinet Executive
- The Leader or Deputy Leader (in matters of urgency only)
- Individual officers acting under delegated powers. (it is rare for any decision delegated to an officer to be a Key Decision)

Are only Key Decisions published on the Plan?

The Council has a statutory obligation to publish Key Decisions in the Plan. However, the Council has voluntarily decided to list non-key Cabinet Executive and Council decisions as well. To clarify matters, Key Decisions will be identified on the Plan with a Yes, non-key decisions with a No.

What does the List tell me?

The List gives information about:

- Upcoming Key and Non-Key Decisions (identified by **Yes** or **No** next to them)
- Whether the decision will be made in public or private.
- When decisions are likely to be made.
- Who will make these decisions.
- Who you can contact for further information.

Who are the members of the Cabinet Executive?

The members of the Cabinet Executive and their areas of responsibility are:

- | | | |
|-------------------------|--|--|
| • Cllr. Ben Taylor | Leader of the Council & Cabinet Executive | cldr.ben.taylor@blaby.gov.uk |
| • Cllr. Cheryl Cashmore | Deputy Leader and Finance, People & Transformation | cldr.cheryl.cashmore@blaby.gov.uk |
| • Cllr. Nick Chapman | Health, Community and Economic Development | cldr.nick.chapman@blaby.gov.uk |
| • Cllr. Susan Findlay | Homelessness, Housing & Community Safety | cldr.susan.findlay@blaby.gov.uk |
| • Cllr. Nigel Grundy | Neighbourhood Services & Assets | cldr.nigel.grundy@blaby.gov.uk |
| • Cllr. Mike Shirley | Planning, Strategic Growth and Environment | cldr..mike.shirley@blaby.gov.uk |

Page
00

What is the role of Overview and Scrutiny?

The Council's Scrutiny Commission's role is to contribute to the development of Council policies, scrutinise decisions of the Cabinet Executive and hold them to account and to consider any matter affecting Blaby District or its citizens. Dates of these meetings can be found on the Council's website.

Who do I contact, and how?

Each entry on the Plan indicates the names of the people to contact about that item. They can be contacted via the switchboard on 0116 275 0555.

Request to view Background Papers

Should you wish to request copies or extracts of any documents listed under the column entitled 'Background Papers', for items which are considered to be Key Decisions, please contact Democratic Services at, Blaby District Council, Desford Road, Narborough, Leicestershire, LE19 2EP. Please note that copies or extracts of documents which contain information of a confidential or exempt nature cannot be disclosed to the public.

Submission of Additional Documents

Additional documents which are deemed relevant to a particular Key Decision item may be submitted to the Cabinet Executive for consideration. Copies of such documents may also be requested under the same process for requesting to view Background Papers.

Confidential and Exempt Information

This list may also include items to be considered which contain confidential or exempt information, but will not disclose any detail of a confidential or exempt nature. Such items will be identified with '(Exempt)' in the report title.

Report Title and Expected Decision	Background Papers	Decision Maker	Date of Decision	Key Decision?	Report Available/ Portfolio Holder/ Contact Officer	Decision to be taken in public or private session?
---	------------------------------	---------------------------	-----------------------------	--------------------------	--	---

June 2026

<p><u>Annual Governance Statement 2025/26</u></p> <p>This report sets out the Annual Governance Statement for 2025/26. The Annual Governance Statement provides a review of the Council's governance arrangements that were in place for 2025/26 and also puts forward an assurance table and actions to further improve the Council's governance arrangements for 2026/27 for consideration and approval.</p>	<p>Delivering Good Governance in Local Government Framework – CIPFA/SOLACE 2016</p> <p>Delivering Good Governance in Local Government Guidance Notes for English Authorities CIPFA/SOLACE 2016</p> <p>Delivering Good Governance in Local Government Framework Addendum – CIPFA/SOLACE May 2025</p>	<p>Cabinet Executive</p>	<p>29 June 2026</p>	<p>No</p>	<p>19 June 2026</p> <p>Councillor Cheryl Cashmore</p> <p>Sarah Pennelli, Executive Director - S.151 Officer</p>	<p>Public</p>
--	---	--------------------------	---------------------	-----------	---	---------------

Report Title and Expected Decision	Background Papers	Decision Maker	Date of Decision	Key Decision?	Report Available/ Portfolio Holder/ Contact Officer	Decision to be taken in public or private session?
<u>Financial Performance 2025/26</u> This report sets out the details of the Council's financial performance against the General Fund revenue budget, Business Rates Retention, Council Tax and the Capital Programme for the year ended 31st March 2026.	None	Cabinet Executive	29 June 2026	Yes	19 June 2026 Councillor Cheryl Cashmore Sarah Pennelli, Executive Director - S.151 Officer	Public
<u>Appointments to Outside Bodies 2026/27</u> To consider and approve the appointments of Members to serve on Outside Bodies for 2026/27	None	Cabinet Executive	29 June 2026	No	19 June 2026 Councillor Ben Taylor Sandeep Tiensa, Senior Democratic Services & Scrutiny Officer	Public
<u>Increase in Resources to address legislative changes</u> To adequately resource legislative changes and resulting statutory duties within the Private Rented and general Housing sector.	None	Cabinet Executive	29 June 2026	Yes	19 June 2026 Councillor Ben Taylor Louisa Horton, Executive Director - Communities	Public
<u>Amendments to the Civil Penalties & Environmental Health Service & Community Safety Enforcement Policy</u> The new legislative requirements of the Renters Rights Act and associated amendments needed to the Civil Penalties and Enforcement Policies	Existing civil penalties and enforcement policy	Cabinet Executive	29 June 2026	Yes	19 June 2026 Councillor Mike Shirley Caroline Harbour, Assistant Director - Environmental Health, Housing & Community Services	Public

Report Title and Expected Decision	Background Papers	Decision Maker	Date of Decision	Key Decision?	Report Available/ Portfolio Holder/ Contact Officer	Decision to be taken in public or private session?
<p><u>Treasury Management Outturn 2025/26</u></p> <p>The report reviews the Council's treasury management activities undertaken during the 2025/26 financial year and gives details of the prudential and treasury indicators for the same period.</p> <p>It also provides an update regarding the property fund investment.</p>	None	Cabinet Executive Council	29 June 2026 30 June 2026	No	19 June 2026 Councillor Cheryl Cashmore Sarah Pennelli, Executive Director - S.151 Officer	Public
<p><u>Proposed Draft Blaby Local Plan for Regulation 19 Publication</u></p> <p>The purpose of this report is to provide members with the draft Local Plan and to seek approval to formally go out for public consultation.</p>	None	Council	30 June 2026	No	19 June 2026 Councillor Mike Shirley Vicky Chapman, Development Strategy Manager	Public
<p><u>Leicester & Leicestershire Authorities - Statement of Common Ground relating to Strategic Warehousing Need and Apportionment</u></p> <p>The report seeks approval for Council to sign the Leicester and Leicestershire Authorities Statement of Common Ground, relating to Strategic Warehousing Need and Apportionment</p>	None	Council	30 June 2026	No	19 June 2026 Councillor Mike Shirley Vicky Chapman, Development Strategy Manager	Public

Report Title and Expected Decision	Background Papers	Decision Maker	Date of Decision	Key Decision?	Report Available/ Portfolio Holder/ Contact Officer	Decision to be taken in public or private session?
<u>Disposal of Open Space Assets</u> The report seeks Council approval to dispose of open spaces to Braunstone Town Council in accordance with the Council's Parks and Open Spaces Strategy	None	Council	30 June 2026	No	19 June 2026 Councillor Nigel Grundy Paul Coates, Assistant Director - Neighbourhood Services	Public
<u>Modern Slavery Report 2026</u> Submission of annual statement to be approved	None	Council	30 June 2026	No	19 June 2026 Councillor Cheryl Cashmore Sally Dorans, Customer Insight, Experience and Engagement Service Manager	Public

Report Title and Expected Decision	Background Papers	Decision Maker	Date of Decision	Key Decision?	Report Available/ Portfolio Holder/ Contact Officer	Decision to be taken in public or private session?
---	------------------------------	---------------------------	-----------------------------	--------------------------	--	---

September 2026

<p><u>Quarter 1 Treasury Management Update 2026/27</u></p> <p>This report provides Members with an update on the Council's treasury activities for the quarter ended 30th June 2026, and the economic factors that have affected those activities.</p>	None	Cabinet Executive	14 September 2026	No	4 September 2026 Councillor Cheryl Cashmore Katie Hollis, Assistant Director - Finance	Public
<p><u>Quarter 1 Budget Review 2026/27</u></p> <p>This report provides Members with an overview of the financial performance against the revenue budget for the quarter ending 30th June 2026.</p>	None	Cabinet Executive	14 September 2026	Yes	4 September 2026 Councillor Cheryl Cashmore Joanne Davis, Accountancy Services Manager	Public
<p><u>Quarter 1 Capital Programme Review 2026/27</u></p> <p>This report provides Members an update on expenditure against the Capital Programme for the first quarter of 2026/27.</p>	None	Cabinet Executive Council	14 September 2026 22 September 2026	No	Cabinet: 4 September 2026 Council: 11 September 2026 Councillor Cheryl Cashmore Joanne Davis, Accountancy Services Manager	Public

Report Title and Expected Decision	Background Papers	Decision Maker	Date of Decision	Key Decision?	Report Available/ Portfolio Holder/ Contact Officer	Decision to be taken in public or private session?
<u>Housing Strategy 2026 - 2031</u> Updated Housing Strategy following 2021 - 2026 edition	None	Council	22 September 2026	No	11 September 2026 Councillor Susan Findlay John Crane, Housing Strategy Team Leader	Public
<u>Constitutional Amendments</u> Amendment to Part 11 Contract Procedure Rules	None	Council	22 September 2026	No	11 September 2026 Councillor Ben Taylor Katie Hollis, Assistant Director - Finance	Public