

COUNCIL SUPPLEMENTARY AGENDA

When: Wednesday 22 November 2023 at 19:30

**Where: Council Chamber, Civic Offices, 1 Saxon Gate East,
Milton Keynes MK9 3EJ.**

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Agenda Item 6

Amendments to Motions

No.	Document	Pages
1.	Councillor D Hopkins – 19 October 2023 The Provision of Facilities for Youth Football Across Milton Keynes	Councillor J Carr 2 - 6
2.	Councillor R Bradburn – 19 October 2023 Boys NEED Bins	N/a
3.	Councillor D Hopkins – 19 October 2023 Is Milton Keynes Killing Me?	Councillor Mahendran 7 - 11
4.	Councillor McLean – 19 October 2023 Walking and Cycling Infrastructure	N/a
5.	Councillor Geary – 19 October 2023 Housing Ombudsman’s Findings	Councillor Darlington 12 - 14

Notes

Changes to, or withdrawal of amendments must be submitted by 12 noon on Monday 20 November 2023.

Enquiries

Please contact Roslyn Tidman on 01908 254589 or roslyn.tidman@milton-keynes.gov.uk

1. The Provision of Facilities for Youth Football Across Milton Keynes

Councillor D Hopkins (19 October 2023)

Councillor J Carr moves the following amendment:

“1. That this Council notes that:

- a) When presenting the outstanding Leah Williamson on 28 February 2023 with her Freedom of the City award this council undertook to ensure that there would be a legacy across MK in her honour to mark this momentous achievement.
- b) Girl's football has been growing at a phenomenal rate in recent years, and the success of the Lionesses at European and World level has certainly accelerated that demand. Add to that the ever-growing population growth and expansion in MK - demographically still a young profile, means that the continued growth for already thriving mixed grassroots youth football will continue for the foreseeable future.
- c) ~~Sadly, the reality is that MKCC is still playing catch up in terms of facilities, and in many ways failing to reach its own rather modest targets set before~~ **The Council's pitch strategy, prepared using the Sport England matrix is being delivered, but the increase in the women's games shows the need for more space to meet our aspirations driven by** the Lionesses recent achievements. Nowhere represents this more than in the Danesborough & Walton ward and in Wavendon in particular. Wavendon is MK's fastest growing area and home to the largest and oldest grassroots football club with more girl's teams than any other.
- d) Historically Woburn & Wavendon FC has relied upon pitch provision in Central Beds to satisfy demand for its members (who are mostly MK residents), reflecting a deficit in pitch provision.
- e) The Strategic Land Allocation in SE MK promised 8.6 hectares of playing fields to satisfy demands from new developments. However, only just over 2 hectares will eventually be delivered, simply adding further to the deficit. Similarly, grassroots football requires adequate midweek artificial floodlit facilities, **which is recognised within the strategy, with clubs encouraged to access funding via the FA and Football Foundation to ensure this is delivered.** ~~These too have lagged behind demand.~~ Already the new 3G at Glebe Farm Combined School in Wavendon is fully booked with a substantial waiting list.

2. That this Council believes that youth football enables our young people to:
 - a) Make friends - making friends is an important part of social development for young people. Youth soccer teams provide not only the opportunity for our children, settled or newly arrived and of either gender not only to make friends, but also find a place where they can belong, build self-esteem and confidence, and create a safe space to talk about tough issues. Peer feedback and problem-solving addresses the causes of teenage vandalism and associated anti-social behaviour in some young people by giving them somewhere to go and somewhere to belong.
 - b) Build life skills - playing football helps our young people build valuable life skills, such as hard work, decision-making, problem-solving, and communication. Through healthy competition, it also teaches the importance of teamwork and cooperation, balanced by good sportsmanship.
 - c) Be active and healthy – youth football is a fun activity that helps young people to stay active and helps combat childhood obesity. With physical activity comes many health benefits like muscular development, but it’s also important for kids to learn motor skills like coordination and balance.
 - d) Promote gender equality - gender equality is core to effective and sustainable development, and participating in youth football can help break down gender stereotypes.
 - e) Experience the joy of childhood - when it comes down to it, football is a game! It’s an outlet for kids to play and have fun.

3. That this Council resolves to ask the executive to:
 - a) **Continue to provide more safe, well designed, and constructed grass pitches within future expansion areas in line with the pitch strategy calculations as affirmed by stakeholders real not minimum estimates of demand.** The provision of playing fields needs to match the promises made in full. Past deficits need to be addressed. Football facilities need to **continue to** be delivered earlier, in line with housing development (~~not years later after the majority of houses have been constructed and the communities have moved in~~). **as shown by the facilities at Brooklands, Tattenhoe Park, Fairfields and Whitehouse, but recognising the increasing need for more, including in the South East.**
 - b) **Continue to address the need for more floodlit artificial surfaces in line with new housing developments and population growth as set out with the Council’s Pitch Strategy.**

- c) **Continue to** address the issues associated with costs and accessibility – be it grass or artificial surface, **and value community cohesion with partner agencies who deliver more, such as schools, Town and Parish Councils and community groups, who** ~~there has been some reliance on schools to~~ open up their facilities across the city for community use. **Continue to expect Community access agreements to be adhered to as set out within Planning Consents, whether they** ~~be need to be delivered with all schools be they~~ Academies or Maintained, with a requirement in the agreements to offer realistically priced and year-round community access.
- d) **Support the ongoing** ~~Undertake a city-wide~~ audit of all youth football facilities and existing grass pitches **undertaken via the FA and Pitch Power**, to assess the level of investment required **and encourage all landlords and clubs to take up the funding available from the Football Foundation** to improve quality, reduce postponements and grow truly local participation.
- e) Include a specific section (prepared in conjunction with Sport England) either included in or as an associate document to Plan:MK 2, devoted to setting out just how Plan:MK 2 will ensure the delivery of open space provision for youth football through an ambitious determination to accelerate the provision of such facilities and meet the demand for grassroots football (especially for girls) and in so doing engage and work with the National Football Foundation to garner advice, financial assistance and guidance.”

The motion, if amended would read:

“1. That this Council notes that:

- a) When presenting the outstanding Leah Williamson on 28 February 2023 with her Freedom of the City award this council undertook to ensure that there would be a legacy across MK in her honour to mark this momentous achievement.
- b) Girl's football has been growing at a phenomenal rate in recent years, and the success of the Lionesses at European and World level has certainly accelerated that demand. Add to that the ever-growing population growth and expansion in MK - demographically still a young profile, means that the continued growth for already thriving mixed grassroots youth football will continue for the foreseeable future.
- c) The Council’s pitch strategy, prepared using the Sport England matrix is being delivered, but the increase in the women’s games shows the need for more space to meet our aspirations driven by the Lionesses recent achievements. Nowhere represents this more than in the Danesborough & Walton ward and in Wavendon in particular. Wavendon is MK's fastest growing area and home to the largest and oldest grassroots football club with more girl's teams than any other.

- d) Historically Woburn & Wavendon FC has relied upon pitch provision in Central Beds to satisfy demand for its members (who are mostly MK residents), reflecting a deficit in pitch provision.
 - e) The Strategic Land Allocation in SE MK promised 8.6 hectares of playing fields to satisfy demands from new developments. However, only just over 2 hectares will eventually be delivered, simply adding further to the deficit. Similarly, grassroots football requires adequate midweek artificial floodlit facilities, which is recognised within the strategy, with clubs encouraged to access funding via the FA and Football Foundation to ensure this is delivered. Already the new 3G at Glebe Farm Combined School in Wavendon is fully booked with a substantial waiting list.
2. That this Council believes that youth football enables our young people to:
- a) Make friends - making friends is an important part of social development for young people. Youth soccer teams provide not only the opportunity for our children, settled or newly arrived and of either gender not only to make friends, but also find a place where they can belong, build self-esteem and confidence, and create a safe space to talk about tough issues. Peer feedback and problem-solving addresses the causes of teenage vandalism and associated anti-social behaviour in some young people by giving them somewhere to go and somewhere to belong.
 - b) Build life skills - playing football helps our young people build valuable life skills, such as hard work, decision-making, problem-solving, and communication. Through healthy competition, it also teaches the importance of teamwork and cooperation, balanced by good sportsmanship.
 - c) Be active and healthy – youth football is a fun activity that helps young people to stay active and helps combat childhood obesity. With physical activity comes many health benefits like muscular development, but it's also important for kids to learn motor skills like coordination and balance.
 - d) Promote gender equality - gender equality is core to effective and sustainable development, and participating in youth football can help break down gender stereotypes.
 - e) Experience the joy of childhood - when it comes down to it, football is a game! It's an outlet for kids to play and have fun.
3. That this Council resolves to ask the executive to:
- a) Continue to provide more safe, well designed, and constructed grass pitches within future expansion areas in line with the pitch strategy calculations as affirmed by stakeholders. The provision of playing fields needs to match the promises made in full. Past deficits need to be addressed. Football facilities need to continue to be delivered earlier, in line with housing development as shown by the facilities at Brooklands, Tattenhoe Park, Fairfields and Whitehouse, but recognising the increasing need for more, including in the South East.

- b) Continue to address the need for more floodlit artificial surfaces in line with new housing developments and population growth as set out with the Council's Pitch Strategy.
- c) Continue to address the issues associated with costs and accessibility – be it grass or artificial surface, and value community cohesion with partner agencies who deliver more, such as schools, Town and Parish Councils and community groups, who open up their facilities across the city for community use. Continue to expect Community access agreements to be adhered to as set out within Planning Consents, whether they be Academies or Maintained, with a requirement in the agreements to offer realistically priced and year-round community access.
- d) Support the ongoing audit of all youth football facilities and existing grass pitches undertaken via the FA and Pitch Power, to assess the level of investment required and encourage all landlords and clubs to take up the funding available from the Football Foundation to improve quality, reduce postponements and grow truly local participation.
- e) Include a specific section (prepared in conjunction with Sport England) either included in or as an associate document to Plan:MK 2, devoted to setting out just how Plan:MK 2 will ensure the delivery of open space provision for youth football through an ambitious determination to accelerate the provision of such facilities and meet the demand for grassroots football (especially for girls) and in so doing engage and work with the National Football Foundation to garner advice, financial assistance and guidance.”

3. Is Milton Keynes Killing Me?

Councillor D Hopkins (19 October 2023)

Councillor Mahendran moves the following amendment

“1. That this Council notes that:

- a) Over the last 10 years the area of Wavendon and Woburn Sands has seen continual construction activity, with 9 major developments leading to the rise in the number of dwellings in Wavendon Parish increasing from approx. 350 to more than 3100 (with many more under construction) and with the expectation that as many of 4000 will be constructed in the so-called SEMK urban expansion area over the coming decade. As a result, residents in the area have endured almost continuous exposure to construction and its impacts.
- b) The physical environment is a key determinant of health. Construction activity can lead to relatively large changes in the physical environment in short periods of time. However, the impacts of construction activity on health outcomes are complex and are often overlooked in the planning process. Existing evidence of the way in which continual exposure to construction activity may result in health impacts is relatively limited.
- c) Through evaluation of conversations and observations from residents, local teaching staff and contractors and traders, it is clear that construction activity affects the lives of residents in Wavendon parish in particular. However, it is also reasonable to assume this impacts the lives of residents across the city area. As construction activity has increased across the area, there have been increases in complaints about dust, noise, vibration, vehicle movements and accidents.
- d) It is common to park in an area where construction is underway and to return to a vehicle within one or two hours to find it covered with dust. This is especially concerning when visiting schools such as St Marys CoE Primary or Glebe Farm Combined which are surrounded by ongoing residential developments under construction and where pupils, teaching staff and local residents have no choice other than to breath in these particles.
- e) Although there are a number of mitigation measures that are already put in place to lessen the impact of construction on local residents, it is clear that many residents in Wavendon have continued to feel the adverse effects of construction activity, in particular the continual breathing in of often microscopic particles of dust. Going forward, as construction in the area (and in other areas of MKCC) is likely to continue at a similar scale, continued emphasis must be placed on further measures that can be put in place to mitigate the adverse effects that many local residents have highlighted.

- f) According to the World Health Organisation (WHO) definition in 1948 stated that *“Health is a state of complete physical, mental and social wellbeing and not merely the absence of disease or infirmity.”* Demolition and construction activity can lead to relatively large changes in the physical environment in short periods of time. And that whilst construction activity enables the evolution in the built environment necessary to support sustainable and healthy livelihoods it can also result in sudden changes in noise, pollution, dust and vibration that have knock-on impacts on health outcomes. Whilst construction activity is temporary, these changes can result in lasting effects on human health.
 - g) That there are a great deal of wider determinates of health and the council has an obligation to be mindful of using phrases such as *“Is Milton Keynes Killing Us,”* with little to no evidence cited other than unscientific individual conversations that may or may not be subject to high levels of confirmation bias of our own unsubstantiated views.
 - h) That there is a great deal of evidence that residents in Milton Keynes are dying prematurely due to several issues such as, but not limited to, the lack of affordable housing, poverty, stress, homelessness, a health and social care in crisis, record NHS waiting lists, the need to use foodbanks to feed children and severe prolonged cuts to public services in this country caused by the Conservative government and supported by a ramshackle, disorganised and incompetent local Conservative Group on MK City Council and two local Conservative Members of Parliament.
 - i) One of the biggest factors in the health of an individual is the ability to live in a safe, secure and affordable home, a right now denied to millions of people due to 13 years of failure by a Conservative government and the lack of a coherent long term planning, infrastructure and house building policy in this country, typified by the Member of Parliament for Milton Keynes North nationally supporting housing growth yet continually opposing and undermining well-planned growth in Milton Keynes.
2. That this Council believes that:
- a) Residents across MK do ‘their bit’ in supporting much needed housebuilding but it seems to fall on the same communities, time and time again to take the burden and impacts of such building, year in, year out. Residents should have more consistent access to construction information and noise and pollution monitoring data and be made fully aware of the health and well-being impacts construction has on existing communities.
 - b) The use of mitigation measures differs widely between construction sites. Best practise should be adopted consistently across all sites. However, currently, not all negative impacts can be fully avoided nor mitigated. Further appraisal, monitoring and constant review is required.

- c) Evaluation of the cumulative impact of development on health outcomes is a relatively new topic. MKCC (as one of the country's fastest expanding areas) needs to be at the forefront of developing policy and practices to address the health impacts of development, including through the establishment of a MKCC Development Coordination Team (possibly funded by 106/Tariff monies). What is clear through discussion with local residents is that the cumulative impact of construction can have large impacts on health, often beyond those identified by existing Health Impact Assessment tools and policy led planning deliverables.
3. That this Council resolves to ask the executive:
- a) ~~To commission a report into the impacts of construction on existing communities, and those early movers into such expanding developments. In effect, to source and commission an independent socio-economic and health consultancy specialising in understanding the impact of development and infrastructure on social, economic and health outcomes~~ **To progress a proper evidence base that ensures the impact of new growth is taken into account, and proper mitigations are in place, when developing polices for the New City Plan.**
- ~~b) That the findings of the consultancy report should contribute to the developing evidence base towards the local plan Plan:MK 2 (MK2050).~~
- b) That, subject to an appropriate evidence base, consideration be given to the remaining undeveloped area on the south east of Milton Keynes (located within the parishes of Wavendon and Woburn Sands) being granted a planning holiday where any future growth is only phased at the latter end of the ~~PlanMK: 2 (MK2050)~~ **New City Plan** period, in effect to be undertaken no earlier than the mid 2040's, **noting the Leader of the Conservative Group consistently supporting the investigation of new settlements in the North of the council area to allow this to happen."**

The motion, if amended would read:

- "1. That this Council notes that:
- a) Over the last 10 years the area of Wavendon and Woburn Sands has seen continual construction activity, with 9 major developments leading to the rise in the number of dwellings in Wavendon Parish increasing from approx. 350 to more than 3100 (with many more under construction) and with the expectation that as many of 4000 will be constructed in the so-called SEMK urban expansion area over the coming decade. As a result, residents in the area have endured almost continuous exposure to construction and its impacts.
- b) The physical environment is a key determinant of health. Construction activity can lead to relatively large changes in the physical environment in short periods of time. However, the impacts of construction activity on health outcomes are complex and are often overlooked in the planning process. Existing evidence of the way in which continual exposure to construction activity may result in health impacts is relatively limited.

- c) Through evaluation of conversations and observations from residents, local teaching staff and contractors and traders, it is clear that construction activity affects the lives of residents in Wavendon parish in particular. However, it is also reasonable to assume this impacts the lives of residents across the city area. As construction activity has increased across the area, there have been increases in complaints about dust, noise, vibration, vehicle movements and accidents.
- d) It is common to park in an area where construction is underway and to return to a vehicle within one or two hours to find it covered with dust. This is especially concerning when visiting schools such as St Marys CoE Primary or Glebe Farm Combined which are surrounded by ongoing residential developments under construction and where pupils, teaching staff and local residents have no choice other than to breath in these particles.
- e) Although there are a number of mitigation measures that are already put in place to lessen the impact of construction on local residents, it is clear that many residents in Wavendon have continued to feel the adverse effects of construction activity, in particular the continual breathing in of often microscopic particles of dust. Going forward, as construction in the area (and in other areas of MKCC) is likely to continue at a similar scale, continued emphasis must be placed on further measures that can be put in place to mitigate the adverse effects that many local residents have highlighted.
- f) According to the World Health Organisation (WHO) definition in 1948 stated that *“Health is a state of complete physical, mental and social wellbeing and not merely the absence of disease or infirmity.”* Demolition and construction activity can lead to relatively large changes in the physical environment in short periods of time. And that whilst construction activity enables the evolution in the built environment necessary to support sustainable and healthy livelihoods it can also result in sudden changes in noise, pollution, dust and vibration that have knock-on impacts on health outcomes. Whilst construction activity is temporary, these changes can result in lasting effects on human health.
- g) That there are a great deal of wider determinates of health and the council has an obligation to be mindful of using phrases such as *“Is Milton Keynes Killing Us,”* with little to no evidence cited other than unscientific individual conversations that may or may not be subject to high levels of confirmation bias of our own unsubstantiated views.
- h) That there is a great deal of evidence that residents in Milton Keynes are dying prematurely due to several issues such as, but not limited to, the lack of affordable housing, poverty, stress, homelessness, a health and social care in crisis, record NHS waiting lists, the need to use foodbanks to feed children and severe prolonged cuts to public services in this country caused by the Conservative government and supported by a ramshackle, disorganised and incompetent local Conservative Group on MK City Council and two local Conservative Members of Parliament.

- i) One of the biggest factors in the health of an individual is the ability to live in a safe, secure and affordable home, a right now denied to millions of people due to 13 years of failure by a Conservative government and the lack of a coherent long term planning, infrastructure and house building policy in this country, typified by the Member of Parliament for Milton Keynes North nationally supporting housing growth yet continually opposing and undermining well-planned growth in Milton Keynes.
2. That this Council believes that:
 - d) Residents across MK do ‘their bit’ in supporting much needed housebuilding but it seems to fall on the same communities, time and time again to take the burden and impacts of such building, year in, year out. Residents should have more consistent access to construction information and noise and pollution monitoring data and be made fully aware of the health and well-being impacts construction has on existing communities.
 - e) The use of mitigation measures differs widely between construction sites. Best practise should be adopted consistently across all sites. However, currently, not all negative impacts can be fully avoided nor mitigated. Further appraisal, monitoring and constant review is required.
 - f) Evaluation of the cumulative impact of development on health outcomes is a relatively new topic. MKCC (as one of the country’s fastest expanding areas) needs to be at the forefront of developing policy and practices to address the health impacts of development, including through the establishment of a MKCC Development Coordination Team (possibly funded by 106/Tariff monies). What is clear through discussion with local residents is that the cumulative impact of construction can have large impacts on health, often beyond those identified by existing Health Impact Assessment tools and policy led planning deliverables.
 3. That this Council resolves to ask the executive:
 - a) To progress a proper evidence base that ensures the impact of new growth is taken into account, and proper mitigations are in place, when developing policies for the New City Plan.
 - b) That, subject to an appropriate evidence base, consideration be given to the remaining undeveloped area on the south east of Milton Keynes (located within the parishes of Wavendon and Woburn Sands) being granted a planning holiday where any future growth is only phased at the latter end of the New City Plan period, in effect to be undertaken no earlier than the mid 2040’s, noting the Leader of the Conservative Group consistently supporting the investigation of new settlements in the North of the council area to allow this to happen.”

6. Housing Ombudsman's Findings

Councillor Geary (19 October 2023)

Councillor Darlington moves the following amendment:

"1. That this Council notes:

- a) with embarrassment and regret the findings of the housing ombudsman, a finding of severe maladministration against the council in regard to housing repairs for a disabled resident and her son, issues that went on over a space of years;
- b) that this finding showed over 120 logs of works that needed attention over 4 years;
- c) that the Council failed to ~~react~~ ensure sufficient record keeping of actions taken by council officers and the contracted service provider took to try and resolve the issues raised, and that a number of actions did not meet the standard expected by the Council even after a MKCC Councillor became involved;
- d) that the Council failed to ~~respond~~ keep proper records and communicate appropriately within the required timescales to both a stage 1 and stage 2 complaint;
- e) that the Ombudsman believes that in dealing with the complaint and concerns the Council did not do so with sufficient empathy or understanding of the resident's situation ~~Council did not express empathy or sympathy with the tenant, something that costs nothing;~~ and
- f) that the Council was instructed to both apologise and pay compensation of £5,500.

2. That this Council ~~requests that the Chief Executive:~~

- a) ~~requests that the Chief Executive~~ confirm the compensation has been paid and the apology has been sent;
- b) ~~further write to the resident highlighting this meeting and further apologising on behalf of the Labour Liberal Democrat coalition and all members of the Council~~ places an apology on behalf of the Executive and whole Council for this matter on record publicly;

- c) ~~undertake a lessons learned exercise if it has not already happened and for the outcomes of this exercise, along with the full list of any changes to the way the Council operates to be forwarded to all Councillors as soon as possible, so that members can be assured that the issues highlighted in this report will not be repeated in this service or any other~~ notes the issue was discussed at the meeting of the Housing, Planning and Placemaking Scrutiny Committee held on the 27 September 2023 (draft minute HPPSC15) in which the Director of Environment and Property, and the Head of Housing Maintenance, Investment and Corporate Health and Safety gave an extensive presentation on the actions the Council has taken to improve the service in light of the LGO findings and that the committee made several recommendations on the matter, and asks that the information given at the meeting, and any subsequent actions taken, be made available to all Councillors; and
- d) ~~be asked to provide assurances in writing to Councillors that the lack of empathy or sympathy in this case is isolated and is not cultural to the organisation as a whole~~ understands that in light of continued financial pressures on council services, caused by continued funding cuts and the chaos of a Conservative government, supported by a ramshackle, disorganised and incompetent local Conservative Group on MK City Council and two local Conservative Members of Parliament, investment into services such as housing and support services such as customer services is not at a level the Council would like, but reiterates that this case is unacceptable and requests that during the budget setting process the Cabinet be asked to ensure that appropriate resources are being provided to address the issues raised by this case so it is not repeated in future; and
- e) welcomes the findings of the Regulator of Social Housing (RSH) into the matter, who is satisfied with the direction of the service, and that substantial improvements have been made over the last three years.”

The motion, if amended would read:

“1. That this Council notes:

- a) with embarrassment and regret the findings of the housing ombudsman, a finding of severe maladministration against the council in regard to housing repairs for a disabled resident and her son, issues that went on over a space of years;
- b) that this finding showed over 120 logs of works that needed attention over 4 years;
- c) that the Council failed to ensure sufficient record keeping of actions taken by council officers and the contracted service provider took to try and resolve the issues raised, and that a number of actions did not meet the standard expected by the Council even after a MKCC Councillor became involved;

- d) that the Council failed to keep proper records and communicate appropriately within the required timescales to both a stage 1 and stage 2 complaint;
 - e) that the Ombudsman believes that in dealing with the complaint and concerns the Council did not do so with sufficient empathy or understanding of the resident's situation; and
 - f) that the Council was instructed to both apologise and pay compensation of £5,500.
2. That this Council:
- a) requests that the Chief Executive confirm the compensation has been paid and the apology has been sent;
 - b) places an apology on behalf of the Executive and whole Council for this matter on record publicly;
 - c) notes the issue was discussed at the meeting of the Housing, Planning and Placemaking Scrutiny Committee held on the 27 September 2023 (draft minute HPPSC15) in which the Director of Environment and Property, and the Head of Housing Maintenance, Investment and Corporate Health and Safety gave an extensive presentation on the actions the Council has taken to improve the service in light of the LGO findings and that the committee made several recommendations on the matter, and asks that the information given at the meeting, and any subsequent actions taken, be made available to all Councillors;
 - d) understands that in light of continued financial pressures on council services, caused by continued funding cuts and the chaos of a Conservative government, supported by a ramshackle, disorganised and incompetent local Conservative Group on MK City Council and two local Conservative Members of Parliament, investment into services such as housing and support services such as customer services is not at a level the Council would like, but reiterates that this case is unacceptable and requests that during the budget setting process the Cabinet be asked to ensure that appropriate resources are being provided to address the issues raised by this case so it is not repeated in future; and
 - e) welcomes the findings of the Regulator of Social Housing (RSH) into the matter, who is satisfied with the direction of the service, and that substantial improvements have been made over the last three years."