
BRENT DAVIS
CHIEF EXECUTIVE
Town Hall, Nuneaton,
Warwickshire, CV11 5AA

Our Ref: KB

Your Ref:

Date: 13th September 2023

Telephone Committee Services: (024) 7637 6000
Fax No. (024) 7637 6596
Typetalk Registered
DX Nuneaton 16458
e-mail: committee@nuneatonandbedworth.gov.uk
If calling please ask for: Committee Services

Dear Sir/Madam,

A meeting of the **FINANCE AND PUBLIC SERVICE OVERVIEW AND SCRUTINY PANEL** will be held in the Council Chamber, Town Hall, Nuneaton on **Thursday 21st September 2023 at 6.00 p.m.**

Please note that meetings will be recorded for future publication on the Council's website.

Yours faithfully,

Brent Davis

Chief Executive

To: All Members of the Finance and
Public Service Overview and Scrutiny
Panel

Councillors D. Brown (Chair), C. Watkins (Vice-Chair),
R. Baxter-Payne, L. Downs, B. Hammersley, S.
Harbison, J. Kennaugh, K. Kondakor, M. Tromans and
Mrs D. Ross.

A G E N D A

PART 1 – PUBLIC BUSINESS

1. EVACUATION PROCEDURE

A fire drill is not expected, so if the alarm sounds please evacuate the building quickly and calmly. Please use the stairs and do not use the lifts. Once out of the building, please gather outside the Virgin Money Building (formerly the Yorkshire Bank) on the opposite side of the road.

Exit by the door by which you entered the room or by the fire exits which are clearly indicated by the standard green fire exit signs.

If you need any assistance in evacuating the building, please make yourself known to a member of staff.

Please also make sure all your mobile phones are turned off or set to silent.

Chair to advise the meeting if all or part of the meeting will be recorded for future broadcast.

2. APOLOGIES - To receive apologies for absence from the meeting.

3. MINUTES - To confirm the minutes of the meeting of the Finance and Public Service Overview and Scrutiny Panel held on 8th June, 2023, attached (**Page 6**) and the Extraordinary Meeting of Finance and Public Services held on 28th June 2023 attached (**Page 15**).

4. DECLARATIONS OF INTEREST/PARTY WHIP - To receive declarations of Disclosable Pecuniary and Other interests in accordance with the Members' Code of Conduct and of the Party Whip in accordance with the Overview and Scrutiny Procedure Rules 4E, Paragraph 16(b).

Declaring interests at meetings

If there is any item of business to be discussed at the meeting in which you have a disclosable pecuniary interest or non-pecuniary interest (Other Interests), you must declare the interest appropriately at the start of the meeting or as soon as you become aware that you have an interest.

Arrangements have been made for interests that are declared regularly by members to be appended to the agenda (**Page 20**). Any interest noted in the Schedule at the back of the agenda papers will be deemed to have been declared and will be minuted as such by the Committee Services Officer. As a general rule, there will, therefore, be no need for those Members to declare those interests as set out in the schedule.

There are, however, TWO EXCEPTIONS to the general rule:

1. When the interest amounts to a Disclosable Pecuniary Interest that is engaged in connection with any item on the agenda and the member feels that the interest is such that they must leave the room. Prior to leaving the room, the member

must inform the meeting that they are doing so, to ensure that it is recorded in the minutes.

2. Where a dispensation has been granted to vote and/or speak on an item where there is a Disclosable Pecuniary Interest, but it is not referred to in the Schedule (where for example, the dispensation was granted by the Monitoring Officer immediately prior to the meeting). The existence and nature of the dispensation needs to be recorded in the minutes and will, therefore, have to be disclosed at an appropriate time to the meeting.

Note: Following the adoption of the new Code of Conduct, Members are reminded that they should declare the existence and nature of their personal interests at the commencement of the relevant item (or as soon as the interest becomes apparent). If that interest is a Disclosable Pecuniary or a Deemed Disclosable Pecuniary Interest, the Member must withdraw from the room.

Where a Member has a Disclosable Pecuniary Interest but has received a dispensation from Audit & Standards Committee, that Member may vote and/or speak on the matter (as the case may be) and must disclose the existence of the dispensation and any restrictions placed on it at the time the interest is declared.

Where a Member has a Deemed Disclosable Interest as defined in the Code of Conduct, the Member may address the meeting as a member of the public as set out in the Code.

Note: Council Procedure Rules require Members with Disclosable Pecuniary Interests to withdraw from the meeting unless a dispensation allows them to remain to vote and/or speak on the business giving rise to the interest.

Where a Member has a Deemed Disclosable Interest, the Council's Code of Conduct permits public speaking on the item, after which the Member is required by Council Procedure Rules to withdraw from the meeting.

5. PUBLIC CONSULTATION - Members of the Public will be given the opportunity to speak on specific agenda items if notice has been received.
6. QUESTIONS TO CABINET – In accordance with Overview & Scrutiny Procedure Rule 4.E.8 c) 20 minutes shall be set aside for questions to a member of the Cabinet from the Panel in relation to matters in respect of which the Panel has powers or duties.
7. INTERGRATED PERFORMANCE REPORT – report of the Risk Management and Performance Officer attached **(Page 22)**
8. MANAGING ATTENDANCE OF THE COUNCIL'S WORKFORCE – report of the Head of People and Culture attached **(Page 95)**
9. WORK PROGRAMME SUGGESTION FORMS
10. FORWARD PLAN – attached for information **(Page 108)**.
11. DRAFT WORK PROGRAMME – for approval, attached, **(Page 118)**
12. ANY OTHER ITEMS which in the opinion of the Chair of the meeting should be

considered as a matter of urgency because of special circumstances (which must be specified)

Nuneaton and Bedworth Borough Council

Building A Better Borough

Nuneaton and Bedworth 2032: working in partnership, restoring pride in our borough

AIM 1: LIVE

We want to make our borough a place where our residents enjoy living and in which others choose to make their home.

Priority 1: Promote residents' health and wellbeing

Priority 2: Enable appropriate housing development

Priority 3: Sponsor a sustainable green approach

Priority 4: Prioritise community safety and empowerment

AIM 2: WORK

Using our prime location within the national road and rail networks and responding to the needs of private companies, we want to make our borough a place in which businesses choose to locate and where our residents enjoy a range of employment options.

Priority 1: Grow a strong and inclusive economy

Priority 2: Champion education and skills

Priority 3: Embrace new and emerging technology

Priority 4: Support local businesses

AIM 3: VISIT

Taking advantage of our open green spaces, our heritage, and our location within the West Midlands, we want our borough to be a vibrant destination for residents and visitors alike. A place where people and families want to spend time relaxing, socialising and taking part in leisure and cultural activities.

Priority 1: Create vibrant and diverse town centres

Priority 2: Stimulate regeneration

Priority 3: Celebrate and promote our heritage

Priority 4: Improve the physical environment

NUNEATON AND BEDWORTH BOROUGH COUNCIL

**FINANCE AND PUBLIC SERVICES OVERVIEW
AND SCRUTINY PANEL**

8th June 2023

A meeting of the Finance and Public Service Overview and Scrutiny Panel was held on Thursday, 8th June 2023 in the Council Chamber, Town Hall Nuneaton. The meeting was livestreamed and recorded for publication on the Council's website.

Present

Councillors D. Brown (Chair)

Councillors: R. Baxter-Payne, L. Downs, B. Hammersley, J. Kennaugh,
K. Kondakor, M. Tromans, C. Watkins, and Mrs D. Ross.

Apologies: Councillor S. Harbison

PART I – PUBLIC BUSINESS

FPS01 **Minutes**

The minutes of the meeting of the Finance and Public Service Overview and Scrutiny Panel held on 30th March 2022 were submitted for approval. It was noted that it had not been recorded in the minutes that a discussion had taken place about fly tipping, and the fact fly tipping/littering fines were being issued.

RESOLVED that the minutes of the meeting held on 30th March 2022 be confirmed and signed by the Chair, subject to the discussion about fly tipping and fines being noted.

FPS02 **Declarations of Interest**

RESOLVED that the declarations of interest are as set out in the Schedule attached to these Minutes.

FPS03 **Questions to Cabinet**

Councillor S. Croft (Portfolio Holder for Finance and Corporate) and Councillor S. Markham (Portfolio Holder for Public Services) were in attendance to answer questions from members of the Panel.

Councillor K. Kondakor asked the Portfolio Holder for Finance and Corporate:

Thank you for the Cabinet being here. Firstly for Councillor Croft. We haven't got any financial information presented to the panel tonight, and the latest financial information goes right the way back to December. So I wouldn't mind if Councillor Croft could give us an update on the expected year outturn, particularly bearing in mind at the last planning meeting, or it might have been the one before, the Leader of the council mentioned we had a three million pound deficit coming up. So, I think it would be useful to have a clarification of the financial position in terms of the revenue account for the year that's just ended.

To make it easy, the next question I would want to ask then, is where we are with the medium term financial plan, because that has regularly been promised to Members so we can see where we're going forward with all our major projects, and the financial implications of those, thank you.

The Portfolio Holder for Finance and Corporate responded:

Thank you very much Mr Chairman. The figures aren't in this report because the year-end process is still ongoing. We haven't actually finalised the accounts yet. That's partly due to the fact that we've got the new team in place and it's taking a little longer than we'd like, and partly there are some outstanding audit queries on the previous year, and we can't get the opening balances right to finalise the accounts, but that will be coming over the summer. It will end up pretty much in line with run rate from the Q3 figures, so it will be about £900 000 adrift from the budget in year. As I outlined at the budget setting in February effectively, so we've spent £560 000 extra on homeless, £100,000 extra on audit fees, because it took so long, but we'd upped the recycling income and the planning income. The three million pound deficit that Council Wilson was referring to, obviously I wasn't there so I must presume from what Councillor Kondakor says, but that's referring to the deficit we had to close in the budget we've just set, so the budget for 2023-2024, but also the fact that our projections show there is an ongoing deficit, there will have to be savings made in future financial years. So there won't be three million adrift in the year we've just closed, but that is still very much a live issue and we'll be able to do budget monitoring from the q1 for 2023-2024 again, the financial years right, shortly to this OSP once we've got the final outturn finished. In terms of the medium term financial plan that's going to, the final document's, it's going to have to wait until we finalise the account, because we need to get the base position ready, so that we know what we're working from, but I have answered the question.

Councillor K. Kondakor followed up with:

Just to follow up on that, thank you for giving me an outturn estimate. I know it's with some uncertainty but how much of that £900,000, because about a million the year before as well, so you've been about two million out in your first two years as an Administration. How much of that systematic error do you expect then to occur in this year, or have those financial miscalculations or misestimates, whatever you've got to call them, being taken out of the system now? So this year you'd expect to be about right.

The Portfolio Holder for Finance and Corporate responded:

Well part of the answer to that is, of course, if we knew that, and if we knew what would change in year, if we knew what would go awry it wouldn't have gone awry in year. But we set it, we've been much more conservative in the most literal sense of the word this year. So for example we've put in the 1.3 million transformation and, I've forgotten the word we used, but contingencies reserve into the budget which gives us much more of a fiscal stabiliser for when, if and when, we have any unforeseen things like the economic troubles we had last year. Nobody foresaw 10% inflation, we haven't had 5% pay rises for a very long time in this country, so we've built in an air buffer effectively to absorb some of those shocks, should they recur. Thank you Mr Chairman.

Councillor Kondakor asked the Portfolio Holder for Public Services:

Thank you very much. This is for Councillor Markham. A lot of this refers to areas before you were Portfolio Holder, but obviously a big uncertainty is the

Civic Hall, and I think it was supposed to go out to the bidders around yesterday or today. I don't know if that's happened, but one of the things we've established is there was a lot of, shall I say, political interference with the Consultant's report which has been established in terms of the base level of the Civic Hall. If you remember there was a Consultant's report that forgot the pantomime, and we're now understanding that the previous Portfolio Holder had asked for conversations and various things about that, so I'd ask are we doing a clean sweep, or a reset to what data we've got, to make sure that it is sound in terms of what we're giving to the bidders. Particularly in terms of the work needed to the Civic Hall, because they're bidding blind if they don't know about the boilers and any issues. Thank you.

The Portfolio Holder for Public Services responded:

Yes, some of the stuff is still the same, the boilers and stuff, because that that hasn't been altered since the actual estimates have been done. But we have ordered, I think it's happening on Monday, we've asked for somebody else to come in to have a look at the asbestos, so they've got an up-to-date report on the asbestos and they'll also have an up-to-date report on other things that are actually in there that need doing. So everything that they get will be up-to-date when they get their pack.

Councillor Kondakor then stated:

Just to follow up on that. So I take it the process hasn't started then yet, because of the extra information you've had to get. Do they know how long they're bidding for, because the other question was it was less than 25 years, but is it their choice how long they bid for?

The Portfolio Holder for Public Services responded:

So the bid itself is up to them to negotiate when it comes in. So they will get the pack, the dates will be, it should have started already, so those dates will be extended, because we couldn't do anything because of the time that the actual Cabinet Report was published. So it already put it out by about a week, so until we get to the end of that period, then, what will happen is will just be added on the end it won't be shortened they'll get exactly the same time as that's actually been advertised, so they won't be penalised for that.

FPS04 Cultural Strategy

The Museum and Art Gallery Manger submitted a report presented by the Leisure and Health Manager to provide the Panel with a report to share the Cultural Strategy for the Borough.

Public Speaker: Mr P. Smith

The Panel discussed and asked questions on the following:

- A breakdown of information/responses by Ward would be useful.
- The location of culture and the spread of culture.
- Staffing of the Museum and opening hours – a review will be taking place at the relevant point.
- How we can put culture into different Wards, and think of staffing as well as just buildings.
- The Cultural Strategy will be the catalyst of how engagement is carried out within Wards.

- The Borough has the benefit of being multicultural, it is important to engage and approach different cultures and ensure all are involved. The Communities and Cultural Teams will be working together on this.
- Redevelopments such as Riversley Park would be a good opportunity to stage events centrally.
- Ensure communications are effective including the advertising and promoting of events, and sharing of information. Consultations need to make it easier for all to get involved, so opportunities are not missed.
- Each person can have a different opinion on culture, the arts and entertainment. It is good to have strategies to bring people together and signpost more effectively to engage more people.
- Locations of where events have taken place were discussed, including the Civic Hall/Bedworth Arts Centre.
- The environment and green spaces are important and are needed to ensure people have places to walk and cycle.
- Recognising significant people within the Borough in addition to George Eliot, and their achievements. Celebrating other celebrities that have come from the Borough.

RESOLVED that

- a) The proposed strategy for Culture be noted;
- b) The draft strategy be approved as written; and
- c) IT BE RECOMMENDED TO CABINET that the Cultural Strategy be formally approved and adopted, with the proviso that
 - I. this strategy document be reviewed and updated once the future of Civic Hall is known; and
 - II. that Cabinet be given details of the demographics relating to those who completed the survey (including information about the Wards).

FPS05 Active for Life Reports Annual Report April 2022 – March 2023

The Leisure and Health Manager presented a report to provide the Panel with an overview of projects, initiatives and ongoing activities that were delivered by the Sports Development team during the year.

Public Speaker: Mr P. Smith

The Panel discussed and asked questions on the following:

- The Council do lots of good things, but better promotion would be beneficial.
- The removal of Bedworth skatepark has left a gap, where young people are now either no longer participating in the activity, or in unsuitable places. It was recognised that removal was due to health and safety issues. There are plans for a replacement.
- Reducing crime by keeping young people engaged and active is important.
- The mountain bike trail is quite niche but could be a tourist attraction and needs promotion.
- The better use of Sports Centres (including Etone) and measured miles to encourage residents to become more active, and better promotion of activities and the work being done by the Borough Council.
- There are some marked out cycle and walking routes through the Borough, but they need better advertising to let people know.

- Employees are offered 'MOT's', and whether walk-in clinics/opportunities could be opened up to the public, and if grants may be available for residents.

RESOLVED that the contents of the report be noted.

FPS06 **Integrated Performance Report – End of Year (Fourth Quarter) 2022/23**

The Risk Management and Performance Officer submitted a report to the Panel to provide appropriate performance measures, budget information and risk data for service areas within the scope of the Panel.

Public Speaker: Mr P. Smith

A number of questions and comments were raised by the Panel:

- Freedom of Information requests, and the numbers received from residents and Councillors.
- Outstanding Members enquiries – it was felt it would be useful to have the information within the report.
- Data relating to waste and recycling, the performance levels relating to this, and the need to improve recycling levels and meet targets. Warwickshire County Council do have additional information that may be of interest.
- The risk register relating to finances, and ongoing/future projects which may impact this, and how risks are mitigated/graded. A request was made for medium term financial plans and borrowing forecast. The Council is looking at alternative options for borrowing, and the overspend in the budget has been priced in already.

RESOLVED that the contents of the report be noted.

FPS07 **Work Programme Suggestion Forms**

Public Speaker: Mr P. Smith

- a) A work programme suggestion form was submitted by Councillor C. Watkins - 'Budget and update of cost for the refurbishment of 196-198 Church Road to Temporary Accommodation'.

The Panel discussed the form and a number of points were raised including:

- A request was made to receive the original budget that was set – the Panel were advised that this information was provided to the OSP in October 2023.
- Clarification was requested on the figures and information about the purchase, including confirmation on the purchase price, dates and deadlines.
- Information about the delay in taking people into the property.
- The project is now in its final stage, and is due for handover in June 2023.
- The projected potential overspend on the project is £5000 which is 0.38%.
- Potential loss of savings due to the delays, and any changes within the project.

- Details about what caused the delays and what has been learned from this project.

RESOLVED that the Work Programme suggestion form be accepted by this Overview and Scrutiny Panel and the item brought to a future meeting once the project is completed.

- b) A work programme suggestion form was submitted by Councillor C. Watkins – ‘Independent Living Unit (remodelling)’.

The Panel discussed the form and a number of points were raised including:

- A request to get information about the project, including budget, dates and deadlines.
- To look into the ‘difficult to let’ properties which may not be fit for purpose.
- To research possible options such as hiring in a team.
- Budgetary provision for this project was made prior to the current economic climate, and before the introduction of the Housing White Paper by Government.
- There is currently a review, in conjunction with Finance, and ongoing work by Officers relating to this issue.
- Looking at alternative uses for the units and possible lost revenue.

RESOLVED that the Work Programme suggestion form be accepted.

- c) A work programme suggestion form was submitted by Councillor C. Watkins – ‘Homeless Hostel Conversion’.

The Panel discussed the form and a number of points were raised including:

- To see what lessons have/could have been learned.
- To identify any issues and what can be done to address any issues.
- The funding was awarded prior to the current economic situation and inflationary increases. The project was paused whilst options were looked at. Work will be re-commencing, and costs will be updated.

RESOLVED that a briefing note be requested for review by this Panel following the HRA review.

FPS06 **Forward Plan**

The Forward Plan showing the key decisions that will be made in the four months commencing 1st June 2023, was provided to the Panel for information.

It was suggested that the capital programme does need to come to this Panel in September, at the same time as the quarter one outturn goes to Cabinet.

RESOLVED that the Forward Plan be noted.

FPS07 **Draft Work Programme 2023/24**

The Draft Work Programme for the Finance and Public Service Overview and Scrutiny Panel was submitted for approval.

RESOLVED that

- a) the Work Programme be approved; and
- b) the capital outturn and capital quarter one be added to the work programme for September.

Chair

Finance and Public Services Overview and Scrutiny Panel - Schedule of Declarations of Interests – 2023/2024

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
	General dispensations granted to all members under s.33 of the Localism Act 2011			Granted to all members of the Council in the areas of: <ul style="list-style-type: none"> - Housing matters - Statutory sick pay under Part XI of the Social Security Contributions and Benefits Act 1992 - An allowance, payment given to members - An indemnity given to members - Any ceremonial honour given to members - Setting council tax or a precept under the Local Government Finance Act 1992 - Planning and Licensing matters - Allotments - Local Enterprise Partnership
	R. Baxter-Payne	Manager Brinklow Quarry Ltd, Brinklow; County Councillor - WCC	Spouse: Self-employed childminder Member of the following Outside Bodies: <ul style="list-style-type: none"> • West Midlands Combined Audit, Risk and Assurance Committee • Warwickshire Adult Social Care and Health Overview and Scrutiny Committee (substitute) 	
	D. Brown	Employed by H.M Land Registry	Regional Coordinator, Ragdoll Rescue Charity. Representative on the following Outside Bodies: <ul style="list-style-type: none"> • Exhall Education Foundation (Council appointment). 	
	L. Downs	River Bars Limited; Coventry Plus Beyond the Plane Little Caesars Donuts Limited NBBC Council Contract for market pitch	Member on the following Outside Body: <ul style="list-style-type: none"> • Hammersley, Smith and Orton Charity 	
	B. Hammersley	County Councillor – W.C.C.	Member on the following Outside Bodies: <ul style="list-style-type: none"> • Hammersley, Smith and Orton Charity 	

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
	S. Harbison	Self Employed	Member of Conservative and Unionist Party. Member on the following Outside Bodies: <ul style="list-style-type: none"> • Astley Charity 	
	J. Kennaugh	County Councillor W.C.C. Employed by FedEx Express UK Ltd	Member of the W.C.C. Regulatory Committee Member of the Conservative Party Member of UNITE the Union Member on the following Outside Bodies: <ul style="list-style-type: none"> • EQUIP 	
	K.A. Kondakor	Electronic and Embedded Software Design Engineer (self-employed)	Unpaid Director of 100% Renewables UK Ltd Green Party (E&W)	
	M. Tromans	RTC Ltd, Nuneaton; WCC, Warwick Share in a rental property in Hydes Pastures, Nuneaton	Nuneaton Acorns WI	
	C.M. Watkins	Employee of Nutri Pack	Representative on the following outside bodies: <ul style="list-style-type: none"> • Nuneaton and Bedworth Community Enterprises Ltd. (NABCEL) 	

NUNEATON AND BEDWORTH BOROUGH COUNCIL

FINANCE AND PUBLIC SERVICES OVERVIEW AND SCRUTINY PANEL

28th June 2023

An Extraordinary meeting of the Finance and Public Service Overview and Scrutiny Panel was held on Wednesday, 28th June 2023 in the Council Chamber, Town Hall Nuneaton. The meeting was live streamed and recorded for publication on the Council's website.

Present

Councillor D. Brown (Chair)

Councillors: C. Watkins (Vice-Chair), R. Baxter-Payne, K. Evans, B. Hammersley, S. Harbison, J. Kennaugh, K. Kondakor, M. Tromans and Mrs D. Ross

Cabinet Member for Public Services: Councillor S. Markham

Apologies: Councillor L. Downs (Councillor K. Evans as substitute)

PART I – PUBLIC BUSINESS

FPS08 Declarations of Interest

RESOLVED that the declarations of interest are as set out in the Schedule attached to these minutes be approved with the following addition:

Councillor J. Sheppard declared that her declarations of interest were not included in the schedule as she is not a panel member but can be found on the council website.

FPS09 Bedworth Civic Hall – Update - call in.

At the Cabinet meeting held on Wednesday 24th May, the Strategic Director – Public Services submitted a report detailing an update on the progression of the venue with regards to the lease and procurement process. Cabinet approved the report and on the 8th June 2023 the opposition called in the decision for it to be considered by the Finance and Public Services Overview and Scrutiny Panel. The call in as detailed in the agenda was accepted but only in part in its reference to 'Third sector model'. Therefore, an Extraordinary Meeting of this OSP was called, in line with the call in procedure, as detailed within the Constitution. The Cabinet Member for Public Services was in attendance to answer questions put forward by the panel.

Public Speakers: **Mr Peter Smith**
Ms Rachel Hardy
Mr Steve Young

**Mrs Janet Batterbee
Councillor J. Sheppard (Called in the decision)**

The following points were raised:

- Cabinet Member for Public Services established that the decision is following due process in line with the Localism Act. There are two expressions of interest, therefore a procurement exercise needs to be carried out and it will go to the open market to get the best value for residents and its value as a commercial property.
- It was questioned by the panel as to whether the council's intention is to provide a service or to sell the asset off. The Cabinet member confirmed that the asset is not being sold and that it is being leased.
- It was questioned by the panel as to whether this process was followed for the Stockingford Community Centre (STC) and Keresley Community Centre (KCC), the Cabinet Member responded that STC and KCC are different from the Civic Hall but could not comment on the finances involved as it was not under her portfolio.
- It was questioned as to how bidders meet the 20% social value. The Cabinet Member confirmed that there are Heads of Terms that will be released once the bidding is open that will detail how bidders can meet the 20% and confirmed that the building is going to be used for entertainment purposes.
- Concerns were raised as there was no mention of third sector model on the cabinet report dated 24th May 2023 and how this is to be addressed. The social value may have been higher if more consideration was given.
- Concerns were also raised regarding the timescales being too short, a lack of openness and holding the executive to account.

Councillor C. Watkins proposed the following motion:

This goes back to Cabinet for further consideration of the third sector model, further time to be given for the expression of interests and for new and up to date figures to come forward for OSP.

Councillor K. Kondakor seconded the motion.

A vote was taken.

Councillor K. Kondakor and Councillor C. Watkins requested their vote for the motion be recorded.

The motion was lost.

Councillor D. Brown moved the following motion.

- a) the debate be noted;
- b) the recommendations approved by Cabinet on 24th May remain as follows
 - i) the proposed selection criteria at Appendix 1 of the report be approved; and
 - ii) Delegated Authority be given to the Strategic Director – Finance & Governance and Strategic Director – Economy & Transformation in

consultation with the Leisure & Health Manager and Portfolio Holder for Public Services to undertake the selection exercise in accordance with the timetable as set out at Appendix 2 of the report; and

c) the outcome of the OSP be referred to Cabinet as appropriate.

Councillor J. Kennaugh seconded the motion

A vote was taken.

Councillor K. Kondakor and Councillor C. Watkins requested their vote against the motion be recorded.

The motion was carried.

RESOLVED that

a) the debate be noted;

b) the recommendations approved by Cabinet on 24th May remain as follows

i) the proposed selection criteria at Appendix 1 of the report be approved; and

ii) Delegated Authority be given to the Strategic Director – Finance & Governance and Strategic Director – Economy & Transformation in consultation with the Leisure & Health Manager and Portfolio Holder for Public Services to undertake the selection exercise in accordance with the timetable as set out at Appendix 2 of the report; and

c) the outcome of the OSP be referred to Cabinet as appropriate.

Chair

Finance and Public Services Overview and Scrutiny Panel - Schedule of Declarations of Interests – 2023/2024

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	B. Hammersley	County Councillor – W.C.C.	Member on the following Outside Bodies: <ul style="list-style-type: none"> • Hammersley, Smith and Orton Charity 	

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
	S. Harbison	Self Employed	Member of Conservative and Unionist Party. Member on the following Outside Bodies: <ul style="list-style-type: none"> • Astley Charity 	
	J. Kennaugh	County Councillor W.C.C. Employed by FedEx Express UK Ltd	Member of the W.C.C. Regulatory Committee Member of the Conservative Party Member of UNITE the Union Member on the following Outside Bodies: <ul style="list-style-type: none"> • EQUIP 	
	K.A. Kondakor	Electronic and Embedded Software Design Engineer (self-employed)	Unpaid Director of 100% Renewables UK Ltd Green Party (E&W)	
	M. Tromans	Warwickshire County Councillor (Galley Common) Share in a rental property in Hydes Pastures, Nuneaton	Member of WI Member of the Conservative Party	
	C.M. Watkins	Employee of Nutri Pack	Representative on the following outside bodies: <ul style="list-style-type: none"> • Nuneaton and Bedworth Community Enterprises Ltd. (NABCEL) 	

Finance and Public Services Overview and Scrutiny Panel - Schedule of Declarations of Interests – 2023/2024

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
	General dispensations granted to all members under s.33 of the Localism Act 2011			Granted to all members of the Council in the areas of: <ul style="list-style-type: none"> - Housing matters - Statutory sick pay under Part XI of the Social Security Contributions and Benefits Act 1992 - An allowance, payment given to members - An indemnity given to members - Any ceremonial honour given to members - Setting council tax or a precept under the Local Government Finance Act 1992 - Planning and Licensing matters - Allotments - Local Enterprise Partnership
	R. Baxter-Payne	Manager Brinklow Quarry Ltd, Brinklow; County Councillor - WCC	Spouse: Self-employed childminder Member of the following Outside Bodies: <ul style="list-style-type: none"> • West Midlands Combined Audit, Risk and Assurance Committee • Warwickshire Adult Social Care and Health Overview and Scrutiny Committee (substitute) 	
	D. Brown	Employed by H.M Land Registry	Regional Coordinator, Ragdoll Rescue Charity. Representative on the following Outside Bodies: <ul style="list-style-type: none"> • Exhall Education Foundation (Council appointment). 	
	L. Downs	River Bars Limited; Coventry Plus Beyond the Plane Little Caesars Donuts Limited NBBC Council Contract for market pitch	Member on the following Outside Body: <ul style="list-style-type: none"> • Hammersley, Smith and Orton Charity 	
	B. Hammersley	County Councillor – W.C.C.	Member on the following Outside Bodies: <ul style="list-style-type: none"> • Hammersley, Smith and Orton Charity 	

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
	S. Harbison	Self Employed	Member of Conservative and Unionist Party. Member on the following Outside Bodies: <ul style="list-style-type: none"> • Astley Charity 	
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NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: **Finance and Public Services Overview and Scrutiny Panel, 21st September 2023**

From: **Risk Management and Performance Officer**

Subject: **INTEGRATED PERFORMANCE REPORT - FIRST QUARTER 2023-24**

1. Purpose of Report

- 1.1 This integrated report seeks to provide appropriate performance measures, budget information and risk data for service areas within the scope of this Panel
- 1.2 The report has been adapted to reduce the volume of data (as previously reported under the former scrutiny panel arrangements) whilst still providing the Panel with sufficient information to monitor results to address issues arising

2. Format of Report

The report consists of three parts:

- 2.1 **Appendix A** shows the results available as at the end of the latest quarter:
- The first page provides a summary of financial / performance / strategic risk register data within the remit of the panel and Freedom of Information / complaints.
 - The following finance table give(s) a breakdown of budgets by service areas and the “key” ones are highlighted in bold text .
 - Subsequent pages provide more detailed information on performance in these key areas. Charts have been introduced for each indicator and “smiley / sad / neutral faces”, as appropriate, to indicate the performance trend.
 - The last page provides an overall conclusion for the key areas and, when applicable, exception reporting of performance information for the other (“non-key”) areas to ensure that Elected Members are made aware of issues / under-performance.
- 2.2 The Strategic Risk Register summary then follows (**Appendix B**). This shows the latest quarter status summary of the full register followed by the summary and current details of those risks **within the remit** of the panel.
- 2.3 Next is the latest Strategic Performance Report Executive Summary (**Appendix C**). The Strategic Performance report has been developed to provide an overview of the Council’s position using the following categories:
- Finance
 - People and Service Delivery
 - Processes
 - Improvement

The report is reviewed monthly by Management Team.
It provides concise information on positive performance, areas of improvement and where performance is on or around target - comparing to best practice, and/or target and/or previous year, as appropriate.

2.4 Freedom of Information (FOI) / Environmental Information Regulations (EIR) Requests and Complaints

Members have requested summaries of the (anonymised) details of FOI / EIR requests and Complaints outside of their relevant response timescales - these are shown at **Appendix D** and **Appendix E**, respectively. Please note that EIR provide a statutory right of access to environmental information held by UK public authorities.

2.5 On this occasion, the end of year finance outturn 2022/23 is provided (**Appendix F**), as it was not available in time for the fourth quarter 2022/23 report.

3. Regulation of Investigatory Powers Act (RIPA) 2000 (covert surveillance)

An inspection report by the Office of Surveillance Commissioners highlighted the following recommendation:

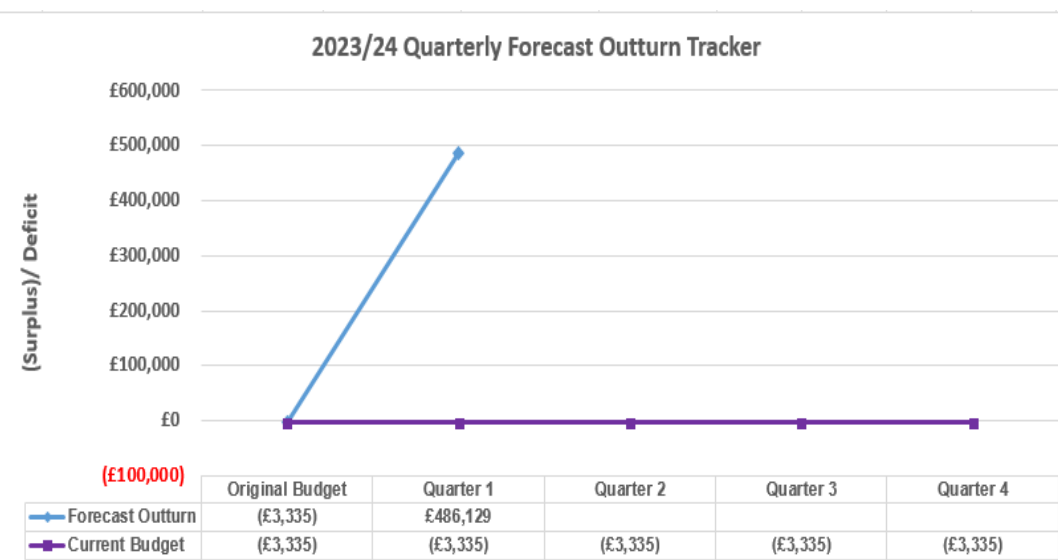
“The importance of keeping the elected Councillors aware of any activity [or non-activity] under RIPA was appreciated and it was accepted that a minimal observation would be incorporated at regular intervals into officer’s reports”

Consequently, Elected Members should be aware that, as at the end of this quarter, there have been no surveillance operations.

4. Recommendations

The panel is asked to scrutinise the performance information contained in this report and make any recommendations to the relevant Cabinet portfolio holder.

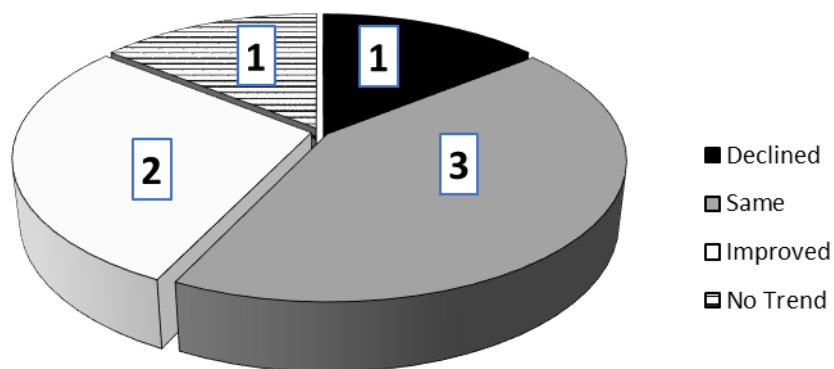
STEVE GORE



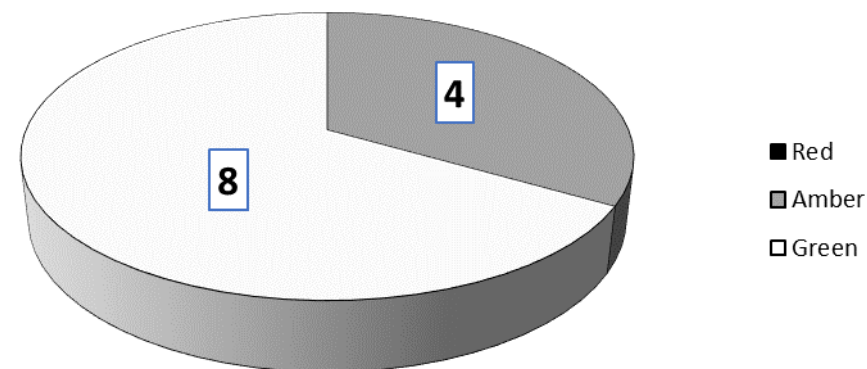
Freedom of Information (FOI) / Environmental Information Regulations (EIR) Requests and Complaints Summary

	Number Received	Completed	Late	Outstanding
FOI / EIR Request (20-day target)	200	198	34	2
Complaints (10-day target)	418	414	50	4

Performance Indicators / Measures Summary



Strategic Risk Register Summary - Finance and Public Service OSP



FINANCE AND PUBLIC SERVICE OSP FINANCIAL SUMMARY (GENERAL FUND)

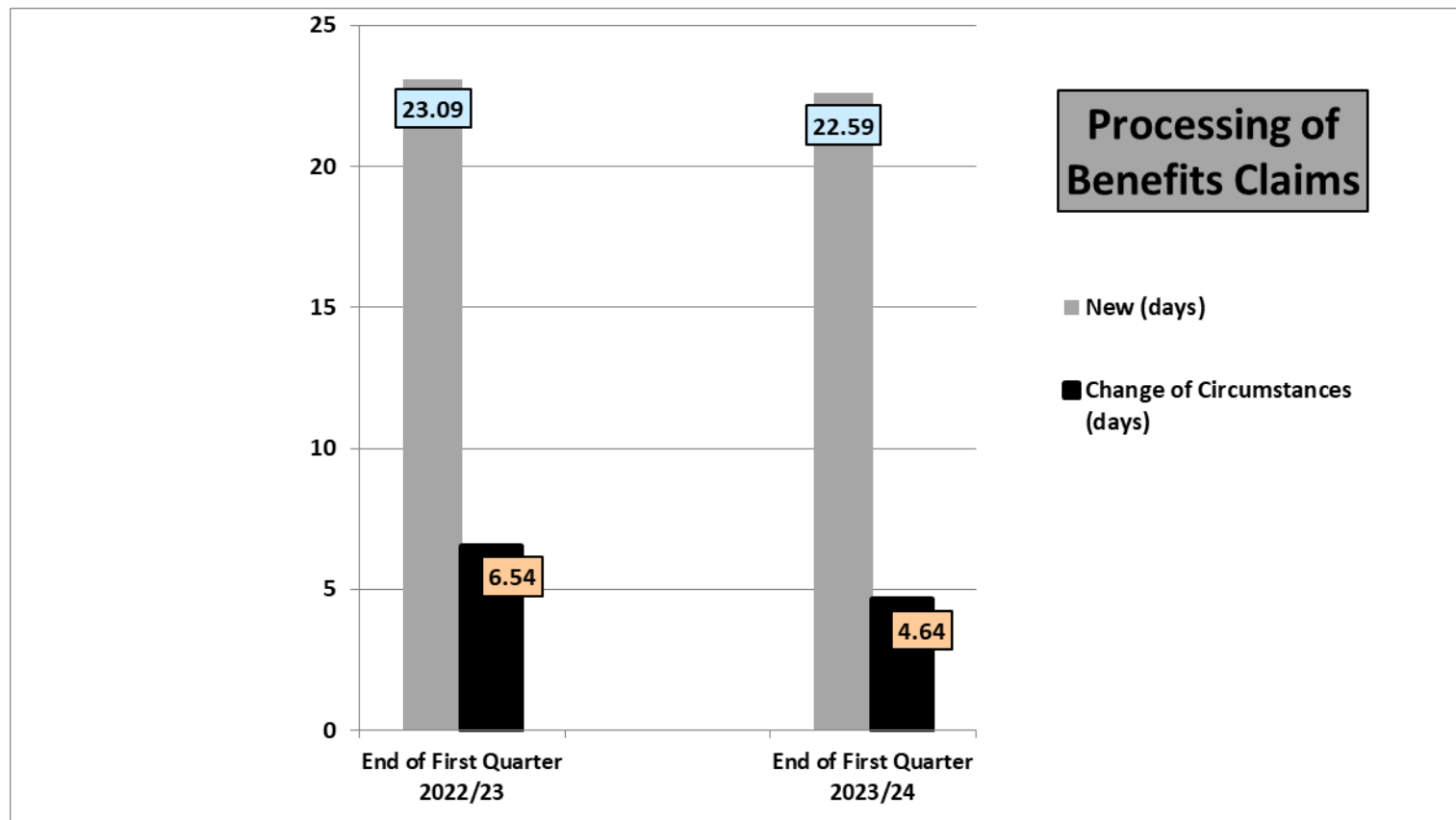
	2022/23 Outturn £	2023/24 Current Budget £	2023/24 Current Forecast £	2023/24 Forecast Variance £
<u>FINANCE & CORPORATE</u>				
RENT ALLOWANCES	268,016	357,142	357,142	-
RENT REBATES	1,596,212	1,053,427	1,053,427	-
ELECTORAL REGISTRATION	220,322	181,820	207,192	25,372
ELECTION EXPENSES	299,670	299,720	156,276	(143,444)
EQUAL OPPORTUNITIES	34,259	34,050	34,050	-
EMERGENCY PLANNING	48,694	26,120	26,120	-
DEMOCRATIC REPRESENTATION AND MANAGEMENT	708,310	691,889	691,889	-
REVENUES	772,642	612,666	612,666	-
COUNCIL TAX BENEFITS	314,558	161,435	161,435	-
CORPORATE MANAGEMENT	680,103	1,070,875	1,070,875	-
MAYORALTY	35,617	38,420	38,420	-
	4,978,402	4,527,564	4,409,492	(118,072)
<u>PUBLIC SERVICES</u>				
REFUSE & CLEANSING	3,943,299	4,040,885	4,103,795	62,910
RECYCLING	1,256,082	1,268,101	1,722,142	454,041
COMMUNITY RECREATION	1,201,385	1,298,041	1,298,041	-
SPORTS DEVELOPMENT	208,199	217,077	224,909	7,832
CIVIC HALL	587,911	304,435	304,435	-
MUSEUM	381,269	307,463	338,236	30,773
ARTS DEVELOPMENT	7,142	51,030	51,030	-
LICENCES	58,988	41,727	89,891	48,164
COMMUNITY CENTRES	215,507	65,699	65,699	-
	7,859,781	7,594,458	8,198,178	603,720

	2022/23 Outturn £	2023/24 Current Budget £	2023/24 Current Forecast £	2023/24 Forecast Variance £
<u>BUSINESS & REGENERATION TOTAL</u>	1,324,868	1,920,663	1,920,261	(402)
<u>HEALTH & ENVIRONMENT TOTAL</u>	3,026,012	3,206,900	3,226,123	19,223
<u>HOUSING & COMMUNITIES TOTAL</u>	1,374,560	1,555,977	1,752,917	196,940
<u>PLANNING & REGULATION TOTAL</u>	(563,464)	(224,928)	(472,368)	(247,440)
CENTRAL SUPPORT SERVICES	-	-	35,495	35,495
PORTFOLIOS	18,000,158	18,580,634	19,070,098	489,464
CENTRAL PROVISIONS	898,662	1,235,500	1,235,500	-
DEPRECIATION & IMPAIRMENT	(3,096,624)	(3,096,530)	(3,096,530)	-
TREASURY MANAGEMENT	(57,700)	653,120	653,120	-
CAPITAL FINANCING	946,810	470,000	470,000	-
CONTRIBUTIONS TO/ (FROM) EARMARKED RESERVES	(2,368,124)	(936,251)	(936,251)	-
COUNCIL NET EXPENDITURE	14,323,182	16,906,473	17,395,937	489,464
FUNDING				
COUNCIL TAX	(9,743,704)	(10,039,237)	(10,039,237)	-
NEW HOMES BONUS	(644,711)	(1,361,266)	(1,361,266)	-
BUSINESS RATES RETENTION	(2,765,019)	(5,124,733)	(5,124,733)	-
OTHER GRANTS	(423,384)	(143,405)	(143,405)	-
(SURPLUS)/DEFICIT FROM COLLECTION FUND	(49,720)	(241,167)	(241,167)	-
TOTAL FUNDING	(13,626,538)	(16,909,808)	(16,909,808)	-
(SURPLUS)/ DEFICIT	696,644	(3,335)	486,129	489,464

Rent allowances and Rent rebates – (Finance & Public Services OSP)

Budget 2023/24 £'000	First Quarter Outturn £'000	End of Year Forecast £'000	Comments	Trend
1,410,569	(2,177,953)	1,410,569		☹️

Main measures of performance: **Processing of Benefits Claims**

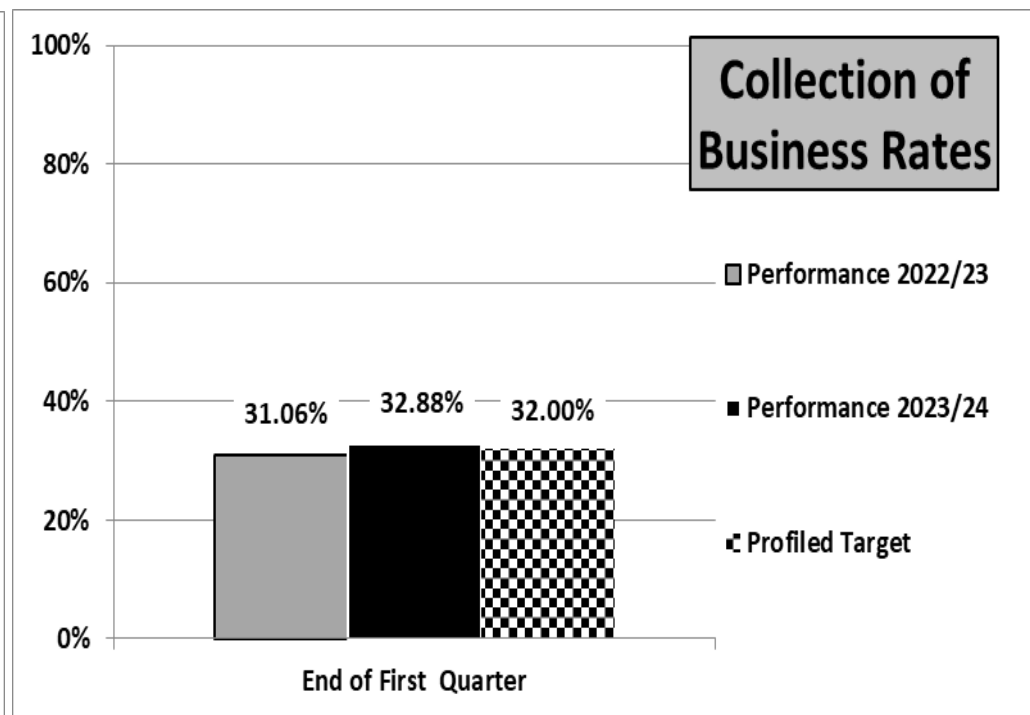
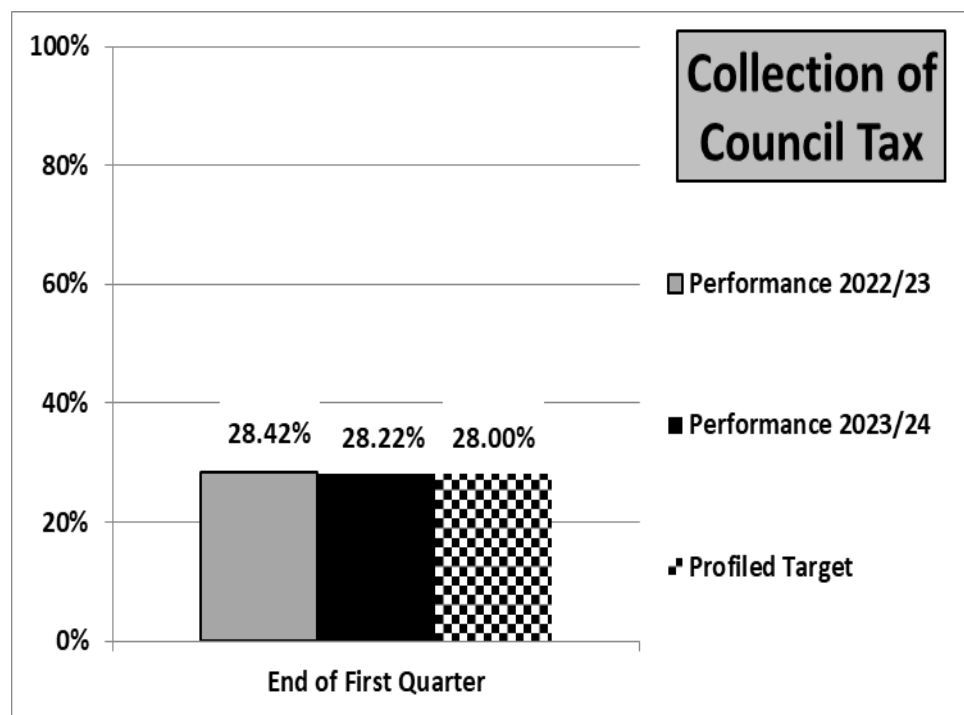


Measure details	End of End of First Quarter Performance 2023/24 (2022/23)	Comments	Trend
New Claims	22.59 days (23.09 days)	Low is good performance. 22 days and below is the current benchmark for good performance. Trend reflects within tolerance (2.50%) of performance at the end of the first quarter 2022/23.	☹️
Change of Circumstances Claims	4.64 days (6.54 days)	Low is good performance. 9 days and below is the current benchmark for good performance.	😊

Revenues – (Finance & Public Services OSP)

Budget 2023/24 £'000	First Quarter Outturn £'000	End of Year Forecast £'000	Comments	Trend
612,666	(63,614)	612,666		☹️

Main measures of performance: *Council Tax and Business Rates Collection*

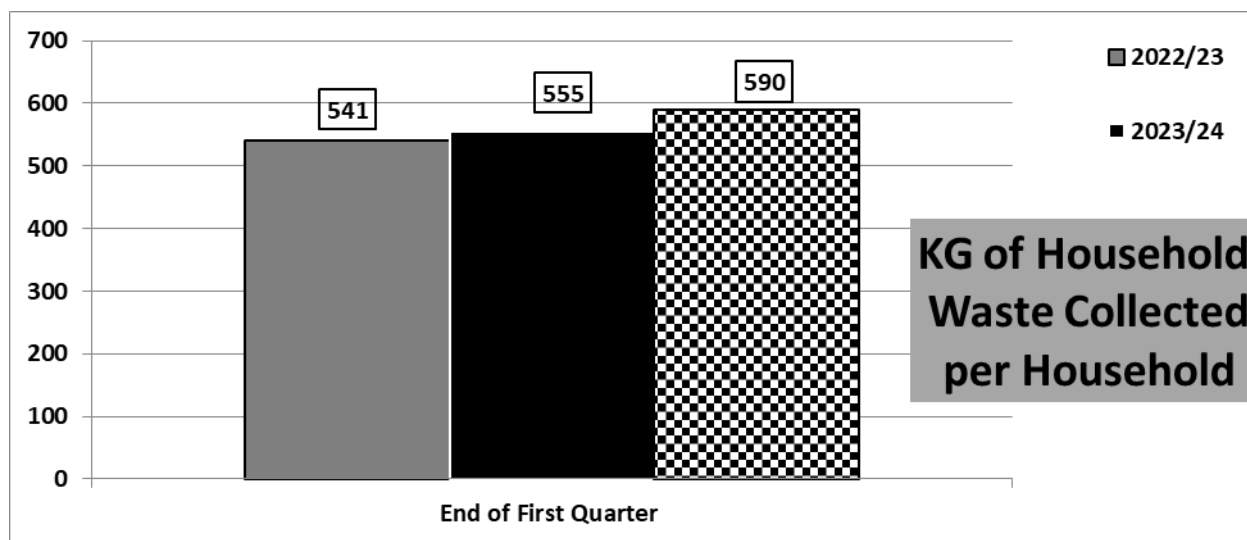


Measure details	End of First Quarter Performance 2023/24 (2022/23)	Comments	Trend
Council Tax Collection	28.22% (28.42%)	The profiled target for the end of the first quarter 2023/24 is 28%.The trend indicator reflects within tolerance (2.50%) of 2022/23 performance.	☹️
Business Rates Collection	32.38% (31.06%)	The profiled target for the end of the third quarter 2023/24 is 32%.	😊

Refuse & Street Cleansing – (Finance & Public Services OSP)

Budget 2023/24 £'000	First Quarter Outturn £'000	End of Year Forecast £'000	Comments	Trend
4,040,885	902,244	4,103,795	£117k of agency costs and £73k salaries which look overspent as vacancy savings not visible due to forecasting of the pay award. (£34k) savings in fuel due to price drop since budget setting. (£20k) increased income from additional cleansing works carried out. (£55k) increased income from developers contributions and bin sales. (£18k) increased income from enforcement profit share.	☹️

Main measure of performance: ***Kg of Household Waste Collected per Household***

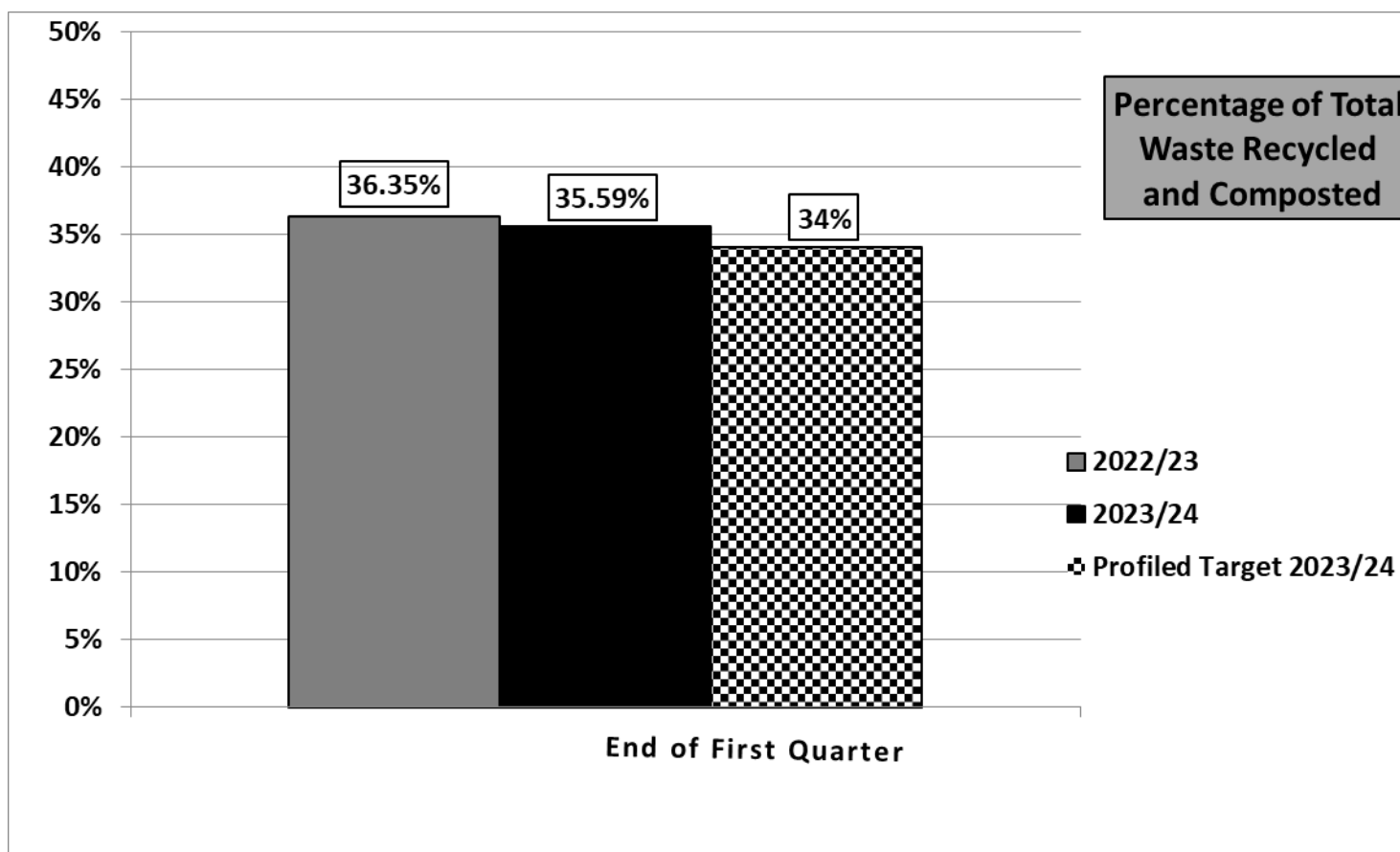


Measure details	End of First Quarter Performance	Comments	Trend
2022/23	541Kg	Low is good performance. The annual target range for 2023/24 is 543 - 590Kg. Normally reported one month in arrears of other performance data, but the end of June data is available in time for this report.	☹️
2023/24	555Kg		

Recycling – (Finance & Public Services OSP)

Budget 2023/24 £'000	First Quarter Outturn £'000	End of Year Forecast £'000	Comments	Trend
1,268,101	(£273,923)	1,722,142	£340k reduced recycling income, due to material price plummeting after budget setting. £194k increased contract cost from CCC for kerbside recycling (informed after budget setting). (£130k) savings on recycling processing contract. (£26k) vacancy savings offset by £76k agency costs.	☹️

Main measure of performance: **Percentage of Total Waste Recycled and Composted**



Measure details	End of First Quarter Performance	Comments	Trend
2022/23	36.35%	The profiled target range for 2023/24 is 34 – 41%. Normally reported one month in arrears of other performance data, but the end of June data is available in time for this report. Trend reflects within tolerance (2.50%) of 2022/23 performance.	☹️
2023/24	35.59%		

Civic Hall – (Finance & Public Services OSP)

Budget 2023/24 £'000	First Quarter Outturn £'000	End of Year Forecast £'000	Comments	Trend indicator
304,435	16,178	304,435		☹️

*Main measures of performance: **Satisfaction with Council-Promoted Shows***

Measure details	End of First Quarter Performance	Comments	Trend indicator
2022/23	No data	The Civic Hall has been closed in relation to shows since the Covid-19 pandemic initial lockdown. Consequently, it is intended that this measure be removed from this report from the second quarter 2023/24.	
2023/24	No data		
Target	95%		

Summary / Exception Reporting:

Finance data - There are no other areas of particular concern other than those commented on above.

The performance indicator trend data shows that 2 of the 7 key indicators have improved, 1 has declined, 3 stayed the same and 1 indicator has no trend comparison.

NBBC Strategic Risk Register Summary

First Quarter 2023/24

The total number of 'live' risks is now 18, as a new risk has been added (R26 - Non-compliance with Department of Work and Pensions (DWP) data use guidelines). At the end of June 2023, the breakdown according to net risk is:

- "Net red" 2 (11%)
- "Net amber" 5 (28%)
- "Net green" 11 (61%)

Therefore, 16 (89%) risks are deemed "satisfactorily managed".

Hence, the 'traffic light' reporting position is "Green".

The "net red" risks are:

- R1 - Potential failure to provide adequate accommodation to meet the needs of the borough with consequent impact on the lives of residents
- R4 - Failure to maintain the economic vibrancy of the borough / town centres

Finance and Public Services OSP Risks

There are now twelve strategic risks within the remit of the panel. Four are "net amber" and eight are "net green". Details of these risks are shown below.

NBBC Strategic Risk Register

Current Version: 20th July 2023

Finance and Public Services OSP Risks

Risk Level Indicator Matrix and Descriptors

Key

Green	Green (acceptable)
Amber	Amber (tolerable)
Red	Red (unacceptable)

Likelihood

4	4	8	12	16
3	3	6	9	12
2	2	4	6	8
1	1	2	3	4
	1	2	3	4

Impact

Likelihood

- 4: **Very High** – occurrence is most likely or has already happened and will do so again if control measures are not introduced
- 3: **High** – occurrence is anticipated within the next 12 months
- 2: **Significant** – occurrence is probable in the next 3 years
- 1: **Low** – foreseeable, but not probable in the next 3 years

	Level of Impact	Service Delivery	Financial / Legal	Reputation / Community
4	Major	<ul style="list-style-type: none"> • A service delivery failure causes significant hardship to people for a period of 3 to 4 weeks or more or 1 week for anyone that is vulnerable, or failure to meet a nationally mandated deadline • Loss of major stakeholder/partner. • Adverse outcome of a serious regulatory enquiry 	<ul style="list-style-type: none"> • Financial loss over £400,000 • Serious risk of legal challenge 	<ul style="list-style-type: none"> • Sustained adverse TV/radio coverage • Borough wide loss of public confidence • Major damage to local environment, health and economy • Multiple loss of life
3	Serious	<ul style="list-style-type: none"> • A service delivery failure causes significant hardship for a period of 2 to 3 weeks or 3 to 7 calendar days for vulnerable people • Formal regulatory inquiry • Loss of a key partner or other partners 	<ul style="list-style-type: none"> • Financial loss between £200K and £399K • High risk of successful legal challenge 	<ul style="list-style-type: none"> • Significant adverse coverage in national press or equivalent low national TV coverage • Serious damage to local environment, health and economy • Extensive or multiple injuries &/or a fatality
2	Moderate	<ul style="list-style-type: none"> • A service delivery failure causes significant hardship for 1 to 2 weeks or 1 -2 calendar days for vulnerable people • Loss of a significant non-key partner • Legal concerns raised • Loss of employees has moderate effect on service provision 	<ul style="list-style-type: none"> • Financial loss between £50K and £199K • Informal regulatory enquiry 	<ul style="list-style-type: none"> • Significant adverse coverage in local press or regional TV • Large number of customer complaints • Moderate damage to local environment, health and economy • Moderate injuries to an individual
1	Low	<ul style="list-style-type: none"> • Disruption to services for up to 1 week • Minor legal implications • Loss of employees not significantly affecting service provision 	<ul style="list-style-type: none"> • Financial loss up to £49K 	<ul style="list-style-type: none"> • Minor adverse media coverage • Minor environmental, health and economy damage • Minor increase in number of customer complaints • One or more minor injuries to an individual

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
NET AMBER RISKS							
R9	<p>Failure to effectively manage Health, Safety & welfare arrangements to limit the potential for accidents and financial penalties</p> <p>NOTE: See also R20, Pandemic – services, social and economic implications</p>	High / Major (RED)	<p>1. Health and Safety Co-ordinators Group (HASCOG).</p> <p>2. Health & Safety policies & procedures.</p> <p>3. Risk assessments and safe systems of work.</p> <p>4. Mandatory Health & Safety training.</p> <p>5. Designated Corporate Health and Safety Officer.</p> <p>6. Compliance software system (NSHARE).</p>	<p>1: Strategic Director (P&S)</p> <p>2, 4, 5 and 6: Head of Safety and Environmental Health</p> <p>3: Strategic Directors</p>	Significant / Major (AMBER)	<p>1& 2. HASCOG minutes.</p> <p>3. HASCOG minutes and review / audit of NSHARE.</p> <p>4. Training Records</p> <p>5. Officer in place.</p> <p>6. System in place.</p>	Strategic Director (P&S) / PH – F&C / FPS OSP

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
			<p><u>Planned:</u></p> <p>1. Implement actions from Internal Audit report.</p> <p>2. Fully implement new compliance software system (NSHARE).</p> <p>3. Develop effective reporting and assurance for Management Team.</p> <p>4. Corporate review of Health and Safety arrangements implemented.</p>	<p>1: Head of Health and Safety (Housing)</p> <p>2: Head of Safety and Environmental Health</p> <p>3: Strategic Director (P&S)</p> <p>4: Strategic Director (P&S)</p>		<p>1. HASCOG Meeting minutes.</p> <p>2. I.T. system fully implemented.</p> <p>3. Management Team reports and minutes.</p> <p>4. New teams in Housing and Safety and Environmental Health in place.</p>	

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
			<p>5. External risk review of Health and Safety arrangements (January 2023) and formulate action plan.</p> <p>6. Review of HASCOG terms of reference and attendance by Assistant Directors.</p> <p>7. Annual statement for Health and Safety assurance.</p>	<p>5: Strategic Director (P&S / Head of Safety and Environmental Health)</p> <p>6: Assistant Director (Environment and Enforcement)</p> <p>7: Assistant Director (Environment and Enforcement)</p>		<p>5. Risk consultancy report.</p> <p>6. HASCOG minutes.</p> <p>7: Audit and Standards Committee minutes.</p>	

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
R16	"Cyber" crime or attack	High/ Major (RED)	<p>1. Anti-virus, managed firewall, security patches and robust back-up procedure updated weekly.</p> <p>2. Awareness training sessions held throughout the year.</p> <p>3. Monthly e-communication from Cyber Crime Officer (WCC).</p> <p>4. Public Services Network (PSN) annual compliance certification</p>	<p>1: ICT Client Manager</p> <p>2 & 3: Strategic Director (E&T)</p> <p>4: ICT Client Manager</p>	Significant / Major (AMBER)	<p>1. PSN certification in place</p> <p>2. Training programme and attendance records.</p> <p>3. Monthly e-communication.</p> <p>4. PSN certification in place</p>	Strategic Director (E&T) / PH – F&C / FPS OSP

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
			<p><u>Planned:</u></p> <p>1. “Cyber Essentials” certification application to be resubmitted pending Cyber security and risk review.</p> <p>2. Test internal e-mail security.</p> <p>3. Post “Azure” migration, LGA cyber security peer review to be undertaken.</p> <p>.</p>	<p>1-3: ICT Client Manager</p> <p>:</p>		<p>1. Certificate in place.</p> <p>2. Report to Management Team.</p> <p>3. Peer review report.</p>	

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
R20	Pandemic – service, social and economic implications	Very High/ Major (RED)	<p>1. Corporate Business Continuity Plan.</p> <p>2. Business Continuity Plans (BCP).</p> <p>3. Emergency Plan including regular training.</p> <p>4. Risk assessment in place to address and co-ordinate the safe delivery of (revised) services / working arrangements.</p>	<p>1: Chief Executive</p> <p>2: Chief Executive / Strategic Directors</p> <p>3: Strategic Director (E&T)</p> <p>4: Head of Health and Safety and Environmental Health</p>	Significant / Major (AMBER)	<p>1. Plan in place.</p> <p>2: Plans in place.</p> <p>3. Plan in place / training records.</p> <p>4. Risk assessment in place.</p>	Management Team / PH - Cabinet / FPS OSP

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
			<p>5. Pandemic response and recovery:</p> <ul style="list-style-type: none"> • Incident Management Team • Implement responsibilities linked to Civil Contingencies Act <p>6. Implement directives from Central Government, as required.</p> <p>7. Effective and timely communication systems (employees, Elected Members, public and media).</p> <p>8. Encourage employees to take up vaccination offers.</p>	5 - 9: Chief Executive.		<p>5. Terms of reference / meeting minutes:</p> <p>6. Regular completion of pro forma returns to Government.</p> <p>7. E-mail and public / media communications / bulletins.</p> <p>8. Employee newsletters and bulletins.</p>	

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			<p><u>Planned:</u></p> <p>1. Update Emergency / Business Continuity Plans.</p>	1: Management Team		1. Plans in place.	

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R25	Noncompliance with s10(1) of the Freedom of Information Act 2000 / General Data Protection Regulations (GDPR) resulting in penalties applied by the Information Commissioner's Office	Very high / major (RED)	<p><u>Freedom of Information</u></p> <p>1.Monthly FOI reports to senior managers.</p> <p>2.Dash Customer Service Workflow application used to manage outstanding cases.</p> <p>3.Email alerts on receipt of new requests.</p> <p>4.Nominated officers in some service areas to monitor outstanding requests.</p> <p>5.Workflow process regularly reviewed and updated if necessary.</p>	<p>1: Assistant Directors</p> <p>2: Strategic Director (E&T)</p> <p>3: Strategic Director (E&T)</p> <p>4: Chief Executive / Strategic Directors</p> <p>5-6: Information Management Group (IMG)</p>	Significant / major (AMBER)	<p>1.Reports.</p> <p>2.Dash application.</p> <p>3.Emails.</p> <p>4.Nominated Officers.</p> <p>5.Request reports.</p>	Management Team / PH – F&C / FPS OSP

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
			<p>6. Regular targeted training on meeting FOI request deadlines.</p> <p>7. Nominated employees to monitor and manage FOI / EIR requests.</p> <p>8. Qualified DPO co-ordinating information in line with the Freedom of Information Act 2000</p> <p><u>Planned</u></p> <p>1.Refresher training for Senior Managers.</p>	<p>7: Strategic Director (E&T)</p> <p>8: Strategic Director (E&T)</p> <p>1: Management Team</p>		<p>6.Training records.</p> <p>7. Officer in place.</p> <p>8. Officer in place.</p> <p>1.Senior Management Team minutes / training records.</p>	

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
			<p><u>General Data Protection Regulations (GDPR)</u></p> <p>1. Corporate Information Governance Group (CIGG) / Information Management Group.</p> <p>2. Use of an accredited contractor to dispose of electrical equipment (including IT equipment). The contractor guarantees data destruction & provides certification accordingly.</p> <p>3. Compliance with Public Services Network Code of Connection (PSN Co-Co).</p>	<p>1: Audit & Governance Manager</p> <p>2: Strategic Director (E&T)</p> <p>3: Strategic Director (E&T)</p>		<p>2. Contractor agreement and meetings minutes</p> <p>3. Annual PSN Compliance Certification / "Cyber Essentials Scheme" certification (see also risk R16)</p>	

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
			<p>4. Senior Information Risk Owner (SIRO) and Deputy appointed.</p> <p>5. Information Governance Framework/ ICT Code of Conduct for Employees/Member Protocol for the Use of IT Resources.</p> <p>6. Appointment of Data Protection Officer (DPO) in line with Data Protection regulations.</p> <p>7. Data audit and publication of privacy notices.</p> <p>8. External Audit undertaken (Information Security Advice Limited).</p>	<p>4: Strategic Director (E&T)</p> <p>5: Audit and Governance Manager.</p> <p>6: Audit and Governance Manager.</p> <p>7: Audit and Governance Manager.</p> <p>8: Audit and Governance Manager.</p>		<p>4. SIRO's Job Description</p> <p>5. Individual Cabinet Member Decision</p> <p>6. DPO in place.</p> <p>7. Audit records (records of processing activity)/notices on council website.</p> <p>8. Report in place.</p>	

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			<p>9. Data Protection training available on Delta to be reviewed to ensure that it is up to date and appropriate</p> <p>10. Data breach monitoring report to be developed and monitored by the Corporate Governance Group</p> <p><u>Planned:</u></p> <p>1. Data Protection policy to be updated</p> <p>2. Data Protection information to be made available to employees via the new Intranet when available</p> <p>3. Information asset register to be reviewed annually</p>	<p>9: DPO and Training Officer</p> <p>10: Audit and Governance Manager and DPO</p> <p>1: DPO</p> <p>2: DPO</p> <p>3: Information asset owners</p>		<p>9. Delta training records.</p> <p>10. Monitoring report</p> <p>1. Policy approved.</p> <p>2. Intranet.</p> <p>3. Asset registers</p>	

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			4.Data protection and Freedom of Information Act training for Senior Managers 5. Refresh of Corporate Information Governance Group (CIGG) / Information Management Group.	4: DPO 5: Audit & Governance Manager		4. Senior Manager meeting records. 5.Meetings minutes	

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NET GREEN RISKS							
R3	<p>A major NBBC contractor or supplier cannot deliver a service as planned or ceases trading / failure to comply with requirements for procuring goods and services</p> <p>NOTE: See also risk R20, Pandemic – services, social and economic implications</p>	Significant / Major (AMBER)	<p>1. Legally binding contract documentation.</p> <p>2. Contract monitoring activities.</p> <p>3. Procurement process that is in place and regularly reviewed as defined by contract procedure rules. On-going supplier monitoring including credit check.</p> <p>4. On-going financial check (key contracts).</p>	<p>1: Assistant Director (Democracy and Governance)</p> <p>2: Respective Strategic Directors</p> <p>3&4: Assistant Director (Democracy and Governance)</p>	Low / Major (GREEN)	<p>1. Tender documents, contract conditions and legal documentation.</p> <p>2. Minutes of meetings with contractors.</p> <p>3. Latest version of Contract Procedure Rules.</p> <p>4. Records of processed invoices.</p>	Management Team / PH – F&C / FPS OSP

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			5. In-house Corporate Governance training.	5&6: Audit & Governance Manager		5. Records of in-house governance training.	
			6. Internal audit.			6. Internal Audit reports.	
			7. External legal advice.	7: Legal Services Manager		7. Records of legal advice.	
			8. Designated Strategic Procurement Team.	8: Strategic Director (F&G)		8. Team in place / training and contract support records.	
			9. Pay suppliers promptly to aid cash flow.	9: Strategic Director (F&G)		9. Regular payments performance reports.	
			10. Consideration of provision of service by NABCEL.	10: Strategic Directors (F&G) and (H&CS)		10. Business Cases / Cabinet reports.	

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
			<p>11. Contractors required to provide Parent Company Guarantee &/or performance bond, as required.</p> <p>12. Compliance with Cabinet Office Public Procurement Policy Notes (PPNs).</p> <p>13. Formal agreement in place for the Leisure Management Contract.</p> <p><u>Planned:</u></p> <p>1. Review of Contract Procedure Rules.</p>	<p>11: Strategic Director (F&G)</p> <p>12: Assistant Director (Democracy and Governance)</p> <p>13: Strategic Director (PS)</p> <p>1: Strategic Director (F&G) / Audit and Governance Manager</p>		<p>11.Tender documents, contract conditions and legal documentation</p> <p>12. Creditors and Procurement records.</p> <p>13. Contract in place.</p> <p>1. Updated procedure rules.</p>	

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			2. Monitoring of materials supply and prices data.	2: Assistant Director (Democracy and Governance)		2. Minutes of Corporate Governance Group.	

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R7	<p>Breakdown of Council services due to an emergency or significant incident.</p> <p>NOTE: See also R20, Pandemic – services, social and economic implications</p>	Low/Major (AMBER)	<p>1. Corporate Business Continuity Plan.</p> <p>2. Emergency Plan including regular training.</p> <p>3. Shared service Emergency Planning Officer in place.</p> <p>4. Flexibility of working at Town Hall or Gresham Road Depot.</p> <p>5. Head of People and Culture appointed as strategic lead officer for emergency planning from April 2022.</p>	<p>1: Management Team</p> <p>2: Management Team</p> <p>3: Strategic Director (E&T)</p> <p>4: Strategic Director (E&T)</p> <p>5: Strategic Director (E&T)</p>	Low/ Serious (GREEN)	<p>1. Plan in place.</p> <p>2: Plan in place.</p> <p>3. Joint Emergency Planning Officer (JEPO) two-year work streams plan.</p> <p>4. Availability of locations.</p> <p>5. Officer in post.</p>	Chief Executive and Strategic Director (E&T) / PH - Leader & Cabinet / FPS OSP

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			6.Introduce Business Continuity Planning policy.	6: Strategic Director (E&T)		6. Policy in place.	
			7. Updated Emergency Plan.	7: Strategic Director (E&T) and Joint Emergency Planning Officer (shared service)		7. Plan in place.	
			8. "Cloud"-based service replacing server rooms in council buildings.	8: Director (C&CS) and Joint Emergency Planning Officer (shared service)			

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			<p><u>Planned:</u></p> <p>1. Update Business Continuity Plans.</p> <p>2. Explore options to mitigate power outages.</p> <p>3. Training sessions on new Emergency Plan by end of June 2023.</p> <p>4. Refresh of Business Continuity Plans for each Directorate.</p>	<p>1: Strategic Directors</p> <p>2&3: Strategic Director (E&T)</p> <p>4:Head of People and Culture</p>			

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R10	Failure to effectively manage the Council's finances	V. High / Serious (RED)	<p>1. Regular monthly monitoring of budgets including Cabinet reporting.</p> <p>2. Adequate level of reserves held to manage fluctuations. Section 151 assurance statement on budget proposals.</p> <p>3. Housing Revenue Account Business Plan.</p> <p>4. Updated Medium-Term Financial Plan.</p>	Management Team (all) unless stated	Low / Moderate (GREEN)	<p>1 & 6. Strategic Performance Management Report to Management Team and Scrutiny panels / Corporate Governance Group minutes.</p> <p>2. Reserves maintained and kept under review / S151 Officer's annual Assurance Statement on reserves.</p> <p>3. Internal / External audit / annual Cabinet report.</p> <p>4. Cabinet / Full Council minutes.</p>	Chief Executive & Strategic Director (F&G) – Section 151 Officer / PH – F&C / FPS OSP

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
			<p>5. Strategic Risk Register maintenance and review.</p> <p>6. Financial and HRA risk assessments.</p> <p>7. Effective / robust internal and external audit.</p> <p>8. Quarterly reporting to Audit and Standards Committee.</p> <p>9. Financial and contract procedure rules and associated regular training.</p> <p>10. Regular budget holder training for officers and Elected Members.</p>			<p>5. Document controlled Strategic Risk Register.</p> <p>6. HRA Business Plan and budget reports.</p> <p>7. Audit reports.</p> <p>8. Audit and Standards Committee reports.</p> <p>9. Internal / External audit reports / training records.</p> <p>10. Training records.</p>	

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			11. Level of reserves reviewed as part of annual budget setting process.	11: Strategic Director (F&G)		11. Cabinet report.	
			12. Adherence to CIPFA Financial Management Code.	12: Strategic Director (F&G)		12. Self-assessment document.	
			13. Director (F&E), Section 151 Officer in post.	13: Chief Executive		13..Member-led appointment process completed.	
			14. Ensure the Council maintains the latest version of financial software (Agresso	14: Strategic Director (F&G)		14.Software in place.	
			15. Migration of Revenues & Benefits System using cloud-based technology.	15: Strategic Director (F&G)		15.Migration completed.	

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			<p>16. NDR Refunds - Valuation Office Agency provisions in place.</p> <p>17. Warwickshire Business Rates Pool</p> <p><u>Planned:</u></p> <p>1. Multi-year capital budget and funding monitoring.</p>	<p>16: Strategic Director (F&G)</p> <p>17: Strategic Director (F&G)</p> <p>1: Strategic Director (F&G)</p>		<p>16. Refunds applied.</p> <p>17. County Council regular reports.</p> <p>1. Cabinet / Council reports.</p>	

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R11	Nuneaton and Bedworth Community Enterprises Ltd. (NABCEL) gives rise to unplanned liabilities	Significant / Serious (AMBER)	<p>1. NABCEL Board.</p> <p>2. Articles of Association adopted.</p> <p>3. Each new business activity for NABCEL is supported by a robust business case that must be approved by the NABCEL Board.</p> <p>4. Appropriate and effective policies and procedures are in place and budgets are monitored regularly.</p> <p>5. Appropriate insurance cover in place.</p>	NBBC Strategic Directors / Shareholder Committee (all unless stated)	Low / Moderate (GREEN)	<p>1. Board meeting papers & minutes.</p> <p>2. Articles of association</p> <p>3. Business cases / Cabinet minutes.</p> <p>4. Policies located in records management system and budget monitoring.</p> <p>5. Insurance certification.</p>	Management Team / PH - Leader / FPS OSP

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			<p>6. External accounting support.</p> <p>7. NABCEL Internal Audit.</p> <p>8. Shareholder agreement / committee.</p> <p>9. Shareholder board member training.</p> <p>10. Effective senior management arrangements in place.</p> <p>11. Three-year Business Strategy.</p>			<p>6. External Account reports.</p> <p>7. NABCEL Internal Audit reports.</p> <p>8. Shareholder agreement record / minutes of Shareholder Committee meetings.</p> <p>9. Training records.</p> <p>10. New structure implemented.</p> <p>11. Strategy in place. Annual review completed.</p>	

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			<p>12. Five-year Business Plan.</p> <p>13. Annual review of Business Strategy and Business plan.</p> <p>14. Regular performance review.</p> <p><u>Planned:</u></p> <p>1. Implement appropriate recommendations for NABCEL governance structure.</p> <p>2. Review growth model and establish a financial strategy.</p>	<p>14: NABCEL Board Chair</p> <p>1: Strategic Director (E&T)</p> <p>2: Strategic Director (F&G)</p>		<p>12. Business Plan in place. Annual review completed.</p> <p>13. Updated Strategy and Plan in place.</p> <p>14. NABCEL Board minutes.</p> <p>1. External report.</p> <p>2. Plan in place.</p>	

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			3. Business Case reviewed by NABCEL client officer. 4. External audit of NABCEL.	3: Strategic Director (E&T) 4: NABCEL Board Chair		3. Approved Business Case in place. 4. Audit report.	

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R15	<p>Insufficient planning or resourcing of capital investment priorities</p> <p>NOTE: See also R4, failure to maintain economic vibrancy of the borough / town centres</p>	Significant / Serious (AMBER)	<p>1. Corporate / Strategic programme management arrangements.</p> <p>2. Asset Management Plan & Capital Strategy (5 years).</p> <p>3. Housing Revenue account (HRA) Business Plan</p> <p>4. Medium Term Financial Plan including regular review.</p>	<p>1: Chief Executive</p> <p>2: Strategic Director (F&G)</p> <p>3: Strategic Directors (H&CS) and (F&G)</p> <p>4: Strategic Director (F&G)</p>	Low / Moderate (GREEN)	<p>1. Minutes of meetings (including Strategic / HRA / ITC / Regeneration / Corporate Asset Management programme boards).</p> <p>2. Finance Manager and Strategic Director (E&T) / 3, 6 & 10. Cabinet reports.</p> <p>3. Plan and dedicated Finance Business Partner in place.</p> <p>4. Plan in place.</p>	Management Team / PH - Cabinet / FPS OSP

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			5. Acquisitions and Disposal Programme.	5: Strategic Director (E&T)		5. Programme in place.	
			6. Internal audit programme.	6: Head of Audit and Governance		6. Audit reports.	
			7. Treasury Management Strategy and Prudential Indicators.	7 & 8: Strategic Director (F&G)		7. Strategy in place / Council minutes.	
			8. Regular reporting on the multi-year Capital programme.			8. Reports.	
			9. WMCA funding for land remediation.	9: Assistant Director (Regeneration)		9. Funding received.	
			10. "Future High Streets" funding agreed.	10: Assistant Director (Regeneration)		10 & 11. Monitoring and evaluation returns and programme board minutes /	

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			11. "Towns Fund" funding agreed.	11: Assistant Director (Regeneration)		11. Funding agreement in place. Corporate programme strategic board minutes.	
			12. Monthly WMCA engagement meetings.	12: Assistant Director (Regeneration)		12. Meeting minutes / funding applications.	
			13. HRA Governance group to review operational and financial management.	13 Strategic Director (H&CS))		13. Meeting minutes.	

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			<p><u>Planned:</u></p> <p>1. Revised HRA Asset Management Plan.</p> <p>2. Review and update Capital Strategy.</p> <p>3. Review and update of the HRA Business Plan.</p> <p>4. Acquisition and Disposal programme to be monitored by Corporate Governance Group.</p>	<p>1: Assistant Director (Social Housing and Community Safety)</p> <p>2: Strategic Director (F&G)</p> <p>3: Strategic Directors (F&G) and (H&CS)</p> <p>4: Assistant Director (E&T)</p>		<p>1. Plan in place.</p> <p>2. Document in place and adopted.</p> <p>3. Revised plan in place.</p> <p>4. Corporate Governance Group meeting minutes.</p>	

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R22	Failure to deliver sub-regional recycling facility in partnership with other authorities	Low / Very High (GREEN)	<p>1. "Arm's length" company (Sherbourne Resources Ltd.) in place with Director (PS) on the board.</p> <p>2.Experienced consultants as part of project delivery team (Accountant, Solicitor, Civil Servants and Quantity Surveyor).</p> <p>3.Detailed Business Case with stress-testing of assumptions (Assessed and approved by partner authority Section 151 officer).</p> <p>4.Experienced and competent project management team appointed.</p>	1-4: Strategic Director (PS)	Low / Very High (GREEN)	<p>1.Memoranda and articles (Company House).</p> <p>2. Project management team in place / project records.</p> <p>3.Business Case in place / Council reports.</p> <p>4. Project management team in place / project records.</p>	Strategic Director (PS) / PH – PS / FPS OSP

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / STATUS</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) /OSP</u>
			<p>5.Elected Member Shareholder panel established to oversee project plan.</p> <p>6.Finance and Operational bi-monthly meetings with partners and project team.</p> <p>7.Construction and equipment contractors appointed and project commenced on site.</p> <p>8. Bi-monthly meeting of Sherbourne Resources Ltd. Board.</p> <p>9. Annual audit of accounts.</p>	<p>5: Cabinet member for Public Services</p> <p>6: Strategic Directors (PS) and (F&G)</p> <p>7: Strategic Director (PS)</p> <p>8; Strategic Director (PS)</p> <p>9: Strategic Directors (PS) and (F&G)</p>		<p>5.Panel reports and minutes.</p> <p>6.Regular meetings and reports to specific working groups with Sherbourne Resources Ltd.</p> <p>7.Regular reports to Sherbourne Resources Ltd. Board.</p> <p>8.Minutes of meetings and regularly updated project risk register.</p> <p>9.Audit report.</p>	

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / STATUS</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) /OSP</u>
			<p>10. Monitoring of supply, construction and market issues.</p> <p>11. Site visits by Cabinet and OSP scrutiny members to monitor progress.</p> <p>12. Finances and a request for an additional loan approved by Cabinet.</p>	<p>10: Strategic Directors (PS) and (F&G)</p> <p>11: Strategic Directors (PS) and (F&G)</p> <p>12: Strategic Directors (PS) and (F&G)</p>		<p>10. Accounts records / Finance meeting minutes. Update to OSP in February 2023.</p> <p>11. OSP reports.</p> <p>12: Cabinet meeting minutes 9/11/22.</p>	

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / STATUS</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) /OSP</u>
R23	Communications - disruptive adverse comment or media coverage reflecting extremely badly on the Council, impacting on the reputation of the Council and/or the Borough, resulting from failure to take appropriate communications action	Low / Moderate (GREEN)	<p>1. Communications and marketing strategy, associated protocols and plans.</p> <p>2. Media training for Directors.</p> <p>3. Additional resource for corporate communications and marketing team agreed by Cabinet</p> <p>4.LGA social media training for Elected Members.</p>	<p>1&2: Corporate Comms. and Marketing Manager</p> <p>2: Strategic Director (E&T) / Assistant Director (Central Operations)</p> <p>3: Corporate Comms. and Marketing Manager</p> <p>4: Chief Executive</p>	Low / Moderate (GREEN)	<p>1. Press releases, training, communications and marketing action plan; media statements; Media monitoring</p> <p>2.Training records.</p> <p>3.Staff in posts</p> <p>4.Training delivered in January 2022</p>	Strategic Director (E&T) / PH - Cabinet / FPS OSP

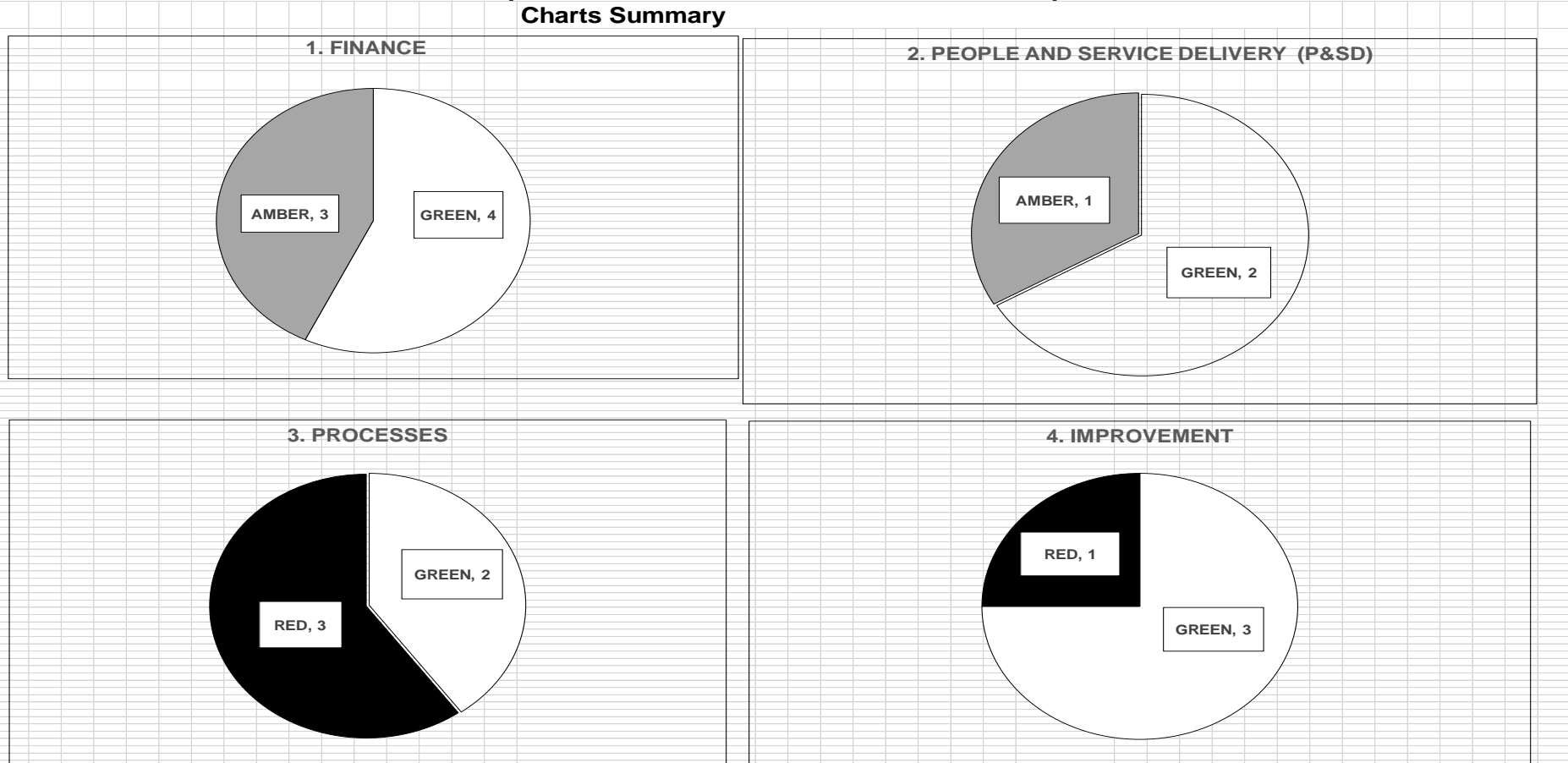
<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / STATUS</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) /OSP</u>
			<p><u>Planned</u></p> <p>1. Periodic media training for Elected Members and Senior Managers</p>	1: Corporate Comms. and Marketing Manager		1. Training records.	

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
R26	Non-compliance with Department of Work and Pensions (DWP) data use guidelines.	High / Serious (AMBER)	1. On-going system testing linked to DWP plan. . <u>Planned</u> 1.On-going audit of DWP Plan.	Strategic Director (F&G) 1: Assistant Director (Finance)	Low / Low (GREEN)	1. DWP plan. 1.Audit logging records.	Strategic Director (F&G) / PH – F&C / FPS OSP

Strategic Performance Report – Executive Summary July 2023

(Data as at the end of June 2023)

Charts Summary



RED AND AMBER MEASURES BY CATEGORY *		
CATEGORY	RED	AMBER
FINANCE	0	3
P & S D	0	1
PROCESSES	3	0
IMPROVEMENT	1	0

* = see Executive Summary narrative (areas for improvement).

Strategic Performance Report – Executive Summary July 2023

(Data as at the end of June 2023)

Positive Aspects

- The percentage of waste recycled and composted is 35.67% (profiled target range is 34% - 41%) - normally reported a month in arrears of other data
- The percentage of invoices paid on time is 98.25% at the end of June - well within the target range of 95 – 100% and compared to 96.97% in June 2022
- Agency staff spend £252,088 as at the end of June compared to £266,726 at the end of June 2022:

General Fund	£ 213,607	85%
HRA	£ 38,481	15%
Total	£ 252,088	100%

This is netted against an estimated £478K salary underspend, creating a NET underspend of £226K across the general and HRA budgets.

	Underspend	Net Underspend
General Fund	- 245,936	- 32,329
HRA	- 232,528	- 194,047
Total	- 478,464	- 226,376

NOTE: This year a 5% pay award provision has been included in the budget. As such, any actual salary/agency spend figures have been increased by 5% to give a more realistic view of the underspend.

The top three cost areas are:

DEVELOPMENT CONTROL APPLICATIONS	£47,254
FINANCE AND PROCUREMENT	£47,102
PLANNING AND PUBLIC PROTECTION	£35,481
TOTAL	£129,837 (52% of total agency spend)

Strategic Performance Report – Executive Summary July 2023

(Data as at the end of June 2023)

Positive Aspects

- Building a Better Borough monitoring is 86% (71% last quarter) against the 80% target at the end of the first quarter
- Strategic Risk Register monitoring is 89% (88% last quarter) against the 80% target at the end of the first quarter

Areas for Improvement

- **General Fund Revenue** is showing an overspend of approximately £422k compared to budget.

Increased costs for legal services within Environmental Protection of £19k which were not budgeted for. Housing and Communities are forecasting increased agency costs of £55k and reduced income for homelessness (£136k). Recycling income is reduced due to material prices plummeting (£340k) and increased contract costs from kerbside recycling (£194k), both occurring after budget setting. There are also increased agency costs of £173k. However, there is a saving (£130k) within the recycling processing contract.

There are further savings due to increased planning applications (247k) and a saving within Elections as there is no election this year (£118k).

The overspend against budget is to be funded from earmarked reserves set aside for the ongoing impact of the pandemic and financial resilience.

- **General Fund Capital Programme** is currently forecasting an underspend variance of approximately £22m. The underspend is predicted due to Bedworth Physical Activity Hub being on hold at present. This situation will be monitored.
- Rent collection is 93.57% against the 95.78% target at the end of June 2023
- Processing of new benefits claims is 22.59 days (23.32 days last month) against the good performance benchmark of 22 days at the end of June
- Working days lost to short term sickness absence is 0.93 days per full time equivalent (FTE) against the profiled target of 0.87 days/FTE at the end of June

Strategic Performance Report – Executive Summary July 2023

(Data as at the end of June 2023)

Areas for Improvement

- Working days lost to long term sickness absence is 1.61 days per full time equivalent (FTE) against the profiled target of 1.31 days days/FTE at the end of June
- Short term return to work interview compliance is 78.24% within 3 days (67.37% last month). The average time to complete all interviews is 4.45 days (4.84 days last month).

Breakdown of Short Term Return to Work Interview Compliance

DIRECTORATE	COMPLIANCE WITHIN 3 DAYS (ROLLING MONTHS)	DAYS TO COMPLETE ALL INTERVIEWS (ROLLING MONTHS)
Chief Executive	100%	0.23
Finance and Governance	74.08%	5.31
Economy and Transformation	57.14%	5.71
Housing and Community Safety	84.89%	2.11
Public Services	54.17%	6.02

- Health and Safety Monitoring is 70% (80% last quarter) against the 80% target at the end of the first quarter – issues relate to: Asbestos (communal areas reinspection), recycling and refuse and cleansing monitoring targets not met and timely accident reporting (more than 10% are over the 10 day reporting target).

NOTE

There are 19 performance indicators within the Strategic Performance Report, reported by exception with performance being on or around target / good performance benchmark unless otherwise stated in this summary.

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April – June 2023 (Total of 34)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI512974830	04/05/2023	30/06/2023	41	Car Parks and Infrastructure
FI509320231	20/04/2023	09/06/2023	36	Licensing
FI506815714	11/04/2023	31/05/2023	36	Management
FI508975370	19/04/2023	07/06/2023	35	Elections
FI509092217	19/04/2023	06/06/2023	34	Environmental protection
FI523615547	13/06/2023		34	Human Resources
FI523350634	12/06/2023	27/07/2023	33	Legal
FI524169975	15/06/2023	28/07/2023	31	Benefits
FI518739379	24/05/2023	05/07/2023	30	Accounts
FI523986576	14/06/2023	25/07/2023	29	Council Property
FI506621979	11/04/2023	19/05/2023	28	Food and Health
FI520099966	30/05/2023	07/07/2023	28	Food and Health

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April – June 2023 (Total of 34)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI512620358	03/05/2023	09/06/2023	27	Licensing
FI510283592	24/04/2023	31/05/2023	27	Revenues
FI516991636	18/05/2023	23/06/2023	26	Revenues
FI522056685	07/06/2023	13/07/2023	26	Private Sector Housing
FI512627906	03/05/2023	07/06/2023	25	Environmental protection
FI521001275	02/06/2023	07/07/2023	25	Accounts
FI510729783	26/04/2023	31/05/2023	25	Revenues
FI520904270	02/06/2023	07/07/2023	25	Revenues
FI505090907	04/04/2023	09/05/2023	25	Management
FI508480242	17/04/2023	19/05/2023	24	Elections
FI511282082	27/04/2023	31/05/2023	24	Car Parks and Infrastructure
FI511031181	27/04/2023	30/05/2023	23	Economic development

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April – June 2023 (Total of 34)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI511399480	28/04/2023	31/05/2023	23	Revenues
FI520903668	02/06/2023	05/07/2023	23	Revenues
FI523902969	14/06/2023	17/07/2023	23	Private Sector Housing
FI522839788	09/06/2023	12/07/2023	23	Management
FI522193351	07/06/2023	07/07/2023	22	Revenues
FI527754368	29/06/2023		22	Revenues
FI519311395	26/05/2023	27/06/2023	22	Parks and Greenspace
FI508662322	18/04/2023	17/05/2023	21	Licensing
FI522644838	09/06/2023	10/07/2023	21	Property Services
FI521490241	05/06/2023	04/07/2023	21	Parks and Greenspace

Appendix E - Complaints Outside 10 Day Response Timescale: April – June 2023 (Total of 50)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF527393029	28/06/2023	13/07/2023	11	Finance Revenues
CF511999880	01/05/2023	16/05/2023	11	Housing Property Services
CF510861626	26/04/2023	11/05/2023	11	Parks and Greenspace
CF522445076	08/06/2023	23/06/2023	11	Parks and Greenspace
CF523327399	12/06/2023	27/06/2023	11	Parks and Greenspace
CF507137998	12/04/2023	27/04/2023	11	Parks and Greenspace
CF511397805	28/04/2023	15/05/2023	11	Parks and Greenspace
CF511416090	28/04/2023	15/05/2023	11	Parks and Greenspace
CF520085619	30/05/2023	14/06/2023	11	Parks and Greenspace
CF518592820	24/05/2023	08/06/2023	11	Waste Management
CF512668929	03/05/2023	18/05/2023	11	Waste Management Recycling
CF518302079	23/05/2023	08/06/2023	12	Finance Accounts
CF516003041	15/05/2023	31/05/2023	12	Finance Revenues
CF522798038	09/06/2023	27/06/2023	12	Parks and Greenspace
CF522789591	09/06/2023	27/06/2023	12	Parks and Greenspace

Appendix E - Complaints Outside 10 Day Response Timescale: April – June 2023 (Total of 50)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF520221609	31/05/2023	16/06/2023	12	Waste Management
CF527266235	27/06/2023	13/07/2023	12	Waste Management Recycling
CF508653430	18/04/2023	05/05/2023	13	Consumer Affairs Licensing
CF522351042	08/06/2023	27/06/2023	13	Parks and Greenspace
CF520012597	30/05/2023	16/06/2023	13	Waste Management
CF506443195	10/04/2023	28/04/2023	14	Town Centres and Markets
CF514621691	10/05/2023	30/05/2023	14	Housing HEART
CF507881879	14/04/2023	04/05/2023	14	Parks and Greenspace
CF522046138	07/06/2023	27/06/2023	14	Parks and Greenspace
CF516815991	17/05/2023	06/06/2023	14	Planning and Building Control
CF511119606	27/04/2023	17/05/2023	14	Waste Management
CF522349049	08/06/2023	29/06/2023	15	Housing Property Services
CF527553670	28/06/2023		15	Housing Property Services
CF519469384	27/05/2023	20/06/2023	16	Housing Landlord Services
CF523349663	12/06/2023	04/07/2023	16	Housing Property Services

Appendix E - Complaints Outside 10 Day Response Timescale: April – June 2023 (Total of 50)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF505526015	05/04/2023	27/04/2023	16	Parks and Greenspace
CF522136130	07/06/2023	29/06/2023	16	Waste Management
CF509646117	21/04/2023	16/05/2023	17	Housing Landlord Services
CF515228929	12/05/2023	06/06/2023	17	Housing Property Services
CF526786667	26/06/2023		17	Human Resources HR
CF505342603	05/04/2023	28/04/2023	17	Parks and Greenspace
CF526237596	23/06/2023		18	Parks and Greenspace
CF521316131	04/06/2023	29/06/2023	18	Waste Management
CF505240454	05/04/2023	02/05/2023	19	Housing Property Services
CF508626496	18/04/2023	15/05/2023	19	Parks and Greenspace
CF520873722	02/06/2023	29/06/2023	19	Waste Management Recycling
CF509101505	19/04/2023	18/05/2023	21	Finance Revenues
CF517144584	18/05/2023	16/06/2023	21	Waste Management Recycling
CF520647077	01/06/2023	05/07/2023	24	Waste Management
CF520954318	02/06/2023	06/07/2023	24	Waste Management Recycling

Appendix E - Complaints Outside 10 Day Response Timescale: April – June 2023 (Total of 50)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF523956990	14/06/2023		25	Parks and Greenspace
CF506715351	11/04/2023	18/05/2023	27	Planning and Building Control
CF516912153	18/05/2023	29/06/2023	30	Housing Property Services
CF514225605	09/05/2023	21/06/2023	31	Housing Property Services
CF512253615	02/05/2023	03/07/2023	44	Waste Management

Finance Outturn 2022/23

The outturn position for 2022/23 is now completed and was reported to Cabinet on 26th July 2023. This appendix gives information for the panel to review and any further detail required can be located in the Cabinet report. If there are any specific queries that are not covered within the Cabinet report, please email the Strategic Director – Finance & Governance.

Housing Revenue Account

	2022/23	2022/23	2022/23
	£000	£000	£000
<u>Expenditure</u>			
Supervision & Management (General)	6,568	5,517	(1,051)
Supervision & Management (Special)	3,397	3,591	194
Repairs & Maintenance	5,581	6,059	478
Depreciation	8,724	8,681	(43)
Capital Expenditure	2,297	3,023	726
Interest Payable	1,945	1,950	5
Total Expenditure	28,512	28,821	309
<u>Income</u>			
Dwellings Rent Income	(24,244)	(24,360)	(116)
Interest Receivable	(37)	-	37
Non Dwelling Rent Income	(584)	(519)	65
Other Income (Services & Facilities)	(2,086)	(2,192)	(106)
Total Income	(26,950)	(27,070)	(121)
NET HRA Expenditure	1,563	1,751	188
<u>Adjustments</u>			
Voluntary Contributions to Major Repairs Reserve	0	0	-
Transfers to/(from) Earmarked Reserves	(275)	0	275
Total Adjustments	(275)	-	275
Net HRA	1,288	1,751	463

Finance Outturn 2022/23**Housing Revenue Account - Variances**

HRA Key Variances 2022/23	£0
Overspends/ Under-recovery of income	
Additional contractor costs due to inflation and material price increases	463
Increased utilities charges	238
Increased costs for transport	128
Compensation payments	59
Reduced Garage rents	58
Reduced Hostel rents	48
Increased cost of borrowing/reduction in investment income due to funding the repayment of £8.5m loans in year	42
Net other minor income variances	22
Subtotal	1,058
Underspends/ Over-recovery of income	
Salary underspends across HRA (net of agency spend)	-359
Consultancy budget underspends as works deferred	-316
Reduction in Bad Debt Provision	-180
Decarbonisation project work delayed due to capacity	-165
Increased Dwellings rent	-164
Increased service charge income	-124
Reduced cost of legal services & court costs	-73
Materials savings within repairs service	-53
Reduced tenant liaison costs - STAR survey completed	-52
Reduced hostel management costs	-35
Reduced council tax cost for voids	-23
Reduced Insurance Claims	-15
Net other minor expenditure variances	-13
Subtotal	-
Capital Financing Items	
Reduced depreciation charges (<i>depreciation charges are contributed to the Major Repairs Reserve and are ring-fenced for capital spend</i>)	-43
Increased capital expenditure financed by HRA revenue due to a catch up from previous years slippage	726
Subtotal	683
Reduced contribution from Earmarked Reserves	294
Net Variance	463

Finance Outturn 2022/23**General Fund Outturn**

	2022/23 £000	2022/23 £000	2022/23 £000
Portfolio Analysis:	-		
Business & Regeneration	1,427	1,325	(102)
Finance & Corporate	4,059	4,978	919
Health & Environment	3,016	3,026	10
Housing & Communities	1,177	1,375	198
Planning & Regulation	(391)	(563)	(172)
Public Services	8,103	7,860	(243)
Portfolio Total	17,391	18,001	610
Central Provisions	335	899	564
Depreciation & Impairment	(3,097)	(3,097)	-
Transfers To/(From) Reserves	(3,244)	(3,065)	179
Financing Of Capital Expenditure	1,259	947	(312)
PWLB Premiums & Discounts	21	21	-
Investment Income	(460)	(1,082)	(622)
Minimum Revenue Provision	536	536	-
External Interest Paid	438	467	29
Council Net Expenditure	13,179	13,627	448
Financed by:			
NBBC Council Tax Precept	(9,744)	(9,744)	-
New Homes Bonus	(644)	(645)	(1)
Other Government Grants	(420)	(423)	(3)
NBBC Share of Council Tax Surplus	(18)	(50)	(32)
Business Rates Retention	(2,354)	(2,765)	(411)
Total Funding	(13,180)	(13,627)	(447)
2022/23 Transfer from/ (to) General Fund Balances	(1)	(0)	1

Finance Outturn 2022/23**General Fund Variances**

General Fund Variances	£'000
Losses in housing benefit subsidy due to huge cost of temporary accommodation	669
Reduced cost recovery of homelessness	403
Reduced income for car parking and the bus depot	378
Loss in fee income across services, most of which is the Civic Hall due to vacation of the NHS	189
Increased agency and employment costs for service delivery	166
Increased cost of transport for refuse	160
Reductions in commercial rents and markets/street trading income	156
Increased utility costs	137
Increased audit fees for the external audit of 2020/21 accounts	96
Increased consultancy costs offset mainly by funding through earmarked reserves or additional income	86
Increased cost of general cost of services both operational and support	82
Increased cost of new supply and replacement bins	75
An increase in transaction costs for credit cards and banking	59
Increased insurance costs	44
Increased cost for Elections printing and postage	38
Delayed transfer of community centres - budget savings not achieved	29

Finance Outturn 2022/23

General Fund Variances (continued)

Increased Costs / Losses in Income	2,767
Drawdown of reserves for specific service overspends and losses in income reported in year	-822
Increased planning application income	-388
Increased grant income mainly for economic development projects and homelessness	-384
Increase in Recycling income partially offset by marginal increases in contractual costs	-337
Increase in income from community recreation partially offset by contractual costs	-148
Reduced NNDR charges mainly within commercial properties	-78
Savings / Increases in Income	-2,157
Net Portfolio Variance	610
Increased contribution overall to bad debt provision after prudent review	564
Reduced Earmarked Reserve contribution plus reduced capital funding	-133
Increased funding mainly due to lower NNDR pooling payment	-447
Increased investment income partially offset by interest costs	-593
Net Variance	1

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Finance and Public Services Overview and Scrutiny Panel

Date: 21 September 2023

From: Ruth Bartlett, Head of People and Culture

Subject: Managing Attendance of the Council's Workforce

Portfolio: Finance and Corporate [Cllr S. Croft]

1. Purpose of Report

- 1.1 To report the 2022/23 end of year performance for Sickness Absence
- 1.2 To scrutinise the work activity and trends relating to the Attendance Management of the Council's Workforce
- 1.3 To consider the additional initiatives that have been used in an effort to improve attendance

2. Recommendation

- 2.1 That Members note the information contained within the Appendices and provide feedback and comment for consideration by the Cabinet Member – Finance and Corporate.

3. What is the Panel being asked to consider?

- 3.1 The Panel is asked to consider:
 - Sickness Absence statistical and trend data
 - Initiatives already utilised by the Council

4. Who can the Panel Influence?

- 4.1 The outcomes of the Panel's debate will be provided to the Cabinet Member – Finance and Corporate when considering any future work surrounding the Management of Attendance.

5. What information will be presented?

5.1 2022/23 Sickness Performance by Directorates (Appendix A)

5.1.1 Attached at Appendix A is the 2022/23 sickness absence performance of the Council by each service directorate. The outturn for 2022/23 was 10.66 days per FTE employee with a range of 8.18 days for Customers and Corporate Services up to 12.26 days for Regeneration and Housing.

5.2 Sickness Absence Statistics since 2016/17

5.2.1 Attached at Appendix B is the sickness absence statistics of the Council's workforce since 2016/17.

5.2.2 The Council has reviewed its Attendance Management Policy in 2016 with more emphasis on proactive management of long term absence and the setting of target return to work dates. This coincided with the introduction of agile working which may also have had an impact on absence levels.

5.2.3 To compliment the change in policy and in attempt to focus efforts, a different approach to our sickness target was taken for 2017/18. The overall target was 9 FTE days, with a split of 2.5 days for short term and 6.5 days for long term. This approach led to the council meeting it's overall target for the first time since 2013/14.

5.2.4 The target for 2020/21 was 8.75 FTE days with a split of 3.5 days to short term and 5.25 days to long term. Although the Council has achieved it's overall target, days lost to long term absence was slightly higher than the target at 5.36 FTE days.

5.2.5 The target for 2021/22 was again set at 8.75 FTE days with a split of 3.5 days to short term and 5.25 days to long term. The Council did not meet its target overall, or for short term and long term days lost.

5.2.6 It should also be noted that the figures for 2020/21 and the majority of 2021/22 do not take account of time lost due to requirements to self-isolate or shield in relation to Coronavirus, i.e. where employees have not been able to work from home.

5.2.7 However, where employees were too ill to work due to the effects of Covid, this is reported as sickness absence. In 2020/21, 251.17 FTE days were lost due to actual sickness for Covid and 803.02 FTE days were lost for the same reason for 2021/22. If this absence were to be excluded the total days lost would be 11.12 per FTE for 2021/22.

5.2.8 The target for 2022/23 remained unchanged, i.e. 8.75 FTE days with a split of 3.5 days to short term and 5.25 days to long term. Although the target was not met, there was a notable decrease in days lost to long term absence compared to the year before.

5.3 Top Reasons for Sickness Absence (Appendix C)

- 5.3.1 Attached at Appendix C is details of the top reasons for Sickness Absence since 2017.
- 5.3.2 For 2017/18, our data largely followed national trends, with an increase in reported cases of cough/cold and flu, particularly during the period December to February where there was a significant increase in short term absence for this reason.
- 5.3.3 However, for 2018/19 the cases of cough/cold and flu dropped and was no longer one of the top reasons for absence and is therefore not shown on the chart. Musculoskeletal and Stress related absence remained the two main absence drivers and are also the main reasons for long term absence.
- 5.3.4 For 2019/20, cough/cold and flu was again one of the top reasons for absence with a noticeable increase in days lost for the period November to March. Although seasonally this is to be expected, the number of days lost for this period in 2019/20 was just over 249 compared to 194 days lost for the same period for 2018/19. The average length of such absences for the period November to March also increased from 2.92 days over 58 spells in 2018/19 to 3.61 days over 72 spells for 2019/20. This trend may be an indicator of early undiagnosed cases of Coronavirus.
- 5.3.5 For 2020/21 absence due to mental health reasons continued to be our top absence driver. This absence group includes stress (both work and non-work related), anxiety and depression. In general, absence due to other reasons reduced which could be a benefit of more agile working.
- 5.3.6 For 2021/22, absence lost due to Coronavirus is amongst one of the top reasons for absence. This does not include periods taken for self-isolation where individuals are either working from home and/or would otherwise be well enough to work.
- 5.3.7 For 2022/23, Mental Health related illnesses were the top absence driver followed by Musculoskeletal.

5.4 Return to Work Compliance

- 5.4.1 The Council's Attendance Management Policy recognises the importance of conducting return to work interviews and states that such meetings should take place within 3 days of an employee returning to work.
- 5.5.2 Our overall compliance for meeting this target of 3 days was 73.06% for 2022/23. The mean time to taken to complete return to work interviews was 3.87 days. The table below details compliance in relation to this target split by days taken to complete:

Year	Target for completion	% compliance	Overall average days to complete
2020/21	3 days	72.2	3.91
2021/22	3 days	74.01	3.29
2022/23	3 days	73.06	3.87

5.5.3 The following table gives an indication of time taken to complete all return to work interviews since 2020/21:

Days to complete	% Completed		
	2020/21	2021/22	2022/23
1 day or less	59	44.42	46.70
2 days	8.25	26.09	4.23
3 days	4.95	3.5	11.39
4 days	7.20	6.07	4.41
5+ days	20.60	19.92	33.27

5.5.4 Where service units continually fall below the required compliance for return to work interviews and subject to any mitigation, improvement notes are issued to the appropriate managers.

5.5 Trend Data (Appendix D)

Appendix E details the absence trends for 2022/23 in more detail:

- Chart 1 – shows working days lost due to absence reason by month. Data is relatively consistent across all months. However, there does appear to be a spike in Musculoskeletal and Mental health related absences from late summer into early winter.
- Chart 2 shows average length of absence by reason for 2022/23. Those absent due to mental health issues which was the main absence driver for 2022/23 were off work for an average of just over 37 days over 43 separate spells.
- Charts 3 shows the percentage of available working days lost due to absence across the Council for 2022/23. The rolling average for the year is 4.27% of available working time lost to sickness. Conversely, this means that the council works on average a 96% capacity with over 55% of the workforce not having any time off due to sickness during the year.

5.6 Details of Initiatives already used to Reduce Sickness Absence (Appendix E)

Attached at Appendix F is a list of initiatives already used to help reduce sickness absence across the Council.

APPENDICES

Appendix A – 2021/22 Sickness Performance by Directorates

Appendix B - Sickness absence statistics of the Council Workforce since 2008/09

Appendix C - Top reasons for Sickness Absence since 2017

Appendix D- Sickness Trend data

Appendix E - Details of initiatives already used to reduce sickness absence

2021/22 SICKNESS PERFORMANCE BY DIRECTORATES

Service Unit	Year end FTE	Total S/T days lost per FTE	Total L/T Days lost per FTE	Total Days Lost per FTE
Chief Executive	7.8	0.29	11.16	11.45
Finance and Enterprise	91.78	4.39	6.03	10.42
Customers and Corporate Services	53.89	3.19	4.99	8.18
Planning and Regulation	66.32	4.23	5.94	10.17
Regeneration and Housing	155.34	6.57	5.69	12.26
Public Services	113.84	4.12	5.96	10.07
Total	488.97	4.80	5.85	10.66

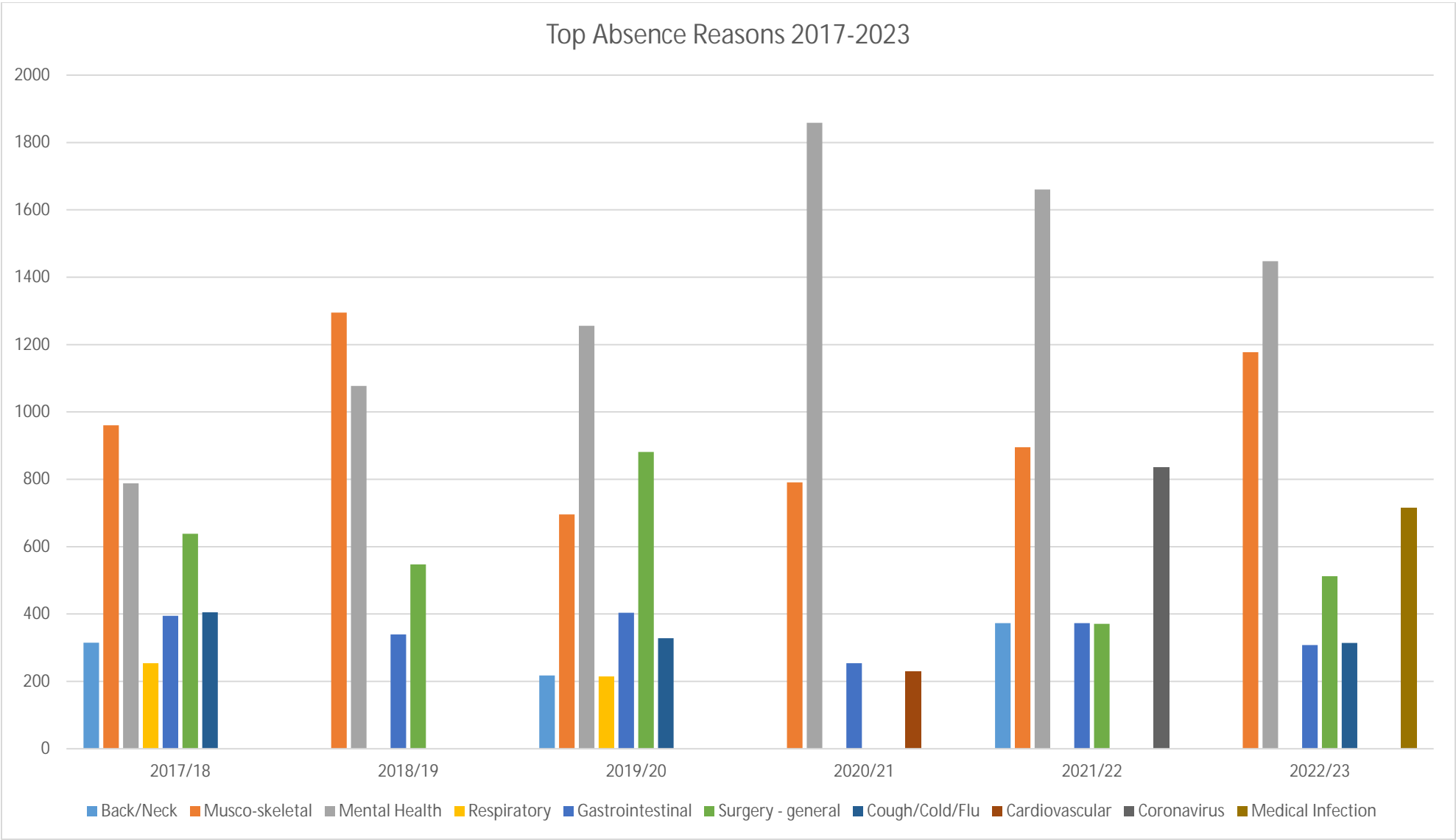
FTE = Full Time Equivalent

S/T = Short Term

L/T = Long Term

SICKNESS ABSENCE STATISTICS OF THE COUNCILS WORKFORCE SINCE 2016/17

YEAR	TARGET	NUMBER OF FTE DAYS LOST
2016/17	8.00	12.27
2017/18	9.00 (2.5 S/T and 6.5 L/T)	8.74 (4.02 S/T and 4.72 L/T)
2018/19	8.75 (4 S/T and 4.75 L/T)	9.88 (3.73 S/T and 6.14 L/T)
2019/20	8.75 (3.5 S/T and 5.25 L/T)	9.50 (3.82 S/T and 5.68 L/T)
2020/21	8.75 (3.5 S/T and 5.25 L/T)	8.12 (2.77 S/T and 5.36 L/T)
2021/22	8.75 (3.5 S/T and 5.25 L/T)	12.74 (5.13 S/T and 7.61 L/T)
2022/23	8.75 (3.5 S/T and 5.25 L/T)	10.66 (4.80 S/T and 5.85 L/T)



Sickness Benchmarking Data 2020/21

Council	Nuneaton & Bedworth Borough Council	Rugby Borough Council	North Warwickshire Borough Council	Stratford-on-Avon District Council
Average FTE	493.09	434.77	288.09	Not available
Short Term Sickness (average days lost per employee)	5.13	5.38	5.09	Not available
Long Term Sickness (average days lost per employee)	7.61	6.93	7.91	Not available
All Sickness	12.74	12.31	13	Not available
Total FTE days lost to Covid*	803.02	724	453.44	Not available
Top 3 Reasons for Absence	1. Mental Health 2. Musculo-skeletal 3. Covid	1. Mental Health 2. Operations and Recovery 3. Musculo-skeletal	1. Musculo-skeletal 2. Mental Health 3. Covid	Not available

*this is for days lost due to actual sickness, i.e. does not include time taken for isolation where individuals would otherwise be fit for work

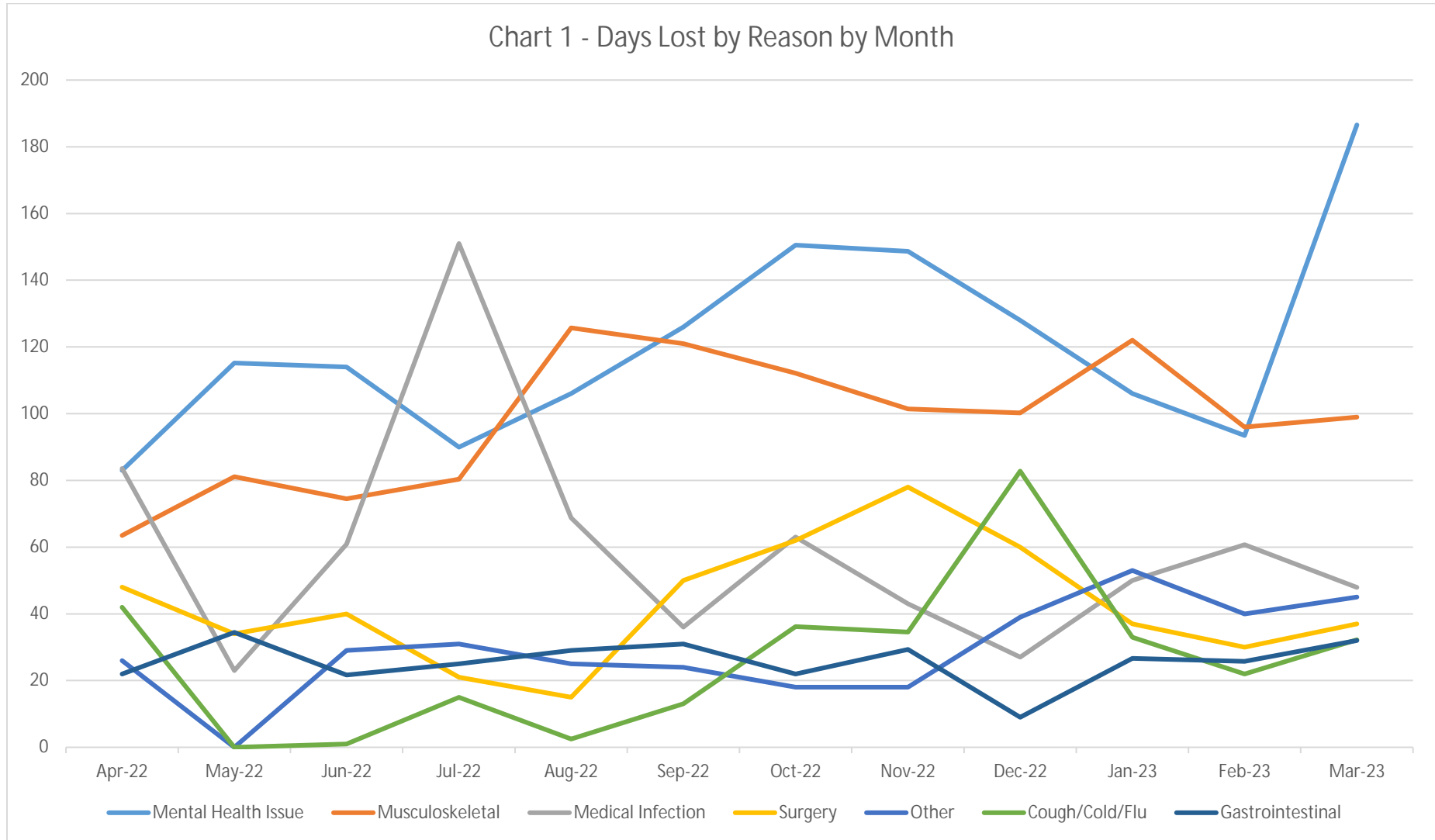
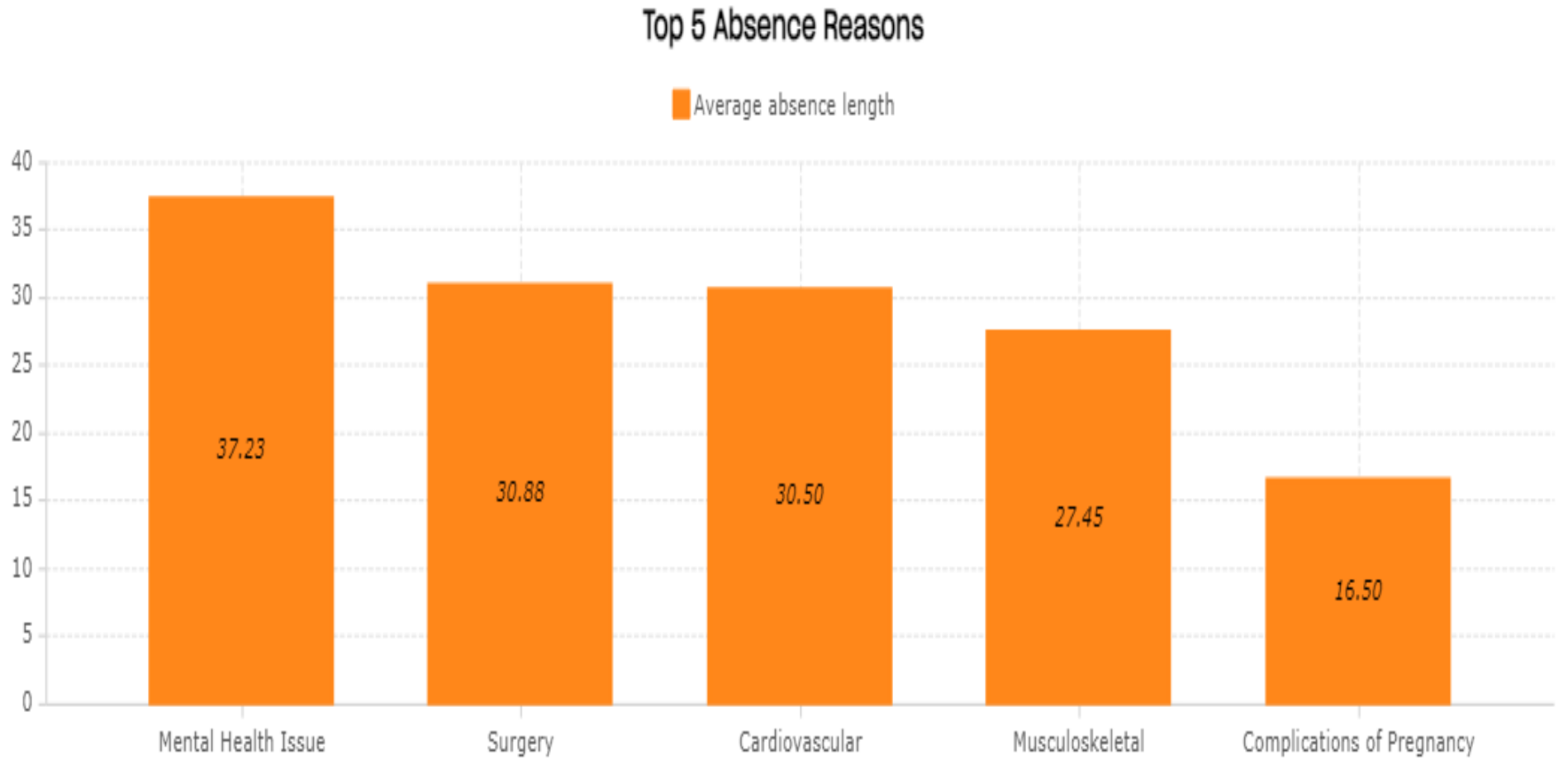
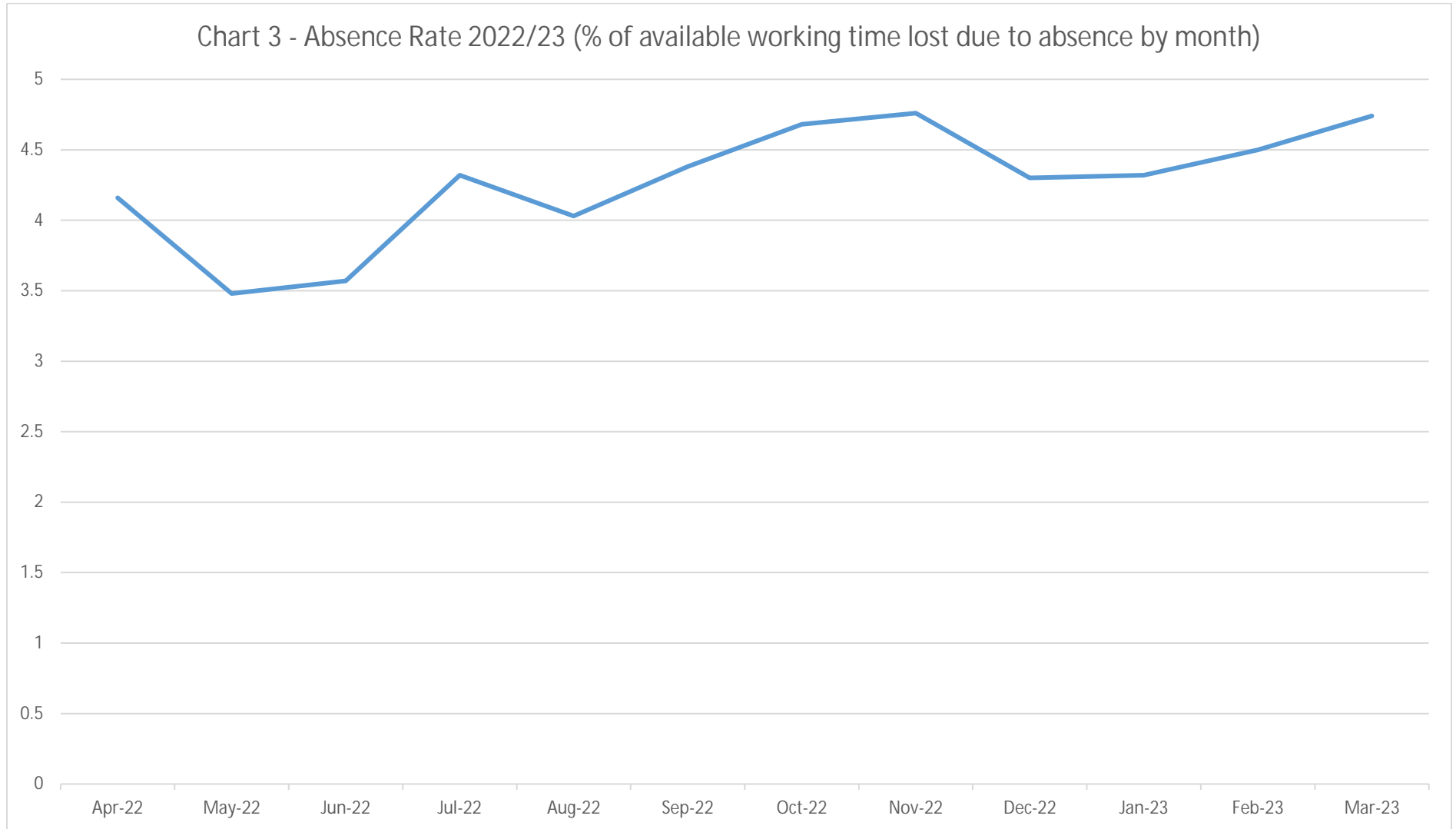


Chart 2





DETAILS OF INITIATIVES ALREADY USED TO REDUCE SICKNESS ABSENCE

The Council has utilised a number of initiatives to reduce sickness absence and improve the general Health and Wellbeing of the workforce that include:

Musculoskeletal Injuries

- Manual Handling Training
- Early Assessment and Treatment
- Access to Physiotherapy

Stress & Related Conditions

- Recognising & Managing Stress in the workplace for Managers
- Recognising & Coping with stress and anxiety for Employees
- Individual Stress Risk Assessments
- Roll out of HSE Management Standards
- Access to Counselling/therapy
- Able Futures – access to work for mental health
- Designated Employee assistance Programme providing free, confidential, 24/7,364 support to employees
- Mental Health First Aiders

Other Initiatives

- Flexible working arrangements, including Agile Working
- Cycle to Work Scheme
- Health Screening Provision
- Health Awareness Sessions
- Bupa CashPlan
- Workplace challenges
- Wellbeing days – physio taster sessions, health checks
- Employee wellbeing surveys
- Wellbeing Action Plan

Nuneaton and Bedworth Borough Council

FORWARD PLAN SHOWING THE KEY DECISIONS THAT WILL BE MADE IN THE 4 MONTHS BEGINNING 1ST OCTOBER 2023 AND EXEMPT INFORMATION DECISIONS THAT ARE TO BE MADE DURING OCTOBER, 2023.

The table below shows the likely date the listed key decisions will be made and by whom and also lists the subject of decisions to be made under Exempt Information rules. Please contact the officer mentioned in the seventh column if you wish to know:-

- ◆ the groups or organisations whom the decision maker will consult before making the decision;
- ◆ how such consultation will be undertaken;
- ◆ what documents the decision maker will consider in making that decision; or
- ◆ how, and by when, you can make any representations about the proposed decision.

Items highlighted in **yellow** are new or amended items for this publication.

Date entered:	Item - Description	Committee	In Private Session	Reason for Item being Considered in Private Session	Date	Report Author	Person Responsible	Cabinet Portfolio	OSP
30/09/20	Local Government Devolution	Cabinet	No		October 2023	Brent Davis ☎02476 376347	Brent Davis ☎02476376347	Business & Regeneration	Business, Regen & Planning
22/08/22	Johnson Road, Bedworth – Housing Development / Community Use proposal	Cabinet	No		November 2023	Katie Memetovi c-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Public Services	Finance and Public Service

31/01/23	Corporate Enforcement Policy	Cabinet	No		September 2023	Linda Downes ☎02476 376260	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	General Fund Budget Monitoring Q1	Cabinet	No		September 2023	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	HRA Budget Monitoring Q1	Cabinet	No		September 2023	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	Capital Monitoring Q1	Cabinet	No		September 2023	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	General Fund Budget Monitoring Q2	Cabinet	No		November 2023	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	HRA Budget Monitoring Q2	Cabinet	No		November 2023	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services

21/02/23	Capital Monitoring Q2	Cabinet	No		November 2023	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	General Fund Budget 2024/25	Cabinet	No		February 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	HRA Budget 2024/25	Cabinet	No		February 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	Treasury Strategy 2024/25	Cabinet	No		February 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	General Fund Budget Monitoring Q3	Cabinet	No		March 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	HRA Budget Monitoring Q3	Cabinet	No		March 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services

21/02/23	Capital Monitoring Q3	Cabinet	No		March 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
31/03/23	Parks & Green Spaces Strategy	Cabinet	No		January 2024	David Truslove ☎02476 376569	Kevin Hollis ☎02476 376143	Public Services	Finance and Public Services
10/04/23	Debt Recovery Policy (will be included within the Corporate Fraud Policy report)	Cabinet	No		September 2023	Linda Downes ☎02476 376260	Victoria Summerfield ☎02476376002	Finance & Corporate	Finance and Public Services
31/07/23	Local Levelling Up Plan	Cabinet	No		November 2023	Tom Shardlow ☎02476 376004	Tom Shardlow ☎02476 376004	Business & Regeneration	Business, Regen & Planning
24/05/23	Statement of Community Involvement	Council	No		September 2023	Maria Bailey ☎02476 376144	Kevin Hollis ☎02476376143	Planning and Regulation	Business, Regen & Planning
31/07/23	Bedworth Physical Activity Hub Update	Cabinet	No		September 2023	Katie Memetovic-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Public Services	Finance & Public Service

23/05/23	Procurement of Aids and Adaptations Framework	Cabinet	No		September 2023	Paul Coopey ☎0247637 6400	Dawn Dawson ☎02476376408	Housing and Communities	Housing, Env and Health
31/05/23	Shared Revenues and Benefits End of Year Printing/Postage Delivery Service contract	Cabinet	No		November 2023	Jade Fuller/Katie Hines ☎0247637 6165	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance & Public Service
31/05/23	Share Enforcement Agency Contract	Cabinet	No		December 2023	Jade Fuller ☎0247637 6165	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance & Public Service
31/05/23	Markets Review	Cabinet	No		October 2023	Jonathan White ☎02476 376549	Tom Shardlow ☎02476 376004	Business & Regeneration	Business, Regen & Planning
31/05/23	Capital Strategy and Asset Management Plan	Cabinet	No		October 2023	Jonathan White ☎02476 376549	Tom Shardlow ☎02476 376004	Business & Regeneration	Business, Regen & Planning
31/05/23	Polling District and Polling Place Review	Cabinet/Council	No		November 2023	Martyn Harris ☎02476 376218	Brent Davis ☎02476376347	Finance and Corporate	Finance & Public Service

30/06/23	Housing & Homelessness Strategy 2024-2029	Cabinet	No		March 2024	Jane Grant ☎02476 376483	Dawn Dawson ☎02476376408	Housing and Communities	Housing, Env & Health
30/06/23	Bedworth Civic Hall - Update	Cabinet	No		October 2023	Katie Memetovic-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Public Services	Finance and Public Services
30/06/23	Borough Plan Approval for Submission of Examination (Reg 20 stage)	Cabinet/Council	No		December 2023	Maria Bailey ☎02476 376144	Kevin Hollis ☎02476376143	Planning and Regulation	Business, Regen & Planning
30/06/23	Rescinding the original and implementing new Article 4 Directions'	Cabinet/Council	No		September 2023	Maria Bailey ☎02476 376144	Kevin Hollis ☎02476376143	Planning and Regulation	Business, Regen & Planning
31/07/23	General Fund Revenue Outturn 2023/24	Cabinet	No		July 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
31/07/23	HRA Revenue Outturn 2023/24	Cabinet	No		July 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services

31/07/23	Capital Outturn 2023/24	Cabinet	No		July 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
31/07/23	Collection Fund 2023/24	Cabinet	No		July 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
31/07/23	Treasury Annual Report 2023/24	Cabinet	No		July 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
31/07/23	Modern Slavery and Human Trafficking Statement	Cabinet	No		September 2023	Matthew Wallbank ☎02476 376258	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
31/07/23	Cultural Strategy	Cabinet	No		September 2023	Catherine Nisbet ☎02476 376037	Kevin Hollis ☎02476376143	Public Services	Finance and Public Services
07/08/23	Customer Experience and Digital Strategy	Cabinet	No		September 2023	Tom Shardlow ☎02476 376004	Tom Shardlow ☎02476 376004	Finance and Corporate	Finance and Public Services

07/08/23	Co-Mingled, New refuse collection Routes and New MRF (recycling)	Cabinet	No		February 2024	Glen McGrandle ☎02476 376049	Kevin Hollis ☎02476376143	Public Services	Finance and Public Services
31/08/23	NABCEL Consultancy Agreement Via Teckel	Cabinet	No		October 2023	Matthew Byrne ☎02476 376015	Dawn Dawson ☎02476376408	Housing and Communities	Housing, Env, & Health
31/08/23	Warwickshire Serious Violence Duty – Updated Strategy	Cabinet	No		November 2023	Nicola Botterill ☎02476 376523	Dawn Dawson ☎02476376408	Housing and Communities	Housing, Env, & Health
31/08/23	Fire Safety Policy	Cabinet	No		November 2023	Jen Hawkins 024 7637 6031	Dawn Dawson 024 7637 6408	Housing & Communities	Housing, Env & Health

Cabinet – Exempt Items									
Date entered:	Item - Description	Committee	In Private Session	Reason for Item being Considered in Private Session	Date	Report Author	Person Responsible	Cabinet Portfolio	OSP

06/05/22	Regeneration Projects Update	Cabinet	Yes	The report will contain information relating to the financial or business affairs of any particular person (including the Authority holding the information)	October 2023	Les Snowdon ☎02476 376249	Tom Shardlow ☎02476 376004	Business & Regeneration	Business, Regen & Planning
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Individual Cabinet Member Decisions

Date entered:	Item - Description	Portfolio Holder	In Private Session	Reason for Item being Considered in Private Session	Date	Report Author	Person Responsible	OSP
02/05/23	Housing Financial Assistance Policy	Housing and Communities	No		October 2023	Paul Coopey ☎0247637 6400	Dawn Dawson ☎02476376408	Housing, Env and Health

Individual Cabinet Member Decisions – Exempt Items

None								
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Officer Decisions

Date entered:	Item - Description	Directorate	In Private Session	Reason for Item being Considered in Private Session	Date	Report Author	Person Responsible	Cabinet Portfolio	OSP
	None								
Officer Decisions – Exempt Items									

The Cabinet Members are:

- Business and Regeneration (Leader) - Councillor K. Wilson
- Housing and Communities (Deputy Leader) - Councillor C. Golby
- Finance and Corporate - Councillor S. Croft
- Public Services - Councillor S. Markham
- Planning and Regulation - Councillor R. Smith
- Health and Environment - Councillor J. Gutteridge

- Observer:
- Leader of the Main Opposition Group - Councillor C. Watkins

Dated: 31st August, 2023

Signed: K. Wilson (Leader of the Council)

Finance and Public Service Overview and Scrutiny Panel – Work Programme 2023/24

Date added	Lead Officer	Title	Summary	Scrutiny/Over view	Proposed Committee Date	Include in Work Programme	Report Submission to Chair
	Rachel Fleeson	Gambling	The Panel establish a Working Group to look at and assess the impact of gambling on the health and well-being of the residents on Nuneaton and Bedworth.		TBC		
	TBC	Environmental Sustainability Strategy	Environmental Sustainability Strategy Action Plan Progress.	All member briefing	TBC		
Dec 2019	Dawn Dawson	Capital Strategy and Asset Management Plan	The new Capital and Asset Strategy and Asset Management Action Plan to be developed for the period 2020 onwards and be brought to the Panel as soon as possible in 2020 for consideration and comment.		14 March 2024		
	Ruth Bartlett	Attendance Management Report	Annual report updating Members on previous year's performance and concerns.		21 September 2023		
	Kevin Hollis Katie Memetovic-Bye	SLM Annual Report	Annual report of SLM to update and provide performance information for Members on how its work is meeting the corporate aims of the Council and its contract. Including Passport to Leisure update		16 November		
	Glen McGrandle	Kerbside Recycling and Refuse Collection	Performance update on recycling targets and the recycling and refuse collection service.		14 March 2024		
	David Truslove	Allotment Action Plan	As part of the Allotment Strategy the Action Plan will be monitored by the OSP	All member briefing	January 2024		
	Tom Shardlow	FOI and Complains Update	Monitor the numbers and response rates at a departmental level	All member briefing	January 2024		

	Linda Downes	Integrated Performance Report	The Operational Integrated Performance Quarterly Reports by relevant service area and at a strategic level	Performance Monitoring	8 th June 2023 21 st September 2023 25 th January 2024 14 th March 2024		
	Catherine Nisbet	Museum	Update including outreach work. Arts development funding. Identify the strategy that is in place, what progress is being made, can it link with the outreach work being done by the Museum with the Civic Hall?	Performance monitoring	25 th January 2023		
	Jonathan White	Changing Places Toilet Facilities	The Panel establish a working group to determine cost, location and potential use of Changing Places Toilets across Nuneaton and Bedworth, including any potential within the Playing pitch strategy.	All member briefing	March 2024		
	R. Dobson	Impact of Welfare Reform on Housing	To consider the impact that the new legislation e.g. Bedroom Tax, Universal Credit, benefit changes.	All member briefing	25 January 2024		
	Kevin Hollis	Sub-Regional Materials Recycling Facility			14 th March 2024		
25 th February 2022	Katie Memetovic-Bye	Leisure Operator Procurement					
May 2023	Catherine Nisbet	Cultural Strategy	The report will bring the Councils new Cultural Strategy for the borough written by Artreach for consideration by the panel for consideration. It is the first time that such a comprehensive		8 th June 2023		

			<p>strategy has been produce for cultural activity within the borough. The Cultural strategy has been written following a period of consultation across the borough. It identifies the challenges and potential within the local cultural sector. The priorities which are detailed in the strategy demonstrate the potential for culture to help deliver a better borough be it through, health and wellbeing, skills development and supporting economic development.</p>				
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