



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

Our Ref: KB

Your Ref:

Date: 6th March 2024

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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 14th March 2024** 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 25th January, 2024, to follow
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 6**). 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 Q3 2023 - 2024 report of the Risk Management and Performance Officer attached **(Page 8)**.
8. WASTE MANAGEMENT PERFORMANCE REPORT report of the Head of Waste and Transport attached **(Page 92)**.
9. MUSEUM PERFORMANCE 2022 - 23 report of the Museum and Arts Manager attached **(Page 115)**.
10. FORWARD PLAN – attached for information **(Page 127)**.
11. DRAFT WORK PROGRAMME – for approval, attached, **(Page 137)**.

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

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	Employed by Vinci Construction Major Projects UK Ltd (VCMP UK Ltd); 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	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) 	

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: **Finance and Public Services Overview and Scrutiny Panel, 14th March 2024**
From: **Risk Management and Performance Officer**
Subject: **INTEGRATED PERFORMANCE REPORT - THIRD 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

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.

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

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

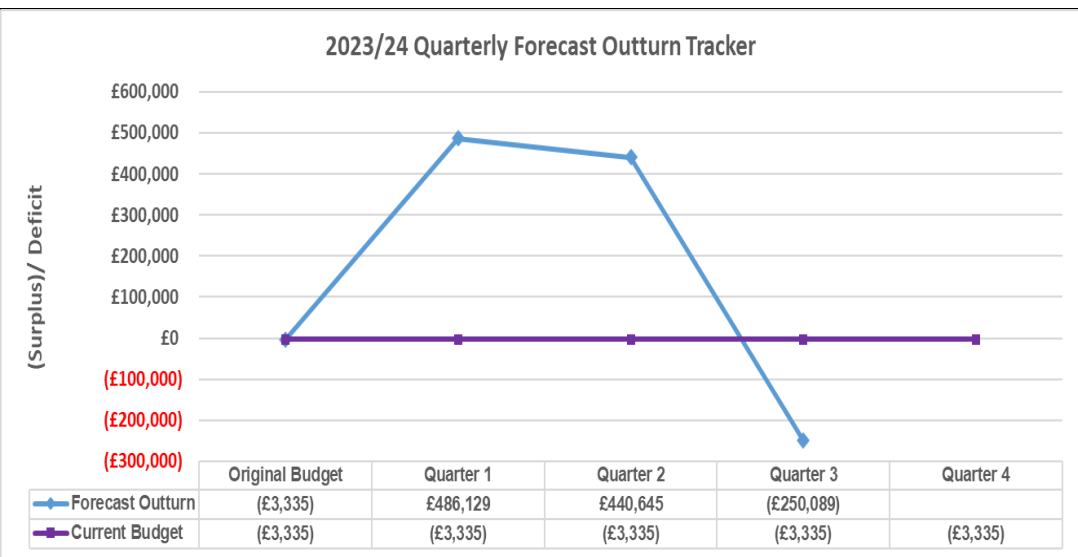
“The importance of keeping the elected Councillors aware of any activity [or non-activity] under RIPA was appreciated and it was accepted that a minimal observation would be incorporated at regular intervals into officer’s reports”

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

4. Recommendation

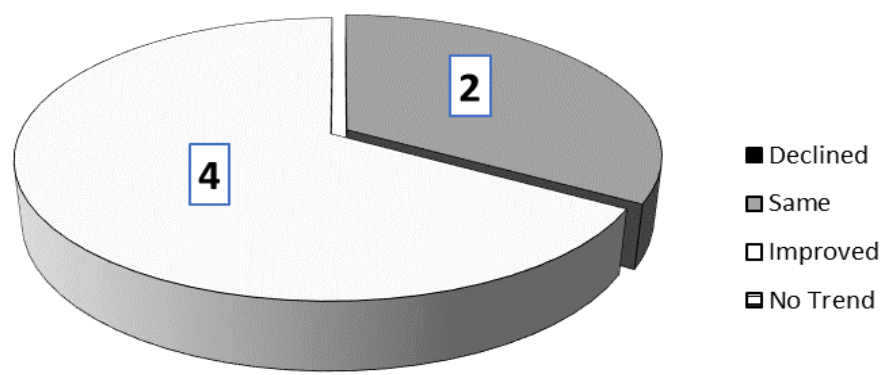
The panel is asked to scrutinise the performance information contained in this report and make any recommendations to the relevant Cabinet portfolio holder.

STEVE GORE

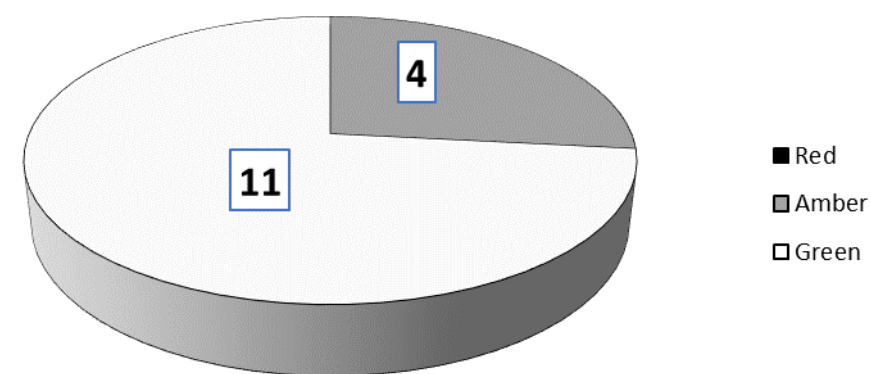


Freedom of Information (FOI) / Environmental Information Regulations (EIR) Requests and Complaints Summary				
	Number Received 2023/24 (2022/23)	Completed 2023/24 (2022/23)	Late 2023/24 (2022/23)	Outstanding 2023/24 (2022/23)
FOI / EIR Requests - 20-day target	525 (534)	525 (532)	102 (112)	0 (2)
Complaints -10-day target	1,270 (770)	1,267 (759)	142 (207)	3 (11)

Performance Indicators / Measures Summary



Strategic Risk Register Summary - Finance and Public Service OSP



FINANCE AND PUBLIC SERVICE OSP FINANCIAL SUMMARY (GENERAL FUND)

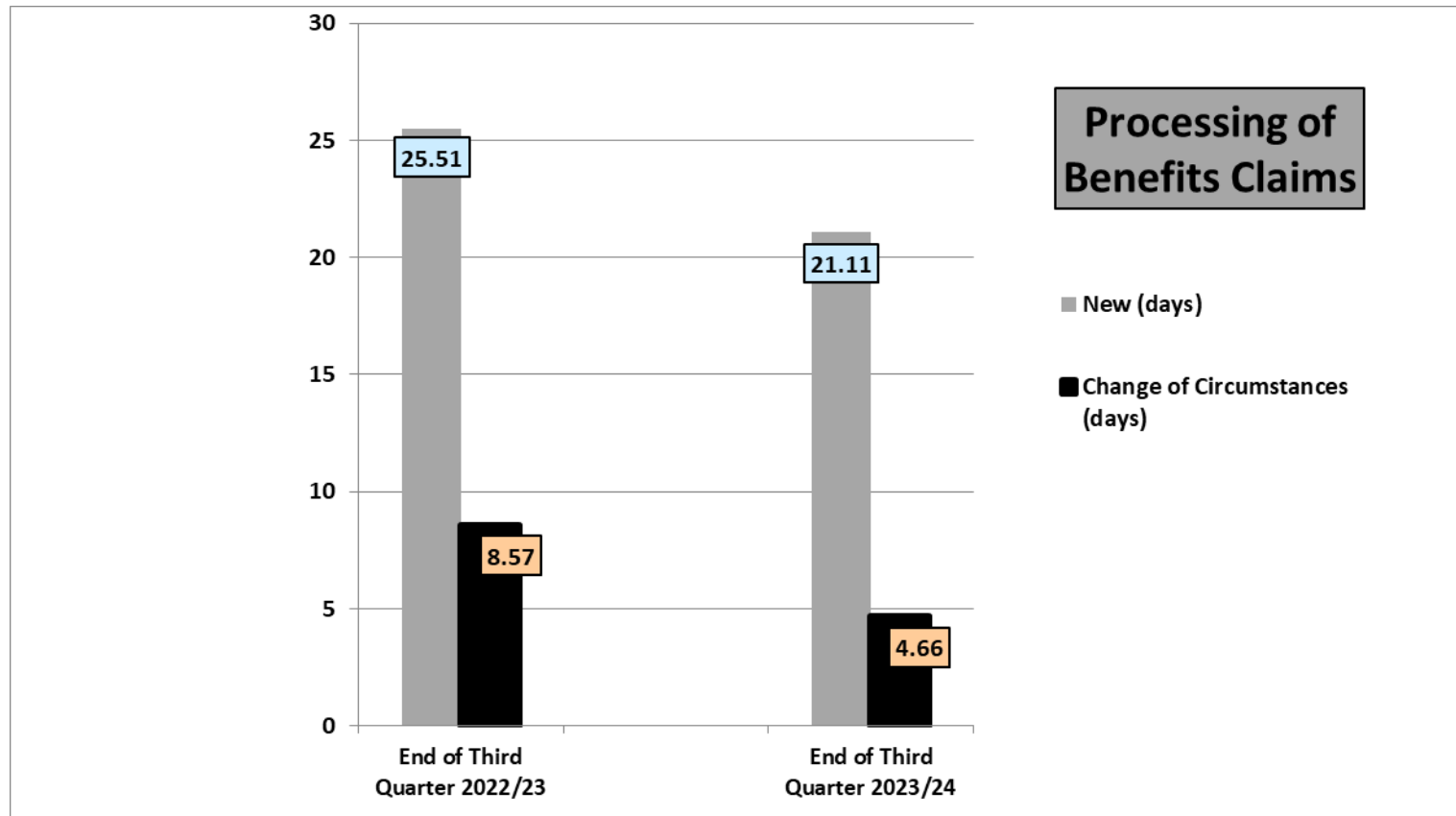
	2022/23 Outturn £	2023/24 Current Budget £	2023/24 Current Forecast £	2023/24 Forecast Variance £
<u>FINANCE & CORPORATE</u>				
RENT ALLOWANCES	268,016	357,142	490,539	133,397
RENT REBATES	1,596,212	1,053,427	1,101,692	48,265
ELECTORAL REGISTRATION	220,322	181,820	236,363	54,543
ELECTION EXPENSES	299,670	299,720	182,860	(116,860)
EQUAL OPPORTUNITIES	34,259	34,050	37,771	3,721
EMERGENCY PLANNING	48,694	26,120	32,722	6,602
DEMOCRATIC REPRESENTATION AND MANAGEMENT	708,310	691,889	724,640	32,751
REVENUES	772,642	612,666	705,539	92,873
COUNCIL TAX BENEFITS	314,558	161,435	200,396	38,961
CORPORATE MANAGEMENT	680,103	1,070,875	1,111,719	40,844
MAYORALTY	35,617	38,420	41,916	3,496
	4,978,403	4,527,564	4,866,156	338,592
<u>PUBLIC SERVICES</u>				
REFUSE & CLEANSING	3,943,299	4,040,886	4,028,062	(12,824)
RECYCLING	1,256,082	1,268,101	1,714,584	446,483
COMMUNITY RECREATION	1,201,385	1,333,040	1,065,364	(267,676)
SPORTS DEVELOPMENT	208,199	182,076	227,997	45,921
CIVIC HALL	587,911	304,435	314,632	10,197
MUSEUM	381,269	307,463	380,612	73,149
ARTS DEVELOPMENT	7,142	51,030	(246,287)	(297,317)
LICENCES	58,988	41,728	56,383	14,655
COMMUNITY CENTRES	215,507	65,699	69,090	3,391
	7,859,782	7,594,458	7,610,437	15,979

	2022/23 Outturn £	2023/24 Current Budget £	2023/24 Current Forecast £	2023/24 Forecast Variance £
<u>BUSINESS & REGENERATION TOTAL</u>	1,324,870	1,920,660	1,992,141	71,481
<u>HEALTH & ENVIRONMENT TOTAL</u>	3,026,012	3,206,894	3,398,675	191,781
<u>HOUSING & COMMUNITIES TOTAL</u>	1,374,560	1,555,978	1,790,424	234,446
<u>PLANNING & REGULATION TOTAL</u>	(563,465)	(224,929)	(111,771)	113,158
CENTRAL SUPPORT SERVICES	0	0	185,473	185,473
PORTFOLIOS	17,238,757	18,580,625	19,731,536	1,150,911
CENTRAL PROVISIONS	898,662	1,235,500	334,500	(901,000)
DEPRECIATION & IMPAIRMENT	(3,096,624)	(3,096,530)	(3,096,530)	-
TREASURY MANAGEMENT	(57,700)	653,120	153,120	(500,000)
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	16,906,464	16,656,375	(250,089)
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)	0
(SURPLUS)/ DEFICIT	696,644	(3,344)	(253,433)	(250,089)

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

Budget 2023/24	Third Quarter Outturn	End of Year Forecast	Comments	Trend
1,410,569	305,039	1,592,231		☹️

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

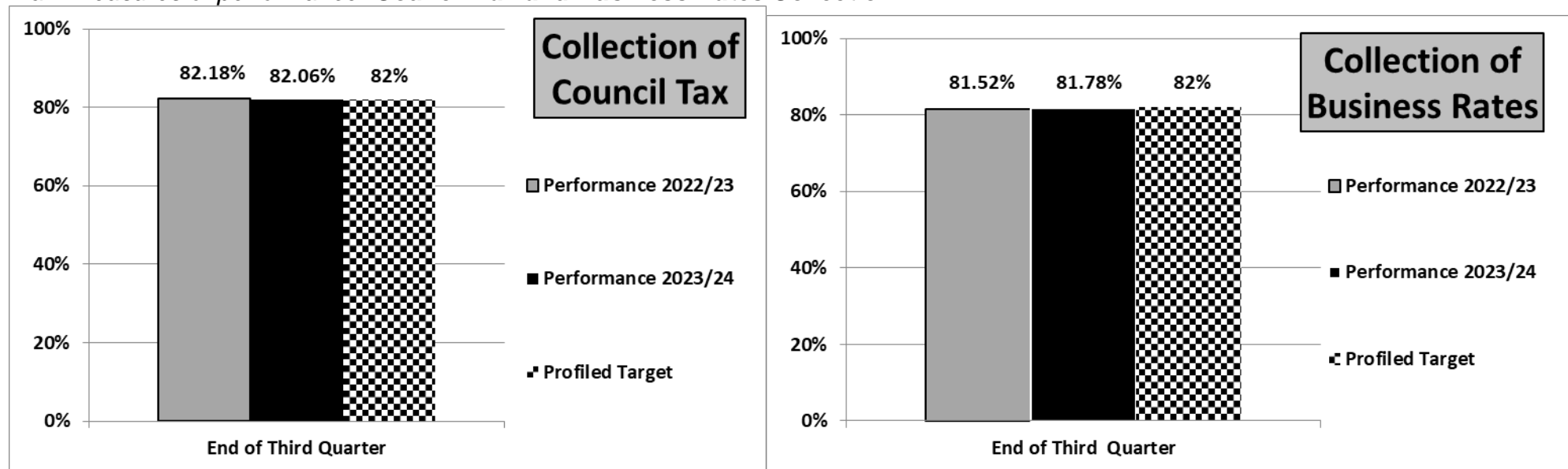


Measure details	End of Third Quarter Performance 2023/24 (2022/23)	Comments	Trend
New Claims	21.11 days (25.51 days)	Low is good performance. 22 days and below is the current benchmark for good performance.	😊
Change of Circumstances Claims	4.66 days (8.57 days)	Low is good performance. 9 days and below is the current benchmark for good performance.	😊

Revenues – (Finance & Public Services OSP)

Budget 2023/24	Third Quarter Outturn	End of Year Forecast	Comments	Trend
612,666	(326,573)	705,539	Increased recovery of legal fees creating an underspend, offset by increased employee costs due to the pay-award which is offset by the underspend on central provisions.	😊

Main measures of performance: Council Tax and Business Rates Collection

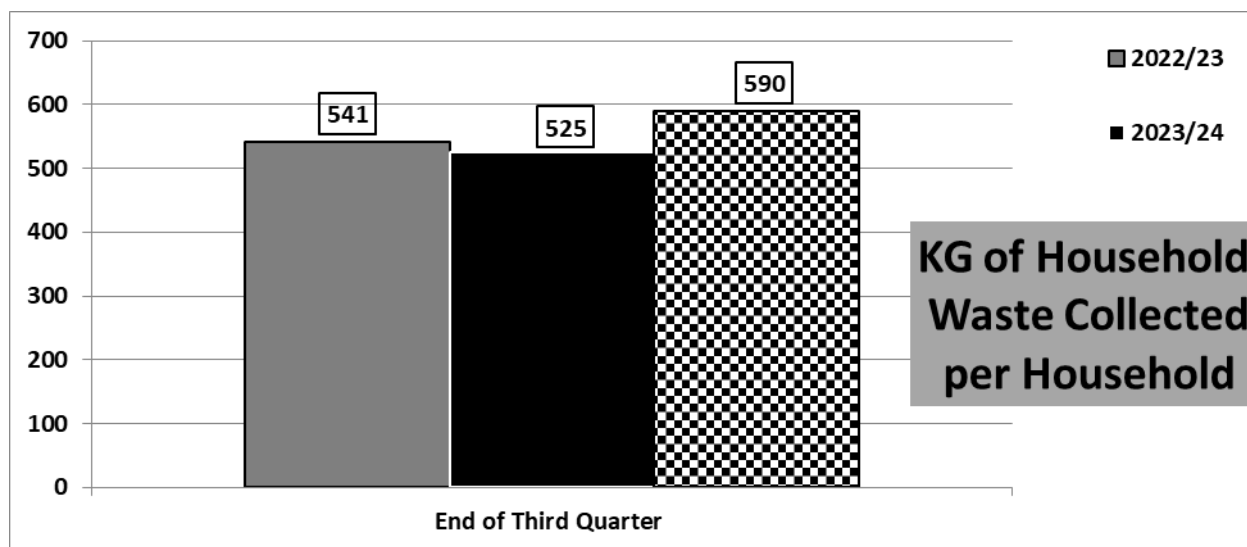


Measure details	End of Third Quarter Performance 2023/24 (2022/23)	Comments	Trend
Council Tax Collection	82.06% (82.18%)	The profiled target for the end of the third quarter 2023/24 is 82%.The trend indicator reflects within tolerance (2.50%) of 2022/23 performance.	😊
Business Rates Collection	81.78% (81.52%)	The profiled target for the end of the third quarter 2023/24 is 82%.The trend indicator reflects within tolerance (2.50%) of 2022/23 performance.	😊

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

Budget 2023/24	Third Quarter Outturn	End of Year Forecast	Comments	Trend
4,040,885	2,802,519	4,028,062	Increased agency costs offset by vacancy savings, fuel savings, and increased income from developers contribution, bin sales, bulky collections, and enforcement profit share.	😊

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

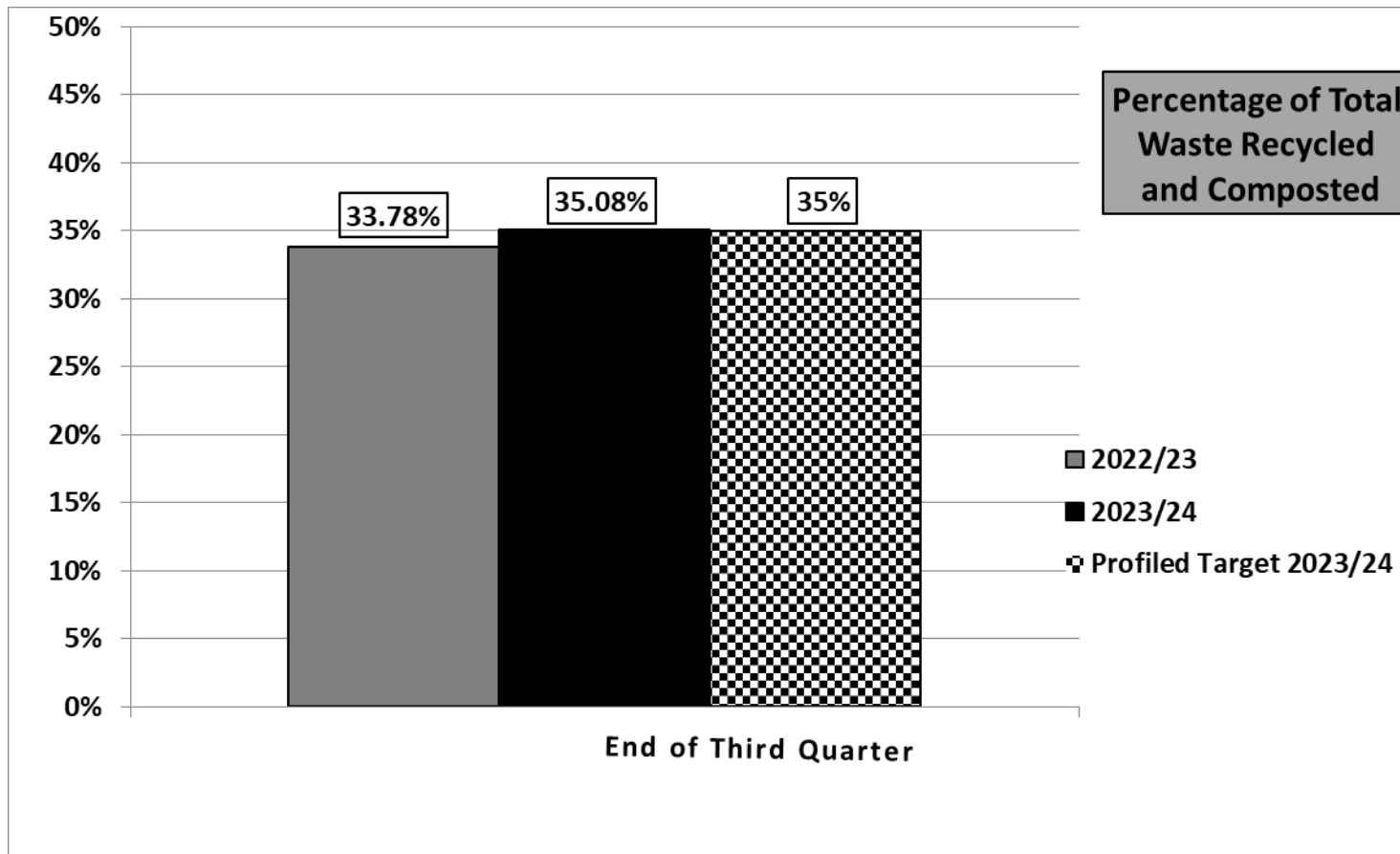


Measure details	End of Third Quarter Performance	Comments	Trend
2022/23	541Kg	Low is good performance. The annual target range for 2023/24 is 543 - 590Kg.	😊
2023/24	525Kg	Normally reported one month in arrears of other performance data, but the end of the third quarter data is available in time for this report.	

Recycling – (Finance & Public Services OSP)

Budget 2023/24	Third Quarter Outturn	End of Year Forecast	Comments	Trend
1,268,101	900,522	1,714,584	Variance due to increased agency costs and reduced recycling income expected due to material price plummeting after budget setting. There has also been increased costs in relation to the recycling contract.	☹️

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



Measure details	End of Third Quarter Performance	Comments	Trend
2022/23	33.78%	The profiled target for the end of the third quarter is 35%.The target range for end of year 2023/24 is 36 – 45%. Normally reported one month in arrears of other performance data, but the end of the third quarter data is available in time for this report.	😊
2023/24	35.08%		

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 4 of the 6 key indicators have improved and 2 stayed the same.

NBBC Strategic Risk Register Summary

Third Quarter 2023/24

The total number of 'live' risks is now 23, as one new risk has been added:

New Risk

- **R32** (Financial implications to NBBC following appeals / hearings processes for planning applications)

At the end of December 2023, the breakdown according to net risk is:

- "Net red" 2 (9%)
- "Net amber" 6 (26%)
- "Net green" 15 (65%)

Therefore, 21 (91%) 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 fifteen strategic risks within the remit of the panel. Four are "net amber" and eleven are "net green". Details of these risks are shown below.

NBBC Strategic Risk Register

Current Version: 9th January 2024

Finance and Public Services OSP Risks

Risk Level Indicator Matrix and Descriptors

Key

	Green (acceptable)
	Amber (tolerable)
	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

NET AMBER RISKS

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R9	Failure to effectively manage Health, Safety & welfare arrangements to limit the potential for accidents and financial penalties	High / Major (RED)	1. Health and Safety Co-ordinators Group (HASCOG).	1: Strategic Director (P&S)	Significant / Major (AMBER)	1. HASCOG minutes.	Strategic Director (P&S) / PH – F&C / FPS OSP
			2. Health & Safety policies & procedures.	2. Head of Safety and Environmental Health		2. HASCOG minutes.	
			3. Risk assessments and safe systems of work.	3: Strategic /Assistant Directors		3. HASCOG minutes and review / audit of NSHARE.	
			4. Mandatory Health & Safety training.	4: Head of Safety and Environmental Health		4.Training Records	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			5. Designated Corporate Health and Safety Officer.	5: Head of Safety and Environmental Health		5. Officer in place.	
			6. Compliance software system (NSHARE).	6: Head of Safety and Environmental Health		6. System in place.	
			7. Regular effective assurance reporting to Management Team.	7: Strategic Director (P&S)		7. Management Team reports and minutes.	
			8. Annual statement for Health and Safety assurance.	8: Assistant Director (Environment and Enforcement) / Head of Safety and Environmental Health		8: Audit and Standards Committee minutes.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			<u>Planned:</u>				
			1. Fully implement new compliance software system in 2024/25 (NSHARE).	1: Head of Safety and Environmental Health		1. I.T. system fully implemented.	
			2. Further report to Management Team relating to review of organisational structure for Health and Safety (March 2024).	2: Strategic Director (P&S)		2. Management Team minutes. Revised structure in place – following Housing health and safety structure review.	
			3. External risk review of Health and Safety arrangements (January 2023) and formulate revised action plan (March 2024).	3: Strategic Director (P&S / Head of Safety and Environmental Health		3. Risk consultancy report.	
			4. Review of HASCOG terms of reference and attendance by	4: Assistant Director (Environment		4. HASCOG minutes.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			Assistant Directors (April 2024).	and Enforcement)			
			5.Revised Health and Safety policies to be presented to the Employment Committee (April 2024).	5: Head of Safety and Environmental Health		5.Employment Committee minutes.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP	
R16	"Cyber" crime or attack	High/ Major (RED)	1.Anti-virus, managed firewall, security patches and robust back-up procedure updated weekly.	1: ICT Client Manager	Significant / Major (AMBER)	1.PSN certification in place	Strategic Director (E&T) / PH – F&C / FPS OSP	
			2.Awareness training sessions held throughout the year.	2: Strategic Director (E&T)				2. Training programme and attendance records.
			3.Monthly e-communication from Cyber Crime Officer (WCC).	3: Strategic Director (E&T)				3. Monthly e-communication.
			4.Public Services Network (PSN) annual compliance certification.	4: ICT Client Manager				4. PSN certification in place
			5.Post "Azure" migration, LGA cyber security peer review to be undertaken (December 2023).	5: ICT Client Manager				5. Peer review report.

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			<u>Planned:</u>				
			1. "Cyber Essentials" certification application to be resubmitted pending Cyber security and risk review (2024/25, subject to upgrade of Electoral Registration software).	1: ICT Client Manager		1. Certificate in place.	
			2. Test internal e-mail security (on-going).	2: ICT Client Manager		2. Report to Management Team.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R20	Pandemic – service, social and economic implications	Very High/ Major (RED)	1. Corporate Business Continuity Plan.	1: Chief Executive	Significant / Major (AMBER)	1. Plan in place.	Management Team / PH - Cabinet / FPS OSP
			2. Business Continuity Plans (BCP).	2: Assistant Directors		2: Plans in place.	
			3. Emergency Plan including regular training.	3: Strategic Director (E&T)		3. Plan in place / training records.	
			4. Risk assessment in place to address and co-ordinate the safe delivery of (revised) services / working arrangements.	4: Head of Health and Safety and Environmental Health		4. Risk assessment in place.	
			5. Pandemic response and recovery: <ul style="list-style-type: none"> Incident Management Team Implement responsibilities linked to Civil Contingencies Act 	5: Chief Executive		5. Terms of reference / meeting minutes:	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			6. Implement directives from Central Government, as required.	6: Chief Executive		6. Regular completion of pro forma returns to Government.	
			7. Effective and timely communication systems (employees, Elected Members, public and media).	7: Chief Executive		7. E-mail and public / media communications / bulletins.	
			8. Encourage employees to take up vaccination offers.	8: Chief Executive		8. Employee newsletters and bulletins.	
			<u>Planned:</u>				
			1. Update Emergency / Business Continuity Plans (by 31 st March 2024).	1: Management Team		1. Plans in place.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R25	<p>Noncompliance with regulations relating to :</p> <ul style="list-style-type: none"> Freedom of Information Environmental Information General Data Protection <p>resulting in penalties applied by the Information Commissioner's Office</p>	Very high / major (RED)	<u>Freedom of Information / Environmental Information</u>		Significant / major (AMBER)		Management Team / PH – F&C / FPS OSP
			1.Monthly FOI reports to designated service areas.	1: Customer Experience Officer		1.Reports.	
			2.Dash Customer Service Workflow application used to manage outstanding cases.	2: Strategic Director (E&T)		2.Dash application.	
			3.Email alerts on receipt of new requests.	3: Strategic Director (E&T)		3.Emails.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			4.Nominated officers in some service areas to monitor outstanding requests.	4: Chief Executive / Strategic Directors		4.Nominated Officers.	
			5.Workflow process regularly reviewed and updated if necessary	5: Information Management Group (IMG)		5.Request reports.	
			6. Regular targeted training on meeting FOI request deadlines.	6: Information Management Group (IMG)		6.Training records.	
			7. Nominated employees to monitor and manage FOI / EIR requests.	7: Strategic Director (E&T)		7. Officer in place.	
			8. Qualified DPO co-ordinating information in line with the Freedom of Information Act 2000	8: Strategic Director (E&T)		8. Officer in place.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			<u>Planned:</u>				
			1.Refresher training for Senior Managers (31 st March 2024).	1: Assistant Director (Central Operations)		1.Senior Management Team minutes / training records.	
			<u>General Data Protection Regulations (GDPR)</u>				
			1. Corporate Information Governance Group (CIGG) / Information Management Group.	1: Audit & Governance Manager		1.Meeting minutes.	
			2. Use of an accredited contractor to dispose of electrical equipment (including IT equipment). The contractor guarantees data destruction & provides certification accordingly.	2: Strategic Director (E&T)		2. Contractor agreement and meetings minutes	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			3. Compliance with Public Services Network Code of Connection (PSN Co-Co).	3: Strategic Director (E&T)		3. Annual PSN Compliance Certification / "Cyber Essentials Scheme" certification.	
			4. Senior Information Risk Owner (SIRO) and Deputy appointed.	4: Strategic Director (E&T)		4. SIRO's Job Description	
			5. Information Governance Framework/ ICT Code of Conduct for Employees/Member Protocol for the Use of IT Resources.	5: Audit and Governance Manager.		5. Individual Cabinet Member Decision	
			6. Appointment of Data Protection Officer (DPO) in line with Data Protection regulations.	6: Audit and Governance Manager.		6. DPO in place.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			7. Data audit and publication of privacy notices.	7: Audit and Governance Manager.		7. Audit records (records of processing activity)/notices on council website.	
			8. External Audit undertaken (Information Security Advice Limited).	8: Audit and Governance Manager.		8. Report in place.	
			9. Data Protection training available on Delta.	9: DPO and Training Officer		9. Delta training records	
			10. Refresh of Corporate Governance Group (CGG) / Information Management Group (October 2023).	10: Assistant Director (Democracy and Governance) / DPO		10.Meetings minutes	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			<u>Planned:</u>				
			1. Data Protection policy to be updated (March 2024).	1: DPO		1. Policy approved.	
			2. Data Protection information to be made available to employees via the new Intranet when available (March 2024).	2: DPO		2. Intranet.	
			3. Information Asset Register to be established (timescale to be agreed with Information Management Group).	3: DPO / Information asset owners		3. Register in place.	
			4. Data protection and Freedom of Information Act training for Senior Managers (on-going).	4: DPO		4. Senior Management meeting records.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			5. Data Protection training to be reviewed to ensure that it is up to date and appropriate (on-going).	5: DPO and Training Officer		5. Delta training records.	
			6. Data breach monitoring report to be developed and monitored by the Corporate Governance Group (October 2023).	6: Audit and Governance Manager and DPO		6. Monitoring report	

NET GREEN RISKS

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R3	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	Significant / Major (AMBER)	1. Legally binding contract documentation.	1: Assistant Director (Democracy and Governance)	Low / Major (GREEN)	1. Tender documents, contract conditions and legal documentation.	Management Team / PH – F&C / FPS OSP
			2. Contract monitoring activities.	2: Assistant Directors		2. Minutes of meetings with contractors.	
			3. Procurement process that is in place and regularly reviewed as defined by contract procedure rules. On-going supplier monitoring including credit check.	3: Assistant Director (Democracy and Governance)		3. Latest version of Contract Procedure Rules.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			4. On-going financial check (key contracts).	4: Assistant Director (Democracy and Governance)		4. Records of processed invoices.	
			5. In-house Corporate Governance training.	5: Audit & Governance Manager		5. Records of in-house governance training.	
			6. Internal audit.	6: Audit & Governance Manager		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.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			10. Contractors required to provide Parent Company Guarantee &/or performance bond, as required.	10: Strategic Director (F&G)		10.Tender documents, contract conditions and legal documentation	
			11. Compliance with Cabinet Office Public Procurement Policy Notes (PPNs).	11: Assistant Director (Democracy and Governance)		11. Creditors and Procurement records.	
			12.On-going monitoring of supply market and volatility.	12: Assistant Director (Democracy and Governance)		12. Minutes of Corporate Governance Group.	
			<u>Planned:</u>				
			1. Review of Contract Procedure Rules (March 2024).	1: Assistant Director (Democracy and Governance)		1. Updated procedure rules.	
			2.Contract management training (March 2024).	2: Assistant Director (Democracy and Governance)		2. Training records.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R7	Breakdown of Council services due to an emergency or significant incident.	Low/Major (AMBER)	1. Corporate Business Continuity Plan.	1: Management Team	Low/ Serious (GREEN)	1. Plan in place.	Chief Executive and Strategic Director (E&T) / PH - Leader & Cabinet / FPS OSP
			2. Emergency Plan including regular training.	2: Management Team		2: Plan in place.	
			3. Shared service Emergency Planning Officer in place.	3: Strategic Director (E&T)		3. Joint Emergency Planning Officer (JEPO) two-year work streams plan.	
			4. Flexibility of working at Town Hall or Gresham Road Depot.	4: Strategic Director (E&T)		4. Availability of locations.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			5. Head of People and Culture appointed as strategic lead officer for emergency planning from April 2022.	5: Strategic Director (E&T)		5. Officer in post.	
			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)		8. Service in place.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			9. On-going Strategic and Assistant Directors attending Warwickshire Local resilience Forum (WLRF) training on Civil Contingencies Act responsibilities.	9: Chief Executive		9. Training records held by WLRF.	
			<u>Planned:</u>				
			1. Update Business Continuity Plans (March 2024).	1: Strategic Directors			
			2. Explore options to mitigate national power outages (March 2024).	2: Strategic Director (E&T)			
			3. Training sessions on new Emergency Plan by end of March 2024.	3: Strategic Director (E&T)			

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

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

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			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. Section 151 Officer in post.	13: Chief Executive		13.Member-led appointment process.	
			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.	
			16. NDR Refunds - Valuation Office Agency provisions in place.	16: Strategic Director (F&G)		16. Refunds applied.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			17.Warwickshire Business Rates Pool	17: Strategic Director (F&G)		17. County Council regular reports.	
			18.Multi-year capital budget and funding monitoring (in February).	18: Strategic Director (F&G)		18.Cabinet / Council reports.	
			<u>Planned:</u>				

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R11	Nuneaton and Bedworth Community Enterprises Ltd. (NABCEL) gives rise to unplanned liabilities	Significant / Serious (AMBER)	1. NABCEL Board.	1:NBBC Strategic Directors / Shareholder Committee	Low / Moderate (GREEN)	1. Board meeting papers & minutes.	Management Team / PH - Leader / FPS OSP
			2. Articles of Association adopted.	2: NBBC Strategic Directors / Shareholder Committee		2.Articles of association	
			3. Each new business activity for NABCEL is supported by a robust business case that must be approved by the NABCEL Board.	3: NBBC Strategic Directors / Shareholder Committee		3.Business cases / Cabinet minutes.	
			4. Appropriate and effective policies and procedures are in place and budgets are monitored regularly.	4: NBBC Strategic Directors / Shareholder Committee		4. Policies located in records management system and budget monitoring.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			5. Appropriate insurance cover in place.	5: NBBC Strategic Directors / Shareholder Committee		5. Insurance certification.	
			6. External accounting support.	6: NBBC Strategic Directors / Shareholder Committee		6. External Account reports.	
			7.NABCEL Internal Audit.	7: NBBC Strategic Directors / Shareholder Committee		7. NABCEL Internal Audit reports.	
			8. Shareholder agreement / committee.	8: NBBC Strategic Directors / Shareholder Committee		8. Shareholder agreement record / minutes of Shareholder Committee meetings.	
			9. Shareholder board member training.	9: NBBC Strategic Directors / Shareholder Committee		9. Training records.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			10. Effective senior management arrangements in place.	10: NBBC Strategic Directors / Shareholder Committee		10. New structure implemented.	
			11. Three-year Business Strategy.	11: NBBC Strategic Directors / Shareholder Committee		11. Strategy in place. Annual review completed.	
			12. Five-year Business Plan.	12: NBBC Strategic Directors / Shareholder Committee		12. Business Plan in place. Annual review completed.	
			13. Annual review of Business Strategy and Business plan.	13: NBBC Strategic Directors / Shareholder Committee		13. Updated Strategy and Plan in place.	
			14. Regular performance review.	14: NABCEL Board Chair		14. NABCEL Board minutes.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			15. External audit of NABCEL (on-going).	15:NABCEL Board Chair		15. Audit report.	
			<u>Planned:</u>				
			1. Implement appropriate recommendations for NABCEL governance structure (March 2024).	1: Strategic Director (E&T)		1. External report.	
			2. Review growth model and establish a financial strategy (Quarter 2, 2024/25).	2: Strategic Director (F&G)		2. Plan in place.	
			3. Business Case reviewed (on-going)	3: Strategic Director (E&T)		3. Approved Business Case in place.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R15	Insufficient planning or resourcing of capital investment priorities	Significant / Serious (AMBER)	1. Corporate / Strategic programme management arrangements.	1: Chief Executive	Low / Moderate (GREEN)	1. Minutes of meetings (including Strategic / HRA / ITC / Regeneration / Corporate Asset Management programme boards).	Management Team / PH - Cabinet / FPS OSP
			2. Asset Management Plan & Capital Strategy (5 years).	2: Strategic Director (F&G)		2. Finance Manager and Strategic Director (E&T) / 3, 6 & 10. Cabinet reports.	
			3. Housing Revenue account (HRA) Business Plan	3: Strategic Directors (H&CS) and (F&G)		3. Plan and dedicated Finance Business Partner in place.	
			4. Medium Term Financial Plan including regular review.	4: Strategic Director (F&G)		4. Plan in place.	
			5. Acquisitions and Disposal Programme.	5: Strategic Director (E&T)		5. Programme in place.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			6. Internal audit programme.	6: Head of Audit and Governance		6. Audit reports.	
			7. Treasury Management Strategy and Prudential Indicators	7: Strategic Director (F&G)		7. Strategy in place / Council minutes.	
			8. Regular reporting on the multi-year Capital programme.	8: Strategic Director (F&G)		8. Reports.	
			9. WMCA funding for land remediation.	9: Strategic Director (E&T)		9. Funding received.	
			10. "Future High Streets" funding agreed.	10: Strategic Director (E&T)		10. Monitoring and evaluation returns and programme board minutes	
			11. "Towns Fund" funding agreed.	11: Strategic Director (E&T)		11. Funding agreement in place. Corporate programme strategic board minutes.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			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.	
			14. Annual General Fund / HRA budget setting (3 year budget process).	14: Strategic Director (F&G)		14. Cabinet meeting minutes.	
			15. Budget monitoring.	15: Management Team (MT)		15. MT reports / minutes.	
			16. Programme management arrangements.	16: Management Team		16. MT reports / minutes.	
			<u>Planned:</u>				
			1. Revised HRA Asset Management Plan (end of March 2024).	1: Assistant Director (Social Housing and Community Safety)		1. Plan in place.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			2. Review and update Capital Strategy (March 2024).	2: Strategic Director (E&T)		2. Document in place and adopted.	
			3. Review and update of the HRA Business Plan (Summer 2024).	3: Strategic Directors (F&G) and (H&CS)		3. Revised plan in place.	
			4. Acquisition and Disposal programme to be monitored by Corporate Governance Group (on-going).	4: Assistant Director (E&T)		4. Corporate Governance Group meeting minutes.	

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

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

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			10.Monitoring of supply, construction and market issues.	10: Strategic Directors (PS) and (F&G)		10.Accounts records / Finance meeting minutes. Update to OSP in February 2023.	
			11. Site visits by Cabinet and OSP scrutiny members to monitor progress.	11: Strategic Directors (PS) and (F&G)		11. OSP reports.	
			12. Finances and a request for an additional loan approved by Cabinet.	12: Strategic Directors (PS) and (F&G)		12: Cabinet meeting minutes.	
			13.NBBC materials now being delivered to Sherbourne Resources Ltd. site.	13: Strategic Director (PS) and Head of Waste and Transport		13. Cabinet meeting minutes.	
			14.Reconfiguration of refuse rounds for mixed recycling completed (September 2023).	14:Strategic Director (PS) and Head of Waste and Transport		14.Cabinet meeting minutes / media press releases.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			Planned:				
			1.Assessment of recycling material from NBBC residents monitoring by Sherbourne Resources Ltd. (February 2024)	1. Strategic Director (PS) and Head of Waste and Transport		1.Monthly reports from Sherbourne Resources Ltd. / Cabinet report(s).	
			2.Sherbourne Resources Ltd. to commence loan repayments to NBBC (September 2024).	2: Strategic Directors (PS) and (F&G)		2.Loan repayment budget monitoring.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
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)	1. Communications and marketing strategy, associated protocols and plans.	1: Corporate Comms. and Marketing Manager	Low / Moderate (GREEN)	1. Press releases, training, communications and marketing action plan; media statements; Media monitoring.	Strategic Director (E&T) / PH - Cabinet / FPS OSP
			2. Media training for Directors.	2: Strategic Director (E&T) / Assistant Director (Central Operations)		2. Training records.	
			3. Additional resource for corporate communications and marketing team agreed by Cabinet.	3: Corporate Comms. and Marketing Manager		3. Staff in posts	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			4.LGA social media training for Elected Members.	4: Chief Executive		4.Training delivered in January 2022	
			<u>Planned:</u>				
			1. Periodic media training for Elected Members and Senior Managers (ongoing).	1: Corporate Comms. and Marketing Manager		1.Training records.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
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.	1:Strategic Director (F&G)	Low / Low (GREEN)	1. DWP plan.	Strategic Director (F&G) / PH – F&C / FPS OSP
			<u>Planned:</u>				
			1.On-going audit of DWP Plan.	1: Assistant Director (Finance and Governance)		1.Audit logging records.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R29	Human Resources (HR) – failure to effectively manage workforce planning / comply with legislation and policies	Low / Serious (GREEN)	1.Advisory Conciliation and Arbitration Service (ACAS) code of practice and legislation.	1:Assistant Director (Central Operations) / Head of People and Culture	Low / Serious (GREEN)	1.Approved policies in place.	Chief Executive (Head of Paid Services) / F&C / FPS OSP
			2.Up-to-date HR policies and procedures subject to regular review and developed in consultation with trade unions.	2: Assistant Director (Central Operations) / Head of People and Culture		2.Regular alerts from designated bodies / Policies in place.	
			3.Appropriate training on HR policies and procedures.	3: Assistant Director (Central Operations) / Head of People and Culture		3.Training records.	
			4.Change Management Policy	4: Assistant Director (Central Operations) / Head of People and Culture / service managers.		4.Management Team minutes.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			5. Regular review of employee remuneration levels.	5: Head of People and Culture		Report to Remuneration Panel and Employee Committee.	
			<u>Planned:</u>				
			1.Strategic Workforce Planning training (March 2024).	1: Head of People and Culture / Assistant Directors.		1.Training records	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R30	Ombudsman Complaints (Local Government Ombudsman / Housing Ombudsman) – failure to meet customer expectation after completion of our complaints process	High / Low (GREEN)	1. Formal complaints policy and process.	1: Customer Experience Officer	High / Low (GREEN)	1. Policy and procedure in place.	Strategic Director (E&T) / F&C / FPS OSP
			2. Designated Customer Experience Officer.	2: Customer Experience Officer		2. Designated Customer Experience Office. in place	
			3. Review / Final check of service area escalated responses.	3: Customer Experience Officer		3. Review records retained.	
			4. Ombudsman monitoring by Management Team (Strategic Performance Report).	4: Management Team		4. Strategic Performance Report.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			<u>Planned:</u>				
			1. Annual Ombudsman report Finance and Public Services (FPS) Scrutiny panel (January 2023).	1: Customer Experience Officer		1. FPS meeting minutes.	

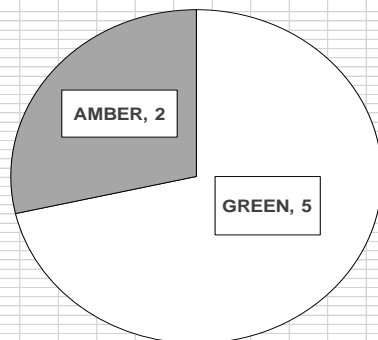
Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R 31	Modern Slavery and Human Trafficking – failure to effectively monitor and comply with legislation	Low /Major (GREEN)	1. Annual modern slavery statement (including policies and training).	1: Assistant Director (G&D) / Head of People and Culture	Low /Major (GREEN)	1. Cabinet minutes / Modern Slavery Statement Register.	Management Team / PH – F&C / FPS OSP
			2. Qualified officers in post (Human Resources & Procurement).	2: Assistant Director (G&D) / Head of People and Culture		2. Officers in post.	
			3. Raising awareness with Elected Members.	3: Strategic Director (F&G) / Assistant Director (G&D)		3. Cabinet minutes / Corporate Governance Training.	
			4. Procurement procedures including Modern Slavery questions as part of the tender process – including contract terms and conditions.	4: Assistant Director (G&D)		4. Contract procedure rules and monitoring and review of tender templates	
			5. Specific Modern Slavery e-learning training module for senior officers.	5: Assistant Director (G&D) / Head of Audit and Governance / Head of People and Culture		5. Training records.	

Strategic Performance Report – Executive Summary January 2024

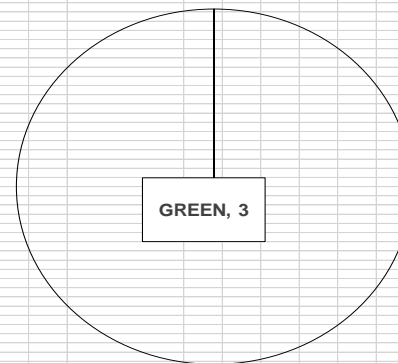
(Data as at the end of December 2023)

Charts Summary

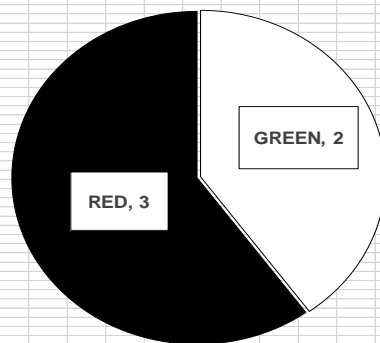
1. FINANCE



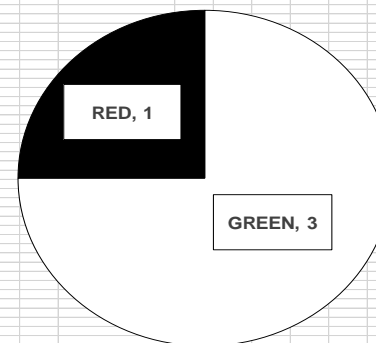
2. PEOPLE AND SERVICE DELIVERY (P&SD)



3. PROCESSES



4. IMPROVEMENT



RED AND AMBER MEASURES BY CATEGORY *		
CATEGORY	RED	AMBER
FINANCE	0	2
P & S D	0	0
PROCESSES	3	0
IMPROVEMENT	1	0

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

Strategic Performance Report – Executive Summary

January 2024

(Data as at the end of December 2023)

Positive Aspects (Chart reference shown in brackets)

- **Processing of new benefits claims** is 21.11 days against the 22 days good performance benchmark (compared to 25.51 days in December 2022)
- **The percentage of invoices paid on time** is 97.69% at the end of December - well within the target range of 95 – 100% and compared to 95.95% in December 2022
- **Agency staff spend** £577,435 as at the end of December compared to £886,007 at the end of December 2022:

General Fund	£ 442,181	77%
HRA	£ 135,254	23%
Total	£ 577,435	100%

This is netted against an estimated (£1,893,033) salary underspend, creating a NET underspend of (£1,316K) across the general and HRA budgets.

	Underspend	Net Underspend
General Fund	- 1,346,711	- 905k
HRA	- 546,322	- 411k
Total	- 1,893,033	- 1,316k

NOTE: The pay award was distributed in December, therefore the 5% estimation has been removed now that we have the actual spend.

The top three cost areas are:

DEVELOPMENT CONTROL APPLICATIONS	£137,453
DOMESTIC REFUSE	£96,713
PRIVATE SECTOR HOUSING STANDARDS	£53,061
TOTAL	£287,227 (50% of total agency spend)

- **Strategic Risk Register monitoring** is 91% against the 80% target at the end of the third quarter (91% last quarter)
- **Health and Safety monitoring** is 100% (80% last quarter) against the 80% target at the end of the third quarter. All monitoring targets have been met.

Strategic Performance Report – Executive Summary

January 2024

(Data as at the end of December 2023)

Areas for Improvement (Chart reference shown in brackets)

- **General Fund Capital Programme** is currently forecasting an underspend variance of approximately £49m. The underspend is predicted due to Bedworth Physical Activity Hub linked to a revised plan due for consideration at Planning Committee in February 2024 (£18.8m), Bridge to Living project on hold pending review of regeneration programme (£6.2m). Grayson Place is still undergoing its final procurement process which will delay the expenditure (£18m). This situation will be monitored, and any changes noted.
- **Working days lost to short term sickness absence** is 3.42 days per full time equivalent (FTE) against the profiled target of 2.61 days/FTE at the end of December
- **Working days lost to long term sickness absence** is 5.27 days per full time equivalent (FTE) against the profiled target of 3.95 days days/FTE at the end of December
- **Short term return to work interview compliance** rolling average is 85.60% within 3 days (83.80% last month). The average time to complete all interviews is 3.67 days (3.67 days last month). Please note that, due to system issues, 100% achievement has been applied to each Directorate performance for the month of December and the average time to complete all interviews mirrors the September, October and November results.

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%	1.14
Finance and Governance	75.49%	5.26
Economy and Transformation	84.33%	3.53
Housing and Community Safety	92.94%	1.75
Public Services	75.02%	5.33

Strategic Performance Report – Executive Summary **January 2024**

(Data as at the end of December 2023)

Areas for Improvement (Chart reference shown in brackets)

- **Building a Better Borough (BaBB) monitoring** is 68% against the 80% target at the end of the third quarter % (79% last quarter)

NOTES

1. **Rent Collection data** - the responsibility for the collection of rent arrears has been passed back to the Housing department from September 2023. Before any performance figures are reported to MT, a full arrears validation process is taking place to ensure that the future reported figures are accurate. Consequently, September - December data is not yet available. The latest status is included in the charts summary.

2. 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 – December 2023 (Total of 102)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI534583813	26/07/2023	20/10/2023	62	Council Property
FI533403553	21/07/2023	09/10/2023	56	Finance
FI535967801	01/08/2023	12/10/2023	52	Transport and Infrastructure
FI539026347	13/08/2023	24/10/2023	51	Environmental Protection
FI543156206	30/08/2023	27/10/2023	42	Environmental Protection
FI560486003	08/11/2023	04/01/2024	41	Housing
FI512974830	04/05/2023	30/06/2023	41	Transport and Infrastructure
FI542568785	28/08/2023	20/10/2023	39	Environmental Protection
FI542568591	28/08/2023	20/10/2023	39	Environmental Protection
FI541978836	25/08/2023	18/10/2023	38	Leisure and Culture
FI539536167	15/08/2023	05/10/2023	37	Housing
FI563250279	20/11/2023	10/01/2024	37	Legal

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April – December 2023 (Total of 102)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI509320231	20/04/2023	09/06/2023	36	Consumer Affairs
FI547994180	18/09/2023	07/11/2023	36	Economic Development
FI506815714	11/04/2023	31/05/2023	36	Management
FI508975370	19/04/2023	07/06/2023	35	Democracy
FI523615547	13/06/2023	01/08/2023	35	Human Resources
FI509092217	19/04/2023	06/06/2023	34	Environmental Protection
FI541162855	22/08/2023	09/10/2023	34	Housing
FI570620200	19/12/2023		33	Democracy
FI569358228	14/12/2023	30/01/2024	33	Economic Development
FI538357810	10/08/2023	26/09/2023	33	Finance
FI523350634	12/06/2023	27/07/2023	33	Legal
FI540082922	17/08/2023	02/10/2023	32	Finance

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April – December 2023 (Total of 102)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI541503487	23/08/2023	06/10/2023	32	Transport and Infrastructure
FI529426068	05/07/2023	17/08/2023	31	Democracy
FI538936502	13/08/2023	26/09/2023	31	Finance
FI524169975	15/06/2023	28/07/2023	31	Finance
FI534599792	26/07/2023	07/09/2023	31	Procurement
FI518739379	24/05/2023	05/07/2023	30	Finance
FI540922374	21/08/2023	02/10/2023	30	Finance
FI523986576	14/06/2023	25/07/2023	29	Council Property
FI542790771	29/08/2023	09/10/2023	29	Finance
FI538616827	11/08/2023	21/09/2023	29	Finance
FI555264294	18/10/2023	28/11/2023	29	Housing
FI533186390	20/07/2023	30/08/2023	29	Housing

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April – December 2023 (Total of 102)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI520099966	30/05/2023	07/07/2023	28	Consumer Affairs
FI506621979	11/04/2023	19/05/2023	28	Consumer Affairs
FI531092307	12/07/2023	21/08/2023	28	Finance
FI527754368	29/06/2023	08/08/2023	28	Finance
FI552472164	06/10/2023	15/11/2023	28	Human Resources
FI546786044	13/09/2023	20/10/2023	27	Consumer Affairs
FI512620358	03/05/2023	09/06/2023	27	Consumer Affairs
FI530738222	11/07/2023	17/08/2023	27	Council Property
FI543446778	31/08/2023	09/10/2023	27	Democracy
FI540275184	18/08/2023	26/09/2023	27	Environmental Protection
FI539590951	15/08/2023	21/09/2023	27	Finance
FI510283592	24/04/2023	31/05/2023	27	Finance

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April – December 2023 (Total of 102)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI529963993	07/07/2023	15/08/2023	27	IT and C
FI529731278	06/07/2023	11/08/2023	26	Finance
FI516991636	18/05/2023	23/06/2023	26	Finance
FI522056685	07/06/2023	13/07/2023	26	Housing
FI532185876	17/07/2023	22/08/2023	26	Housing
FI545679219	08/09/2023	16/10/2023	26	Waste Management
FI567709086	07/12/2023	11/01/2024	25	Community Safety
FI551388944	02/10/2023	06/11/2023	25	Consumer Affairs
FI567373375	06/12/2023	10/01/2024	25	Consumer Affairs
FI556961279	25/10/2023	29/11/2023	25	Crematoria and Cemeteries
FI547410239	15/09/2023	20/10/2023	25	Directors
FI512627906	03/05/2023	07/06/2023	25	Environmental Protection

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April – December 2023 (Total of 102)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI521001275	02/06/2023	07/07/2023	25	Finance
FI531285697	13/07/2023	17/08/2023	25	Finance
FI520904270	02/06/2023	07/07/2023	25	Finance
FI510729783	26/04/2023	31/05/2023	25	Finance
FI539573997	15/08/2023	19/09/2023	25	Housing
FI505090907	04/04/2023	09/05/2023	25	Management
FI544578469	05/09/2023	09/10/2023	24	Council Property
FI508480242	17/04/2023	19/05/2023	24	Democracy
FI511282082	27/04/2023	31/05/2023	24	Transport and Infrastructure
FI539715542	16/08/2023	18/09/2023	23	Community Safety
FI511031181	27/04/2023	30/05/2023	23	Economic Development
FI572649989	29/12/2023	31/01/2024	23	Finance

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April – December 2023 (Total of 102)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI540946452	21/08/2023	21/09/2023	23	Finance
FI520903668	02/06/2023	05/07/2023	23	Finance
FI511399480	28/04/2023	31/05/2023	23	Finance
FI523902969	14/06/2023	17/07/2023	23	Housing
FI549798014	26/09/2023	28/10/2023	23	Leisure and Culture
FI535966875	01/08/2023	01/09/2023	23	Leisure and Culture
FI522839788	09/06/2023	12/07/2023	23	Management
FI562811310	17/11/2023	20/12/2023	23	Planning and Building Control
FI552466502	06/10/2023	07/11/2023	22	Council Property
FI546428589	12/09/2023	12/10/2023	22	Democracy
FI537504875	07/08/2023	06/09/2023	22	Democracy
FI554003208	12/10/2023	13/11/2023	22	Finance

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April – December 2023 (Total of 102)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI522193351	07/06/2023	07/07/2023	22	Finance
FI562042664	14/11/2023	14/12/2023	22	Housing
FI557603030	27/10/2023	28/11/2023	22	Housing
FI519311395	26/05/2023	27/06/2023	22	Leisure and Culture
FI508662322	18/04/2023	17/05/2023	21	Consumer Affairs
FI548832948	21/09/2023	20/10/2023	21	Council Property
FI545674113	08/09/2023	09/10/2023	21	Council Property
FI537858250	08/08/2023	06/09/2023	21	Crematoria and Cemeteries
FI570299143	18/12/2023	16/01/2024	21	Finance
FI557484361	27/10/2023	27/11/2023	21	Finance
FI532875150	19/07/2023	17/08/2023	21	Housing
FI569595447	15/12/2023	15/01/2024	21	Housing

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April – December 2023 (Total of 102)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI571044907	21/12/2023	19/01/2024	21	Housing
FI522644838	09/06/2023	10/07/2023	21	Housing
FI535974838	01/08/2023	30/08/2023	21	Housing
FI533817409	24/07/2023	22/08/2023	21	Housing
FI521490241	05/06/2023	04/07/2023	21	Leisure and Culture
FI537684735	08/08/2023	06/09/2023	21	Management

Appendix E - Complaints Outside 10 Day Response Timescale: April – December 2023 (Total of 142)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF534477969	26/07/2023		126	Planning and Building Control
CF548482661	20/09/2023	20/12/2023	65	Council Property
CF544879244	06/09/2023	05/12/2023	64	Economic Development Economic development
CF555544198	19/10/2023	11/01/2024	60	Economic Development Economic development
CF512253615	02/05/2023	03/07/2023	44	Waste Management All other Waste Services
CF527553670	28/06/2023	17/08/2023	36	Housing Property Services
CF558313999	31/10/2023	18/12/2023	34	Housing Property Services
CF549340397	24/09/2023	08/11/2023	32	Housing Property Services
CF514225605	09/05/2023	21/06/2023	31	Housing Property Services
CF565082774	27/11/2023	09/01/2024	31	Housing Property Services
CF516912153	18/05/2023	29/06/2023	30	Housing Property Services
CF554150013	13/10/2023	23/11/2023	29	Waste Management All other Waste Services
CF568733285	12/12/2023		27	Housing Property Services
CF506715351	11/04/2023	18/05/2023	27	Planning and Building Control
CF526786667	26/06/2023	01/08/2023	26	Human Resources HR

Appendix E - Complaints Outside 10 Day Response Timescale: April – December 2023 (Total of 142)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF534785962	27/07/2023	31/08/2023	25	Crematoria and Cemeteries
CF523956990	14/06/2023	19/07/2023	25	Leisure and Culture Parks and Greenspace
CF520647077	01/06/2023	05/07/2023	24	Waste Management All other Waste Services
CF554624948	16/10/2023	17/11/2023	24	Waste Management All other Waste Services
CF520954318	02/06/2023	06/07/2023	24	Waste Management Recycling
CF569491749	14/12/2023	16/01/2024	23	Housing Property Services
CF548505681	20/09/2023	23/10/2023	23	Leisure and Culture Parks and Greenspace
CF548865509	21/09/2023	20/10/2023	21	Economic Development Town Centres and Markets
CF509101505	19/04/2023	18/05/2023	21	Finance Revenues
CF546403493	12/09/2023	11/10/2023	21	Housing Property Services
CF517144584	18/05/2023	16/06/2023	21	Waste Management Recycling
CF528904034	04/07/2023	01/08/2023	20	Finance Revenues
CF536314884	02/08/2023	30/08/2023	20	Housing Property Services
CF555818328	20/10/2023	16/11/2023	19	Economic Development Town Centres and Markets
CF530882023	11/07/2023	07/08/2023	19	Environmental Protection Environmental protection

Appendix E - Complaints Outside 10 Day Response Timescale: April – December 2023 (Total of 142)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF541235966	22/08/2023	18/09/2023	19	Finance Revenues
CF505240454	05/04/2023	02/05/2023	19	Housing Property Services
CF543303703	31/08/2023	27/09/2023	19	Leisure and Culture Parks and Greenspace
CF508626496	18/04/2023	15/05/2023	19	Leisure and Culture Parks and Greenspace
CF542854529	29/08/2023	25/09/2023	19	Leisure and Culture Parks and Greenspace
CF542642137	29/08/2023	25/09/2023	19	Leisure and Culture Parks and Greenspace
CF559955621	06/11/2023	01/12/2023	19	Waste Management All other Waste Services
CF520873722	02/06/2023	29/06/2023	19	Waste Management Recycling
CF570128606	18/12/2023	11/01/2024	18	Community Safety
CF540335660	18/08/2023	13/09/2023	18	Economic Development Town Centres and Markets
CF544596925	05/09/2023	29/09/2023	18	Leisure and Culture Parks and Greenspace
CF570823154	20/12/2023	15/01/2024	18	Waste Management All other Waste Services
CF521316131	04/06/2023	29/06/2023	18	Waste Management All other Waste Services
CF549629962	25/09/2023	18/10/2023	17	Crematoria and Cemeteries
CF509646117	21/04/2023	16/05/2023	17	Housing Landlord Services

Appendix E - Complaints Outside 10 Day Response Timescale: April – December 2023 (Total of 142)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF515228929	12/05/2023	06/06/2023	17	Housing Property Services
CF553684665	11/10/2023	03/11/2023	17	Leisure and Culture Parks and Greenspace
CF553564353	11/10/2023	03/11/2023	17	Leisure and Culture Parks and Greenspace
CF553717083	11/10/2023	03/11/2023	17	Leisure and Culture Parks and Greenspace
CF505342603	05/04/2023	28/04/2023	17	Leisure and Culture Parks and Greenspace
CF529431406	05/07/2023	28/07/2023	17	Leisure and Culture Parks and Greenspace
CF541232090	22/08/2023	14/09/2023	17	Transport and Infrastructure Car Parks and Infrastructure
CF560922255	09/11/2023	01/12/2023	16	Crematoria and Cemeteries
CF570237109	18/12/2023	09/01/2024	16	Finance Revenues
CF519469384	27/05/2023	20/06/2023	16	Housing Landlord Services
CF569601968	15/12/2023	08/01/2024	16	Housing Property Services
CF523349663	12/06/2023	04/07/2023	16	Housing Property Services
CF505526015	05/04/2023	27/04/2023	16	Leisure and Culture Parks and Greenspace
CF534005721	24/07/2023	15/08/2023	16	Leisure and Culture Parks and Greenspace
CF533196696	20/07/2023	11/08/2023	16	Leisure and Culture Parks and Greenspace

Appendix E - Complaints Outside 10 Day Response Timescale: April – December 2023 (Total of 142)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF536567304	03/08/2023	25/08/2023	16	Leisure and Culture Parks and Greenspace
CF522136130	07/06/2023	29/06/2023	16	Waste Management All other Waste Services
CF522349049	08/06/2023	29/06/2023	15	Housing Property Services
CF548828933	21/09/2023	12/10/2023	15	Leisure and Culture Parks and Greenspace
CF544368963	04/09/2023	25/09/2023	15	Leisure and Culture Parks and Greenspace
CF564169266	23/11/2023	14/12/2023	15	Waste Management All other Waste Services
CF548890540	21/09/2023	12/10/2023	15	Waste Management All other Waste Services
CF553390952	10/10/2023	30/10/2023	14	Crematoria and Cemeteries
CF506443195	10/04/2023	28/04/2023	14	Economic Development Town Centres and Markets
CF550391346	28/09/2023	18/10/2023	14	Economic Development Town Centres and Markets
CF533402663	21/07/2023	10/08/2023	14	Finance Revenues
CF514621691	10/05/2023	30/05/2023	14	Housing HEART
CF529004652	04/07/2023	24/07/2023	14	Housing Property Services
CF569865756	16/12/2023	05/01/2024	14	Housing Property Services
CF546814931	13/09/2023	03/10/2023	14	Legal

Appendix E - Complaints Outside 10 Day Response Timescale: April – December 2023 (Total of 142)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF522046138	07/06/2023	27/06/2023	14	Leisure and Culture Parks and Greenspace
CF553854394	12/10/2023	01/11/2023	14	Leisure and Culture Parks and Greenspace
CF541641574	24/08/2023	13/09/2023	14	Leisure and Culture Parks and Greenspace
CF569749666	15/12/2023	04/01/2024	14	Leisure and Culture Parks and Greenspace
CF534063299	24/07/2023	11/08/2023	14	Leisure and Culture Parks and Greenspace
CF507881879	14/04/2023	04/05/2023	14	Leisure and Culture 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 All other Waste Services
CF564625879	24/11/2023	14/12/2023	14	Waste Management All other Waste Services
CF508653430	18/04/2023	05/05/2023	13	Consumer Affairs Licensing
CF558341597	31/10/2023	17/11/2023	13	Finance Revenues
CF570750448	20/12/2023	08/01/2024	13	Housing Landlord Services
CF540530591	19/08/2023	07/09/2023	13	Housing Private Sector Housing
CF558436469	31/10/2023	17/11/2023	13	Housing Property Services
CF571027360	21/12/2023	09/01/2024	13	Housing Property Services

Appendix E - Complaints Outside 10 Day Response Timescale: April – December 2023 (Total of 142)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF551517086	03/10/2023	20/10/2023	13	Housing Property Services
CF559668416	05/11/2023	23/11/2023	13	Housing Property Services
CF522351042	08/06/2023	27/06/2023	13	Leisure and Culture Parks and Greenspace
CF544607065	05/09/2023	22/09/2023	13	Leisure and Culture Parks and Greenspace
CF520012597	30/05/2023	16/06/2023	13	Waste Management All other Waste Services
CF550265853	27/09/2023	16/10/2023	13	Waste Management All other Waste Services
CF572643443	29/12/2023	17/01/2024	13	Waste Management All other Waste Services
CF572896343	30/12/2023		13	Waste Management All other Waste Services
CF531295453	13/07/2023	31/07/2023	12	Economic Development Town Centres and Markets
CF518302079	23/05/2023	08/06/2023	12	Finance Accounts
CF516003041	15/05/2023	31/05/2023	12	Finance Revenues
CF561724358	13/11/2023	29/11/2023	12	Housing Landlord Services
CF566781560	04/12/2023	20/12/2023	12	Housing Property Services
CF522789591	09/06/2023	27/06/2023	12	Leisure and Culture Parks and Greenspace
CF522798038	09/06/2023	27/06/2023	12	Leisure and Culture Parks and Greenspace

Appendix E - Complaints Outside 10 Day Response Timescale: April – December 2023 (Total of 142)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF567469343	06/12/2023	22/12/2023	12	Leisure and Culture Parks and Greenspace
CF562273677	15/11/2023	01/12/2023	12	Waste Management All other Waste Services
CF520221609	31/05/2023	16/06/2023	12	Waste Management All other Waste Services
CF543012470	30/08/2023	16/09/2023	12	Waste Management All other Waste Services
CF554039137	12/10/2023	30/10/2023	12	Waste Management All other Waste Services
CF564077117	22/11/2023	08/12/2023	12	Waste Management Recycling
CF527266235	27/06/2023	13/07/2023	12	Waste Management Recycling
CF564454159	24/11/2023	12/12/2023	12	Waste Management Recycling
CF539171111	14/08/2023	29/08/2023	11	Community Safety
CF539277294	14/08/2023	29/08/2023	11	Community Safety
CF567445016	06/12/2023	21/12/2023	11	Crematoria and Cemeteries
CF544012920	03/09/2023	19/09/2023	11	Crematoria and Cemeteries
CF567176053	05/12/2023	20/12/2023	11	Crematoria and Cemeteries
CF536591607	03/08/2023	18/08/2023	11	Democracy Democratic Services
CF527393029	28/06/2023	13/07/2023	11	Finance Revenues

Appendix E - Complaints Outside 10 Day Response Timescale: April – December 2023 (Total of 142)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF567140871	05/12/2023	20/12/2023	11	Finance Revenues
CF546156771	11/09/2023	26/09/2023	11	Finance Revenues
CF542881126	29/08/2023	13/09/2023	11	Housing Private Sector Housing
CF564490125	24/11/2023	11/12/2023	11	Housing Property Services
CF564574756	24/11/2023	11/12/2023	11	Housing Property Services
CF511999880	01/05/2023	16/05/2023	11	Housing Property Services
CF522445076	08/06/2023	23/06/2023	11	Leisure and Culture Parks and Greenspace
CF523327399	12/06/2023	27/06/2023	11	Leisure and Culture Parks and Greenspace
CF507137998	12/04/2023	27/04/2023	11	Leisure and Culture Parks and Greenspace
CF541277782	22/08/2023	06/09/2023	11	Leisure and Culture Parks and Greenspace
CF547147324	14/09/2023	29/09/2023	11	Leisure and Culture Parks and Greenspace
CF549493624	25/09/2023	10/10/2023	11	Leisure and Culture Parks and Greenspace
CF553276930	10/10/2023	25/10/2023	11	Leisure and Culture Parks and Greenspace
CF510861626	26/04/2023	11/05/2023	11	Leisure and Culture Parks and Greenspace
CF520085619	30/05/2023	14/06/2023	11	Leisure and Culture Parks and Greenspace

Appendix E - Complaints Outside 10 Day Response Timescale: April – December 2023 (Total of 142)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF511416090	28/04/2023	15/05/2023	11	Leisure and Culture Parks and Greenspace
CF511397805	28/04/2023	15/05/2023	11	Leisure and Culture Parks and Greenspace
CF554281198	13/10/2023	30/10/2023	11	Waste Management All other Waste Services
CF518592820	24/05/2023	08/06/2023	11	Waste Management All other Waste Services
CF546436046	12/09/2023	27/09/2023	11	Waste Management All other Waste Services
CF549538238	25/09/2023	10/10/2023	11	Waste Management All other Waste Services
CF512668929	03/05/2023	18/05/2023	11	Waste Management Recycling

Agenda Item No.8

Nuneaton and Bedworth Borough Council

Report to: Internal Overview and Scrutiny Panel.
Date: March 2024.
From: Glen McGrandle – Head of Waste and Transport.
Subject: Waste Management Performance Report.
Portfolio: Central Services and Refuse.
Portfolio Holder: Councillor Sue Markham.
Corporate Aim: Aim 3.



1. Objectives Of Scrutiny

- 1.1. To provide the scrutiny panel with a waste management and environmental enforcement services update.

2. What Is The Panel Being Asked To Consider ?

- 2.1. The effectiveness of our performance.
- 2.2. The performance of the overall service.

3. Who Can The Panel Influence ?

- 3.1. The panel can examine the information contained within the report.

4. An Overview Of Performance.

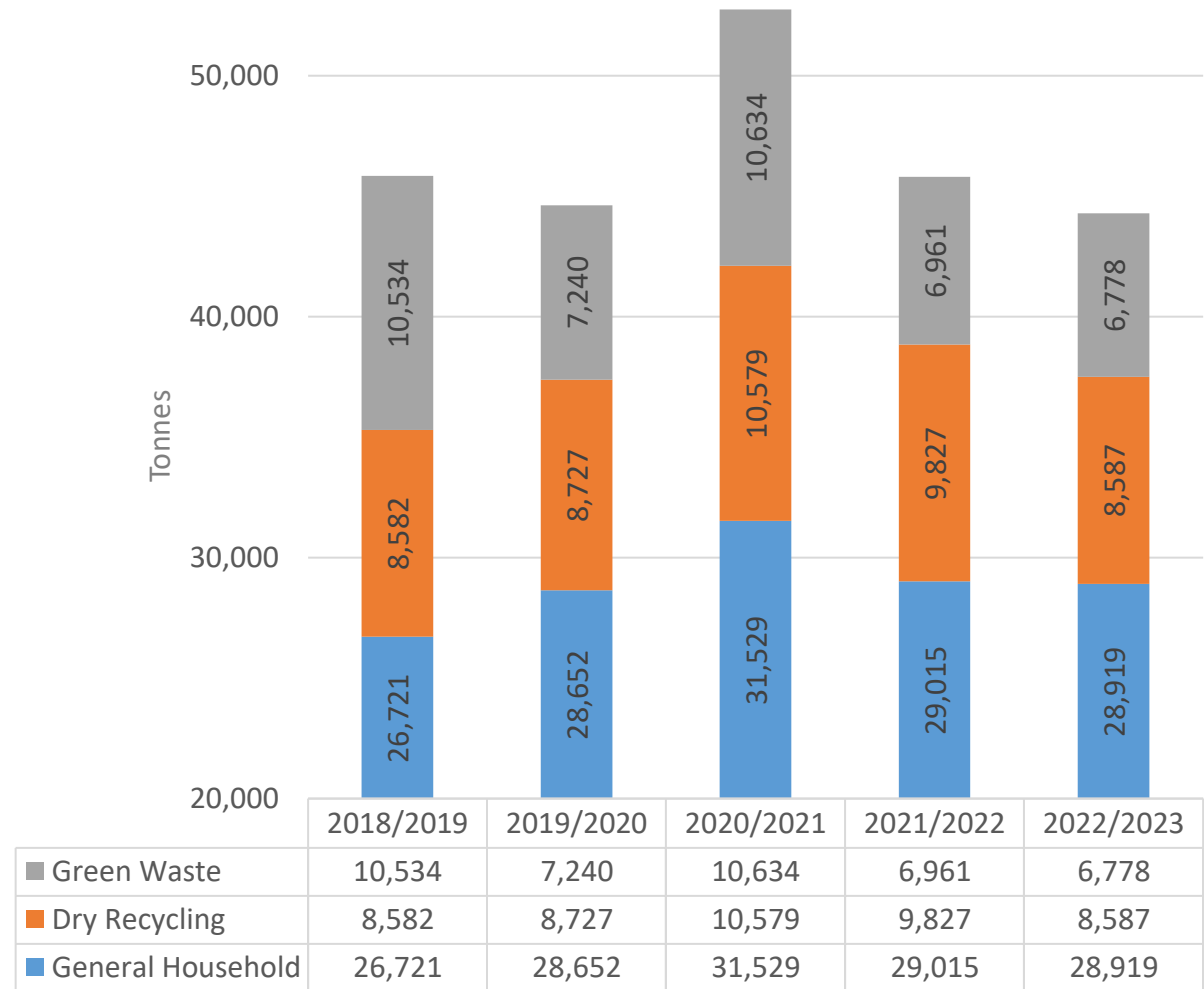
- 4.1. Performance information appertaining to waste management.
- 4.2. An update on enforcement and results to date.

Total Household Waste

Total household waste is made up of our 3 kerbside waste services;

- Garden and food (green lid bin)
 - Dry Recycling (brown lid bin & insert)
 - General Household (black bin)
- Data shows the last 5 years tonnages
 - The reduction in tonnes reflects the coming out of lockdowns in 2020/2021 and is now more consistent with the pre pandemic figures.

Total Household Waste Tonnes

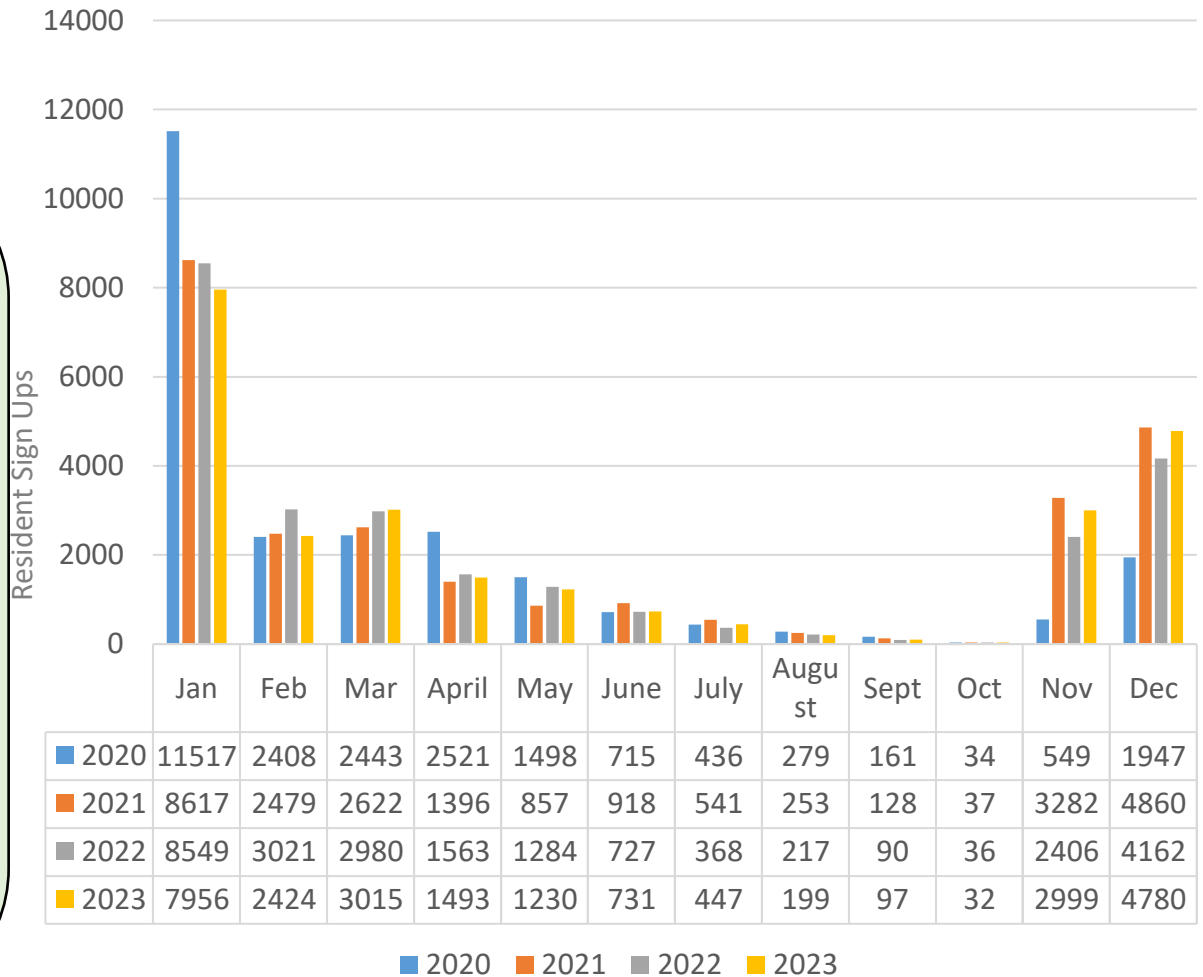


Green Waste

Total Green Bin waste volumes

- Collection fee introduced in 2019/20
- Fee for 2023/2024 remains at £40 per bin
- 2020 total stickers issued 23678
- 2021 total stickers issued 25051
- 2022 total stickers issued 24311
- 2023 total stickers issued 25403
- For 2024/2025 to date, we have issued 15382 stickers providing an income of £ 617k

Green Bin Stickers issued By Month

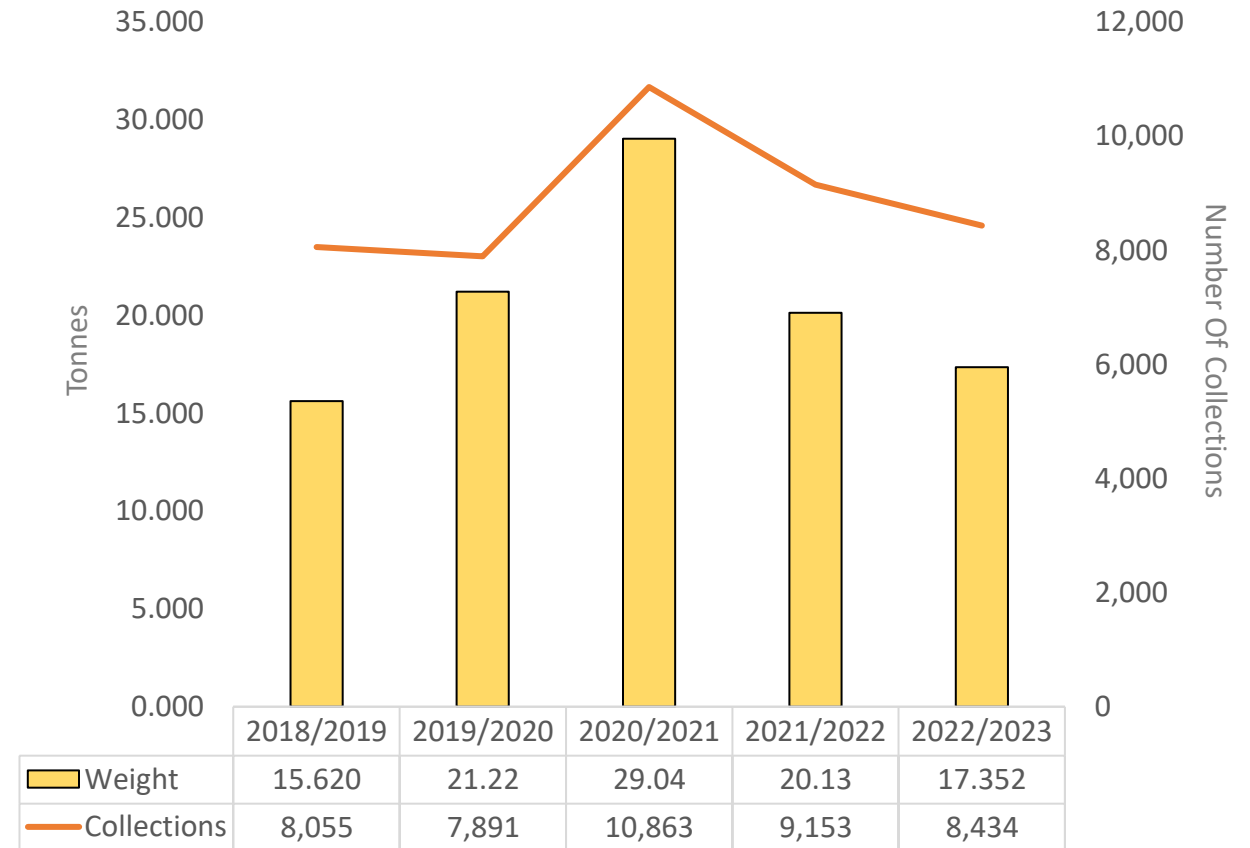


Clinical Collections

We have an ongoing review of our clinical collection process; this review ensures we offer the right collection for the right waste. The pattern of returning to the pre pandemic numbers is clearly shown.

- Review the individual needs for a clinical collection.
- Continue to collect sharps and other clinical waste only.
- Re-direct nonclinical waste material into the Household waste collections.

Clinical Collections Vs Weight



Recycling Income Share

Recycling income share

- NBBC receive an income share to offset some of the costs associated with the recycling material processing.
- The chart shows the fluctuations in price per tonne through 2023 for each element of the recycling collected



Co-Mingled Update

Co-mingled recycling – no more caddy

Caddy insert no longer needed from 23rd October 2023



Your brown lid bin
Recyclables

Use this bin for the following items only

Plastics you can recycle are:

- Milk bottles
- Drinks bottles
- Shampoo bottles
- Margarine tubs
- Yoghurt pots
- Detergent bottles
- Fruit/mushroom punnets

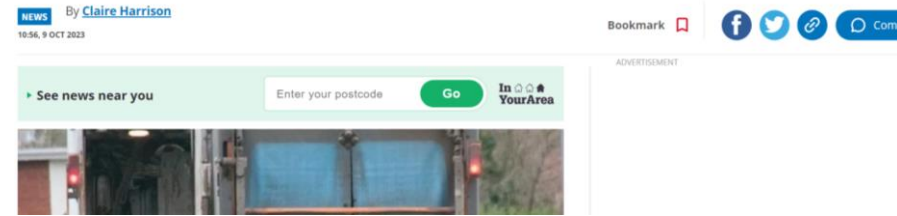
Remember:
"wash and squash" your items when possible before placing in the bin.

~~Container insert~~

paper, cardboard, soft plastics, metal cans & drink cans, large tins, masonry, foil

Date finally revealed for huge recycling bin change for Nuneaton and Bedworth

It means no more separating recycling - and the end of the use of the caddy



NEWS By Claire Harrison
19:56, 9 OCT 2023

Bookmark

See news near you

Enter your postcode

Go

In YourArea



Important news about your recycling and waste services

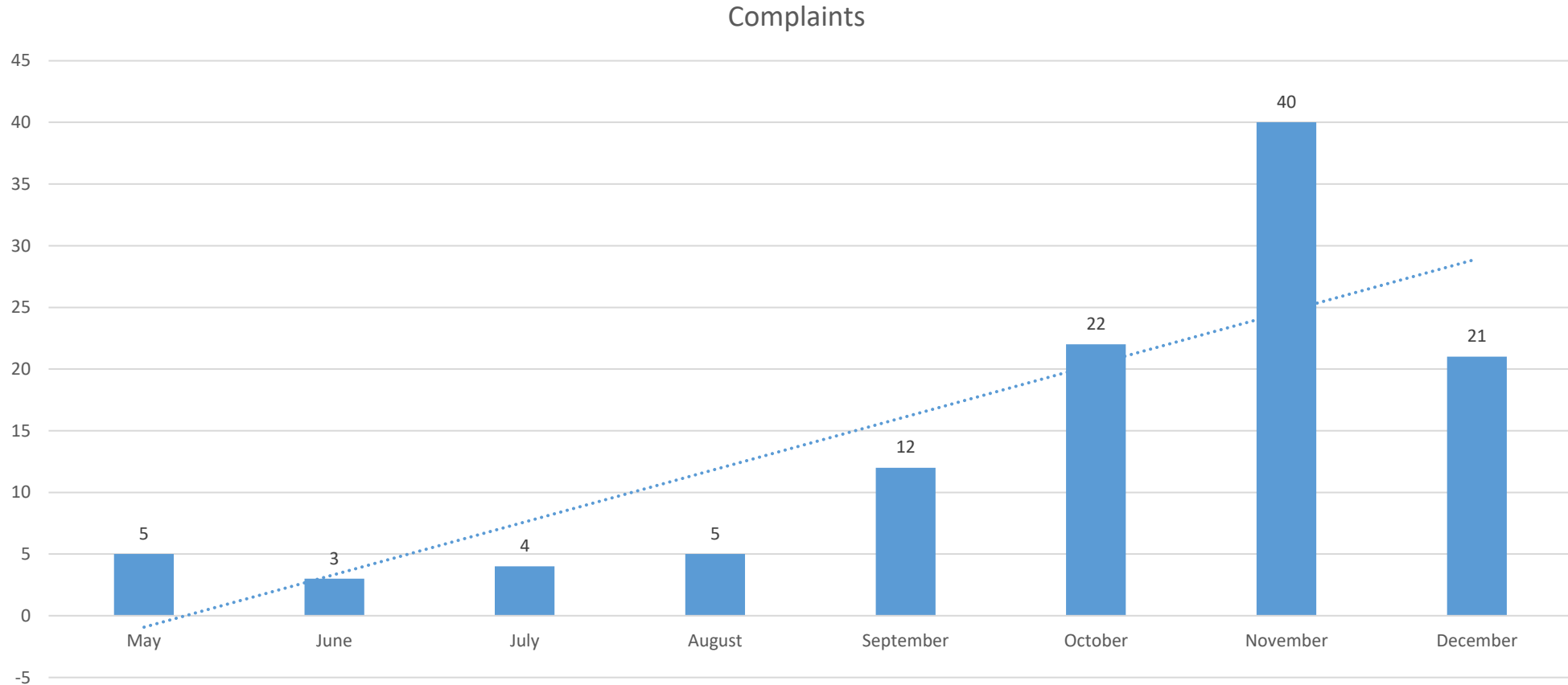
YOUR BIN CADDY IS NO LONGER REQUIRED



Impact of the change

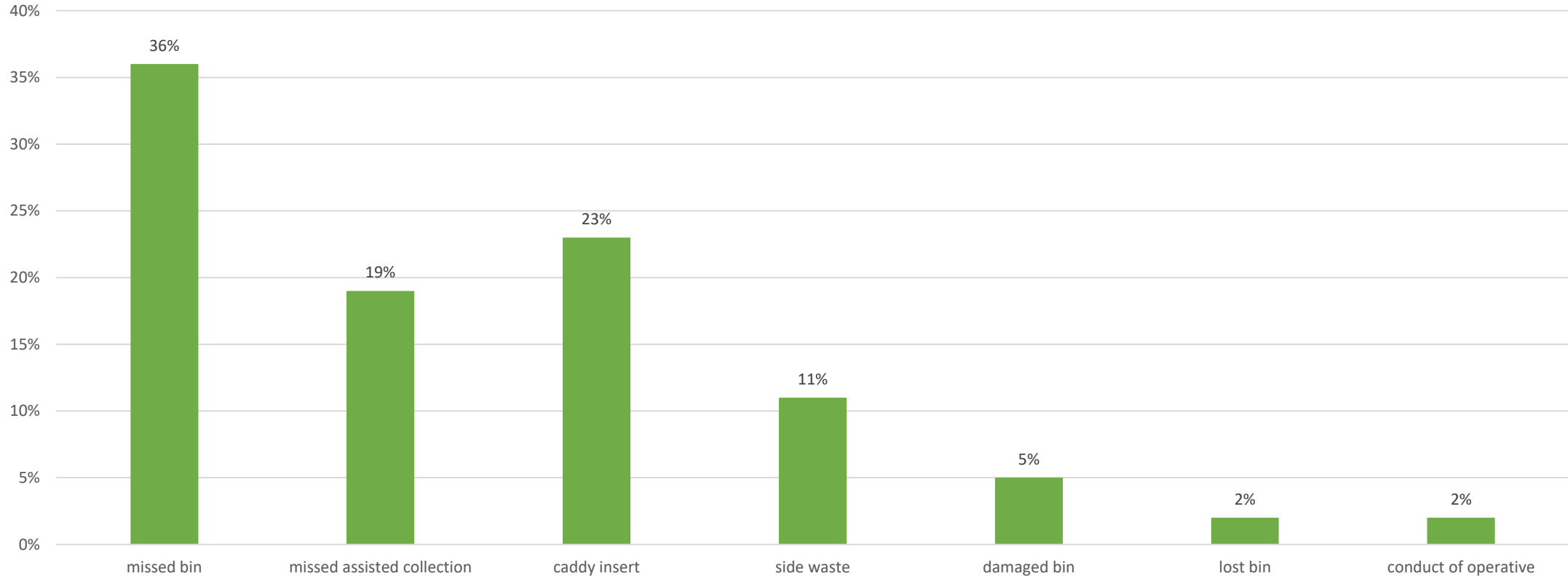
- Simpler recycling collections that have been well received by residents
- No significant concerns raised residents on the new collection routes
- No significant concerns raised by collections crews following the change

Number of complaints



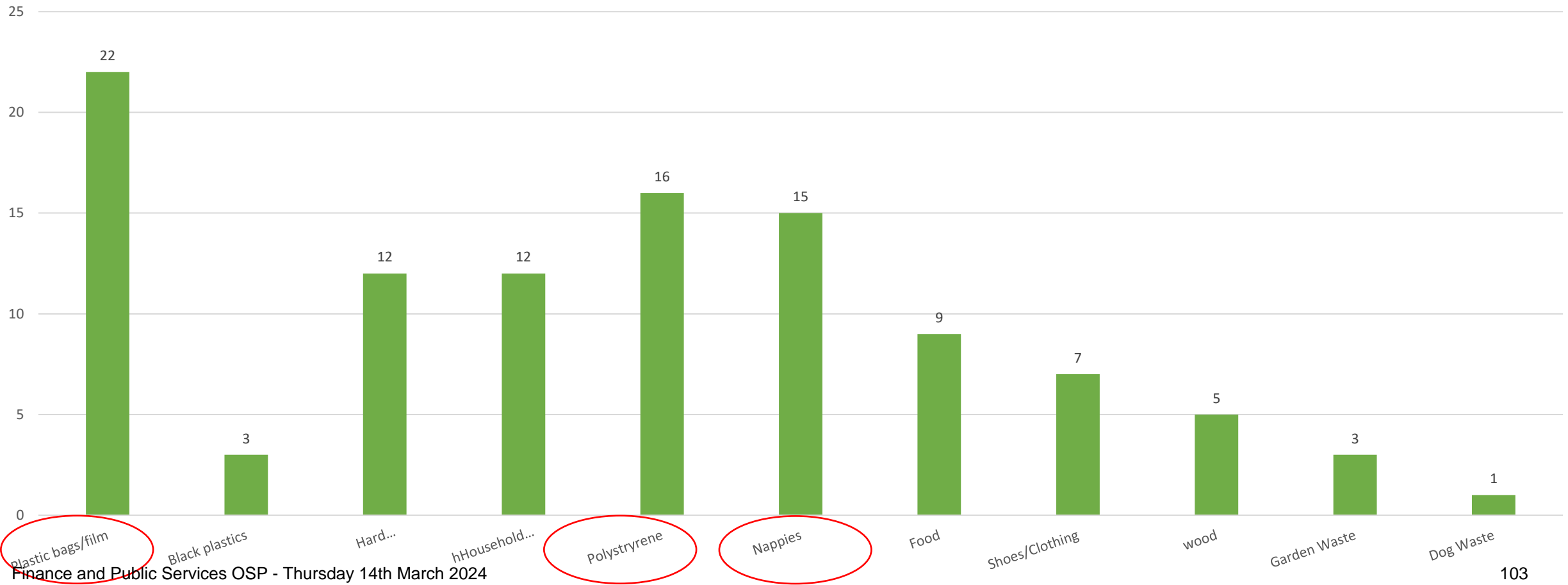
Rise in complaints following implementation of new routes and co-mingled collections

Reason for complaint



Approximately 23200 households were affected by the route changes in September, over 11,000 caddies collected back in

Contamination reports – September to December 2023



Cleansing

- All sites that waste management hold the accountability for have had a monthly litter pick
- Nuneaton and Bedworth Town Centres have a daily litter pick
- A444 has received 3 daytime picks and 4 night time picks
- Seasonal weed spraying programme has been completed over selected sites
- We have attended and cleaned over 334 graffiti cases as reported on DASH
- Our road sweepers have collected 834.14 tonnes of road sweepings

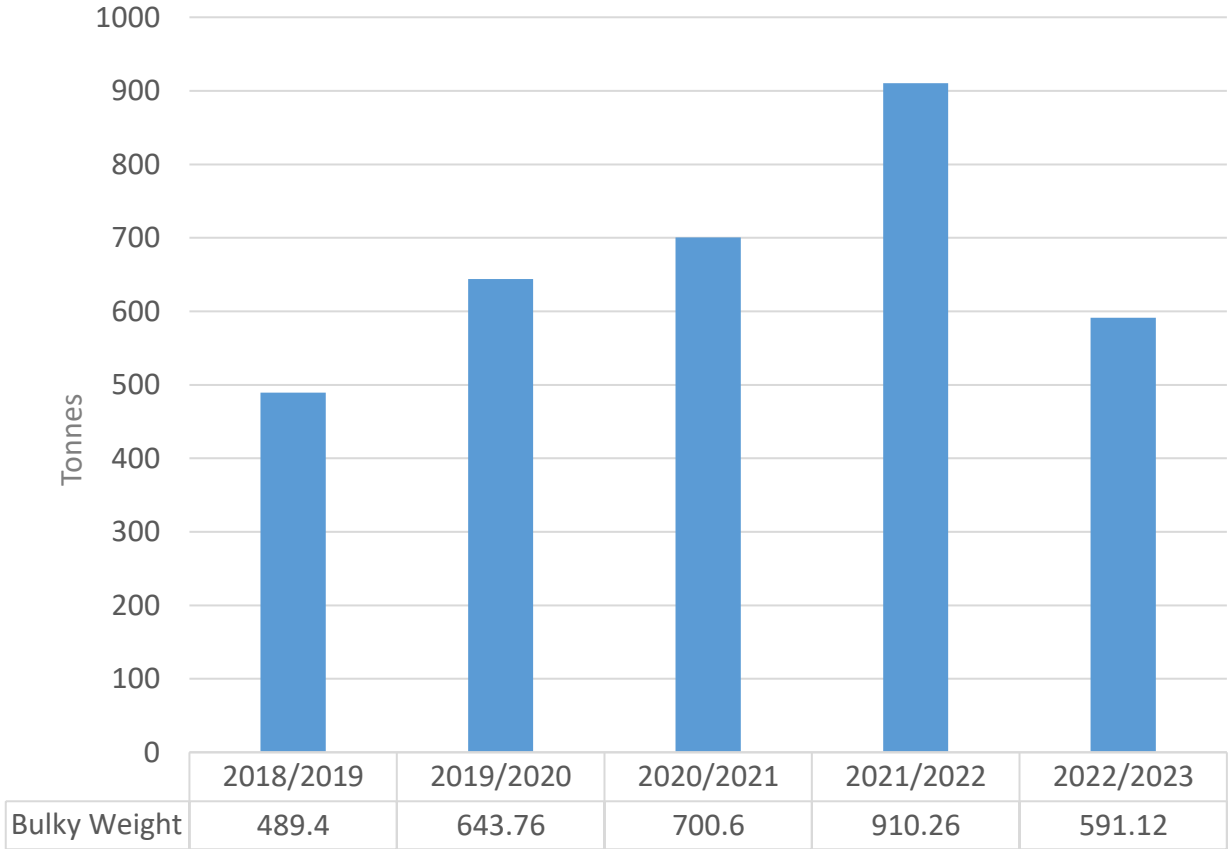
Finance and Public Services OSP - Thursday 14th March 2024



Bulky Collections

- The price of the bulky service has remained the same
- £25 service charge and then an additional £3 per item up to 10 items
- More than 10 items will require an additional bulky waste collection booking.

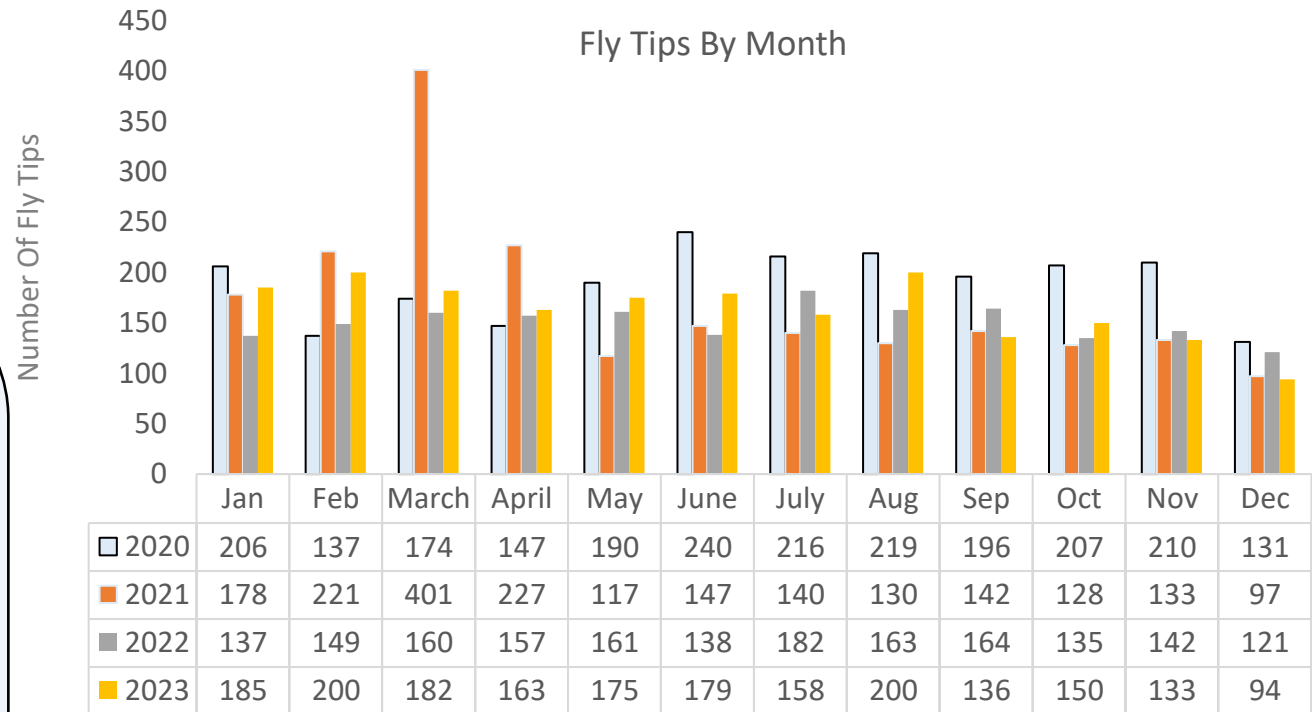
Bulky's Weight



Fly Tipping

We now have our own in-house enforcement team, the figures show the number of fly tipping cases reported through DASH/Self Serve

- 2020 – 2273 cases reported
- 2021 – 2061 cases reported
- 2022 – 1809 cases reported
- 2023 – 1955 cases reported



Enforcement

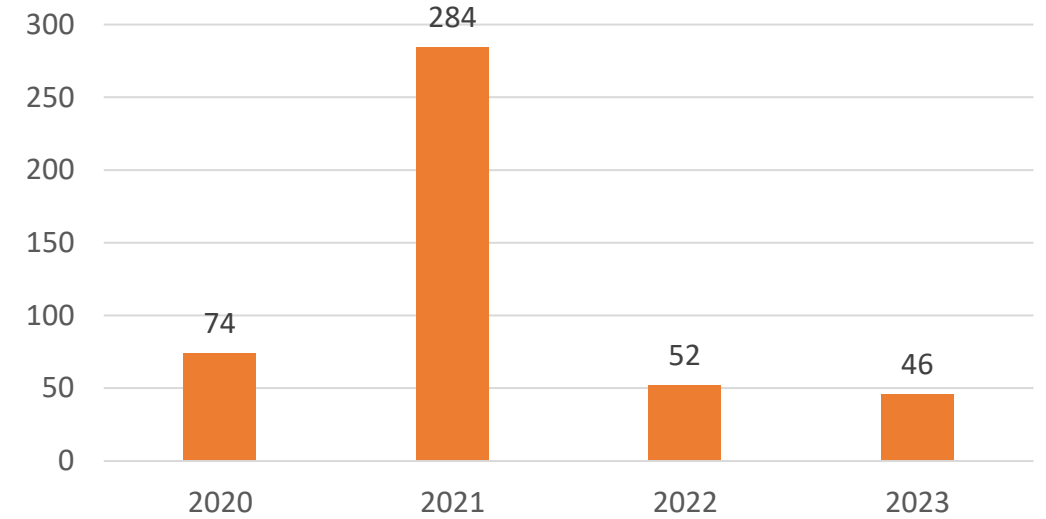
Fly Tipping FPNs issued

- 2020 - 74
- 2021 - 284
- 2022 - 52
- 2023 - 46 including litter derived fly tips

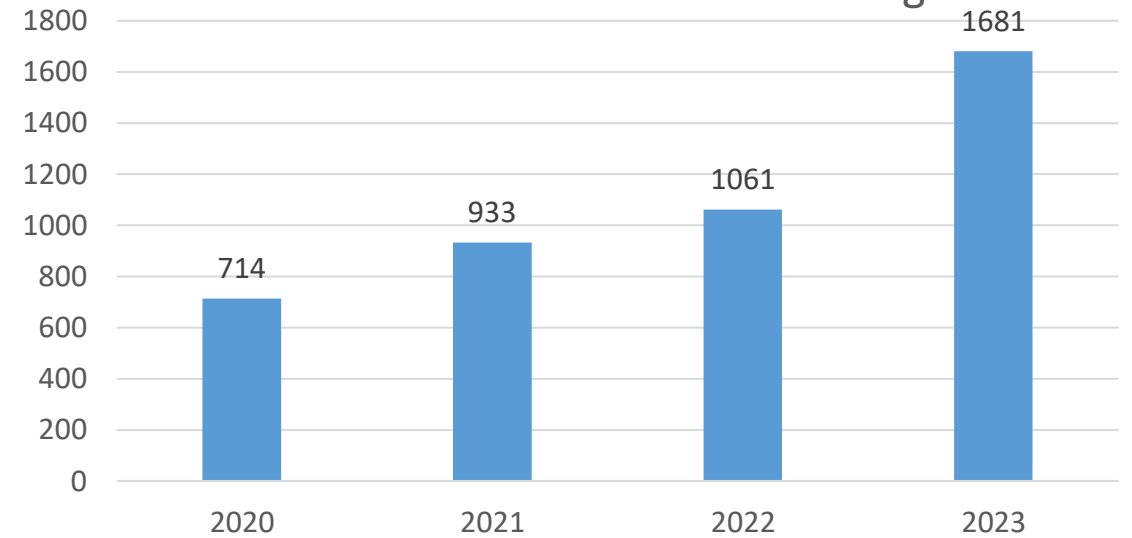
Littering FPNs issued

- 2020 - 714
- 2021 - 933
- 2022 - 1061
- 2023 - 1681

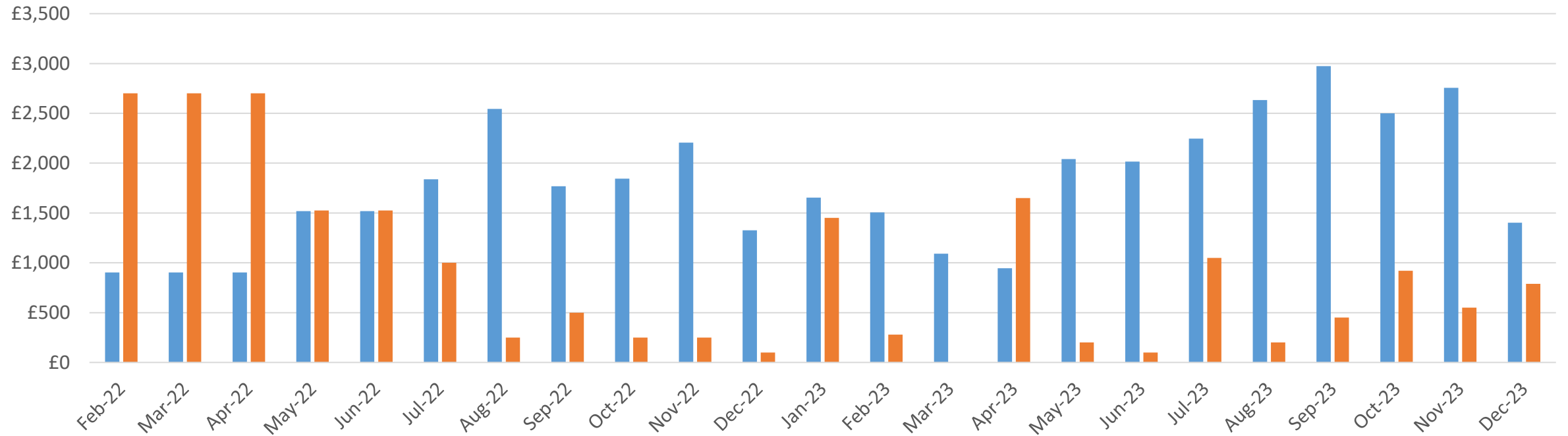
Number Of FPN's Issued – Fly Tipping



Number Of Fines Issued - Littering



£ received by NBBC from district contract (profit share)



	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
■ Littering	£903	£903	£903	£1,519	£1,519	£1,839	£2,545	£1,769	£1,845	£2,205	£1,327	£1,654	£1,505	£1,092	£945	£2,041	£2,016	£2,247	£2,633	£2,973	£2,499	£2,755	£1,402
■ Waste	£2,700	£2,700	£2,700	£1,525	£1,525	£1,000	£250	£500	£250	£250	£100	£1,450	£280	£0	£1,650	£200	£100	£1,050	£200	£450	£920	£550	£790

■ Littering ■ Waste

Community Engagement and Education

Throughout the last 12 months we have been active in the local community, working together to improve recycling rates and raising awareness of changes to our recycling process, moving from dual stream to co – mingled and changes to collection dates at Christmas.

- Recycling residents' engagement day Riversley Park
- Bedworth Friday market and Nuneaton Sat market, recycling trailer stand to promote co – mingled
- Stand on Nuneaton Sat market to promote the Christmas collection changes to the calendar



Litter Bins

Throughout the last 12 months we have added a further 5 litter bins across the borough, these bins are dual purpose and can be used for general litter and dog waste.

- All the bins added are Broxap Derby Standard Litter Bins, 120 litre capacity, and will take both litter and dog waste.
- Bin locations are listed opposite.

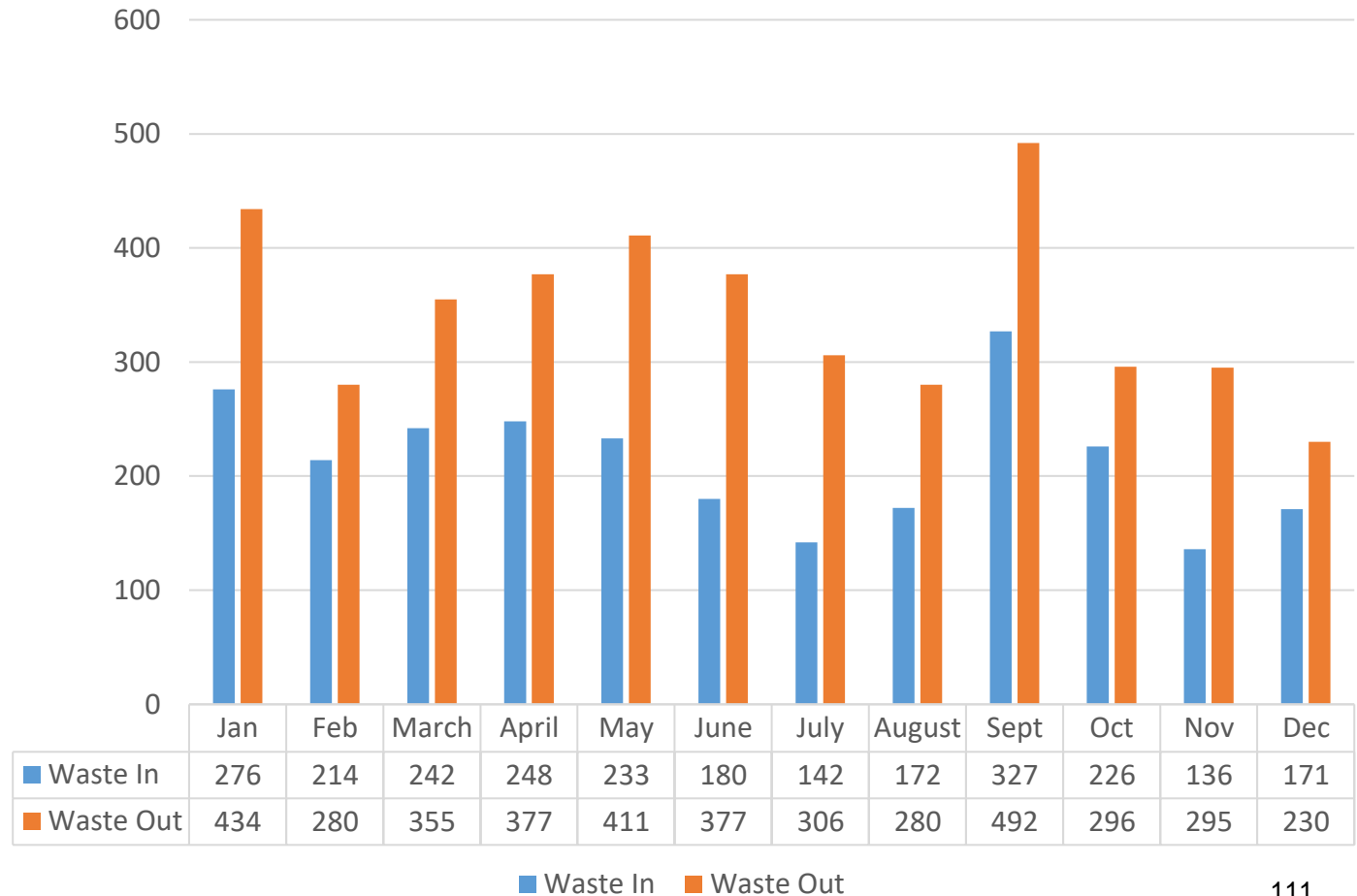
1. Crowhill Road – by post box
2. Camp Hill Shops
3. Grove Lane, by junction with Bennetts Road North
4. Drayton Road Stores, Bedworth
5. York Avenue, Bedworth

Waste Transfer Station

As well as being the home of the refuse fleet and our offices and operational hub, the Gresham Road depot also operates as a waste transfer station on behalf of NBBC.

- Waste In comprises of the following , Bulky Waste Cardboard, Fly tipping, Cleansing, Housing, Refuse, Markets, NBBC Sweeps, Parks, Other
- Waste Out comprises of the following, General, Building Skips, TV's, Scrap Metal, Fridges, Tubes, Card board, Gas Bottles, Tyres, Batteries, Sweepings , Other

Transfer Station Activity (Waste In/Out)



Bin Repairs and Replacements

- If the bin is damaged by the collection crew, then there is no charge levied against the resident.
- Pricing tariff, £20 for a repair, £36 for a replacement 140L and £38 for a replacement 240L.
- Since its introduction we have received 305 requests to replace a bin and 332 requests to replace a part of a damaged bin.
- Total income generated for this service has been 13.2k (***this doesn't include any subsequent refunds***)
- Developers have been invoiced 26.5 k so far this year to cover the cost of supplying new bins, we expected that figure to reach 28.5k



Water Course & River Clearance

Building on the success of previous years, we now have 20 colleagues able to safely clear water courses of debris, litter etc.

We carry out a monthly maintenance schedule at 9 sites.

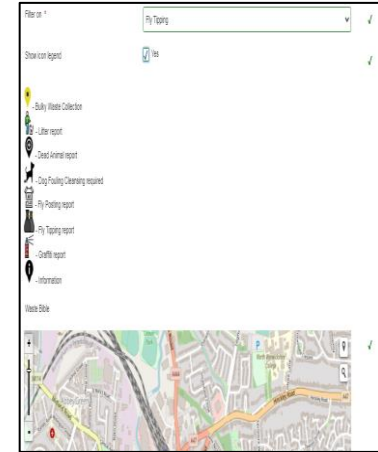
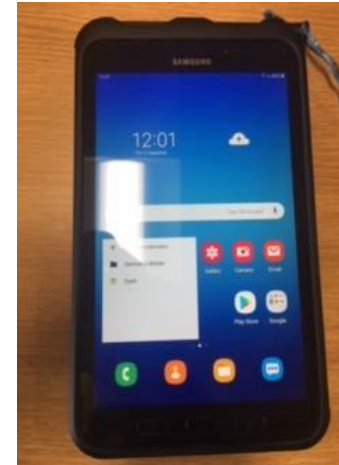
- We have completed 40 maintenance works including 9 external.
- We will continue to complete both reactive and planned works this year, weather permitting we will start work from May onwards.
- We have cleared waterways of dead birds where we have a bird flu outbreak.



Innovation

We are using new processes and ideas to improve our service to residents and make it simpler for our colleagues.

- We are still working towards using In Cab technology which is currently an ongoing project
- We completed a full Borough re route in last part of 2023, by keeping changes to a minimum, however ensuring that every property continued to receive the same level of service, we have now balanced the work across the 5 days, making it better for our colleagues whilst ensuring that all new properties are included within a set route , also allowing us to build capacity for future developments.



AGENDA ITEM NO. 9

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Finance and Public Service Overview & Scrutiny Panel

Date: March 5th, 2024

From: Catherine Nisbet – Museum & Arts Manager

Subject: Museum Performance 2022 -3

Portfolio: Public Services (Councillor S Markham)

Aim 3 - VISIT

Priority 1: Create vibrant and diverse Town Centres

Priority 2: Stimulate regeneration.

Priority 3: Celebrate and promote our heritage.

1.0 OBJECTIVES OF SCRUTINY

To provide the panel with information on the performance of the museum service during the calendar years 2022-3.

2.0 WHAT IS THE PANEL BEING ASKED TO CONSIDER?

The members of the panel are being asked to consider the information in this report.

3.0 WHO CAN THE PANEL INFLUENCE?

The panel can examine the information presented and question performance.

4.0 WHAT INFORMATION WILL BE PRESENTED

A summary of the activities of the museum during 2022-3. Future work which will need to be undertaken will also be outlined.

5. Background to the Museum

5.1 Vision

Nuneaton Museum & Art Gallery uses and develops its collections to strengthen local communities, explore life in the past and present, expand horizons and offer inspiration, learning and enjoyment. In doing this it will help to make Nuneaton and Bedworth a pleasant environment for those who live, work or visit the borough.

5.2 Key Aims

- To tell the key stories of Nuneaton and Bedworth up to the present day.
- To create opportunities for engagement in the community which celebrate local heritage and instil a sense of pride in the local community.
- To actively provide learning opportunities across all age groups and backgrounds.
- To develop the service as a key asset for the borough in encouraging day visits.
- To offer visitors a fun and enjoyable experience.
- To achieve a high level of custodianship of the collection on behalf of the local community, making it increasingly accessible and relevant.
- To increase awareness of the museum service and its collections amongst the local community and potential visitors within an hour's drive.
- To make best use of resources in delivering the service for local communities.
- To increase the sustainability of the museum service.

5.3 Objectives

- Create and host exhibitions that are enjoyable, inspirational and offer stimulating learning opportunities.
- To use the scratch process with our audiences to understand the stories they want to see told about Nuneaton and Bedworth.
- Continue to utilise a range of methods and approaches to ensure that the interpretation of our collections is appropriate to all learning styles.
- Continue to provide activities which offer opportunities for learning.
- Seek to further develop and diversify our audiences particularly through our outreach activities.
- Utilise a variety of tools to publicise its services.
- Offer a high-quality accessible experience to our visitors and users.
- Continue our dialogue with users and non-users to strengthen our offer.
- Employ high standards of care for our well documented, researched and relevant collection.
- Improve our knowledge of the collections which we care for.
- Identify and apply for grants and other types of support which help the museum achieve its aims.
- Ensure income targets for the museum are reached.
- Develop opportunities for individual giving amongst the museum's supporters.

6 Overview

This report covers the calendar years of 2022 and 2023. These have proved to be transitional years with the service coming out of the challenges of

closures and altered opening during Covid as well as there being significant changes to the museum team. The period saw a large community focussed project about Nuneaton Abbey as well as leading on the production of the councils first Cultural strategy.

7 Performance Management

7.1 In Person Visits to the Museum

7.1.1 In previous years it has been relatively easy to provide comparative audience data as opening days and hours have been consistent. However required operational changes to control covid led to reduced opening hours. Subsequently a shift to seasonal opening hours winter 2022 saw hours reduced further. Now a further reduction in Museum Assistant posts means hours will reduce further.

7.1.2 The current recruitment freeze also means that the museum has closed due to staffing shortages on occasions and didn't open all of the Bank Holiday Mondays last year. The recently agreed budget would be sufficient to provide Wednesday to Saturday opening during Summer and Friday and Saturday in Winter but this has yet to be taken through a decision process. For this next year, summer opening hours will be February 26th to October 27th, 2024. The winter opening hours will be from October 28th to February 16th, 2025.

7.1.3 In addition, some variation can be caused as to when school holidays fall, and the opening hours of the tearoom. Since lockdown the operator has struggled to find paid staff. He now closes for his holidays and has ceased trading on a Sunday as of September 2023 this has on occasions impacted footfall.

7.1.4 Reduced marketing will have paid a role in limiting growth of attendances.

To assist in evaluating the visitor attendances the hours of operation are given for each month enabling comparison of data.

	2021		2022		2023	
	Footfall	Hours open	Footfall	Hours Open	Footfall	Hours open
January	0		3520	120	1593	60
February	0		4260	126	2447	83.5
March	0		5191	148	3610	148
April	0		5717	148	4298	133.5
May	855*	66	5070	144.5	4129	151.5
June	1861	108	5751	142	5679	142
July	1540	138	6788	144.5	4687****	144.5

August	3410	132	7399	148	6855****	148
September	2094	132	2546 **	139.5	4428	142
October	1759	132	2797	138.5	4153	132.5
November	2057	126	2164	60	1886	64.75
December	2551	108	1357	60	1086 *****	45 hrs
Total	16,127	810	52,560	1519	44,851	1395.25

In 2021 opening hours were Tuesday to Saturday with only the downstairs open on Thursdays.

- ** Death of Queen Elizabeth II led to closure of the museum and cancellation of some events.
- ***Issue with shutter at tearoom entrance meant this entrance/exit was closed for 2.5 weeks, making the building look shut from that aspect.
- **** no children's activities due to loss of Officer time and difficulties finding cover due to reduction of Museum Assistants in July, reduced to 1 day make and take in August for the same reasons reducing footfall
- ***** Further reduced hours because museum had to close due to the public due to lack of staff.

7.2 Income

7.2.1 After a spike in 2022 we did see a fall in income in 2023. This was down to a number of factors.

7.2.2 We had fewer selling temporary exhibitions. This was because uncertainty about whether the museum would close for redevelopment meant that we did not want to make commitments to artists which we then couldn't honour. As a result a higher number of internally produced history-based and art based shows were programmed. Secondly the shop was not restocked as fully as usual we were preparing to potentially close the museum with the redevelopment and didn't want to be left with stock to dispose of quickly.

The reduction in opening hours and thus footfall undoubtedly hit shop sales and donations.

Calendar year	Year 2021	2022	2023
Shop Sales	£926.24	£2447.00	£1882.21
Commission on art Sales	£1,426.59	£1017.00	£431.90
Donations	£813.22	£1987.00	£1355.00
Room Hire	£132	£470	£408
	£3298.05	£5,921	£4077.11

8 External Assessment.

8.2 Visitor Attraction Quality Assurance Standard (VAQAS)

8.2.1 The museum was once more assessed for the Visitor Quality assurance Standard in January 2024. IT has been difficult to deal with maintenance issues at the museum due to reduced staffing both within the museum and the Corporate Property team so we knew this might affect our assessment going into this year. We actually only dropped from 84% to 82% with a rise in staff scoring offsetting the reduced attraction and toilet score. In terms of the attraction score the lack of imagery on the council website was a factor as was the fact that many external websites are showing the wrong opening hours information. Staff are trying to address this but some are legacy sites which can't be updated. updating.

Extract from the VAQAS Report

8.2.2 Nuneaton Museum and Art Gallery offers a diverse and engaging cultural experience. The exhibits showcase local history and art, providing valuable insights. The museum is well-curated, and the staff are knowledgeable and friendly. A commendable destination for those interested in the region's heritage and artistic expression. Weaker elements of this assessment are: - The website, which undersells the attraction. - Dark areas of the galleries due to light fittings being obsolete. - The accessible toilet facility, which met expectations, was unavailable to visitors with accessible needs due to the lift being repaired. Sam (aged 11) and I enjoyed our first visit to the museum and were impressed by the significant range of hands-on activities available in each room. We also enjoyed learning more about the local area and finishing with a tasty lunch in the tearoom. There is little not to like about the small, but quaint museum, which brings together a rich and varied history of Nuneaton.

Recommendations included in the report.

- Work with the local council to improve signage in the town centre, additional Brown tourism signs would be beneficial. out, this museum is a must-visit in Nuneaton.
- When funding allows clean or replace the stained carpets. –
- It was pleasing to hear that there maybe an opportunity to provide an additional accessible toilet on the ground floor. The museum is also well placed to have a Changing Place facility should funding allow.
- Review signage to direct visitors to the toilet facilities, signs appeared to be a little hidden. - Regularly check that paintwork, pipework, tiles, grouting and mastic seals are all well maintained.
- If funding allows, redecorate the toilet facilities to improve the décor.

9. Audience Research

9.1 Exhibition Comments

- 9.1.1 As usual the museum gathered visitor comments about its temporary exhibition programme. During this period there were 31 temporary exhibitions this number is a reduction on the usual programme due to the reduction in staff at the museum.
- 9.1.2 The exhibitions ranged from Gentleman Jack an exhibition of costumes from the series to an inhouse produced exhibition about Larry Grayson both of which brought visitors from outside of the borough contributing to the local economy. We also worked with new local societies Coventry and Fillongley Photographic Society and North Warwickshire Developing Artists. Exhibitions included fine art, photography, textiles and ceramics. The museum produced an exhibition about its hat collections which proved to be particularly popular with visitors of all ages.
- 9.1.3 Both the Gentleman Jack and Larry Grayson exhibitions brought in visitors to the borough helping to support the Town Centre through bringing in footfall.
- 9.1.4 We received 942 comments about the exhibitions of which over 97% were positive. Just 1.5% were negative, in some cases the exhibition was not to their taste. In a couple of cases people wanted extra information and the exhibition's lighting was also remarked upon. The remaining % was questions which had been written on the comment's sheets.
- 9.1.5 As well as providing opportunities for people to see items from the collection to learn something and to enjoy themselves exhibitions provide valuable opportunities for artists to exhibit their works. This helps to underpin creative industries in the borough. We have featured 638 artists in our exhibitions over the last couple of years.
- 9.1.6 Consultation carried out by Artreach for the Cultural Strategy highlighted the high value the local community places on the museum and its services. The consensus was that it like other venues would benefit from improvement of its site. The strong interest in celebrating local heritage and wish for more participatory activity shows there is considerable scope for the museum to deliver to communities moving forward.

10 Engagement

- 10.1 We began the process of re-introducing our events and activities slowly in 2022. We now offer monthly Saturday make and take activities for children led by our Museum Access Assistants. As I have already

mentioned staffing capacity issues meant that we offered fewer children's activities during school holidays which did reduce footfall to the museum. Over the 2 years we have offered 76 days of activity for 3086 children

- 10.2 We also offer handling sessions led by our Museum Access Assistants, where visitors can get hands on with actual items from the collection on one Saturday of the month. These activities are designed for all ages.
- 10.3 We reintroduced our lunchtime talks part way through 2022, though we did suspend them at the beginning of this year due to the lift being out of commission. These are still well attended and valued by our visitors.
- 10.4 Before lockdown we used to have monthly family events. In 2022 we held an event at Nuneaton Abbey Church. Last year we held 2 events a Tudor one in April and the other in September to celebrate Heritage Open Days. The increasing costs of this type of event means that the number we can offer will remain permanently reduced.
- 10.5 As part of our broader role we toured our very popular "Wiv Luv Larry" exhibition to the Parsonage Project where it received a couple of hundred visits. We also loaned some of our replica hats to the Atherstone Heritage Event for an event they were holding.

11. Marketing and Social Media

- 11.1 Print, the museum produced three What's On during this period as opposed to four due to uncertainty about the potential for a redevelopment. The number of queries we received during the period without a brochure showed how much people value the publication. We also think it hit attendance to some of our children's activities. Moving forward we will try and maintain this publication.
- 11.2 Facebook, currently the museum is transferring to a Facebook site which is a sister site to the councils from our own stand-alone site. This will mean that we will see a drop in engagement and so we need to plan carefully when to stop updating the old site and move over to just using the new site.
- 11.3 It has been difficult to support social media partly because the Exhibition Officer used to play a key role in marketing the service. Also, because Hootsuite which we were using to organise our social media output became a paid for service. We now need to identify a similar cost-effective tool. For this reason, we are only using Instagram occasionally now.

- 11.4 Our Museum Access Assistants have continued to write blogs for our museum blog which give people an insight into our collections. We know from comments and queries that these blogs are both read and also used to support people's historical research.
<https://nuneatonmuseum.wordpress.com/>

12. Collections

- 12.1 Like other museums we are still recovering from lockdown which paused work on our Collections Audit and much of our hands on documentation work.
- 12.2 The process of digitising the collections has continued with our volunteer Paul coming onto site a few times to help create stunning images. These can be used in social media as well as in exhibitions and other activities.
- 12.3 Finally within the last year we have been able to welcome back volunteers (other than Paul) and now have 2 people who will work regularly on collections. A third does some collections work alongside supporting some of our children's activities. The impact of this extra help can be seen in the table below.

Type	2022	2023
Objects Audited	383	724
Objects Digitised	560	687
Objects Accessioned	33	129

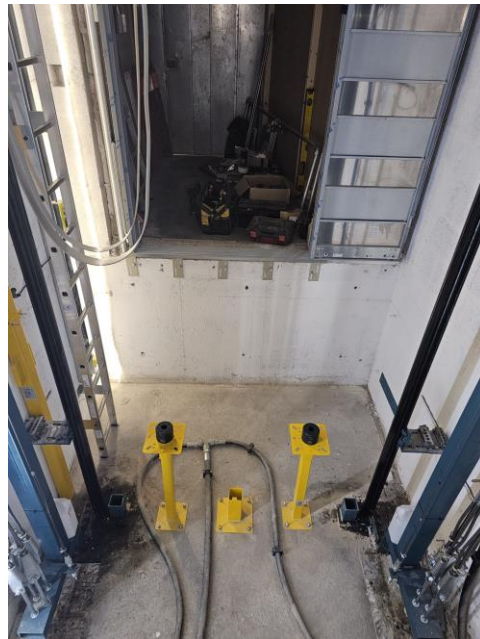
- 12.4 The project to replace the lift resulted in the need to move a significant number of items out of the collection store. This resulted in the fitting out of a space at the Town Hall and considerable work to adequately pack and document the items which required movement.
- 12.5 The museum has been lucky to recently receive three bulk collections of material one related to Larry Grayson, a group of Brian Wood photographs the other the Civic Hall. The collections are being evaluated against our Collecting Policy and the constraints of the storage available to the museum to make decisions about what will and won't be retained.
- 12.6 During 2022 and 2023 objects were 390 were placed on temporary display at the museum in addition to those in our permanent displays.

13. Project Work

- 13.1 Museum staff led on the creation of the council's first Cultural Strategy. Artreach a Leicester based arts agency were contracted to carry out the work. They carried out a range of consultation using different methods

and spread across the borough. The strategy was launched in October 2023.

- 13.2 As part of the UKSPF monies awarded to NBBC, the museum's lift was identified for replacement. Although the lift refurbishment has taken place in 2024 a considerable amount of planning had to be undertaken in 2023 to facilitate the works. The exhibition programme was rejigged. We also had to relocate a significant number of collection items out of harms way. To relocate the objects the Curator worked with Corporate Property to refurbish a room in the Town Hall basement and then commissioned new racking paid for out of museum donations to take the items. Casual Museum Assistants assisted in wrapping the items for relocation.



- 13.3 Along with other departments the museum has had to transfer its webpages to the new museum website. This had to be done quickly due to the other work being carried out by the team. We hope to revisit the pages later in the year to tweak the information further.

13.4 **Abbey Project**

- 13.4.1 Nuneaton Museum & Art Gallery was awarded £23,325 from the Arts Council National Lottery Project Grants in July 2021 to help tell the story of Nuneaton Abbey and its importance in the development of Nuneaton. The Abbey once dominated Nuneaton's skyline and would have been the biggest organisation in the town. Its remnants are now part of St Marys Church and its history remembered in local street names.

- 13.4.2 The Museum worked with its project partner St Mary's Church, to engage

the community living in the Abbey Green area of Nuneaton with the story of Nuneaton Abbey.

13.4.3 The exhibition brought the history of the Abbey to a new audience and new audiences into the museum. The loan of the Nuneaton Book from the Fitzwilliam Museum was an important part of this. The linked exhibition at the Church widened reach and enhanced connections between the sites. 'Beautifully researched and presented. The extended project sounds very exciting and will surely lead to an wider and deeper interests in the local community.'

13.4.4 Interactives created by NWSLC students focused on engaging children with exhibition themes. This provided students with the experience of working to a client brief with an allocated budget and see the results in action.

'The process of working collaboratively is essential for any artist or designer and the Abbey project gave us that opportunity. Being able to guide our learners to produce high quality solutions to the brief the Museum gave us was invaluable. This kind of real-world experience is exactly what we need to allow our learners to develop their understanding of audience, context, appropriateness and a whole host of other skills that only come from live projects. I really hope we can work with the Nuneaton Museum and Art Gallery again in the near future as the boost this gave our students was out of this world. Thank you to everyone involved. "
Tutor.

13.4.5 The volunteer archaeology project brought a new perspective to the interpretation of the collection in the exhibition and introduced a new audience to the insights this collection can offer. 'I will never forget handling a non-descript piece of pottery. I was able to put my thumb in the design – a perfect fit!'



13.4.6 An educational specialist created a new online resource for schools to

explore the history of the Abbey. The specialist worked with two schools to trial resources who gave excellent feedback leading to the development of a fantastic resource available through the museum blogsite.

<https://nuneatonmuseum.wordpress.com/nuneaton-abbey-school-resource/>

Feedback from children: 'It was amazing!' 'I liked the measuring and acting out the roles of the characters best!' 'I think it is so good that the Abbey helped the town grow.'

13.4.7 A storyteller led 2 sessions at the museum exploring stories around the Abbey and local special places. We encountered some difficulties in attracting participants and co-ordinating a performance. This was due to site availability and that of participants. We decided to run additional remote sessions and record stories to create a filmed legacy, please see link in attachments to view. This seems to indicate a smaller adult audience for this type of activity, requiring a commitment to share stories creatively and perform. However those involved felt they gained a great deal from the process.

'Nick is an amazing teacher! Very clear, kind, he helped me a lot to gain confidence and creativity'

'Enjoyed hearing other attendees stories and experiences. Helped me access my own memories and thoughts about the town. Very productive.'

13.4.8 We ran a successful celebration day at St Mary's Abbey Church with activities from Guarderobe, musical duo Archaedium and crafts. The church was open and provided refreshments and stalls. We had lovely feedback and the combination of activities worked very well on the site



- 13.4.9 The project has encouraged the church to explore new ways to engage with the local community through the history of the site. Working with a partner and undertaking activities on a different site has been a useful learning experience for the museum demonstrating the benefits of these community partnerships in engaging new audiences through a range of creative activities. Working with a partner has been one of the key learning experiences within the project. It has demonstrated the benefits of working in this way when focusing on local history in engaging new audiences and exploring new perspectives.
- 13.4.10 It has also demonstrated some of the difficulties of working in this way and in particular developing resources and activities for use on an external site. This has highlighted the importance of establishing clear lines of communication and agreeing roles and responsibilities from the outset.
- 13.4.11 The loan of the Nuneaton Book from the Fitzwilliam Museum was an important addition to the exhibition and increased the profile and interest. This was demonstrated in significant engagement in social media promoting the loan of the book as well as comments at the launch of the display. Experience in facilitating the loan and ways in which to promote this effectively will be useful when exploring future loans for exhibitions and creating partnerships with other museums and galleries.
- 13.4.12 The range of creatives and specialists involved in the project has allowed us to explore new methods and also provide high quality outcomes for the project. This has demonstrated the importance of involving and budgeting for working with creative practitioners in future grant applications.

14. What's Next?

- 14.1 The team are currently working with an educational specialist to put together guides to assist primary schools to make self-directed visits to the museum as our school provision has been effectively paused since lockdown.
- 14.2 The team are also managing additional works made possible through the UKSPF monies these include replacing the lighting in the Picture Gallery and the replacement of flooring in the White Gallery.

ENDS.

Nuneaton and Bedworth Borough Council

FORWARD PLAN SHOWING THE KEY DECISIONS THAT WILL BE MADE IN THE 4 MONTHS BEGINNING 1ST APRIL 2024 AND EXEMPT INFORMATION DECISIONS THAT ARE TO BE MADE DURING APRIL, 2024.

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
25/09/23	Bedworth Physical Activity Hub Update	Cabinet	No		March 2024	Katie Memetovic-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Public Services	Finance and Public Services
21/02/23	General Fund Budget Monitoring Q3	Cabinet	No		March 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476 376002	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
31/10/23	Homelessness and Rough sleeping Strategy 2024-29	Cabinet	No		March 2024	Jane Grant ☎02476 376483	Dawn Dawson ☎02476376408	Housing and Communities	Housing, Env & Health
31/01/24	Building a Better Borough Delivery Plan 24/25.	Cabinet	No		March 2024	Jamie Lees ☎02476 376076	Tom Shardlow ☎02476 376004	Finance and Corporate	Finance and Public Services
31/05/23	Capital Strategy and Asset Management Plan	Cabinet	No		April 2024	Jonathan White ☎02476 376549	Tom Shardlow ☎02476 376004	Business & Regeneration	Business, Regen & Planning
30/11/23	Update on Play Areas	Cabinet	No		April 2024	Katie Memetovic-Bye ☎02476 376147	Kevin Hollis ☎02476 376143	Health and Environment	Finance and Public Services

20/12/23	Creative Explorer Update	Cabinet	No		April 2024	Katie Memetovic-Bye ☎02476 376147	Kevin Hollis ☎02476 376143	Public Services	Finance and Public Services
30/09/20	Local Government Devolution	Cabinet	No		April 2024	Brent Davis ☎02476 376347	Brent Davis ☎02476376347	Business & Regeneration	Business, Regen & Planning
30/06/23	Bedworth Civic Hall - Update	Cabinet	No		April 2024	Jonathan White ☎02476 376549	Tom Shardlow ☎02476 376004	Public Services	Finance and Public Services
30/11/23	Safeguarding Policy	Cabinet	No		April 2024	Linda Downes ☎0247637 6260	Vicki Summerfield ☎02476376002	Finance and Corporate	Finance & Public Services
31/01/24	Aids & Adaptations Policy	Cabinet	No		April 2024	Nicola Bottrill ☎02476 376523	Dawn Dawson ☎02476376408	Housing and Communities	Housing, Env & Health
31/01/24	Vulnerable Persons Policy	Cabinet	No		April 2024	Nicola Bottrill ☎02476 376523	Dawn Dawson ☎02476376408	Housing and Communities	Housing, Env & Health

31/01/24	Domestic Abuse Policy	Cabinet	No		April 2024	Nicola Bottrill ☎02476 376523	Dawn Dawson ☎02476376408	Housing and Communities	Housing, Env & Health
29/02/24	Suicide Prevent Report	Cabinet	No		April 2024	Alastair Blunkett ☎02476 376064	Kevin Hollis ☎02476376143	Public Services	Finance and Public Service
22/08/22	Johnson Road, Bedworth – Housing Development / Community Use proposal	Cabinet	No		June 2024	Katie Memetovi c-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Public Services	Finance and Public Service
31/10/23	Housing Strategy 2024-29	Cabinet	No		June 2024	Jane Grant ☎02476 376483	Dawn Dawson ☎02476376408	Housing and Communities	Housing, Env & Health
11/10/23	Supported Housing (Regulatory) Act 2023- NBBC Strategy	Cabinet	No		June 2024	Jane Grant ☎02476 376483	Dawn Dawson ☎02476376408	Housing and Communities	Housing, Env and Health
12/02/24	Revised Local Development Scheme	Cabinet	No		June 2024	Maria Bailey ☎02476 376144	Kevin Hollis ☎02476376143	Planning & Regulation	Business, Regen & Planning

29/02/24	Planning Applications Validation List	Cabinet	No		June 2024	Maria Bailey ☎02476 376144	Kevin Hollis ☎02476376143	Planning & Regulation	Business, Regen & Planning
31/03/23	Parks & Green Spaces Strategy	Cabinet	No		July 2024	David Truslove ☎02476 376569	Kevin Hollis ☎02476 376143	Public Services	Finance and Public Services
11/10/23	Delivery of Phase 2 Reimagining Nuneaton Museum & Art Gallery	Cabinet	No		July 2024	Catherine Nisbet ☎02476 376483	Kevin Hollis ☎02476376143	Public Services	Finance and Public Services
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
25/09/23	General Fund Budget Monitoring Q1	Cabinet	No		September 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
25/09/23	HRA Budget Monitoring Q1	Cabinet	No		September 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
25/09/23	Capital Monitoring Q1	Cabinet	No		September 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
30/11/23	General Fund Budget Monitoring Q2	Cabinet	No		November 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services

30/11/23	HRA Budget Monitoring Q2	Cabinet	No		November 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
30/11/23	Capital Monitoring Q2	Cabinet	No		November 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
29/02/24	General Fund Budget 2024/25	Cabinet/Council	No		February 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
29/02/24	HRA Budget 2024/25	Cabinet/Council	No		February 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
29/02/24	Treasury Strategy 2024/25	Cabinet/Council	No		February 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476 376002	Finance and Corporate	Finance and Public Services
29/02/24	Capital Budget 2024/25	Cabinet/Council	No		February 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services

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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)	April 2024	Les Snowdon ☎02476 376249	Tom Shardlow ☎02476 376004	Business & Regeneration	Business, Regen & Planning
31/01/24	Revised Governance Arrangements	Cabinet	Yes	The report will contain information relating to the financial or business affairs of any particular person (including the Authority holding the information)	March 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476 376002	Finance & Corporate	Finance and Public Services

12/02/24	Nuneaton Markets	Cabinet	Yes	The report will contain information relating to the financial or business affairs of any particular person (including the Authority holding the information)	March 2024	Jonathan White ☎02476 376549	Tom Shardlow ☎02476 376004	Business & Regeneration	Business, Regeneration & 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

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: 29th February 2024

Signed: K. Wilson (Leader of the Council)

Agenda Item: 11

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	Tom Shardlow	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.		June 2024		
	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	New Allotment Strategy to be put in place shortly therefore a member briefing will be provided after this with updated Action Plan		
	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	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	14 th March 2024		
	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	14 th March 2024		
	TBC	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	TBC		
	Kevin Hollis	Sub-Regional Materials Recycling Facility			14 th March 2024		
8 th June 2023	Nicola Bottrill	Budget and update of cost for the refurbishment of 196-198 Church Road to Temporary Accommodation	For an update report to be brought to a future meeting once the project is completed.		14 th March 2024		
8 th June 2023	Nicola Bottrill	Independent Living Unit (remodelling)	A report to provide information about the project, including budget, dates and deadlines. To look into the 'difficult to let' properties which may not be fit for purpose.		Moved to December 2024 following the full review of the HRA Business Plan in the summer		

8 th June 2023	Nicola Bottrill	Homeless Hostel Conversion	A briefing note be received for review by this Panel following the HRA review		Moved to December 2024 following the full review of the HRA Business Plan in the summer		
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