
BRENT DAVIS
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Date 16th April 2024

Dear Sir/Madam,

A meeting of the **BUSINESS, REGENERATION AND PLANNING OVERVIEW AND SCRUTINY PANEL** will be held in the Chamber, Town Hall, Nuneaton on **Thursday, 25th April 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 Business,
Regeneration and Planning Overview
and Scrutiny Panel

Councillors J. Clarke (Chair), N. Phillips (Vice-Chair),
C. Cape, J. Coventry-Moreton, M. Green,
J. Hartshorn, G. Moreton, M. Walsh and M. Wright.

A G E N D A

PART 1 – PUBLIC BUSINESS

1. ANNOUNCEMENTS AND 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 Lloyds 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.

The meeting will be recorded and will be available to view via the NBBC website.

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

3. MINUTES - To confirm the minutes of the Business, Regeneration and Planning Overview and Scrutiny Panel held on 8th February 2024, attached (**Page 5**).

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 11**). 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 Council Conduct permits public speaking on the item, after which the Member is required by 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.

Members of the public will be given three minutes to speak on a particular item and this is strictly timed. The chair will inform all public speakers that: their comments must be limited to addressing issues raised in the agenda item under consideration: and that any departure from the item will not be tolerated.

The chair may interrupt the speaker if they start discussing other matters which are not related to the item, or the speaker uses threatening or inappropriate language towards Councillors or officers and if after a warning issued by the chair, the speaker persists, they will be asked to stop speaking by the chair. The chair will advise the speaker that, having ignored the warning, the speaker's opportunity to speak to the current or other items on the agenda may not be allowed. In this eventuality, the chair has discretion to exclude the speaker from speaking further on the item under consideration or other items of the agenda.

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. UPDATE ON VACANT COUNCIL OWNED COMMERCIAL PROPERTIES IN NUNEATON AND BEDWORTH – Report of the Assistant Director – Economy and Regeneration & Estates (**Page 13**).
8. INTEGRATED PERFORMANCE REPORT – THIRD QUARTER 2023-2024 – report of the Risk Management and Performance Officer, attached (**Page 16**).
9. FORWARD PLAN – attached for information (**Page 73**).
10. WORK PROGRAMME 2023/24 – for noting, attached (**Page 81**).
11. 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).

THIS PAGE IS FOR INFORMATION ONLY

Nuneaton and Bedworth Borough Council

Building A Better Borough

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

AIM 1: LIVE

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

Priority 1: Promote residents' health and wellbeing

Priority 2: Enable appropriate housing development

Priority 3: Sponsor a sustainable green approach

Priority 4: Prioritise community safety and empowerment

AIM 2: WORK

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

Priority 1: Grow a strong and inclusive economy

Priority 2: Champion education and skills

Priority 3: Embrace new and emerging technology

Priority 4: Support local businesses

AIM 3: VISIT

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

Priority 1: Create vibrant and diverse town centres

Priority 2: Stimulate regeneration

Priority 3: Celebrate and promote our heritage

Priority 4: Improve the physical environment

NUNEATON AND BEDWORTH BOROUGH COUNCIL

**BUSINESS, REGENERATION AND PLANNING
OVERVIEW & SCRUTINY PANEL**

8th February 2024

A meeting of the Business, Regeneration and Planning Overview & Scrutiny Panel was held on Thursday, 8th February 2024 in the Council Chamber, Town Hall Nuneaton. This meeting was recorded for later publication on the Council's website.

Present

Councillor M. Walsh (Chair)

Councillors: C. Cape, J. Coventry-Moreton, J. Hartshorn, G. Moreton, M. Wright and D. Brown (substitute for Councillor J. Clarke).

Apologies: Councillors J. Clarke, M Green and N. Phillips.

The following Councillors were also present from the Housing, Environment and Health Overview and Scrutiny Panel, to take part in joint agenda item BRP 30: Councillors K. Kondakor and S. Harbison.

PART I – PUBLIC BUSINESS

BRP 27 Election of Chair

RESOLVED that Councillor M. Walsh be elected as Chair for this meeting.

BRP 28 Minutes

RESOLVED that the minutes of the Business, Regeneration and Planning Overview and Scrutiny Panel meeting held on 7th December 2024 be approved and duly signed by the Chairman.

BRP 29 Declarations of Interest

As Councillor D. Brown was a substitute Councillor for this meeting, his declarations were not detailed in the Schedule attached to the agenda.

As Councillors S. Harbison and K. Kondakor were present from the Housing, Environment and Health OSP, their declarations were not detailed in the schedule attached to the agenda.

RESOLVED that the declarations of interest are as set out in the Schedule attached to these minutes, with the addition of the Declarations of Interest for Councillor D. Brown as a substitute for the meeting, and the Declarations of Interests for the Members of the Housing, Environment and Health Overview and Scrutiny Panel for agenda item BRP 30.

BRP 30 Questions to Cabinet

The Portfolio Holder for Business and Regeneration (Councillor K. Wilson) and the Portfolio Holder for Planning and Regulation (Councillor R. Smith) were in attendance to answer the following questions put forward by the panel members.

Councillor M. Wright asked the following question for the attention of the Portfolio Holder for Business and Regeneration:

Please can we have an update as to the status of the former Woolworth's Site, thank you.

The Portfolio Holder for Business and Regeneration replied:

The lease was actually signed over to Wilko prior to their insolvency just at the latter end of last year, and it is still with the Administrators to decide what they do with the lease. It is something that I have been pushing on with the team, because obviously that does lose us an income, because of the estimated rate, but we are legally tied into that lease. So at the earliest opportunity we can escape the lease, or they will surrender the lease, we will do so and put it up on the market to try and get it occupied as soon as possible. But it is sadly right out of our hands, we are tied at the moment. As much as I would love to be able to do more with the site, because we were looking forward to Wilko going in, and at the time we didn't foresee their collapse.

BRP 31 Biodiversity Offsetting Monies within S.106 Legal Agreements

A report of the Assistant Director – Planning provided an opportunity for the Panel to scrutinise the effectiveness and monitoring arrangements of the Council's use of monies for environment offsetting and mitigation included in planning application S.106 contributions.

The Panel discussed and asked questions on the following:

- The allocation of monies, timescales and putting it to use as soon as possible.
- Requirements for builders, holding them to account and ensuring they fulfil their commitments (developers do not always aim to deliver what they propose).
- Ensure there are follow ups when required to ensure agreements and commitments are carried out.
- Lessons to be/that have been learned – making changes and improvements to the process when and where required.
- Monitoring and enforcement of biodiversity issues, and Parks and Open Spaces. Looking into the delivery and working with developers.
- Recent recruitment to Planning Enforcement Officer position – to look at wider issues across Planning and Parks, and biodiversity will be a big part of their role in the future.
- The organisation needs a robust synergy across Committees and Panels. The restructure (Parks and Planning are now within the same Directorate) means they are using resources more effectively.
- Concerns that adoption of open spaces is slow. Sites that are pre-Borough Plan approved do not have much biodiversity offsetting on their open spaces, but they provide land where the Council can plant trees/meadows.
- Ponds and wetlands are valuable. Flower and meadowlands are only one part of the ecosystem. It is hoped the Biodiversity Officer looks to provide a mixture of habitats, including wetlands and woods.
- Grounds Maintenance – such as 'no mow May'. Managing residents expectations alongside not cutting where/when not required. The Grounds Maintenance contract dictates locations and regularity of grass cutting, and the terms and conditions are looked at when the contract is up for renewal.

RESOLVED that the contents of the report be noted.

BRP 32 Nuneaton Business Improvement District (BID)

The Assistant Director – Economy and Regeneration presented a report which included the Business Plan for the proposed Nuneaton BID which will be going to ballot on the 20th February 2024.

Public Speaker: Councillor K. Kondakor

The Panel discussed and asked questions on the following:

- A business led group, run by local businesses to deliver improvements.
- NBBC have businesses who could benefit.
- Bid areas – the tax of businesses within the ring road. NBBC paying big part with hotel etc. on the way.
- Boundaries are drawn by BID team, not NBBC.
- Bedworth can also be looked at if businesses are interested. It is business led in Nuneaton, and Bedworth can have the opportunity if they wish.
- There will be a seat on the Board for the Council.
- It will be a fluid document as businesses join and leave.
- Any businesses outside the area can give voluntary contributions.

RESOLVED that the development of Nuneaton Business Improvement District and BID Business Plan be supported.

BRP 33 Integrated Performance Report – Second Quarter 2023-24

A report of the Risk Management and Performance Officer. The Panel were presented with a report which seeks to provide appropriate performance measures, budget information and risk data for service areas within the scope of the Panel. 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.

Public Speaker: Councillor K. Kondakor

The Panel discussed and asked questions on the following:

- Planning application time frames, the backlog of undetermined applications, and the impact long/difficult applications have on the figures.
- The figures in the report will be amended and corrected to be consistent throughout.
- Footfall in towns – profile figures are pre-pandemic. Shops are still feeling the impact of the pandemic.

RESOLVED that the contents of the report be noted.

BRP 34 Business, Regeneration and Planning Overview and Scrutiny Panel Annual Report 2023-24

The Panel were presented with an annual report, which set out the work undertaken by the Overview and Scrutiny Panel in 2023-24.

RESOLVED that the contents of the report be noted.

BRP 35 **Forward Plan**

The Forward Plan showing the key decisions that will be made in the four months commencing 1st February 2024, was provided to the Panel for information.

RESOLVED that the Forward Plan be noted.

BRP 36 **Work Programme 2023-2024**

The Panel were presented with the Work Programme for the municipal year 2023-2024.

RESOLVED that the 2023-2024 work programme be noted.

Chair

Business, Regeneration and Planning 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			<p>Granted to all members of the Council in the areas of:</p> <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
	C. Cape	Director of Capability Coaching and Consultancy Ltd.	<p>Member of the following Outside Bodies:</p> <ul style="list-style-type: none"> • Armed Forces Covenant Meeting 	
	J. Clarke	Employed by Marcus Jones MP	<p>County Councillor W.C.C. Nuneaton Conservative Association; Deputy Chairman Officer of the Abbey Preceptory No.541 - Nuneaton</p>	
	J. Coventry-Moreton	School Receptionist – St Nicholas Chamberlain School, Bedworth	Share in rental dwelling at Sealand Drive, Bedworth and Tresilian Road, Bedworth.	
	M. Green	Employed by Horiba Mira – Engineering Technician	<p>Chair of Education Standards Committee – St Thomas More School. School Appeals Panel Member Our Lady of the Angels Church. President – St Vincent De Paul Society Nuneaton. Director – Holy Spirit Catholic Multi Academy Company. Member of the George Eliot Fellowship Member of Other Bodies:</p> <ul style="list-style-type: none"> • Friendship Project for Children. • Nuneaton Education Strategy Group 	
	J. Hartshorn	Employed by Asda	Member of Nuneaton	

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
		Nuneaton	Conservatives	
	G. Moreton	Member of School Appeals Panels at Warwickshire County Council	Share in rental dwellings at Sealand Drive, Bedworth and Tresillian Road, Exhall. Member on the following Outside Bodies: <ul style="list-style-type: none"> • Bedworth Neighbourhood Watch Committee 	
	N. Phillips (Vice-Chair)	Employee of DWP	Member of: <ul style="list-style-type: none"> • Nuneaton Labour CLP • The Fabian Society • The George Eliot Society • The PCS Union • Central Credit Union • Stockingford Sports and Allotment Club • Haunchwood Sports and Social Club 	
	M. Walsh (Chair)	Employed by MacInnes Tooling Ltd. – UK Sales Manager		
	M. Wright			

**Business, Regeneration and Planning Overview and Scrutiny Panel -
Schedule of Declarations of Interests – 2023/2024**

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	M. Walsh (Chair)	Employed by MacInnes Tooling Ltd. – UK Sales Manager		
	M. Wright			

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Business, Regeneration and Planning OSP

Date: 25th April 2024

From: Jonathan White
Assistant Director – Economy and Regeneration & Estates

Subject: Update on vacant Council owned commercial properties in Nuneaton and Bedworth

Portfolio: Planning & Regulation

Corporate Aim: Aim 1, Objective 2

OBJECTIVES OF SCRUTINY

To scrutinise the information provided about the current position relating to Council owned vacant retail units in Nuneaton and Bedworth Town Centres.

WHAT IS THE PANEL BEING ASKED TO CONSIDER?

The Members of the Panel will bear in mind the context of the corporate priorities and the financial constraints and come to a view on the following:-

To consider the level of vacant Council owned retail units, industrial and office premises in Nuneaton and Bedworth.

WHO CAN THE PANEL INFLUENCE?

The outcomes of the Panel's debate will be provided to the Portfolio Holder.

WHAT INFORMATION WILL BE PRESENTED?

The Panel is asked to consider the report on the current position concerning the number of vacant Council owned retail units and office premises in Nuneaton and Bedworth Town Centres.

The following update has been submitted and is appended to this paper:-

Current Position

The table below provides details of those Council owned retail units in Nuneaton and Bedworth Town Centres that are vacant as at 31st March 2024.

Address	Position	Comments
23c Abbey Street, Nuneaton	Vacant	To be refurbished
23d Abbey Street, Nuneaton	Vacant	To be refurbished
23e Abbey Street, Nuneaton	Vacant as included in Grayson Place development	Premises to be incorporated in “Digital Skills & Innovation Centre”
23f Abbey Street , Nuneaton	Vacant as included in Grayson Place development	Premises to be incorporated in ”Digital Skills & Innovation Centre”
Unit 8 Abbey Street, Nuneaton	Vacant as included in Grayson Place development	To be refurbished as part of development
India Red, 25 Abbey Street, Nuneaton	Vacant as included in Grayson Place development	Part demolished; be refurbished as part of Grayson Place development.
2a Market Place, Nuneaton	Under offer	Relocation of business affected by “Bridge to Living” project
52 Vernons Lane, Nuneaton	Under offer	Potential accommodation for “Levelling up” project
5 Kingsway House, Bedworth	Vacant	Property subject to water damage. Refurbishment in 2024/2025 financial year
15 Pine Tree Rd, Bedworth	Under Offer	
11 Congreve Walk, Bedworth	Under Offer	

There are currently 3 vacant retail units in Nuneaton Town Centre. Both properties on Abbey Street are subject to major refurbishments and 2a Market Place is “under offer” as a relocation opportunity to Myton Hospice Ltd which has been affected by the “Bridge to Living” project.

There are currently 2 vacant units outside Nuneaton Town Centre. 52 Vernons Lane which is “under offer” to accommodate Warwickshire County Council’s “Levelling up” project in the neighbourhood and 15 Pine Tree Road which is under offer to a aesthetician/beautician.

Further, in Bedworth Town Centre there are only 2 retail units that are vacant. 11 Congreve Walk is under offer and 5 Kingsway House which will be marketed once the refurbishment has been completed to include a new shop front.

Current Market Conditions

The Council, in common with other commercial/investment property owners, are affected by market conditions which influences demand and supply, terms of occupation, rental levels and incentives.

The recent impact of the expansion of online shopping, the legacy of the COVID19 pandemic and the cost of living crisis has impacted significantly on demand for retail space. This has significantly reduced demand for retail space in Nuneaton and Bedworth making conditions difficult to secure new lettings.

The Council has been able secure strong interest in it’s vacant retail units in Nuneaton Town Centre from businesses affected by the Council’s Bridge to Living project wishing to remain within the Town Centre.

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: **Business, Regeneration and Planning Scrutiny Panel, 25th April 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

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

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

Members have requested summaries of the (anonymised) details of FOI / EIR requests and Complaints outside of their relevant response timescales - these are shown at **Appendix D** and **Appendix E**, respectively. Please note that EIR provides 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:

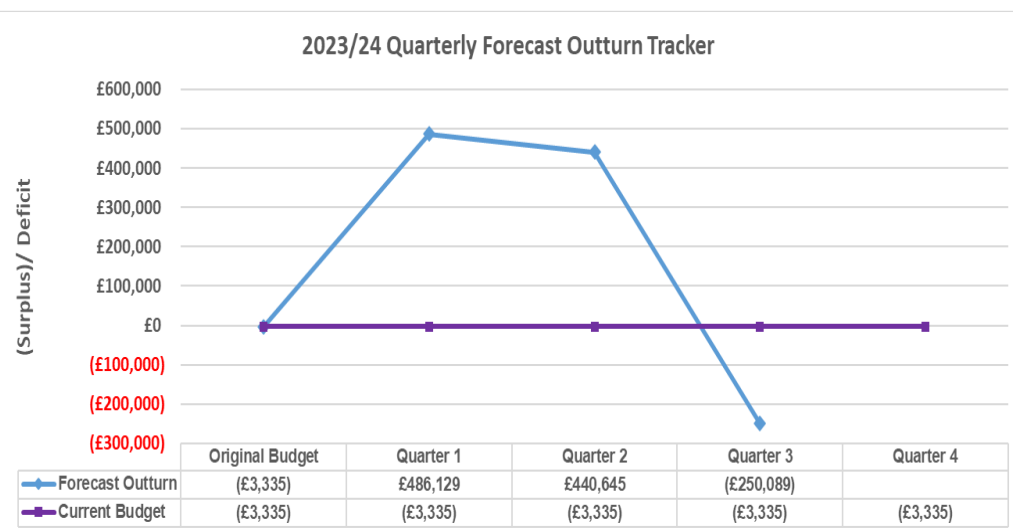
“The importance of keeping the elected Councillors aware of any activity [or non-activity] under RIPA was appreciated and it was accepted that a minimal observation would be incorporated at regular intervals into officer’s reports”

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

4. Recommendation

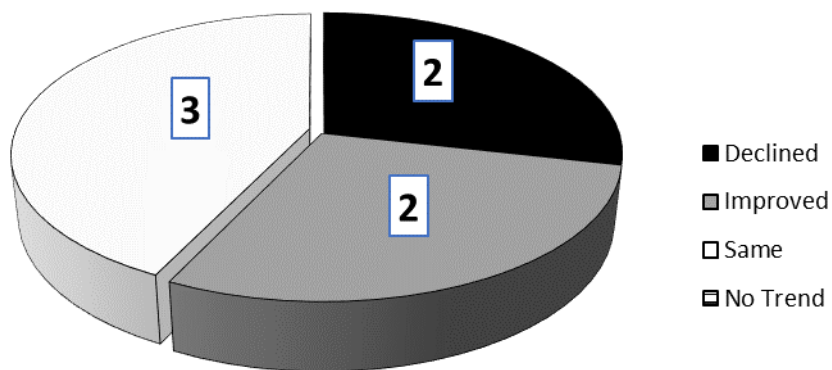
The panel is asked to scrutinise the performance information contained in this report and make any recommendations to the relevant Cabinet portfolio holder.

STEVE GORE

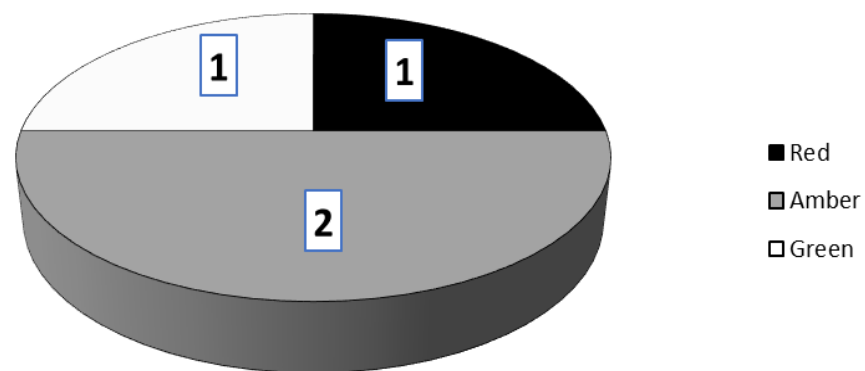


Freedom of Information (FOI) / Environmental Information Regulations (EIR) Requests and Complaints Summary				
	Number Received 2023/24 (2022/23)	Completed 2023/24 (2022/23)	Late 2023/24 (2022/23)	Outstanding 2023/24 (2022/23)
FOI / EIR Requests - 20-day target	525 (534)	525 (532)	102 (112)	0 (2)
Complaints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

Performance Indicators / Measures Summary



Strategic Risk Register Summary - Business, Regeneration and Planning OSP



BUSINESS, REGENERATION & PLANNING OSP FINANCIAL SUMMARY (GENERAL FUND)

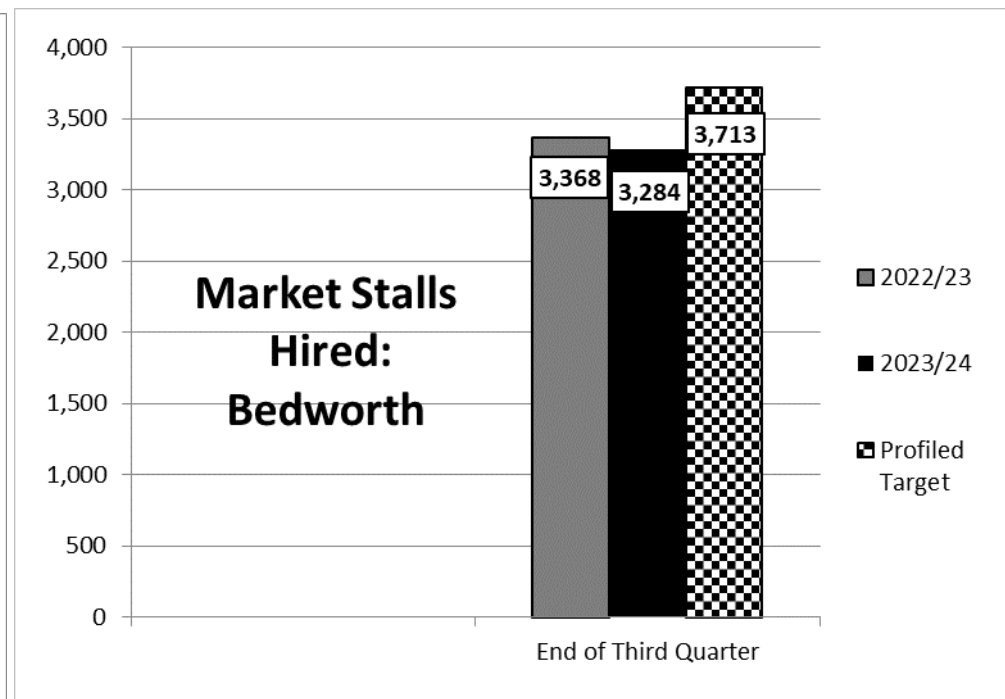
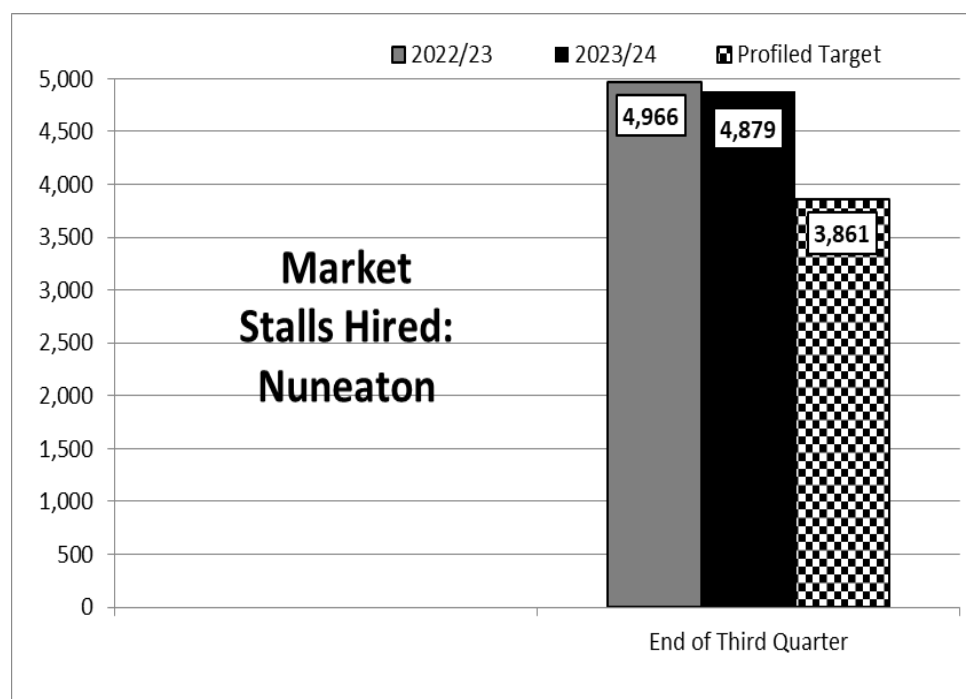
	2022/23 Outturn £	2023/24 Current Budget £	2023/24 Current Forecast £	2023/24 Forecast Variance £
<u>BUSINESS & REGENERATION</u>				
MARKETS & STREET TRADING	276,312	181,399	269,819	88,420
TOWN CENTRE MANAGEMENT	236,718	245,296	356,385	111,089
CHRISTMAS DECORATIONS	82,765	98,050	0	(98,050)
WEST MIDLANDS COMBINED AUTHORITY	30,000	25,000	25,000	0
CAR PARKS	(186,713)	340,083	225,263	(114,820)
PUBLIC PASSENGER TRANSPORT	52,208	25,652	54,756	29,104
PUBLIC CONVENIENCES	162,386	143,588	146,033	2,445
MARKETING, PROMOTIONS AND PUBLICITY	294,712	291,912	324,888	32,976
ECONOMIC DEVELOPMENT	376,482	569,680	589,997	20,317
	1,324,870	1,920,660	1,992,141	71,481
<u>PLANNING & REGULATION</u>				
LAND DRAINAGE WRKS	365	7,070	7,325	255
STREET NAMEPLATES	20,871	19,050	20,351	1,301
BUILDING CONTROL	68,148	49,060	71,166	22,106
DEVELOPMENT CONTROL	79,955	355,080	378,166	23,086
PLANNING POLICY & APPLICATIONS	401,492	542,948	551,817	8,869
COMMERCIAL PROPERTY	(984,215)	(1,025,324)	(1,017,256)	8,068
INDUSTRIAL ESTATES	(169,422)	(162,803)	(159,593)	3,210
LAND CHARGES	19,341	(10,010)	36,253	46,263
	(563,465)	(224,929)	(111,771)	113,158
<u>FINANCE & CORPORATE TOTAL</u>	4,978,403	4,527,564	4,866,156	338,592
<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>PUBLIC SERVICES TOTAL</u>	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 £
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)

Markets and Street Trading – (Business, Regeneration & Planning OSP)

Budget 2023/24	Third Quarter Outturn	End of Year Forecast	Comments	Trend
£181,398	£155,686	£269,819	Increased salary and redundancy costs alongside a savings pressure which has not materialised.	☹️

Main measures of performance: **Market Stalls Hired**

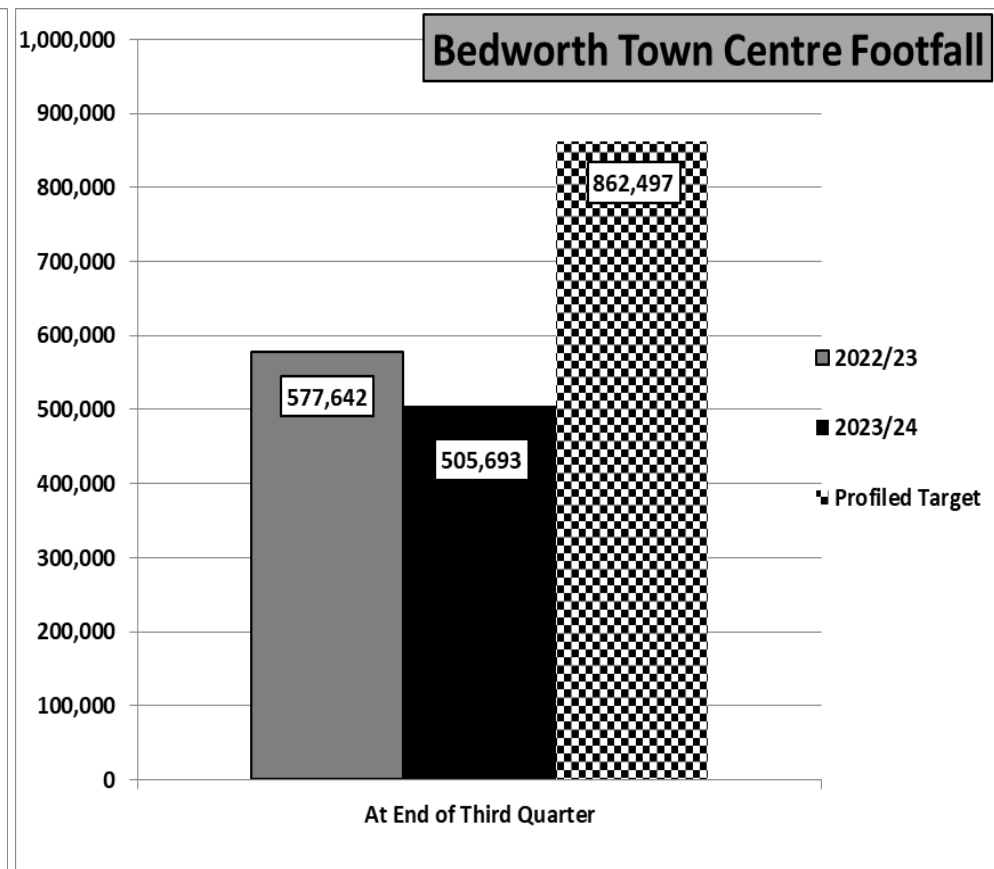
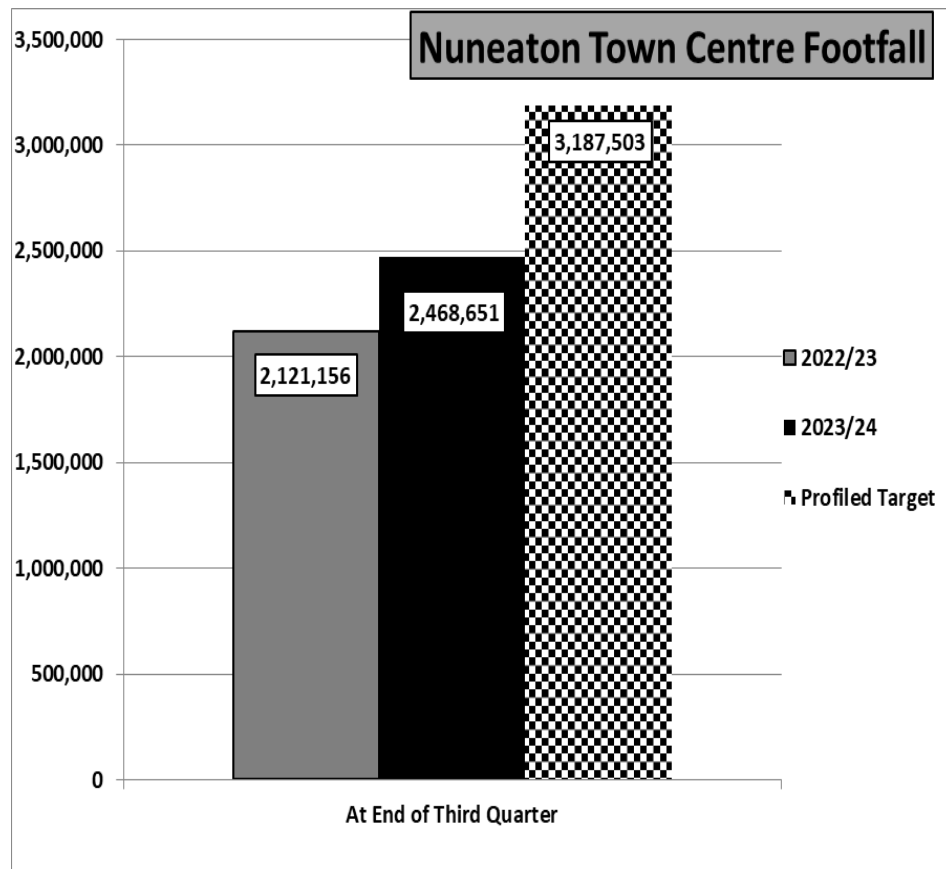


Measure details	End of Third Quarter Performance 2023/24 (2022/23)	Comments	Trend
Occupancy: The number of market stalls hired - Nuneaton	4,879 (4,966)	At Nuneaton , the street market varies in occupancy. Currently, there are 81 stalls on a Wednesday with a potential max of 110 and 86 Saturday with a potential of 110. The profiled target at the end of the third quarter is 3,861. The trend reflects within tolerance (2.50%) of last year's performance.	☹️
Occupancy: The number of market stalls hired - Bedworth	3,284 (3,368)	Bedworth currently trades 3 days per week – Tuesday, Friday & Saturday. There are 13 lock-up units currently in use and 25 open stalls. The occupancy of the open stalls varies, but on average it is 19 per day on Tuesday and Friday and 10 on Saturdays. The profiled target at the end of the third quarter is 3,713. The trend reflects within tolerance (2.50%) of last year's performance.	☹️

Town Centre Management – (Business, Regeneration & Planning OSP)

Budget 2023/24	Third Quarter Outturn	End of Year Forecast	Comments	Trend
£238,089	£251,796	£265,682		☹️

Main measures of performance: *Footfall in town centres*

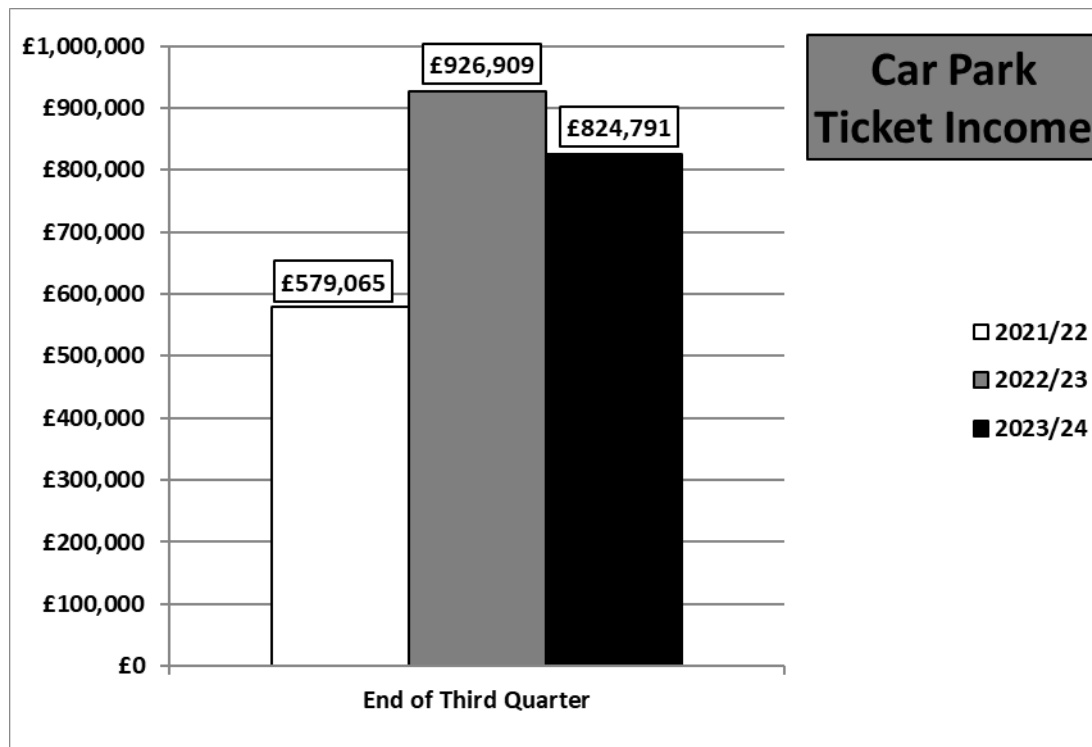


Measure details	End of Third Quarter Performance 2023/24 (2022/23)	Comments	Trend
Nuneaton	2,468,651 (2,121,156)	<p>Data is gathered using “GEO-Sense” - an automated system which is mobile ‘phone-based, linked to strategically located sensors in the town centre. The profiled target at the end of the third quarter for Nuneaton is 3,187,503.</p> <p>The decline in numbers is attributed to changes being seen on High Streets generally post-pandemic - linked to people continuing to work from home and increased online shopping. Even though performance is better than the comparable quarter 2022/23 (hence the positive trend indicator), it is still below the profiled third quarter target for 2023/24.</p>	☺
Bedworth	505,693 (577,642)	<p>Data is gathered using “GEO-Sense” - an automated system which is mobile ‘phone-based, linked to strategically located sensors in the town centre. The profiled target at the end of the third quarter for Bedworth is 862,497.</p> <p>The decline in numbers is attributed to changes being seen on High Streets generally post-pandemic - linked to people continuing to work from home and increased online shopping. 2023/24 performance is both below the comparable quarter 2022/ 23 and the profiled third quarter target for 2023/24.</p>	☹

Car Parks – (Business, Regeneration & Planning OSP)

Budget 2023/24	Third Quarter Outturn	End of Year Forecast	Comments	Trend
£340,085	£194,931	£225,263	Saving from NNDR and increased rent income.	😊

Main measures of performance: **Car Park Ticket Income**

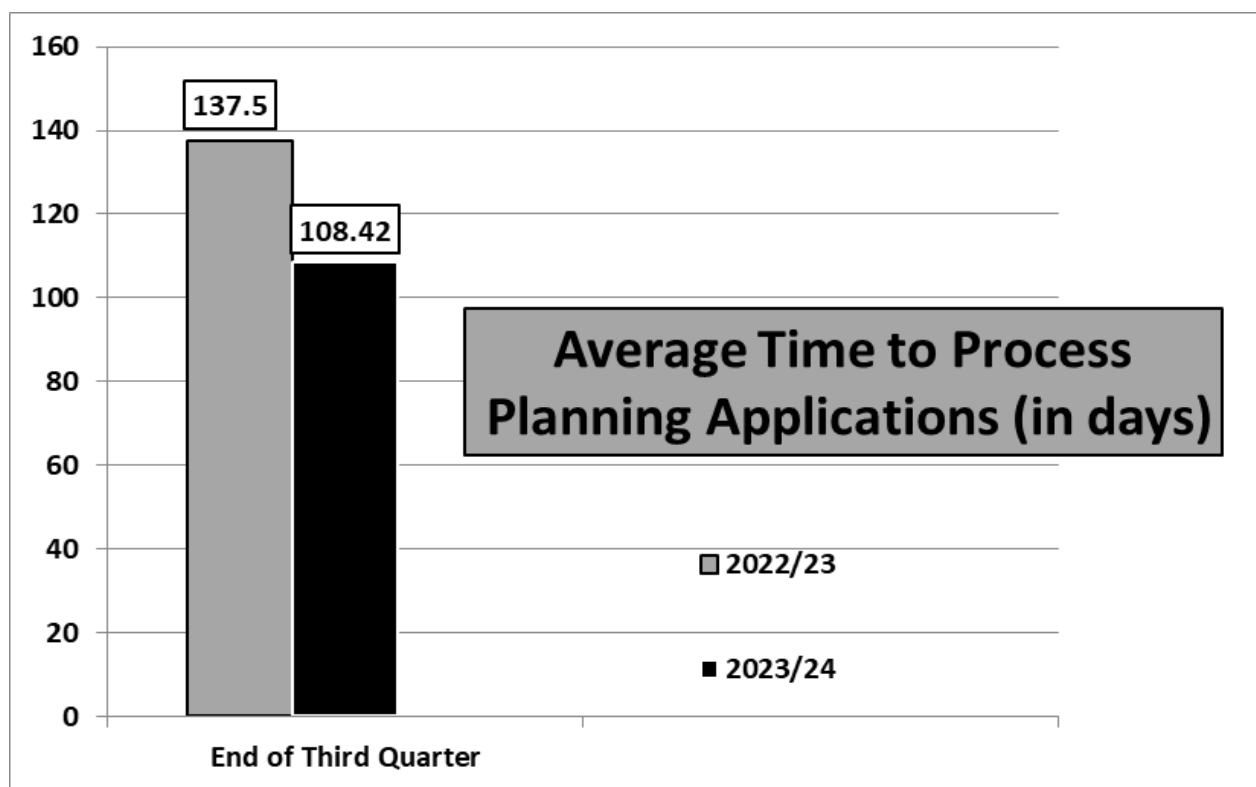


Measure details	End of Third Quarter Performance	Comments	Trend
2021/22	£579,065	Data for 2021/22 was impacted by Covid-19 pandemic restrictions. Similar to the town centres footfall data, the decline in income is attributed to changes being seen generally in town centres post-pandemic - linked to people continuing to work from home and increased online shopping.	☹️
2022/23	£926,909		
2023/24	£824,791		

Development Control – (Business, Regeneration & Planning OSP)

Budget 2023/24	Third Quarter Outturn	End of Year Forecast	Comments	Trend
£355,082	£137,611	£378,166	Increased court costs due to appeals slightly offset by increased Planning application fees & S106 monitoring fees.	☹️

Main measure of performance: Average Time to Process Planning Applications (Days)

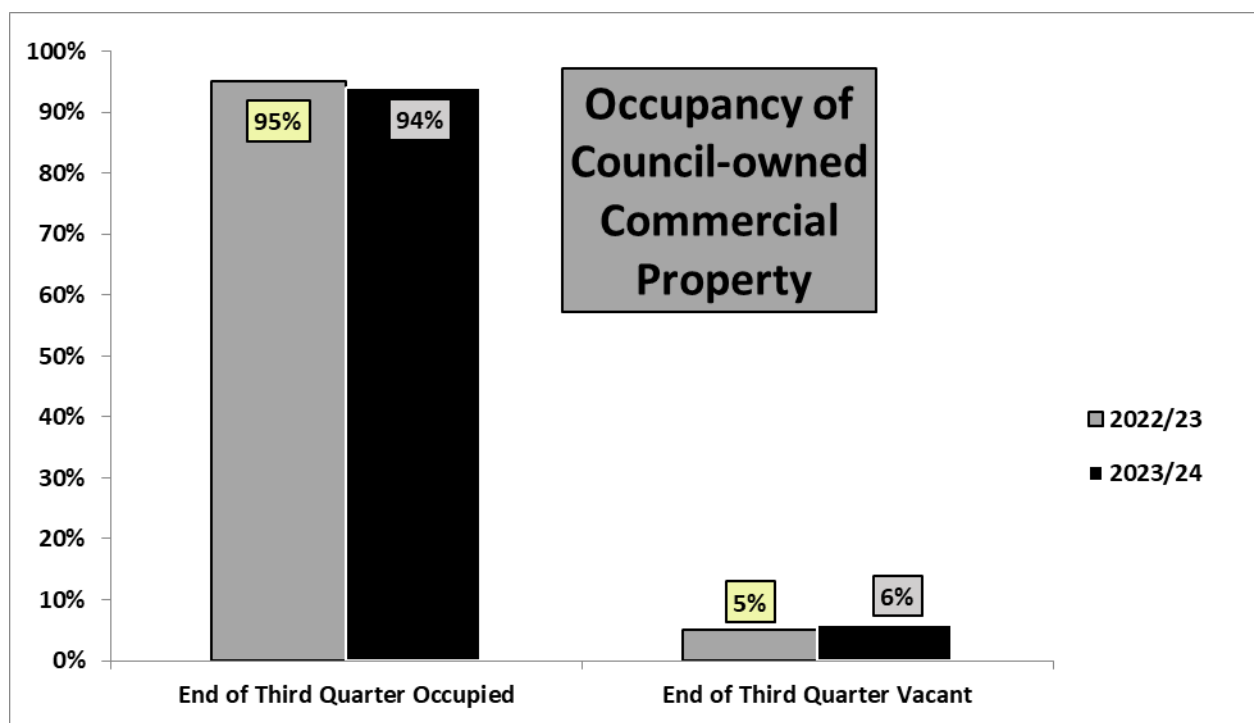


Measure details	End of Third Quarter Performance 2023/24 (2022/23)	Comments	Trend
<p>Average Time to Process Planning Applications (Days)</p>	<p>108.42 days (137.50 days)</p>	<p>No target. There were eight applications that had an adverse impact on the average processing time at the end of the third quarter 2023/24. These ranged between 926 days and 1,819 days. Additional information relating to the third quarter 2023/24:</p> <p>Mean (The sum of adding all numbers in the data set and then dividing by the number of values in the set) = 108.42 days (89,663 days / 827 applications)</p> <p>Median (this is the middle value when the data set is ordered from least to greatest) = 56 days</p> <p>Mode (the number that occurs most often in the data set) = 56 days</p> <p>IMPORTANT NOTE: As a result of the recent planning restructure, the team are now clearing a backlog of long-standing applications. As a consequence, this is skewing the performance data and will continue to do so until all of the long-standing applications are: decided, withdrawn or “finally disposed of”. Going forward, the intention is that the team will look to determine as many applications as possible within the nationally defined targets and this will be aided by new software being introduced in 2024/25.</p>	<p>😊</p>

Commercial Property – (Business, Regeneration & Planning OSP)

Budget 2023/24	Third Quarter Outturn	End of Year Forecast	Comments	Trend
(£1,025,325)	(£681,029)	(£1,017,256)	Forecasts for increased costs in relation to valuations and utilities alongside a reduction for rental income is offset by reduced NNDR and recoverable charges.	☹️

Main measures of performance: **Occupied Council-owned Commercial Property**



Measure details	End of Third Quarter Performance (vacant)	Comments	Trend
2022/23	95% (5%)	The target is 95%. 138/147 occupied as at the end December 2023 - 9 empty properties: 5 retail, 2 offices and 2 industrial. The trend indicator reflects within tolerance (2.50%) of 2022/23 performance.	☹️
2023/24	94% (6%)		

Summary / Exception Reporting:

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

The performance indicator trend data shows that 2 of the 7 key indicators have improved, 2 have declined and 3 have stayed the same at the end of the third quarter 2023/24.

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

Business, Regeneration and Planning OSP Risks

There are now four strategic risks within the remit of the panel. One is "net red", two are "net amber" and one is "net green". Details of these risks are shown below.



NBBC Strategic Risk Register

Current Version: 9th January 2024

Business, Regeneration and Planning 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 RED RISKS

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R4	Failure to maintain the economic vibrancy of the borough / town centres	Very High / Major (RED)	1. Non-constituent member of West Midlands Combined Authority (WMCA)	1: Strategic Director (F&G)	Very High / Major (RED)	1. Minutes of WMCA meetings.	Management Team / PH – B&R / BRP OSP
			2. Cross Border Delivery Partnership	2: Strategic Director (E&T)		2. Minutes of meetings of the partnership	
			3. Economic Development Strategy	3: Strategic Director (E&T)		3. Cabinet report	
			4. Partnership working with Chamber of Commerce and Federation of Small Businesses (FSB) and others.	4: Strategic Director (E&T)		4. Minutes of partner meetings, FSB awards	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			5. Maintain “Invest Warwickshire” – website for available commercial property.	5: Strategic Director (F&G)		5. Website in place / Minutes of WMCA meetings.	
			6. Business Rates Local Discount scheme.	6 - 7: Strategic Director (E&T)		6. Policy in place	
			7. Think Local First supporting local businesses.	7: Strategic Director (F&G)		7. Corporate Governance Group report	
			8. Transforming Nuneaton master plan.	8: Strategic Director (E&T)		8. Plan in place	
			9. Employment land allocations in borough Plan.	9: Assistant Director (Planning)		9. Borough Plan in place.	
			10. Government’s “Future High Streets” funding obtained.	10: Management Team		10. Programme Board / Town Deal Board minutes and Government returns.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			11. Letting and further development of former Co-Op building.	11: Management Team		11. Site development. Regular update reports to Cabinet.	
			12.. Delivery of Transforming Nuneaton master plan including “One Public Estate” grants.	12: Strategic Director (E&T)		12. Programme Board minutes.	
			13. “Towns Fund” Government funding obtained.	13: Strategic Director (H&CS)		13. Programme Board / Town Deal Board minutes and Government returns. Regular update reports to Cabinet.	
			14. Bedworth visioning document completed and Transforming Bedworth Group established.	14: Assistant Director (Economy)		14. Records 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
			15. Procured strategic development partner for Abbey Street, Nuneaton	15: Strategic Director (E&T)		15. Procurement and other programme management documentation	
			16. Appointed additional staff capacity for Nuneaton.	16: Strategic Director (E&T)		16. Staff in post / induction records.	
			17. Abbey Street development Phase 1 all approvals obtained and in progress.	17: Strategic Director (E&T)		17. Cabinet / Planning Committee minutes. Branding and Management Agreement (BAMA) for hotel development.	
			18. Local economic assessment completed.	18: Head of Economic Development and Communities		18. Assessment 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
			19. "Levelling Up Fund" application, for Bedworth Physical Activity Hub approved and letter received confirming £14.95m funding.	19: Chief Executive / Strategic Director (PS)		19. Fund-related documentation / formal agreement in place. Regular update reports to Cabinet.	
			20. Sport England funding (£2 million secured).	20: Strategic Director (PS)		20. The council is an invited applicant for funding. Grant agreement. Regular update reports to Cabinet.	
			21. UK Shared Prosperity Fund development programme.	21: Strategic Director (H&CS)		21. Investment Plan, Cabinet reports and monitoring data	
			22. Leisure Strategy and Parks Concept Plans .	22: Strategic Director (PS)		22.Strategy and plans in place / Cabinet progress reports.	

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. Development of Business Improvement District (BID) proposal (March 2024).	1. Assistant Director (Economy)		1. Documentation in place.	
			2. Formulate town centres action plan (April 2024).	2: Assistant Director (Economy)		2. Strategy in place.	
			3. Phase 2 Abbey Street development decision (January 2024).	3: Strategic Director (E&T)		3. Cabinet / Planning Committee minutes.	
			4. Details of Vicarage Street regeneration scheme to be formally agreed with WCC (April 2024).	4: Chief Executive		4.Cabinet reports.	
			5.New Borough Plan provision to support and protect town centres / businesses in terms of redevelopment	5: Assistant Director (Planning)		5.New 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
			(Revised plan, to be approved and signed off fully by 2025).				

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
R8	Failure to deliver / refresh the key elements of “Building a Better Borough” (BaBB)	Very High / Moderate (AMBER)	1. Member training programme.	1: Chief Executive	High / Moderate (AMBER)	1. Records of all formal Employee & Member meetings and training.	Management Team / PH - Leader and F&C / BRP OSP
			2. Annual Development Reviews.	2: Strategic Directors		2. Records of all formal Employee & Member meetings and training.	
			3. Management Development training.	3. Strategic Director (E&T)		3. Records of all formal Employee & Member meetings and training.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			4. Performance management framework.	4: Audit and Governance Manager		4 & 5. Strategic Performance Report (monthly to Management Team / quarterly to Overview and Scrutiny Panels).	
			5. BaBB Delivery Plan.	5 : Management Team		5.Delivery plan in place.	
			6. Monitor and utilise external funding opportunities.	6: Management Team		6. Capital Programme and Revenue Budgets.	
			7. Partnership working arrangements.	7: Management Team		7. Partnership board meeting minutes.	
			8. On-going annual review of BaBB delivery plan.	8: Audit and Governance Manager		8. Current plan in place.	
			9. Medium Term Financial Plan.	9: Strategic Director (F&G)		9. Current plan in place / Cabinet 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. HRA Business Plan.	10: Strategic Director (H&CS)		10. Current plan in place / Cabinet reports	
			<u>Planned:</u>				
			1. Review and update Medium Term Financial Plan (February 2024).	1: Strategic Director (F&G)			
			2. Review and update HRA Business Plan (March 2024).	2: Strategic Director (H&CS)			
			3. Annual (31 st March) review of BaBB against external factors.	3: Management Team/ Cabinet.			

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R32	Financial implications to NBBC following appeals / hearings processes for planning applications	High/Major (RED)	1.Planning Team working on each hearing and appeal process for appellant / applicant.	1:Strategic Director(Public Services) / Assistant Director (Planning)	High/ Serious (AMBER)	1.Adopted Local Plan.	Management Team / PH – P&R / BRP OSP
			2.Experienced King's Counsel (KC) appointed to assist NBBC in the appeals process.	2: Strategic Director(Public Services) / Assistant Director (Planning)		2.KC in place.	
			3.Planning Team working closely with witnesses for each application and seeking formal written responses.	3: Strategic Director(Public Services) / Assistant Director (Planning)		3.Hearing / appeal records.	
			4.Experienced NBBC Legal Officer (Case Officer) supporting Planning Team.	4: Strategic Director(Public Services) / Assistant Director (Planning)		4.Appointed officer in place.	

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
R27	Arson or accidental fire in NBBC corporate buildings	Significant / Major (AMBER)	1. Fire Management Group (FMG).	1: Strategic Director (PS)	Low / Major (GREEN)	1. FMG meeting minutes. HASCOG reports.	Management Team / PH – F&C, / BRP OSP
			2. Regularly serviced fire detection & alarm systems / fire extinguishers and appropriate Fire Risk Assessments (FRA) regularly reviewed.	2: Strategic Director (E&T) / Assistant Director (Economy)		2. Service records, Fire extinguisher service records & records of FRA outcomes. External report (review of arrangements).	
			3. Quarterly Health & Safety inspections give attention to fire risks.	3: Respective Strategic / Assistant Directors.		3. Quarterly Health & Safety inspection records.	
			4. Annual Capital Fire Safety Work Programme.	4: Strategic Director (E&T) / Assistant Director (Economy)		4. Cabinet reports and Capital Projects 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
			5. Existing insurance policy documents.	5: Audit and Governance Manager		5. Policy documents in place.	
			6. Internal audit of fire risk arrangements (completed February 2022).	6: Audit and Governance Manager		6. Internal Audit report.	
			7. Certified fire doors.	7: Strategic Director (E&T) / Assistant Director (Economy)		7. Doors / Certification in place.	
			8. Corporate review of Health and Safety arrangements (2023/24).	8: Strategic Director (P&S)		8. MT Report / minutes.	
			9. Town Hall fire prevention arrangements (including upgrade of door entry system).	9: Strategic Director (E&T) / Assistant Director (Economy) / Head of Safety and Environment Health		9. Monitored action plan in place / Updates to Fire Services	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			10.External consultancy support to identify and manage fire safety issues.	10: Strategic / Assistant Directors		10. Consultant reports and monitored action plan.	
			11. External risk audit report by insurers (Gallagher Bassett) February 2023	11: Strategic Director (PS)		11.Action plan and MT minutes.	
			<u>Planned:</u>				
			1. On-going review of corporate assets.	1: Management Team			
			2. Implement periodic Internal Audit report recommendations.	2: Head of Safety and Environmental Health			
			3. Act on appropriate recommendations arising from public enquiries / legislation changes (on-going).	3: Strategic Director (E&T) / Assistant Director (Economy) / Head of Safety and Environment Health			

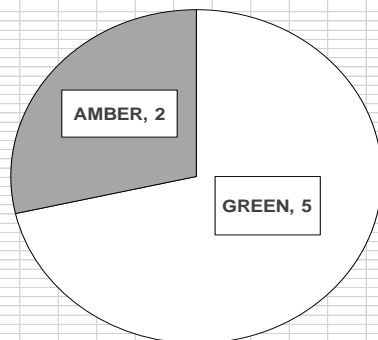
Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			4. Review and refresh Business Continuity Plans (December 2023).	4:Strategic / Assistant Directors			
			5. Leasehold commercial properties – review and establish landlord checks for structure / electrical / gas / fire safety and security of empty purchased properties pending redevelopment (March 2024).	5: Assistant Director (Economy)			

Strategic Performance Report – Executive Summary January 2024

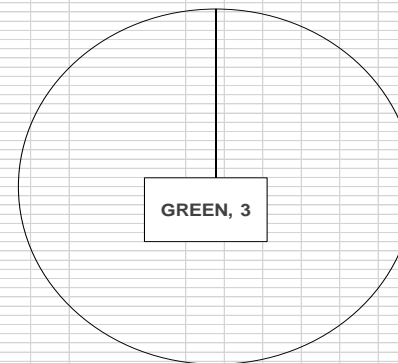
(Data as at the end of December 2023)

Charts Summary

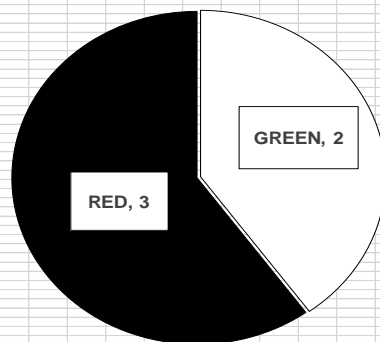
1. FINANCE



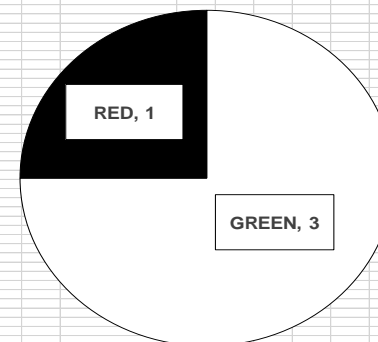
2. PEOPLE AND SERVICE DELIVERY (P&SD)



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

Nuneaton and Bedworth Borough Council

FORWARD PLAN SHOWING THE KEY DECISIONS THAT WILL BE MADE IN THE 4 MONTHS BEGINNING 1ST MAY 2024 AND EXEMPT INFORMATION DECISIONS THAT ARE TO BE MADE DURING MAY, 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
20/12/23	Creative Explorer Update	Cabinet	No		April 2024	Katie Memetovi c-Bye ☎02476 376147	Kevin Hollis ☎02476 376143	Public Services	Finance and Public Services
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
29/02/24	Suicide Prevent Report	Cabinet	No		April 2024	Katie Memetovi c-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Public Services	Finance and Public Service

30/09/20	Local Government Devolution	Cabinet	No		May 2024	Brent Davis ☎02476 376347	Brent Davis ☎02476376347	Business & Regeneration	Business, Regeneration & Planning
30/11/23	Safeguarding Policy	Cabinet	No		May 2024	Linda Downes ☎02476376260	Vicki Summerfield ☎02476376002	Finance and Corporate	Finance & Public Services
30/11/23	Update on Play Areas	Cabinet	No		June 2024	Katie Memetovic-Bye ☎02476 376147	Kevin Hollis ☎02476 376143	Health and Environment	Finance and Public Services
31/10/23	Housing Strategy 2024-29	Cabinet	No		June 2024	Jane Grant ☎02476 376483	Dawn Dawson ☎02476376408	Housing and Communities	Housing, Environment & 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, Environment and Health
12/02/24	Revised Local Development Scheme	Cabinet	No		June 2024	Maria Bailey ☎02476 376144	Kevin Hollis ☎02476376143	Planning & Regulation	Business, Regeneration & 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
22/08/22	Johnson Road, Bedworth – Housing Development / Community Use proposal	Cabinet	No		September 2024	Katie Memetovic-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Public Services	Finance and Public Service
31/05/23	Capital Strategy and Asset Management Plan	Cabinet	No		September 2024	Jonathan White ☎02476 376549	Tom Shardlow ☎02476 376004	Business & Regeneration	Business, Regen & Planning
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
29/03/24	General Fund Budget Monitoring Q3	Cabinet	No		March 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476 376002	Finance and Corporate	Finance and Public Services
29/03/24	HRA Budget Monitoring Q3	Cabinet	No		March 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
29/03/24	Capital Monitoring Q3	Cabinet	No		March 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services

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)	May 2024	Jonathan White ☎02476 376549	Tom Shardlow ☎02476 376004	Business & Regeneration	Business, Regen & Planning

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: 28th March 2024

Signed: K. Wilson (Leader of the Council)

Business, Regeneration and Planning Overview and Scrutiny Panel – Work Programme 2023/24

Meeting dates: 6th July 2023, 19th October 2023, 7th December 2023, 8th February 2024, 25th April 2024

Date Added	Lead Officer	Title	Description	Scrutiny/ Overview	Proposed Committee Date	Include in 2024/25 Work Programme	On Agenda 2023/2024
	Steve Gore	Integrated Performance Report	Quarterly Benchmarking Report		6 th July 2023 19 th Oct 2023 8 th February '24 25 th April 2024	Yes Yes Yes Yes	Yes Yes Yes Yes
April 2017		Local Enterprise Partnership	Annual report of activities in NBBC of the CWLEP		July 2023	No	Yes
	Jonathan White	Town Centres Update	Update on footfall, events and parking		July 2023	Yes	Yes
June 2022	Abu Malek/ Andrew Snowden	PSPO review	Update on the effectiveness of the current PSPOs	Overview	October 2023	Yes	Yes
	Glenn Hooper	Lilypad Fountain	Update on the lilypad Fountain, including costs and replacement seating		October 2023	No	Yes
April 2016 Ongoing	Les Snowden/ Jonathan White	Town Centre Development and Project Update	To provide an update for Members on the current progress being made with the Town Centre Development and the progress on Abbey Street and Vicarage Street projects. Also, any other future proposed redevelopment in the Town Centres	Performance Monitoring	December 2023		Yes
June 2022	Tom Shardlow/ Les Snowden	Regeneration in Bedworth Town Centre	To provide members with an update on the regeneration efforts in Bedworth	Performance Monitoring	December 2023 Verbal Update		Verbal update
October 2022	Jonathan White	Town Centres Update (inc Christmas and Markets)	To provide members with an update on the markets, footfall and Christmas	Update	December 2023		Yes
June 2022	Maria Bailey/ Jacqui Padbury	Monitoring delivery of the Borough	*A yearly monitoring report including details of spend of Section 106 monies and biodiversity net gain within and external to the sites.	Overview	February 2024	Yes	Yes

		Plan and consideration of the data around the land supply targets.					
	Jonathan White	Nuneaton BID (Business Improvement District)	Update for the Panel		February 2024	Yes	Yes
2015/16	Jonathan White	Council Owned Land and Leases	Select Committees request for further work to be undertaken regarding the land that the Council holds and the Leases in place with a view to increasing income through sales/lettings.	Scrutiny	April 2024		Yes

*The Housing, Environment and Health OSP Members will be invited to the February meeting to have a joint item relating to S.106 monies.