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Date: 10th June 2024

If calling please ask for: Democratic Services

Dear Sir/Madam,

A meeting of the **Business, Regeneration and Planning Overview and Scrutiny Panel** will be held in the Council Chamber, Town Hall, Nuneaton on **Thursday, 20th June 2024 at 6.00 p.m.**

Yours faithfully,

Tom Shardlow

Chief Executive

To: All Members of the Business,
Regeneration and Planning Overview
and Scrutiny Panel

Councillors P. Hickling (Chair), J. Clarke (Vice-Chair),
D. Brown, A. Bull, S. Dhillon, M. Etienne, B. Saru,
C. Smith and R. Smith.

AGENDA

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. 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.

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.

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.

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

3. MINUTES - To confirm the minutes of the meeting of the Business, Regeneration and Planning Overview and Scrutiny Panel held on 25th April 2024 (**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 9**). 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.

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. INTEGRATED PERFORMANCE REPORT – END OF YEAR (FOURTH QUARTER) 2023/24 – a report of the Risk Management and Performance Officer, attached **(Page 11)**.
8. PUBLIC SPACE PROTECTION ORDERS UPDATE – a report of the Communities and Community Safety Manager, attached **(Page 76)**.
9. FORWARD PLAN – attached for information **(Page 78)**.
10. WORK PROGRAMME 2024/25 – for approval, attached **(Page 86)**.
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**

25th April 2024

A meeting of the Business, Regeneration and Planning Overview & Scrutiny Panel was held on Thursday, 25th April 2024 in the Council Chamber, Town Hall Nuneaton.

Present

Councillor J. Clarke (Chair)

Councillors: C. Cape, M. Green, J. Hartshorn, G. Moreton and M. Wright.

Apologies: Councillors M. Walsh and J. Coventry-Moreton.
Cabinet Members Councillors K. Wilson and R. Smith.

PART I – PUBLIC BUSINESS

BRP 37 Minutes

Thanks were given to Councillor M. Walsh for standing in as Chair at the February meeting.

RESOLVED that the minutes of the Business, Regeneration and Planning Overview and Scrutiny Panel meeting held on 8th February 2024 be approved and duly signed by the Chairman.

BRP 38 Declarations of Interest

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

BRP 39 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 unable to attend this meeting and had submitted their apologies. It was agreed that any questions would be emailed to the relevant Cabinet Member after the meeting, with a request for a written response that can be sent to 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 on the Bridge to Living? The current situation, timetable and so on.

BRP 40 Update on Vacant Council Owned Commercial Properties in Nuneaton and Bedworth

The Assistant Director – Economy and Regeneration and Estates, presented a report which gave Panel Members with an opportunity to scrutinise the information provided about the current position relating to Council owned commercial properties in Nuneaton and Bedworth Town Centres.

Public Speaker: Councillor K. Kondakor

The Panel discussed and asked questions on the following:

- Empty properties with the Town Centre, industrial units and concerns about the Woolworths building and Wilko's.
- Bridge to Living – properties being purchased as part of the regeneration.
- Impact of Covid and 'new reality'. Need to look forwards now and build on positives.
- More comparisons with similar towns and local towns would be beneficial.
- Data on empty properties not owned by the Council (including rents) was also thought to be beneficial for comparison.
- The need to continue encouraging footfall within the town centres. It was recognised that retail parks outside towns can take people away from visiting town centres.

RESOLVED that the contents of the report be noted.

BRP 41 Integrated Performance Report – Third Quarter 2023-24

A report of the Risk Management and Performance Officer provided Panel Members with 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:

- Car parking price points – encouraging people to visit more and stay longer.
- Footfall and market stall figures are remaining consistent. Figures to allow comparison are always useful.
- The way information is presented and possible changes to allow for Members to see trends, compare and scrutinise.

RESOLVED that the contents of the report be noted.

BRP 42 Forward Plan

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

Public Speaker: Councillor K. Kondakor

RESOLVED that the Forward Plan be noted.

BRP 43 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			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
	C. Cape	Director of Capability Coaching and Consultancy Ltd.	Member of the following Outside Bodies: <ul style="list-style-type: none"> • Armed Forces Covenant Meeting 	
	J. Clarke	Employed by Marcus Jones MP	County Councillor W.C.C. Nuneaton Conservative Association; Deputy Chairman Officer of the Abbey Preceptory No.541 - Nuneaton	
	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	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: <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 OSP –
Schedule of Declarations of Interests – 2024/2025**

	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
	D. Brown	Employed by H.M Land Registry	Regional Coordinator, Ragdoll Rescue Charity. Representative on the following Outside Bodies: Exhall Education Foundation (Council appointment).	
	A. Bull	Employed by FedEx	The Labour Party (sponsorship) -CWU Trade Union Member	
	J. Clarke	-Employed by Marcus Jones MP - Warwickshire County Councillor	Nuneaton Conservative Association; Deputy Chairman Officer of the Abbey Preceptory Masonic Buildings - Nuneaton	
	S. Dhillon	Employed by UHCW NHS Trust	Member (Rep) at Unison – UHCW Trust	
	M. Etienne	Employed by Network Rail	RMT Member	
	P. Hickling	Employed by - King Edward VI Sixth Form College (Teacher) - Pearson Education (Snr Examiner)	The Labour Party (sponsorship) - Member of The Labour Party (CLP and Secretary of Nuneaton West) - Member of National Education Union - Committee Member of Nuneaton Historical Association - Governor of King Edward VI Sixth Form College	
	B. Saru	Director – Saru Embroidery Ltd	- Labour Party (sponsorship) - Armed Forced Covenant	

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
	C. Smith	Software Engineer – Prophet PLC	- U16 Coach – Nuneaton RFC - Safeguarding – Manor Park RFC	
	R. Smith		- Conservative Party Member - Chair of Trustees - Volunteer Friends, Bulkington; - Trustee of Bulkington Sports and Social Club.	

Cover Note - June 2024 Overview and Scrutiny Panel's

- Housing and Communities OSP
- Environment and Leisure OSP
- Business and Regeneration OSP
- Health and Corporate Resources OSP

The purpose of this cover note is to provide Members of each Overview and Scrutiny Panel (OSP) with clarity regarding the performance data report related to quarter 4 of the 2023/2024 financial year.

Members will note quarter 4 data is presented in alignment with the previous OSP arrangements when a total of three panels existed. This data relates to quarter 4 of the 2023/2024 financial year and was prepared prior to Annual Council, meaning it predates Council's decision to implement four (4) OSP's with effect from the 2024/2025 Municipal Year. Members will note Council's decision at Annual Council on the 15th May where a 4th OSP was created and, for some OSP's, a different remit now exists.

Therefore, the quarter 4 data for the 2023/2024 financial year is presented in the original format and Officers will align the performance report for quarter 1 (2024/2025) onwards with the new OSP's at the next meeting of each OSP. This ensures consistency regarding previous reporting data and clarity. It also means quarter 1 data will commence from the start of the new financial year in a new format, ensuring it is aligned with the new remit and OSP setup.

If performance data in the report does not align with the new OSP remits, the panel cannot discuss that performance data. The panel must only discuss and consider performance data within the remit of the new OSP. This will mean elements of the performance report will not be relevant to the new OSP.

MATTHEW WALLBANK

Assistant Director – Democracy and Governance

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: **Business, Regeneration and Planning Scrutiny Panel, 20th June 2024**

From: **Risk Management and Performance Officer**

Subject: **INTEGRATED PERFORMANCE REPORT - FOURTH 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 **SEE IMPORTANT NOTE BELOW.**
 - The following finance table give(s) a breakdown of budgets by service areas and the “key” ones are highlighted in bold text **SEE IMPORTANT NOTE BELOW.**
 - 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.

IMPORTANT NOTE: Financial data is NOT available for the fourth quarter as the Statement of Accounts for 2023/24 is still in progress. Financial outturn will be reported to Cabinet in July.

- 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.

2.5 Finally, on this occasion only, details of Member Enquiry Forms and fly tipping /grounds maintenance enquiries for 2023/24 are included in the report at **Appendix F** – as requested during the last round of scrutiny panel meetings.

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.

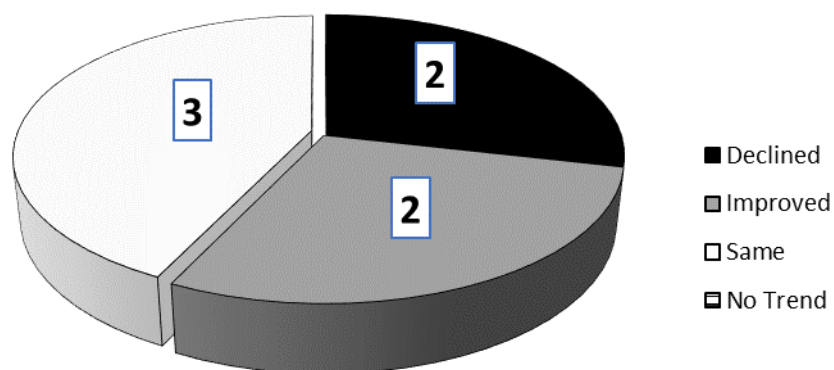
STEVE GORE

No financial data is available for the fourth quarter

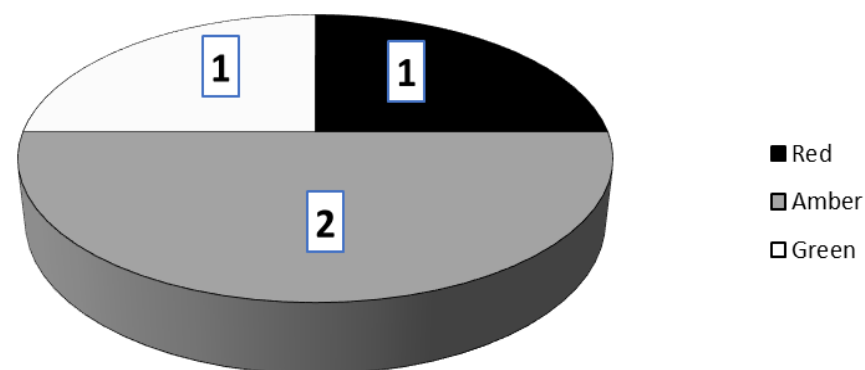
Freedom of Information (FOI) / Environmental Information Regulations (EIR) Requests and Complaints Summary

	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	744 (761)	739 (755)	150 (143)	5 (6)
Complaints -10-day target	1,584 (1,102)	1,581 (1,092)	173 (262)	3 (10)

Performance Indicators / Measures Summary



Strategic Risk Register Summary - Business, Regeneration and Planning OSP



No financial data is available for the fourth quarter

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

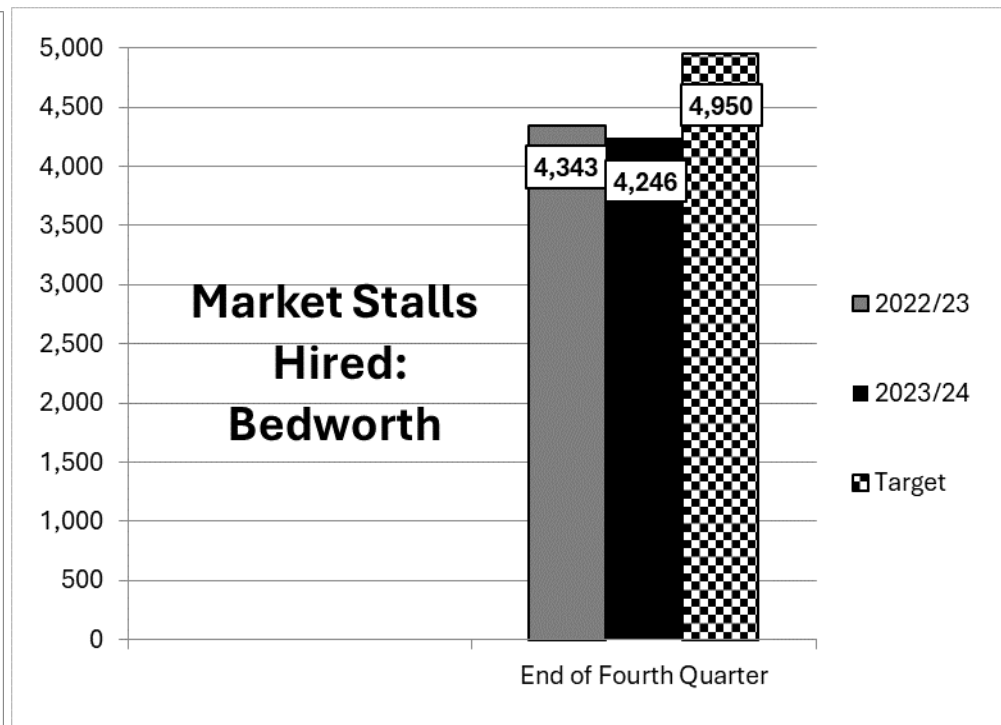
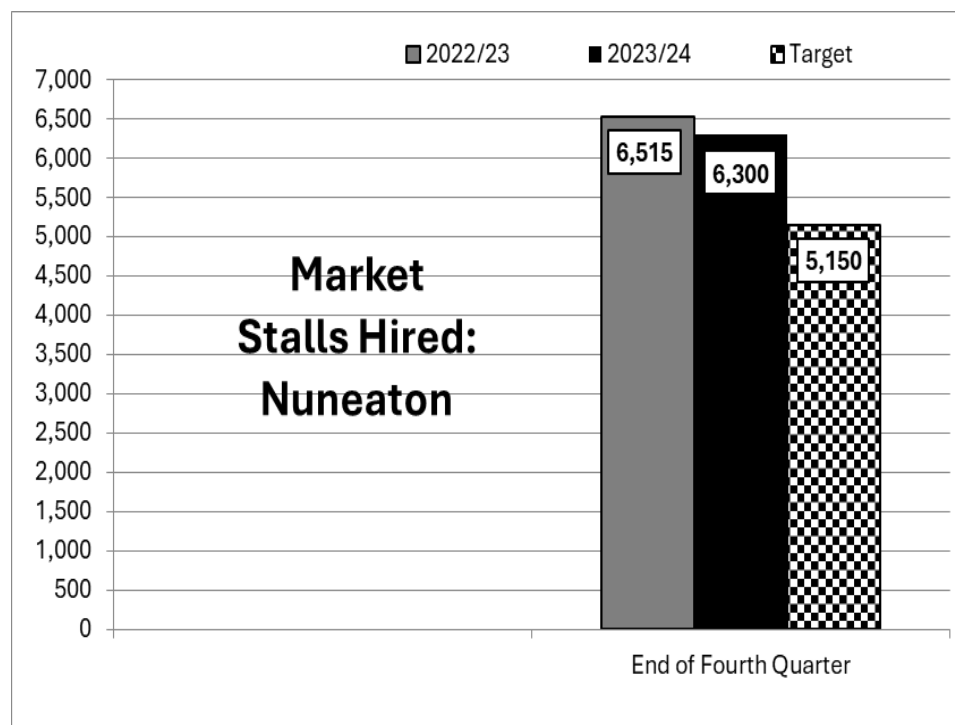
	2022/23 Outturn £	2023/24 Current Budget £	2023/24 Current Forecast £	2023/24 Forecast Variance £
<u>BUSINESS & REGENERATION</u>				
MARKETS & STREET TRADING				
TOWN CENTRE MANAGEMENT				
CHRISTMAS DECORATIONS				
WEST MIDLANDS COMBINED AUTHORITY				
CAR PARKS				
PUBLIC PASSENGER TRANSPORT				
PUBLIC CONVENIENCES				
MARKETING, PROMOTIONS AND PUBLICITY				
ECONOMIC DEVELOPMENT				
<u>PLANNING & REGULATION</u>				
LAND DRAINAGE WRKS				
STREET NAMEPLATES				
BUILDING CONTROL				
DEVELOPMENT CONTROL				
PLANNING POLICY & APPLICATIONS				
COMMERCIAL PROPERTY				
INDUSTRIAL ESTATES				
LAND CHARGES				
<u>FINANCE & CORPORATE TOTAL</u>				
<u>HEALTH & ENVIRONMENT TOTAL</u>				
<u>HOUSING & COMMUNITIES TOTAL</u>				
<u>PUBLIC SERVICES TOTAL</u>				

	2022/23 Outturn £	2023/24 Current Budget £	2023/24 Current Forecast £	2023/24 Forecast Variance £
CENTRAL SUPPORT SERVICES PORTFOLIOS				
CENTRAL PROVISIONS				
DEPRECIATION & IMPAIRMENT				
TREASURY MANAGEMENT				
CAPITAL FINANCING				
CONTRIBUTIONS TO/ (FROM) EARMARKED RESERVES				
COUNCIL NET EXPENDITURE				
FUNDING				
COUNCIL TAX				
NEW HOMES BONUS				
BUSINESS RATES RETENTION				
OTHER GRANTS				
(SURPLUS)/DEFICIT FROM COLLECTION FUND				
TOTAL FUNDING				
(SURPLUS)/ DEFICIT				

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

Budget 2023/24	Fourth Quarter Outturn	Comments	Trend
		No financial data is available for the fourth quarter	

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

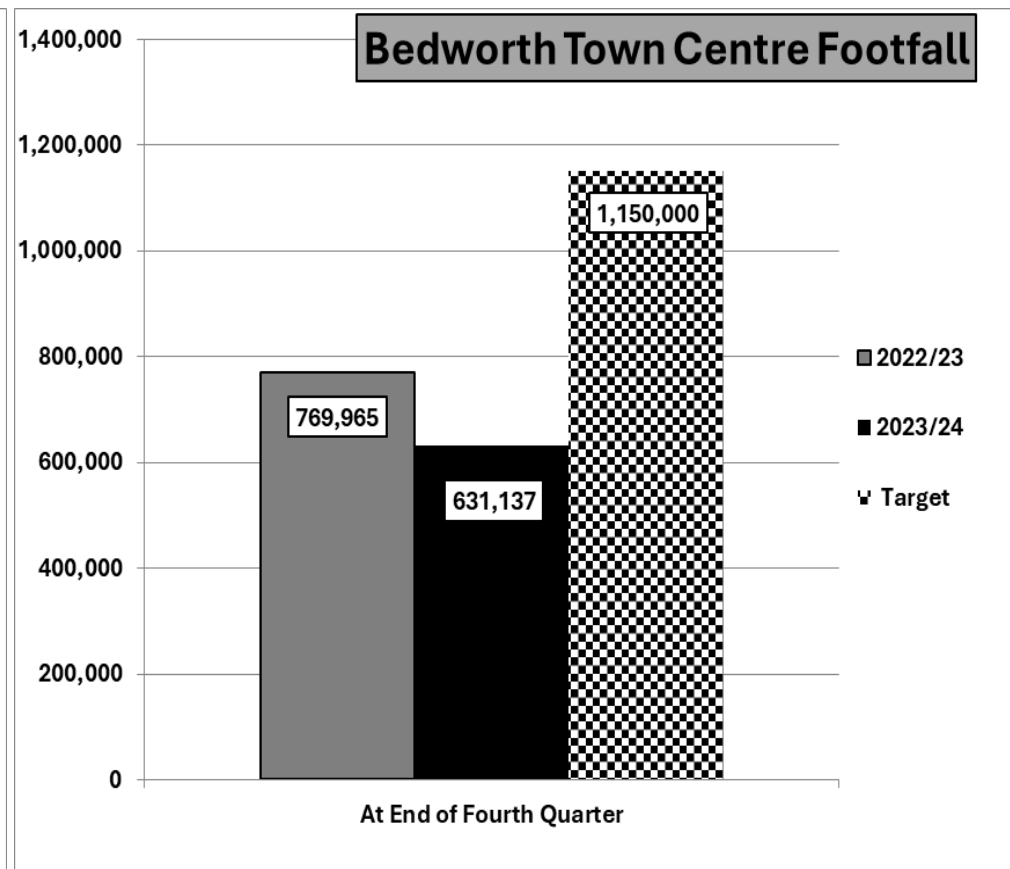
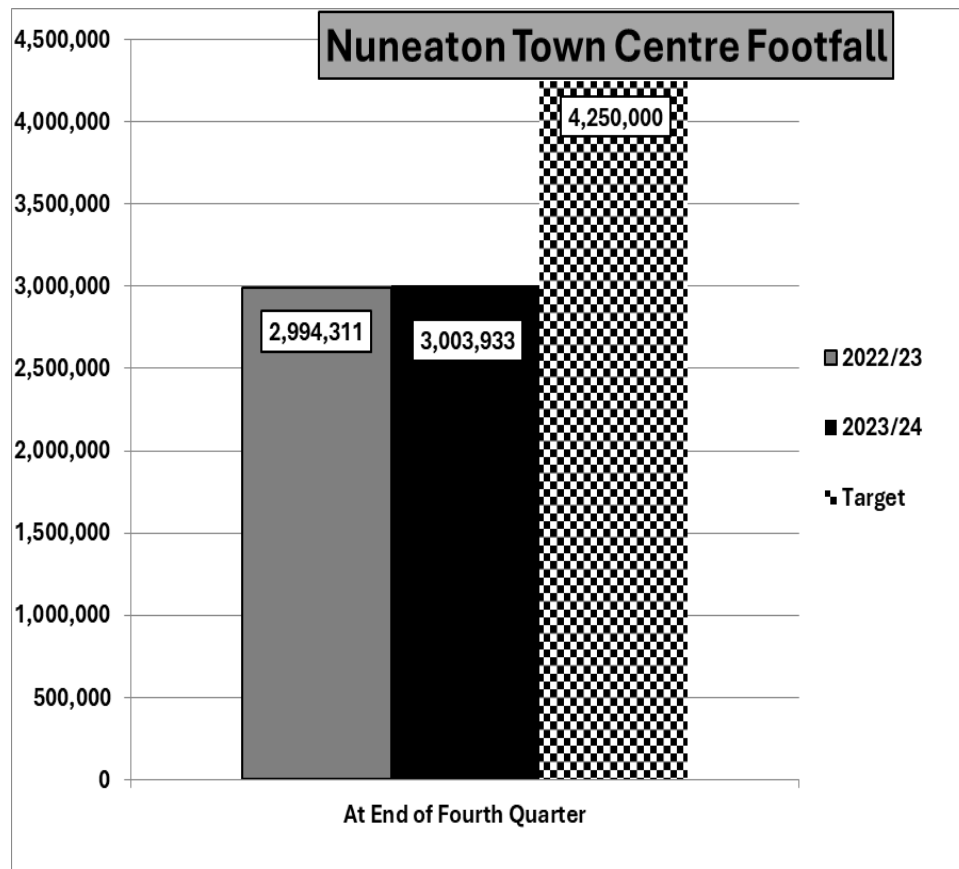


Measure details	End of Fourth Quarter Performance 2023/24 (2022/23)	Comments	Trend
Occupancy: The number of market stalls hired - Nuneaton	6,300 (6,515)	At Nuneaton , the street market varies in occupancy. Currently, there are 81 stalls on a Wednesday with a potential max of 110 and 86 Saturday with a potential of 110. The target at the end of the fourth quarter is 5,150.	☹️
Occupancy: The number of market stalls hired - Bedworth	4,246 (4,343)	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 target at the end of the fourth quarter is 4,950. The trend reflects within tolerance (2.50%) of last year's performance.	😊

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

Budget 2023/24	Fourth Quarter Outturn	Comments	Trend
		No financial data is available for the fourth quarter	

Main measures of performance: *Footfall in town centres*

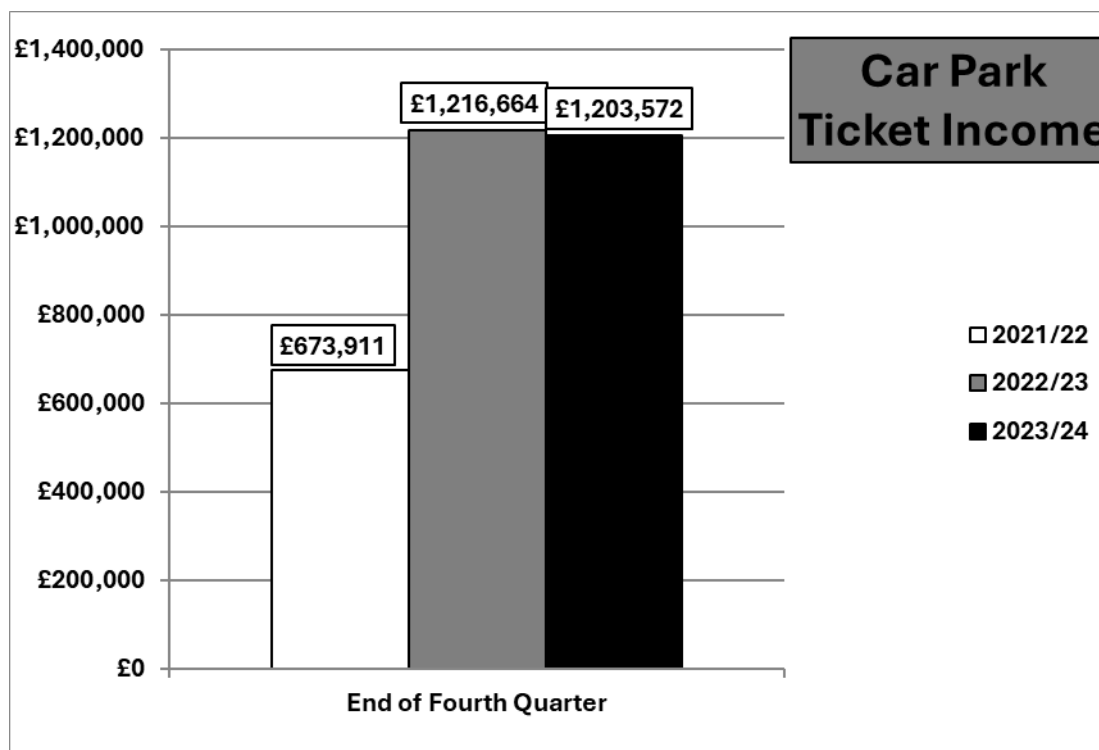


Measure details	End of Fourth Quarter Performance 2023/24 (2022/23)	Comments	Trend
Nuneaton	3,003,933 (2,994,311)	<p>Data is gathered using “GEO-Sense” - an automated system which is mobile ‘phone-based, linked to strategically located sensors in the town centre. The target at the end of the fourth quarter for Nuneaton is 4,250,000.</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 comparable to 2022/23 (within tolerance of 2.50% of last year’s performance), it is still below the fourth quarter target for 2023/24.</p>	☹️
Bedworth	631,137 (769,965)	<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 target at the end of the fourth quarter for Bedworth is 1,150,000.</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 target for 2023/24.</p>	☹️

Car Parks – (Business, Regeneration & Planning OSP)

Budget 2023/24	Fourth Quarter Outturn	Comments	Trend
		No financial data is available for the fourth quarter	

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

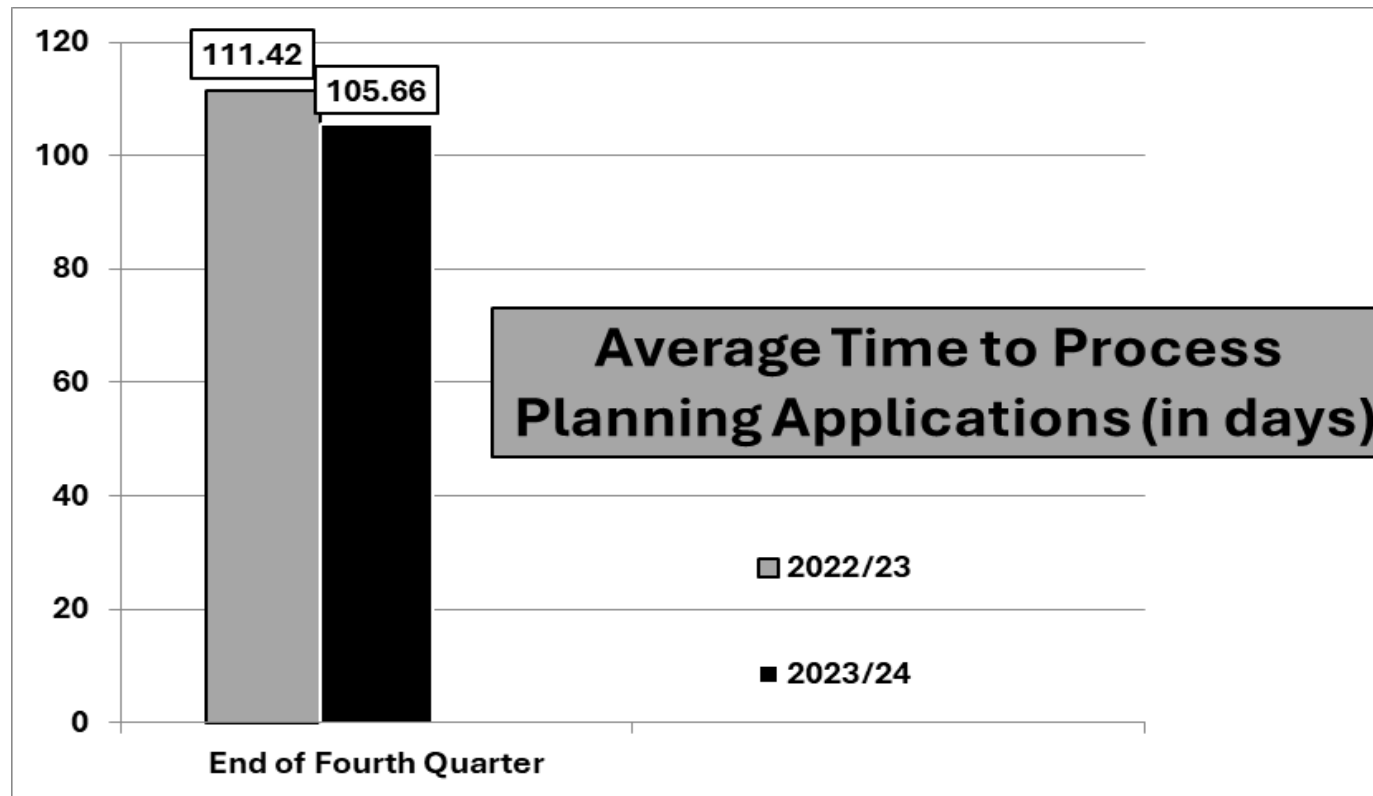


Measure details	End of Fourth Quarter Performance	Comments	Trend
2021/22	£673,911	Data for 2021/22 was impacted by Covid-19 pandemic restrictions. Similar to the town centres footfall data, the decline in income is attributed to changes being seen generally in town centres post-pandemic - linked to people continuing to work from home and increased online shopping. The trend reflects within tolerance (2.50%) of last year's performance.	☹️
2022/23	£1,216,664		
2023/24	£1,203,572		

Development Control – (Business, Regeneration & Planning OSP)

Budget 2023/24	Fourth Quarter Outturn	Comments	Trend
		No financial data is available for the fourth quarter	

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

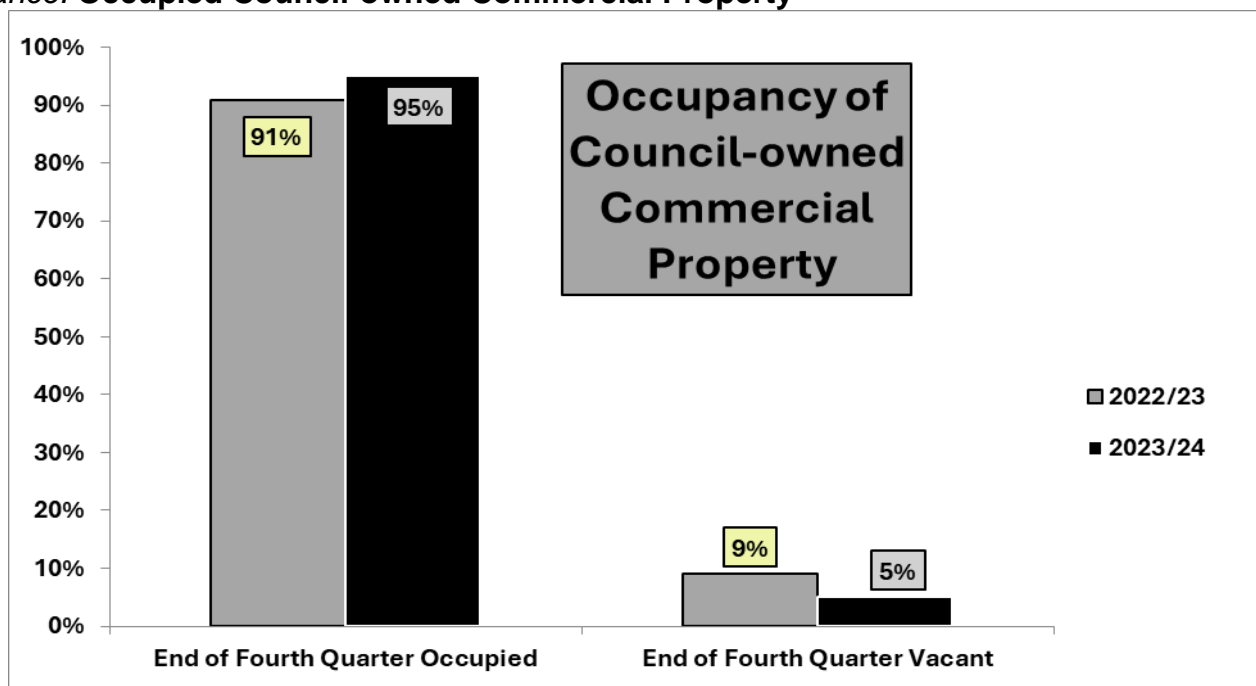


Measure details	End of Fourth Quarter Performance 2023/24 (2022/23)	Comments	Trend
<p>Average Time to Process Planning Applications (Days)</p>	<p>105.66 days (111.42 days)</p>	<p>No target. The data is the latest 12 month period available at the end of the designated quarter (in this case, April 2023 – March 2024). Additional information relating to this period:</p> <p>Mean (The sum of adding all numbers in the data set and then dividing by the number of values in the set) = 105.66 days (36,347 days / 344 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: Linked to the planning section restructure, the team are 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	Fourth Quarter Outturn	Comments	Trend
		No financial data is available for the fourth quarter	

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



Measure details	End of Fourth Quarter Performance (vacant)	Comments	Trend
2022/23	91% (9%)	The target is 95%. 140/147 occupied as at the end March 2024 - 7 empty properties: 6 retail and 1 industrial.	😊
2023/24	95% (5%)		

Summary / Exception Reporting:

Financial data – No financial data is available for the fourth quarter.

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 fourth quarter 2023/24.

NBBC Strategic Risk Register Summary

Fourth Quarter 2023/24

The total number of 'live' risks is 23.

At the end of the fourth quarter, 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: 21st May 2024

Business Regeneration and Planning OSP Risks

Risk Level Indicator Matrix and Descriptors

Key

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

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

Likelihood

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

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

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. “Town’s 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
			23. Investment plan agreed with The Department for Levelling Up Housing and Communities (DLUHC) under the "Pathfinder" programme.	23: Strategic Director (P&E)		23.Agreement in place.	
			Planned:				
			1. Formulate town centres action plan (April 2025).	1: Assistant Director (Economy)		1. Strategy in place.	
			2. Details of Vicarage Street regeneration scheme to be formally agreed with WCC (September 2024).	2: Chief Executive		2.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
			3.New Borough Plan provision to support and protect town centres / businesses in terms of redevelopment (Revised plan, to be approved and signed off fully by 2025).	3: Assistant Director (Planning)		3.New plan in place.	

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.	
			4. Performance management framework.	4: Assistant Director (Democracy and Governance)		4 & 5. Strategic Performance Report (monthly to Management Team / quarterly to Overview and Scrutiny Panels).	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			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: Assistant Director (Democracy and Governance)		8. Current plan in place.	
			9. Medium Term Financial Plan (reviewed annually).	9: Strategic Director (F&G)		9. Current plan in place / Cabinet reports.	
			10. HRA Business Plan (reviewed annually).	10: Strategic Director (H&CS)		10. 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
			<u>Planned:</u>				
			1. Annual (31 st March) review of BaBB Delivery Plan against external factors.	1: 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.Adpoted 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.	
			12. On-going review of corporate assets.	12: Management Team		12.Review findings / update register.	
			13. Implement periodic Internal Audit report recommendations.	13: Head of Safety and Environmental Health		13.Audit action plan.	
			14. Act on appropriate recommendations arising from public enquiries / legislation changes (on-going).	14: Strategic Director (E&T) / Assistant Director (Economy) / Head of Safety and Environment Health		14.Reports / action plans.	

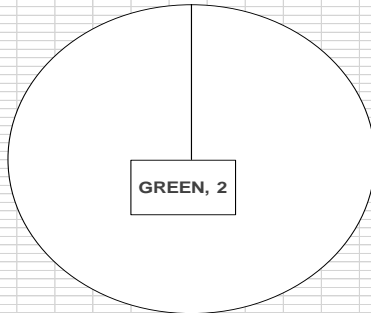
Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			<u>Planned:</u>				
			1. Review and refresh Business Continuity Plans (September 2024).	1: Strategic / Assistant Directors			
			2. Leasehold commercial properties – review and establish landlord checks for structure / electrical / gas / fire safety and security of empty purchased properties pending redevelopment (March 2025).	2: Assistant Director (Economy)			

Strategic Performance Report – Executive Summary April 2024

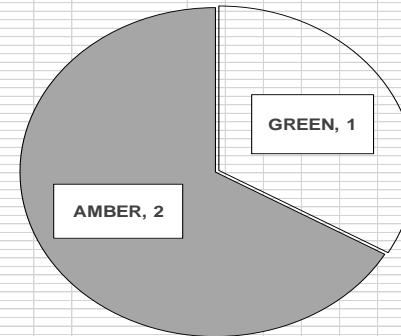
(Data as at the end of March 2024)

Charts Summary

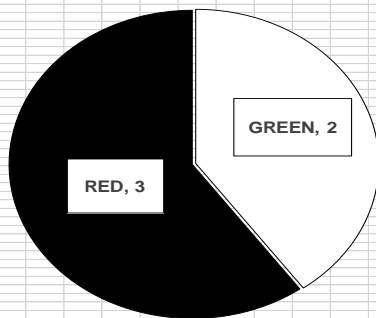
1. FINANCE



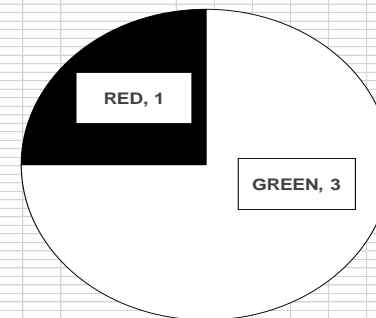
2. PEOPLE AND SERVICE DELIVERY (P&SD)



3. PROCESSES



4. IMPROVEMENT



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

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

Strategic Performance Report – Executive Summary April 2024

(Data as at the end of March 2024)

Positive Aspects (Chart reference shown in brackets)

- **Processing of new benefits claims** is 21.43 days against the 22 days good performance benchmark (compared to 23.44 days in March 2023)
- **The percentage of invoices paid on time** is 97.46% at the end of March - well within the target range of 95 – 100% and compared to 95.92% in March 2023
- **Agency staff spend** is £779,066 as at the end of March compared to £1,116,259 at the end of March 2023:

General Fund	General Fund	£	548,548
HRA	HRA	£	230,518
Total	Total	£	779,066

This is netted against an estimated (£2,273K) salary underspend, creating a NET underspend of (£1,494k) across the general fund and HRA budgets.

	Underspend	Net Underspend
General Fund	- 1,630K	- 1,082K
HRA	- 643K	- 412K
Total	- 2,273K	- 1,494K

The top three cost areas are:

DEVELOPMENT CONTROL APPLICATIONS	£178,403
DOMESTIC REFUSE	£124,597
REPAIRS & MAINTENANCE - VOIDS	£94,077
TOTAL	£397,077 (51% of total agency spend)

- **Strategic Risk Register monitoring** is 91% against the 80% target at the end of March 2024 (91% last quarter)

Strategic Performance Report – Executive Summary April 2024

(Data as at the end of March 2024)

Areas for Improvement (Chart reference shown in brackets)

- **Percentage of waste recycled and composted** is 33.91% against the profiled target of 35% at the end of February (33.42% in February 2023) - reported one month in arrears of other data
- **Planning permissions for affordable homes** is 24% against the target of 25% at the end of March
- **Working days lost to short term sickness absence** is 4.84 days per full time equivalent (FTE) against the target of 3.50 days/FTE at the end of March
- **Working days lost to long term sickness absence** is 6.94 days per full time equivalent (FTE) against the target of 5.25 days days/FTE at the end of March
- **Short term return to work interview compliance** rolling average is 87.07% within 3 days (88.22% last month). The average time to complete all interviews is 3.23 days (3.77 days last month)

Breakdown of Short Term Return to Work Interview Compliance

DIRECTORATE	COMPLIANCE WITHIN 3 DAYS (ROLLING MONTHS)	DAYS TO COMPLETE ALL INTERVIEWS (ROLLING MONTHS)
Chief Executive	100%	0
Finance and Governance	79.94%	1.83
Economy and Transformation	87.18%	9.27
Housing and Community Safety	93.92%	1.73
Public Services	76.79%	4.16

- **Building a Better Borough (BaBB) monitoring** is 69% against the 80% target at the end March 2024 (68% last quarter)

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

(Data as at the end of March 2024)

NOTES

1. Rent Collection data will not be available until the new financial year pending completion of a data quality validation process.
2. There are 19 performance indicators within the Strategic Performance Report (18 with a target status when excluding rent collection – see 1 above), reported by exception with performance being on or around the target / good performance benchmark unless otherwise stated in this summary.
3. Finance data is not available pending the closure of the final accounts – to be reported to Cabinet in July. The status for each of these four measures is not included in the charts summary.

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2023 – March 2024 (Total of 150)

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
FI574652486	05/01/2024	22/03/2024	55	Finance
FI535967801	01/08/2023	12/10/2023	52	Transport and Infrastructure
FI570620200	19/12/2023	28/02/2024	51	Democracy
FI539026347	13/08/2023	24/10/2023	51	Environmental Protection
FI584346953	06/02/2024	17/04/2024	51	Legal
FI588344275	20/02/2024		49	Finance
FI575438926	08/01/2024	12/03/2024	46	Finance
FI577990997	16/01/2024	19/03/2024	45	Council Property
FI575746945	09/01/2024	12/03/2024	45	Finance
FI577977998	16/01/2024	15/03/2024	43	Democracy

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2023 – March 2024 (Total of 150)

Reference	Created	Completed	Days to complete / outstanding	Service Area
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
FI580193580	24/01/2024	18/03/2024	38	Finance
FI541978836	25/08/2023	18/10/2023	38	Leisure and Culture
FI589064486	22/02/2024	15/04/2024	37	Council Property
FI539536167	15/08/2023	05/10/2023	37	Housing
FI563250279	20/11/2023	10/01/2024	37	Legal
FI509320231	20/04/2023	09/06/2023	36	Consumer Affairs
FI593842054	08/03/2024		36	Council Property

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2023 – March 2024 (Total of 150)

Reference	Created	Completed	Days to complete / outstanding	Service Area
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
FI588337817	20/02/2024	09/04/2024	35	Finance
FI523615547	13/06/2023	01/08/2023	35	Human Resources
FI588825757	21/02/2024	09/04/2024	34	Council Property
FI594913171	12/03/2024		34	Economic Development
FI509092217	19/04/2023	06/06/2023	34	Environmental Protection
FI593494033	07/03/2024	24/04/2024	34	Finance
FI541162855	22/08/2023	09/10/2023	34	Housing
FI569358228	14/12/2023	30/01/2024	33	Economic Development
FI595050612	13/03/2024		33	Economic Development

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2023 – March 2024 (Total of 150)

Reference	Created	Completed	Days to complete / outstanding	Service Area
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
FI541503487	23/08/2023	06/10/2023	32	Transport and Infrastructure
FI576318921	10/01/2024	22/02/2024	31	Council Property
FI529426068	05/07/2023	17/08/2023	31	Democracy
FI524169975	15/06/2023	28/07/2023	31	Finance
FI538936502	13/08/2023	26/09/2023	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
FI597640673	19/03/2024		29	Council Property

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2023 – March 2024 (Total of 150)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI523986576	14/06/2023	25/07/2023	29	Council Property
FI577095441	13/01/2024	24/02/2024	29	Democracy
FI542790771	29/08/2023	09/10/2023	29	Finance
FI538616827	11/08/2023	21/09/2023	29	Finance
FI578912469	19/01/2024	29/02/2024	29	Finance
FI533186390	20/07/2023	30/08/2023	29	Housing
FI555264294	18/10/2023	28/11/2023	29	Housing
FI506621979	11/04/2023	19/05/2023	28	Consumer Affairs
FI520099966	30/05/2023	07/07/2023	28	Consumer Affairs
FI575519976	08/01/2024	15/02/2024	28	Finance
FI527754368	29/06/2023	08/08/2023	28	Finance
FI531092307	12/07/2023	21/08/2023	28	Finance

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2023 – March 2024 (Total of 150)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI597619854	19/03/2024	26/04/2024	28	Housing
FI552472164	06/10/2023	15/11/2023	28	Human Resources
FI512620358	03/05/2023	09/06/2023	27	Consumer Affairs
FI546786044	13/09/2023	20/10/2023	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
FI590531594	27/02/2024	04/04/2024	27	Finance
FI510283592	24/04/2023	31/05/2023	27	Finance
FI539590951	15/08/2023	21/09/2023	27	Finance
FI594757760	12/03/2024	18/04/2024	27	Finance
FI578284046	17/01/2024	23/02/2024	27	Housing

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2023 – March 2024 (Total of 150)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI529963993	07/07/2023	15/08/2023	27	IT and C
FI593548296	07/03/2024	15/04/2024	27	Legal
FI590814727	28/02/2024	05/04/2024	27	Leisure and Culture
FI590283988	26/02/2024	03/04/2024	27	Planning and Building Control
FI585919548	11/02/2024	19/03/2024	26	Council Property
FI597957041	20/03/2024	25/04/2024	26	Democracy
FI516991636	18/05/2023	23/06/2023	26	Finance
FI529731278	06/07/2023	11/08/2023	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

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2023 – March 2024 (Total of 150)

Reference	Created	Completed	Days to complete / outstanding	Service Area
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
FI588338535	20/02/2024	26/03/2024	25	Democracy
FI547410239	15/09/2023	20/10/2023	25	Directors
FI575883389	09/01/2024	13/02/2024	25	Economic Development
FI512627906	03/05/2023	07/06/2023	25	Environmental Protection
FI521001275	02/06/2023	07/07/2023	25	Finance
FI531285697	13/07/2023	17/08/2023	25	Finance
FI510729783	26/04/2023	31/05/2023	25	Finance
FI520904270	02/06/2023	07/07/2023	25	Finance
FI539573997	15/08/2023	19/09/2023	25	Housing

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2023 – March 2024 (Total of 150)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI594323509	11/03/2024	15/04/2024	25	Legal
FI505090907	04/04/2023	09/05/2023	25	Management
FI575886056	09/01/2024	13/02/2024	25	Management
FI586845117	14/02/2024	20/03/2024	25	Transport and Infrastructure
FI544578469	05/09/2023	09/10/2023	24	Council Property
FI508480242	17/04/2023	19/05/2023	24	Democracy
FI593040167	06/03/2024	09/04/2024	24	Finance
FI598045994	20/03/2024	23/04/2024	24	Legal
FI589422300	23/02/2024	28/03/2024	24	Management
FI578647305	18/01/2024	21/02/2024	24	Procurement
FI511282082	27/04/2023	31/05/2023	24	Transport and Infrastructure
FI539715542	16/08/2023	18/09/2023	23	Community Safety

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2023 – March 2024 (Total of 150)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI582970759	02/02/2024	06/03/2024	23	Consumer Affairs
FI511031181	27/04/2023	30/05/2023	23	Economic Development
FI572649989	29/12/2023	31/01/2024	23	Finance
FI511399480	28/04/2023	31/05/2023	23	Finance
FI520903668	02/06/2023	05/07/2023	23	Finance
FI540946452	21/08/2023	21/09/2023	23	Finance
FI523902969	14/06/2023	17/07/2023	23	Housing
FI587838082	18/02/2024	21/03/2024	23	Leisure and Culture
FI535966875	01/08/2023	01/09/2023	23	Leisure and Culture
FI549798014	26/09/2023	28/10/2023	23	Leisure and Culture
FI593544436	07/03/2024	09/04/2024	23	Management
FI522839788	09/06/2023	12/07/2023	23	Management

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2023 – March 2024 (Total of 150)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI562811310	17/11/2023	20/12/2023	23	Planning and Building Control
FI596238957	15/03/2024	16/04/2024	22	Community Safety
FI552466502	06/10/2023	07/11/2023	22	Council Property
FI537504875	07/08/2023	06/09/2023	22	Democracy
FI546428589	12/09/2023	12/10/2023	22	Democracy
FI554003208	12/10/2023	13/11/2023	22	Finance
FI522193351	07/06/2023	07/07/2023	22	Finance
FI557603030	27/10/2023	28/11/2023	22	Housing
FI562042664	14/11/2023	14/12/2023	22	Housing
FI519311395	26/05/2023	27/06/2023	22	Leisure and Culture
FI586297951	13/02/2024	14/03/2024	22	Leisure and Culture
FI590548196	27/02/2024	27/03/2024	21	Community Safety

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2023 – March 2024 (Total of 150)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI508662322	18/04/2023	17/05/2023	21	Consumer Affairs
FI545674113	08/09/2023	09/10/2023	21	Council Property
FI548832948	21/09/2023	20/10/2023	21	Council Property
FI537858250	08/08/2023	06/09/2023	21	Crematoria and Cemeteries
FI593476714	07/03/2024	05/04/2024	21	Economic Development
FI592696308	05/03/2024	03/04/2024	21	Environmental Protection
FI557484361	27/10/2023	27/11/2023	21	Finance
FI570299143	18/12/2023	16/01/2024	21	Finance
FI532875150	19/07/2023	17/08/2023	21	Housing
FI569595447	15/12/2023	15/01/2024	21	Housing
FI571044907	21/12/2023	19/01/2024	21	Housing
FI522644838	09/06/2023	10/07/2023	21	Housing

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2023 – March 2024 (Total of 150)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI533817409	24/07/2023	22/08/2023	21	Housing
FI535974838	01/08/2023	30/08/2023	21	Housing
FI577661474	15/01/2024	13/02/2024	21	Human Resources
FI521490241	05/06/2023	04/07/2023	21	Leisure and Culture
FI537684735	08/08/2023	06/09/2023	21	Management
FI579724820	23/01/2024	21/02/2024	21	Procurement

Appendix E - Complaints Outside 10 Day Response Timescale: April 2023 – March 2024 (Total of 173)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF534477969	26/07/2023	29/01/2024	133	Community Safety
CF548482661	20/09/2023	20/12/2023	65	Community Safety
CF544879244	06/09/2023	05/12/2023	64	Community Safety
CF555544198	19/10/2023	11/01/2024	60	Community Safety
CF512253615	02/05/2023	03/07/2023	44	Community Safety
CF589128765	22/02/2024		40	Community Safety
CF527553670	28/06/2023	17/08/2023	36	Community Safety
CF568733285	12/12/2023	30/01/2024	35	Community Safety
CF591679500	01/03/2024		34	Community Safety
CF558313999	31/10/2023	18/12/2023	34	Community Safety
CF591665126	01/03/2024		34	Community Safety
CF549340397	24/09/2023	08/11/2023	32	Community Safety
CF514225605	09/05/2023	21/06/2023	31	Consumer Affairs Food and Health
CF565082774	27/11/2023	09/01/2024	31	Consumer Affairs Food and Health
CF516912153	18/05/2023	29/06/2023	30	Consumer Affairs Licensing

Appendix E - Complaints Outside 10 Day Response Timescale: April 2023 – March 2024 (Total of 173)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF554150013	13/10/2023	23/11/2023	29	Consumer Affairs Licensing
CF506715351	11/04/2023	18/05/2023	27	Council Property
CF526786667	26/06/2023	01/08/2023	26	Council Property
CF534785962	27/07/2023	31/08/2023	25	Council Property
CF523956990	14/06/2023	19/07/2023	25	Council Property
CF520647077	01/06/2023	05/07/2023	24	Crematoria and Cemeteries
CF554624948	16/10/2023	17/11/2023	24	Crematoria and Cemeteries
CF520954318	02/06/2023	06/07/2023	24	Crematoria and Cemeteries
CF569491749	14/12/2023	16/01/2024	23	Crematoria and Cemeteries
CF548505681	20/09/2023	23/10/2023	23	Crematoria and Cemeteries
CF593201466	06/03/2024	08/04/2024	23	Crematoria and Cemeteries
CF548865509	21/09/2023	20/10/2023	21	Crematoria and Cemeteries
CF509101505	19/04/2023	18/05/2023	21	Crematoria and Cemeteries
CF546403493	12/09/2023	11/10/2023	21	Crematoria and Cemeteries
CF517144584	18/05/2023	16/06/2023	21	Crematoria and Cemeteries

Appendix E - Complaints Outside 10 Day Response Timescale: April 2023 – March 2024 (Total of 173)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF528904034	04/07/2023	01/08/2023	20	Crematoria and Cemeteries
CF577792507	16/01/2024	13/02/2024	20	Crematoria and Cemeteries
CF536314884	02/08/2023	30/08/2023	20	Crematoria and Cemeteries
CF577638975	15/01/2024	12/02/2024	20	Crematoria and Cemeteries
CF555818328	20/10/2023	16/11/2023	19	Crematoria and Cemeteries
CF530882023	11/07/2023	07/08/2023	19	Crematoria and Cemeteries
CF541235966	22/08/2023	18/09/2023	19	Crematoria and Cemeteries
CF505240454	05/04/2023	02/05/2023	19	Crematoria and Cemeteries
CF508626496	18/04/2023	15/05/2023	19	Crematoria and Cemeteries
CF542642137	29/08/2023	25/09/2023	19	Crematoria and Cemeteries
CF542854529	29/08/2023	25/09/2023	19	Crematoria and Cemeteries
CF543303703	31/08/2023	27/09/2023	19	Crematoria and Cemeteries
CF559955621	06/11/2023	01/12/2023	19	Customer Services
CF520873722	02/06/2023	29/06/2023	19	Customer Services
CF570128606	18/12/2023	11/01/2024	18	Customer Services

Appendix E - Complaints Outside 10 Day Response Timescale: April 2023 – March 2024 (Total of 173)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF584342632	06/02/2024	01/03/2024	18	Customer Services
CF540335660	18/08/2023	13/09/2023	18	Customer Services
CF589578225	23/02/2024	20/03/2024	18	Customer Services
CF544596925	05/09/2023	29/09/2023	18	Customer Services
CF521316131	04/06/2023	29/06/2023	18	Customer Services
CF570823154	20/12/2023	15/01/2024	18	Customer Services
CF549629962	25/09/2023	18/10/2023	17	Customer Services
CF509646117	21/04/2023	16/05/2023	17	Customer Services
CF515228929	12/05/2023	06/06/2023	17	Customer Services
CF584919182	07/02/2024	01/03/2024	17	Customer Services
CF505342603	05/04/2023	28/04/2023	17	Customer Services
CF529431406	05/07/2023	28/07/2023	17	Customer Services
CF553564353	11/10/2023	03/11/2023	17	Customer Services
CF553684665	11/10/2023	03/11/2023	17	Customer Services
CF553717083	11/10/2023	03/11/2023	17	Customer Services

Appendix E - Complaints Outside 10 Day Response Timescale: April 2023 – March 2024 (Total of 173)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF541232090	22/08/2023	14/09/2023	17	Customer Services
CF560922255	09/11/2023	01/12/2023	16	Democracy Democratic Services
CF570237109	18/12/2023	09/01/2024	16	Democracy Democratic Services
CF581799498	30/01/2024	21/02/2024	16	Democracy Democratic Services
CF519469384	27/05/2023	20/06/2023	16	Democracy Democratic Services
CF523349663	12/06/2023	04/07/2023	16	Democracy Democratic Services
CF569601968	15/12/2023	08/01/2024	16	Democracy Elections
CF585121842	08/02/2024	01/03/2024	16	Directors
CF600329436	27/03/2024	18/04/2024	16	Directors
CF505526015	05/04/2023	27/04/2023	16	Economic Development Economic development
CF533196696	20/07/2023	11/08/2023	16	Economic Development Economic development
CF534005721	24/07/2023	15/08/2023	16	Economic Development Town Centres and Markets
CF536567304	03/08/2023	25/08/2023	16	Economic Development Town Centres and Markets
CF597641321	19/03/2024	10/04/2024	16	Economic Development Town Centres and Markets
CF522136130	07/06/2023	29/06/2023	16	Economic Development Town Centres and Markets

Appendix E - Complaints Outside 10 Day Response Timescale: April 2023 – March 2024 (Total of 173)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF595054112	13/03/2024	03/04/2024	15	Economic Development Town Centres and Markets
CF522349049	08/06/2023	29/06/2023	15	Economic Development Town Centres and Markets
CF580872474	26/01/2024	16/02/2024	15	Economic Development Town Centres and Markets
CF592583926	05/03/2024	26/03/2024	15	Economic Development Town Centres and Markets
CF544368963	04/09/2023	25/09/2023	15	Economic Development Town Centres and Markets
CF548828933	21/09/2023	12/10/2023	15	Economic Development Town Centres and Markets
CF576805151	12/01/2024	02/02/2024	15	Economic Development Town Centres and Markets
CF548890540	21/09/2023	12/10/2023	15	Economic Development Town Centres and Markets
CF564169266	23/11/2023	14/12/2023	15	Economic Development Town Centres and Markets
CF553390952	10/10/2023	30/10/2023	14	Economic Development Town Centres and Markets
CF506443195	10/04/2023	28/04/2023	14	Environmental Protection Environmental protection
CF550391346	28/09/2023	18/10/2023	14	Environmental Protection Environmental protection
CF533402663	21/07/2023	10/08/2023	14	Environmental Protection Environmental protection
CF514621691	10/05/2023	30/05/2023	14	Environmental Protection Environmental protection
CF529004652	04/07/2023	24/07/2023	14	Environmental Protection Environmental protection

Appendix E - Complaints Outside 10 Day Response Timescale: April 2023 – March 2024 (Total of 173)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF569865756	16/12/2023	05/01/2024	14	Environmental Protection Environmental protection
CF578972031	19/01/2024	08/02/2024	14	Environmental Protection Environmental protection
CF546814931	13/09/2023	03/10/2023	14	Environmental Protection Environmental protection
CF507881879	14/04/2023	04/05/2023	14	Environmental Protection Environmental protection
CF522046138	07/06/2023	27/06/2023	14	Environmental Protection Environmental protection
CF534063299	24/07/2023	11/08/2023	14	Environmental Protection Pest and Animal Control
CF541641574	24/08/2023	13/09/2023	14	Environmental Protection Pest and Animal Control
CF553854394	12/10/2023	01/11/2023	14	Environmental Protection Pest and Animal Control
CF569749666	15/12/2023	04/01/2024	14	Finance Accounts
CF516815991	17/05/2023	06/06/2023	14	Finance Audit
CF511119606	27/04/2023	17/05/2023	14	Finance Benefits
CF564625879	24/11/2023	14/12/2023	14	Finance Benefits
CF572896343	30/12/2023	21/01/2024	14	Finance Benefits
CF597958474	20/03/2024	09/04/2024	14	Finance Benefits
CF573462686	02/01/2024	19/01/2024	13	Finance Benefits

Appendix E - Complaints Outside 10 Day Response Timescale: April 2023 – March 2024 (Total of 173)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF508653430	18/04/2023	05/05/2023	13	Finance Revenues
CF558341597	31/10/2023	17/11/2023	13	Finance Revenues
CF594300356	11/03/2024	28/03/2024	13	Finance Revenues
CF570750448	20/12/2023	08/01/2024	13	Finance Revenues
CF540530591	19/08/2023	07/09/2023	13	Finance Revenues
CF551517086	03/10/2023	20/10/2023	13	Finance Revenues
CF558436469	31/10/2023	17/11/2023	13	Finance Revenues
CF559668416	05/11/2023	23/11/2023	13	Finance Revenues
CF571027360	21/12/2023	09/01/2024	13	Finance Revenues
CF600238090	27/03/2024	15/04/2024	13	Finance Revenues
CF586427827	13/02/2024	01/03/2024	13	Finance Revenues
CF522351042	08/06/2023	27/06/2023	13	Finance Revenues
CF544607065	05/09/2023	22/09/2023	13	Finance Revenues
CF520012597	30/05/2023	16/06/2023	13	Finance Revenues
CF550265853	27/09/2023	16/10/2023	13	Finance Revenues

Appendix E - Complaints Outside 10 Day Response Timescale: April 2023 – March 2024 (Total of 173)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF572643443	29/12/2023	17/01/2024	13	Finance Revenues
CF531295453	13/07/2023	31/07/2023	12	Finance Revenues
CF518302079	23/05/2023	08/06/2023	12	Finance Revenues
CF516003041	15/05/2023	31/05/2023	12	Finance Revenues
CF561724358	13/11/2023	29/11/2023	12	Finance Revenues
CF566781560	04/12/2023	20/12/2023	12	Finance Revenues
CF574180354	03/01/2024	19/01/2024	12	Finance Revenues
CF522789591	09/06/2023	27/06/2023	12	Finance Revenues
CF522798038	09/06/2023	27/06/2023	12	Finance Revenues
CF567469343	06/12/2023	22/12/2023	12	Finance Revenues
CF575494304	08/01/2024	24/01/2024	12	Finance Revenues
CF577187057	13/01/2024	31/01/2024	12	Finance Revenues
CF520221609	31/05/2023	16/06/2023	12	Finance Revenues
CF543012470	30/08/2023	16/09/2023	12	Finance Revenues
CF554039137	12/10/2023	30/10/2023	12	Finance Revenues

Appendix E - Complaints Outside 10 Day Response Timescale: April 2023 – March 2024 (Total of 173)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF562273677	15/11/2023	01/12/2023	12	Finance Revenues
CF527266235	27/06/2023	13/07/2023	12	Finance Revenues
CF564077117	22/11/2023	08/12/2023	12	Finance Revenues
CF564454159	24/11/2023	12/12/2023	12	Finance Revenues
CF539171111	14/08/2023	29/08/2023	11	Finance Revenues
CF539277294	14/08/2023	29/08/2023	11	Finance Revenues
CF544012920	03/09/2023	19/09/2023	11	Finance Revenues
CF567176053	05/12/2023	20/12/2023	11	Finance Revenues
CF567445016	06/12/2023	21/12/2023	11	Finance Revenues
CF598002107	20/03/2024	04/04/2024	11	Finance Revenues
CF536591607	03/08/2023	18/08/2023	11	Finance Revenues
CF527393029	28/06/2023	13/07/2023	11	Finance Revenues
CF546156771	11/09/2023	26/09/2023	11	Finance Revenues
CF567140871	05/12/2023	20/12/2023	11	Finance Revenues
CF542881126	29/08/2023	13/09/2023	11	Finance Revenues

Appendix E - Complaints Outside 10 Day Response Timescale: April 2023 – March 2024 (Total of 173)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF511999880	01/05/2023	16/05/2023	11	Finance Revenues
CF564490125	24/11/2023	11/12/2023	11	Finance Revenues
CF564574756	24/11/2023	11/12/2023	11	Finance Revenues
CF576383833	10/01/2024	25/01/2024	11	Finance Revenues
CF597591118	19/03/2024	03/04/2024	11	Finance Revenues
CF597804833	20/03/2024	04/04/2024	11	Finance Revenues
CF507137998	12/04/2023	27/04/2023	11	Finance Revenues
CF510861626	26/04/2023	11/05/2023	11	Finance Revenues
CF511397805	28/04/2023	15/05/2023	11	Finance Revenues
CF511416090	28/04/2023	15/05/2023	11	Finance Revenues
CF520085619	30/05/2023	14/06/2023	11	Finance Revenues
CF522445076	08/06/2023	23/06/2023	11	Finance Revenues
CF523327399	12/06/2023	27/06/2023	11	Finance Revenues
CF541277782	22/08/2023	06/09/2023	11	Finance Revenues
CF547147324	14/09/2023	29/09/2023	11	Finance Revenues

Appendix E - Complaints Outside 10 Day Response Timescale: April 2023 – March 2024 (Total of 173)

Reference	Created	Responded	Days to complete / outstanding	Service Area
CF549493624	25/09/2023	10/10/2023	11	Finance Revenues
CF553276930	10/10/2023	25/10/2023	11	Finance Revenues
CF518592820	24/05/2023	08/06/2023	11	Finance Revenues
CF546436046	12/09/2023	27/09/2023	11	Housing HEART
CF549538238	25/09/2023	10/10/2023	11	Housing HEART
CF554281198	13/10/2023	30/10/2023	11	Housing HEART
CF577162744	13/01/2024	30/01/2024	11	Housing HEART
CF512668929	03/05/2023	18/05/2023	11	Housing HEART

Appendix F - Integrated Performance Report Additional Information – Member Enquiry Forms for Scrutiny Panels

Full Year 2023/24 Summary (timescale 2 working days response)

Service Area	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Total
Leisure and Culture	14	11	30	17	17	30	25	10	6	6	16	25	207
Housing	10	9	17	4	4	11	17	12	2	16	11	6	119
Waste Management	5	4	7	5	5	6	4	5	2	6	7	5	61
Planning and Building Control	2	1	5		1	1	2	3	2			4	21
Council Property		1	3			3		2	2	1	1		13
Customer Services	3	1	1	1	3	1	1	1					12
Environmental Protection	2		4		2		1		1				10
Economic Development	1	2				1	1	1	1	1		1	9
Finance	1		2			2	2					1	8
Crematoria and Cemeteries				1			1	1	2	1			6
Democracy	1		3	1									5
Community Safety								1			1		2
Consumer Affairs							1						1
Legal						1							1
Management								1					1
Transport and Infrastructure								1					1
Grand Total	39	29	72	29	32	56	55	38	18	31	36	42	477

- Number of **fly tipping** requests submitted by Elected Members on the designated online form in 2023/24 (10 working days) = **36**
- Number of **grounds maintenance requests** submitted by Elected Members on the designated online form in 2023/24 (10 working days) = **78**

AGENDA ITEM NO. 8

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Business, Regeneration and Planning Overview & Scrutiny Panel

Date: 20th June 2024

From: Abu Malek – Communities and Community Safety Manager

Subject: Public Space Protection Orders Update

Portfolio: Planning and Regulation

Delivering Our Future Theme: 3

Delivering Our Future Priority: 6

1.0 OBJECTIVES OF SCRUTINY

- 1) Public Space Protection Orders were introduced by the Anti-Social Behaviour, Crime and Policing Act 2014 and can set restrictions or requirements on groups or individuals to prevent them committing anti-social behaviour in a public place. Key tests must be met. These are; *it must be having, or be likely to have, a detrimental effect on the quality of life of those in the locality; be of persistent or continuing nature; and be unreasonable.*

- 2) A working group was established that assessed existing Public Space Protection Orders and additional orders to help address emerging challenges. This exercise also included exploring good practice in other areas to inform the councils approach going forward.

- 3) The working group subsequently held in-depth discussions on the following topics;
 - Alcohol consumption in public spaces
 - Psychoactive substances
 - Town centre begging
 - Highway vehicle sales

They were all subsequently taken forward for implementation after consultation had taken place as Public Space Protection Orders as well as continuing with the dog control order.

- 4) Since being approved by cabinet these orders have now been operational as of late April 2022, whilst PSPO are seen as additional tool for agencies to address these issues. They are being used by the Police in particular in conjunction and alongside other tools to deal with Anti-Social Behaviour linked to the consumption of alcohol, begging or use of psychoactive substances.
- 5) As a result of the orders in place have issued a number of warnings to those who have persistently defied the orders, this has resulted in community protection notices and warnings being issued.
- 6) The highway vehicle sales PSPO was introduced in March 2022. Following effective informal action to make perpetrators aware of the new PSPO and the requirements of it, there followed a long period of apparent compliance across the Borough, including in previously known 'hotspots'. However several contraventions have been noted through the summer of 2023, particularly at Coventry Road/Bayton Road in Exhall and Bulkington Lane in Whitestone. These vehicles, placed by previously unknown operators, were dealt with by informal action and were removed upon request. There was no evidence of repeat offences where enforcement action would have been considered. Some cases were domestic sales and so not enforceable.

Observations continue.

2.0 WHAT IS THE PANEL BEING ASKED TO CONSIDER?

1. The view of the panel on the effectiveness and monitoring arrangements of the orders.
2. Does the panel wish to receive further updates on the ongoing effectiveness of the orders? And if so how frequently?

3.0 WHO/ WHAT CAN THE PANEL INFLUENCE?

The panel can express its view on the monitoring and effectiveness of the existing orders and confirm how this should be reported going forward.

4.0 WHAT INFORMATION WILL BE PRESENTED?

The Panel is asked to consider the information included within the following appendices:

None at this stage

Nuneaton and Bedworth Borough Council

FORWARD PLAN SHOWING THE KEY DECISIONS THAT WILL BE MADE IN THE 4 MONTHS BEGINNING 1ST JULY 2024 AND EXEMPT INFORMATION DECISIONS THAT ARE TO BE MADE DURING JULY, 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
30/09/20	Local Government Devolution	Cabinet	No		June 2024	Tom Shardlow ☎02476 376004	Tom Shardlow ☎02476376004	Business & Regeneration	Business, Regen & Planning
12/02/24	Revised Local Development Scheme	Cabinet	No		June 2024	Chris Kingham ☎02476 376657	Maria Bailey ☎02476376144	Planning & Enforcement	Business, Regen & Planning
28/05/24	Warwickshire, Coventry and Solihull Natural Capital Investment Strategy Project	Cabinet	No		July 2024	Maria Bailey ☎02476376144	Maria Bailey ☎02476376144	Planning & Enforcement	Business, Regen & Planning

30/04/24	Newdigate Recreation Ground	Cabinet	No		July 2024	Katie Memetovic-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Environment & Public Services	Env & Leisure
31/07/23	General Fund Revenue Outturn 2023/24	Cabinet	No		July 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Customer Service	Health & Corp Resources
31/07/23	HRA Revenue Outturn 2023/24	Cabinet	No		July 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Customer Service	Health & Corp Resources
31/07/23	Capital Outturn 2023/24	Cabinet	No		July 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Customer Service	Health & Corp Resources
31/07/23	Collection Fund 2023/24	Cabinet	No		July 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Customer Service	Health & Corp Resources
31/07/23	Treasury Annual Report 2023/24	Council	No		July 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Customer Service	Health & Corp Resources

30/04/24	Adoption of Validation checklist for Planning Applications	Council	No		July 2024	Chris Kingham ☎02476 376657	Maria Bailey ☎02476 376144	Planning and Enforcement	Business, Regen & Planning
30/11/23	Safeguarding Policy	Cabinet	No		Sept 2024	Matthew Wallbank ☎02476 376258	Vicki Summerfield ☎02476376002	Resources & Customer Service	Health & Corp Resources
11/10/23	Supported Housing (Regulatory) Act 2023- NBBC Strategy	Cabinet	No		Sept 2024	Jane Grant ☎02476 376483	Dawn Dawson ☎02476376408	Housing	Housing & Communities
31/10/23	Housing Strategy 2024-29	Cabinet	No		September 2024	Jane Grant ☎02476 376483	Dawn Dawson ☎02476376408	Housing	Housing, & Communities
22/08/22	Johnson Road, Bedworth – Housing Development / Community Use proposal	Cabinet	No		September 2024	Katie Memetovic-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Environment & Public Services	Env & Leisure
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

24/05/24	Capital Strategy Document	Cabinet	No		September 2024	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476376002	Resources & Public Services	Health & Corp Resources
25/09/23	General Fund Budget Monitoring Q1	Cabinet	No		September 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Public Services	Health & Corp Resources
25/09/23	HRA Budget Monitoring Q1	Cabinet	No		September 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Public Services	Health & Corp Resources
25/09/23	Capital Monitoring Q1	Cabinet	No		September 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Public Services	Health & Corp Resources
30/11/23	General Fund Budget Monitoring Q2	Cabinet	No		November 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Public Services	Health & Corp Resources
30/11/23	HRA Budget Monitoring Q2	Cabinet	No		November 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Public Services	Health & Corp Resources

30/11/23	Capital Monitoring Q2	Cabinet	No		November 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Public Services	Health & Corp Resources
31/03/23	Parks & Green Spaces Strategy	Cabinet	No		December 2024	David Truslove ☎02476 376569	Kevin Hollis ☎02476 376143	Environment & Public Services	Env & Leisure
29/02/24	General Fund Budget 2024/25	Cabinet/Council	No		February 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Public Services	Health & Corp Resources
29/02/24	HRA Budget 2024/25	Cabinet/Council	No		February 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Public Services	Health & Corp Resources
29/02/24	Treasury Strategy 2024/25	Council	No		February 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476 376002	Resources & Public Services	Health & Corp Resources
29/02/24	Capital Budget 2024/25	Cabinet/Council	No		February 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Public Services	Health & Corp Resources

29/03/24	General Fund Budget Monitoring Q3	Cabinet	No		March 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476 376002	Resources & Public Services	Health & Corp Resources
29/03/24	HRA Budget Monitoring Q3	Cabinet	No		March 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Public Services	Health & Corp Resources
29/03/24	Capital Monitoring Q3	Cabinet	No		March 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Public Services	Health & Corp Resources

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)	July 2024	Jonathan White ☎02476 376549	Tom Shardlow ☎02476 376004	Business & Regeneration	Business, Regen & Planning
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Individual Cabinet Member Decisions

Date entered:	Item - Description	Portfolio Holder	In Private Session	Reason for Item being Considered in Private Session	Date	Report Author	Person Responsible	OSP

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:

- Housing (Leader) - Councillor C. Watkins
- Environment and Public Services (Deputy Leader) - Councillor J. Sheppard
- Resources & Public Services - Councillor S. Hey
- Leisure, Communities and Health - Councillor T. Jenkins
- Business and Regeneration - Councillor N. King
- Planning and Enforcement - Councillor R. Roze

Observer:

- Leader of the Main Opposition Group - Councillor K. Wilson

Dated: 31st May 2024

Signed: C. Watkins (Leader of the Council)

Business, Regeneration and Planning Overview and Scrutiny Panel – Work Programme 2024/25

Meeting dates: 20th June 2024, 17th October 2024, 6th February 2024

Date Added	Lead Officer	Title	Description	Scrutiny/ Overview	Proposed Committee Date	Include in 2025/26 Work Programme	On Agenda 2024/25 or Briefing Note
	Steve Gore	Integrated Performance Report	Quarterly Benchmarking Report		20 th June 2024 17 th October 2024 6 th February 2024		yes
June 2022	Abu Malek	PSPO review	Update on the effectiveness of the current PSPOs	Overview	20 th June 2024		yes
June 2022	Chris Kingham/ Jacqui Padbury	S.106 Update	A yearly monitoring report including details of spend of Section 106 monies and biodiversity net gain within and external to the sites. Biodiversity offsetting monies within S106 legal agreements.	Overview	17 th October 2024		
	Chris Kingham/ Jacqui Padbury	Monitoring delivery of the Borough Plan	Monitoring delivery of the Borough Plan and consideration of the data around the land supply targets.		17 th October 2024		
October 2022	Jonathan White	Town Centres Update (inc Christmas and Markets)	To provide members with an update on the markets, footfall, parking and Christmas	Update	6 th February 2024		
April 2016 Ongoing	Jonathan White	Town Centre Development and Project Update	An update on the current progress being made with the Town Centre Development and projects. Also, any other future proposed redevelopment in Nuneaton and Bedworth	Performance Monitoring	6 th February 2025		
	Jonathan White	Nuneaton BID (Business Improvement District)	Update for the Panel	Overview	6 th February 2025		

2015/16	Jonathan White	Council Owned Land and Leases	Update on vacant Council owned commercial properties in Nuneaton and Bedworth	Scrutiny	6 th February 2025		
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