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**CHIEF EXECUTIVE**  
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Date: 19<sup>th</sup> June 2024

If calling please ask for: Democratic Services

Dear Sir/Madam,

A meeting of the **Health and Corporate Resources Overview and Scrutiny Panel** will be held in the Council Chamber, Town Hall, Nuneaton on **Thursday, 27<sup>th</sup> June 2024 at 6.00 p.m.**

Yours faithfully,

Tom Shardlow

Chief Executive

To: All Members of the Health and Corporate Resources Overview and Scrutiny Panel

Councillors S. Dhillon (Chair), J. Hartshorn (Vice-Chair), J. Bonner, B. Hughes, A. Khangura, M. Kondakor, B. Pandher, T. Venson and K. Wilson and Mrs D. Ross.

## 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 Finance and Public Services Overview and Scrutiny Panel held on 14<sup>th</sup> March 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 10**). 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. HEALTH AND WELLBEING BOARD STRATEGY OVERVIEW– a presentation of the Public Health Service Manager – Strategic Partnerships, attached **(Page 12)**.
8. INTEGRATED PERFORMANCE REPORT – END OF YEAR (FOURTH QUARTER) 2023/24 – a report of the Risk Management & Performance Officer, attached **(Page 24)**.
9. ST BENEDICTS HOUSE – 196/198 CHURCH ROAD – a report of the Assistant Director – Social Housing & Community Safety, attached **(Page 139)**.
10. FORWARD PLAN – attached for information **(Page 146)**.
11. WORK PROGRAMME 2024/25 – for approval, attached **(Page 154)**.
12. ANY OTHER ITEMS which in the opinion of the Chair of the meeting should be considered as a matter of urgency because of special circumstances (which must be specified).

**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**

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

**14<sup>th</sup> March 2024**

A meeting of the Finance and Public Service Overview and Scrutiny Panel was held on Thursday, 14<sup>th</sup> March 2024 in the Council Chamber, Town Hall Nuneaton.

**Present**

Councillors C. Watkins (Vice - Chair)

Councillors: R. Baxter-Payne, S. Harbison, K. Kondakor, M. Tromans, M. Walsh (substitute for D. Brown) and Mrs D. Ross.

Apologies: D. Brown

**PART I – PUBLIC BUSINESS**

FPS31 **Minutes**

The minutes of the meeting of the Finance and Public Service Overview and Scrutiny Panel held on 25<sup>th</sup> January 2024 were submitted for approval.

**RESOLVED** that the minutes of the meeting held on 25<sup>th</sup> January be confirmed and signed by the Chair subject to the following amendment:

Min No FPS26 be amended to include:

‘Warwickshire County Council waste data be included at the next panel’

FPS32 **Declarations of Interest**

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

FPS33 **Questions to Cabinet**

**NB: Due to the failing of the recording the questions and answers were unable to be transcribed.**

FPS34 **Integrated Performance Report 2023/24 Q2**

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 following points were raised:

- Need better training on Member Enquiry’s as data is not recorded in this report if it is grounds maintenance issue.
- There is a three-enquiry system, if you report issues to fly tipping it can disappear as there is a complex computer system that is different for different departments.

- Glendale Live needs to be improved as it doesn't appear to be working.

**RESOLVED** that

- a) the report be noted; and
- b) a breakdown of the Member Enquiry in respect of grounds maintenance, fly tipping and waste management be brought to the next panel.

**FPS35 Waste Management Performance**

The Assistant Director – Environment and Enforcement presented the panel with an update on the Waste Management Performance.

The following points were raised:

- Glass income is currently not recorded.
- The AI machine sorters currently are unable to pick up small items therefore bottle tops need to be screwed on.
- NBBC are examining ways of using enforcement to reinforce our actions.

**RESOLVED** that the report be noted.

**FPS36 Museum Performance Report 2022 – 2023**

The Museum and Arts Manager presented the above report to panel for comments on performance.

The following point were raised:

- More work needs to be undertaken to promote the museum.

**RESOLVED** that

- a) the report be noted; and
- b) thanks be expressed for all the hard work undertaken by staff to continue the running of the museum.

**FPS37 Update on the Introduction of Co-Mingled Recycling**

The Assistant Director – Environment and Enforcement gave a presentation to the panel on the introduction and progress of co-mingled recycling.

The following points were raised:

- Too early in the scheme to see if recycling rates have improved.
- Education in the Borough will be important to improve rates of recycling but it cannot be too complicated.
- At the centre different bays are allocated for each council to determine our portion of waste. Audits will be taking place to ensure NBBC are getting a representative value for our recycling.

**RESOLVED** that the report be noted.

FPS38 **Forward Plan**

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

**RESOLVED** that the Forward Plan be noted.

FPS39 **Draft Work Programme 2023/24**

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

**RESOLVED** that the work programme be noted.

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Chair

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

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



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

**Health and Corporate Resources –  
Schedule of Declarations of Interests – 2024/2025**

	<b>Name of Councillor</b>	<b>Disclosable Pecuniary Interest</b>	<b>Other Personal Interest</b>	<b>Dispensation</b>
	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"> <li>- Housing matters</li> <li>- Statutory sick pay under Part XI of the Social Security Contributions and Benefits Act 1992</li> <li>- An allowance, payment given to members</li> <li>- An indemnity given to members</li> <li>- Any ceremonial honour given to members</li> <li>- Setting council tax or a precept under the Local Government Finance Act 1992</li> <li>- Planning and Licensing matters</li> <li>- Allotments</li> <li>- Local Enterprise Partnership</li> </ul>
	J. Bonner	Employed by Etone College (Matrix Academy Trust) - Teacher	The Labour Party (sponsorship) Member of: - The Labour Party - National Education Union	
	S. Dhillon	Employed by UHCW NHS Trust	Member (Rep) at Unison – UHCW Trust	
	J. Hartshorn	Employed by Asda Nuneaton	Member of Nuneaton Conservatives	
	B. Hughes	Full Time Carer		
	A. Khangura	Self-Employed		
	M. Kondakor		- Member of the Green Party - Member of Nuneaton Harriers AC - Chair – Bedworth Symphony Orchestra	
	B. Pandher		Member of Warwickshire County Council.  President & Trustee of Nanaksar Gurdwara Gursikh Temple Coventry; Coordinator of Council of Sikh Temples in Coventry; Secretary of Coventry Indian Community; Trustee of Sikh Monument Trust Vice Chair Exhall Multicultural Group  Member of the following	

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
			Outside Bodies: <ul style="list-style-type: none"> <li>• Foleshill Charity Trustee – Proffitt's Charity</li> <li>• Conservative Party</li> </ul>	
	T. Venson	Employed by Freightliner Heavy Haul	ASIEF Trade Union The Labour Party	
	K.D. Wilson	Delivery Manager, Nuneaton and Warwick County Courts & West Midlands and Warwickshire Bailiffs, HMCTS, Warwickshire Justice Centre, Nuneaton	-Deputy Chairman – Nuneaton Conservative Association - Nuneaton Conservative association (sponsorship) -Board Member of the Conservative Association.  -Corporate Tenancies: properties are leased by NBBC to Nuneaton and Bedworth Community Enterprises Ltd, of which I am a Council appointed Director.  Representative on the following Outside Bodies: -LGA People & Places Board (Member) -Director of Nuneaton and Bedworth Community Enterprises Ltd (NABCEL) -Director of Grayson Place (NBBC) Ltd	



Nuneaton and Bedworth Borough Council  
Overview and Scrutiny Panel June 2024

Agenda Item 7



# Warwickshire Health and Wellbeing Board Strategy Overview



# The role of Health and Wellbeing Board

Health and Social Care Act 2012 introduced HWBBs in 2013. The Health and Care Act 2022 did not change the statutory duties of the board.

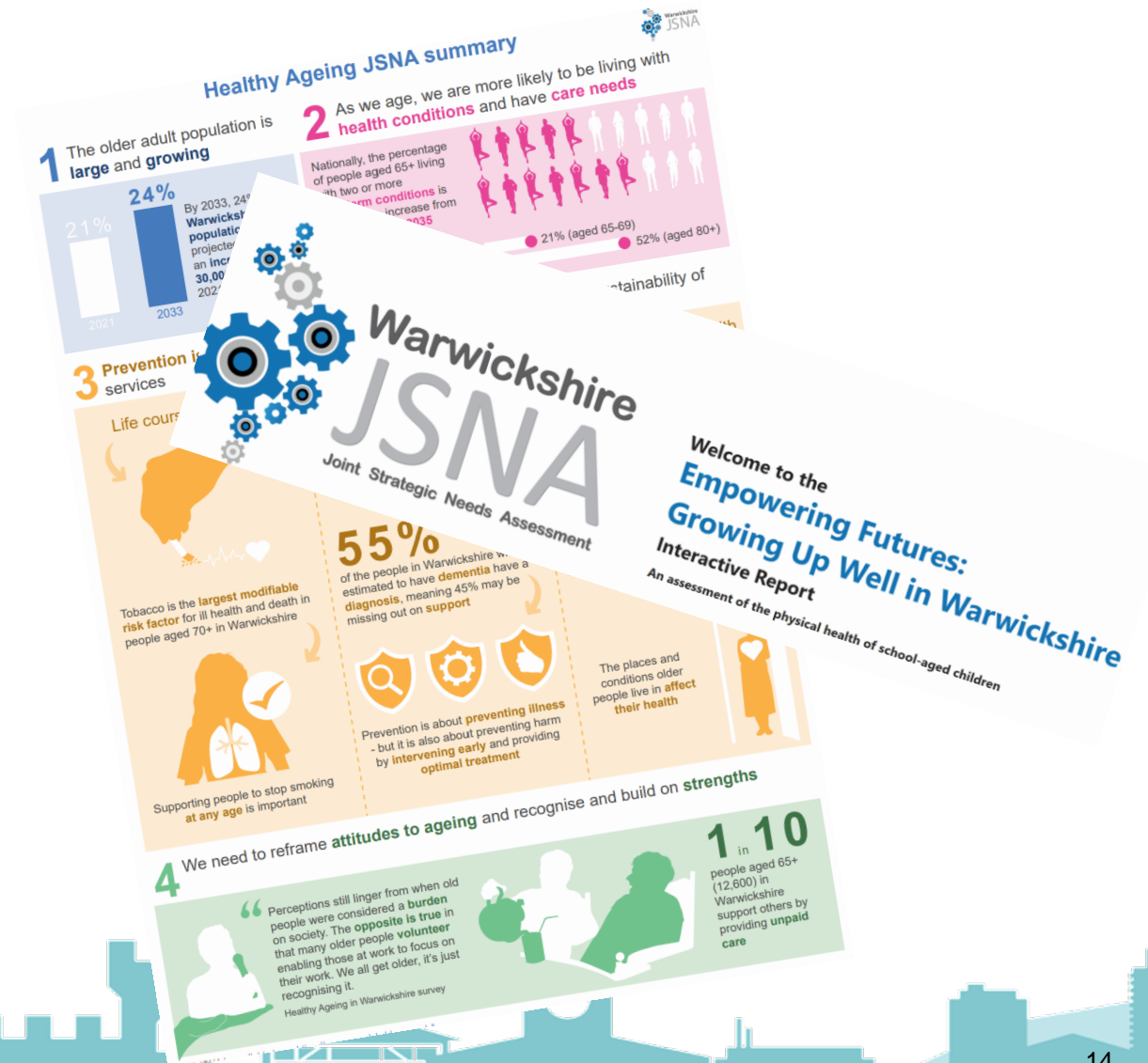
## The role of HWBB is to:

- Provide a strong focus on establishing a sense of place
- Instil a mechanism for joint working and improving the wellbeing of their local population
- Set strategic direction to improve health and wellbeing.



# Statutory duties of Health and Wellbeing Board

1. To assess the health and wellbeing needs of the population and publishing a **Joint Strategic Needs Assessment (JSNA)**
2. Publish a joint **Health and Wellbeing Strategy**
3. Ensure the Health and Wellbeing Strategy directly informs the development of joint commissioning arrangements and the co-ordination of NHS and local authority commissioning including the **Better Care Fund** plans.



# Warwickshire's population health framework

## key drivers behind our new Strategy and its implementation:

The double impact of harm which disproportionately impacts on Black, Asian and Minority Ethnic (BAME) communities, and the most vulnerable individuals facing multiple deprivation and inequalities in health

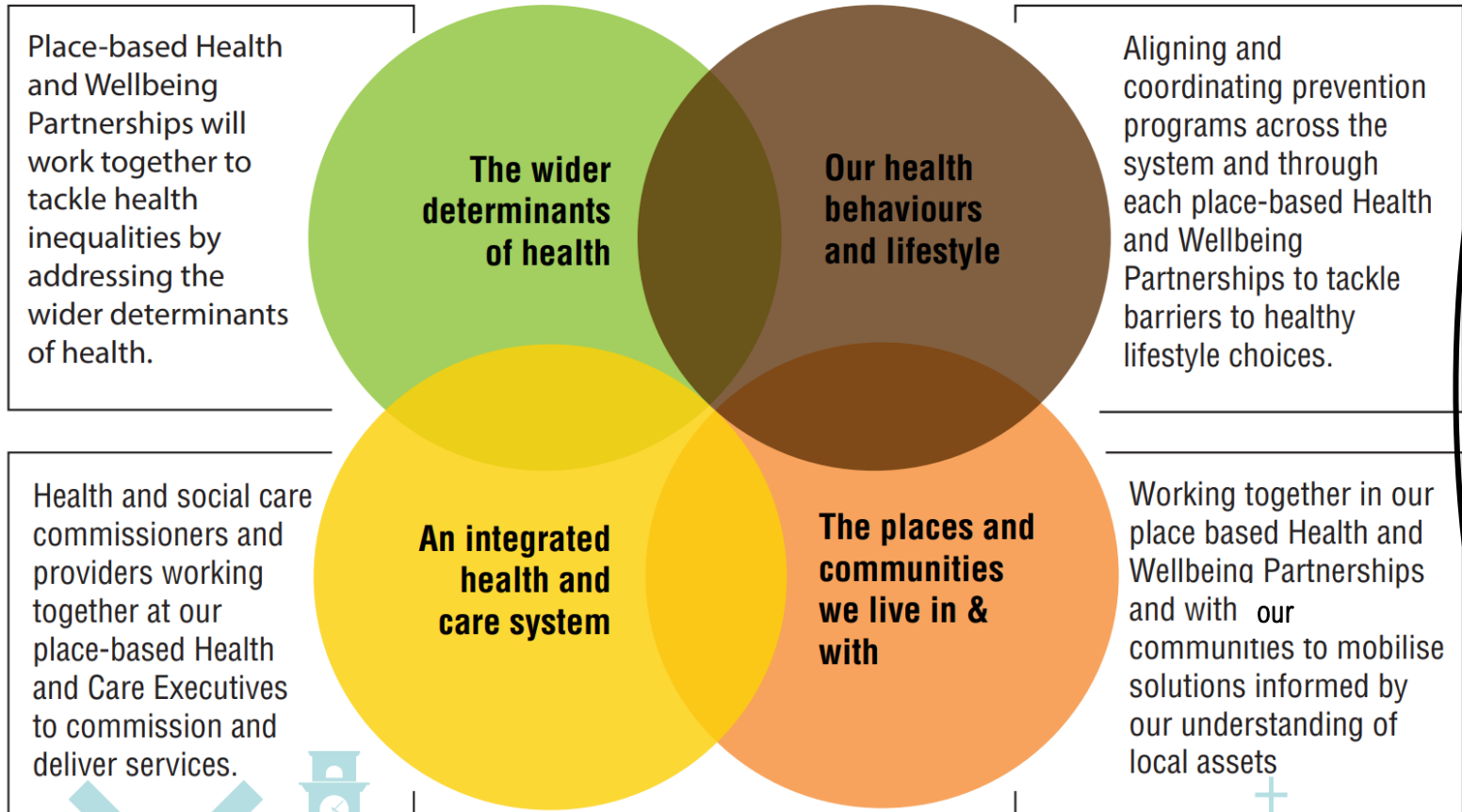
An integrated recovery which looks across traditional organisational boundaries

### Our long-term strategic ambitions:

People will lead a healthy and independent life.

People will be part of a strong community.

People will experience effective and sustainable services.



### Our immediate focus:

Help our children and young people have the best start in life

Help people improve their mental health and wellbeing, particularly around prevention and early intervention in our communities

Reduce inequalities in health outcomes and the wider determinants of health

# HWBB Place-based Partnerships

- Warwickshire's Health and Wellbeing Strategy sets out that successful delivery of the priorities are reliant on taking a population health approach
- Healthcare quadrant influences 20% of our health
- Wider determinants; health behaviours; places and communities quadrants influence 80% of our health
- Place-based partnerships in North, Rugby and South were established to respond to this and exist for:
  - Warwickshire North
  - Rugby
  - South Warwickshire

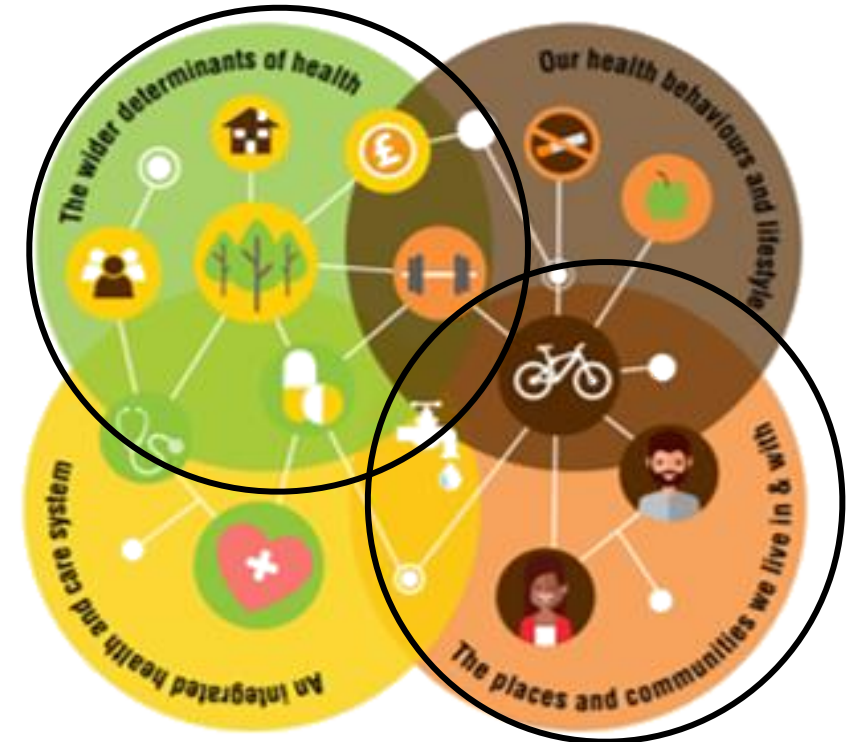


Figure 1: King's Fund Population Health Framework





# Recap on HWBB Strategy priorities

Health and Wellbeing Board Priorities	Warwickshire North Place-based priorities	Nuneaton and Bedworth Borough Council Health priorities
Children and young people Best Start in Life	Children and young people	
Mental health and wellbeing with a focus on prevention and early intervention	Improving mental health and wellbeing	Delivery of suicide prevention training to Council front line staff
Reducing inequalities in health and the wider determinants of health	Addressing the wider determinants of health	Implementation of Health in All Policies (HiAP) across the Council
	Reducing health inequalities	Tackle Damp and Mould issues in housing stock in the Borough. Improve the energy efficiency of housing stock in the Borough.
	Promoting and improving healthy lifestyles and reducing the burden of long-term conditions	Improve access and opportunities for physical activity across the Borough
	Improving access to services	



# Progress made on HWBB priorities across

## Help our children and young people have the best start in life



- Free School Meal pilot in local primary school – evaluation due to be published soon
- Smoking in pregnancy – love Your Bump campaign, E-cigarette pilot, ethnographic research

## Help people improve their mental health and wellbeing particularly around prevention in our communities



- Frontline Suicide Prevention training - delivered to staff at Nuneaton and Bedworth Borough Council via funding from the Integrated Care Board (ICB)
- Prevention Concordat for Better Mental Health – national initiative which has been approved locally and seeks to embed mental health and wellbeing within everything e.g. planning and design

## Reduce inequalities in health outcomes and the wider determinants



- Smokefree Generation Grant – additional funding to increase number of smokers engaging with effective interventions to quit
- Workplace Wellbeing Forum – part of Wellbeing for Life programme. Held in Nuneaton on 18<sup>th</sup> June with local businesses to deliver health and wellbeing promotional activity.



# 2023/24 Road Map

1

## Mapping of all priorities against WN Place Executive Programme

Review and mapping of Place Programme projects and themes aligned to the King's Fund Population Health Model, against Warwickshire Director of Public Health Annual Report health profiles and JSNA themes

2

## Mapping of all priorities against WN H&W Partnership priorities

Review and mapping of Health & Wellbeing Partnership projects and themes aligned to the King's Fund Population Health Model, against Warwickshire Director of Public Health Annual Report health profiles and JSNA themes

3

## Review JSNA progress

Meeting with partners to review JSNA actions, agreeing current status of work programmes and owners, identifying priorities for delivery

4

## What have we learnt?

Overall assimilation of findings and review of Place delivery functions

5

## Develop recommendations

Recommendations to Chairs of Place Executive and Health & Wellbeing Partnership Group Board and respective groups

6

## Develop single place plan and governance

Development of a single integrated Place Plan, centrally aligned to the King's Fund Population Health Model

7

## Implement single place matrix team

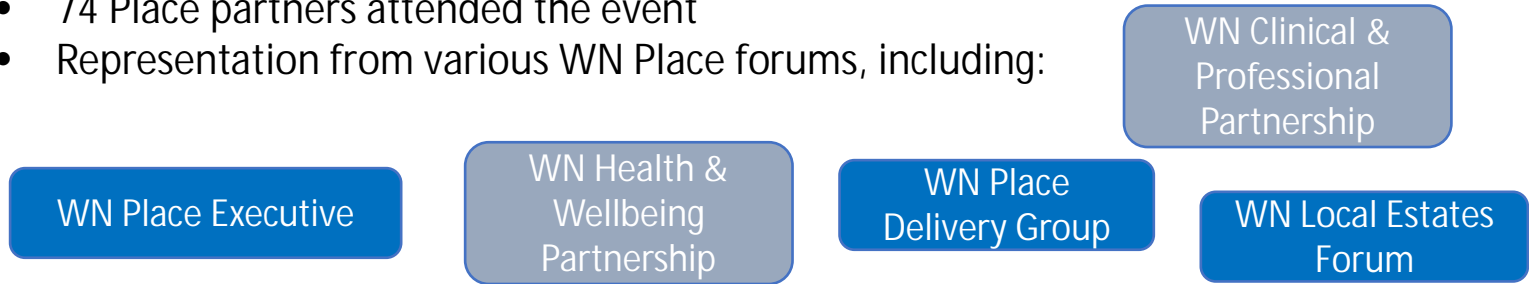
Establish a WN Place delivery team and resourcing plan



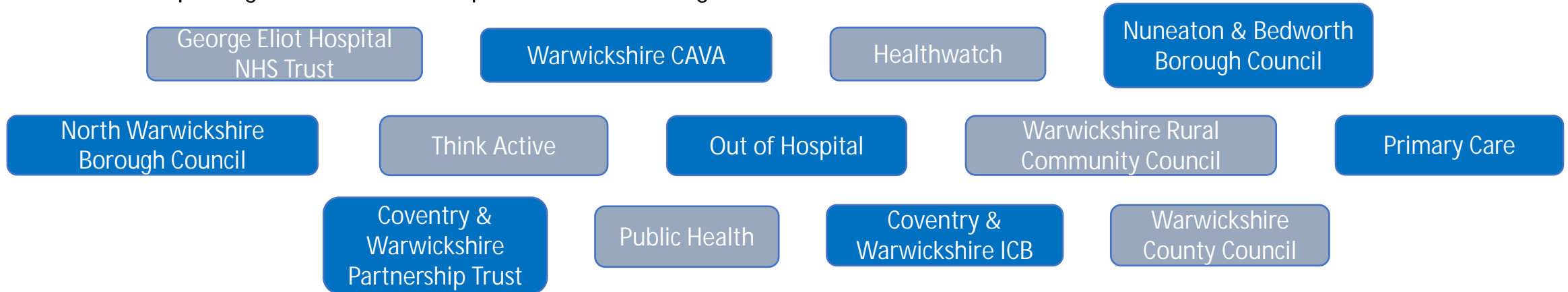
# Together for Warwickshire North Event

On 7<sup>th</sup> March, WN Place held a face-to-face event at CAVA Newtown Centre in Nuneaton, bringing partners together to set the direction for the Place Programme for 2024/25.

- 74 Place partners attended the event
- Representation from various WN Place forums, including:



- Multiple organisations were represented, including:



- Partners agreed that the Place priorities are the right focus areas for this financial year
- Case studies of success in each priority area were shared and key deliverables were set for each priority for the coming year
- The local Place forums represented will continue take the discussions into delivery moving forwards



# Delivery in Action

## Cardiovascular Disease Checks

A programme to identify residents who have risk factors for CVD (high blood pressure, atrial fibrillation, high cholesterol) that are not already being treated for these conditions, or where treatment has lapsed, has been funded in Warwickshire North. This is with the aim of diagnosing and managing these conditions to prevent and reduce premature mortality from CVD and increasing population awareness of the health risks posed by these risk factors.

Since the programme began:

- 58 Community Clinics have taken place
- 927 Patient Healthy Heart Checks conducted within WN community settings
- 266 Patient referrals into Primary Care (across 3 PCNS)
- Resulted in 32 people receiving either a new diagnosis, new medication, medication titration/ review or a combination of these
- 40 Patients are currently being monitored

## Back to Health Volunteering

The Back to Health Pathway aims to offer a combination of proactive and reactive volunteer-led services, supporting people through a cycle of waiting well within the community, getting well within the hospital, recovering and going on to living well when returning to the community. In 2023, the team won the Helpforce Champion 'Volunteering Collaboration of the Year' award for the Back to Health project. As a snapshot, in March 2024, the project:

- Provided 756 hours of response volunteer support
- Completed 576 response volunteer tasks
- Completed 46 out of hours driver deliveries of medication
- Provided 178 hours of comfort calls volunteer support
- Successfully contacted 2,392 patients via the contact centre
- Made 2 internal referrals within George Eliot Hospital
- Made 7 external referrals to Health Exchange, Age UK and others

# Warwickshire North Place Programme 2024/25

Access to Services	Mental Health and Wellbeing	Children and Young People	Wider Determinants of Health	Healthy Lifestyles and Long-Term Conditions	Health Inequalities Funded Schemes
Enhanced Health in Care Homes	Community Mental Health Transformation	Children and Young People's Mental Health	Homeless Needs Assessment	Smoking Cessation	Armed Forces Veterans Physical Health Checks
Proactive Care: Frailty Community Hub	Urgent and Acute Care	LMNS Healthy Pregnancy	Learning Disabilities Cancer Screening	Diabetes	Maternity Vaccinator
Urgent Community Response	Dementia Diagnosis Rate	Child Accident Audit and Prevention	Back to Health Volunteering	COPD	Community Heart Failure
Integrated Urgent Care	Physical Checks for People with SMI		Estates	CVD Checks	VISO Hypertension Remote Monitoring
Pharmacy First	Suicide Prevention		Housing Energy Efficiency		
Non-specific Symptoms Cancer Pathway	Suicide Prevention Training in Borough Councils		Housing Damp and Mould		
Virtual Wards			Health in All Policies		
Community Diagnostic Centre			Physical Activity		
Winter Plan					



# Contact details

- **Health and Wellbeing Board** – Gemma McKinnon ([gemmamckinnon@warwickshire.gov.uk](mailto:gemmamckinnon@warwickshire.gov.uk))
- **Warwickshire North Place Partnership** – Ryan Coffey ([ryan.coffey@geh.nhs.uk](mailto:ryan.coffey@geh.nhs.uk))



**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: **Health and Corporate OSP, 27th June 2024**

From: **Risk Management and Performance Officer**

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

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**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.

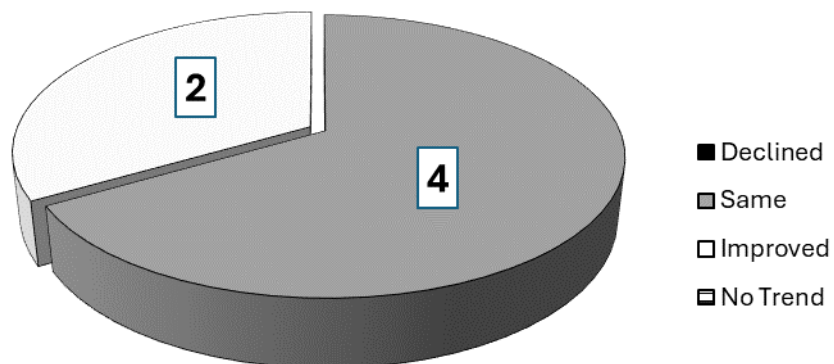
STEVE GORE

No financial data is available for the fourth quarter

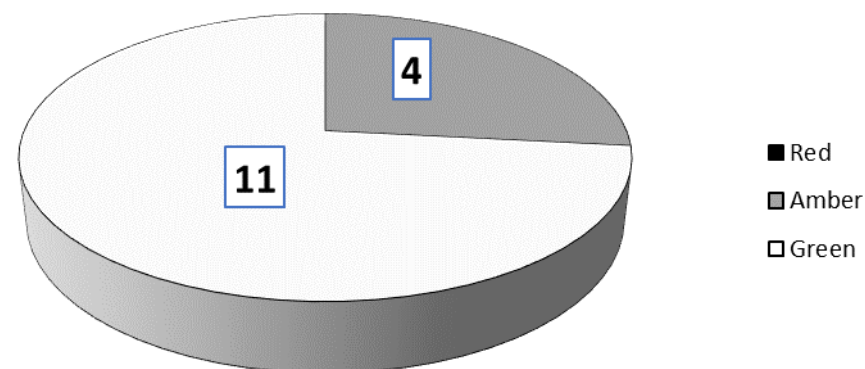
**Freedom of Information (FOI) / Environmental Information Regulations (EIR) Requests and Complaints Summary**

	Number Received 2023/24 (2022/23)	Completed 2023/24 (2022/23)	Late 2023/24 (2022/23)	Outstanding 2023/24 (2022/23)
<b>FOI / EIR Requests - 20-day target</b>	744 (761)	739 (755)	150 (143)	5 (6)
<b>Complaints -10-day target</b>	1,584 (1,102)	1,581 (1,092)	173 (262)	3 (10)

**Performance Indicators / Measures Summary**



**Strategic Risk Register Summary - Finance and Public Service OSP**



No financial data is available for the fourth quarter

**FINANCE AND PUBLIC SERVICE OSP FINANCIAL SUMMARY (GENERAL FUND)**

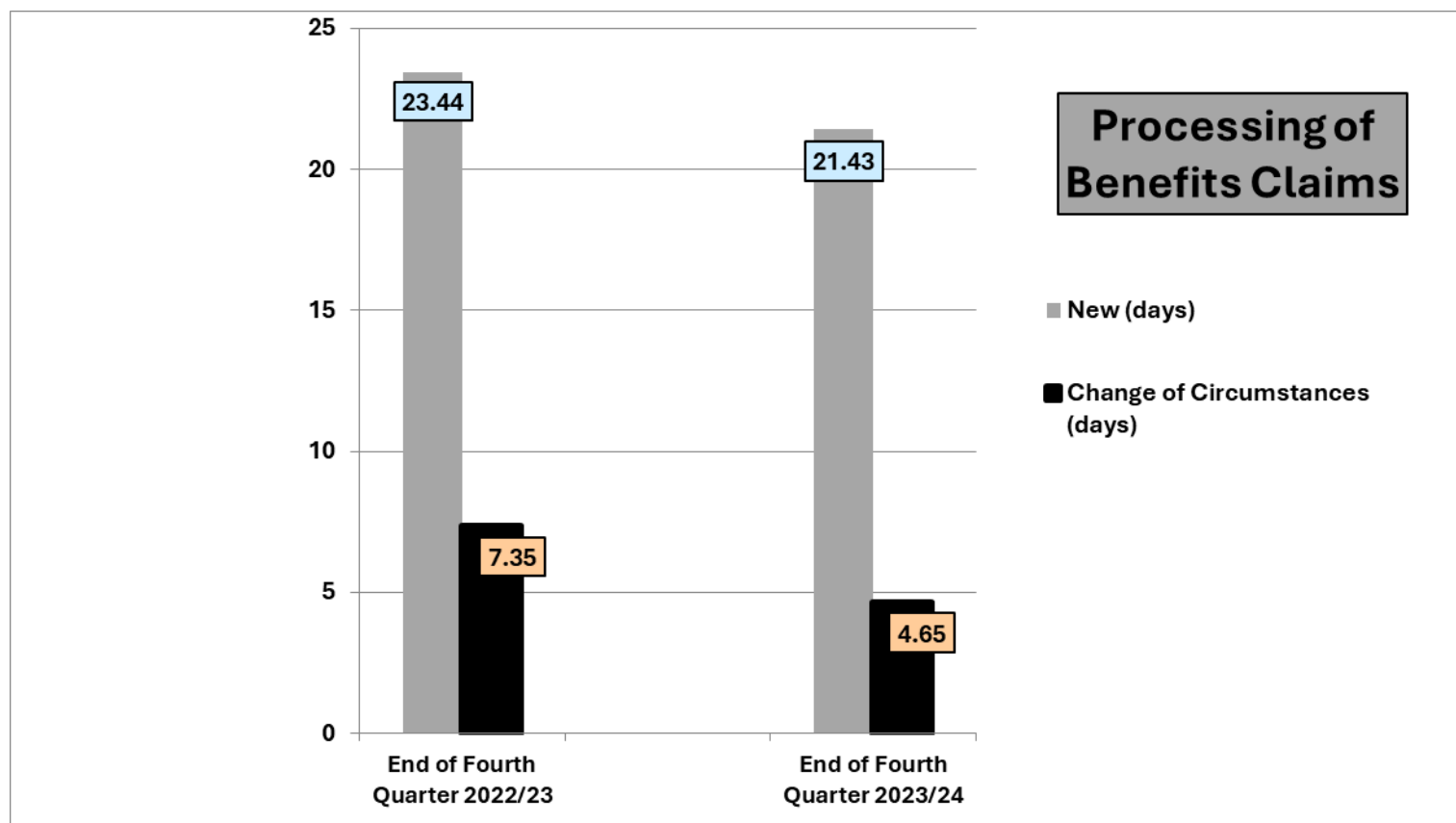
	2022/23 Outturn £	2023/24 Current Budget £	2023/24 Current Forecast £	2023/24 Forecast Variance £
<b><u>FINANCE &amp; CORPORATE</u></b>				
RENT ALLOWANCES				
RENT REBATES				
ELECTORAL REGISTRATION				
ELECTION EXPENSES				
<b>EQUAL OPPORTUNITIES</b>				
EMERGENCY PLANNING				
DEMOCRATIC REPRESENTATION AND MANAGEMENT				
<b>REVENUES</b>				
COUNCIL TAX BENEFITS				
CORPORATE MANAGEMENT				
MAYORALTY				
<hr/>				
<b><u>PUBLIC SERVICES</u></b>				
<b>REFUSE &amp; CLEANSING</b>				
<b>RECYCLING</b>				
COMMUNITY RECREATION				
SPORTS DEVELOPMENT				
<b>CIVIC HALL</b>				
MUSEUM				
ARTS DEVELOPMENT				
LICENCES				
COMMUNITY CENTRES				

	2022/23 Outturn £	2023/24 Current Budget £	2023/24 Current Forecast £	2023/24 Forecast Variance £
<b><u>BUSINESS &amp; REGENERATION TOTAL</u></b>				
<b><u>HEALTH &amp; ENVIRONMENT TOTAL</u></b>				
<b><u>HOUSING &amp; COMMUNITIES TOTAL</u></b>				
<b><u>PLANNING &amp; REGULATION TOTAL</u></b>				
<b>CENTRAL SUPPORT SERVICES PORTFOLIOS</b>				
CENTRAL PROVISIONS				
DEPRECIATION & IMPAIRMENT				
TREASURY MANAGEMENT				
CAPITAL FINANCING				
CONTRIBUTIONS TO/ (FROM) EARMARKED RESERVES				
<b>COUNCIL NET EXPENDITURE</b>				
<b>FUNDING</b>				
COUNCIL TAX				
NEW HOMES BONUS				
BUSINESS RATES RETENTION				
OTHER GRANTS				
(SURPLUS)/DEFICIT FROM COLLECTION FUND				
<b>TOTAL FUNDING</b>				
<b>(SURPLUS)/ DEFICIT</b>				

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

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

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

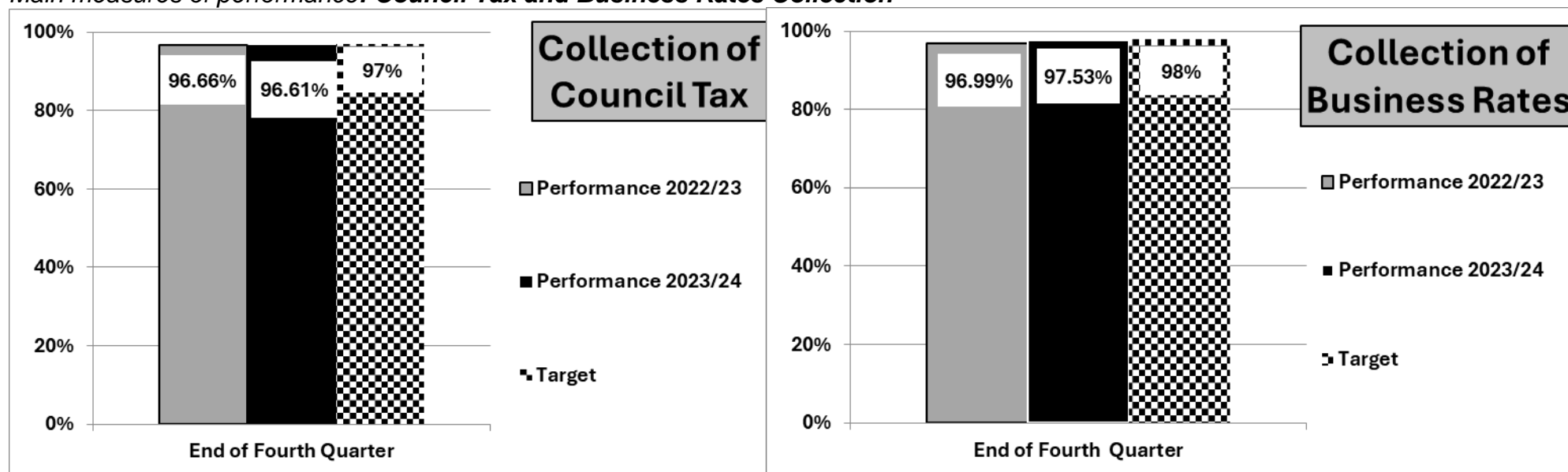


Measure details	End of Fourth Quarter Performance 2023/24 (2022/23)	Comments	Trend
New Claims	21.43 days (23.44 days)	Low is good performance. 22 days and below is the current benchmark for good performance.	😊
Change of Circumstances Claims	4.65 days (7.35 days)	Low is good performance. 9 days and below is the current benchmark for good performance.	😊

## Revenues – (Finance & Public Services OSP)

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

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



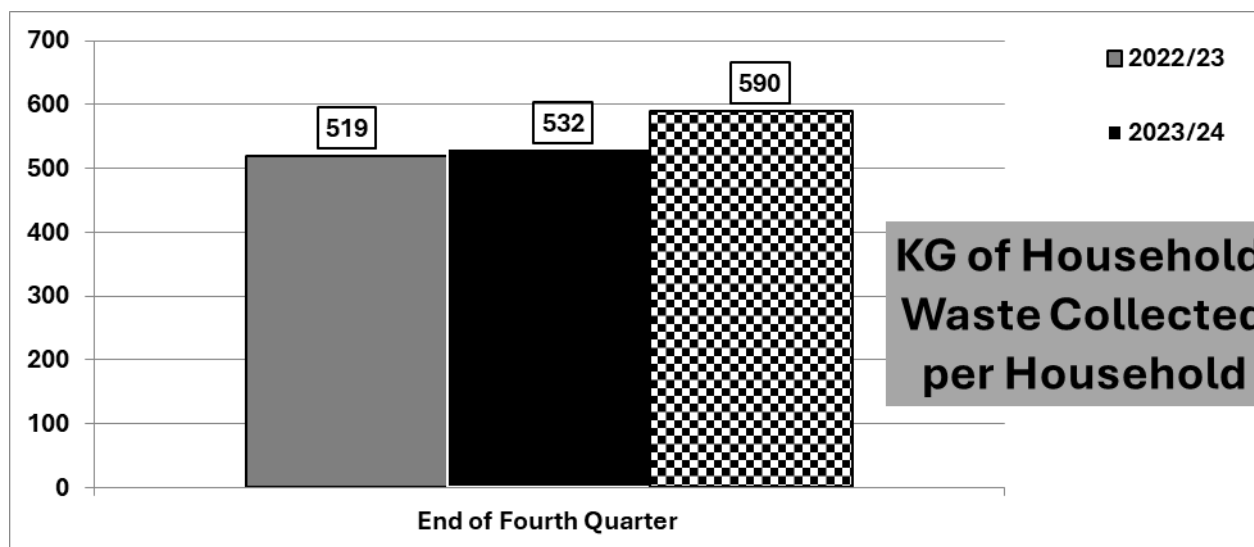
Measure details	End of Fourth Quarter Performance 2023/24 (2022/23)	Comments	Trend
<b>Council Tax Collection</b>	96.61% (96.66%)	The target for the end of the fourth quarter 2023/24 is 97%.The trend indicator reflects within tolerance (2.50%) of 2022/23 performance.	☹️
<b>Business Rates Collection</b>	97.53% (96.99%)	The target for the end of the fourth quarter 2023/24 is 98%.The trend indicator reflects within tolerance (2.50%) of 2022/23 performance.	☹️



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

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

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

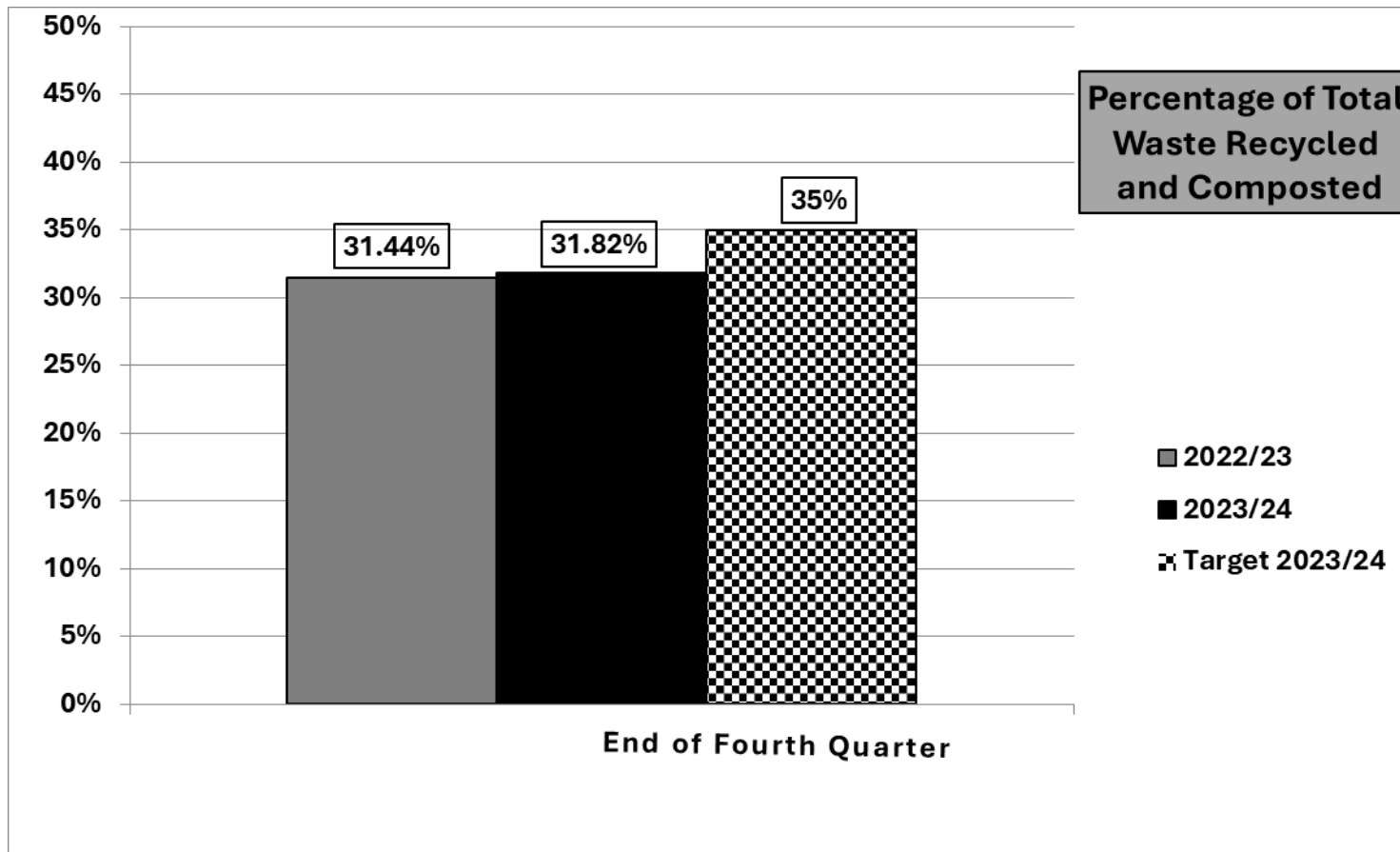


Measure details	End of Fourth Quarter Performance	Comments	Trend
<b>2022/23</b>	519Kg	Low is good performance. The target range for 2023/24 is 543 - 590Kg. Normally reported one month in arrears of other performance data, but the end of the fourth quarter data is available in time for this report. The target status reflects within tolerance (2.50%) of 2022/23 performance.	☺
<b>2023/24</b>	532Kg		

**Recycling – (Finance & Public Services OSP)**

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

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



Measure details	End of Fourth Quarter Performance	Comments	Trend
<b>2022/23</b>	31.44%	The target for the end of the fourth quarter is 36 – 45%. Normally reported one month in arrears of other performance data, but the end of the fourth quarter data is available in time for this report.	☺
<b>2023/24</b>	31.82%		

**Summary / Exception Reporting:**

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

**The performance indicator trend data** shows that 2 of the 6 key indicators have improved and 4 stayed the same.

## **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

### **Housing, Environment and Health OSP Risks**

There are four strategic risks within the remit of the panel. One is "net red" and three are "net green". Details of these risks are shown below.



# NBBC Strategic Risk Register

*Current Version: 21<sup>st</sup> May 2024*

Housing Environment and Health OSP Risks

## Risk Level Indicator Matrix and Descriptors

### Key

	<b>Green</b> (acceptable)
	<b>Amber</b> (tolerable)
	<b>Red</b> (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
		<b>Impact</b>			

### 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

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



## 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
R1	Potential failure to provide adequate accommodation to meet the needs of the borough with consequent impact on the lives of residents	Very High / Major <b>(RED)</b>	1. Housing / Homelessness Strategy.	1: Assistant Director (Strategic Housing)	Very High / Serious <b>(RED)</b>	1. Housing Needs Survey, Strategic Housing Market Assessment, Housing and Economic Development Needs Assessment (HEDNA), Sustainable 30 Year HRA Business Plan.	Strategic Director (H&CS) / PH – H&C and P&R / HEH OSP
			2. Warwickshire Heads of Housing Group (WHOH).	2: Assistant Director (Strategic Housing)		2. Minutes of WHOH meetings.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			3. Affordable Housing Supplementary Planning Document (Borough Plan).	3: Assistant Director (Strategic Housing)		3. Document in place.	
			4. Housing Revenue Account (HRA) Development and Acquisition Strategy.	4: Strategic Director (H&CS)		4. Documents / minutes of meetings.	
			5. Investment Partner status with Homes England.	5: Strategic Director (H&CS)		5. Documents / minutes of meetings.	
			6. Development Team for HRA new builds.	6: Strategic Director (H&CS)		6. Management Team minutes	
			7. Funds identified for HRA Business Plan for acquisitions and new builds.	7: Strategic Director (H&CS)		7. HRA Business Plan	
			8. Nominations agreements with registered providers.	8: Assistant Director (Strategic Housing)		8. Agreement records.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			9. Annual review of HRA Business Plan	9: Strategic Director (H&CS)		9. Approved plan in place.	
			10.Landlord Liaison Officers to support sustainable tenancies in social housing.	10: Assistant Director (Strategic Housing)		10. Landlord Forum minutes and casework.	
			11.Tenancy Support Officer for HRA stock.	11: Assistant Director (Social Housing and Community Safety)		11.Officer in place / casework notes.	
			12.Creation of Homelessness Prevention Team (January 2024).	12: Assistant Director (Strategic Housing)		12.Team in place.	
			13.HRA stock “Right-sizing” Policy and Tenant Liaison Officer established	13: Assistant Director (Strategic Housing) / Assistant Director		13.Policy in place / casework records.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			14.Revised Homelessness Strategy.	14:Assistant Director (Strategic Housing)		14.Strategy in place.	
			<b>Planned:</b>				
			1. HRA / GF development programme.	1: Capital Investment Service Manager / Strategic Director (H&CS)		1. Programmes in place	
			2. Consultation and formulation of a Town Centre Strategy (2024/25).	2: Assistant Director (Economy)		2. Strategy in place	
			3. Review of Borough Plan (Revised plan early 2024, approval and sign-off fully by 2025).	3: Assistant Director (Planning)		3. Publication of revised plan	

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 of Housing Revenue Account Development and Acquisition Strategy.	4: Assistant Director (Social Housing and Community Safety)		4. Elected Member – approved document in place.	
			5.Researching of new initiatives to promote the best use of housing stock (June 2024).	5: Assistant Directors (Strategic Housing) / (Social Housing and Community Safety)		5. Associated research / reports and new policies.	
			6.Review of Housing Strategy (June 2024).	6: Assistant Director (Strategic Housing)		6. Revised strategy in place	
			7.Fundamental review of HRA Business Plan to identify options for increased social housing delivery (March 2024).	7: Strategic Director (H&CS)		7. Revised 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
			8. Up-to-date Strategic Housing Marketing Assessment (SHMA) evidence (in 2024/25).	8: Assistant Director (Planning)		8. Local Plan.	
			9. Creation of Homelessness Prevention Team (January 2024).	9: Assistant Director (Strategic Housing)		9. Team 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
R5	Failure to reduce the fear of crime and disorder.	High /- Serious <b>(RED)</b>	1. Nuneaton and Bedworth Safer Communities Partnership (NABSCOP). Meets monthly. Action points identified & regularly reviewed. Has own Risk Register.	1: Communities and Community Safety Manager	Sig / Moderate <b>(GREEN)</b>	1. Minutes of NABSCOP meetings, including crime performance statistics. External OSP reports.	Strategic Director (H&CS) / PH – H&C / HEH OSP
			2. Police & Crime Commissioner (PCC) grants.	2: Communities and Community Safety Manager		2. Financial accounts (PCC grant receipt and usage). External OSP reports.	
			3. Annual strategic assessment of crime, the level of crime & its impact on the community.	3: Communities and Community Safety Manager		3. Confidential strategic document in place / Minutes of NABSCOP meetings.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			4. Corporate Community safety Group.	4: Communities and Community Safety Manager		4. Minutes of Corporate Community safety Group.	
			5. Anti-Social Behaviour & Harassment Policy / Anti-Social Behaviour Strategy	5: Communities and Community Safety Manager		5. Relevant case management records in Flare system / ASB Case Management Group minutes.	
			6. Communities Officer (anti-social behaviour).	6: Communities and Community Safety Manager		6. Officer in place.	
			7. CCTV coverage.	7: Assistant Director (Economy)		7.CCTV records / British Standard BS7958 Certification / Police Tasking Group minutes.	
			8. Public Space Protection Order (PSPO) relating to begging control.	8: Communities and Community Safety Manager		8. Cabinet 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
			9. Dedicated ASB team for Landlord Services.	9: Assistant Director (Social Housing and Community Safety)		9. Performance reports to Director (R&H) and portfolio holder.	
			10. Additional full time Community Safety Officer role within the Council's establishment.	10: Communities and Community Safety Manager		10. Officer in place.	
			<b><u>Planned:</u></b>				
			1. Implementation of the serious violence duty strategy (March 2024).	1: Communities and Community Safety Manager		1. Cabinet report / minutes.	
			2. Establish initiatives via the UK Shared Prosperity Fund (SPF) – 3-year plan ends March 2025.	2: Communities and Community Safety Manager		2. Cabinet approval / initiatives 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
			3. Review capacity within the Community Safety team to ensure appropriate delivery of all initiatives (March 2024).	3: Communities and Community Safety Manager		3. Options identified and presented to Management Team	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R12	Safeguarding children and adults with care and support needs from abuse, neglect and harm	Significant / Serious <b>(AMBER)</b>	1. Safeguarding Policy and Guidance	1: Assistant Director (Democracy and Governance)	Low / Serious <b>(GREEN)</b>	1. Policy in place and training records.	Strategic Director (E&T) / PH – F&C / HEH OSP
			2. Corporate safeguarding lead officer and single point of contact for Warwickshire Front Door.	2: Assistant Director (Democracy and Governance)		2. Job description and person specification.	
			3. NBBC Recruitment & selection procedure.	3: Strategic Director (E&T)		3. Recruitment records.	
			4. Disclosure & Barring Service policy and checks (DBS).	4: People Services Manager		4. DBS check records.	
			5. Warwickshire Front Door and Adult Social Care (ASC).	5: Assistant Director (Democracy and Governance)		5. NBBC and WCC Website	
			6. Safeguarding refresher training (every 3 years).	6: Assistant Director (Democracy and Governance)		6. Training records (“DELTA”).	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			7. Warwickshire Safeguarding partnership best practice guidelines.	7: Assistant Director (Democracy and Governance)		7. Warwickshire Safeguarding website	
			8. Warwickshire Housing safeguarding lead officer.	8: Assistant Director (Strategic Housing)		8. Correspondence / meeting minutes.	
			9. Multi Agency Public Protection Authority (MAPPA).	9: Assistant Director (Strategic Housing)		9. Minutes of meetings.	
			10. Referrals and requests for information (separate ones for Children and Adults).	10: Assistant Director (Democracy and Governance)		10. Referrals and requests records.	
			<b><u>Planned:</u></b>				
			1. Update sharing agreement with Warwickshire Front Door/Warwickshire Safeguarding Partnership (June 2024).	1.: Assistant Director (Democracy and Governance)/ Equalities and Safeguarding Officer		1. Revised agreement in place.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			2. Review and update safeguarding guidance / policy (June 2024).	2: Equalities and Safeguarding Officer		2. Updated guidance / policy 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
R28	Arson or accidental fire in General Purpose flats and Independent Living Complexes / bungalows / HRA-owned hostels	Significant / Major <b>(AMBER)</b>	1. Fire Management Groups (Operational / Strategic / Governance).	1: Strategic Director (PS)	Low / Major <b>(GREEN)</b>	1. FMG meeting minutes. HASCOG reports.	Strategic Director (H&CS)/ PH – H&C / HEH OSP
			2. Regularly serviced fire detection & alarm systems / fire extinguishers and appropriate Fire Risk Assessments (FRA) regularly reviewed.	2: Assistant Director (Social Housing and Community Safety) /Capital Projects Investment Manager		2. Service records, Fire extinguisher service records & records of FRA outcomes. External report (review of arrangements).	
			3. Regular Health & Safety inspections give attention to fire risks.	3: Assistant Director (Social Housing and Community Safety) /Capital Projects Investment Manager		3. Quarterly Health & Safety inspection records.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			4. Annual Capital Fire Safety Work Programme in Housing Revenue Account stock.	4: Assistant Director (Social Housing and Community Safety) / Capital Projects Investment Manager		4. Cabinet reports and Capital Projects Meeting Minutes.	
			5. External Wall Insulation specification reviewed.	5: Assistant Director (Social Housing and Community Safety) / Capital Projects Investment Manager		5. Property records.	
			6. Maglock doors fitted to communal areas of Independent Living Complexes.	6: Assistant Director (Social Housing and Community Safety) / Capital Projects Investment Manager		6. Doors in place.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			7. Certified fire doors.	7: Assistant Director (Social Housing and Community Safety) /Capital Projects Investment Manager		7. Doors / Certification in place.	
			8:Review of evacuation policy in complexes (signed off January 2023).	8: Assistant Director (Social Housing and Community Safety)		8. Report in place.	
			9. Implementation of housing white paper regulations and other legislation related to fire detection and carbon monoxide detection systems.	9: Capital Projects Investment Manager / Senior Health and Safety Officer (Housing)		9. Effective detection systems in place.	
			10.External risk audit report by insurers (Gallagher Bassett) February 2023.	10: Capital Projects Investment Manager / Senior Health and Safety Officer (Housing)		10.Action plan and MT minutes.	



Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			11. Existing property insurance policy documents (expire 31/12/23).	11: Audit and Governance Manager		11. Policy documents in place.	
			12. Liaison with Warwickshire Fire and Rescue Service Fire Prevention Team.	12: Capital Projects Investment Manager / Senior Health and Safety Officer (Housing)		12. E-mail records and meeting minutes / outcomes.	
			13. On-going fire safety training (internal and external).	13: Capital Projects Investment Manager / Senior Health and Safety Officer (Housing)		13. Training records.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			<b><u>Planned:</u></b>				
			1. Implement periodic Internal Audit report recommendations.	1: Head of Safety and Environmental Health			
			2. Act on appropriate recommendations arising from public enquiries / legislation changes (on-going).	2: Strategic Director (H&CS) / Assistant Director (Social Housing and Community Safety) / Head of Safety and Environmental Health			
			3. Review and refresh Business Continuity Plans (September 2024).	3: Strategic / Assistant Directors			
			4. Establish new property insurance policy documents with effect from 1/1/24.	4: Audit and Governance Manager		4. Policy documents in place.	

## **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

### **Finance and Public Services OSP Risks**

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



# NBBC Strategic Risk Register

*Current Version: 21<sup>st</sup> May 2024*

Finance and Public Services OSP Risks

## Risk Level Indicator Matrix and Descriptors

### Key

	<b>Green</b> (acceptable)
	<b>Amber</b> (tolerable)
	<b>Red</b> (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
		<b>Impact</b>			

### 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

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

## NET AMBER RISKS

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

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			5. Designated Corporate Health and Safety Officer.	5: Head of Safety and Environmental Health		5. Officer in place.	
			6. Compliance software system (NSHARE).	6: Head of Safety and Environmental Health		6. System in place.	
			7. Regular effective assurance reporting to Management Team.	7: Strategic Director (P&S)		7. Management Team reports and minutes.	
			8. Annual statement for Health and Safety assurance.	8: Assistant Director (Environment and Enforcement) / Head of Safety and Environmental Health		8. Audit and Standards Committee minutes.	
			9. Assistant Directors quarterly Health and Safety strategic meeting.	9: Strategic Director (P&S)		9. 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
			10. External risk review of Health and Safety arrangements (January 2023) and formulate revised action plan.	10: Strategic Director (P&S / Head of Safety and Environmental Health		10. Risk consultancy report.	
			<b>Planned:</b>				
			1. Fully implement new compliance software system in 2024/25 (NSHARE).	1: Head of Safety and Environmental Health		1. I.T. system fully implemented.	
			2.A transformation review / report on the requirements for Corporate Health and Safety to Management Team (May 2024)	2: Strategic Director (P&S)		2. Management Team report / minutes.	
			3. Review of HASCOG terms of reference and attendance by operational team members (May 2024).	3: Assistant Director (Environment and Enforcement)		3. HASCOG minutes.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			4.Revised Health and Safety policies to be presented to Management Team / HASCOG May 2024).	4: Head of Safety and Environmental Health		4. Individual Cabinet Member decision by portfolio holder.	

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

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			6.Phising e-mail testing of staff to identify and action training requirements (February and March 2024).	6: ICT Client Manager		6.Tests undertaken and training identified.	
			<b>Planned:</b>				
			1. "Cyber Essentials" certification application to be resubmitted pending Cyber security and risk review (2024/25, subject to upgrade of Electoral Registration software).	1: ICT Client Manager		1. Certificate in place.	
			2. Test internal e-mail security (on-going).	2: ICT Client Manager		2. Report to Management Team.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			3.Access to Electoral Registration database to be addressed (linked to Central Government elections “cyber” security threat briefing).	3:Head of Elections		3.Review completed with access arrangements in place and monitored at least annually.	
			4.Review of maintenance, access, storage and disposal of shared files containing electoral data.	4:Head of Elections		4:Review completed / records.	

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

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

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



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

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

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

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

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

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			5. Data Protection training to be reviewed to ensure that it is up to date and appropriate (ongoing).	5: DPO and Training Officer		5. Delta training records.	

## NET GREEN RISKS

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R3	A major NBBC contractor or supplier cannot deliver a service as planned or ceases trading / failure to comply with requirements for procuring goods and services	Significant / Major <b>(AMBER)</b>	1. Legally binding contract documentation.	1: Assistant Director (Democracy and Governance)	Low / Major <b>(GREEN)</b>	1. Tender documents, contract conditions and legal documentation.	Management Team / PH – F&C / FPS OSP
			2. Contract monitoring activities.	2: Assistant Directors		2. Minutes of meetings with contractors.	
			3. Procurement process that is in place and regularly reviewed as defined by contract procedure rules. On-going supplier monitoring including credit check.	3: Assistant Director (Democracy and Governance)		3. Latest version of Contract Procedure Rules.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			4. On-going financial check (key contracts).	4: Assistant Director (Democracy and Governance)		4. Records of processed invoices.	
			5. In-house Corporate Governance training.	5: Audit & Governance Manager		5. Records of in-house governance training.	
			6. Internal audit.	6: Audit & Governance Manager		6. Internal Audit reports.	
			7. External legal advice.	7: Legal Services Manager		7. Records of legal advice.	
			8. Designated Strategic Procurement Team.	8: Strategic Director (F&G)		8. Team in place / training and contract support records.	
			9. Pay suppliers promptly to aid cash flow.	9: Strategic Director (F&G)		9. Regular payments performance reports.	



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

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

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			5. People Services Manager appointed as strategic lead officer for emergency planning.	5: Strategic Director (E&T)		5. Officer in post.	
			6. Business Continuity Planning policy.	6: Strategic Director (E&T)		6. Policy in place.	
			7. Updated Emergency Plan.	7: Strategic Director (E&T ) and Joint Emergency Planning Officer (shared service)		7. Plan in place.	
			8. "Cloud"-based service have replaced server rooms in council buildings.	8: Director (C&CS) and Joint Emergency Planning Officer (shared service)		8. Service in place.	

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

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

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

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			11. Level of reserves reviewed as part of annual budget setting process.	11: Strategic Director (F&G)		11. Cabinet report.	
			12. Adherence to CIPFA Financial Management Code.	12: Strategic Director (F&G)		12. Self-assessment document.	
			13. Section 151 Officer in post.	13: Chief Executive		13.Member-led appointment process.	
			14. Ensure the Council maintains the latest version of financial software (Agresso)	14: Strategic Director (F&G)		14.Software in place.	
			15. Migration of Revenues & Benefits System using cloud-based technology.	15: Strategic Director (F&G)		15.Migration completed.	
			16. NDR Refunds - Valuation Office Agency provisions in place.	16: Strategic Director (F&G)		16. Refunds applied.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			17.Warwickshire Business Rates Pool	17: Strategic Director (F&G)		17. County Council regular reports.	
			18.Multi-year capital budget and funding monitoring (in February).	18: Strategic Director (F&G)		18.Cabinet / Council reports.	
			<b><u>Planned:</u></b>				
			1.Thorough review of HRA Business Plan in 2024/25.	1: Strategic Directors (F&G) & (H&CS)		1.New plan in place / Cabinet report / minutes.	



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

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

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

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

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

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

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			12. Monthly WMCA engagement meetings.	12: Assistant Director (Regeneration)		12. Meeting minutes / funding applications.	
			13. HRA Governance group to review operational and financial management.	13 Strategic Director (H&CS)		13. Meeting minutes.	
			14. Annual General Fund / HRA budget setting (3 year budget process).	14: Strategic Director (F&G)		14. Cabinet meeting minutes.	
			15. Budget monitoring.	15: Management Team (MT)		15. MT reports / minutes.	
			16. Programme management arrangements.	16: Management Team		16. MT reports / minutes.	
			17. Investment plan agreed with The Department for Levelling Up Housing and Communities (DLUHC) under the "Pathfinder" programme.	17: Strategic Director (P&E)		17. Agreement 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
			<b><u>Planned:</u></b>				
			1. Revised HRA Asset Management Plan (September 2024).	1: Assistant Director (Social Housing and Community Safety)		1. Plan in place.	
			2. Review and update Capital Strategy (January 2025).	2: Strategic Director (E&T)		2. Document in place and adopted.	
			3. Review and update of the HRA Business Plan (January 2025).	3: Strategic Directors (F&G) and (H&CS)		3. Revised plan in place.	
			4. Acquisition and Disposal programme to be monitored by Corporate Governance Group (on-going).	4: Assistant Director (E&T)		4. Corporate Governance Group meeting minutes.	



Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R22	Failure to deliver sub-regional recycling facility in partnership with other authorities	Low / Very High <b>(GREEN)</b>	1. "Arm's length" company (Sherbourne Resources Ltd.) in place with Director (PS) on the board.	1: Strategic Director (PS)	Low / Very High <b>(GREEN)</b>	1.Memoranda and articles (Company House).	Strategic Director (PS) / PH – PS / FPS OSP
			2.Experienced consultants as part of project delivery team (Accountant, Solicitor, Civil Servants and Quantity Surveyor).	2: Strategic Director (PS)		2. Project management team in place / project records.	
			3.Detailed Business Case with stress-testing of assumptions (Assessed and approved by partner authority Section 151 officer).	3: Strategic Director (PS)		3.Business Case in place / Council reports.	
			4.Experienced / qualified external project management team in place.	4: Strategic Director (PS)		4. Project records / board 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.Elected Member Shareholder panel established to oversee project plan.	5: Cabinet member for Public Services		5.Panel reports and minutes.	
			6.Finance and Operational bi-monthly meetings with partners and project team.	6: Strategic Directors (PS) and (F&G)		6.Regular meetings and reports to specific working groups with Sherbourne Resources Ltd.	
			7.Construction of site completed and Sherbourne Resources Ltd. Running the facility.	7: Strategic Director (PS)		7.Regular reports to Sherbourne Resources Ltd. Board.	
			8. Bi-monthly meeting of Sherbourne Resources Ltd. Board.	8; Strategic Director (PS)		8.Minutes of meetings and regularly updated project risk register.	
			9. Annual audit of accounts independently arranged by partners.	9: Strategic Directors (PS) and (F&G)		9.Audit report.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			10.Monitoring of supply, construction and market issues.	10: Strategic Directors (PS) and (F&G)		10.Accounts records / Finance meeting minutes. Update to OSP in March 2024.	
			11. On-going site visits by officers to monitor progress.	11: Strategic Directors (PS) and (F&G)		11. OSP reports.	
			12. Finances and a request for an additional loan approved by Cabinet.	12: Strategic Directors (PS) and (F&G)		12: Cabinet meeting minutes.	
			13.NBBC materials now being delivered to Sherbourne Resources Ltd. site.	13: Strategic Director (PS) and Head of Waste and Transport		13. Cabinet meeting minutes.	
			14.Reconfiguration of refuse rounds for mixed recycling completed (September 2023).	14:Strategic Director (PS) and Head of Waste and Transport		14.Cabinet meeting minutes / media press releases.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			<b>Planned:</b>				
			1.Assessment of recycling material from NBBC residents monitoring by Sherbourne Resources Ltd. (April 2024)	1. Assistant Director (Environment and Enforcement) and Head of Waste and Transport		1.Monthly reports from Sherbourne Resources Ltd).	
			2.Sherbourne Resources Ltd. to commence loan repayments to NBBC (September 2024).	2: Strategic Directors (PS) and (F&G)		2.Loan repayment budget monitoring.	
			3. Annual reviews of the recycling facility to Cabinet.	3: Assistant Director (Environment and Enforcement)		3. Cabinet report / minutes.	

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

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

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

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



Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			5. Regular review of employee remuneration levels.	5: People Services Manager		5.Report to Remuneration Panel and Employee Committee.	
			6.Strategic Workforce Planning training (March 2024).	6: People Services Manager / Assistant Directors.		6.Training records	
			<b><u>Planned:</u></b>				

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

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			5. Annual Ombudsman report to Scrutiny panel.	5: Customer Experience Officer		5. FPS meeting minutes.	
			<b><u>Planned:</u></b>				

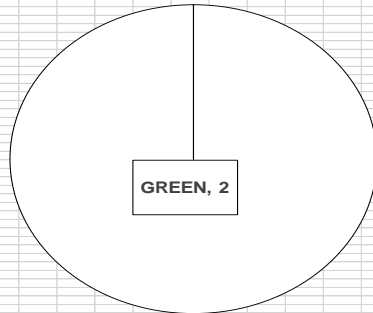
Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R 31	Modern Slavery and Human Trafficking – failure to effectively monitor and comply with legislation	Low /Major (GREEN)	1. Annual modern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

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

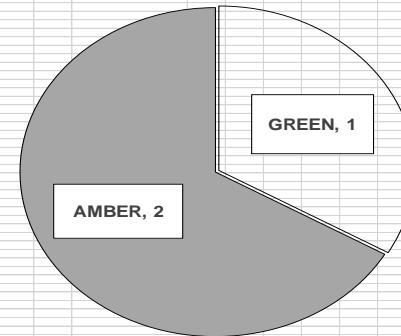
**(Data as at the end of March 2024)**

**Charts Summary**

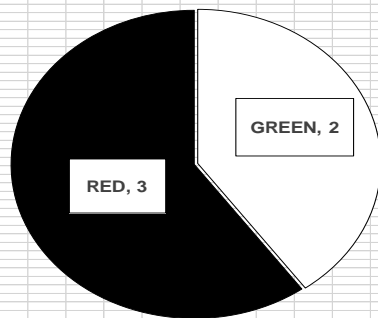
**1. FINANCE**



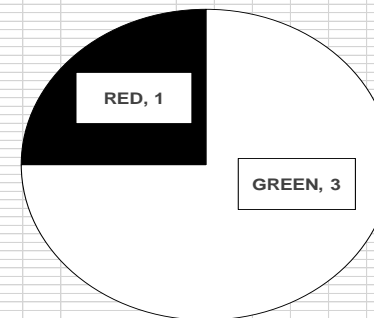
**2. PEOPLE AND SERVICE DELIVERY (P&SD)**



**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
<b>Total</b>	<b>Total</b>	<b>£</b>	<b>779,066</b>

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
<b>Total</b>	<b>- 2,273K</b>	<b>- 1,494K</b>

The top three cost areas are:

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

- **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**

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

- **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)**

<b>Reference</b>	<b>Created</b>	<b>Completed</b>	<b>Days to complete / outstanding</b>	<b>Service Area</b>
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)**

<b>Reference</b>	<b>Created</b>	<b>Completed</b>	<b>Days to complete / outstanding</b>	<b>Service Area</b>
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)**

<b>Reference</b>	<b>Created</b>	<b>Completed</b>	<b>Days to complete / outstanding</b>	<b>Service Area</b>
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)**

<b>Reference</b>	<b>Created</b>	<b>Completed</b>	<b>Days to complete / outstanding</b>	<b>Service Area</b>
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)**

<b>Reference</b>	<b>Created</b>	<b>Completed</b>	<b>Days to complete / outstanding</b>	<b>Service Area</b>
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	<b>207</b>
Housing	10	9	17	4	4	11	17	12	2	16	11	6	<b>119</b>
Waste Management	5	4	7	5	5	6	4	5	2	6	7	5	<b>61</b>
Planning and Building Control	2	1	5		1	1	2	3	2			4	<b>21</b>
Council Property		1	3			3		2	2	1	1		<b>13</b>
Customer Services	3	1	1	1	3	1	1	1					<b>12</b>
Environmental Protection	2		4		2		1		1				<b>10</b>
Economic Development	1	2				1	1	1	1	1		1	<b>9</b>
Finance	1		2			2	2					1	<b>8</b>
Crematoria and Cemeteries				1			1	1	2	1			<b>6</b>
Democracy	1		3	1									<b>5</b>
Community Safety								1			1		<b>2</b>
Consumer Affairs							1						<b>1</b>
Legal						1							<b>1</b>
Management								1					<b>1</b>
Transport and Infrastructure								1					<b>1</b>
<b>Grand Total</b>	<b>39</b>	<b>29</b>	<b>72</b>	<b>29</b>	<b>32</b>	<b>56</b>	<b>55</b>	<b>38</b>	<b>18</b>	<b>31</b>	<b>36</b>	<b>42</b>	<b>477</b>

- 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**

**Report Summary Sheet**

**Date: 27 June 2024**

**Subject: St Benedicts House – 196/198 Church Road, Nuneaton**

**Portfolio:** Housing – Councillor Chris Watkins

**From:**

Nicola Botterill, Assistant Director – Social Housing & Community Safety

**Summary:**

The report provides the financial information and final outturn figures for the Housing Revenue Account property, St Benedicts House, 196/198 Church Road, Nuneaton.

**Recommendations:**

That the content of the report be noted.

**Options:**

To note the content outlined in the report.

**Reasons:**

So that the financial information provided, can be examined and subsequent comments and feedback can be made to the Portfolio Holder, Housing and Communities.

**Consultation undertaken with Members/Officers/Stakeholders**

The Head of Audit has been consulted on the report and has provided their comments as required.

**Subject to call-in:**

No

**Ward relevance:**

All

**Forward plan:**

No

**Building a Better Borough Aim:**

1 - Live

**Building a Better Borough Priority:**

1 – Promote residents health & wellbeing

**Relevant statutes or policy:**

None

**Equalities Implications:**

None

**Human resources implications:**

None

**Financial implications:**

None

**Health Inequalities Implications:**

None

**Section 17 Crime & Disorder Implications:**

None

**Risk management implications:**

None

**Environmental implications:**

None

**Legal implications:**

None

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## **AGENDA ITEM NO. 9**

### **NUNEATON AND BEDWORTH BOROUGH COUNCIL**

**Report to:** Health and Corporate Resources Overview & Scrutiny Panel

**Date:** 27<sup>th</sup> June 2024

**From:** Nicola Botterill – Assistant Director, Social Housing & Community Safety and Linda Downes – Audit Manager

**Subject:** St Benedicts House – 196/198 Church Road, Nuneaton

**Portfolio:** Housing – Cllr C. Watkins

**Building a Better Borough Theme: 1**

**Building a Better Borough Priority: 1 and 2**

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#### **1.0 OBJECTIVES OF SCRUTINY**

1.1 To provide the Panel with the financial information and final outturn figures for the Housing Revenue Account property, St Benedicts House, 196/198 Church Road, Nuneaton.

#### **2.0 WHAT IS THE PANEL BEING ASKED TO CONSIDER?**

2.1 The Panel is asked to consider the information provided within the report.

#### **3.0 WHO/ WHAT CAN THE PANEL INFLUENCE?**

3.1 The panel can examine the financial information provided and provide comments to the Portfolio Holder, Housing and Communities.

#### **4.0 BACKGROUND INFORMATION**

4.1 Nuneaton and Bedworth Borough Council has a statutory housing duty under Part 7 of the Housing Act 1996, to provide interim accommodation for eligible homeless applicants, whilst inquiries are carried out. The Homelessness Reduction Act 2017 (HRA 2017) introduced an enhanced prevention and relief duty, extending the period a household is threatened with homelessness from 28 days to 56 days. This means that local housing authorities are required to work with people to prevent homelessness at an earlier stage and for a longer period. The HRA 2017 also introduced a duty upon local housing authorities for those who are already homeless in terms of extended stay in temporary accommodation.

- 4.2 It is therefore clear that the HRA 2017 has increased the usage of temporary accommodation by the Council, in order to meet its statutory duties. In March 2020, during the pandemic the government took the unprecedented step of asking councils to move all those, and those at risk of sleeping rough into accommodation under the Everyone In initiative. For Nuneaton and Bedworth Borough Council, this equated to 52 households. In addition, global factors impacting upon the national economic situation have further increased the numbers of households presenting as homeless. This includes Landlords serving 'no fault' eviction notices to either sell or re-rent at a higher level, households who can no longer afford their current accommodation due to mortgage and other related housing costs, landlords selling properties due to the pending impact of rental reform, as well as an increase in the number of presentations of those fleeing domestic abuse and those whose families are no longer willing to accommodate them.
- 4.3 The costs for the provision of temporary accommodation are substantial. The majority of applicants are in receipt of full or partial welfare benefits that entitle them to benefit assistance for their temporary accommodation costs. The average nightly cost for externally provided accommodation is £100 which equates to £700 per week. However, housing benefit subsidy regulations mean that for every externally provided unit of temporary accommodation, the Council is only able to recoup £99.05 per week of that £700 cost. Additionally, where the homelessness applicant has a pet(s), the local housing authority must pay to board these animals in appropriate provision.
- 4.4 In order to mitigate these growing costs, the Council has undertaken two main courses of action. Firstly, it has sought to increase the levels of internally provided temporary accommodation. In 2020, the Council House was converted to homelessness accommodation, providing 32 longer term units of accommodation. These units are in addition to 8 provided at Spitalfields House, with a further 21 units provided via the Housing Revenue Account.
- 4.6 Secondly, the Council has focused increased resources on the prevention of homelessness. As well as taking advantage of working alongside the West Midlands Combined Authority Homelessness Task Force, the Council successfully prevented 117 cases of homelessness in 2022/23.
- 4.6 However, homelessness presentations have continued to increase. For the eight week period to 8<sup>th</sup> February 2024, on average, 100 households were in temporary accommodation with an average of 36 of those households occupying externally provided accommodation. It is therefore clear that the use of externally provided temporary accommodation is a substantial cost to the general fund.
- 4.8 In 2020, the Council was approached by a developer wishing to sell a block of 9 x 2 bedroom flats. The Council's Registered Valuer considered the

offer and determined that the sale price demonstrated value for money. Following discussions with the then Executive Director, Portfolio Holder and Head of Finance, it was agreed that the Housing Revenue Account would purchase the building to provide temporary accommodation. Borrowing of £1.6m was undertaken by the Head of Finance in order to purchase and refurbish the building.

- 4.9 In early March 2021, the Developer informed the Council that it did not want to proceed with the sale and would be offering the flats on the private rental market. Given the urgent need for internally provided accommodation, steps were immediately undertaken to identify any suitable properties for the provision of self-contained temporary accommodation.

## **5.0 FINANCIAL INFORMATION**

- 5.1 The property at 196/198 Church Road, Nuneaton was identified via the property website Rightmove, as for sale, with a purchase price of £664,635 including Stamp Duty Land Tax (SDLT). Known as Aberglynmarch, it provided bed and breakfast accommodation and had previously been utilised by the Council for temporary accommodation.

- 5.2 The Head of Housing Assets viewed the property and drew up plans to remodel the property to provide self-contained accommodation, including 4 units with separate access allowing the placement of households with pets. The preliminary costs for these works were estimated to be in the region of £500,000.

- 5.3 The initial scope of remodelling works included the addition of a two storey extension to the side of the property. In total, this would have provided 16 self-contained units, with the Head of Finance assessing that the property would achieve payback in 4 years.

- 5.4 The initial designs were rejected by the Planning team in November 2021, and so a re-design was undertaken to comply with the feedback provided. This meant that 2 communal kitchens were to be provided with the loss of associated habitable units and the height of the extension was reduced to a single storey. In addition, Planning required the provision of a bike shed, 2 electric vehicle charging points and tarmac access to the road. Planning permission was finally granted in June 2022.

- 5.5 A full procurement exercise was undertaken based upon planning requirements. In August 2022, the tender price was returned at £735,000. The increased costs could be attributed to the additional requirements for planning conditions and also, it was at this point that increases to labour and materials costs were beginning to be experienced nationally.

- 5.6 In order to reduce costs, a value engineering exercise was undertaken. The extension was removed, the heating type was changed from air source and electric to gas via a communal system. This reduced the cost to £641,000.



The financial appraisal was recalculated based upon the revised cost and the provision of 14 units of accommodation. This identified a payback of 5.08 years for a total anticipated cost of £1,296,000.

- 5.7 The Cabinet financial report of 8<sup>th</sup> February 2023 identified the budget for the project as £640,000. It is advised that this is a rounding error which accounts for the £1,000. The final certificate for the works, as per the original specification showed costs of £652,424.25, an overspend of £12,424.25 or +1.94% against the £640,000 re-modelled costs. However, an audit of the costs charged to the general ledger has identified additional costs relating to the conversion for unforeseen items outside of the original specification, see section 6 below.

## **6.0 AUDIT ASSESSMENT**

- 6.1 The Head of Audit and Governance has assessed the procedures followed to purchase and convert the property, reviewed all associated documents, and determined all payments in relation to the conversion. From this review she is satisfied that proper procurement practices were followed, and the Council's procedure rules were complied with, advice being sought from the procurement team as and when required.
- 6.2 The Head of Audit has also been able to confirm that £652,424.55 was paid to the key contractor for the works completed as per the original specification, the completion certificates state £652,424.25, as stated above in paragraph 5.7, but there was a small overpayment of 30p due to numbers being transposed when the first payment was made.
- 6.3 It was noted during this review that further payments amounting to £25,816.54 were made which related to the conversion but were unforeseen when the original specification was drafted. For example, the need for a new gas supply and advice sought from an engineer on structural integrity after evidence of a historic fire came to light. The true cost of the conversion was therefore £678,241.09, an overspend of £38,241.09 or 5.98%.

NICOLA BOTTERILL  
LINDA DOWNES

**Nuneaton and Bedworth Borough Council**

FORWARD PLAN SHOWING THE KEY DECISIONS THAT WILL BE MADE IN THE 4 MONTHS BEGINNING 1<sup>ST</sup> 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 ☎0247637 6144	Maria Bailey ☎02476376144	Planning & Enforcement	Business, Regen & Planning

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

30/04/24	<b>Adoption of Validation checklist for Planning Applications</b>	Council	No		July 2024	<b>Chris Kingham</b> ☎02476 376657	<b>Maria Bailey</b> ☎02476 376144	Planning and Enforcement	Business, Regen & Planning
30/11/23	<b>Safeguarding Policy</b>	Cabinet	No		Sept 2024	<b>Matthew Wallbank</b> ☎02476 376258	<b>Vicki Summerfield</b> ☎02476376002	Resources & Customer Service	Health & Corp Resources
11/10/23	<b>Supported Housing (Regulatory) Act 2023- NBBC Strategy</b>	Cabinet	No		Sept 2024	<b>Jane Grant</b> ☎02476 376483	<b>Dawn Dawson</b> ☎02476376408	Housing	Housing & Communities
31/10/23	<b>Housing Strategy 2024-29</b>	Cabinet	No		September 2024	<b>Jane Grant</b> ☎02476 376483	<b>Dawn Dawson</b> ☎02476376408	Housing	Housing, & Communities
22/08/22	<b>Johnson Road, Bedworth – Housing Development / Community Use proposal</b>	Cabinet	No		September 2024	<b>Katie Memetovic-Bye</b> ☎02476 376147	<b>Kevin Hollis</b> ☎02476376143	Environment & Public Services	Env & Leisure
31/05/23	<b>Capital Strategy and Asset Management Plan</b>	Cabinet	No		September 2024	<b>Jonathan White</b> ☎02476 376549	<b>Tom Shardlow</b> ☎02476 376004	Business & Regeneration	Business, Regen & Planning

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

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

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

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

06/05/22	<b>Regeneration Projects Update</b>	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	<b>Jonathan White</b> ☎02476 376549	<b>Tom Shardlow</b> ☎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								
<b>Officer Decisions – Exempt Items</b>									

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: 31<sup>st</sup> May 2024

Signed: C. Watkins (Leader of the Council)

**Health and Corporate Resources OSP – Work Programme 2024/25**

Meeting dates: 27<sup>th</sup> June 2024, 24<sup>th</sup> October 2024, 13<sup>th</sup> February 2024

<b>Date Added</b>	<b>Lead Officer</b>	<b>Title</b>	<b>Description</b>	<b>Scrutiny/ Overview</b>	<b>Proposed Committee Date</b>	<b>Include in 2025/26 Work Programme</b>	<b>On Agenda 2024/25 or Briefing Note</b>
	Steve Gore	Integrated Performance Report	Quarterly Benchmarking Report	Scrutiny (Councillors to submit queries in advance of the meeting)	27 <sup>th</sup> June 2024 24 <sup>th</sup> October 2024 13 <sup>th</sup> Feb 2025		
	Director of Public Health	HWBB Annual Report	Annual Report from Health and Wellbeing Board and JSNA	Overview	27 <sup>th</sup> June 2024		
	Nicola Botterill	St Benedicts House – 196/198 Church Road, Nuneaton	To receive financial information and final outturn figures for the Housing Revenue Account property, St Benedicts House, Church Road	Scrutiny	27 <sup>th</sup> June 2024		
	Martyn Harris / Matthew Wallbank	Youth Council	To look at a request to involve young people within the Council	Overview	24 <sup>th</sup> October 2024		
	Ruth Bartlett	Attendance Management Report	Annual report updating Members on previous year’s performance and concerns.	Scrutiny	24 <sup>th</sup> October 2024		
Dec 2019	Maria Bailey /Vicki Summerfield	Capital Strategy and Asset Management Plan	The new Capital and Asset Strategy and Asset Management Action Plan to be developed for the period 2020 onwards and be brought to the Panel as soon as possible in 2020 for consideration and comment.	Scrutiny	24 <sup>th</sup> October 2024		
	Rachel Fleeson	Gambling	The Panel to see if it is feasible to establish a Working Group to look at and assess the impact of gambling on	Overview	24 <sup>th</sup> October 2024		

			the health and well-being of the residents on Nuneaton and Bedworth. (will require external bodies)				
	Jamie Lees / Vicki Summerfield	FOI and Complains Update	Monitor the numbers and response rates at a departmental level	All member briefing (information may be moved to Performance Integrated Report)	13 <sup>th</sup> February 2025		
	Chris Bain/Carla Searle	Healthwatch	The concerns and priorities for Healthwatch	Overview	13 <sup>th</sup> February 2025		
	GEH/ Jenni Northcote/ Samantha Young	George Eliot Hospital	Update presentation from the GEH on the current services, funding situation and challenges, including mortality rates in relation to coronary heart disease.	Overview	13 <sup>th</sup> February 2025		