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Date: 7th October 2024

If calling please ask for: Democratic Services

Dear Sir/Madam,

A meeting of the **Business, Regeneration and Planning Overview and Scrutiny Panel** will be held in the Council Chamber, Town Hall, Nuneaton on **Thursday, 17th October 2024 at 6.00 p.m.**

Yours faithfully,

Tom Shardlow

Chief Executive

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

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

AGENDA

PART 1 – PUBLIC BUSINESS

1. ANNOUNCEMENTS AND EVACUATION PROCEDURE

A fire drill is not expected, so if the alarm sounds please evacuate the building quickly and calmly. Exit by the door by which you entered the room or by the fire exits which are clearly indicated by the standard green fire exit signs.

Please use the stairs and do not use the lifts. Once out of the building, please gather outside Lloyds Bank on the opposite side of the road.

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

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

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

3. MINUTES - To confirm the minutes of the meeting of the Business, Regeneration and Planning Overview and Scrutiny Panel held on 20th June 2024 (**Page 6**).

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

Declaring interests at meetings

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

Arrangements have been made for interests that are declared regularly by members to be appended to the agenda (**Page 11**). Any interest noted in the Schedule at the back of the agenda papers will be deemed to have been declared and will be minuted as such by the Committee Services Officer. As a general rule, there will, therefore, be no need for those Members to declare those interests as set out in the schedule.

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

1. When the interest amounts to a Disclosable Pecuniary Interest that is engaged in connection with any item on the agenda and the member feels that the interest is such that they must leave the room. Prior to leaving the room, the member must inform the meeting that they are doing so, to ensure that it is recorded in the minutes.
2. Where a dispensation has been granted to vote and/or speak on an item where there is a Disclosable Pecuniary Interest, but it is not referred to in the Schedule (where for example, the dispensation was granted by the Monitoring Officer immediately prior to the meeting). The existence and nature of the dispensation needs to be recorded in the minutes and will, therefore, have to be disclosed at an appropriate time to the meeting.

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

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

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

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

Where a Member has a Deemed Disclosable Interest, the Council's Code of 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. PUBLIC SPACE PROTECTION ORDERS UPDATE – a report of the Communities and Community Safety Manager, attached (**Page 13**).
8. INTEGRATED PERFORMANCE REPORT – FIRST QUARTER 2024/25 – a report of the Risk Management and Performance Officer, attached (**Page 15**).

9. FEEDBACK FROM CABINET ON RECOMMENDATION FROM OSP
The panel at its meeting on 20th June 2024 requested that all available and relevant financial information and figures be included in future financial reports. This was discussed at Cabinet on 17th July 2024 and below is the minute:

CB25 Recommendations From Overview and Scrutiny Panels

SPEAKER: Councillor J. Collett

a) Business Regeneration and Planning OSP

At its meeting on Thursday 20th June, 2024, the Integrated Performance Report Q4 2023/24 was considered and a recommendation to Cabinet from the OSP panel was put forward as follows:

BRP 4 Integrated Performance Report – Fourth Quarter 2023/24

RESOLVED that

- a) the contents of the report be considered and noted; and*
- b) IT BE RECOMMENDED TO CABINET that all available and relevant financial information and figures be included in future financial reports*

*The Cabinet thanked the Business, Regeneration and Planning OSP for their recommendation and **RESOLVED** that*

- i) the financial outturn position figures were unable to be provided to the Business, Regeneration and Planning OSP in June as the figures had not been available until this Cabinet in July; and*
- ii) the financial outturn position reports for the budget, if not presently included, be placed on the Forward Plan.*

10. FORWARD PLAN – attached for information (**Page 64**)
11. WORK PROGRAMME 2024/25 – for noting, attached (**Page 74**)
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

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

20th June 2024

A meeting of the Business, Regeneration and Planning Overview & Scrutiny Panel was held on Thursday, 20th June 2024 in the Council Chamber, Town Hall Nuneaton.

Present

Councillor P. Hickling (Chair)

Councillors: J. Clarke (Vice-Chair), D. Brown, S. Dhillon, M. Etienne, B. Saru, R. Smith and B. Hughes (substituting for Councillor C. Smith)

Apologies: Councillors C. Smith and A. Bull.

PART I – PUBLIC BUSINESS

BRP 1 Minutes

RESOLVED that the minutes of the Business, Regeneration and Planning Overview and Scrutiny Panel meeting held on 25th April 2024 be approved and duly signed by the Chairman.

BRP 2 Declarations of Interest

As Councillor B. Hughes was a substitute Councillor for this meeting, their Declarations of Interest were not detailed in the Schedule attached to the agenda.

RESOLVED that the Declarations of Interest are as set out in the Schedule attached to these minutes, with the addition of the Declarations of Interest for Councillor B. Hughes.

BRP 3 Questions to Cabinet

The Portfolio Holder for Business and Regeneration (Councillor N. King) and the Portfolio Holder for Planning and Enforcement (Councillor R. Roze) were in attendance at the meeting. No questions were asked by the Panel

BRP 4 Integrated Performance Report – Fourth Quarter 2023-24

A report of the Risk Management and Performance Officer provided Panel Members with appropriate performance measures, budget information and risk data for service areas within the scope of the Panel. The report has been adapted to reduce the volume of data (as previously reported under the former scrutiny panel arrangements), whilst still providing the Panel with sufficient information to monitor results to address issues arising.

The Panel discussed and asked questions on the following:

- It was noted that some financial information was missing from the report. Panel Members were advised that some information may not be available until after the closure of the accounts.
 - It was agreed that Cabinet should be asked to ensure that all available financial figures and information be included in future reports.

- Freedom of Information (Fol) and Complaints – it was recognised that the same Officers may have to deal with all Fol requests and complaints in their area, which could lead to additional pressure for some Officers.
- It was noted that some Fol requests can be time consuming and can be charged if certain criteria is met.
 - It was felt that it would be useful to have additional information relating to outstanding requests and a summary of reasons to see if there were any patterns.

RESOLVED that

- a) the contents of the report be considered and noted; and
- b) IT BE RECOMMENDED TO CABINET that all available and relevant financial information and figures be included in future financial reports.

BRP 5 Public Space Protection Order Update

A report of the Communities and Community Safety Manager provided the panel with background information and an update in relation to Public Space Protection Orders within the Council.

Public Speaker: Councillor J. Gutteridge

The Panel discussed and asked questions on the following:

- A new PSPO relating to water safety and open water spaces – work is ongoing in relation to this issue.
 - It was agreed that Panel Members will receive a briefing note which will provide further information and an update. An initial report on the effectiveness of the new PSPO will be brought to the October Business, Regeneration and Planning OSP.
- It was recognised that the current PSPO's are working well and are effective. In particular it was noted that the PSPO in relation to vehicle sales has had a positive impact, and reassurance was requested from the Portfolio Holder that this will continue.

RESOLVED that

- a) the contents of the report be considered and noted; and
- b) A briefing report be provided to Panel Members in relation to Open Water Spaces, and a report be submitted to the Business, Regeneration and Planning OSP in October.

BRP 6 Forward Plan

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

RESOLVED that the Forward Plan be noted.

BRP 7 **Work Programme 2024-2025**

The Panel were presented with the Work Programme for the municipal year 2024-2025.

RESOLVED that the 2024-2025 work programme be approved.

Chair

**Business, Regeneration and Planning OSP –
Schedule of Declarations of Interests – 2024/2025**

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
	General dispensations granted to all members under s.33 of the Localism Act 2011			Granted to all members of the Council in the areas of: <ul style="list-style-type: none"> - Housing matters - Statutory sick pay under Part XI of the Social Security Contributions and Benefits Act 1992 - An allowance, payment given to members - An indemnity given to members - Any ceremonial honour given to members - Setting council tax or a precept under the Local Government Finance Act 1992 - Planning and Licensing matters - Allotments - Local Enterprise Partnership
	D. Brown	Employed by H.M Land Registry	Regional Coordinator, Ragdoll Rescue Charity. Representative on the following Outside Bodies: Exhall Education Foundation (Council appointment).	
	A. Bull	Employed by FedEx	The Labour Party (sponsorship) -CWU Trade Union Member	
	J. Clarke	-Employed by Marcus Jones MP - Warwickshire County Councillor	Nuneaton Conservative Association; Deputy Chairman Officer of the Abbey Preceptory Masonic Buildings - Nuneaton	
	S. Dhillon	Employed by UHCW NHS Trust	Member (Rep) at Unison – UHCW Trust	
	M. Etienne	Employed by Network Rail	RMT Member	
	P. Hickling	Employed by - King Edward VI Sixth Form College (Teacher) - Pearson Education (Snr Examiner)	The Labour Party (sponsorship) - Member of The Labour Party (CLP and Secretary of Nuneaton West) - Member of National Education Union - Committee Member of Nuneaton Historical Association - Governor of King Edward VI Sixth Form College	
	B. Saru	Director – Saru Embroidery Ltd	- Labour Party (sponsorship) - Armed Forced Covenant	

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

**Business, Regeneration and Planning OSP –
Schedule of Declarations of Interests – 2024/2025**

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	D. Brown	Employed by H.M Land Registry	Regional Coordinator, Ragdoll Rescue Charity.	
	A. Bull	Employed by FedEx	The Labour Party (sponsorship) -CWU Trade Union Member Representative of the following Outside Bodies: Age UK (Warwickshire Branch)	
	J. Clarke	-Employed by Marcus Jones - Warwickshire County Councillor	Nuneaton Conservative Association; Deputy Chairman Officer of the Abbey Preceptory Masonic Buildings - Nuneaton	
	S. Dhillon	Employed by UHCW NHS Trust	Member (Rep) at Unison – UHCW Trust Representative on the following Outside Bodies: <ul style="list-style-type: none"> • Warwickshire Adult Social Care and Health Overview and Scrutiny Committee • Camp Hill Urban Village: Pride in Camp Hill Board • Committee of Management of Hartshill and Nuneaton Recreation Ground • George Eliot Hospital NHS Trust – Public/User Board • West Midlands Combined Authority Wellbeing Board 	
	M. Etienne	Employed by Network Rail	- Member of The Conservative Party and Nuneaton Conservative Association - RMT Member	

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
	P. Hickling	<ul style="list-style-type: none"> - Employed by Wyggeston and Queen Elizabeth I College (Teacher) - Pearson Education (Snr Examiner) 	<ul style="list-style-type: none"> The Labour Party (sponsorship) - Member of The Labour Party (CLP and Secretary of Nuneaton West) - Member of National Education Union - Committee Member of Nuneaton Historical Association <p>Representative on the following Outside Bodies:</p> <ul style="list-style-type: none"> - Friendship Project for Children 	
	B. Saru	<ul style="list-style-type: none"> - Director – Saru Embroidery Ltd - Co-founder and Owner – Fish Tale Ale Beer 	<ul style="list-style-type: none"> - Labour Party (sponsorship) - Chair of the British Gurkha Veterans Association <p>Representative on the following Outside Bodies:</p> <ul style="list-style-type: none"> - Armed Forces Covenant 	
	C. Smith	Software Engineer – Prophet PLC	<ul style="list-style-type: none"> - Member of Labour Party and Unite - Safeguarding – Manor Park RFC <p>Representative on the following Outside Bodies:</p> <ul style="list-style-type: none"> - Astley Charity 	
	R. Smith		<ul style="list-style-type: none"> - Conservative Party Member - Chair of Trustees - Volunteer Friends, Bulkington; - Trustee of Bulkington Sports and Social Club. 	

AGENDA ITEM NO. 7

NUNEATON AND BEDWORTH BOROUGH COUNCIL

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

Date: 17th October 2024

From: Abu Malek – Communities and Community Safety Manager

Subject: Public Space Protection Orders Update

Portfolio: Planning and Regulation

Delivering Our Future Theme: 3

Delivering Our Future Priority: 6

1.0 OBJECTIVES OF SCRUTINY

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

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

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

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

- 4) A further PSPO is now being finalised to cover a number of water bodies across Nuneaton and Bedworth. A consultation will take place imminently to get feedback from the public and wider and stakeholders with a view to finalising the conditions and sites covered by the order.
- 5) It is anticipated that the order will be completed by early December 2024.

2.0 WHAT IS THE PANEL BEING ASKED TO CONSIDER?

1. The view of the panel on the arrangement to finalise and implement the order.
2. Does the panel wish to receive further updates on the implementation of the order?

3.0 WHO/ WHAT CAN THE PANEL INFLUENCE?

The panel can express its view on the implementation of the order.

4.0 WHAT INFORMATION WILL BE PRESENTED?

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

None at this stage

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: **Business Regeneration and Planning Scrutiny Panel, 17th October 2024**

From: **Risk Management and Performance Officer**

Subject: **INTEGRATED PERFORMANCE REPORT - FIRST QUARTER 2024/25**

1. Purpose of Report

- 1.1 This integrated report seeks to provide appropriate performance 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. Financial Data

- 2.1 The Overview and Scrutiny Panel (OSP) should note from Q1 of the 2024/2025 financial year, the Integrated Performance Report will not have any financial data that would otherwise be included in reports sent to Cabinet. This will help mitigate any possible confusion amongst officers and elected members, with regards to duplicated financial information. It will also reduce officer time spent producing multiple reports with the same/similar financial data. Previously, financial reports have been reported to both Cabinet and OSP's, and in the case of OSP's, only the financial data relevant to that OSP was presented. This resulted in financial data being compiled and manually separated between OSP's by officers.
- 2.2 The remit of the OSP panel includes scrutinising and reviewing decisions made by the executive and can "call in" a report (if stated within the report itself). Members of each OSP panel are reminded they receive links to Cabinet agendas, reports and meeting minutes which should be being reviewed. Members of the OSP may also discuss and agree whether an item should be added to the OSP work programme for scrutiny purposes, allowing a specific report or update to be provided by the Executive, Cabinet Member and/or Officer(s). Details of the "call-in" process is included in the OSP Procedure Rules contained within the Constitution.
- 2.3 Each OSP should review the Forward Plan and where a decision has been made, members of the OSP should consider calling in an item if they have concerns which need discussing at a future OSP meeting. As per the September 2024 forward plan, the following financial reports are due to be considered by Cabinet before the end of the calendar year:
- General Fund Budget Monitoring Q1 (September Cabinet)
 - HRA Budget Monitoring Q1 (September Cabinet)
 - Capital Monitoring Q1 (September Cabinet)
 - General Fund Budget Monitoring Q2 (November Cabinet)
 - HRA Budget Monitoring Q2 (November Cabinet)
 - Capital Monitoring Q2 (November Cabinet)

3. **Report Format**

The report consists of three parts:

3.1 **Appendix A** shows the results available as at the end of the latest quarter:

- The first page provides a summary of performance and Strategic Risk Register data within the remit of the panel, a summary of Freedom of Information and complaints and a summary of Member Enquiry Forms.
- Subsequent pages provide more detailed information on performance in areas within the remit of the panel. Charts are shown for each measure and “smiley / sad / neutral faces”, as appropriate, to indicate the performance trend. Comments are provided to ensure that Elected Members are made aware of issues relating to performance.

3.2 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.

3.3 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:

- Collection Measures (Council Tax, Business Rates and Rent)
- 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.

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

4.1 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.

- 4.2 Members should note that an Individual Cabinet Member Decision was made on 6th August 2024, approving an update to the Council's Regulation and Investigatory Powers Act Guidance and Procedure, due to changes in officers, as well as a new policy related to the monitoring and surveillance in the Workplace.

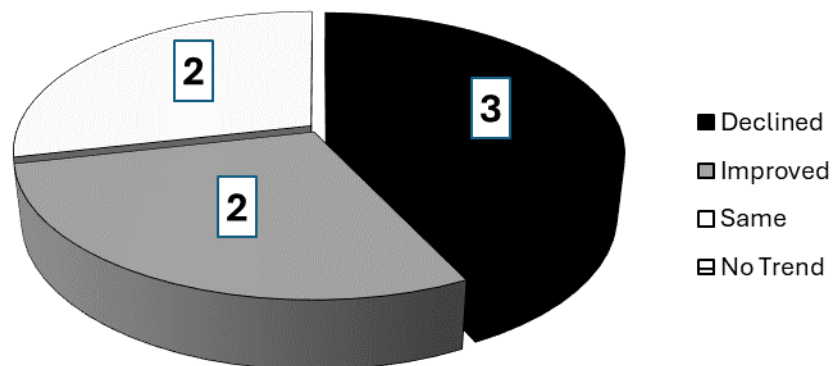
The latter, provides guidance for managers and employees in relation to various processes and tools in use that may capture data and information in the workplace. In an ever increasing digital world, the policy provides information about these processes and tools and how the information may be used to monitor the workplace, in the main to ensure efficient services and safety and welfare of employees.

5. **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

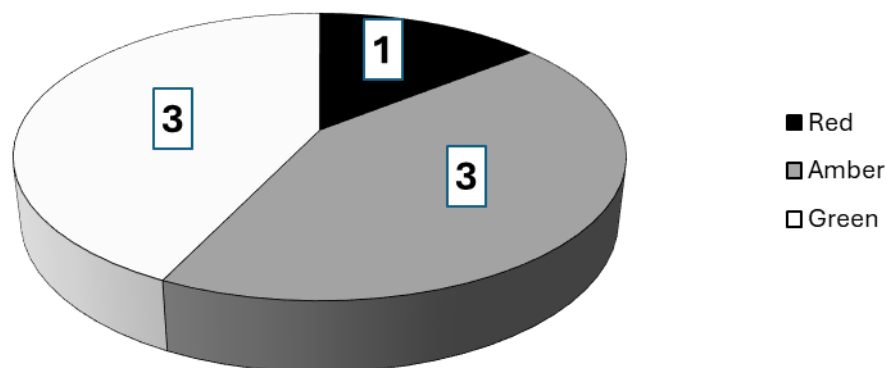
Performance Measures Summary



Freedom of Information (FOI) / Environmental Information Regulations (EIR) Requests and Complaints Summaries – End of First Quarter

	Number Received 2024/25 (2023/24)	Completed 2024/25 (2023/24)	Late 2024/25 (2023/24)	Outstanding 2024/25 (2023/24)
FOI / EIR Requests - 20-day target	193 (200)	193 (198)	34 (34)	0 (2)
Complaints -10-day target	521 (418)	521 (414)	48 (50)	0 (4)

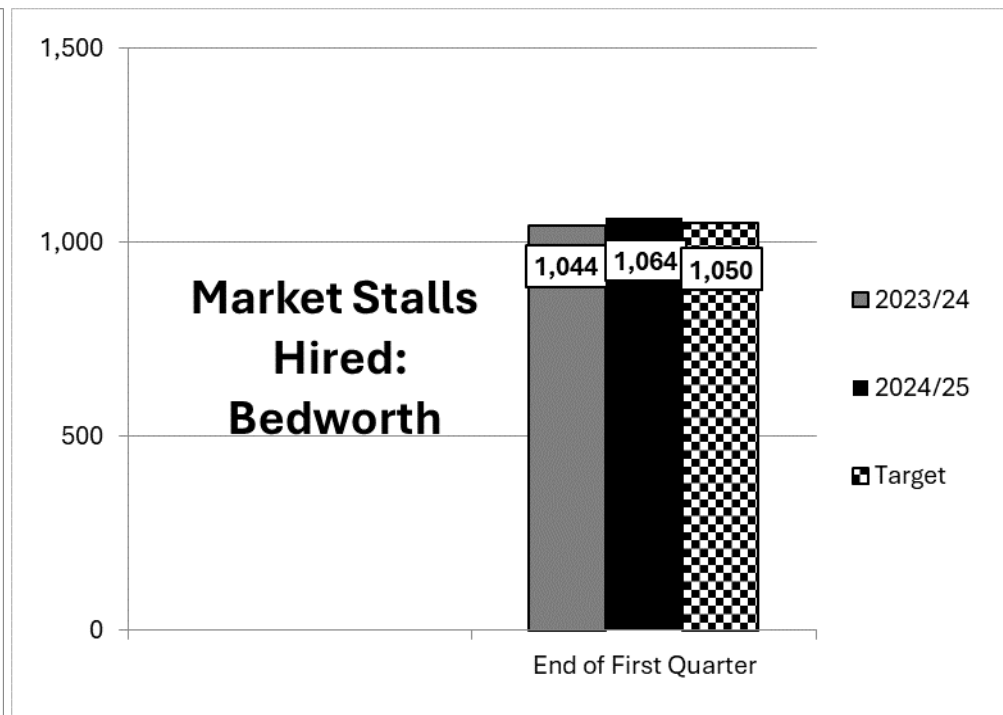
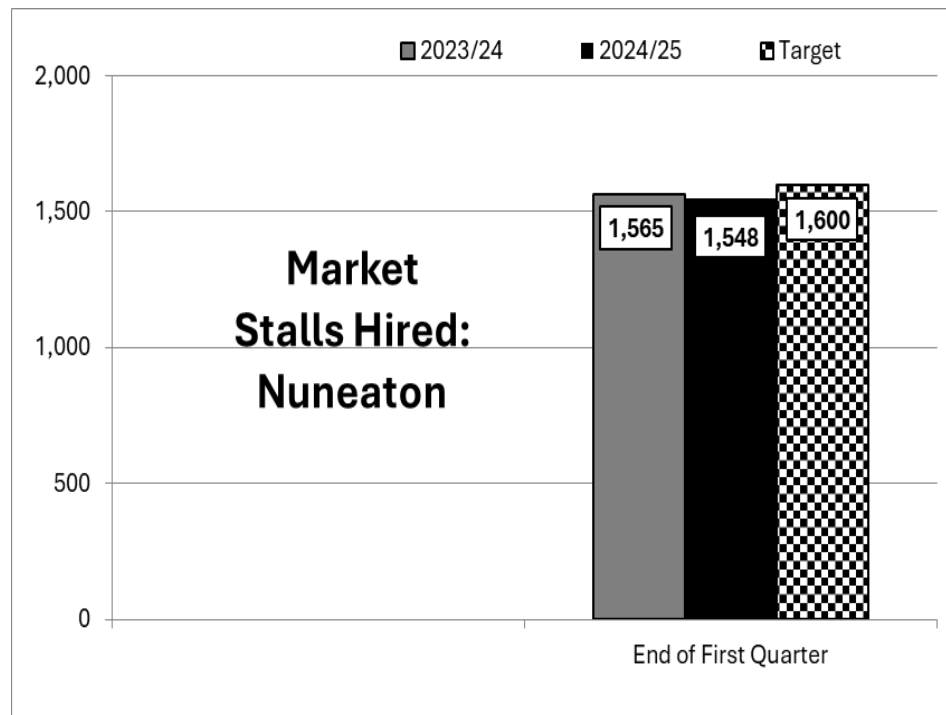
Strategic Risk Register Summary



**Member Enquiry Forms Summary
End of First Quarter**

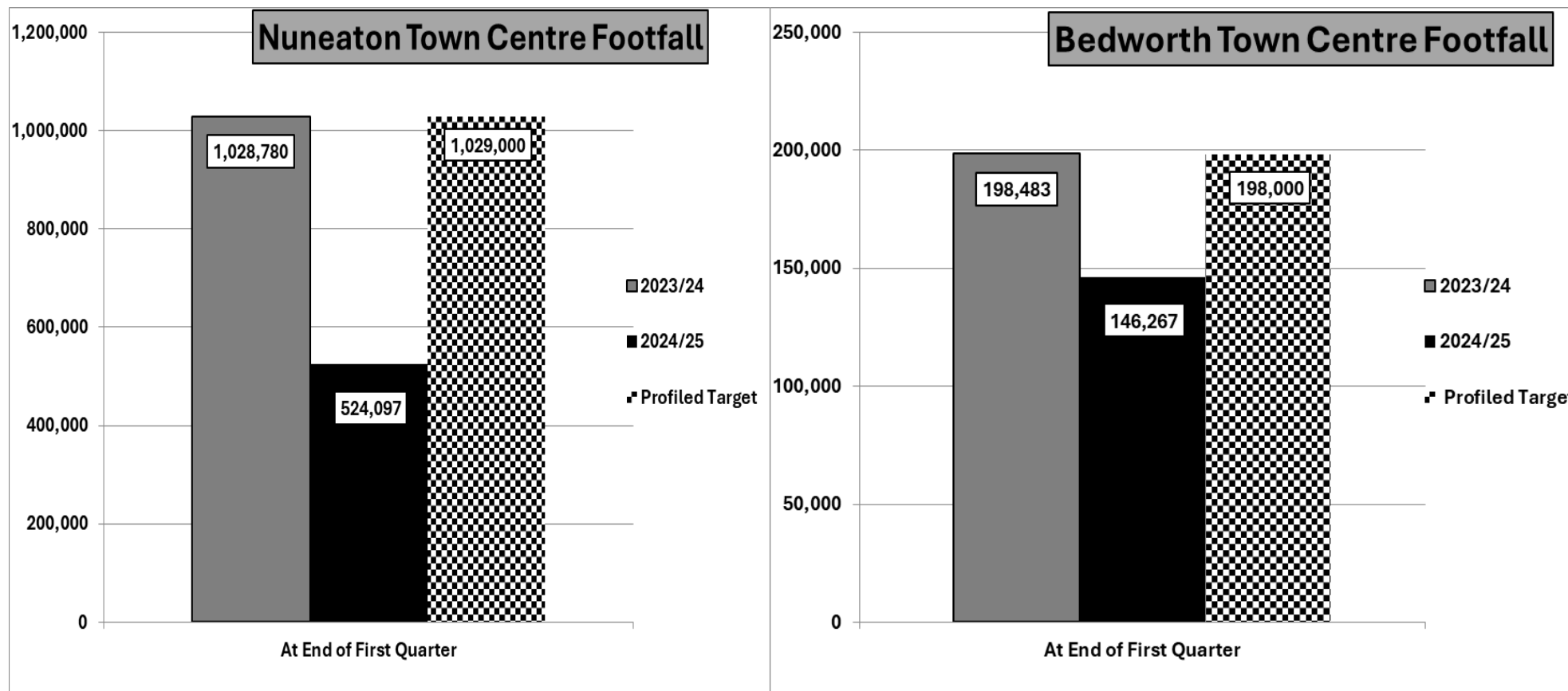
Number Received	
2023/24	2024/25
140	179
<p>Subject trends identified in current quarter: Grounds maintenance continues to be the highest number of enquiries (68). There are no other common themes or issues within the enquiries for the current quarter.</p>	

Measures of performance: **Market Stalls Hired in Nuneaton and Bedworth**



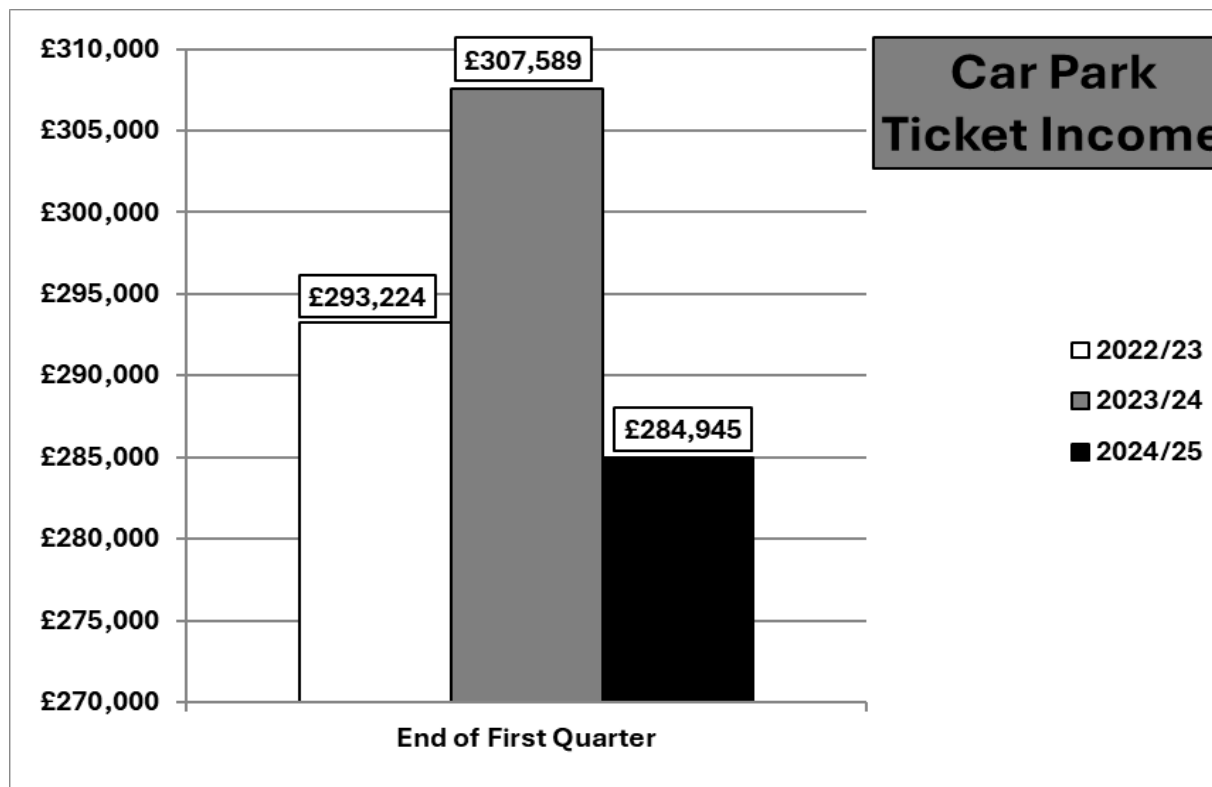
Measure details	End of First Quarter Performance 2024/25 (2023/24)	Comments	Trend
Occupancy: The number of market stalls hired - Nuneaton	1,548 (1,565)	At Nuneaton , the street market varies in occupancy. Currently, there are 81 stalls on a Wednesday with a potential max of 110 and 86 Saturday with a potential of 110. The target at the end of the first quarter is 1,600. The target for the end of the financial year is 6,500.	☹️
Occupancy: The number of market stalls hired - Bedworth	1,064 (1,044)	Bedworth currently trades 3 days per week – Tuesday, Friday & Saturday. There are 13 lock-up units currently in use and 25 open stalls. The occupancy of the open stalls varies, but on average it is 19 per day on Tuesday and Friday and 10 on Saturdays. The target at the end of the first quarter is 1,050. The target for the end of the financial year is 4,500.	☺️

Main measures of performance: **Footfall in Town Centres**



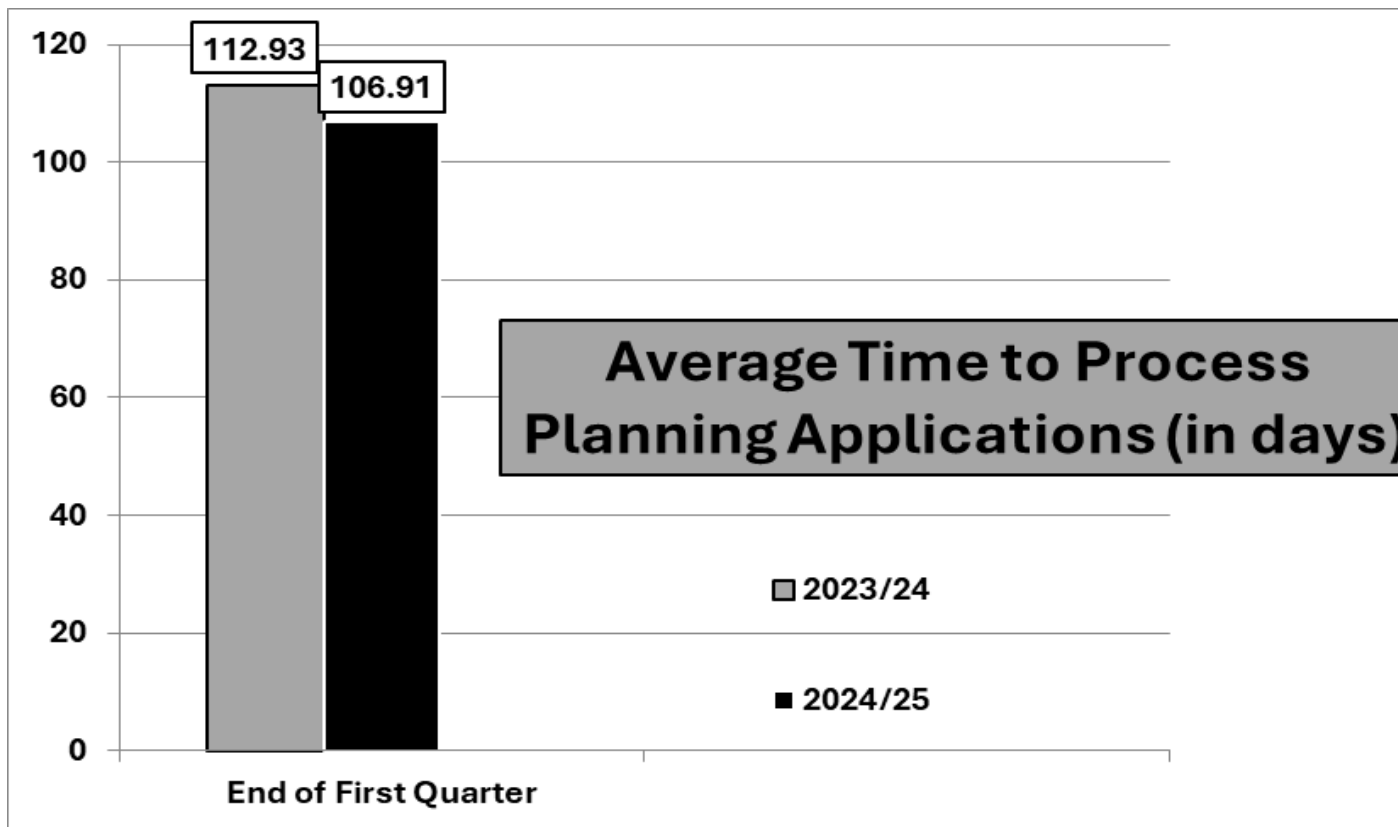
Measure details	End of First Quarter Performance 2024/25 (2023/24)	Comments	Trend
Nuneaton	524,097 (1,028,780)	<p>Data is gathered using “GEO-Sense” - an automated system which is mobile ‘phone-based, linked to strategically located sensors in the town centre. The profiled target at the end of the first quarter for Nuneaton is 1,029,000. The target for the end of the financial year is 3,017,000.</p> <p>The national average data for the same period is down 25% overall compared to 2023/24. The decline in numbers is attributed to town centre redevelopment, online shopping and on-going traffic issues in and around the town centre.</p>	☹️
Bedworth	146,267 (198,483)	<p>Data is gathered using “GEO-Sense” - an automated system which is mobile ‘phone-based, linked to strategically located sensors in the town centre. The profiled target at the end of the first quarter for Bedworth is 198,000. The target for the end of the financial year is 633,000.</p> <p>The decline in numbers is attributed to changes being seen on High Streets generally linked to people continuing to work from home and increased online shopping. Closure of key “attractors” (Boots, for example) has also impacted.</p>	☹️

Measure of performance: **Car Parks Ticket Income**



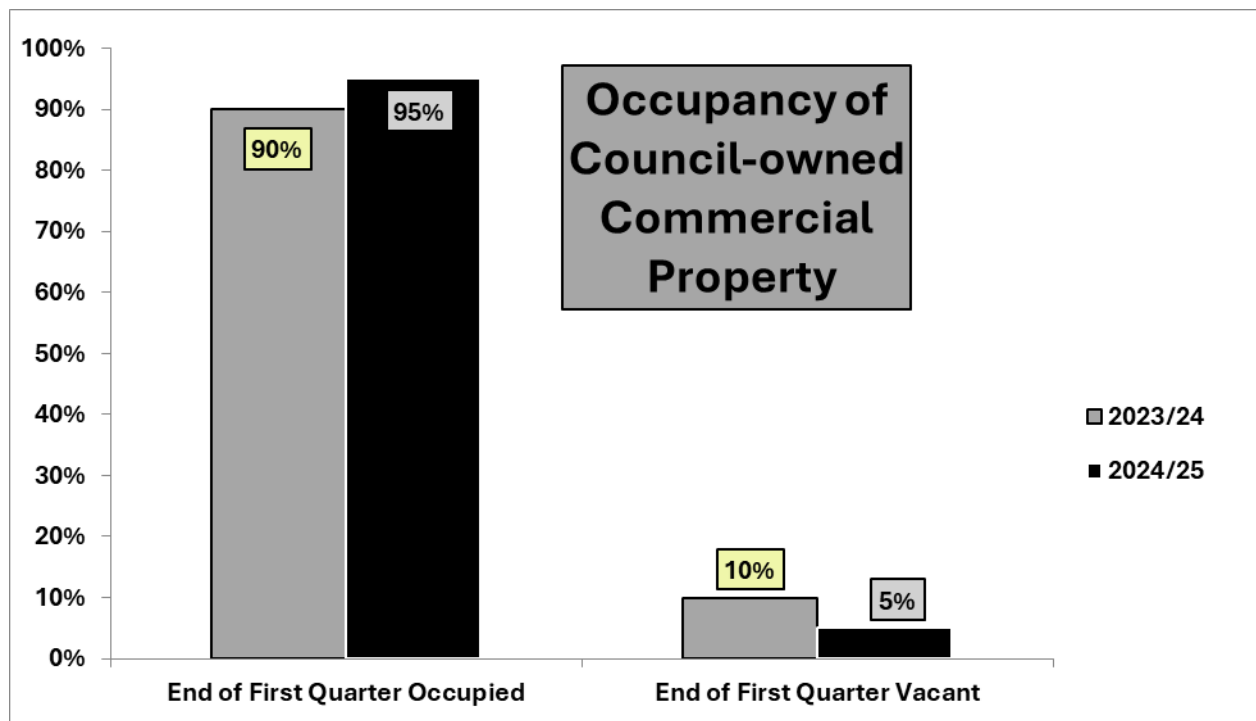
Measure details	End of First Quarter Performance	Comments	Trend
2022/23	£293,224	No target. Similar to the town centres footfall data, the decline in income is attributed to changes being seen generally in town centres linked to people continuing to work from home and increased online shopping. Loss of Abbey Street car park for regeneration has also had a significant impact.	☹️
2023/24	£307,589		
2024/25	£284,945		

Measure of performance: **Average Time to Process Planning Applications**



Measure details	End of First Quarter Performance 2024/25 (2023/24)	Comments	Trend
<p>Average Time to Process Planning Applications (Days)</p>	<p>106.91 days (112.93 days)</p>	<p>No target. The data is the latest 12-month period available at the end of the designated quarter (in this case, July 2023 – June 2024). Additional information relating to this period:</p> <p>Mean (The sum of adding all numbers in the data set and then dividing by the number of values in the set) = 106.91 days (45,118 days / 422 applications)</p> <p>Median (this is the middle value when the data set is ordered from least to greatest) = 59 days</p> <p>Mode (the number that occurs most often in the data set) = 56 days</p> <p>IMPORTANT NOTE: Linked to the planning section restructure, the team are clearing a backlog of long-standing applications. As a consequence, this is skewing the performance data and will continue to do so until all of the long-standing applications are: decided, withdrawn or “finally disposed of” - and for 12 months after they are decided as the figure is derived from a rolling 12 month dataset. Going forward, the intention is that the team will look to determine as many applications as possible within the nationally defined targets and this will be aided by new software being introduced in 2024/25.</p>	<p>😊</p>

Measure of performance: **Occupied Council-owned Commercial Property**



Measure details	End of First Quarter Performance (vacant)	Comments	Trend
2023/24	90% (10%)	The target is 95%. 139/147 occupied as at the end June 2024 - 8 empty properties: 5 retail, 1 industrial and 2 offices.	😊
2024/25	95% (5%)		

Summary

The performance indicator trend data shows that 2 of the 7 key indicators have improved, 3 have declined and 2 have stayed the same at the end of the first quarter 2024/25.

NBBC Strategic Risk Register Summary

First Quarter 2024/25

Full Register Summary

The total number of 'live' risks is 23.

At the end of June 2024, the breakdown according to net risk is:

- "Net red" 2 (9%)
- "Net amber" 7 (30%)
- "Net green" 14 (61%)

Therefore, 21 (91%) risks are deemed "satisfactorily managed".

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

Note: R22 (failure to deliver sub-regional recycling facility) net risk has been amended from green to amber this quarter.

The "net red" risks are:

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

Business Regeneration and Planning OSP Risks Summary

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



NBBC Strategic Risk Register

Current Version: 31st July 2024

Business regeneration and Planning OSP Risks

Risk Level Indicator Matrix and Descriptors

Key

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

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

Likelihood

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

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

NET RED RISKS

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

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			5. Maintain “Invest Warwickshire” – website for available commercial property.	5: Strategic Director (P&E)		5. Website in place / Minutes of WMCA meetings.	
			6. Business Rates Local Discount scheme.	6: Strategic Director (P&E)		6. Policy in place	
			7. Think Local First supporting local businesses.	7: Strategic Director (CR)		7. Corporate Governance Group report	
			8. Transforming Nuneaton master plan.	8: Strategic Director (P&E)		8. Plan in place	
			9. Employment land allocations in borough Plan.	9: Assistant Director (Planning)		9. Borough Plan in place.	
			10. Government’s “Future High Streets” funding obtained.	10: Management Team		10. Programme Board / Town Deal Board minutes and Government returns.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			11. Letting and further development of former Co-Op building.	11: Management Team		11. Site development. Regular update reports to Cabinet.	
			12.. Delivery of Transforming Nuneaton master plan including “One Public Estate” grants.	12:Strategic Director (P&E)		12. Programme Board minutes.	
			13. “Towns Fund” Government funding obtained.	13: Strategic Director (H&CS)		13. Programme Board / Town Deal Board minutes and Government returns. Regular update reports to Cabinet.	
			14. Bedworth visioning document completed and Transforming Bedworth Group established.	14: Assistant Director (Economy)		14. Records in place.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			15. Procured strategic development partner for Abbey Street, Nuneaton	15:Strategic Director (P&E)		15. Procurement and other programme management documentation	
			16. Appointed additional staff capacity for Nuneaton.	16:Strategic Director (P&E)		16. Staff in post / induction records.	
			17. Abbey Street development Phase 1 all approvals obtained and under construction.	17: Strategic Director (P&E)		17. Cabinet / Planning Committee minutes. Branding and Management Agreement (BAMA) for hotel development.	
			18. Local economic assessment completed.	18: Head of Economic Development and Communities		18. Assessment in place.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			19. "Levelling Up Fund" application, for Bedworth Physical Activity Hub approved and letter received confirming £14.95m funding.	19: Chief Executive / Strategic Director (PS)		19. Fund-related documentation / formal agreement in place. Regular update reports to Cabinet.	
			20. Sport England funding (£2.5 million secured).	20: Strategic Director (PS)		20. The Council has accepted the Capital Investment Grant agreement. Regular update reports to Cabinet.	
			21. UK Shared Prosperity Fund development programme.	21: Assistant Director (Economy)		21. Investment Plan, Cabinet reports and monitoring data.	
			22. Leisure Strategy and Parks Concept Plans .	22: Strategic Director (PS)		22. Adopted Strategy and plans in place / Cabinet progress reports.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			23. Investment plan agreed with The Department for Levelling Up Housing and Communities (DLUHC) under the "Pathfinder" programme.	23: Strategic Director (P&E)		23.Agreement in place.	
			Planned:				
			1. Formulate town centres action plan (April 2025).	1: Assistant Director (Economy)		1. Strategy in place.	
			2. Details of Vicarage Street regeneration scheme to be formally agreed with WCC (September 2024).	2: Chief Executive		2.Cabinet reports.	
			3.New Borough Plan in place and currently under examination by the Inspectorate	3: Assistant Director (Planning)		3.New plan in place.	

NET AMBER RISKS

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R9	Failure to effectively manage Health, Safety & welfare arrangements to limit the potential for accidents and financial penalties	High / Major (RED)	1. Health and Safety Co-ordinators Group (HASCOG).	1: Assistant Director (Environment and Enforcement)	Significant / Major (AMBER)	1. HASCOG minutes.	Strategic Director (PS) / PH – P&E / BRP 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. Assurance reporting to Management Team.	7: Strategic Director (PS)		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 (PS)		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 (PS / Head of Safety and Environmental Health		10. Risk consultancy report.	
			11.Revised Health and Safety policies to be presented to Management Team / HASCOG (On-going)	11: Head of Safety and Environmental Health		11. Individual Cabinet Member decision by portfolio holder.	
			Planned:				
			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 (July 2024)	2: Strategic Director (PS)		2. Management Team 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
			3. Review of HASCOG terms of reference and attendance by operational team members (July 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
R25	<p>Noncompliance with regulations relating to :</p> <ul style="list-style-type: none"> Freedom of Information Environmental Information General Data Protection <p>resulting in penalties applied by the Information Commissioner's Office</p>	Very high / major (RED)	<u>Freedom of Information / Environmental Information</u>		Significant / major (AMBER)		Management Team / PH – Cabinet / H&CR, H&COM, E&L & BRP OSPs
			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 (CR)		2.Dash application.	
			3.Email alerts on receipt of new requests.	3: Strategic Director (CR)		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 (CR)		7. Officer in place.	
			8. Qualified DPO co-ordinating information in line with the Freedom of Information Act 2000	8: Strategic Director (CR)		8. Officer in place.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			<u>Planned:</u>				
			1.Refresher training for Senior Managers (September 2024).	1: Assistant Director (Central Operations)		1.Senior Management Team minutes / training records.	
			<u>General Data Protection Regulations (GDPR)</u>				
			1. Corporate Information Governance Group (CIGG) / Information Management Group.	1: Assistant Director (Democracy and Governance)		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 (CR)		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 (CR)		3. Annual PSN Compliance Certification / "Cyber Essentials Scheme" certification.	
			4. Senior Information Risk Owner (SIRO) and Deputy appointed.	4: Strategic Director (CR)		4. SIRO's Job Description	
			5. Information Governance Framework/ ICT Code of Conduct for Employees/Member Protocol for the Use of IT Resources.	5: Assistant Director (Central Operations)		5. Individual Cabinet Member Decision	
			6. Appointment of Data Protection Officer (DPO) in line with Data Protection regulations.	6: Assistant Director (Central Operations)		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: Assistant Director (Democracy and Governance) .		7. Audit records (records of processing activity)/notices on council website.	
			8. External Audit undertaken (Information Security Advice Limited).	8: Assistant Director (Democracy and Governance)		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
			<u>Planned:</u>				
			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.	

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

NET GREEN RISKS

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R11	Nuneaton and Bedworth Community Enterprises Ltd. (NABCEL) gives rise to unplanned liabilities	Significant / Serious (AMBER)	1. NABCEL Board.	1:NBBC Strategic Directors / Shareholder Committee	Low / Moderate (GREEN)	1. Board meeting papers & minutes.	Management Team / PH – B&R / BRP 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	4: NBBC Strategic Directors /		4. Policies located in records management system and	

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

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			15. External audit of NABCEL (on-going).	15:NABCEL Board Chair		15. Audit report.	
			<u>Planned:</u>				
			1. Implement appropriate recommendations for NABCEL governance structure (August 2024).	1: Strategic Director (CR)		1. External report.	
			2. Review growth model and establish a financial strategy (Quarter 2, 2024/25).	2: Strategic Director (CR)		2. Plan in place.	
			3. Business Case reviewed (on-going).	3: Strategic Director (CR)		3. Approved Business Case in place.	
			4. Review approach to viability assessment for new business streams/extension to existing activities.	4: Strategic Director (P&E)			

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R27	Arson or accidental fire in NBBC corporate buildings	Significant / Major (AMBER)	1. Fire Management Group (FMG).	1: Strategic Director (PS)	Low / Major (GREEN)	1. FMG meeting minutes. HASCOG reports.	Management Team / PH – B&R, R&CS & LC&H, / BRP, E&L & H&CR OSP
			2. Regularly serviced fire detection & alarm systems / fire extinguishers and appropriate Fire Risk Assessments (FRA) regularly reviewed.	2: Strategic Director (P&E) / Assistant Director (Economy)		2. Service records, Fire extinguisher service records & records of FRA outcomes. External report (review of arrangements).	
			3. Quarterly Health & Safety inspections give attention to fire risks.	3: Respective Strategic / Assistant Directors.		3. Quarterly Health & Safety inspection records.	
			4. Annual Capital Fire Safety Work Programme.	4: Strategic Director (P&E) / Assistant Director (Economy)		4. Cabinet reports and Capital Projects Meeting Minutes.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			5. Existing insurance policy documents.	5: Assistant Director (Democracy and Governance)		5. Policy documents in place.	
			6. Internal audit of fire risk arrangements (completed February 2022).	6: Audit and Governance Manager (CMAP)		6. Internal Audit report.	
			7. Certified fire doors.	7: Strategic Director (P&E) / Assistant Director (Economy)		7. Doors / Certification in place.	
			8. Corporate review of Health and Safety arrangements (2023/24).	8: Strategic Director (P&S)		8. MT Report / minutes.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			9. Town Hall fire prevention arrangements (including upgrade of door entry system).	9: Strategic Director (P&E) / Assistant Director (Economy) / Head of Safety and Environment Health		9.Monitored action plan in place / Updates to Fire Services	
			10.External consultancy support to identify and manage fire safety issues.	10: Strategic / Assistant Directors		10. Consultant reports and monitored action plan.	
			11. External risk audit report by insurers (Gallagher Bassett) February 2023	11: Strategic Director (PS)		11.Action plan and MT minutes.	
			12. On-going review of corporate assets.	12: Management Team		12.Review findings / update register.	
			13. Implement periodic Internal Audit report recommendations.	13: Head of Safety and Environmental Health		13.Audit action plan.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			14. Act on appropriate recommendations arising from public enquiries / legislation changes (on-going).	14: Strategic Director (P&E) / Assistant Director (Economy) / Head of Safety and Environment Health		14.Reports / action plans.	
			<u>Planned:</u>				
			1. Review and refresh Business Continuity Plans (September 2024).	1:Strategic / Assistant Directors			
			2. Leasehold commercial properties – review and establish landlord checks for structure / electrical / gas / fire safety and security of empty purchased properties pending redevelopment (March 2025).	2: Assistant Director (Economy)			

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R30	Ombudsman Complaints (Local Government Ombudsman / Housing Ombudsman) – failure to meet customer expectation after completion of our complaints process	High / Low (GREEN)	1. Formal complaints policy and process.	1: Customer Experience Officer	High / Low (GREEN)	1. Policy and procedure in place.	Strategic Director (CR) / PH Cabinet / H&CR, H&COM, E&L & BRP OSPs
			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.	

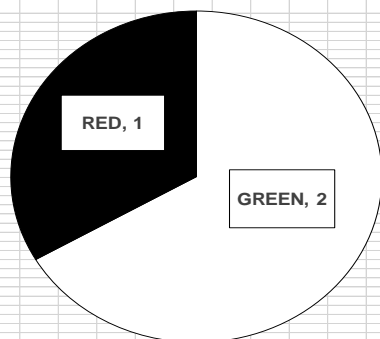
Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			5. Annual Ombudsman report to Scrutiny panel.	5: Customer Experience Officer		5. FPS meeting minutes.	
			<u>Planned:</u>				
			1. Refresh of complaints policy following regulatory change (August 2024)	1: Assistant Director (Central Operations)		1. Updated policy in place.	

Strategic Performance Report – Executive Summary July 2024

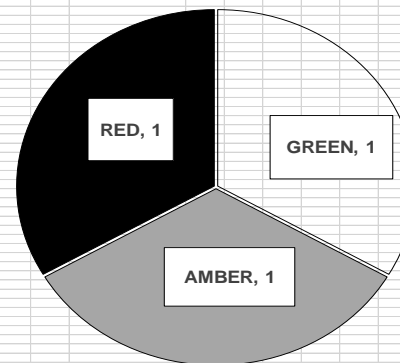
(Data as at the end of June 2024)

Charts Summary

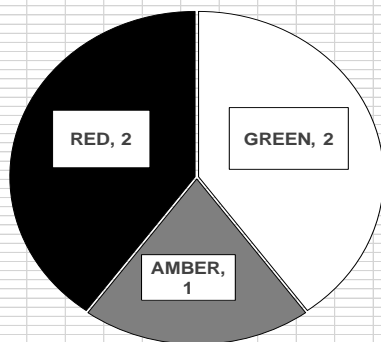
1. FINANCE



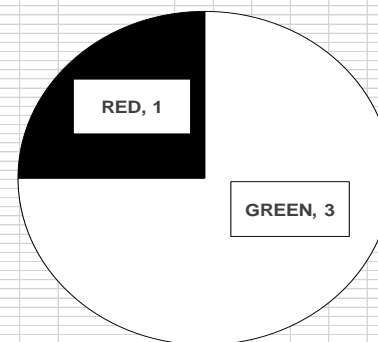
2. PEOPLE AND SERVICE DELIVERY (P&SD)



3. PROCESSES



4. IMPROVEMENT



RED AND AMBER MEASURES BY CATEGORY *

CATEGORY	RED	AMBER
FINANCE	1	0
P & S D	1	1
PROCESSES	2	1
IMPROVEMENT	1	0

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

Strategic Performance Report – Executive Summary July 2024

(Data as at the end of June 2024)

Reporting of Financial Data

It is intended to improve the effectiveness / consistency of financial data reporting for 2024/25. Currently, there are four measures in this report - two for the General Fund and two for the Housing Revenue Account. These have been excluded from the charts summary as it is proposed that these are removed from the report in favour of the quarterly finance summary provided by the Assistant Director (Finance).

Management Team approval is sought to adopt the proposed change to performance reporting arrangements.

Positive aspects

- Rent collection is 82.67% against the 80% target at the end of June (76.79% last month) – no comparable data for 2023/24
- **Percentage of waste recycled and composted** is 42.68% against the profiled target of 33% at the end of June (35.66% in June 2023) – normally reported one month in arrears of other data, but the June data is available in time for this report. It should be noted that the contamination rate has been excluded from the data as referenced in last month's report.
- **Strategic Risk Register monitoring** is 91% against the 80% target at the end of June 2024 (91% last quarter)

Areas for Improvement (Chart reference shown in brackets)

- **Business rates collection** is 28.44% against the profiled target of 32% at the end of June 2024 (this compares to 32.38% at the end of June 2023)
- **Processing of new benefits claims** is 33.58 days against the 22 days good performance benchmark (compared to 22.59 days in June 2023). Backlog being addressed. Short-term overtime approved to address staff reduction in the team
- **Planning permissions for affordable homes** is 24% against the 25% target at the end of the first quarter
- **Working days lost to short term sickness absence** is 1.09 days per full time equivalent (FTE) against the profiled target of 0.87 days/FTE at the end of June (0.93 days/FTE at the end of June 2023)

NOTE: Working days lost to long term sickness absence is now exactly on the profiled target of 1.31 days/FTE at the end of June

Strategic Performance Report – Executive Summary July 2024

(Data as at the end of June 2024)

Areas for Improvement

- **Short term return to work interview compliance** rolling average is 75% within 3 days (62.50% last month). The average time to complete all interviews is 1.67 days (2.10 days last month)

Breakdown of Short Term Return to Work Interview Compliance

DIRECTORATE	COMPLIANCE WITHIN 3 DAYS (ROLLING MONTHS)	DAYS TO COMPLETE ALL INTERVIEWS (ROLLING MONTHS)
Chief Executive	100%	0
Corporate Resources	36.67%	0.53
Place and Economy	77.78%	1.83
Housing and Communities	60.45%	1.45
Public Services	48.15%	2.11

- **Agency staff spend** £259,695 as at the end of June compared to £252,088 at the end of June 2023:

General Fund	£	159,779
HRA	£	99,916
Total	£	259,695

This is netted against an estimated (£484K) salary underspend, creating a NET underspend of (£224k) across the general fund and HRA budgets.*This year a 5% pay award provision has been included in the budget. As such, any actual salary/agency spend figures have been increased by 5% to give a more realistic view of the underspend.

	Underspend	Net Underspend
General Fund	- 294,807	- 135,028
HRA	- 188,830	- 88,914
Total	- 483,637	- 223,942

Strategic Performance Report – Executive Summary July 2024

(Data as at the end of June 2024)

Areas for Improvement (Chart reference shown in brackets)

The top three cost areas are:

DEVELOPMENT CONTROL APPLICATIONS	£65,547 *
REPAIRS & MAINTENANCE - VOIDS	£27,883
DOMESTIC REFUSE	£22,586
TOTAL	£116,016 (70% of total agency spend)

* = agency staff working for Development Control finished at the end of May, so this figure should stop increasing from June's report.

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

ADDITIONAL NOTE

There are 15 performance indicators (when excluding the four finance measures) within the Strategic Performance Report, reported by exception with performance being on or around target / good performance benchmark unless otherwise stated in this summary.

Nuneaton and Bedworth Borough Council

FORWARD PLAN SHOWING THE KEY DECISIONS THAT WILL BE MADE IN THE 4 MONTHS BEGINNING 1ST NOVEMBER 2024 AND EXEMPT INFORMATION DECISIONS THAT ARE TO BE MADE DURING NOVEMBER, 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
05/09/24	Green Bin Update	Cabinet	No		October 2024	Alastair Blunkett ☎02476 376064	Kevin Hollis ☎02476376143	Environment & Public Services	Env & Leisure
31/07/24	Bedworth Physical Activity Hub	Cabinet	No		October 2024	Katie Memetovi c-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Leisure, Communities & Health	Env & Leisure

28/06/24	Council Tax Premium Charges	Cabinet	No		October 2024	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476 376002	Resources & Customer Services	Health & Corp Resources
30/11/23	Safeguarding Policy	Cabinet	No		November 2024	Matthew Wallbank ☎02476 376258	Victoria Summerfield ☎02476376002	Resources & Customer Service	Health & Corp Resources
28/06/24	Local Council Tax Reduction Scheme Policy Change	Cabinet	No		November 2024	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476 376002	Resources & Customer Services	Health & Corp Resources
30/09/20	Local Government Devolution	Cabinet	No		November 2024	Tom Shardlow ☎02476 376004	Tom Shardlow ☎02476376004	Business & Regeneration	Business, Regen & Planning
28/06/24	Grounds Maintenance Procurement	Cabinet	No		November 2024	Katie Memetovic-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Leisure, Communities and Health	Env & Leisure
31/10/23	Housing Strategy 2024-29	Cabinet	No		November 2024	Jane Grant ☎02476 376483	Dawn Dawson ☎02476376408	Housing	Housing, & Communities

22/08/22	Johnson Road, Bedworth – Housing Development / Community Use proposal	Cabinet	No		November 2024	Katie Memetovic-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Environment & Public Services	Env & Leisure
30/11/23	General Fund Budget Monitoring Q2	Cabinet	No		November 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Customer Services	Health & Corp Resources
30/11/23	HRA Budget Monitoring Q2	Cabinet	No		November 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Customer Services	Health & Corp Resources
30/11/23	Capital Monitoring Q2	Cabinet	No		November 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Customer Services	Health & Corp Resources
28/08/24	Creative Explorers Project Update	Cabinet	No		November 2024	Katie Memetovic-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Leisure, Communities & Health	Env & Leisure
05/09/29	Postage Aggregated Procurement	Cabinet	No		November 2024	Jamie Lees ☎02476 376067	Victoria Summerfield ☎02476376002	Resources & Customer Services	Health & Corp Resources

11/10/23	Supported Housing (Regulatory) Act 2023- NBBC Strategy	Cabinet	No		December 2024	Jane Grant ☎02476 376483	Dawn Dawson ☎02476376408	Housing	Housing & Communities
28/06/24	Local Council Tax Reduction Scheme Policy Change Consultation Outcome	Cabinet	No		December 2024	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476 376002	Resources & Customer Services	Health & Corp Resources
31/03/23	Parks & Green Spaces Strategy	Cabinet	No		December 2024	David Truslove ☎02476 376569	Kevin Hollis ☎02476 376143	Leisure, Communities and Health	Env & Leisure
31/07/24	Draft budget 2025/26	Cabinet	No		December 2024	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476 376002	Resources & Customer Services	Health & Corp Resources
28/06/24	Local Council Tax Reduction Scheme Policy Updates 2025/26	Cabinet	No		January 2025	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476 376002	Resources & Customer Services	Health & Corp Resources
28/06/24	NNDR Rate Relief Policy Updates 2025/26	Cabinet	No		January 2025	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476 376002	Resources & Customer Services	Health & Corp Resources

28/06/24	Council Tax Premium Charges Consultation Outcome	Cabinet	No		January 2025	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476 376002	Resources & Customer Services	Health & Corp Resources
31/05/23	Capital Strategy and Asset Management Plan	Cabinet	No		January 2025	Jonathan White/ ☎02476 376549 Liam Brown ☎02476 376275	Maria Bailey ☎02476 376144 Victoria Summerfield ☎02476376002	Business & Regeneration / Resources and Customer Services	Business, Regen & Planning/ Health & Corp Resources
29/02/24	General Fund Budget 2024/25	Cabinet/Council	No		February 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Customer Services	Health & Corp Resources
29/02/24	HRA Budget 2024/25	Cabinet/Council	No		February 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Customer Services	Health & Corp Resources
29/02/24	Treasury Strategy 2024/25	Council	No		February 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476 376002	Resources & Customer Services	Health & Corp Resources

29/02/24	Capital Budget 2024/25	Cabinet/Council	No		February 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Customer Services	Health & Corp Resources
29/03/24	General Fund Budget Monitoring Q3	Cabinet	No		March 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476 376002	Resources & Customer Services	Health & Corp Resources
29/03/24	HRA Budget Monitoring Q3	Cabinet	No		March 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Customer Services	Health & Corp Resources
29/03/24	Capital Monitoring Q3	Cabinet	No		March 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Customer Services	Health & Corp Resources
05/09/24	Creative Explorer project review	Cabinet	No		April 2025	Katie Memetovic-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Leisure, Communities & Health	Env & Leisure
31/07/24	General Fund Revenue Outturn 2024/25	Cabinet	No		July 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Customer Services	Health & Corp Resources

31/07/24	HRA Revenue Outturn 2024/25	Cabinet	No		July 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Customer Services	Health & Corp Resources
31/07/24	Capital Outturn 2024/25	Cabinet	No		July 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Customer Services	Health & Corp Resources
31/07/24	Collection Fund 2024/25	Cabinet	No		July 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Customer Services	Health & Corp Resources
31/07/24	Treasury Annual Report 2024/25	Council	No		July 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Customer Services	Health & Corp Resources
23/09/23	General Fund Budget Monitoring Q1	Cabinet	No		September 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Customer Services	Health & Corp Resources
23/09/23	HRA Budget Monitoring Q1	Cabinet	No		September 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Customer Services	Health & Corp Resources

23/09/23	Capital Monitoring Q1	Cabinet	No		September 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Resources & Customer Services	Health & Corporate Resources

Cabinet – Exempt Items									
Date entered:	Item - Description	Committee	In Private Session	Reason for Item being Considered in Private Session	Date	Report Author	Person Responsible	Cabinet Portfolio	OSP
30/09/24	Regeneration Projects Update	Cabinet	Yes	The report will contain information relating to the financial or business affairs of any particular person (including the Authority holding the information)	November 2024	Jonathan White ☎02476 376549	Maria Bailey ☎02476 376144	Business & Regeneration	Business, Regen & Planning

Individual Cabinet Member Decisions
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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							

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

The Cabinet Members are:

Housing (Leader)

- Councillor C. Watkins

Environment and Public Services (Deputy Leader) - Councillor J. Sheppard
Resources & Customer 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: 30th September, 2024

Signed: C. Watkins (Leader of the Council)

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

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

Date Added	Lead Officer	Title	Description	Scrutiny/ Overview	Proposed Committee Date	Include in 2025/26 Work Programme	On Agenda 2024/25 or Briefing Note
	Steve Gore	Integrated Performance Report	Quarterly Benchmarking Report		20 th June 2024 17 th October 2024 6 th February 2024	Yes	yes
June 2022	Abu Malek	PSPO review	Update on the effectiveness of the current PSPOs	Overview	20 th June 2024	yes	yes
	Abu Malek	PSPO Update	Update following the June 2024 meeting	Overview	17 th October 2024	No	yes
June 2022	Maria Bailey / Claire Hill	S.106 Update	A yearly monitoring report including details of spend of Section 106 monies and biodiversity net gain within and external to the sites. Biodiversity offsetting monies within S106 legal agreements.	Overview	17th October 2024 Will be presented at a future meeting – awaiting relevant information		
	Maria Bailey/ Jacqui Padbury	Monitoring delivery of the Borough Plan	Monitoring delivery of the Borough Plan and consideration of the data around the land supply targets.		6 th February 2025		
October 2022	Jonathan White	Town Centres Update (inc Christmas and Markets)	To provide members with an update on the markets, footfall, parking and Christmas	Update	6 th February 2025		
April 2016 Ongoing	Jonathan White	Town Centre Development and Project Update	An update on the current progress being made with the Town Centre Development and projects. Also, any other future proposed redevelopment in Nuneaton and Bedworth	Performance Monitoring	6 th February 2025		

	Jonathan White	Nuneaton BID (Business Improvement District)	Update for the Panel	Overview	6 th February 2025		
2015/16	Jonathan White	Council Owned Land and Leases	Update on vacant Council owned commercial properties in Nuneaton and Bedworth	Scrutiny	6 th February 2025		