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Our reference:
Your reference:
Date: Monday 25 October 2021

To all Members of the Corporate Overview Group

Dear Councillor

A Meeting of the Corporate Overview Group will be held on Tuesday, 2 November 2021 at 7.00 pm in the Council Chamber, Rushcliffe Arena, Rugby Road, West Bridgford to consider the following items of business.

This meeting will be accessible and open to the public via the live stream on YouTube and viewed via the link: <https://www.youtube.com/user/RushcliffeBC>
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Yours sincerely



Sanjit Sull
Monitoring Officer

AGENDA

1. Apologies for Absence
2. Declarations of the Interest
3. Minutes of the Meeting 20 July 2021 (Pages 1 - 10)
4. Feedback from Scrutiny Group Chairmen
5. Feedback from Lead Officer
6. Finance and Performance Management Q1 (Pages 11 - 50)

The report of the Director – Finance and Corporate Services is attached.



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7. Annual Customer Feedback Report 2020/21 (Pages 51 - 58)

The report of the Director – Finance and Corporate Services is attached

8. Consideration of Scrutiny Group Work Programmes (Pages 59 - 76)

The report of the Director – Finance and Performance Services is attached

Membership

Chairman: Councillor T Combellack

Councillors: B Bansal, R Butler, N Clarke, B Gray, D Viridi and J Wheeler

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MINUTES
OF THE MEETING OF THE
CORPORATE OVERVIEW GROUP
TUESDAY, 20 JULY 2021

Held at 7.00 pm in the Council Chamber, Rushcliffe Arena, Rugby Road, West
Bridgford

PRESENT:

Councillors T Combellack (Chairman), N Clarke, B Gray, D Viridi and J Wheeler

OFFICERS IN ATTENDANCE:

C Caven-Atack

Service Manager - Corporate
Services

L Webb

Democratic Services Officer

J Wilkinson

Safety and Risk Management
Advisor

APOLOGIES:

Councillors B Bansal and R Butler

1 Declarations of Interest

There were no declarations of interest.

2 Minutes of the Meeting held on 23 March 2021

The minutes of the meeting on 23 March 2021 were approved as a true record of the meeting.

3 Health and Safety Annual Report

The Health and Safety Advisor presented the report of the Director – Neighbourhoods which provided a summary of the Council’s operational health and safety performance during the period 1 April 2020 to the end of March 2021. The Health and Safety Annual Report summarised the Council’s health and safety policies, procedures and activities which have taken place over the last year, training programmes delivered, statistical data and the proposed health and safety objectives for the year.

The Health and Safety Advisor delivered a presentation to the Group which covered:

- The Council’s response to Covid-19
- Progress to achieving goals
- Training
- Accident forms completed

- Accident forms by type
- Number of days absent
- Lost time due to injuries
- Accidents to members of the public
- New objectives for 2021/22.

Following the presentation, members of the Group were informed that staff who worked in the Business Support Unit were provided with first aid training as they had a larger presence working at Rushcliffe Arena during the height of the Covid-19 pandemic. The Group raised concerns that only 24% of staff had completed the fire safety e-learning course and that low numbers of staff had completed their display screen equipment assessment. It was explained that the e-learning system had recently been upgraded and that managers would now be able to see which members of staff had completed courses and they would also be sent electronic reminders if courses had not been completed within a certain time frame.

The Group were informed that members of staff were provided with the opportunity to attend Red Umbrella webinars which covered topics such as anxiety, working from home and working collaboratively as a team during the Covid-19 pandemic. It was acknowledged that the Council was in a strong position at the outbreak of Covid-19 as most staff were already used to remote working but that staff were provided with additional IT equipment and office chairs if required once they had undertaken a Desk Screen Equipment assessment at home.

It was noted that none of the Council's health and safety legislative policies were out of date but that minor changes needed to be made such as the change of officer's names and job titles following the Council's restructure. The Health and Safety Advisor agreed to send the Group a list of policies which needed to be updated.

The Group wanted more detail about the impact of Covid-19 on the working environments for staff at home and in the office. For example, when considering remote working, the recording of accidents which take place at home and the investment in additional equipment to allow staff to work from home effectively. The Group agreed that this should be incorporated into a review of the Council's response to Covid-19 that had been highlighted as necessary but accepted as too early at the present time.

It was RESOLVED that:

- a) The report of the Director – Neighbourhoods be noted
- b) The proposed health and safety objectives for 2021/22 be endorsed

4 Feedback from Scrutiny Group Chairmen

Following a discussion, it was agreed that Scrutiny Group Chairmen would receive draft reports and a proposed agenda front sheet four days before the agenda is published on the Council's website. Additionally, Chairman's briefings would take place with lead officers two days before the agenda is published on the Council's website. The Service Manager – Corporate

Services informed the Group that scrutiny chairmen should work collaboratively with lead officers throughout the process of compiling reports to ensure that the key lines of enquiry, outlined in the scrutiny matrix were covered. She also suggested that consideration was given to the key lines of enquiry contained within each matrix following its approval and allocation to a scrutiny group work programme to ensure each fully represented the needs of the scrutiny group.

It was also suggested that the Service Manager – Corporate Services be provided with a space on each Corporate Overview Group agenda to feedback to the Group such as that included during the recent scrutiny transition period.

In terms of feedback from Scrutiny Group Chairmen, the Growth and Development Scrutiny Group received a presentation from Nottingham City Council which outlined three proposals for a new footbridge from the City of Nottingham to Lady Bay in West Bridgford. The Group welcomed the proposals subject to the Council being able to comment on planning issues public access and the loss of trees and wildlife. The Group also received three presentations regarding cycling networks in the Borough and suggested that this item needed to be discussed again so that the Group could have sufficient time to ask questions and to also scrutinise who would maintain the cycling paths on the new footbridge.

The Communities Scrutiny Group received a progress report and presentation regarding the Council's Carbon Management Plan at its meeting in April. The Chairman of the Communities Scrutiny Group noted that the Group were due to scrutinise the Council's partnership with WISE and the safeguarding adults and children strategy at its next meeting later in the week.

The Chairman of the Governance Scrutiny Group noted that the group scrutinised eight substantive items which included the Council's internal and external audit plans, the Council's Fraud Annual Report and the Council's annual governance statement. The Group were also advised that following the Redmond Review, the Council was recommended the possibility of appointing at least one, suitably qualified, independent member to sit on the Governance Scrutiny Group to offer support and a fresh perspective. Members considered both the advantages and disadvantages of such an appointment, and the majority of the Group agreed that given that the Council already received excellent advice from both its internal and external auditors and officers, and that members of the Group were appropriately trained to undertake their duties, at the current time it would be inappropriate to consider such an appointment. The Group also agreed to amendments to the Council's constitution which were later approved by Council in July 2021.

5 Consideration of Scrutiny Group Work Programmes - July 2021

The Service Manager –Corporate Services presented the report of the Director – Finance and Corporate Services which asked the Group to create and receive feedback on the scrutiny group work programmes for 2021/22 based on the Cabinet Forward Plan, Corporate Strategy, Medium Term Financial Strategy, Investment Strategy and Transformation Plan. The Group were also asked to consider potential topics for scrutiny which were submitted by Councillors and officers.

The Group first considered the requests for scrutiny items submitted by either Councillors or officers using the scrutiny matrix. The Chairman informed the Group that she had submitted the item 'planning communications' which would address the consistency of the planning application process. It was explained that the public perception and reputation of the Council had been damaged due to parish council's and residents not being informed about submitted planning applications and therefore, the planning process and its communications method needed to be thoroughly scrutinised. It was agreed that the item should be added to this year's work programme despite the officer's recommendation of adding the item to the work programme of 2022/23 due to expected changes in government legislation and recruitment of additional resources to the planning team. Members of the Group made some suggestions which should be included in the scrutiny of this item such as circulating additional information to residents about material and non-material planning conditions and redesigning envelopes so that residents understand the importance of the contents of the letter regarding planning applications. This item was scheduled for April 2022 for consideration by the Growth and Development Scrutiny Group and the Service Manager – Corporate Services was asked to ensure that the list of additional issues mentioned in the matrix was forward to the Head of Planning to inform the preparation of his report.

It was agreed that the Community Infrastructure Levy would be scrutinised in October in order for the Growth and Development Scrutiny Group to develop protocols in regard to how the money generated from the levy is spent. The Service Manager – Finance and Corporate Services was mindful that this was a timely issue and that a framework needed to be developed in order for decision to be made and for the money to be spent Rushcliffe's communities.

It was noted that Councillor Bansal had requested that the Council's community facilities and assets be scrutinised following the impact of the Covid-19 pandemic. It was also suggested that the success of the Rock Church's management of Lutterell Hall and the use of Gamston Community Hall as a vaccination centre should also be discussed. It was agreed that the item would not be scrutinised and instead, the Group would be provided with a briefing note addressing the key lines of enquiry outlined in the matrix and that this issue be subsumed into a broader piece of work outlining the Council's response to Covid-19 to be scheduled after the pandemic.

The Corporate Overview Group agreed to maintain the rolling work programme which was outlined in the report. The Service Manager –Corporate Services explained that it was a legislative requirement for the councillors to monitor performance and so items such as the health and safety annual report, the customer feedback annual report, and the diversity annual report would remain on the work programme.

The Chairman of the Governance Scrutiny Group agreed to contact the Financial Services Manager to see if items could be moved around in the work programme where they were not time dependent in order for the number of substantive items to be better balanced and to consider whether all of the items currently presented on the programme needed to be presented at scrutiny.

It was agreed that the conservation areas item for Growth and Development Scrutiny Group and the tree conservation item would be combined for the Growth and Development Group to discuss in January 2022. The Group were also informed that the housing delivery plan scheduled for the Communities Scrutiny Group to scrutinise in January 2022 was time dependent and therefore, could not be changed. It was suggested that due to the lack of items on the Communities Scrutiny Group work programme, that Councillors be reminded to submit their suggestions for scrutiny items by using the scrutiny matrix in their weekly newsletter. It was agreed that the planning communications item be added to the agenda for the Growth and Development Scrutiny Group in April 2022.

It was RESOLVED that

- a) The report of the Director – Finance and Corporate Services be noted
- b) The work programme outlined be approved
- c) The Group be provided with a briefing note about the Council's community facilities in response to the matrix submitted but not approved.

Corporate Overview Group

November 2021

- Standing Items
- Implementation of Change
- o Feedback from Scrutiny Group Chairmen
- o Consideration of Scrutiny Group Work Programmes
- o Financial and Performance Management
- Rolling Items
- o Customer Feedback Annual Report

February 2021

- Standing Items
- Implementation of Change
- o Feedback from Scrutiny Group Chairmen
- o Consideration of Scrutiny Group Work Programmes
- o Financial and Performance Management
- Rolling Items
- o Diversity Annual Report

May 2022

- Standing Items
- o Implementation of Change
- o Feedback from Scrutiny Group Chairmen
- o Consideration of Scrutiny Group Work Programmes
- o Financial and Performance Management
- Rolling Items
- o Feedback on Residents' Survey 2021

Governance Scrutiny Group

September 2021

- Internal Audit Progress Report
- Asset and Investment Management Outturn 2020/21
- Investment Assets Update
- Risk Management
- Streetwise Annual Report
- Statement of Accounts

November 2021

- Internal Audit Progress Report
- Statement of Accounts
- Treasury and Asset Investments – 6 monthly update

February 2022

- Internal Audit Progress Report
- Internal Audit Strategy
- External Audit Annual Plan
- Annual Audit Letter
- Risk Management
- Treasury and Asset Investments Strategy - Update

May 2022

- Internal Audit Progress Report
- Internal Audit Annual Report
- Annual Governance Statement
- Constitution Update

Growth and Development Scrutiny Group

July 2021

- Cycling Networks in the Borough
- Trent Footbridge

October 2021

- Covid-19 Business Recovery Update
- CIL Update

January 2022

- Conservation Areas and Tree Conservation

April 2022

- Planning Communications

Communities Scrutiny Group

July 2021

- Safeguarding Adults and Children Strategy
- WISE Review

October 2021

- Police performance and resources for Rushcliffe
- Positive Futures and YouNG Update

January 2022

- Housing Delivery Plan

April 2022

- Waste Strategy
- Carbon Management Plan

6 Finance and Performance Management - July 2021

The Service Manager –Corporate Services presented the report of the Director – Finance and Corporate Services which outlined the year-end (outturn) position in terms of financial and performance monitoring for 2020/21. It was noted that this was linked to the closure of accounts process and previous financial update reports and includes the in-year variances along with variances resulting from Covid-19.

The Group were informed that the net revenue position shows a transfer to reserves of £8.892m (originally planned to be a transfer to reserves of £1.859m (adjusted down to £1.59m to reflect carry forward commitments) a significant net increase of £7.302m. The majority of this transfer is due to a number of high value transactions in the year relating to Covid; £7.4m of Covid grants received; £4.7m of payments of Covid Business grants paid out and £5m of S31 Business Rates (National nondomestic rates – NNDR) grants (related to additional Covid reliefs). The Service Manager –Corporate Services was pleased to note that overall, the impact of Covid-19 has been mitigated by in-year savings and service efficiencies.

The Group was informed that the year-end Capital Programme provision totalled £16.130m and that actual expenditure in relation to this provision totalled £9.306m (71% of the budget) giving rise to a variance of £6.824m, and a recommendation was made to carry forward £6.682m of this. The Group were informed that significant commitments had been made with regard to Bingham Hub, Crematorium and Gresham Pitches and 3G lighting but that wider issues surrounding the Covid pandemic had impacted upon the delivery of some of the schemes and as a result there has been some slippage. The projects have now commenced with the majority of the work expected to be completed in 2021/22. It was stated that the Capital Programme will be further updated with the revised budget position at September Full Council.

The Service Manager –Corporate Services asked the Group to comment on the monitored tasks which were outlined in the Corporate Strategy and the performance measures within the Corporate Scorecard. It was noted that despite the real impact that the pandemic has had on services, most notably the operation of leisure and community facilities, there had been positive outcomes for other indicators like a reduction in reported crime and lower NoX emissions. Additionally, many indicators that had not met their target had only been missed by a small margin which showed the efforts that had been made

by officers to ensure services continued to be provided with minimum disruption to our residents.

The Service Manager –Corporate Services was pleased to note that there were no exceptions to report for strategic tasks and only six performance indicators falling below target in the corporate basket. It was noted that there were five performance exceptions on the operational scorecard:

- LINS06 Cumulative number of fly tipping cases (against cumulative monthly comparison for last year)
- LINS25 Number of households living in temporary accommodation
- LICO41 Percentage of householder planning applications processed within target times
- LIFCS56 Percentage of visitors satisfied by their website visit
- LINS19a Number of household waste collection (residual, dry and garden) missed twice or more in a 3-month period

It was explained that there had been 1,400 fly tipping incidents in which WISE had issued 72 fix penalty notices with prosecutions pending. The number of residents needing accommodation and the number of residential planning applications had both increased. Additionally, the increase of number of bin collections missed was due to an increase of agency staff not being familiar of the locations of assisted collections. To resolve this issue, refuse staff now have to report when they have completed an assisted collection.

The Service Manager –Corporate Services also asked the Group to note the four additional tasks to be added to the Corporate Strategy which were:

- Implementation of proposals from the Resources and Waste Strategy for England;
- Coordinate Rushcliffe's involvement in the Development Corporation and Freeport to support the redevelopment of the Ratcliffe on Soar site;
- Support the recovery of local businesses and communities from the impacts of COVID;
- Implementation of proposals from new planning legislation.

The Group thanked the finance team for their hard work in distributing grants to businesses. It was also suggested that a scrutiny matrix be completed so that the effectiveness of the growth boards could be scrutinised. The Group also asked if apprentices and graduates could assist with administration tasks in order to relieve pressure on the planning team. The Service Manager – Corporate Services advised the group that the Council had a number of apprentices across its services and resources within the planning team were being assessed in light of current workloads.

The Chairman read out an email response from the Service Manager – Neighbourhoods which provided additional information about the collection of residential waste. In summary, the email detailed:

- Rushcliffe, like all others saw a sharp increase in tonnages collected at home during the pandemic although over the last few weeks it has started to fall but it will never fall to pre pandemic levels as work from

- home now is seen as one option for many.
- There was a huge increase in cardboard left next to the blue bins as residents seemed to be buying a lot of new things. The Council's bulky waste collection also got much busier with the Council providing 2 days worth of collections each week to avoid a long waiting list.
 - Rushcliffe's recycling rate our recycling rate had dropped and whilst residents at home were filling both grey and blue bins with more waste, the contents of the blue bin are always lighter hence the tonnages had a knock on effect on our overall recycling rate which was slightly below 50% for the first time in many years.
 - There was an increase in glass collections from bottle banks however, there is no plans to introduce a residential glass collection until new government legislation is implemented.

Councillor Virdi asked questions regarding the purpose of the new collection fund reserve, the increase in transfer to reserves and the increase in the organisation stabilisation reserve. It was also queried whether the general fund balance of £2.6m had been maintained. Councillor Virdi also requested further information about the capital fund programme and if its funds were committed to upcoming projects. As the Service Manager – Finance was not present at the meeting the Service Manager – Corporate Services informed the Group that they would be provided with a response to these questions following the meeting.

It was RESOLVED that the following be noted;

- a) the 2021/22 revenue position and efficiencies identified in Table 1, the Covid related variances in Table 2 and the carry forwards in Table 6;
- b) the associated changes to the earmarked reserves as set out at Appendix B including the newly created Collection Fund Reserve as stated in paragraph 4.2;
- c) the re-profiled position on capital and approves the capital carry forwards outlined in Appendix C;
- d) the update on the Special Expenses outturn and loan position at paragraph 4.13;
- e) the comments for performance exceptions and considers whether additional scrutiny is required;
- f) the progress to date of Strategic Tasks and endorses the removal of completed tasks and inclusion of four new emerging tasks in the Strategic Task Review.

The meeting closed at 9.10 pm.

CHAIRMAN

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Corporate Overview Group

Tuesday, 2 November 2021

Finance and Performance Management Quarter 1

Report of the Director – Finance and Corporate Services

1. Purpose of report

- 1.1. This report outlines the quarter one position in terms of financial and performance monitoring for 2021/22. This is linked to the closure of accounts process and previous financial update reports and includes the in-year variances along with variances resulting from Covid.
- 1.2. Given the current financial climate, particularly relating to the continued impact of Covid, it is imperative that the Council maintains due diligence with regards to its finances and ensures necessary action is taken to ensure a balanced budget is maintained.
- 1.3. The budget was set anticipating an adverse impact of Covid on the Council's finances. A combination of service budget efficiencies, Government funding to help mitigate against the financial impact of Covid income losses and additional Business Rates has led to an anticipated budget efficiency of £0.880m for 2021/22. This position is likely to change as further variances are identified during the year.
- 1.4. There are significant budget risks going forward linked to potential changes to the business rates system and Fairer Funding by central government, government policy in relation to waste collection, the potential impact of the power station closure (now 2024) and the Council's commitment to the Freeport and Development Corporation. Maintaining sufficient reserves to address significant risks remains a key objective of the Council's Medium Term Financial Strategy and is good financial practice.
- 1.5. The Capital Programme shows a planned underspend of £2.837m. This is as a result of carry forwards last year for Registered Housing Providers and releasing more Disabled Facilities Grants (due to pent up demand as a result of Covid) and some schemes deferred to 2022/23.
- 1.6. Performance updates for quarter one show progress whilst still under Covid lockdown measures that were lifted on 19 July. The recovery of services impacted by restrictions to operations will not start to show until quarter two and even then there will be a phased 'return to normal period' that maybe further impacted by future measures over the autumn winter period. On a positive note at the time of writing, all services have opened up and seen positive signs of customers returning, especially leisure centres.

2. Recommendation

It is RECOMMENDED that the Corporate Overview Group notes:

- a) the expected revenue budget efficiency for the year of £0.880m;
- b) the capital budget efficiencies of £2.837m;
- c) the expected outturn position for Special Expenses of £5k deficit in **Appendix E**;
- d) the planned use of reserves at paragraph 4.3 (primary to meet the Collection Fund deficit as a result of business rates reliefs and the grants received in the General Fund to fund the deficit)
- e) the comments for performance exceptions and considers whether additional scrutiny is required – **Appendix G**.
- f) the progress to date of Strategic Tasks– **Appendix F**.

3. Reasons for Recommendation

- 3.1. To demonstrate good governance in terms of scrutinising the Council's on-going performance and financial position.

4. Supporting Information

Financial Monitoring – Revenue Outturn

- 4.1 The Revenue Monitoring statement by service area is attached at **Appendix A** with detailed variance analysis as at 30 June 2021, attached at **Appendix B**. For this financial year, the overall budget variance including Covid related pressures and in-year efficiencies, is expected to result in an overall budget efficiency of £0.880m. Loss of income and additional costs as a result of Covid (£0.071m) are more than offset by grant income and net efficiencies (£0.394m). One nuance that requires further explanation is Business Rates. In the current year we are anticipating a surplus of £2.338m but a significant proportion of this will need to be appropriated into the Collection Fund Reserves (£1.765m **Appendix A**) to cover next year's deficit arising as a result of additional Covid related business rates reliefs issued in the year.
- 4.2 Table 1 below summarises the main variations from the revenue efficiencies and Covid related pressures.

Table 1: Main items impacting on the Current Revenue budget

	Pressure/ (efficiency) 2021/22 (£m)
Covid costs/(savings):-	
Other Government Grants – Contain Outbreak Management Fund (COMF)	(0.050)
Leisure	(0.051)
Enforcement expenditure (COMF)	0.055
Waste Collection (Agency)	0.025
Hire of Facilities (mainly Gamston Community Hall)	0.028
Rental on Commercial Properties	0.064
Total Covid related budget pressure (A)	0.071
Projected in year costs/(efficiencies):-	
Gresham - Additional All-Weather Pitch	(0.044)
Other Services	(0.012)
Interest Payments	(0.045)
Planning Fees	(0.210)
Grant Income	(0.094)
Business Rates at Commercial Properties	(0.026)
General Contingency	(0.085)
Other Income & Contributions	0.044
Other (eg Insurance premiums, staff costs)	0.078
Total projected in year savings (B)	(0.394)
Net Revenue Efficiencies (A) + (B)	(0.323)
Grant Income	(0.061)
Business Rates	(2.338)
Reserve Commitments	1.842
Total Net Projected Budget Variance	(0.880)

4.3 Additional pressures have been identified and these have been taken into account in the overall net anticipated transfer to reserves of £0.880m:

- a contribution towards a feasibility study into the pedestrianisation of Central Avenue in conjunction with NCC (with the costs being split equally with RBC, capped at £50k);
- a £1,000 payment (per driver) to refuse HGV drivers totalling £27k given the unusual market conditions and demand for HGV drivers. In the first instance the Council will look to claim from COMF funding.

The above along with the £1.765m business rates results in £1.842m being used from reserves.

4.4 **Appendix A** shows the original estimate for Grant Income of £2.762m. This largely comprises of government Covid grants such as COMF, Sales Fees and Charges (SFC) income reimbursement scheme, Reopening Highstreets

Safely Fund and Homelessness Funding (this has been moved to the Neighbourhoods line in the revised budget column). The table also includes a Minimum Revenue Provision (MRP) of £1.074m. This is a provision that the Council is required to make each year to cover the internal borrowing costs for the Arena, Cotgrave Masterplan and Cotgrave Phase II which will be funded by the New Homes Bonus. The MRP includes an element of Voluntary Repayment Provision (VRP). **Appendix B** gives further explanations of both positive and adverse variances, in addition to those detailed at Table 1.

- 4.5 **Appendix E** shows the Quarter 1 position on the Special Expenses budget. Budgets within the Special Expenses area have been impacted by Covid, particularly on the loss of income from hire of venues and bar sales mainly at Gamston which is currently being used as a vaccination centre. These projections are included in the total Covid related budget pressure of £0.071m. The expected budget deficit for the year is £5k. This deficit is net of a proportion of Covid Government funding. It was agreed by the West Bridgford CIL and Special Expenses Group on 25 September 2020, that the previous year's deficit (£0.087m) would be repaid by way of a loan, due to commence in 2022/23 and will be included as part of the next budget setting cycle (unless other budget efficiencies are identified).

Capital Monitoring

- 4.6 The updated summary of the Capital Programme monitoring statement and funding position is shown at **Appendix C** as at 30 June 2021. **Appendix D** provides further details about the progress of the schemes, any necessary re-phasing, and highlights efficiencies. The projected variance at this stage is £2.837m.
- 4.7 The original Capital Programme of £28.158m, plus agreed carry forwards of £6.533m, plus in-year adjustments of £0.911m gives a revised total of £35.602m. The net expenditure efficiency variance of £2.837m is primarily due to the following:
- a) Support for Registered Housing Providers £0.692m;
 - b) Disabled Facilities Grant £0.218m;
 - c) Bingham Leisure Centre Improvements £0.100m;
 - d) Contingency not yet allocated £0.250m;
 - e) Manvers Business Park improvements £0.300m;
 - f) CLC changing village and roof £0.450m; and
 - g) KLC changing village and roof £0.470m.

The £0.692m Support for Registered Housing Providers represents the uncommitted balance of the provision available for affordable housing in the year. Officers are working on options for the commitment of this and future sums receivable.

- 4.8 The Council is due to receive capital receipts of £15.2m in the year, primarily from the disposal of surplus operational and investment property: Abbey Road Depot; land at Hollygate Lane; and also, from an overage agreement in place

for Sharphill Wood site. Covid impacted on the progress of these schemes last year. The current projected overall variance is likely to mean that any borrowing requirement can be met from internal resources with no recourse to borrow externally this financial year. Savings resulting from interest costs now not anticipated to be incurred are included in the projected overall revenue budget efficiency saving of £0.880m.

Covid-19 Update

- 4.9 The country came out of lockdown on 19 July 2021. Whilst the Council budgeted for an adverse impact on the budget, additional government funding and services continuing to perform, the Council budget remains in a relatively healthy position.
- 4.10 The pandemic is far from over, but it is not known whether the lifting of restrictions will be 'irreversible' with no further lockdowns. There is still uncertainty about the future so budget projections may change with time and risk.
- 4.11 The Governments Sales, Fees and Charges reimbursement scheme has been extended to the first quarter of this year. Current projections estimate that the total reimbursement will be £46k which is below budget by £0.124m; however, the reduced claim is reflective of better performance than anticipated on income receipts particularly relating to planning. Part of the total estimated reimbursement has been allocated to the Special Expense fund to support the lost income from closure of facilities in the West Bridgford area (see paragraph 4.5). Table 2 below shows the Covid-related grants for 2021/22. It is not anticipated that there will be any further funding this year.

Table 2: Covid Related Grants

£'000	Grant
370	Covid Grant funding Tranche 5
300	Lower Tier Services Grant
102	Local Council Tax Support grant
187	Homelessness Funding
102	COMF (Contain)
46	SFC reimbursement Q1 2021/22*
156	Reopening Highstreets safely*
1,263	Total

*Grants estimated but not yet received

- 4.12 The value of the Council's Multi Asset investments fell by £1.238m at the end of 2019/20 but had recovered by £1.143m as at 31 March 2021. There continues to be fluctuations on these funds currently reporting a favourable net variance of £0.070m during the first three months of this financial year. However, this excludes the CCLA property fund which has been one of the

hardest hit investments that RBC hold and is reflective of the national trends in commercial property values.

- 4.13 Performance in relation to collection rates of Business Rates and Council Tax will be reported in the performance section below. At the end of the first quarter, collection rates have improved compared to last year. 38.77% of Council Tax has been collected, compared to 37.93% last year (an increase of 0.84%). NNDR was significantly higher than last year (38.45% compared to 33.26% last year) mainly due to several large ratepayers paying in full. This position is likely to be adversely impacted by changes to Retail Relief (and more businesses now paying business rates) going forward, increasing the value due to be collected, in what may be difficult trading conditions.

Conclusion

- 4.14 The financial impact of Covid has been significant and is likely to continue into 2021/22 and beyond. Many other uncertainties prevail which also continue to present significant financial challenges. The Comprehensive Spending Review and both the business rates revaluation and the Fairer Funding reviews which were due to take place in 2020/21 and are now postponed. They were expected in 2021 but this looks increasingly unlikely. Uncertainty over resource allocations will make financial planning even more challenging.
- 4.15 A healthy position on reserves is necessary to insulate the Council against significant financial risks, enabling it to withstand short-term financial shocks. The Covid 19 pandemic has demonstrated how vital a healthy reserves position is to the Council's financial resilience and positively, our position remains stable which enables the Council to deliver its ambitions to improve services, and invest and grow the Borough and support its environmental objectives. A number of commitments, both revenue and capital, are identified in the report to be resourced from the improved reserve position, particularly linked to the Council's growth agenda.

There remain external financial pressures from existing issues such as the uncertainty surrounding Business Rates retention, the Fair Funding and Comprehensive Spending reviews (which have been further delayed) and the longer-term impact of BREXIT. Furthermore, there are the Council's own challenges such as meeting its own environmental objectives and upside risks as opportunities present themselves such as the Freeport and Development Corporation. Against such a background, it is imperative that the Council continues to keep a tight control over its expenditure, identifies any impact from changing income streams, maintains progress against its Transformation Strategy and retains a healthy reserves position.

Performance Monitoring – Strategic Scorecard











- 4.16 The impact of Covid measures on performance was still evident during quarter 1, the lifting of lockdown restrictions was implemented on 19 July 2021. The variable effects of lockdown, both negative and in some cases positive, were a result of the impact of the measures in place to combat the pandemic and

are not expected to form a long-term trend. The lifting of these measures and subsequent changes in performance will begin to be known in the quarter 2 period.

4.17 A review of performance measure reported is underway and a revised list of indicators will be included for discussion and selection in the quarter 2 report. This is usually done at the start of a new Corporate Strategy period, but the pace of change and emerging tasks that brought about new strategic tasks into the scorecard is also influencing the need to review measures. There may be some indicators that are more relevant to the monitoring of the Corporate Strategy than the current indicators in the Strategic and Operational Scorecards.

4.18 The Strategic Scorecard summary table below shows that there were no exceptions to report for strategic tasks and only four performance indicators falling below target. Whilst the performance of these measures has been impacted by lockdown or changes in resident behaviours as a result of Covid, the Covid affected indicators are no longer subject to the special reporting introduced in 2020/21.






EFFICIENT SERVICES					ENVIRONMENT				
Strategic Tasks					Strategic Tasks				
2	2	0	0		2	2	0	0	
There are no task exceptions this quarter.					There are no task exceptions this quarter.				
Performance Indicators					Performance Indicators				
2	0	0	3	1	0	0	2	1	0
No performance exceptions in this quarter.					Performance Exception LINS18 Percentage of household waste sent for reuse, recycling, and composting LINS23 Residual waste collected per household, in kilos Explanations are provided in appendix G.				
QUALITY OF LIFE					SUSTAINABLE GROWTH				
Strategic Tasks					Strategic Tasks				
1	5	0	0		1	7	0	0	

QUALITY OF LIFE					SUSTAINABLE GROWTH				
There are no task exceptions this quarter.					There are no task exceptions this quarter.				
Performance Indicators					Performance Indicators				
 1	 0	 2	 2	 0	 6	 0	 0	 5	 4
<p>Performance Exceptions</p> <p>LICO64 Number of pavilion, community hall and playing field users</p> <p>LICO66 Percentage usage of community facilities</p> <p>Explanations are provided in the appendix G.</p>					<p>Performance Exceptions</p> <p>No performance exceptions in this quarter.</p>				

Further details and a key of symbols are shown in **Appendices F and G**.

Performance Monitoring – Operational Scorecard

4.19 The Council’s operational business is also monitored, and 38 measures make up the Operational Scorecard.

Operational Scorecard – Performance Indicators				
 24	 1	 4	 6	 3
<p>There are four performance exceptions to report.</p> <p>Performance Exceptions</p> <p>LIDEG01 Percentage of householder planning applications processed within target times</p> <p>LIDEG17 Percentage of planning enforcement inspections carried out in target time</p> <p>LIFCS61 Percentage of calls answered in 40 seconds</p> <p>LINS38 Robberies per 1,000 population</p> <p>These indicators have been identified as exceptions. Explanations are provided in Appendix G.</p>				

5. Risks and Uncertainties

- 5.1 Failure to comply with Financial Regulations in terms of reporting on both revenue and capital budgets could result in criticism from stakeholders, including both Councillors and the Council's external auditors.
- 5.2 Areas such as income can be volatile and are particularly influenced by public confidence and the general economic climate and Government legislation. This has been clearly evidenced by the impact of Covid and highlighted in Table 1.
- 5.3 Business rates is subject to specific risks given the volatile nature of the tax base with a small number of properties accounting for a disproportionate amount of tax revenue, notably in Rushcliffe, Ratcliffe-on-Soar power station which is due to close in 2024. Furthermore, changes in central government policy influences business rates received and their timing, for example policy changes on small business rates relief. As was experienced in 2020/21, Covid is likely to have a large impact on the Business Rates position (as a result of additional reliefs) as reported above hence the need to appropriate the in-year Business Rates surplus to smooth deficits in later years.
- 5.4 There is a risk that central government policy changes may result in a negative financial impact on the Councils budget. For example, Government are currently considering waste reforms as part of the Environment Bill which could potentially see the Council providing garden waste collections to residents for free, having a significant impact on the Council's income although DEFRA propose the plans would include covering all costs to Councils. The Council continues to assert its position through consultation responses and will continue to lobby Government for a favourable outcome.
- 5.5 The Council needs to be properly insulated against potential risks hence the need to ensure it has a sufficient level of reserves, as well as having the ability to use reserves to support projects where there is 'upside risk' or there is a change in strategic direction. The Covid pandemic has demonstrated how critical our reserve levels were in ensuring the Council could withstand the financial shocks and we continue to ensure we remain financially resilient at this most difficult of times.

6. Implications

6.1 Financial Implications

Financial implications are covered in the body of this report.

6.2 Legal Implications

The Council is required to have adequate procedures in place for financial and performance management and this report fulfils that requirement.

6.3 Equalities Implications

There are no equalities implications connected to this report.

6.4 Section 17 of the Crime and Disorder Act 1998 Implications

There are no Section 17 implications connected to this report.

7 Link to Corporate Priorities

Quality of Life	Successful management of the Council's resources can help the Council deliver on its goals as stated in the Corporate Strategy and monitored through this quarterly report
Efficient Services	
Sustainable Growth	
The Environment	

8 Recommendations

It is RECOMMENDED that the Corporate Overview Group notes:

- a) the expected revenue budget efficiency for the year of £0.880m;
- b) the capital budget efficiencies of £2.837m;
- c) the expected outturn position for Special Expenses of £5k deficit in **Appendix E**;
- d) the planned use of reserves at paragraph 4.3 (primary to meet the Collection Fund deficit as a result of business rates reliefs and the grants received in the General Fund to fund the deficit)
- e) the comments for performance exceptions and considers whether additional scrutiny is required – **Appendix G**.
- f) the progress to date of Strategic Tasks– **Appendix F**.

For more information contact:	Peter Linfield Director - Finance and Corporate Services Tel: 0115 9148439 Email: plinfield@rushcliffe.gov.uk
Background papers available for Inspection:	Council 4 March 2021 – 2021-22 Budget and Financial Strategy Cabinet 7 July 2021 – Financial Outturn Report
List of appendices:	Appendix A – Revenue Outturn Position - 2021/22 – June 2021 Appendix B – Revenue Variance Explanations Appendix C – Capital Programme 2021/22 – June 2021 position Appendix D – Capital Variance Explanations Appendix E – Special Expenses Monitoring 2021/22 Appendix F – Corporate Scorecard Tasks Appendix G – Performance Indicators

Revenue Outturn Position 2021/22 – June 2021

	Original Budget £'000	Recharges Adjustment £'000	Original Budget excluding Recharges £'000	Revised Budget £'000	Projected Outturn £'000	Projected Outturn Variance £'000
Chief Execs	480	1,576	2,055	1,958	1,957	-1
Development and Economic Growth	1,281	-1,275	6	258	119	-139
Finance & Corporate	2,765	1,528	4,292	4,504	4,327	-177
Neighbourhoods	8,747	-1,828	6,919	7,307	7,301	14
Sub Total	13,273	0	13,273	14,027	13,704	-323
Capital Accounting Reversals	-1,768		-1,768	-1,768	-1,768	0
Minimum Revenue Provision	1,074		1,074	1,074	1,074	0
Total Net Service Expenditure	12,579	0	12,579	13,333	13,010	-323
Grant Income	-2,762		-2,762	-2,599	-2,660	-61
Business Rates (including SBRR)	-2,820		-2,820	-2,820	-5,158	-2,338
Council Tax	-7,255		-7,255	-7,255	-7,255	0
Collection Fund Deficit	4,045		4,045	4,045	4,045	0
Total Funding	-8,792	0	-8,792	-8,629	-11,028	-2,399
Net Transfer to/(-)from Reserves	-3,787	0	-3,787	-4,704	-1,982	2,722
Amount Committed from Reserves						
Business Rates Deficit						-1,765
Feasibility Study Central Avenue						-50
Retention HGV Drivers						-27
Net Budget (Deficit)/Surplus	0	0	0	0	0	880

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Revenue Variance Explanations (over £15k)

Adverse Variances in excess of £15,000	Reason	Projected Outturn Variance £'000
Property Services		
Commercial Rents	Rent holidays and vacancies on commercial properties and industrial units	58
Depot & Contracts		
Agency Staff	Extra rounds on refuse collection, social distancing and driver shortage	19
Toothill Contribution	Joint Use payments re Bingham Leisure Centre	22
Community Development		
Non Sporting Facility Hire	In the main Gamston Community Hall - Covid vaccination centre	25
Environmental Health		
Legal & Professional Services	Expenditure in connection with Contain Outbreak Management	55
Strategic Housing		
	Rough Sleeping Initiatives (funded by grant)	24
Total Adverse Variances		203
Sum of Minor Variances		225
Total Adverse Variance		428

Favourable Variances in Excess of £15,000	Reason	Projected Outturn Variance £'000
Environmental Health		
Other Government Grants	Covid Funding - Contain Outbreak Management Fund (COMF)	-50
Community Development		
All Weather Pitch	Additional income from new pitches	-44
Parkwood Contract	Cost savings from renegotiated contract	-51
Financial Services		
Interest Payments	Savings from interest which would have been incurred on external borrowing	-45
General Contingency	Contingency not required	-85
Planning & Growth		
Fees & Charges - General	Planning income	-210
Property Services		
NNDR	Savings on the Arena due to successful appeal	-23
Revenues & Benefits		
Other Government Grants	Housing Benefits & Housing Benefits Admin Grants	-40
Strategic Housing		
S31 Grant	Rough Sleepers Initiative grant (offset by additional cost of new initiatives)	-24
Total Favourable Variances		-572
Sum of Minor Variances		-179
Total Favourable Variance		-751
Total Variance		-323

Capital Programme Monitoring – June 2021

Capital Programme Monitoring - June 2021				Explanations
Expenditure Summary	Current Budget	Projected Actual	Projected Variance	
	£000	£000	£000	
Development and Economic Growth	27,016	26,552	(464)	
Neighbourhoods	7,726	5,608	(2,118)	Support for RHPs not fully committed, options continue to be explored. Potential underspend on BCF funds as additional allocated in both 20/21 (which was carried forward) and 21/22.
Finance & Corporate Services	610	605	(5)	
Contingency	250	0	(250)	Capital Contingency balance not yet allocated.
	35,602	32,765	(2,837)	
Financing Analysis				
Capital Receipts	(14,659)	(13,148)	1,511	
Government Grants	(3,360)	(3,209)	151	To match potential underspend on BCF projects.
Use of Reserves	(837)	(354)	483	
Grants/Contributions	(530)	(530)	-	
Section 106 Monies	(4,716)	(4,024)	692	Support for RHPs not fully committed.
Borrowing	(11,500)	(11,500)	-	
	(35,602)	(32,765)	2,837	
Net Expenditure	-	-	-	

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Capital Programme 2021/22 – June 2021 Position

	Original Budget £000	Current Budget £000	Budget YTD £000	Actual YTD £000	Variance £000	Projected Actual £000	Variance £'000	
Development and Economic Growth								
Manvers Business Park Surface/Drain		10				10		Work to upgrade an additional section of the drain has been completed £10k.
Energy Efficiency LED Lighting Schemes		103	103	77	(26)	103		Works nearing practical completion. Spend projected at budget.
Colliers BP Enhancements		14				14		Provision to support any emerging enhancements as Colliers BP.
Cotgrave Phase 2	570	1,047	262	83	(179)	1,047		Main contract works to be completed early 2021/22. Peripheral works still to be commissioned: car charging points, teen shelters, landscaping, and frontage works.
Bingham Leisure Hub	16,000	18,240	4,560	1,170	(3,390)	18,240		Main contractor has started on site and works progressing. Costs expected to be within the £20m total provision made.

OFFICIAL

	Original Budget £000	Current Budget £000	Budget YTD £000	Actual YTD £000	Variance £000	Projected Actual £000	Variance £'000	
Manvers Business Park Roof Refurbishment	200	200					(200)	Deferred to 2022/23
Manvers Business Park Roller Shutters	100	100					(100)	Deferred to 2022/23
Water Course Improvements	210	61					(61)	Deferred to 2022/23
The Point	150	150		1	1	50	(100)	Balcony waterproofing deferred to 2022/23
Bingham Market Place Improvements		68				68		Tender documentation being prepared for remedial works to the Buttercross.
Bridgford Hall Enhancements		11				8	(3)	Provision for roofing enhancements. Works have been instructed: contractors on site over the next 4 weeks to expedite. Projected spend £8k.
The Crematorium	6,500	7,012	250	39	(211)	7,012		Total provision including purchase of the land £8.5m. Design works undertaken, out to tender with a view to commence build September 2021. Cost pressures for materials and skilled labour will be assessed following tender returns mid-August. Projected actual to be refined from

	Original Budget £000	Current Budget £000	Budget YTD £000	Actual YTD £000	Variance £000	Projected Actual £000	Variance £'000	
								project management cash flow.
	23,730	27,016	5,175	1,370	(3,805)	26,552	(464)	
Neighbourhoods								
Vehicle Replacement	730	730				730		Potential to be fully committed to acquire 3 Refuse Vehicles and 2 box vans. Research is being undertaken to source electric box vans.
Support for Registered Housing Providers	500	1,112				420	(692)	Commitments comprise: £160k for 10 units of affordable housing on Garage Sites Ph 2; £53k for accommodation Next Steps Rough Sleepers; and 207k to provide a 3 bedroomed adapted bungalow to meet a local housing need. RBC is due up to £3.8m for land north of Bingham. £2.3m already received and the balance in May 22. The future capital programme will be adjusted to reflect these additional resources.

	Original Budget £000	Current Budget £000	Budget YTD £000	Actual YTD £000	Variance £000	Projected Actual £000	Variance £'000	
Assistive Technology	16	16	4		(4)	40	24	Proposal to purchase Smart Hubs. Can be contained in the BCF allocation.
Discretionary Top Ups	57	57	14		(14)	100	43	Proposal to increase Discretionary threshold from £10k to £20k. Can be contained in BCF allocation
Disabled Facilities Grants	515	858	214	159	(55)	640	(218)	Additional BCF funds awarded in 2021/22. Grant releases are picking up following Covid delays. A second grant officer has been recruited to help deal with the increase in allocation and expected demand in the system held over during the pandemic. Potential underspend.
Hound Lodge Access Control System		25					(25)	Scheme deferred pending outcome of asset review.
Bowls Hall Replacement Furniture	15							Cabinet 13.07.21 approved £15k virement to Bowls Hall Conversion scheme.
Arena Enhancements		80	19	2	(17)	25	(55)	Addition height barrier installed and chemical store tanking/overflow works planned.
Car Park Resurfacing		215				215		Scope of works being determined.

	Original Budget £000	Current Budget £000	Budget YTD £000	Actual YTD £000	Variance £000	Projected Actual £000	Variance £'000	
CLC Changing Village Enhancements	300	310					(310)	Deferred to 2022/23 as life of space extended due to closure during Covid
CLC Refurbish Roofs to Sports and Pool Halls	150	150					(150)	Deferred to 2022/23
KLC Refurbish Pool Hall and Changing Village	250	250					(250)	Deferred to 2022/23
Bowls Centre Conversion/Enhancements	75	90				30	(60)	Cabinet 13.07.21 approved £15k virement from Bowls Hall Replacement Furniture and committed £60k for conversion of Bowls Hall to multi-functional space. Parkwood have now agreed to fund the conversion. Reception and corridor floor upgrade still required.
BLC Improvements		104				4	(100)	Roofing works to be carried out by the end of June £4k.
KLC Refurb Pitched/Flat Roof Areas	220	220					(220)	Deferred to 2022/23
RBC EV Network		13				13		Committed, awaiting completion and sign off to release this payment. This

	Original Budget £000	Current Budget £000	Budget YTD £000	Actual YTD £000	Variance £000	Projected Actual £000	Variance £'000	
								scheme is fully funded by Government Grant.
Gresham Sports Park Redevelopment		1,258	306	16	(290)	1,258		Design works undertaken, main contractor started on site early 21-22. Scheme funded by S106 Developer Contributions and Football Foundation (FF) Grant. First claim for payment by main contractor £114k and first grant claim submitted to the FF for £64k.
Gamston Community Centre Enhancements	115	115				115		Scope of works being determined; a scheme of works will be planned for site delivery in the Autumn. The vaccination centre to be decommissioned and will close at the end of October.
Lutterell Hall Enhancements Special Exps	225	275				275		Tender documentation being prepared: site delivery dependent upon securing of listed building consent - application won't be determined before Sept; revised site delivery programme being reviewed.

	Original Budget £000	Current Budget £000	Budget YTD £000	Actual YTD £000	Variance £000	Projected Actual £000	Variance £'000	
LAD2 Green Energy Grants		635	64		(64)	635		Newly emerge spending opportunity, fully funded by Government Grant. Scheme to facilitate external wall insulation, solar PV panels, and loft insulation in homes of non-standard construction. To be delivered in partnership with EON.
Gresham Sports Pavilion	125	125		1	1	125		Provision comprises: £100k refurbishment, and £25k plant upgrade. Majority of enhancement works have been instructed and are targeted for completion end August/early September.
RCP Front Footpath Improvements	15	15				15		Aim to procure this work at the same time as substantive development.
RCP Visitor Centre	285	344				344		Consultation event with Friends of RCP. Final design sent to members. Current consultation with planning and NCC as landowners regarding footpath diversion.
Extnal Door/Window Upgrades Various Sites	50	50				50		

	Original Budget £000	Current Budget £000	Budget YTD £000	Actual YTD £000	Variance £000	Projected Actual £000	Variance £'000	
Covid Memorial Garden		20				15	(5)	Cabinet 8 June 2021 refers.
Capital Grant Funding		40	10	10		35	(5)	£10k committed, £10k provisionally awarded; and £15k earmarked for a pending application. Potential saving of £5k.
RCP Vehicle Access Controls	15	15				15		Scope of works being finalised: tender preparation to follow alongside main works.
Play Areas - Special Expense	50	110				150	40	Planned upgrade work to the structure and equipment at Abbey Park and Alford Rd. Pre-tender estimate for Abbey Park £75k and Alford Rd £75k. To twin track both schemes will require an acceleration of £40k from 2022-23 capital programme provision (£50k). Abbey park scheme sent via the ward councillor to the community association for consultation, awaiting feedback
Boundary Rd Cycle Track Special Expense		78				78		Contractor appointed, awaiting discharge of planning condition and confirmation of start on site date. (Still waiting on

	Original Budget £000	Current Budget £000	Budget YTD £000	Actual YTD £000	Variance £000	Projected Actual £000	Variance £'000	
								discharge and programme's start date)
Rushcliffe Country Park Skatepark		144	144	136	(8)	144		ROSPA Safety report signed off and final contract payment processed. Potential for a small cost towards fencing improvement to the swale (awaiting quotes for this work)
West Park Public Toilet Upgrade		20					(20)	Deferred to 2022/23
West Park Julien Cahn Pavilion	115	115					(115)	Scheme to be reviewed, deferred to 2022/23 capital programme.
Skateboard Parks		112				112		£72k committed for RCP Skatepark; £40k earmarked for Keyworth. (Keyworth have submitted some grant bids in an effort to get match funding and established a go fund me page).
Warm Homes on Prescription	25	25	6		(6)	25		
	3,848	7,726	781	324	(457)	5,608	(2,118)	

	Original Budget £000	Current Budget £000	Budget YTD £000	Actual YTD £000	Variance £000	Projected Actual £000	Variance £'000	
Finance & Corporate Services								
Information Systems Strategy	330	460	45	20	(25)	505	45	£20k expenditure to date with a potential further commitment of £485k will lead to an overspend of £45k. This sum will need to be accelerated from the 22/23 provision.
Streetwise Loan 20/21	150	150				100	(50)	Streetwise unlikely to need full amount of this loan.
	480	610	45	20	(25)	605	(5)	
CONTINGENCY								
Contingency	100	250					(250)	No allocation requests to date.
	100	250					(250)	
TOTAL	28,158	35,602	6,001	1,714	(4,287)	32,765	(2,837)	





Budget Monitoring for Special Expense Areas

	2021/22 Original £	Forecast Period 3 £	Forecast Variance £	Reasons for variance
West Bridgford				
Parks & Playing Fields	413,600	418,400	4,800	Play Area Repairs
West Bridgford Town Centre	91,400	91,400	0	
Community Halls	56,900	76,700	19,800	Gamston Community Hall - loss of income due to being used as a Covid Vaccination Centre
Annuity Charges	80,700	80,700	0	
RCCO	50,000	50,000	0	
Sinking Fund (The Hook)	20,000	20,000	0	
Total	712,600	737,200	24,600	
Government Covid Grant	0	0	-19,900	
Net	712,600	737,200	4,700	Deficit net of government grant
Keyworth				
Cemetery	7,900	7,900	0	
Annuity Charge	1,300	1,300	0	






	2021/22 Original £	Forecast Period 3 £	Forecast Variance £	Reasons for variance
Total	9,200	9,200	0	
Ruddington				
Cemetery & Annuity Charges	11,100	11,100	0	
Total	11,100	11,100	0	
TOTAL SPECIAL EXPENSES	732,900	757,500	4,700	





Guide to symbols

Tasks










Task Status		
	Overdue	The task has passed its due date
	Warning	The task is approaching its due date. One or more milestones are approaching or has passed its due date
	Progress OK	The task is expected to meet the due date
	Completed	The task has been completed








Performance Indicators

PI Status		
	Alert	Performance is more than 5% below the target
	Warning	Performance is between 5% and 1% below the target
	OK	Performance has exceeded the target or is within 1% of the target
	Unknown	No data reported or data not due for this period (reported annually)
	Data Only	A contextual indicator, no target is set
		Performance potentially impacted by COVID-19 pandemic







Long Term Trends		
	Improving	The calculation within Covalent for trend is made from a comparison of the data for the current quarter with the same quarter in the three previous years
	No Change	
	Getting Worse	
	New indicator, no historical data	

Strategic Tasks

Status	Ref.	What are we doing	Due date	Progress
Efficient Services				
	ST1923_08	Include digital principles in our communications and ways of undertaking business	2023	<div style="width: 40%;"><div style="width: 40%;"></div></div> 40%
	ST1923_10	Deliver our Medium-Term Financial Strategy and Corporate Strategy	2023	<div style="width: 81%;"><div style="width: 81%;"></div></div> 81%
Environment				
	ST1923_17	Along with other councils across Nottinghamshire, lobby central government to introduce tougher building standards for new houses	2022	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%
	ST1923_19	Implementation of proposals from the Resources and Waste Strategy for England	2025	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%
Quality of Life				
	ST1923_01	Develop the Chapel Lane site in Bingham, including a new Leisure Centre, Community Hall and Office space	2022	<div style="width: 40%;"><div style="width: 40%;"></div></div> 40%
	ST1923_02	Support the continued development of existing local growth boards for Cotgrave, Radcliffe on Trent, Bingham, East Leake and West Bridgford	2023	<div style="width: 60%;"><div style="width: 60%;"></div></div> 60%
	ST1923_04	Review and implement the Council's Leisure Strategy in relation to Leisure and Community Facilities	2021	<div style="width: 80%;"><div style="width: 80%;"></div></div> 80%
	ST1923_05	Facilitate the development of a Crematorium in the Borough by summer 2022	2022	<div style="width: 25%;"><div style="width: 25%;"></div></div> 25%
	ST1923_21	Support the recovery of local businesses and communities from the impacts of COVID	2022	<div style="width: 55%;"><div style="width: 55%;"></div></div> 55%










Status	Ref.	What are we doing	Due date	Progress
Sustainable Growth				
	ST1923_11	Support the delivery of 13,150 new homes and securing a 5-year land supply in Rushcliffe Local Plan Part 2 adopted Local Plan Part 1 - Core Strategy reviewed in partnership with Greater Nottingham Housing Market Area	2028	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e6f2ff; text-align: center;">50%</div>
	ST1923_12	Support the delivery of employment land on all 6 strategic sites in Rushcliffe and sites allocated through the Local Plan	2028	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e6f2ff; text-align: center;">25%</div>
	ST1923_13	Support the delivery of improved transport infrastructure eg A46, A52, A453 Corridors	2023	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e6f2ff; text-align: center;">50%</div>
	ST1923_15	Support the delivery of affordable housing in the Borough, working with developers, providers and private landlords	2023	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e6f2ff; text-align: center;">90%</div>
	ST1923_18	Review Local Plan Part 1 – Core Strategy in partnership with Greater Nottingham Housing Market Area	2022	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e6f2ff; text-align: center;">30%</div>
	ST1923_20	Coordinate Rushcliffe's involvement in the Development Corporation and Freeport to support the redevelopment of the Ratcliffe on Soar sites	2024	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e6f2ff; text-align: center;">38%</div>
	ST1923_22	Implementation of proposals from new planning legislation.	2023	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e6f2ff; text-align: center;">0%</div>

Completed Tasks




Status	Ref.	What are we doing	Completed
	ST1923_03	Respond to any proposals from the Resources and Waste Strategy for England	August 2020
	ST1923_06	Working with Rushcliffe Roots and Rushcliffe CCG, deliver a targeted events and health development programme across the Borough	March 2021
	ST1923_07	Relocate our R2Go service and Streetwise Environmental Ltd	December 2019
	ST1923_09	Relocate the Rushcliffe Community Contact Centre in West Bridgford	February 2020
	ST1923_14	Review the asset (property) management plan	March 2020
	ST1923_16	Refresh our carbon management plan and establish a carbon neutral target	May 2020

Performance Indicators - Strategic Scorecard

Efficient Services

Status	Ref.	Description	Q1 2021/22			2021/22	2020/21
			Value	Target	Long Trend	Target	Value
	LIFCS15	Value of savings achieved by the Transformation Strategy against the programme at the start of the financial year	£0.68m	£0.65m			£0.122m
	LIFCS16	Percentage of residents believing the council provides value for money	No data available			50%	
	LIFCS40	Combined number of Social Media followers	21,596				21,272
	LIFCS49	Percentage of residents satisfied with the service the Council provides	No data available			60.00%	
	LIFCS62	Percentage increase in self-serve transactions	2.42%	-5%			3.64%
	LIFCS63	Percentage of residents satisfied with the variety of ways they can contact the Council	No data available			65%	

Environment

Status	Ref.	Description	Q1 2021/22			2021/22	2020/21
			Value	Target	Long Trend	Target	Value
	LINS17	Percentage of residents satisfied with the refuse and recycling service	Not due	-	-	80%	No survey
	LINS18	Percentage of household waste sent for reuse, recycling and composting	51.55%	55.29%		50.00%	48.54%










Both this PI and LINS23 below have been affected due to the pandemic and the fact that more residents are working from home. The knock-on effect being more waste created at home for collection. Whilst the additional waste collected is both residual (grey bin) and recycling (blue bin) the weight of the grey bin waste is heavier than the weight of the blue recycling bin, and as this percentage is based on tonnages collected the overall recycling rate is below a target based on pre-pandemic levels but slightly up on performance this time last year. The recycling rate also takes into account garden waste tonnage and glass collected at bring sites too.

	LINS23	Residual waste collected per household, in kilos	129.30	122.00		500.00	522.74
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As above, this PI focuses on residual waste (grey bin) waste tonnage which is higher due to more working from home. As more begin the transition to more office based work this figures could reduce slightly


















although it is recognised a more hybrid style of working could see waste collected at home remain higher than pre-pandemic levels.

Quality of Life








Status	Ref.	Description	Q1 2021/22			2021/22	2020/21
			Value	Target	Long Trend	Target	Value
	LINS32	Average waiting time of applicants rehoused by Choice Based Lettings	36 weeks	40 weeks		40 weeks	31 weeks
	LINS50	Percentage of users satisfied with sports and leisure centres	No survey	90%	-	90%	Not recorded
	LINS51	Number of leisure centre users - public	184,771	No target		No target	182,980
	LINS72 a	Number of pavilion, community hall and playing field users	17,191	33,894		152,830	47,233
Usage is up on this period last year but has been impacted by Gamston Community Hall being used as a vaccination centre, Gresham Sports Park being closed for redevelopment and the transferred management of Lutterell Hall on 1 May 2021.							
	LINS72 b	Percentage usage of community facilities	40.43%	50%		50%	24.35%
With Covid-19 restriction extended until 19-07-21 it has had an impact on the percentage of users returning to our community buildings, some users have deferred returning until September, some groups are working on reduced groups sizes and some groups particularly the vulnerable or older groups have been slow to return until confidence has been restored.							




























Sustainable Growth

Status	Ref.	Description	Q1 2021/22			2021/22	2020/21
			Value	Target	Long Trend	Target	Value
	LIDEG 02	Processing of planning applications: Major applications dealt with in 13 weeks or agreed period	71.40%	70.00%		70.00%	86.40%
	LIDEG 03	Percentage of non-major applications dealt with in 8 weeks or agreed period	81%	80%		80%	84.8%
	LIDEG 05	Percentage of appeals allowed against total number of Major planning applications determined by the authority	0%	10%		10%	2.3%
	LIDEG 18	Contributions received as a percentage of current developer contributions	36.14%	No target		No target	34.36%





	LIDEG 19	Value of future developer contributions to infrastructure funding	£41.18m	No target		No target	£44.10m
	LIDEG 32	Supply of ready to develop housing sites	No data available				Awaiting data
	LIDEG 33	Number of new homes built	No data available				Awaiting data
	LIDEG 34	Area of new employment floorspace built (sq mtrs)	No data available				Awaiting data
	LIDEG 35	Number of Neighbourhood Plans adopted	1	No target		No target	0
	LIDEG 36	Percentage of homes built on allocated sites at key rural settlements	No data available				Awaiting data
	LIDEG 37	Percentage of new homes built against the target within the Local Plan	No data available				Awaiting data
	LIDEG 40	Percentage of RBC owned industrial units occupied	96.05%	96%		96%	98.34%
	LIDEG 41	Level of income generated through letting property owned by the Council but not occupied by the Council	£422k	£414k		£1.66m	£1.492m
	LIDEG 99	Percentage of new homes at the Land North of Bingham completed	No data	-		-	18.5%
	LINS24	Number of affordable homes delivered	48	0		100	106




























Performance Indicators - Operational Scorecard






Status	Ref.	Description	Q1 2021/22			2021/22	2020/21
			Value	Target	Long Trend	Target	Value
	LIDEG01	Percentage of householder planning applications processed within target times	72.50%	85.00%		85.00%	73.80%
<p>The number of applications validated in the first quarter of the year has increased significantly, amounting to an increase of around 42%. The increase in workload is impacting on performance within the team, including the determination of householder applications. We are managing proactively and have recruited agency to deal with the peak in workload.</p>							
	LIDEG04	Percentage of applicants satisfied with the Planning service received	Not due	-	-	-	No survey
	LIDEG06	Percentage of appeals allowed against total number of Non-Major planning applications determined by the authority	1.1%	10%		10%	0.86%
	LIDEG17	Percentage of planning enforcement inspections carried out in target time	72.73%	80%		80%	81.05%
<p>A new Enforcement Policy was adopted in March 2021 with new categorisation of enforcement enquiries and targets for visiting sites. The report has not yet been amended to take into account the new targets and as such, this indicator is showing as an exception, although performance in this area is potentially better than indicated and probably above target.</p>							

Status	Ref.	Description	Q1 2021/22			2021/22	2020/21
			Value	Target	Long Trend	Target	Value
	LIFCS10	Percentage of invoices for commercial goods and services which were paid by the authority in payment terms	98.75%	98.00%		98.00%	99.32%
	LIFCS20	Percentage of Council Tax collected in year	29.46%	29.97%		99.20%	99.00%
	LIFCS21	Percentage of Non-domestic Rates collected in year	38.45%	32.29%		99.20%	99.10%
	LIFCS22a	Average number of days to process a new housing benefit claim	12.05	14		14	11.36
	LIFCS22b	Average number of days to process a change in circumstances to a housing benefit claim	2.87	5		5	2.66
	LIFCS22c	Average number of days to process a new council tax reduction claim	16.08	19		19	16.4
	LIFCS22d	Average number of days to process a change in circumstances to council tax benefit claim	1.86	5		5	2.58
	LIFCS23	Percentage of Revenues Services customers surveyed that were satisfied with the level of service provided	Survey to be undertaken				-
	LIFCS24	Percentage of housing and council tax benefit claims processed right first time	93.00%	95.00%		95.00%	95.00%
	LIFCS50	Number of complaints received by the council at initial stage	11	-		-	49
	LIFCS52	Percentage of complaints responded to within target times	100.0%	95.0%		95.0%	98.0%
	LIFCS56	Percentage of visitors satisfied by their website visit	Not due			60.0%	47.8%
	LIFCS60	Percentage of users satisfied with the service received from the Rushcliffe Customer Service Centre	100.0%	95.0%		95.0%	100.0%
	LIFCS61	Percentage of calls answered in 40 seconds (cumulative)	46%	65%		65%	62%

Current SLA for this timeframe is set against previous national benchmark and is being reviewed in line with new Customer Service Standards across the organisation. At the right time, this performance indicator will switch to 60 seconds in line with more up to date national benchmarking.

	LIFCS64	Percentage of customer face to face enquiries to Rushcliffe Customer Service Centre responded to within 10 minutes	100%	85%		85%	100%
	LIFCS65	Percentage of telephone enquiries to Rushcliffe Customer Service Centre resolved at first point of contact	93%	87%		87%	92.92%

Status	Ref.	Description	Q1 2021/22			2021/22	2020/21
			Value	Target	Long Trend	Target	Value
	LINS01	Percentage of streets passing clean streets inspections	100.0%	97.5%		97.5%	96.9%
	LINS02	Percentage of residents satisfied with the cleanliness of streets within the Borough	No data available			70.0%	-
	LINS05	Percentage of residents satisfied with the cleanliness and appearance of parks and open spaces	No data available			75.0%	-
	LINS06	Cumulative number of fly tipping cases (against cumulative monthly comparison for last year)	253	347		1390	1391
	LINS14	Average NOx level for Air Quality Management Areas in the Borough	34µg/m ³	40µg/m ³		40µg/m ³	27µg/m ³
	LINS15	Percentage of food establishments achieving a hygiene rating of 4 or 5	90.0%	90.0%		90.0%	90.0%
	LINS19a	Number of household waste collection (residual, dry and garden) missed twice or more in a 3-month period	1	3		3	9
	LINS21a	Percentage of eligible households taking up the green waste collection service	Awaiting data	72%	?	72%	72%
	LINS25	Number of households living in temporary accommodation	14	15		15	15
	LINS26a	Number of homeless applications made	2	5		20	8
	LINS29a	Number of successful homelessness preventions undertaken	36	30		120	126
	LINS31a	Percentage of applicants within Bands 1 and 2 rehoused within 26 weeks	72%	70%		70%	74%
	LINS37	Domestic burglaries per 1,000 households	2.09	3.50		14.0	14.73
	LINS38	Robberies per 1,000 population	0.13	0.09		0.38	0.32
There were 33 reported robberies; whilst above target it only needs a small number to make an impact.							
	LINS39	Vehicle crimes per 1,000 population	0.82	1.75		7.0	6.96

	LINS73a	Income generated from community buildings	£7,415	No target		No target	£21,342
	LINS73b	Income generated from parks, pitches and open spaces	£34,854	No target		No target	£73,207
	LINS75	Number of new trees planted	Not due	-	-	-	3,808



Corporate Overview Group

Tuesday, 2 November 2021

Annual Customer Feedback Report 2020/21

Report of the Director – Finance and Corporate Services

1. Purpose of the Report

1.1. This report summarises the customer feedback received during 2020/21 and provides a comparison to previous performance. Key points include the following:

- 49 complaints were received by the Council at Stage 1 of its complaints process – this is comparable with recent years despite the service pressures and hardships to residents caused by the pandemic
- The percentage of complaints escalated past Stage 1 has increased slightly from 20.0% in 2019/20 to 22.4% (11 from 49)
- Consistency in handling complaints has stayed at a high level, as has the number of complaints that are responded to within target time – 48 out of 49 – this is despite the additional work pressures of the last eighteen months
- Analysis of the 49 complaints received in 2020/21 showed that 61.2% were unjustified
- Seven complaints were directly related to the pandemic
- Fourteen complaints were referred by complainants to the Local Government Ombudsman – none of these complaints were upheld
- The Council received 155 compliments about its services in 2020/21 – 23 more than the previous year.

2. Recommendation

It is RECOMMENDED that this report is accepted as a true record of customer feedback in 2020/21.

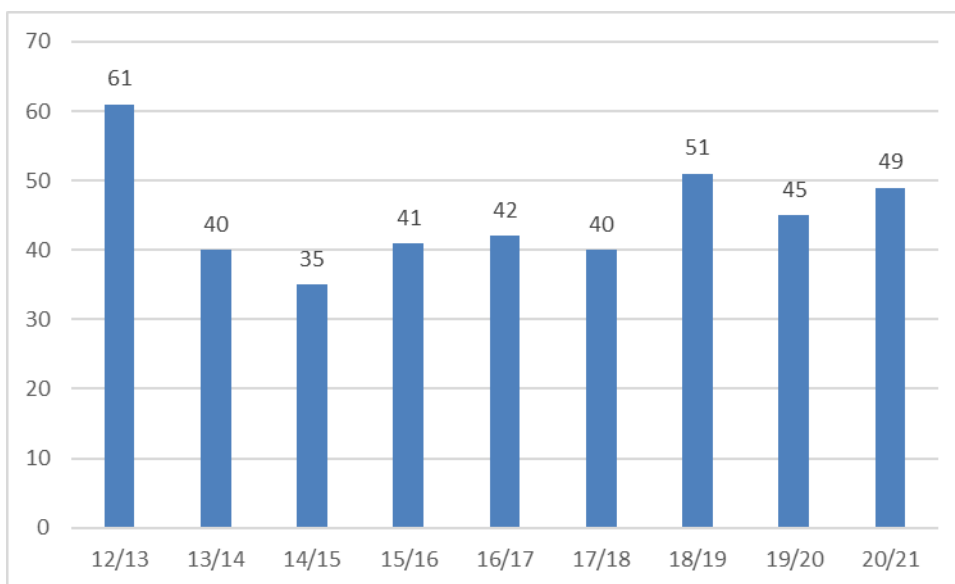
3. Reasons for Recommendation

3.1 Officers work hard to investigate complaints quickly and thoroughly. Learning points are identified and fed back at team meetings. Where the interpretation of policy is at the root of the problem, this is considered, and changes made where necessary.

4. Supporting Evidence

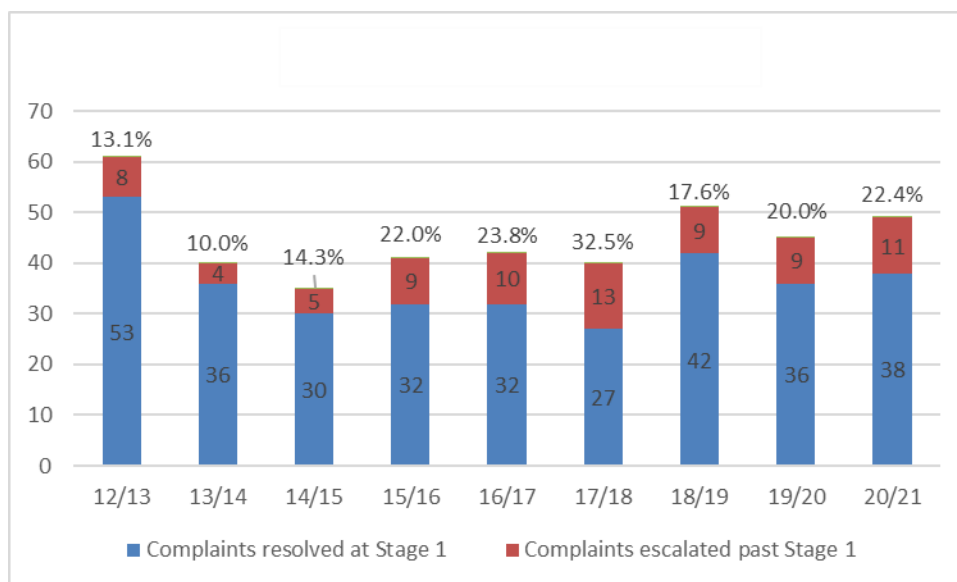
4.1. Total Complaints

The number of complaints received by the Council in 2020/21 was 49. This is four more than last year but continues the trend of broadly similar figures over the last eight years, as shown on the graph below.



Total Complaints Year by Year

4.2. Escalation of Complaints



Percentage of complaints escalated past Stage 1

The standard of response at Stage 1 remains high and, more often than not, the complaint is concluded at this stage. However, 11 out of 49 complaints were escalated to Stage 2, the subjects being:

- Planning application / decision (six)
- Housing banding / allocation

- Taxi licensing
- An issue with a local town council and the Monitoring Officer
- Council tax
- Covid relief grant scheme.

The percentage of escalations past Stage 1 in 2020/21 is 22.4% (or 11 out of 49) – slightly higher than last year (20.0% or 9 out 45).

4.3 Complaints handling – Timeliness and Quality of Response

48 out of 49 complaints in 2020/21 were answered within target time. There were a few cases where there were unavoidable delays in responding to complaints, but in these instances, the complainants were informed. Figures for each service area are shown in the table below. It is felt that complaints were well-handled in all cases.

Service Area	Total Complaints	In Target Time (10 working days)	%
Communities	22	22	100.0
Neighbourhoods	15	15	100.0
Finance and Corporate Services	10	9	90.0
Transformation	2	2	100.0
Total	49	48	98.0

4.4 Justified Complaints

A complaint is adjudged to be justified if an individual or service area has done something wrong to cause the complaint, or if the level of service does not come up to the standard expected.

If learning points arise as a result of someone complaining about a particular service area, they are raised at sectional team meetings as part of on-going training for staff.

19 out of 49 (38.8%) complaints were judged to have been justified. This is higher than last year, when 11 out of 45 (24.4%) were felt to have been justified.

4.5 Local Government Ombudsman (LGO) Statistics

Occasionally, complainants escalate their complaints to the LGO. This is an option when the Council's process has been exhausted and the customer still does not consider that they have achieved a satisfactory outcome.

During 2020/21, the LGO received 14 complaints and/or enquiries about services offered by Rushcliffe Borough Council:

- six were about Planning and Development
- five was about Benefits and Tax
- two were about Corporate Services
- one was about Environmental Services.

The LGO's decisions issued on the complaints above were as follows: four were not upheld (three about Planning and one about Environmental Services); six were closed after initial enquiries; four were referred back for local resolution

The LGO data for detailed investigations is shown in the table below, along with a comparison with other neighbouring local authorities.

NB: To allow authorities to respond to the Covid-19 pandemic, the LGO did not accept new complaints and stopped investigating existing cases between March and June 2020. This reduced the number of complaints they received and decided in the 2020-21 year.

Local Authority	Total detailed investigations	Upheld	Not upheld
Rushcliffe	4	0	4
Ashfield	3	0	3
Bassetlaw	1	1	0
Broxtowe	3	3	0
Gedling	0	0	0
Mansfield	0	0	0
N & S	1	1	0
Charnwood	9	1	8
N W Leics	2	1	1
Melton	1	1	0
S Kesteven	1	0	1

4.6 Distribution of complaints between service areas

The table in **Appendix 1** gives brief details of the complaints received during the year 2020/21, how they were distributed across the four service areas, whether they were resolved at Stage 1 or Stage 2, and whether or not they were felt to be justified.

4.7 Complaints Monitoring

Although we did send out monitoring forms where appropriate, none were returned. Therefore, we did not get a picture of how complaints felt their complaints were handled.

The level of response to the short questionnaire asking ‘how did we do?’ has always been very sporadic, and as such, firm conclusions are difficult to draw. The feeling is that where a problem has been easy to fix, and the customer has got their desired outcome, satisfaction tends to be higher. Where the complaint involves a protracted case, involving services such as benefits or planning, the complaint is as of a result of misinterpretation / misunderstanding of policy, and so satisfaction tends to be much lower.

4.8 Compliments

The number of recorded compliments has risen. The distribution among service areas is shown in the table below, along with a comparison to last year:

Service Area	Number of Compliments 2020/21	Number of Compliments 2019/20
Finance and Corporate Services	25	12
Neighbourhoods	81 (+11 for Streetwise)	72 (+5 for Streetwise)
Communities	18	30
Transformation	22	13
Total	157	132

5 Risk and Uncertainties

Serious reputational damage could be suffered if the Council fails to respond appropriately to complaints. Annual training is offered to those investigating and responding to complaints, and support is given to individuals during the process to ensure a thorough investigation is undertaken and the response to the complainant is clear, complete and customer focused.

6 Implications

6.1 Financial Implications

There are no direct financial implications arising from this report. Very occasionally compensation is given where complainants find themselves out of pocket due to an error made by the Council.

6.2 Legal Implications

Should complainants remain dissatisfied after the Council has concluded its investigation, they can take their complaint to the Local Government Ombudsman.

6.3 Equalities Implications

The Council and its officers strive to treat each complaint on its merits.

6.4. Section 17 of the Crime and Disorder Act 1998 Implications

There are no direct Section 17 implications arising from the recommendations of this report.

7. Link to Corporate Priorities

Quality of Life	The successful resolution of complaints supports all of the Council's priorities.
Efficient Services	
Sustainable Growth	
The Environment	

8. Recommendations

It is RECOMMENDED that this report is accepted as a true record of customer feedback in 2020/21.

For more information contact:	Charlotte Caven-Atack Service Manager – Corporate Services 0115 914 8278 ccaven-atack@rushcliffe.gov.uk
Background papers Available for Inspection:	None
List of appendices (if any):	Appendix 1 – Complaints by Service Area

Appendix 1

Service Area	Number of Complaints	Subject of complaint	Resolved at Stage 1 or 2	Justified?
Communities	22	17 x Planning application / decision	6 x Stage 2; 11 x Stage 1	4 x Yes; 13 x No
		1 x ASB during Covid lockdown	Stage 1	Yes
		1 x State of Boundary Rd park	Stage 1	No
		1 x Planning enforcement	Stage 1	Yes
		1 x Historical planning issue	Stage 1	No
		1 x Staff conduct	Stage 1	Yes
Neighbourhoods	15	3 x Housing staff issue	3 x Stage 1	2 x Yes; 1 x No
		2 x Housing allocation issue / decision	1 x Stage 1; 1 x Stage 2	2 x No
		2 x Taxi licensing	1 x Stage 1; 1 x Stage 2	1 x Yes; 1 x No
		2 x Neighbour dispute	2 x Stage 1	1 x Yes; 1 x No
		2 x Fly tipping issue	2 x Stage 1	2 x No
		1 x Public toilets issue	Stage 1	Yes
		1 x Pest control charges issue	Stage 1	No
		1 x Issue where letter sent to wrong address	Stage 1	Yes
		1 x Liquor licensing issue	Stage 1	No

Finance and Corporate Services	10	6 x Council tax issue 2 x Covid relief grant issues 1 x Staff conduct issue 1 x Councillor community grant issue	1 x Stage 2; 5 x Stage 1 1 x Stage 2; 1 x Stage 1 Stage 1 Stage 1	4 x Yes; 2 x No 2 x No Yes No
Transformation	2	1 x local governance issue 1 x Staff conduct	Stage 2 Stage 1	Yes No



Corporate Overview Group

Tuesday, 2 November 2021

Consideration of Scrutiny Group Work Programmes

Report of the Director – Finance and Corporate Services

1. Purpose of report

- 1.1. The terms of reference for the Corporate Overview Group accepted at Council in May 2019 clearly state that a key responsibility of this Group is to:
 - Create and receive feedback on work programmes for the Growth and Development, Communities, and Governance Scrutiny Groups based on the Cabinet Forward Plan, Corporate Strategy, Medium Term Financial Strategy, Investment Strategy and Transformation Plan.
- 1.2. Work programmes for each of the groups during 2021/22 were reviewed in July 2021 to ensure they reflected the current priorities of the Council especially in light of the Covid19 pandemic.
- 1.3. To ensure that scrutiny is responsive, effective and an essential part of the Council's decision-making process, it is important that Corporate Overview Group considers the work programmes each time it meets taking into account changes to the Council's Forward Plan, and any topics for potential scrutiny submitted by Councillors.

2. Recommendation

It is RECOMMENDED that the Corporate Overview Group:

- a) consider any additional items for scrutiny from the current Cabinet Forward Plan, Corporate Strategy, Medium Term Financial Strategy, Investment Strategy and Transformation Plan (Appendix One)
- b) consider the scrutiny matrices submitted by Councillors and officers (Appendix Two)
- c) determine any additional topics to be included in a scrutiny group work programme for 2021-22 for each of the scrutiny groups
- d) review the current work programme for each of the scrutiny groups (Appendix Three).

3. Reasons for Recommendation

- 3.1. To fulfil the requirements of the terms of reference for the Corporate Overview Group and ensure effective scrutiny of decisions.

4. Supporting Information

- 4.1. In March 2019, Council adopted a new structure for scrutiny comprised of one Corporate Overview Group and three additional Scrutiny Groups focused on Growth and Development, Communities, and Governance. The Corporate Overview Group is responsible for setting the work programmes for all scrutiny groups based on the Cabinet Forward Plan, Corporate Strategy, Medium Term Financial Strategy, Investment Strategy and Transformation Plan. Links to these documents can be found at Appendix One.
- 4.2. Councillors and officers have identified a number of topics they believe to be suitable for scrutiny by the Council's Scrutiny Groups over the next twelve months. Each scrutiny matrix has been included for discussion by members of Corporate Overview Group. These are included at Appendix Two. The Group is invited to discuss these and make a judgement about whether they should be included in the work programme for a particular scrutiny group during the coming year.
- 4.3. Please note that the first scrutiny matrix (Provision of Services for Children and Young People in Rushcliffe) has already been accepted by the Chairman of the Corporate Overview Group in advance of the meeting and was considered at the October meeting of the Communities Scrutiny Group – it is included here for a matter of record not discussion.
- 4.4. Any additional items identified from the Cabinet Forward Plan, Corporate Strategy, Medium Term Financial Strategy, Investment Strategy and Transformation Plan, highlighted by members of the Group, or raised by officers, should be assessed against the scrutiny matrix to inform the decision to include them on a scrutiny group work programme.
- 4.5. Appendix Three shows the work programmes for all scrutiny groups as agreed in July 2021 by the Corporate Overview Group. The Group is asked to consider if the work programmes remain appropriate and achievable for the current year.
- 4.6. It is important to note that the purpose of scrutiny is to:
 - scrutinise a topic in more depth than the Cabinet can in advance of a Cabinet decision with the purpose of informing the decision to be made by Cabinet
 - investigate topics of concern to residents resulting in recommendations to Cabinet with the purpose of improving Council services
 - monitor the progress of the Corporate Strategy to ensure the Council is meeting its stated priorities accepting that this may require more in-depth scrutiny of specific strategic projects at appropriate times
 - hold the Executive to account on behalf of the residents of the Borough to ensure sound decisions are made.
- 4.7. The Group is reminded that there will be cases in which scrutiny is not necessary or appropriate at this time. Officers will be clear in providing reasons where they feel this is the case. Councillors are also asked to be mindful of the resources available for scrutiny and listen to the advice of officers present in the meeting.

5. Risks and Uncertainties

5.1. There are no direct risks associated with this report.

6. Implications

6.1. Financial Implications

There are no direct financial implications arising from the recommendations of this report.

6.2. Legal Implications

This report supports effective scrutiny. There are no direct legal implications arising from the recommendations of this report.

6.3. Equalities Implications

There are no direct equalities implications arising from the recommendations of this report.

6.4. Section 17 of the Crime and Disorder Act 1998 Implications

There are no direct Section 17 implications arising from the recommendations of this report.

7. Link to Corporate Priorities

Quality of Life	Scrutiny of issues of concern to residents can lead to improvements in their perceived Quality of Life.
Efficient Services	Scrutiny of issues of concern to residents can lead to more efficient services.
Sustainable Growth	Scrutiny of issues of concern to residents can lead to Sustainable Growth.
The Environment	Scrutiny of issues of concern to residents can lead to improvements in the Environment.

8. Recommendations

It is RECOMMENDED that the Corporate Overview Group:

- a) consider any additional items for scrutiny from the current Cabinet Forward Plan, Corporate Strategy, Medium Term Financial Strategy, Investment Strategy and Transformation Plan (Appendix One)
- b) consider the scrutiny matrices submitted by Councillors and officers (Appendix Two)
- c) determine any additional topics to be included in a scrutiny group work programme for 2021-22 for each of the scrutiny groups

- d) review the current work programme for each of the scrutiny groups (Appendix Three).

For more information contact:	Peter Linfield Director - Finance and Corporate Services Tel: 0115 9148439 plinfield@rushcliffe.gov.uk
Background papers available for Inspection:	None
List of appendices:	Appendix One – Document Links Appendix Two – Potential Scrutiny Items for Consideration Appendix Three – Work Programmes 2021-22

Links

Cabinet Forward Plan

<http://rbc-moderngov/mgListPlanItems.aspx?PlanId=159&RP=137>

Corporate Strategy

<https://www.rushcliffe.gov.uk/media/1/rushcliffe/media/documents/pdf/publicationscheme/3whatourprioritiesareandhowwearedoing/Corporate%20Strategy%202019-23.pdf>

Medium Term Financial Strategy, Investment Strategy, Transformation Plan

<https://democracy.rushcliffe.gov.uk/documents/s8154/Budget%20and%20Financial%20Strategy%20202122.pdf>

Appendix

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Rushcliffe Borough Council – Scrutiny Matrix

Officer Request for Scrutiny	
Proposed topic of scrutiny ...	The provision of services for children and young people in Rushcliffe – emerging trends and gaps considering the COVID pandemic
I would like to understand ... (key lines of enquiry)	<p>Rushcliffe Borough Council provides support to children and young people through a wide variety of community engagement initiatives and campaigns. Activities are delivered through a combination of Service Level Agreements (SLA) and contracts with external providers, as well as through directly via internal council teams.</p> <p>The Council's largest project supporting children and young people is with Trent Bridge Community Trust (TBCT) who facilitate delivery of the Positive Futures and YouNG programmes in Rushcliffe. Total financial commitment for the TBCT SLA is £192,000 per annum.</p> <p>The key lines of enquiry for the scrutiny are as follows:</p> <ul style="list-style-type: none"> • What impact has Covid had on the delivery of the TBCT SLA since it was recommissioned in January 2021? • What are the current challenges delivering the SLA and trends observed in supporting young people in the Borough? • In light of the pandemic, are any adjustments required to ensure that we are providing support where required?
I think this topic should be scrutinised because ... (please tick)	<input type="checkbox"/> Poor Performance Identified
	<input type="checkbox"/> Change in Legislation or Local Policy
	<input type="checkbox"/> Resident Concern or Interest
	<input type="checkbox"/> Cabinet Recommendation
	<input type="checkbox"/> Links to the Corporate Strategy
	<input checked="" type="checkbox"/> Other (please state reason)
	Concerns raised in Portfolio Holder Briefing

Officer Consideration of Officer Request for Scrutiny		
Officer Feedback (please tick)	✓	Officer Comment
- Issue already being addressed	x	
- Issue has already been considered in the last 2 years?	x	
- Issue is a legal matter	x	
- Issue of a complaint investigation	x	
- Issue is a staffing matter	x	
- There is an alternative way of dealing with the issue	x	
Is there sufficient capacity ...		
- Scrutiny Work Programme?	✓	
- Officer Resources?	✓	
Recommendation		Even though it has been a short period since the SLA has been recommissioned there has been significant challenges facing children and young people in light of the pandemic, particularly around mental health, access to education and employment opportunities and it is appropriate to scrutinise our current arrangements and make recommendations based on the latest information available to partners.
Lead Officer		Derek Hayden
Proposed Timescale for Scrutiny and Scrutiny Group		October 2021 – Communities Scrutiny Group

Rushcliffe Borough Council – Scrutiny Matrix

Councillor Request for Scrutiny		
Councillor C Thomas		
Proposed topic of scrutiny	Planning Policy / Guidance for solar farms	
I would like to understand (key lines of enquiry)	<p>This scrutiny seeks to understand:</p> <ul style="list-style-type: none"> • What is council policy on solar farms? • Why is there a surge in applications for solar farms in the south of Rushcliffe at present? Is this due to a change in government policy? • What are the positive and negative impacts of solar farms on countryside and agricultural land? • How do solar farms relate to green belt policy? • How have the existing solar farms in Rushcliffe, and elsewhere, been received by neighbouring residents and what has been learnt from these installations? • Is there any way for the Council to encourage solar panels on roofs of buildings, particularly on the large development sites, possibly to reduce the need for solar farms on agricultural land? • Should the Council produce SPG to help guide location, construction and subsequent management of new solar farms? 	
I think this topic should be scrutinised because (please tick)	<input type="checkbox"/>	Poor Performance Identified
	<input checked="" type="checkbox"/>	Change in Legislation or Local Policy
	<input checked="" type="checkbox"/>	Resident Concern or Interest
	<input type="checkbox"/>	Cabinet Recommendation
	<input type="checkbox"/>	Links to the Corporate Strategy
	<input checked="" type="checkbox"/>	Other (please state reason)
		Recent surge in applications
Officer Consideration of Councillor Request for Scrutiny		
Officer Feedback (please tick)	<input checked="" type="checkbox"/>	Officer Comment
- Issue already being addressed	<input checked="" type="checkbox"/>	
- Issue has already been considered in the last 2 years?	<input checked="" type="checkbox"/>	

- Issue is a legal matter	x	
- Issue of a complaint investigation	x	
- Issue is a staffing matter	x	
- There is an alternative way of dealing with the issue	x	
Is there sufficient capacity		
- Scrutiny Work Programme?	✓	Recommend scheduling for 2022/23
- Officer Resources?	✓	If delayed into the new year
Recommendation	Accept for scrutiny	
Lead Officer	Richard Mapletoft	
Proposed Timescale for Scrutiny and Scrutiny Group	July 2022 – Growth and Development Scrutiny Group	

Appendix

Rushcliffe Borough Council – Scrutiny Matrix

Councillor Request for Scrutiny		
Councillor R Walker		
Proposed topic of scrutiny ...	Sports Development in Rushcliffe	
I would like to understand ... (key lines of enquiry)	<p>This scrutiny seeks to understand:</p> <ul style="list-style-type: none"> • What measures are in place to track participation in sport/physical activity in the Borough? • What these measures tell us about trends? • How we are tackling under-representation within particular groups? • How we can further improve school/club links and increase competition in school sport? • How is the Borough delivering community sport and physical activity opportunities? • What are the barriers to increasing participation and what interventions/resources are needed to overcome them? 	
I think this topic should be scrutinised because ... (please tick)	<input type="checkbox"/>	Poor Performance Identified
	<input type="checkbox"/>	Change in Legislation or Local Policy
	<input checked="" type="checkbox"/>	Resident Concern or Interest
	<input type="checkbox"/>	Cabinet Recommendation
	<input checked="" type="checkbox"/>	Links to the Corporate Strategy
	<input type="checkbox"/>	Other (please state reason)
Officer Consideration of Councillor Request for Scrutiny		
Officer Feedback (please tick)	<input checked="" type="checkbox"/>	Officer Comment
- Issue already being addressed	<input checked="" type="checkbox"/>	
- Issue has already been considered in the last 2 years?	<input checked="" type="checkbox"/>	
- Issue is a legal matter	<input checked="" type="checkbox"/>	
- Issue of a complaint investigation	<input checked="" type="checkbox"/>	
- Issue is a staffing matter	<input checked="" type="checkbox"/>	
- There is an alternative way of dealing with the issue	<input checked="" type="checkbox"/>	
Is there sufficient capacity ...		

- Scrutiny Work Programme?	✓	Recommend scheduling for 2022/23
- Officer Resources?	✓	If delayed into the new year
Recommendation	Accept for scrutiny	
Lead Officer	Derek Hayden	
Proposed Timescale for Scrutiny and Scrutiny Group	July 2022 – Communities Scrutiny Group	

Appendix

Rushcliffe Borough Council – Scrutiny Matrix

Councillor / Officer Request for Scrutiny	
Councillor Tina Combellack / Charlotte Caven-Atack	
Proposed topic of scrutiny ...	The Impact of Covid-19 on Rushcliffe Borough Council
I would like to understand ... (key lines of enquiry)	<p>What has already been reported on Covid-19 (links to existing reports)</p> <p>A timeline of events effecting the Council</p> <p>How the Council responded to the initial lockdown</p> <p>The Council's Emergency Planning arrangements</p> <p>The impact of Covid-19 on the Council's staff</p> <p>The impact of Covid-19 on the Council's services</p> <p>The impact of Covid-19 on the Council's contracted services</p> <p>The impact of Covid-19 on the Borough's voluntary sector, sports clubs and community groups</p> <p>The impact of Covid-19 on significant Council projects</p> <p>What the Council considers to be its critical success factors</p> <p>What the Council considers to be lessons learnt</p>
I think this topic should be	Poor Performance Identified

scrutinised because ... (please tick)		Change in Legislation or Local Policy
	✓	Resident Concern or Interest
		Cabinet Recommendation
		Links to the Corporate Strategy
		Other (please state reason)
Officer Consideration of Councillor Request for Scrutiny		
Officer Feedback (please tick)	✓	Officer Comment
- Issue already being addressed		
- Issue has already been considered in the last 2 years?		
- Issue is a legal matter		
- Issue of a complaint investigation		
- Issue is a staffing matter		
- There is an alternative way of dealing with the issue		
Is there sufficient capacity ...		
- Scrutiny Work Programme?	✓	
- Officer Resources?	✓	Barring a significant winter spike of Covid-19 causing further impact to the Borough Council
Recommendation		Item progresses to Scrutiny
Lead Officer		Charlotte Caven-Atack
Proposed Timescale for Scrutiny and Scrutiny Group		Corporate Overview Group – February 2022

Work Programme 2021-22 – Corporate Overview Group

2 November 2021	<ul style="list-style-type: none"> • Standing Items <ul style="list-style-type: none"> ○ Feedback from Scrutiny Group Chairmen ○ Feedback from Lead Officer ○ Consideration of Scrutiny Group Work Programmes ○ Financial and Performance Management • Rolling Items <ul style="list-style-type: none"> ○ Customer Feedback Annual Report
1 February 2022	<ul style="list-style-type: none"> • Standing Items <ul style="list-style-type: none"> ○ Feedback from Scrutiny Group Chairmen ○ Feedback from Lead Officer ○ Consideration of Scrutiny Group Work Programmes ○ Financial and Performance Management • Rolling Items <ul style="list-style-type: none"> ○ Feedback on Residents' Survey 2021 ○ The Impact of Covid-19 on Rushcliffe Borough Council [new and not yet approved]
3 May 2022	<ul style="list-style-type: none"> • Standing Items <ul style="list-style-type: none"> ○ Feedback from Scrutiny Group Chairmen ○ Feedback from Lead Officer ○ Consideration of Scrutiny Group Work Programmes ○ Financial and Performance Management • Rolling Items <ul style="list-style-type: none"> ○ Diversity Annual Report [moved from February]
xxxx 2022	<ul style="list-style-type: none"> • Standing Items <ul style="list-style-type: none"> ○ Feedback from Scrutiny Group Chairmen ○ Feedback from Lead Officer ○ Consideration of Scrutiny Group Work Programmes ○ Financial and Performance Management • Rolling Items <ul style="list-style-type: none"> ○ Health and Safety Annual Report

Draft Work Programme 2021-22 – Governance Scrutiny Group

25 November 2021	<ul style="list-style-type: none"> • Internal Audit Progress Report • Annual Audit Report 2020/21 • <i>Value for Money Statement [new item]</i> • Statement of Accounts • Streetwise Annual Report • Treasury and Asset Investments – 6 monthly update • Asset Management Plan
3 February 2022	<ul style="list-style-type: none"> • Internal Audit Progress Report • Internal Audit Strategy • External Audit Annual Plan • Annual Audit Letter • Risk Management – Update • Treasury and Asset Investments Strategy - Update
19 May 2022	<ul style="list-style-type: none"> • Internal Audit Progress Report • Internal Audit Annual Report • Annual Governance Statement • Constitution Update
September 2022	<ul style="list-style-type: none"> • Risk Management • Going Concern • Asset and Investment Outturn 2020/21

Appendix Three

Work Programme 2021-22 – Growth and Development Scrutiny Group

	Items / Reports
January 2022	<ul style="list-style-type: none">• Conservation Areas – Part Two• Tree Conservation
April 2022	<ul style="list-style-type: none">• Planning Communications
July 2022	<ul style="list-style-type: none">• Planning Policy Guidance for solar farms [new item not yet approved]
October 2022	<ul style="list-style-type: none">•

Work Programme 2021-22 – Communities Scrutiny Group

	Items / Reports
January 2022	<ul style="list-style-type: none">• Housing Delivery Plan
April 2022	<ul style="list-style-type: none">• Waste Strategy• Carbon Management Plan
July 2022	<ul style="list-style-type: none">• Sports Development in Rushcliffe [new item not yet approved]
October 2022	<ul style="list-style-type: none">•

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