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Our reference:
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Date: 7 November 2022

To all Members of the Corporate Overview Group

Dear Councillor

A Meeting of the Corporate Overview Group will be held on Tuesday, 15 November 2022 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



Gemma Dennis
Monitoring Officer

AGENDA

1. Apologies for Absence
2. Declarations of Interest
3. Minutes of the meeting held on 6 September 2022 (Pages 1 - 10)
4. Finance and Performance Management Q2 2022/23 (Pages 11 - 50)
Report of the Director – Finance and Corporate Services
5. Customer Feedback Annual Report (Pages 51 - 58)
Report of the Director – Finance and Corporate Services
6. Feedback from Scrutiny Group Chairmen
7. Feedback from Lead Officers



Rushcliffe Borough
Council Customer
Service Centre

Fountain Court
Gordon Road
West Bridgford
Nottingham
NG2 5LN

Email:
customerservices
@rushcliffe.gov.uk

Telephone:
0115 981 9911

www.rushcliffe.gov.uk

Opening hours:
Monday, Tuesday and Thursday
8.30am - 5pm
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9.30am - 5pm
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8.30am - 4.30pm

Postal address
Rushcliffe Borough
Council
Rushcliffe Arena
Rugby Road
West Bridgford
Nottingham
NG2 7YG



8. Consideration of Scrutiny Group Work Programmes (Pages 59 - 74)

Report of the Director – Finance and Corporate Services

Membership

Chairman: Councillor J Wheeler

Councillors: N Clarke, J Cottee, P Gowland, J Murray, D Viridi and G Williams

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MINUTES OF THE MEETING OF THE CORPORATE OVERVIEW GROUP TUESDAY, 6 SEPTEMBER 2022

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

PRESENT:

Councillors J Wheeler (Chairman), N Clarke, J Murray, D Viridi and G Williams

OFFICERS IN ATTENDANCE:

C Caven-Atack	Service Manager - Corporate Services
S Whittaker	Service Manager - Finance
E Palmer	Communications and Customer Services Manager
J Wilkinson	Safety and Risk Management Advisor
T Coop	Democratic Services Officer

APOLOGIES:

Councillors J Cottee and P Gowland

6 Declarations of Interest

There were no declarations of interest.

7 Minutes of the meeting held on 7 June 2022

The minutes of the meeting held on 7 June 2022 were approved as a true record and signed by the Chairman.

8 Health and Safety Annual Report

The Strategic HR Manager delivered a presentation that summarised the Council's occupational health and safety performance during the period 1 April 2021 to end March 2022 which complimented the Health and Safety Annual report circulated with the agenda.

It was noted that the Annual Report is structured in such away as to reflect the Health and Safety Executive guidance, including health and safety policies, procedures and activities which have taken place over the year and sets out training programmes delivered, providing statistical data and the proposed health and safety objectives for 2022/23.

The Strategic HR Manager provided an overview of activities and performance in relation to health and safety, with the response to the Covid pandemic remaining a key priority.

The Strategic HR Manager provided data on staff training and explained why there had been dips in training completion due to the administrative system, adding that a system upgrade is due to be launched in the next 6 to 8 weeks which will enable automatic re-enrolment once refresher training is due which is expected to have a positive impact on course completions.

The Group were advised that the number of accidents to employees had increased slightly compared to last year, but remains consistent with previous years and included slip, trips and fall accidents and manual handling accidents. It was noted that at the Group's request an Incidence Rate had been added to the reporting figures.

In respect of days lost due to absence or injury, the Strategic HR Manager advised that this remains low in comparison to previous years, with only 4 accidents resulting in time off work, and out of those four only one accident needing to be reported to the Health and Safety Executive.

The Strategic HR Manager informed the Group that a Health and Safety audit by BDO the Council's internal auditors had been completed in March 2022. The conclusion from the report was as follows:

'Our review noted that there are a number of good areas of practice at the Council regarding health and safety, these areas include the reviewing of health and safety policies, the defining of roles and responsibilities in the management framework and the clear reporting groups for health and safety.'

The audit revealed that areas for improvement included improved training rates for e-learning and more consistent processes for reviewing risk assessments in Pentana. The Strategic HR Manager advised that there had been a review and update of all health and safety policies, that there are plans to complete a health and safety audit at Fountain Court, and that significant activities continue to take place to deliver the workplace health initiatives in line with the Workplace Health Gold award.

The Strategic HR Manager advised the Group that in April 2022 the Council had engaged with Bolsover District Council to support with some aspects of the Health and Safety work at Rushcliffe.

In concluding the Group were advised of the objectives for 2022/23 including:

- Review and update the Violence at Work Policy
- Health & Safety audit of Streetwise
- Improvements to the e-learning compliance rates
- Ensure risk assessments are reviewed by managers in a more timely manner
- Continue to deliver appropriate workplace health initiatives

Members asked specific questions relating to the take up of fire safety e-learning and what HR officers had in place to improve staff uptake and achieve targets, highlighting the fire at County Hall and the importance of fire awareness and safety. The Strategic HR Manager explained that e-learning

courses were not the primary source for training, adding that more complimentary training is provided at regular intervals for staff who have been assigned as fire marshals, including Facilities and Business Support Officers. The Strategic HR Manager also advised that all staff are provided with fire safety training at their induction.

Councillors were also advised that complimentary training is also provided for asbestos and legionella awareness.

The Chairman questioned the rationale of the Health and Safety Service Level Agreement with Bolsover District Council and whether there was any risk with this provision being provided on an 'as and when required' basis. The Strategic HR Manager explained that due to her recent promotion and additional work, her capacity to deliver the Health and Safety functions had reduced, adding that the Council had allocated a budget for external support and had reached out to other authorities within the Nottinghamshire and Derbyshire Health and Safety Advisory Group to explore if there was any capacity for other authorities support, to which Bolsover was the only responder.

The Group commented on the risk assessment review and the audit recommendation for assessments to be kept in a central location. The Strategic HR Manager advised that a more consistent process for reviewing risk assessments had been implemented and reports were being logged in 'Pentana', the Council's Performance Management System.

It was **RESOLVED** that Corporate Overview Group:

- a) Considered the detailed information contained within the annual Health and Safety Report
- b) Endorsed the proposed health and safety objectives for 2022/23 as set out in paragraph 4.1 of the report.

9 **Finance and Performance Management Q4 2021-2022**

The Group were presented the Q4 Finance and Performance report for 2021/22, which outlines the Council's position in terms of financial and performance monitoring.

It was noted that the statutory deadline for approval of the accounts had been extended and the publication of the draft Statement of Accounts had been prepared and published on 31 July 2022, with the approval of the audited statements due by 30 November 2022.

The Service Manager - Finance advised the Group of the financial monitoring in respect of the net revenue position which showed a transfer to reserves of £1.452m a significant net increase of £6.2m, adding that as reported throughout the year financial performance has been resilient in face of ongoing financial challenges, which had resulted in a surplus in the year due to in-year savings and service efficiencies. Details of the main variances were provided and noted by the Group.

The Service Manager Finance explained that service efficiencies and prudential budgeting for Covid losses had mitigated the overall impact and the improved outturn position enables the Council to continue to achieve its corporate objectives. It was noted that a number of transfers had been agreed by Cabinet with any surplus being transferred to the Organisation Stabilisation Reserve to support future financial pressures.

In respect of Capital monitoring the Service Manager - Finance reported that at the year-end the Capital Programme provision totalled £27.222m, the actual expenditure being £16.276m, giving rise to a variance of £10.946m, £10.710m of which is to be carried forward. It was noted that significant commitments had been made with regard to the Bingham Hub and Crematorium.

The Communications and Customer Services Manager delivered the Q4 Performance Monitoring Report giving reference to the Strategic Scorecard in the appendices provided with the report.

The Communications and Customer Services Manager highlighted the number of performance exceptions which is higher this year primarily due to the results of the residents' satisfaction survey, and whilst the impact of the covid pandemic had a significant impact on the everyday life of our residents, we were able to maintain Council services.

It was noted that usage of leisure and community facilities was returning to pre-pandemic levels and whilst the year end targets were not met, it does provide positive signs that the next financial year will show an improvement.

The Communications and Customer Services Manager explained that the Corporate Strategy is a living document that is adapted to changing priorities, allowing the Council to take advantage of emerging opportunities and tasks are removed once completed.

The Group were advised that one strategic task had been completed and removed from monitoring:

ST1923_21 Support the Local Businesses and communities from the impact of Covid.

No new strategic tasks have been added to the reporting for this year.

Councillors asked specific questions in relation to the Council's leisure provision and whether the opening of new non-Council run facilities posed a risk on the Arena and the Council's current leisure provider. The Financial Services Manager explained that there had been no real impact so far and that the privately run facilities were offering different provision and customer base. It was also noted that the rise in cost of living is more likely to have an impact in the future.

The Group questioned the reported satisfaction levels in respect of the cleanliness of parks and open space, slightly lower than target and whether the council just relies on residents' perceptions. The Communications and

Customer Services Manager explained that other sources for monitoring this area includes WISE, the Council's enforcement contractor, social media and customer complaints.

It was **RESOLVED** that the Group noted:

- a) the 2021/22 revenue position and efficiencies identified in **Table 1**, the variances in **Table 2** and the carry forwards and appropriations to reserves in **Appendix E**;
- b) the other changes to the earmarked reserves as set out at **Appendix B**;
- c) the re-profiled position on capital and the capital carry forwards outlined in **Appendix C**;
- d) the updates on the Special Expenses outturn at paragraph 4.12 and in **Appendix D**; and
- e) considers whether scrutiny is required for identified performance exceptions.

10 **Finance and Performance Management Q1 2022/23**

The Group were presented the Q1 Finance and Performance Report 2022/23, which outlines the Council's position in terms of financial and performance monitoring.

The Service Manager - Finance informed the Group that for this financial year, the overall budget variance is expected to be an efficiency of £1.038m with proposals to utilise this for in-year pressures. The Group were advised that the budget has been set in anticipation of a rise in inflation and pay costs, adding that the Government are committed to employers paying the national living wage and the employers offer is to help meet this objective. It was noted that Cabinet at its meeting on 12 July 2022 approved additional allocations from 2021/22 underspends to mitigate the impact of the additional pressure.

It was noted that further risks remain in relation to cost pressures and it is therefore proposed to earmark £0.638m of the projected underspend to mitigate these risks. There have been unavoidable delays in the Bingham Leisure Hub and Crematorium giving way to delays in projected income streams.

The Service Manager – Finance highlighted the cost pressures associated with staff pay negotiations and inflation which is predicted to reach 15% later in the year, with significant risk cost to the Council and an impact on contracts that are index linked or due for renewal and on fuel and utilities. In addition, it was noted that this may have a knock-on effect on the collection rates for council Tax and Business Rates and on fees and charges as residents struggle with the increase in the cost of living.

The Communications and Customer Services Manager provided a summary of the progress of tasks and measures falling within each theme of the Corporate

Strategy. It was reported that performance in the first quarter is very good, which was particularly evident in the following performance indicators:

- **LIDEG40** Percentage of RBC owned industrial units occupied – occupation levels have recovered following a number of units becoming vacant during 2021/22.
- **LIFCS21** Percentage of Non-domestic Rates collected in year – collection rates are 10% ahead of target.
- **LIFCS62** Percentage increase in self-serve transactions – there are a number of factors, in particular impact of the energy rebate scheme, increased bids for Choice Based Lettings and use of the bin calendar as a result of bank holiday changes.
- **LINS51** Number of leisure centre users – public – although not reaching pre-pandemic levels at present, usage is increasing and above target levels.

It was noted that one new task has been added for this year, **ST1923_21** Delivery of Equality, Diversity and Inclusion scheme action plan.

Councillors asked specific questions in relation to the increasing energy and fuel costs and how much were officers able to predict these increases on the Council's finances. The Service Manager - Finance explained that economic factors were more challenging creating a more stringent budget setting for this year. In addition, the Service Manager - Finance advised that increases are factored into the budget setting process including fees and charges for Council services. It was also noted that reserves could be called upon to prevent the need for external borrowing.

In terms of looking ahead the Group asked what tolerances are acceptable in terms of investment balances and underspends in the Capital Programme and prolonged negative variances. The Service Manager - Finance explained that the Corporate Strategy is set on a four-year cycle, that is reassessed annually at every budget setting point. In respect of negative variances, the Group noted that regular reviews of the Transformation Programme and good reserves places the Council in a good position.

Councillors highlighted the positive results in relation to the number of fly-tipping cases and dog fouling coming down and wished to see this reported positively through Council communications.

In respect of new grants, Councillors questioned whether officers from other areas of the Council could be called upon to provide some resilience during busy periods. It was noted that this had been the case during the height of the Covid pandemic.

It was **RESOLVED** that the Group note:

- a) The expected revenue budget efficiency for the year of £1.038m and proposals to earmark this for cost pressures;
- b) The capital budget efficiencies of £6.170m including the re-profiling of provisions totalling £1.465m to 2023/24 for Cotgrave Leisure Centre,

- Keyworth Leisure Centre, and West Park;
- c) The transfer of £0.15m from streetwise Loan Provision to Capital Contingency;
 - d) The expected outturn position for Special Expenses to be in line with the Budget;
 - e) The Council positively engaging in securing external funding with regards to the UK Shared Prosperity Fund, Levelling-up and Safer Streets; and
 - f) Considers whether scrutiny is required for identified performance exceptions.

11 Feedback from Scrutiny Group Chairmen

The Chairman of Governance Scrutiny Group advised that at its last meeting on the 30 June 2022 the Group were asked to consider seven substantive items. It was also noted that a Risk Management training session had been arranged before the meeting on 15 September 2022.

The Chairman of Communities Scrutiny Group advised that at its last meeting the Group were asked to consider the Council's Canal and River Trust Access Agreement and a presentation was delivered by the Canal and River Trust. The Group were also provided with an update on the Council's Sports Development function. The Chairman advised that at the next meeting scheduled for 6 October the Council's External Communication Strategy and Customer Access Strategy would be scrutinised.

The Chairman of Growth and Development Scrutiny Group advised that at its last meeting the Group had scrutinised conservation areas and had added two additional recommendations in respect of Designated Heritage Assets and allowing residents to be involved with the review process for Heritage Assets. The Chairman advised that Sewerage Infrastructure and Discharge within the Borough and Covid 19 Business Recovery were on the agenda at the next meeting scheduled for 22 September 2022.

12 Feedback from Lead Officers

There was nothing to report for this item.

13 Scrutiny Witness Guide

The Group were asked to consider and approve the draft Scrutiny Witness Guide, which had been developed to draw attention to the provisions outlined in the Council's Constitution in relation to expert witnesses and Councillors contributing to scrutiny. It also sets the standards for involving witnesses in scrutiny to ensure that the different scrutiny groups are following the same procedures and the processes are transparent and easy for witnesses to follow.

The Service Manager – Corporate Services explained that the Guide aims to encourage expert witnesses to be more focused in the information presented to Scrutiny and the balance to be maintained between information provided and debate. In addition, the Scrutiny Witness Guide outlines how scrutiny works at Rushcliffe, who can speak at scrutiny and for how long, the nature of their involvement and what external speakers can expect both by way of support in advance of and during the meeting.

Councillors were complimentary of the proposals and expressed that the document provides a better understanding of who can be involved and sets out clear expectations for external speakers.

The Group suggested that provisions in case the technology fails should be considered in the guidance and that Chairmen be allowed some flexibility for effective scrutiny.

The Group noted that the Service Manager – Corporate Services would publicise the Scrutiny Witness Guide appropriately.

It was **RESOLVED** that the Corporate Overview Group approves the Scrutiny Witness Guide provided in Appendix One attached to the report.

14 **Consideration of Scrutiny Group Work Programme**

There were no new scrutiny matrices submitted in time for this meeting. The Service Manager Corporate Services advised this was not considered a concern as Governance and Communities Scrutiny both have substantive work programmes for the next twelve months. It was noted that Growth and Development had less coming up. However, officers were expecting to bring forward a review of Fairham Pastures and the first six months of the Crematorium development. Matrices for both would be brought to the next Corporate Overview meeting and Councillors were encouraged to consider if there are any community concerns that could be scrutinised at Growth and Development Scrutiny Group

It was **RESOLVED** that the work programmes outlined below be agreed.

Work Programme 2022-23 – Corporate Overview Group

15 November 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"> ○ Customer Feedback Annual Report
21 February	<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

	<ul style="list-style-type: none"> ○ Financial and Performance Management ● Rolling Items <ul style="list-style-type: none"> ○ Review of the 2019-2023 Strategic Tasks ○ Review of the draft Business Continuity Strategy
May 2023	<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 and update on the Equality and Diversity Strategy

Work Programme 2022-23 – Governance Scrutiny Group

15 September 2022	<ul style="list-style-type: none"> ● Internal Audit Progress Report ● Streetwise Annual Report ● Risk Management ● Going Concern ● Capital and Investment Strategy Q1 2022/23
24 September 2022	<ul style="list-style-type: none"> ● Internal Audit Progress Report ● Annual Audit Report 2021/22 ● Statement of Accounts ● Capital and Investments – 6 monthly update ● Asset Management Plan
23 February 2022	<ul style="list-style-type: none"> ● Internal Audit Progress Report ● Internal Audit Strategy ● Risk Management – 6 monthly update ● Capital and Asset Investments Strategy 2023/24
June 2023	<ul style="list-style-type: none"> ● Internal Audit Progress Report ● Internal Audit Annual Report ● Annual Governance Statement (AGS) ● Capital and Investment – update ● Constitution Update ● Code of Conduct ● External Audit Annual Plan ● Annual Audit Letter and Value for Money Conclusion

Work Programme 2022-23 – Growth and Development Scrutiny Group

21 September 2022	<ul style="list-style-type: none"> ● Covid-19 Business Recovery Update ● Sewerage Infrastructure and Discharge within Rushcliffe
4 January 2023	<ul style="list-style-type: none"> ● UK Shared Prosperity Fund ●
8 March 2023	<ul style="list-style-type: none"> ●

July 2023	•
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Work Programme 2022-23 -Communities Scrutiny Group

6 October 2022	<ul style="list-style-type: none"> • Council's External Communications Strategy • Customer Access Strategy
19 January 2023	<ul style="list-style-type: none"> • Establishment of a Youth Council • Corporate Enforcement Policy
16 March 2023	<ul style="list-style-type: none"> • Carbon Management Plan • Environment Policy
July 2023	•

The meeting closed at 8.47 pm.

CHAIRMAN

DRAFT



Corporate Overview Group

Tuesday, 15 November 2022

Finance and Performance Management Quarter 2 2022/23

Report of the Director – Finance and Corporate Services

1. Purpose of report

- 1.1. This report presents the budget position for revenue and capital as at 30 September 2022.
- 1.2. Given the current financial climate, particularly the inflationary increases and impact on residents' cost of living, 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. There is a predicted net revenue budget efficiency of £0.831m for 2022/23 mostly as a result of Business Rates Pool, additional investment income and additional new burdens grants (5.8% of Net Service Expenditure). This is proposed to be earmarked for additional cost pressures mainly in relation to pooled investments and a temporary decline in their value (see paragraph 4.13). The position is likely to change as further variances are identified during the year.
- 1.4. There is a capital budget efficiency expected of £4.98m, primarily due to support for registered housing providers (£1.958m) and Disabled Facilities Grants (£0.643m), a recommendation to rephase these funds is discussed below. In addition, contingencies on Bingham Leisure hub (£1m), and an underspend on Cotgrave Phase 2 (£0.350m).

2. Recommendation

It is RECOMMENDED that the Group notes:

- a) the expected revenue budget efficiency for the year of £0.831m and proposals to earmark this for cost pressures (para 4.1)
- b) the capital budget efficiencies of £4.98m including the re-profiling of provisions totalling £1.965m of which £0.465m to 2023/24 and £1.5m to 2024/25 (para 4.7)
- c) the expected outturn position for Special Expenses to be in £61k above budget (para 4.5)

- d) considers whether scrutiny is required for identified performance exceptions.

3. Reasons for Recommendation

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

4. Supporting Information

Financial Monitoring – Revenue

- 4.1. For this financial year, the overall budget variance is expected to be an efficiency of £0.831m with proposals to utilise this for in-year pressures given in **Appendix A**. Most notably it is proposed to earmark £0.67m for reductions in the value of the pooled investments which are sensitive to market forces (see paragraph 4.13). The remaining efficiency is earmarked as follows:
- Funding to prune and fell Council trees identified as urgent in the Tree Survey £0.09m over 2 years
 - Costs for Local Area Energy Planning project £0.075m from each district or borough authority in Nottinghamshire
- 4.2. Table 1 below summarises the main variations from revenue efficiencies and pressures.

Table 1: Main Items Impacting on the Current Revenue Budget

	Pressure/ (efficiency) 2022/23 (£000)	Reason
Projected in year costs/(efficiencies):		
Contingency	410	Increase due to utilities and pay award
Agency costs	342	Additional agency in Planning, Refuse
Bingham Leisure Centre & offices	169	Lost income from delayed opening
Vehicle Maintenance	74	Cost of repairs linked to older vehicles
Income Crematorium	65	Income lost from delayed opening of the Crematorium
Rental Income	60	Rental income the Point
IT contracts	59	Replacement contract for IDOX
Home Alarms	57	Replacement/upgrade of home alarm equipment not covered by BCF
Investment Income	(519)	Increase in investment receipts linked to increased interest rates and higher balances
Software & Professional costs	(111)	Software implementation (£11k), website development (£80k) and consultancy (£20k)

Edwalton Golf Course	(96)	Increased usage and income
Planning Fees	(91)	Increase in planning applications
Other	(87)	Minor variances eg training and recruitment costs
Homes for Ukraine	(60)	
Car Parks	(50)	Increase income
Court Costs	(35)	Council Tax court costs
Net Revenue Cost/ (Efficiencies)	187	
Grant Income	(158)	New Burdens, domestic abuse and Test and Trace additional grants
Business Rates	(860)	Increase in Net Rates payable
Total Net Projected Budget Variance	(831)	

- 4.3. The main adverse variances arise from: pay award and utilities which have now been included in contingency, agency due to vacancies in planning and refuse and unavoidable delays in the projects for Bingham Leisure Hub and the Crematorium resulting in a reduction of income streams (see paragraph 4.12). Increased income attributable to Business Rates pool surplus, rising interest rates on investments and additional grant income are among the biggest favourable variances.
- 4.4. The Revenue Monitoring statement by service area is attached at **Appendix A** and includes grant income, Minimum Revenue Provision (MRP) (funded by the New Homes Bonus) and income from Business Rates and Council Tax. Detailed variance analysis as at 30 September 2022, is attached at **Appendix B**.
- 4.5. **Appendix E** shows the Quarter 1 position on the Special Expenses budget. The expenditure is currently expected to be £61k above budget mostly due increasing utilities and some footpath maintenance, this position may change later in the year as variances 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 September 2022. **Appendix D** provides further details about the progress of the schemes, any necessary re-phasing, and highlights efficiencies.
- 4.7. The original Capital Programme for 2022/23 was £14.611m, with £10.646m carry forwards and other adjustments of (£1,079m) giving a current budget of £24.178m. The projected outturn is around £19.2m – resulting in an estimated underspend of £4.98m. Primarily, this arises from:
- the provision for Support for Registered Housing Providers not wholly committed at this stage;

- £1m on Bingham Leisure Hub of contingencies which are not wholly committed at this stage. Both delays in the project and work after the facility is handed over to the Council is likely to lead to an erosion of the contingency position;
- £0.350m for unused contingencies on Cotgrave Phase 2; and
- schemes for Water Course Improvements, Disabled Facilities Grants, Hound Lodge and Edwalton Golf Course totalling £0.465m are recommended to be re-phased to the 2023/24 Capital Programme.

Capital Contingency currently sits at £386k. This level of contingency will smooth out any capital implications of Streetwise in-sourcing.

- 4.8. The Council is due to receive capital receipts of £11.4m in the year, this is now revised to £4.104m due to the potential deferral of income from Hollygate lane to 2023/24. Receipts are primarily from the disposal of surplus operational and investment properties: the deferred receipt from the disposal of the Depot land, and from an overage agreement in place for Sharphill Wood site. The current projected overall variance still means that any borrowing requirement can be met from internal resources with no recourse to borrow externally this financial year. However, due to the potential delay of Hollygate Lane receipt, a higher level of short-term, internal borrowing will be required.

Pressures update

- 4.9. Staff pay negotiations are now complete with a pay award of £1,925 per employee agreed. The anticipated costs to the Council, are in the region of £0.8m. The budget for 2022/23 includes £0.33m for pay increases and a further £0.25m was allocated from 2021/22 underspends in anticipation of an increase in excess of the budget. The remaining shortfall is included within the Finance and Corporate projection and in the budget moving forward. However, this represents a significant annual cost pressure to the Council which will need to be funded. In addition, the potential associated impact on service provision contracts such as leisure are being monitored.
- 4.10. Furthermore, inflation is predicted to reach 14% later this year with significant risk that the cost to the Council and again an impact on both contracts that are index linked and those due for renewal, and on fuel and utilities. An uplift for inflation was included in the original budget and this was further increased from underspends in 2021/22 and contingency set aside within the Finance and Corporate line. The impact of the continued increase will be monitored closely and has been reflected in the 2023/24 budget setting.
- 4.11. There is also the potential knock-on effect that this may have on collection rates for Council Tax and Business Rates and on fees and charges as households struggle with the increase in the cost of living. Sundry Debtors are being monitored for reductions in collection and is currently at 95.22% (below target but has improved at the start of Qtr3). The potential financial impact is that it could lead to an increase in Collection Fund deficit, ultimately a pressure on the budget. Based on Quarter 2 performance 57.64% of Council Tax has been collected, compared to 57.57% last year (an increase of 0.07%). For Business

Rates, currently 66.84% has been collected compared to 66.01% last year (an increase of 0.83%). There is some distortion where £150 Energy Grants have been credited to Council Tax accounts; and similarly for Business Rates, awarding Covid Additional Restrictions relief in 2021/22, has led to a large carry forward of credit onto the current year meaning effectively that charges have been prepaid. The position on collection rates will continue to be monitored. Given the challenges on residents and businesses this represents a relatively positive position.

- 4.12. The two most significant items in the Council's Transformation Programme for 2022/23 are the Crematorium (£0.2m) and Leisure Strategy (£0.232m) mostly linked to Bingham Arena. In Qtr1 it was reported that the realisation of these targets is linked to the successful opening of the facilities in line with the project plan. Previously reported delays due to external factors with the contractors (notably shortage in labour resources and materials) have continued and impact upon achieving the Transformation Plan targets. The projection is currently a shortfall of £0.65m and £0.169m for the Crematorium and Bingham respectively. This is in addition to the £0.135m and £0.32m allocated from 2021/22 underspends to mitigate some of this loss.
- 4.13. The value of the Council's Multi Asset investments or pooled funds had recovered at the end of March 2022. However, there continues to be fluctuations on these funds relating to the current economic climate and at Quarter 2 were reporting a net reduction of £1m, this has since worsened by £0.429m at the time of writing following a slight recovery in the previous quarter, demonstrating how sensitive the values are to market forces. An allocation of £0.2m was made from 2021/22 underspends to smooth the impact of the movements in value. A further £0.67m is proposed to be utilised from 2022/23 projected underspends. It should be noted that whilst the value of the assets does fluctuate, the returns from these investments are stable and represent a significant proportion of the Council's overall return on investments. When the capital appreciates in value the Council's revenue position will benefit. They are long term investments and form part of the Council's Treasury Management Strategy approved by Full Council as part of the Medium-Term Financial Strategy (MTFS). It should also be noted that the statutory override currently in place could be extended in which case the need to fund any adverse financial position from April 2023 may not be required. In doing so we are being prudent.
- 4.14. Ongoing work in relation to the £250k crime prevention funding from The South Notts bid for Safer Street Funding (SSF) will be reflected in projections throughout the year.

Conclusion

- 4.15. The financial position in the revenue budget is stable, and due to the Business Rates Pool allocation there is a projected overall budget efficiency of £0.831m. Inflation and the consequential rising costs of living present significant risks to the Council's budget. The financial impact cannot be contained within existing budgets if the trend of cost increases continues. In addition, as mentioned above, the value of the Council's pooled funds has reduced significantly and, if

the statutory override ceases as planned April 2023, could result in additional pressure on the General Fund. The Council must ensure it can support any adverse budgetary impact and proposes to utilise the £0.831m projected underspend to mitigate these risks.

- 4.16. The position on capital is currently positive, although with some delays on completion and handover of Bingham Hub and the Crematorium. There will still be no need to need to externally borrow this financial year. Challenges can arise during the year, such as sourcing materials and inflated costs, which may still impact on the projected year-end position and this will continue to be reported throughout the year.
- 4.17. Currently there is political uncertainty due to changes in Prime Minister and a delay in the spending review and thereafter the impact on local government. Consequently, Business Rates retention and Fairer Funding changes seem unlikely in the near future, although levelling-up remains a priority. The settlement is expected on 17 November 2022 and any key outcomes will be reported following the announcement.
- 4.18. The Council still has its own challenges such as meeting its own environmental objectives and positively upside risks to provide more employment opportunities, and economic and environmental development in the Borough by actively championing the Freeport and Development Corporation. Against a very volatile economic 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 to help manage risks.



















Performance Monitoring – Strategic Scorecard

- 4.19. A summary of the progress of tasks and measures falling within each theme of the Corporate Strategy is shown below. Commentary for any identified exceptions details why targets have been missed and what is being done to improve performance to meet these targets is shown in the appendices.
- 4.20. Two tasks due to complete in 2021-22 missed their target dates. These tasks have been slowed due to operational delays but are progressing and the current situation will be detailed in quarterly updates:
 - **ST1923_02** Develop the Chapel Lane site in Bingham, including a new Leisure Centre, Community Hall and Office space – due to supply chain delays and connection of utilities.
 - **ST1923_18** Review Local Plan Part 1 – Core Strategy in partnership with Greater Nottingham Housing Market Area. A revised timetable has been published and the completion date amended to 2024.
- 4.21. Performance in quarter 2 continues to show improvement, the positive trends seen towards the end of 2021/22 have carried through to this year. Good performance is particularly evident in the following performance indicators:


















- **LIDEG02** Processing of planning applications: Major applications dealt with in 13 weeks or agreed period – current performance is 76.2%, well above the 70% target.
- **LIDEG40** Percentage of RBC owned industrial units occupied – occupation levels have increased and currently 2.74% above target.
- **LIFCS24** Percentage of housing and council tax benefit claims processed right first time – processing accuracy has increased to 98%.
- **LINS24** Number of affordable homes delivered – 149 homes have been completed up to the end of September. This is over the annual target of 200 homes and includes two sites with 100% affordable homes (East Leake and Radcliffe on Trent).
- **LINS35** Average number of weeks for all Home Search applicants to be rehoused through Choice Based Lettings – applicants have waited 35 weeks on average, well under the 52 weeks target.

4.22. There are only one corporate and four operational indicators missing their targets. Explanations can be found in Appendix G.

4.23. The Corporate Strategy is a living strategy that is adapting to changing priorities. This means the Council will take advantage of emerging opportunities and removes tasks that have been completed to ensure it is reflective of the current position.

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	 0	 1	 0	 1	 2	 0
No Performance Exceptions					Performance Exceptions: LICO66 Percentage usage of community facilities Explanations are provided in appendix G.				






QUALITY OF LIFE	SUSTAINABLE GROWTH
Strategic Tasks	Strategic Tasks

QUALITY OF LIFE				SUSTAINABLE GROWTH				
 2	 4	 0	 1	 1	 7	 0	 1	
<p>Task Exception:</p> <p>ST1923_01 Develop the Chapel Lane site in Bingham, including a new Leisure Centre, Community Hall and Office space</p> <p>An explanation is provided in appendix G.</p>				<p>There are no task exceptions this quarter.</p>				
Performance Indicators				Performance Indicators				
 1	 0	 1	 1	 5	 1	 0	 4	 4
<p>Performance Exceptions:</p> <p>LICO66 Percentage usage of community facilities</p> <p>Explanations are provided in appendix G.</p>				<p>No Performance Exceptions.</p>				

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

Performance Monitoring – Operational Scorecard

4.24. The Council’s operational business is also monitored, and 35 measures make up the Operational Scorecard.

Operational Scorecard – Performance Indicators				
 20	 3	 4	 8	 1
<p>There are four performance exceptions to report.</p> <p>LIDEG01 Percentage of householder planning applications processed within target times</p> <p>LIFCS61a Percentage of calls answered in 60 seconds</p> <p>LINS73a Income generated from community buildings</p>				

LINS73b Income generated from parks, pitches and open spaces

These indicators have been identified as exceptions. Explanations are provided in **Appendix G**.

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. The impact of this remains to be seen at this stage but is being closely monitored. The impact on income and expenditure likely to be affected by the inflationary increases will be taken into account during budget setting for 2023/24.
- 5.3 Any delay in anticipated capital receipts will mean that a higher level of temporary internal borrowing will be required. This can, however, be accommodated due to the level of cash reserves. There will be an opportunity cost by way of lost interest on sums invested. There remains a risk in the event of the need to borrow externally that the cost to the council would be significant due to the level of interest rates.
- 5.4 There are significant budget risks going forward: most immediately relating to inflation increases and pay costs and the resulting impact on income receipts and in the medium term linked to potential changes to the Business Rates system and Fairer Funding by Central Government (although this is now unlikely to materialise until 2024/25 and heightened by political uncertainty); government policy in relation to waste collection which is still under review; the potential impact of the power station closure (now 2024), and the Council's commitment to the Freeport and Development Corporation.
- 5.5 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. Ratcliffe-on-Soar power station is due to close in 2024 however due to the successful appeal earlier this year the impact of the closure on the Council has been reduced. Furthermore, changes in Central Government policy influences Business Rates received and their timing, for example policy changes on small Business Rates relief.
- 5.6 The Council needs to be properly insulated against such 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. Sufficient reserve levels are critical in ensuring the Council can withstand the financial shocks and maintaining sufficient reserves to address significant risks remains a key objective of the Council's Medium Term Financial Strategy and is good financial practice.

6 Implications

6.1 Financial Implications

Financial implications are covered in the body of this report.

6.2 Legal Implications

There are no direct legal implications arising from this report. It supports the delivery of a balanced budget.

6.3 Equalities Implications

None

6.4 Section 17 of the Crime and Disorder Act 1998 Implications

None

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 Group notes;

- a) the expected revenue budget efficiency for the year of £0.831m and proposals to earmark this for cost pressures (para 4.1)
- b) the capital budget efficiencies of £4.98m including the re-profiling of provisions totalling £1.965m of which £0.465m to 2023/24 and £1.5m to 2023/24 (para 4.7)
- c) the expected outturn position for Special Expenses to be £61k above budget (para 4.5)
- d) considers whether scrutiny is required for identified performance exceptions.

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 3 March 2022 – 2022-23 Budget and Financial Strategy Cabinet 12 July 2022 – Financial Outturn Report
List of appendices:	Appendix A – Revenue Outturn Position 2022/23 Appendix B – Revenue Variance Explanations Appendix C – Capital Programme 2022/23 – June 2022 position Appendix D – Capital Variance Explanations Appendix E – Special Expenses Monitoring Appendix F – Corporate Scorecard Appendix G – Operational Scorecard

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Revenue Outturn Position 2022/23 – September 2022

	Original Budget £'000	Revised Budget £'000	Projected Outturn £'000	Projected Outturn Variance £'000
Chief Execs	2,021	2,101	2,074	(27)
Development and Economic Growth	88	547	731	184
Finance & Corporate	4,330	4,846	4,627	(275)
Neighbourhoods	6,749	7,444	7,693	305
Sub Total	13,188	14,938	15,125	187
Capital Accounting Reversals	(1,895)	(1,895)	(1,895)	0
Minimum Revenue Provision	1,293	1,293	1,293	0
Total Net Service Expenditure	12,586	14,336	14,523	187
Grant Income (including New Homes Bonus)	(1,861)	(1,861)	(2,019)	(158)
Business Rates (including SBRR)	(3,958)	(3,958)	(4,818)	(860)
Council Tax	(7,667)	(7,667)	(7,667)	0
Collection Fund Deficit	4,365	4,365	4,365	0
Total Funding	(9,121)	(9,121)	(10,139)	(1,018)
Net Transfer to/(-)from Reserves	(3,465)	(5,215)	(4,384)	831
Amounts Committed from underspend				
Pooled Investments			(666)	(666)
Tree Preservation Works			(90)	(90)
Local Area Energy Planning			(75)	(75)
Total Committed from underspend			(831)	(831)
Net Budget (Deficit)/Surplus	(3,465)	(5,215)	(5,215)	0

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Revenue Variance Explanations

ADVERSE VARIANCES in excess of £25,000			
Service	Income / Expenditure Type	Reason	Projected Outturn Variance £'000
Finance & Corporate	Contingency	Utilities inflation and pay award	410
Planning & Growth	Employee Expenses	Agency to support vacancies prior to restructure	208
Bingham Leisure Centre & Offices	Income	Reduced income due to slippage in build (£115k Leisure £54k Offices)	169
Depot & Contracts	Employee Expenses	Agency due to sickness	134
Depot & Contracts	Transport Related Expenses	Older Vehicle Repairs	74
Crematorium	Income	Reduced income due to slippage in build	65
Property Services	Income	Rental income at the Point (vacancies)	60
ICT	Supplies & Services	Idox replacement	59
Strategic Housing	Supplies & Services	Replacement home alarm equipment	57
Neighbourhoods	Supplies & Services	Utilities inflation special expense areas	56
TOTAL ADVERSE VARIANCES greater than £25k			1,292

FAVOURABLE VARIANCES in excess of £25,000

Service	Income / Expenditure Type	Reason	Projected Outturn Variance £'000
Financial Services	Income	Investment Income due to rising interest rates	(519)
Depot & Contracts	Income	Edwalton Golf Course increased usage	(96)
Planning & Growth	Income	Increased planning income	(91)
ICT	Supplies & Services	Website surplus from carried forward	(80)
Environmental Health	Income	Homes for Ukraine	(60)
Depot & Contracts	Income	Car park income due to increased usage	(50)
Revenues & Benefits	Income	Court Costs higher due to increase in cases	(35)
Financial Services	Supplies and services	Software £11k, £20k consultancy not required	(31)
TOTAL ADVERSE VARIANCES greater than £25k			(962)
OTHER MINOR VARIANCES			(143)
TOTAL VARIANCE			187

Capital Programme 2022/23 September 2022

EXPENDITURE SUMMARY	Current Budget £000	Projected Actual £000	Projected Variance £000	Explanations
Development and Economic Growth	15,847	14,224	(1,623)	Variance primarily from contingency sums for Bingham Hub not fully allocated; potential savings on The Crematorium; and anticipated savings on Cotgrave PHII.
Neighbourhoods	7,582	4,661	(2,921)	Support for RHPs not wholly committed as options continue to be assessed; potential underspend on DFGs.
Finance & Corporate Services	363	313	(50)	Savings on Technical Infrastructure.
Contingency	386	0	(386)	Capital Contingency balance not yet allocated.
	24,178	19,198	(4,980)	
FINANCING ANALYSIS				
Capital Receipts	(4,775)	(4,225)	550	Savings projected on Cotgrave Ph II; DGFs; and unused contingency.
Government Grants	(2,964)	(2,822)	142	
Use of Reserves	(2,063)	(1,983)	80	
Grants/Contributions	(2)	(2)	-	
Section 106 Monies	(2,874)	(916)	1,958	Release of S106s for Affordable Housing, commitments not yet identified.
Borrowing	(11,500)	(9,250)	2,250	Contingencies on Bingham Hub not fully allocated yet and potential savings on The Crematorium.
	(24,178)	(19,198)	4,980	
NET EXPENDITURE	-	-	-	

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Capital Variance Explanations 2022/23 September 2022

	Current Budget £000	Budget YTD £000	Actual YTD £000	Variance £000	Projected Actual £000	Variance £000	Comment
DEVELOPMENT AND ECONOMIC GROWTH							
Manvers Business Park Enhancements	300				300		Works planned for later in the year. May be cost pressures on resources/materials.
Colliers BP Enhancements	8		1	1	25	17	Opportunity to install new water supply pipework to mitigate liability issues, currently considering best options. £17k to be requested from Capital Contingency. To be put out to tender imminently.
Traveller Site Acquisition	1,000				1,000		Projected actual to be refined when spending plans clearer. A grant application has been made for costs totalling £1.914m with 50% funding £957k. The draft capital programme for 23/24 contains the extra £1m for site development offset by potential grant of £957k.
Cotgrave Phase 2	500	250	84	(166)	150	(350)	Main contract completed 2021/22. Peripheral works still to be commissioned: car charging points, teen shelters, landscaping, frontage works, bird netting, and water supply. Savings anticipated.
Bingham Leisure Hub	7,673	3,837	3,702	(135)	6,673	(1,000)	A delay is now expected for completion and handover to late autumn. Contract and RBC Contingency sums not fully committed and continue to be allocated as handover protracted.
Water Course Improvements	60					(60)	Works to be deferred to 2023-24 and packaged together with 2023-24 provision to achieve efficiencies.

	Current Budget £000	Budget YTD £000	Actual YTD £000	Variance £000	Projected Actual £000	Variance £000	Comment
The Point	240	65	27	(38)	240		Planned works to upgrade office lighting £150k; balcony waterproofing; and auto doors. Contractor appointed for office lighting and work to be completed over the winter.
Bingham Market Place Improvements	68				68		Pre-contract meeting early September with preferred supplier, Purchase Order raised. Works planned Feb/Mar 23.
The Crematorium	5,973	2,854	2,567	(287)	5,743	(230)	Total provision including purchase of the land £8.5m. Contractor appointed; site/ground works commenced. The cremator has been recently installed. Potential cost pressures for materials and skilled labour. £230k saving from non-payable VAT in 2021/22, may be further savings from contract contingency.
Keyworth Cemetery	25				25		Surveys undertaken. Works to be agreed with the Diocese.
	15,847	7,006	6,381	(625)	14,224	(1,623)	
NEIGHBOURHOODS							
Vehicle Replacement	1,218	926	905	(21)	1,214	(4)	3 Refuse Freighters and a 2nd hand glass recycler acquired and replacement BARTEC Units. Planned purchases: 1 Medical Waste Box Vans. Electric Ford Transit, and 2 vehicles for RCP. £304k paid to SEL to acquire VPE, a net contingency allocation processed for this acquisition .

	Current Budget £000	Budget YTD £000	Actual YTD £000	Variance £000	Projected Actual £000	Variance £000	Comment
Support for Registered Housing Providers	2,056				98	(1,958)	Commitments £98k 2022-23 (£64k Garage Sites commitment now 23-24): £16k for 50% due on Practical Completion for 2 units of affordable housing on Garage Sites Ph 2 (remaining 8 in 23-24); £36k 2 Affordable Rent units Ruddington; and £46k for 50% SOS 2 Affordable Rent units RAF Newton. RBC has received £3.8m for land north of Bingham. Request to re-phase £1.5m of this to 2024/25 whilst options are being assessed. Cabinet 12.07.22 approved £500k Capital Receipts backed budget to be transferred to Mandatory DFGs.
Assistive Technology							The original £40k provision transferred to support spending pressures on Mandatory DFGs meaning there are no funds available to support the £40k planned investment in Smart Hubs. Other options for financing the Hubs are being assessed.
Discretionary Top Ups	100	50	25	(25)	100		Due to spending pressures on Mandatory DFGs, Cabinet 12.07.22 approved amendment of the policy to temporarily suspend use of the Discretionary pot until a review of the national formula allocation is undertaken.
Disabled Facilities Grants	1,253	627	298	(329)	610	(643)	Budget movement comprises: £56k b/f; £40k provision from Assistive Technology and £25k from WHOP diverted here; £102k from historic underspends; and an additional £500k from Support for RHPs as approved by Cabinet 12.07.22. Request to split this £250k 2022/23 and £250k 2023/24.
Hound Lodge Enhancements	125					(125)	The future of Hound Lodge is currently being assessed. Defer this provision to 2023/24.

	Current Budget £000	Budget YTD £000	Actual YTD £000	Variance £000	Projected Actual £000	Variance £000	Comment
Arena Enhancements	155	30	7	(23)	105	(50)	£75k committed to upgrade reception and corridor floors. Remedial work required for defective plumbing in toilets/showers. Quotes being sought for first floor dry-side showers circa £20k
Car Park Resurfacing	215				200	(15)	Scope of works being finalised, works to be undertaken alongside EV Charge Points. Works planned after Christmas.
CLC Enhancements							Agreed deferral of work until December 2023 to allow delivery of corporate priorities: Bingham Hub and The Crematorium. Cabinet 11.10.22 approved rephasing to 2023/24 Capital Programme.
EGC Enhancements	30					(30)	Defer to 23-24 pending options assessment.
KLC Enhancements							Agreed deferral of work until December 2023 to allow delivery of corporate priorities: Bingham Hub and The Crematorium. Cabinet 11.10.22 approved rephasing to 2023/24 Capital Programme.
BLC Improvements	97					(97)	Provision to support any emerging Health and Safety enhancements not yet committed.
Gresham Sports Park Redevelopment	51				51		Allocated towards environmental improvements associated with the swale.
Gamston Community Centre Enhancements Special Expense	13				13		To support any carbon reduction work identified. Cavity Wall Insulation works up to £6k.
Lutterell Hall Enhancements Special Expense	77				77		Potential upgrade works for the Main Hall Floor. Some external works required to resolve ramp access issues.

	Current Budget £000	Budget YTD £000	Actual YTD £000	Variance £000	Projected Actual £000	Variance £000	Comment
LAD2 Green Energy Grants	647	375	166	(209)	647		New initiative, fully funded by Government Grant. Scheme to facilitate external wall insulation, solar PV panels, and loft insulation in homes of non-standard construction. Commencing November, to be delivered in partnership with EON. Timescale has been extended due to COVID. Additional £240k awarded and received. E-on to issue outstanding invoices; Audit sign off autumn 2022.
HUG and LAD3 Green Energy Grants	770				770		New initiative, fully funded by Government Grants. New Home Upgrade Grants and an extension of LAD2 (see above). Funds to be spent by 31 March 2023. 6 EWIs completed invoices awaited.
Gresham Sports Pavilion	32		1	1	32		Changing rooms and flooring options to be decided.
RCP Visitor Centre	542	491	343	(148)	542		Development works complete, opening ceremony took place October 2022. £30k additional budget adjustment to be processed for Benches and Shelters funded from UK Shared Property Fund.
External Door/Window Upgrades Various Sites	46	5	2	(3)	46		To be undertaken ad hoc. Fountains Court done; Unit 10 Moorbridge to be done.
Alford Road Football Goals	10				10		Goal posts received; invoice to be processed.
Capital Grant Funding	15				15		One final grant of £15k committed.
Adbolton Play Area Special Expense	85				85		Planned enhancements Adbolton Play Area to be completed by March 2023.
Boundary Rd Cycle Track Special Expense	3	3	3		3		Height barrier installed.

	Current Budget £000	Budget YTD £000	Actual YTD £000	Variance £000	Projected Actual £000	Variance £000	Comment
West Park Julien Cahn Pavilion Special Expense							Agreed deferral of work until December 2023 to allow delivery of corporate priorities: Bingham Hub and The Crematorium. Cabinet 11.10.22 approved rephasing to 2023/24 Capital Programme.
Skateboard Parks	40	40	40		40		Final Skatepark Grant £40k released to Keyworth PC.
Warm Homes on Prescription	2	3	3		3	1	The original £25k transferred to support spending pressures on Mandatory DFGs meaning there are no funds available to support WHOP this year. £3k residual spent projected met by a budget adjustment from historic underspends on BCF.
	7,582	2,550	1,793	(757)	4,661	(2,921)	
FINANCE & CORPORATE SERVICES							
Information Systems Strategy	363	100	60	(40)	313	(50)	Rollout of the ICT Alignment Strategy to meet business needs and embrace changing technology. Cloud Based Solutions now being assessed. Savings projected on Technical Infrastructure.
Streetwise Loan 22/23	-	-	-	-	-	-	Loan not required. Cabinet 11.10.22 approved transfer provision to Capital Contingency to support the insourcing of Streetwise.
	363	100	60	(40)	313	(50)	
CONTINGENCY							

	Current Budget £000	Budget YTD £000	Actual YTD £000	Variance £000	Projected Actual £000	Variance £000	Comment
Contingency	386					(386)	£150k original estimate bolstered by £150k Streetwise Loan not required from 2021/22 and £206k unspent contingency in 2021/22. Cabinet 11.10.22 approved a further £150k to be tipped in from SEL Loan 2022/23 not required. £17k to be requested for Colliers BP. A net allocation of £270k processed to cover the acquisition of VPE from SEL.
	386					(386)	
TOTAL	24,178	9,656	8,234	(1,422)	19,198	(4,980)	

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Special Expenses Monitoring September 2022

	2022/23 Original £	Forecast Period 6 £	Forecast Variance £	Reasons for variance
West Bridgford				
Parks & Playing Fields	437,500	472,600	35,100	Increase in utilities and works on footpath lighting
West Bridgford Town Centre	91,400	92,600	1,200	Christmas Lights Events
Community Halls	78,500	102,700	24,200	Increase in utilities
Annuity Charges	94,000	94,000	0	
RCCO	75,000	75,000	0	
Sinking Fund (The Hook)	20,000	20,000	0	
Total	796,400	856,900	60,500	
Keyworth			0	
Cemetery	7,900	7,900	0	
Annuity Charge	1,300	1,300	0	
Total	9,200	9,200	0	






Ruddington			0	
Cemetery & Annuity Charges	11,100	11,100	0	
Total	11,100	11,100	0	
TOTAL SPECIAL EXPENSES	816,700	877,200	60,500	





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 principals in our communications and ways of undertaking business	2023	<div style="width: 40%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 40%
	ST1923_10	Deliver our Medium-Term Financial Strategy and Corporate Strategy	2023	<div style="width: 86%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 86%
Environment				
	ST1923_17	Support the delivery of more sustainable development across the Borough through the introduction of new design guides, implementation of actions from the Planning Reform (once published) and lobbying Government	2023	<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 50%
	ST1923_19	Implementation of proposals from the Resources and Waste Strategy for England	2025	<div style="width: 0%;"><div style="background-color: #4f81bd; height: 10px;"></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: 90%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 90%
The original target date of 31 March 2022 has been missed. This major project has been further delayed due to supply chain delays and connection of utilities. A handover has not been set at the present time.				
	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: 78%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 78%
	ST1923_04	Review and implement the Council's Leisure Strategy in relation to Leisure and Community Facilities	2023	<div style="width: 95%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 95%
	ST1923_05	Facilitate the development of a Crematorium in the Borough by 2022	2022	<div style="width: 75%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 75%
	ST1923_23	Delivery of the Equality, Diversity and Inclusion scheme action plan	2024	<div style="width: 0%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 0%

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: #4f81bd; text-align: center; color: white;">70%</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: #4f81bd; text-align: center; color: white;">25%</div>
	ST1923_13	Support the delivery of improved transport infrastructure e.g. A46, A52, A453 Corridors	2023	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #4f81bd; text-align: center; color: white;">75%</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: #4f81bd; text-align: center; color: white;">90%</div>
	ST1923_18	Review Local Plan Part 1 – Core Strategy in partnership with Greater Nottingham Housing Market Area	2024	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #4f81bd; text-align: center; color: white;">50%</div>
<p>This task was an exception in Quarter 1 – a revised timetable has amended the completion date to 2024.</p> <p>A draft Preferred Approach document for the Greater Nottingham Strategic Partnership was considered by Local Development Framework Group on 18 October 2022 and is now due to go to Cabinet on 8 November 2022. Subject to approval by Cabinet and equivalent approval by the other three councils, the aim is to consult on the Preferred Approach before the end of the year. Following consideration of consultation responses, a final draft of the Strategic Plan will likely be published in the summer of 2023, prior to submission for examination later in 2023.</p>				
	ST1923_20	Coordinate Rushcliffe's involvement in the Development Corporation and Freeport to support the redevelopment of the Ratcliffe on Soar site	2024	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #4f81bd; text-align: center; color: white;">66%</div>
	ST1923_22	Implementation of proposals from new planning legislation	2023	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #4f81bd; text-align: center; color: white;">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

Status	Ref.	What are we doing	Completed
	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
	ST1923_21	Support the recovery of local businesses and communities from the impacts of COVID	March 2022






Performance Indicators - Strategic Scorecard

Performance indicators that have no target set this year as they have been or will be affected by the COVID-19 pandemic are shown highlighted in the table below.







Efficient Services

Status	Ref.	Description	Q2 2022/23			2022/23	2021/22
			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	£0.075m	£0.06m		£0.327m	£0.359m
	LIFCS16	Percentage of residents believing the council provides value for money	-	-	-	No survey	42%
	LIFCS49	Percentage of residents satisfied with the service the Council provides	-	-	-	No survey	59%
	LIFCS62	Percentage increase in self-serve transactions	3.12%	-1%		-1%	-0.13%
	LIFCS63	Percentage of residents satisfied with the variety of ways they can contact the Council	-	-	-	No survey	59%

Environment

Status	Ref.	Description	Q2 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LINS17	Percentage of residents satisfied with the refuse and recycling service	-	-	-	No survey	81.0%
	LINS18	Percentage of household waste sent for reuse, recycling and composting	51.29%	54.99%		50.00%	47.80%
<p>The quarter two performance has dropped further below target primarily due to the hot dry summer which reduced the tonnage of garden waste collected and therefore the overall recycling rate. The tonnage of household waste has dropped compared to last year by 31kg per household reversing the trend seen during the pandemic.</p>							
	LINS23	Residual waste collected per household, in kilos	224.20	240.00		480.00	499.00

Quality of Life












Status	Ref.	Description	Q2 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LINS32	Average number of weeks for all Home Search applicants to be rehoused through Choice Based Lettings	35 weeks	52 weeks		52 weeks	40 weeks
	LINS51	Number of leisure centre users – public	Awaiting data	482,746		962,860	944,274
	LINS72b	Percentage usage of community facilities	40.4%	50%		50%	39.66%













Bookings are gradually increasing to pre-pandemic levels, due in part to the increased marketing and the new digital booking system.

It is still a difficult trading environment with Covid still in circulation, the cost-of-living crisis, and more people working from home using less meeting rooms for face-to-face meetings.








The AV System enabling the live streaming of meetings and large scale virtual meetings was officially launched in early September after significant testing and trialling. This is now being marketed externally and used internally. Whilst this is later in the year than hoped for in terms of meeting the income targets, stability of the system and confidence in operation were considered to be key factors in marketing this new function successfully.







Sustainable Growth

Status	Ref.	Description	Q2 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LIDEG 02	Processing of planning applications: Major applications dealt with in 13 weeks or agreed period	76.2%	70.00%		70.00%	72.34%
	LIDEG 03	Percentage of non-major applications dealt with in 8 weeks or agreed period	79.0%	80%		80%	67.9%
	LIDEG 05	Percentage of appeals allowed against total number of Major planning applications determined by the authority	0%	10%		10%	0%
	LIDEG 18	Contributions received as a percentage of current developer contributions	42.31%	No target		No target	36.29%
	LIDEG 19	Value of future developer contributions to infrastructure funding	34.80m	No target		No target	£36.96m
	LIDEG 32	Supply of ready to develop housing sites	No data available			No target	Awaiting data



	LIDEG 33	Number of new homes built	No data available			No target	1,010
	LIDEG 34	Area of new employment floorspace built (sq mtrs)	No data available			No target	Awaiting data
	LIDEG 35	Number of Neighbourhood Plans adopted	0	-		No target	3
	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	98.74%	96%		96%	97.23%
	LIDEG 41	Level of income generated through letting property owned by the Council but not occupied by the Council	£871600	£865900		£1.731m	£1.666m
	LINS24	Number of affordable homes delivered	149	90		200	175















Performance Indicators - Operational Scorecard














Status	Ref.	Description	Q2 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LIDEG01	Percentage of householder planning applications processed within target times	60.00%	80.00%		80.00%	52.60%
<p>This performance indicator shows the cumulative data for householder planning applications and does not take account of agreed extensions of time. Planning performance targets continue to improve on a monthly basis, which is not apparent from this cumulative indicator, but can be seen in other indicators. The team continues to stabilise and improve performance against a backdrop of increased demand and national shortage of planners. A recent restructure is intended to continue to address performance and a new Service Manager is due to start in November and the newly created Operations Manager is now in post.</p>							
	LIDEG04	Percentage of applicants satisfied with the Planning service received	-	-	-	No survey	44%
	LIDEG06	Percentage of appeals allowed against total number of Non-Major planning applications determined by the authority	0.5%	10%		10%	0.6%
	LIDEG17	Percentage of planning enforcement inspections carried out in target time	77.3%	80%		80%	78.05%

Status	Ref.	Description	Q2 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LIFCS10	Percentage of invoices for commercial goods and services which were paid by the authority in payment terms	98.62%	98.00%		98.00%	99.12%
	LIFCS20	Percentage of Council Tax collected in year	57.64%	58.38%		99.10%	99.10%
	LIFCS21	Percentage of Non-domestic Rates collected in year	66.84%	57.66%		99.20%	99.30%

Status	Ref.	Description	Q2 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LIFCS22a	Average number of days to process a new housing benefit claim	11.16	14		14	11.67
	LIFCS22b	Average number of days to process a change in circumstances to a housing benefit claim	3.39	5		5	2.49
	LIFCS22c	Average number of days to process a new council tax reduction claim	14.16	19		19	13.03
	LIFCS22d	Average number of days to process a change in circumstances to council tax benefit claim	2.00	5		5	2.12
	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	98.00%	95.00%		95.00%	97.00%
	LIFCS50	Number of complaints received by the council at initial stage	28	No target		No target	57
	LIFCS52	Percentage of complaints responded to within target times	92.9%	95.0%		95.0%	98.2%
	LIFCS56	Percentage of visitors satisfied by their website visit	Not due	60.0%	-	60.0%	No survey
	LIFCS60	Percentage of users satisfied with the service received from the Rushcliffe Customer Service Centre	100.0%	95.0%		95.0%	100.0%
	LIFCS61a	Percentage of calls answered in 60 seconds (cumulative)	46%	70%		70%	-
<p>Performance was severely impacted from April to July as a result of high call volumes mainly associated with council tax energy rebate (which coincided with annual billing and the renewal of green bins for this year).</p> <p>Although year to date performance is below the target, recent reductions in the number of calls has lifted monthly calls answered in 60 seconds from a low of 24% in May to 66% in September. Further improvement is expected in quarter 3 as call volumes continue to drop, in October over 70% of calls were answered in 60 seconds.</p>							
	LIFCS64	Percentage of customer face to face enquiries to Rushcliffe	94%	85%		85%	100%

Status	Ref.	Description	Q2 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
		Customer Service Centre responded to within 10 minutes					
	LIFCS65	Percentage of telephone enquiries to Rushcliffe Customer Service Centre resolved at first point of contact	95%	87%		87%	95%

Status	Ref.	Description	Q2 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LINS01	Percentage of streets passing clean streets inspections	Awaiting data	97.5%		97.5%	96.9%
	LINS02	Percentage of residents satisfied with the cleanliness of streets within the Borough	-	-	-	No survey	67%
	LINS05	Percentage of residents satisfied with the cleanliness and appearance of parks and open spaces	-	-	-	No survey	71%
	LINS06	Cumulative number of fly tipping cases (against cumulative monthly comparison for last year)	480	695		1390	1039
	LINS14	Average NOx level for Air Quality Management Areas in the Borough	33µg/m ³	40µg/m ³		40µg/m ³	32µg/m ³
	LINS21a	Percentage of eligible households taking up the green waste collection service	Not due	-	-	72%	72%
	LINS25	Number of households living in temporary accommodation	9	25	-	25	11
	LINS26a	Number of homeless applications made	22	50		100	37
	LINS29a	Number of successful homelessness preventions undertaken	52	36		72	118

Status	Ref.	Description	Q2 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LINS31a	Percentage of applicants within Bands 1 and 2 rehoused within 26 weeks	75%	58%		58%	66%
	LINS37	Domestic burglaries per 1,000 households	3.45	7.00		14.0	10.27
	LINS38	Robberies per 1,000 population	0.13	0.19		0.38	0.42
	LINS39	Vehicle crimes per 1,000 population	2.59	3.50		7.0	4.45
	LINS73a	Income generated from community buildings	£36,234	£51,250		£108.6k	£63,621
<p>Bookings are gradually increasing to pre-pandemic levels, due in part to the increased marketing and the new digital booking system.</p> <p>It is still a difficult trading environment with Covid still in circulation, the cost-of-living crisis, and more people working from home using less meeting rooms for face-to-face meetings.</p> <p>Bookings at Rushcliffe Arena continue to lag behind other buildings, but increased marketing has seen an increase in bookings in September.</p> <p>Rushcliffe County Park meeting room is now back open to the public so this will have a positive impact on income generated from this site.</p> <p>Although we are behind target, the trend is improving.</p>							
	LINS73b	Income generated from parks, pitches and open spaces	£54,409	£80,000		£160k	£155.7k
<p>Although behind target the main football season does not start until September so income should improve over future months.</p> <p>Two of the football pitches that have been unavailable due to the capital refurbishment will come into operation in late October for the rest of the season which will help with achieving the target.</p> <p>A refund for Bridgfield cricket parking is being checked, as is one for the hook in Lady Bay which amounts to £6,695 credit notes being issued in September.</p>							
	LINS75	Number of new trees planted	Not due	-	-	2,000	2,158

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Corporate Overview Group

Tuesday, 15 November 2022

Customer Feedback Annual Report 2021/22

Report of the Director – Finance and Corporate Services

1. Purpose of the Report

1.1. This report summarises the customer feedback received during 2021/22 and provides a comparison to previous performance. Key points include the following:

- 57 complaints were received by the Council at Stage 1 of its complaints process – this is a slight increase compared with recent years, although is considered to be a knock-on effect of service pressures and hardships to residents caused by the pandemic
- The percentage of complaints escalated past Stage 1 has decreased slightly from 22.4% in 2020/21 to 21.1% (12 from 57)
- Consistency in handling complaints has stayed at a high level, as has the number of complaints that are responded to within target time – 56 out of 57
- Analysis of the 57 complaints received in 2021/22 showed that 70.2% were considered unjustified
- The Council received 127 compliments about its services in 2021/22 – 28 fewer than the previous year.

2. Recommendation

It is RECOMMENDED that this report is accepted as a true record of customer feedback in 2021/22.

3. Reasons for Recommendation

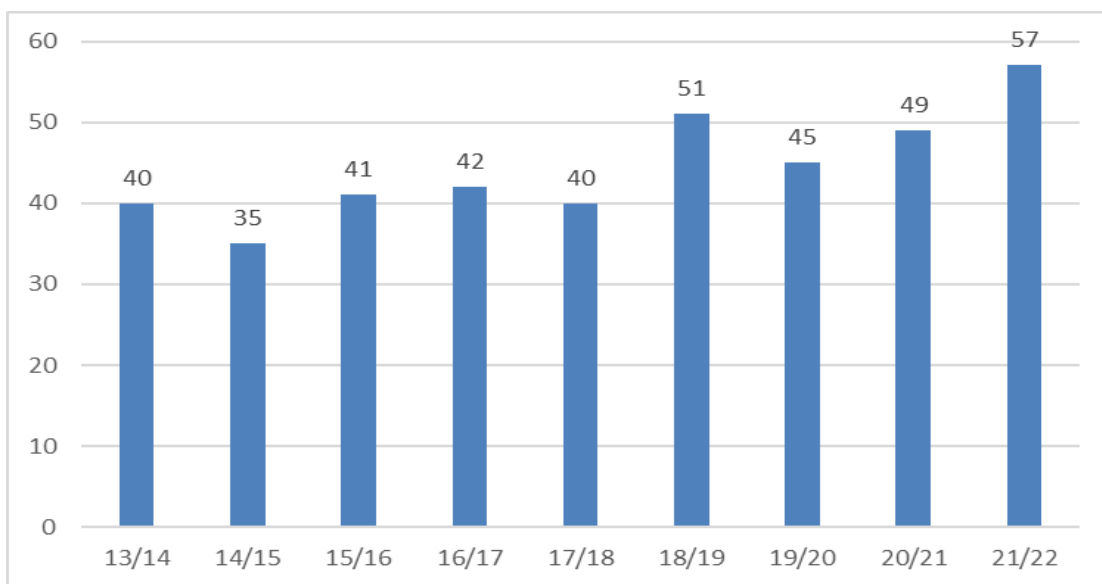
3.1 Officers work hard to investigate complaints quickly and thoroughly. Learning points are identified and fed back at team meetings. Where the interpretation of policy is at the root of the problem, this is considered, and changes made where necessary.

4. Supporting Evidence

4.1. Total Complaints

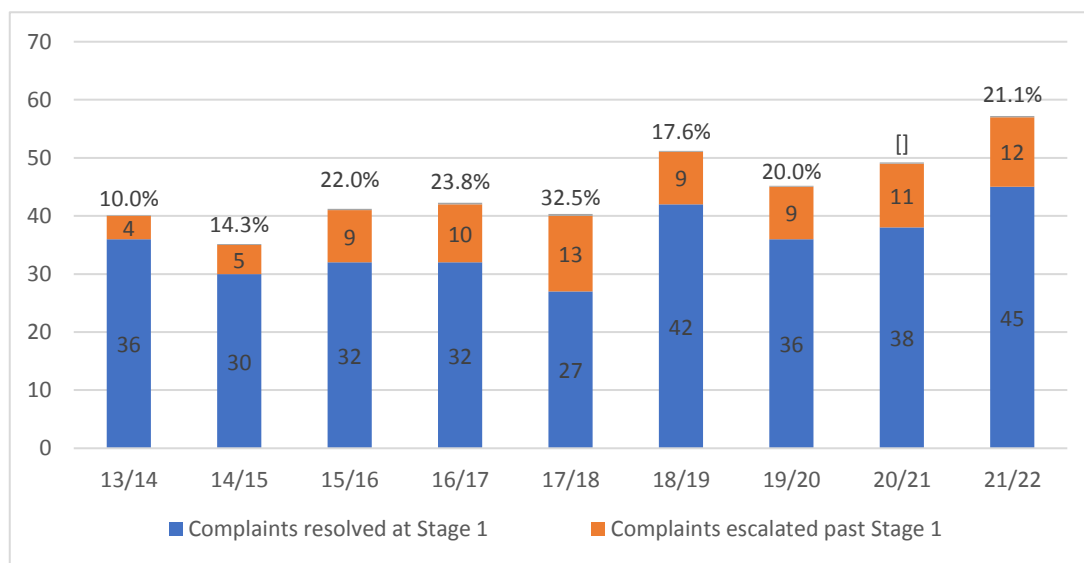
The number of complaints received by the Council in 2021/22 was 57. This is eight more than last year and continues the slight upward trend of the last eight years, as shown on the graph below. There were also 14 complaints against Nottinghamshire County Council, not included in the total above.

These were generally about highways issues and were duly passed on via the appropriate channels.



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, 12 out of 57 complaints were escalated to Stage 2, the subjects being:

- Planning application / decision (five)
- Environmental Health enforcement (two)
- Environmental Health staff visit
- Housing allocation

- Homelessness
- Council tax
- Planning staff conduct.

The percentage of escalations past Stage 1 in 2021/22 is 21.1% (or 12 out of 57) – slightly lower than last year (22.4% or 11 out of 49).

4.3 Complaints handling – Timeliness and Quality of Response

56 out of 57 complaints in 2021/22 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 except one, where responses were late at both stage 1 and stage 2.

Service Area	Total Complaints	In Target Time (10 working days)	%
Neighbourhoods	23	23	100.0
Development and Economic Growth	20	19	95.0
Finance and Corporate Services	12	12	100.0
Chief Exec's Department	2	2	100.0
Total	57	56	98.2

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.

17 out of 57 (29.8%) complaints were judged to have been justified. This is lower than last year, when 19 out of 49 (38.8%) 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 2021/22, the LGO received 10 complaints and/or enquiries about services offered by Rushcliffe Borough Council:

- seven were about Planning and Development
- two were about Benefits and Council Tax
- one was about Environmental Services.

The LGO issued decisions on seven complaints, and they were as follows:

- three were referred back for local resolution (all three about Planning)
- four were closed after initial enquiries (one about Planning; one about Environmental Services and two about Benefits and Council Tax).

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

Local Authority	Total detailed investigations	Upheld	Not upheld
Rushcliffe	0	0	0
Ashfield	2	0	2
Bassetlaw	0	0	0
Broxtowe	4	3	1
Gedling	3	2	1
Mansfield	0	0	0
N & S	0	0	0
Charnwood	5	3	2
N W Leics	1	1	0
Melton	3	2	1
S Kesteven	0	0	0

4.6 Distribution of complaints between service areas

The table in **Appendix 1** gives brief details of the complaints received during the year 2021/22, how they were distributed across the Council's 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 fallen slightly compared to the previous year. The distribution among service areas is shown in the table below, along with a comparison to last year:

Service Area (new corporate structure)	Number of Compliments 2021/22	Number of Compliments 2020/21 (pre corporate restructure)
Finance and Corporate Services	32	25
Neighbourhoods	78 (+1 for Streetwise)	81 (+11 for Streetwise)
Growth and Economic Development	12	18
Chief Exec's Dept	4	22
Total	127	157

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

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 2021/22.

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?
Neighbourhoods	23	8 x Housing / Homelessness issues	2 x Stage 2; 6 x Stage 1	2 x Yes; 6 x No
		4 x Enforcement issues	2 x Stage 2; 2 x Stage 1	4 x No
		3 x Staff conduct	3 x Stage 1	1 x Yes; 2 x No
		3 x Environmental Health issues	1 x Stage 2; 2 x Stage 1	3 x No
		1 x Taxi Licensing issue	Stage 1	No
		1 x Community Asset Register issue	Stage 1	No
		1 x NFFC Academy issue	Stage 1	No
		1 x R2Go issue	Stage 1	Yes
1 x LEX Leisure issue	Stage 1	Yes		
Growth and Economic Development	20	17 x Planning applications	5 x Stage 2; 12 x Stage 1	5 x Yes; 12 x No
		1 x Planning enforcement issue	Stage 1	No
		1 x Staff conduct	Stage 2	No
		1 x Tree felling issue	Stage 1	Yes
Finance and Corporate Services	12	9 x Council tax issue	1 x Stage 2; 8 x Stage 1	6 x Yes; 3 x No
		2 x Business rates issues	2 x Stage 1	2 x No
		1 x Issue with automated payment system	Stage 1	No

Chief Exec's Department	2	1 x Postal voting issue 1 x Staff conduct	Stage 1 Stage 1	No No
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Corporate Overview Group

Tuesday, 15 November 2022

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, Capital and Investment Strategy and Transformation Plan.
- 1.2. Each meeting of the Corporate Overview Group considers the work programmes for the Growth and Development, Communities, and Governance Scrutiny Groups as well as any new Scrutiny Matrices put forward by Councillors and Officers. Those items that are agreed for scrutiny are included on a future work programme for one of the four Scrutiny Groups.
- 1.3. Work programmes for each of the groups were reviewed in September 2022 to ensure they reflected the current priorities of the Council.

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, Capital and 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 2022/23 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, Capital and Investment Strategy and Transformation Plan. Links to these documents can be found at Appendix One.
- 4.2. The Corporate Overview Group considers potential items for scrutiny (submitted by officers and Councillors on a Scrutiny Matrix) at each meeting of the Corporate Overview Group. These submissions are included at Appendix Two.
- 4.3. Three scrutiny matrices have been submitted by officers for consideration at this meeting.
- 4.4. Appendix Three shows the work programmes for all scrutiny groups as agreed in September 2022 by the Corporate Overview Group. The Group is asked to consider if the work programmes remain appropriate and achievable for the current year.
- 4.5. Any additional items identified from the Cabinet Forward Plan, Corporate Strategy, Medium Term Financial Strategy, Capital and 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.
- 4.6. 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, Capital and 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 2022/23 for each of the scrutiny groups
- d) review the current work programme for each of the scrutiny groups (Appendix Three).

For more information contact:	Charlotte Caven-Atack Service Manager – Corporate Services 0115 9148 278 ccaven-atack@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 2022/23

Links

Cabinet Forward Plan

Cabinet, Forward Plan - [Council and Democracy - Rushcliffe Borough Council](#)

Corporate Strategy

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

***Medium Term Financial Strategy, Investment Strategy, Transformation Plan
Council – March 2022***

Appendix

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Rushcliffe Borough Council – Scrutiny Matrix

Request for Scrutiny		
Councillor L Way (via a motion at Council) and Service Manager – Economic Growth and Property		
Proposed topic of scrutiny ...	Protection and enhancement of hedges	
I would like to understand ... (key lines of enquiry)	<p>In support of the Council's strategic aim to protect hedges within the Borough and to increase our hedgerow network by 40% by 2050, Scrutiny is asked to:</p> <ul style="list-style-type: none"> • review the legal and policy framework for the protection and enhancement of hedges including use of planning conditions and consider a methodology for recording new and lost hedges • identify ways to further promote best practice advice for the management and maintenance of hedgerows in our own operations and with the public, partners, and landowners. 	
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 type="checkbox"/>	Links to the Corporate Strategy
	<input checked="" type="checkbox"/>	Other (please state reason) Motion at Council included investigation by scrutiny
Officer Consideration of Councillor 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	Schedule for scrutiny
Lead Officer	Catherine Evans
Proposed Timescale for Scrutiny and Scrutiny Group	Growth and Development Scrutiny Group – January 2023

Appendix

Rushcliffe Borough Council – Scrutiny Matrix

Request for Scrutiny		
Service Manager – Economic Growth and Property		
Proposed topic of scrutiny ...	An update on the Fairham development	
I would like to understand ... (key lines of enquiry)	<p>Fairham is one of the strategic sites identified for housing and employment development in the Borough. It is important members understand how this is progressing:</p> <ul style="list-style-type: none"> • Site project/programme update • What are the design standards and how are these being maintained? • Plans for neighbourhood centre including health centre and school • Proposals for public transport and how this will link to existing networks • Landscaping and green space on site – what is planned and how will it be maintained • Impact on bio diversity and how this will be mitigated • Sustainability measures being installed on new homes • Interest in employment land and ambitions for this area of the site – industry and job types. 	
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	x	
- There is an alternative way of dealing with the issue	x	
Is there sufficient capacity ...		
- Scrutiny Work Programme?		Growth and Development Scrutiny Group
- Officer Resources?		Emily Dodd and Richard Mapletoft
Recommendation	Schedule for scrutiny	
Lead Officer	Catherine Evans	
Proposed Timescale for Scrutiny and Scrutiny Group	Growth and Development Scrutiny Group – March 2023	

Appendix

Rushcliffe Borough Council – Scrutiny Matrix

Request for Scrutiny		
Service Manager – Economic Growth and Property		
Proposed topic of scrutiny ...	A review of Rushcliffe Oaks Crematorium	
I would like to understand ... (key lines of enquiry)	<p>Rushcliffe Oaks is a new facility being built in the Borough which will be owned and operated by RBC. It is important councillors understand how this is operating, future plans and any risks/issues:</p> <ul style="list-style-type: none"> • What has worked well? • Any areas for development? • How is income against forecast? • How many services are being done on a daily/weekly basis? • What is planned to increase/improve this if an issue? • What community engagement has been done or is planned? 	
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) Totally new area of Council – scrutiny increases Councillor understanding and provides independent and constructive challenge
Officer Consideration of Councillor Request for Scrutiny		
Officer Feedback (please tick)	<input checked="" type="checkbox"/>	Officer Comment
- Issue already being addressed	<input type="checkbox"/>	
- Issue has already been considered in the last 2 years?	<input type="checkbox"/>	
- Issue is a legal matter	<input type="checkbox"/>	
- Issue of a complaint investigation	<input type="checkbox"/>	
- Issue is a staffing matter	<input type="checkbox"/>	
- There is an alternative way of dealing with the issue	<input type="checkbox"/>	

Is there sufficient capacity ...	Yes	
- Scrutiny Work Programme?		Growth and Development Scrutiny Group
- Officer Resources?		Catherine Evans and the Crematorium Team
Recommendation	Schedule for scrutiny	
Lead Officer	Catherine Evans	
Proposed Timescale for Scrutiny and Scrutiny Group	Growth and Development Scrutiny Group – July 2023	

Appendix

Work Programme 2022-23 – Corporate Overview Group

15 November 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"> ○ Customer Feedback Annual Report
21 February 2023	<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"> ○ Review of 2019-23 Strategic Tasks ○ Review of the draft Business Continuity Strategy
May 2023	<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 and update on the Equality and Diversity Strategy
September 2023	<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 2022-23 – Governance Scrutiny Group

24 November 2022	<ul style="list-style-type: none"> • Internal Audit Progress Report • Annual Audit Report 2021/22 • Statement of Accounts • Treasury and Asset Investments – 6 monthly update • Asset Management Plan
23 February 2023	<ul style="list-style-type: none"> • Internal Audit Progress Report • Internal Audit Strategy • Risk Management – Update • Treasury and Asset Investments Strategy 2023/24
June 2023	<ul style="list-style-type: none"> • Internal Audit Progress Report • Internal Audit Annual Report • Annual Governance Statement (AGS) • Treasury Management Update • Constitution Update • Code of Conduct • External Audit Annual Plan • Annual Audit Letter and Value for Money Conclusion
September 2023	<ul style="list-style-type: none"> • Risk Management • Going Concern • Asset and Investment Outturn 2022/23 • Treasury Management Update

Appendix Three

Work Programme 2022-23 – Growth and Development Scrutiny Group

	Items / Reports
4 January 2023	<ul style="list-style-type: none"> • UK Shared Prosperity Fund • Hedges and Hedgerows within the Borough [new following motion at Council – September 2022]
8 March 2023	<ul style="list-style-type: none"> • An update on the Fairham development [new and not yet accepted] •
July 2023	<ul style="list-style-type: none"> • A review of Rushcliffe Oaks Crematorium – The first six months of operation [new and not yet accepted] •
September 2023	<ul style="list-style-type: none"> •

Work Programme 2022-23 – Communities Scrutiny Group

	Items / Reports
19 January 2023	<ul style="list-style-type: none"> • Establishment of a Youth Council • Corporate Enforcement Policy
16 March 2023	<ul style="list-style-type: none"> • Carbon Management Plan • Environment Policy
July 2023	<ul style="list-style-type: none"> •
October 2023	<ul style="list-style-type: none"> •

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