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Date: Monday, 10 November 2025



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To all Members of the Corporate Overview Group

Dear Councillor

A Meeting of the Corporate Overview Group will be held on Tuesday, 18 November 2025 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>
Please be aware that until the meeting starts the live stream video will not be showing on the home page. For this reason, please keep refreshing the home page until you see the video appear.

Yours sincerely

A handwritten signature in black ink, appearing to read 'S Pregon'.

Sara Pregon
Monitoring Officer

AGENDA

1. Apologies for Absence
2. Declarations of Interest
[Link to further information in the Council's Constitution](#)
3. Minutes of the meeting held on 2 September 2025 (Pages 1 - 10)
4. Financial and Performance Management (Pages 11 - 42)
Report of the Director – Finance and Corporate Services
5. Annual Customer Feedback (Pages 43 - 50)
Report of the Director – Finance and Corporate Services
6. Local Government Reorganisation: Decision-Making and Governance (Pages 51 - 62)
Report of the Chief Executive

Postal address
Rushcliffe Borough
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7. Feedback from Scrutiny Group Chairmen
8. Feedback from Lead Officers
9. Consideration of Scrutiny Group Work Programmes (Pages 63 - 76)

Report of the Director – Finance and Corporate Services

Membership

Chair: Councillor G Williams

Councillors: T Combella, M Gaunt, H Parekh, L Plant, D Simms and L Way

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MINUTES OF THE MEETING OF THE CORPORATE OVERVIEW GROUP TUESDAY, 2 SEPTEMBER 2025

Held at 7.00 pm in the Council Chamber, Rushcliffe Arena, Rugby Road, West
Bridgford
and live streamed on Rushcliffe Borough Council's YouTube channel

PRESENT:

Councillors G Williams (Chair), T Combellack, M Gaunt, H Parekh, L Plant,
D Simms and L Way

ALSO IN ATTENDANCE:

Councillor C Thomas and Councillor A Phillips

OFFICERS IN ATTENDANCE:

C Caven-Atack
K Brennan
T Coop
J Wilkinson

Head of Corporate Services
Finance Business Partner
Democratic Services Officer
Strategic HR Manager

APOLOGIES:

There were no apologies

9 Declarations of Interest

There were no declarations of interest.

10 Minutes of the meeting held on 17 June 2025

The minutes of the meeting held on 17 June 2025 were agreed as an accurate record and were signed by the Chair.

11 Health and Safety Annual Report

The Strategic HR Manager presented the annual Health and Safety Report which provided a summary of the Council's occupational health and safety performance for the period 1 April 2024 to the end of March 2025.

The Strategic HR Manager highlighted the current safety risk profile, the appointment of the new Health and Safety Advisor, and a summary of the Health & Safety Executive (HSE) visit.

In addition, the Group was advised of the Health and Safety objectives for 2025/26 as follows:

- Prioritise the review and update of policies that are over 3 years old
- Continue to improve the induction programme for high-risk work areas
- Health and safety compliance audits of medium to low-risk areas across the authority

- Risk assessment and training audit continuation
- Continue to deliver appropriate workplace health initiatives in line with employees' needs
- Review duty to manage Asbestos to ensure all RBC occupied buildings are compliant
- of lone worker procedures and controls.

With regards to the HSE visit on the 30 January 2025, the Strategic HR Manager advised the Group this was a targeted visit in relation to a notification of an employee diagnosed with vibration white finger and under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), the Council is required by law to notify HSE about certain occupational incidents. The Strategic HR Manager reassured the Group there were no material breaches found by HSE during their visit and it is believed the exposure to vibration in this incident was from a previous employer.

The Group were advised that HSE are required to carry out a full inspection on site when they have completed a visit in relation to RIDDOR and the HSE inspector returned to the Streetwise Depot on 12 February 2025 and concluded no material breaches were noted, only a few verbal recommendations which have been addressed.

The Strategic HR Manager advised the Group of some of the key activities including policy reviews, health and safety audits and visits and observations at Rushcliffe Country Park, Streetwise and R2Go Eastcroft Depot and reviewing health and safety training needs across the Council.

The Strategic HR Manager advised of a change to the delivery of service and the recruitment of a new Health and Safety Officer increasing the hours previously set from 18.5 to 26 hours per week.

Councillor Simms asked a specific question around the recent employee diagnosis of Hand Arm Vibration and what occupational health pre-checks were in place to prevent this escalating to a HSE visit. Councillor Simms also stated that he was surprised that the HSE had not insisted on the Health and Safety officer role being full time and felt 26 hours were not enough to cover an authority of this size. The Strategic HR Manager explained that a pre-employment questionnaire had been completed by the employee which asks the individual to declare any pre-conditions, which in this particular case the condition had not yet been diagnosed and the condition can build up over time and therefore it was reported that the injury was unlikely due to working conditions at Rushcliffe.

Councillor Gaunt referred to tables 7.8 and 7.6 in the report and asked a specific question relating to injuries and days off and should the Council be concerned about the number of days lost due to employee absence. The Strategic HR Manager explained that when accidents and injuries occur at work it can be difficult to get employees back in to work because of the nature of the manual work they do. She added that fluctuations will occur in the number of accidents which do remain quite low in comparison to previous years. With regards to one individual employee who had been absent for some time, the Group noted this had escalated to a mental health issue and HR were

providing support for the employee in an attempt to get them back to work.

Councillor Plant also commented on the Health and Safety officer's hours and asked what had prompted the increase. The Strategic HR Manager explained that the Health and Safety Officer role had always been a part time position which she had done herself for a number of years. When promoted to the position of Strategic HR Manager (retaining responsibility for Health and Safety Officer) the Council had adopted a hybrid model, with Bolsover District Council providing a good range of Health and Safety advice. In 2024, when Streetwise came back in house there was an increased need for health and safety support and a part time Health and Safety Officer position was created to cover the extra work. The Strategic HR Manager explained that this Health and Safety Officer left earlier this year, and the Council recruited a part time Health and Safety position solely for Streetwise and recently recruited a Health and Safety Officer on 26 hours to cover other areas of the authority.

Councillor Plant asked questions around providing an evacuation test for Councillors, the role of the Workplace Health Champions and whether employees are provided with concessions at the Council's Leisure Centres. The Strategic HR Manager noted the comment about a Councillor evacuation test and would look into providing this. With regards to the Workplace Health Champions, the Group were informed that the Champions meet quarterly and cover areas specifically aimed at health and wellbeing awareness days and events such as smoking, alcohol, cancer and mental health awareness. The Group noted that Council employees do benefit from concessions at all of Rushcliffe's leisure centres.

Councillor Simms raised his concerns about the arrangements for health and safety across the Council in the event of a red light incident or injury and asked that the Council consider a professional body to audit its health and safety arrangements as he felt the current process lacked competency. The Strategic HR Manager advised the Group that she, herself was a chartered member of the Institution of Occupational Safety and Health (IOSH) and oversees the Council's two Health and Safety officers. The Strategic HR Manager added that the Council has had very little interaction with the HSE and, in this particular incident, no material breaches had been found and the diagnosis of the illness was not related to the work at Rushcliffe. In addition, the Strategic HR Manager informed the Group that risk assessments are in place, there is an internal audit of the Council's health and safety arrangements expected in quarter four of the internal audit process and that we also have a position on the Nottingham wide health and safety quarterly meetings and that we are comparable with other authorities.

Councillor Combella encouraged the Group to trust in officers who are clearly qualified to do the job.

Councillor Simms remained concerned about the nature of self-regulation and the lack of surveillance in regard to civil claims against the authority. He wanted to see evidence of detailed risk assessments, training risks and how targets were met.

After some discussion of this request and a potential fifth recommendation, the

Group agreed to keep a watching brief on Health and Safety allowing for new staff to become settled in their roles, the impact of increased hours to take effect, and the quarter four internal audit to be carried out. They accepted that Health and Safety would be scrutinised as standard in 12 months.

It was **RESOLED** that the Corporate Overview Group:

- a) Considered the detailed information contained within the Annual Health and Safety Report
- b) Noted that a new permanent Health and Safety Advisor had been appointed
- c) Noted the significant progress made against the health and safety goals and objectives previously agreed by Corporate Overview Group for the financial year 2025/25
- d) Endorsed the proposed health and safety objectives for 2025/26 as set out in the report.

12 Financial and Performance Management

The Senior Finance Business Partner presented the Q1 Finance Monitoring report for 2025/26 and took the Group through some key points in the report.

The Group were asked to note a couple of clerical errors the first in recommendation c) the project overspend on Special Expenses should read £11.3k and secondly at 4.4 and 4.13 the underspend to support additional costs should read £0.377m.

The Senior Finance Business Partner highlighted the significant variances arising from savings in refuse collection resulting from housing development progressing slower than expected. This is expected to be earmarked for additional cost pressures and financial challenges, mainly to support the Local Government Reorganisation (LGR) and Simpler Recycling.

The Group were advised of a capital budget underspend due to the reduction in expenditure on Warm Homes Grants to match final indicative funding notification.

The Senior Finance Business Partner highlighted the Q1 position of the Special Expenses budget and the expenditure projected to being £11.3k above budget and explained this was due to security improvements at Bridgford Park and responsive works at West Park including repairs to doors and grounds work. Extra costs had also been incurred due to anti-social behaviour patrols at Bridgford Park which has been offset by funding from the Police and Crime Commissioner.

In summarising, the Senior Finance Business Partner advised that the financial position remains healthy but that this can quickly change especially with the challenges of LGR.

The Head of Corporate Services presented the Q1 Performance Monitoring report in line with the Corporate Strategy 2024-27 approved at Council on 7 December 2023.

The Group were advised that there are eight performance measures that have not met target this year. These are primarily community facilities (two performance indicators), Rushcliffe Oaks Crematorium (two performance indicators) and Waste Management (two performance indicators).

The Head of Corporate Services explained that the Communities Scrutiny Group had scrutinised the under-performance of community facilities and the Crematorium, and as a result action plans were put in place, but that it will take some time for any benefits to be realised. With regards to the performance of waste management this is lower than historic levels due to waiting on the Environment Act changes and the introduction of Simpler Recycling to be implemented later this year.

Councillor Plant asked two specific questions relating to Rushcliffe Oaks and whether there were any significant issues with the service and whether there will be a review of the Council's assets and if this come to a Full Council meeting for consideration. The Head of Corporate Services advised that feedback from the Crematorium continues to be positive and with regards to an asset review this would only come to Full Council if a decision needed to be made regarding an asset's disposal.

Councillor Plant asked a further question relating to the current position of Disabled Facility Grants. The Senior Finance Business Partner explained there are two pots of funding, Mandatory and Discretionary both and the Council is still in the position to provide both funding streams.

The Chair asked a specific question relating to the security improvements at Bridgford Park and who was providing the extra security patrols. The Head of Corporate Services advised that a private company has been deployed, and this is being paid for by the Police and Crime Commissioner's office.

Councillor Gaunt commented on the redevelopment of the Ratcliffe on Soar site and requested that further information be provided on its progress, to include a better understanding of the scope and timeline of the development. The Head of Corporate Services advised she would need to check with the relevant officers and report back to the Group.

Councillor Parekh commented on the Councillor Training Plan and what was on the programme. The Head of Corporate Services advised that a there is a plan in progress, and this will be circulated in due course.

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

- a) The projected budget efficiency for the year of £0.637m and proposals to earmark this for cost pressures given in Appendix A and paragraph 4.1
- b) The projected capital budget efficiencies of £0.681m including the budget the budget changes in Appendix D

- c) The project overspend on Special Expenses of £11.3k (paragraph 4.7)
- d) The performance exceptions to judge whether further information is required.

13 Feedback from Scrutiny Group Chairmen

Councillor Combella, Chair of Growth and Development Scrutiny Group provided feedback from the Growth and Development Scrutiny Group held on the 16 July 2025, where the Group were presented a report on the East Midlands Freeport development. Councillor Combella reported there had been very little progress and felt the presentation and update the Group received was underwhelming. She added that there had been some discussion around the remodelling of J24 on the M1 and asked whether the Freeport could be brought back to Growth and Development as an update as she felt that questions Councillors had raised had not been addressed.

Councillor Plant had attended the Growth and Development Scrutiny meeting in July, adding that she felt there had been with very little movement or evidence of a solid direction with the Freeport.

Councillor Parekh, Chair of Communities Scrutiny Group provided feedback from the last meeting of Communities Scrutiny Group held on 24 July 2025, where the Group were presented a report on Metropolitan Trent Valley Housing (MTVH). Councillor Parekh reported that MTVH had provided an update on its performance. However, she felt the Councillors discussion and questions that followed had not been addressed by MTVH and she didn't feel reassured by their responses. Councillor Parekh felt that MTVH were very defensive in their responses and unwilling to accept responsibility or take any action. The Group had requested the item return next year to ensure Councillor feedback had been acted upon.

The Head of Corporate Services explained that in the Terms of Reference for Corporate Overview Group, scrutiny items are not normally accepted within a 2-year period which will prevent the same scrutiny request being accepted.

The Chair suggested that Councillor Parekh and members of Communities Scrutiny Group look at where the item may be explored further in order for it to be brought forward again for scrutiny.

Councillor Simms, Chair of Governance Scrutiny Group provided feedback from the Governance Scrutiny Group meeting held on 19 June 2025, where the Group discussed the Council's Internal Audit Progress and Internal Audit Plan, Annual Fraud Report, External Audit Plan, Annual Governance Statement and the Capital and Investment Strategy.

Councillor Simms highlighted his concern over an anomaly that had been discovered in relation to licencing that had not been picked up for a number of years. He added that he had agreed for the auditors to investigate it for now but was not reassured that lessons had been learnt. He expressed his intention to bring the matter up again at the next meeting of Governance Scrutiny Group.

With regards to Scrutiny, all Chairs and Vice-Chairs raised concerns about the feedback that was being provided after the meetings and whether officers were taking action on the views expressed by Councillors at the meetings.

All members of the Group were keen to remove the '2-year rule' which currently prevents the same scrutiny request being accepted within a 2-year period. Councillor Simms, Chair of Governance Scrutiny Group proposed to look at the terms of reference for Scrutiny Groups as part of the Governance Scrutiny Group's Constitution Annual Review.

14 **Feedback from Lead Officers**

The Head of Corporate Services highlighted an action from the recent Corporate Peer Challenge which had suggested the Council review its scrutiny process. She referenced the number of requests sent to Councillors in relation to the review seeking their feedback and input. She reported that only a small amount of feedback had been received and that if this remained the position after a final call for feedback this week then it was possible that the review would be reprioritised.

15 **Consideration of Scrutiny Group Work Programmes**

The Chair confirmed that five scrutiny requests had been submitted for consideration (with one topic being submitted by both Councillors and Officers).

The first was submitted by Councillor's C Thomas, L Way, J Billin, A Brown and R Walker relating to **Shared Ownership and Other Affordable Housing**. An amended version of the request was submitted by the Deputy Chief Executive and Director of Neighbourhoods suggesting a briefing note be provided to expedite Councillors understanding of the topic and potentially resolve some identified issues in advance of scrutiny being timetabled.

Councillor Thomas addressed the Group and explained briefly the complexity of developers providing affordable housing and the different government initiatives and schemes that have been rolled out across the Borough. Councillor Thomas expressed the need for the Council to take the opportunity to ask questions of the process for delivering affordable housing. Following debate of both versions of the request, the Group agreed for the Councillors version of the request to come forward for scrutiny and for it to be programmed into the Growth and Development Scrutiny Group for 25 March 2026.

The second request was submitted by Councillor Phillips relating to **Asylum Dispersal and Contingency Accommodation**. Councillor Phillips addressed the Group and highlighted his concerns around the unsuitability of properties in Rushcliffe being converted to houses of multiple occupancy (HMO's) to house Asylum seekers and the issues raised by local residents around antisocial behaviour, noise and illegal working. There was agreement within the Group that the topic was in need of scrutiny however, concerns were raised about the scope of the request and identified Key Lines of Enquiry. Therefore, the request was agreed in principle and scheduled for Communities Scrutiny Group for 22 January 2026 but a revised scrutiny request would be developed

in conjunction with members of the Group for final agreement at the next meeting.

The third and fourth requests were submitted by Councillor J Chaplain and related to **Debt Collection Agents used by Rushcliffe** in line with the outcome of the Government consultation on Council Tax and Enforcement and **West Bridgford Customer Contact Point**.

The Group agreed for both these requests to come forward for scrutiny and for them to be programmed into the Communities Scrutiny Group work programme for 2 April 2026 (WBCP) and October 2026 (Debt Collection Agents).

The Head of Corporate Services highlighted that there was nothing on the Growth and Development Group programme for October 2025 and proposed to cancel the meeting. This was agreed by the Group.

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

- a) Considered any additional items for scrutiny from the current Cabinet Forward Plan, Corporate Strategy, Medium Term Financial Strategy, Capital and Investment Strategy and Transformation and Efficiency Programme/Productivity Plan (appendix one)
- b) Determined and additional topics to be included in a scrutiny group work programme for 2025/26 for each of the scrutiny groups as presented on newly submitted scrutiny requests (Appendix two)
- c) Reviewed the current work programme for each of the scrutiny groups (Appendix Three)

Work Programme 2025/26 – Corporate Overview Group

18 November 2025	• Standing Items ○ Feedback from Scrutiny Group Chairs ○ Feedback from Lead Officer ○ Consideration of Scrutiny Group Work Programmes ○ Financial and Performance Management • Rolling Items ○ Customer Feedback Annual Report
24 February 2025	• Standing Items ○ Feedback from Scrutiny Group Chairs ○ Feedback from Lead Officer ○ Consideration of Scrutiny Group Work Programmes ○ Financial and Performance Management • Rolling Items ○ Mid-point Review of the Corporate Strategy

Work Programme 2025/26 – Governance Scrutiny Group

25 September 2025	• Risk Management Update • Going Concern • Capital and Investment Strategy Update • Internal Audit Progress Report • Statement of Accounts • External Audit Completion Report
4 December 2025	• Internal Audit Progress Report • Annual Audit Letter and Value for Money Conclusion • Capital and Investment Strategy Update • RIPA Review
5 February 2026	• Internal Audit Progress Report • Internal Audit Strategy • Risk Management Update • Risk Management Strategy • Capital and Investment Strategy Update • External Annual Audit Plan • Asset Management Plan • Capital and Investment Strategy 2026/27

Work Programme 2025/26 – Growth and Development Scrutiny Group

	Items/Reports
22 October 2025	• MEETING CANCELLED
28 January 2026	•
25 March 2026	• Shared Ownership and Other Affordable Housing

Work Programme 2005/26 – Communities Scrutiny Group

	Items/Reports
16 October 2025	• Rushcliffe Flood Risk Update
22 January 2026	• Asylum Dispersal and Contingency Accommodation including HMO's
2 April 2026	• Carbon Management Plan Update • West Bridgford Contact Point
XX July 2026	•
XX October 2026	• Review of debt collection agents by RBC in line with the outcome of the Government's consultation on Council Tax and Enforcement

ACTIONS:

Minute No.	Action	Officer Responsible
11	Councillors have no knowledge of what to do in the event of a fire whilst in the building. They would	Strategic HR Manager

	like information and a fire drill.	
12	The Group requested a progress report and indicative timeline of development for the redevelopment of the Ratcliffe on Soar Power Station	Head of Corporate Services
15	Councillors and Officers to redraft the Scrutiny Request for Asylum Dispersal and Contingency Accommodation including HMOs	Head of Corporate Services
15	Cancel Growth and Development Scrutiny Group in October	Head of Corporate Services - Completed

The meeting closed at 9.46 pm.

CHAIR



Corporate Overview Group

Tuesday, 18 November 2025

Financial and Performance Management Quarter 2

Report of the Director – Finance and Corporate Services

1. Purpose of report

- 1.1. This report outlines the Quarter 2 position in terms of financial and performance monitoring for 2025/26.
- 1.2. The Council continues to face significant financial challenges including rising costs, increased demand for services, and the need to balance budgets while maintaining service quality. Furthermore, complex policy changes and Local Government Reorganisation (LGR) has added an additional level of complexity, presenting both cost pressures and demands on officers and resources. 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 being maintained.

2. Recommendation

It is RECOMMENDED that the Corporate Overview Group scrutinises:

- a) The projected revenue budget efficiency for the year of £0.810m and proposals to earmark this for cost pressures given in Appendix A and paragraph 4.1
- b) The projected capital budget efficiencies of £1.466m including the budget changes in Appendix D
- c) The projected overspend on Special Expenses of £19k (paragraph 4.7)
- d) For performance exceptions, to judge whether further information is required.

3. Reasons for Recommendation

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

4. Supporting Information

Executive Summary

- 4.1. At Quarter 2 2025/26 there is a projected net revenue efficiency of £0.810m. Significant variances are highlighted in **Table 1**, arising mainly from savings in refuse collection resulting from housing development progressing slower than expected, additional interest income and an unallocated contingency budget. This represents a variance of 5.5% against budgeted net service expenditure. This is proposed to be earmarked for additional cost pressures and financial challenges shown in **Appendix A** mainly to support LGR and Simpler Recycling. Previously we have reported to Cabinet and via the MTFS to Full Council the underfunding from Government for Simpler Recycling. Consequently £0.2m was transferred to the Simpler Recycling Reserve at Quarter 1.
- 4.2. There is a projected capital budget underspend of £1.466m. Significant variances are highlighted in **Table 2**, notably a £0.610m reduction in expenditure on Warm Homes Grants to match final indicative funding notification and £0.4m land acquisition for Carbon Offsetting not yet committed.
- 4.3. The position is likely to change as further variances are identified during the year.
- 4.4. The most significant pressures are the effect of inflation and employers National Insurance increases on Council budgets. There is also a potential knock-on effect to income receipts as increased costs affect residents and business and the services they use. Council Tax and Business Rates could also be affected, although current collection rates appear to be stable. LGR is beginning to place demands on both the Council's finances and on officer time, an allocation of £0.661m was made to reserves from 2023/24 underspends with a further £0.429m proposed to support any additional costs incurred from projected 2024/25 budget efficiencies.
- 4.5. There are reduced levels of demand in some areas, such as planning and investment properties (eg Bridgford Hall with a new tenant being sought), compared to previous years. Performance is stable or above target in most areas, demonstrating the ability of services to respond and adjust resources. There are some indicators not reaching target in the quarter but still highlighting no significant increase in the volume of indicators when compared to quarters in 2024/25. Actions are being taken in each service areas to address any decreases in performance wherever possible.

Revenue

- 4.6. Table 1 below summarises the main variances, with a full summary of all significant variances at **Appendix B**.

Table 1 – Significant revenue variances

Directorate	Projected in year cost/(efficiency) £000	Reason
Chief Executive	104	£64k LGR consultancy, £34k additional resources to cover sickness
Development & Economic Growth	104	Reduction in planning £175k income offset by grant income and utilities underspends at Rushcliffe Oaks Crematorium
Finance & Corporate	(647)	£74k saving on insurance due to lower than anticipated premiums, £200k additional interest income, £339k saving on contingency this includes saving on national payaward compared to budgeted estimate circa £100k
Neighbourhoods	(366)	Mainly due to £175k salaries for Fairham Pastures refuse collection not required in year and £69k Edwalton Golf Course improved performance
Other Grant Income	(244)	Asylum Dispersal, Land Registry, Simpler Recycling and New Burdens grants
Collection Fund	240	Reduction in Business Rates mainly income due to changes in valuation
Projected (under)/over spend	(810)	

Special Expenses

- 4.7. **Appendix F** shows the Quarter 2 position of the Special Expenses budget. The expenditure is projected to be £19k above budget. This is mainly due to playground repairs and maintenance, security improvements to gates at Bridgford Park and responsive works at West park including, doors and grounds repairs (for the West Bridgford Special Expense). Pressure remains to find budget efficiencies as part of budget planning to ensure it retains a sustainable balanced budget.

Capital

- 4.8. The opening capital budget was £8.344m this has been revised to £13.847m, mainly due to carryforwards from 2024/25 and acceleration of schemes from 2026/27. A full list of all budget adjustments can be seen in **Appendix D**.
- 4.9. Table 2 below summarises the main variances, with a full summary of all significant variances at **Appendix C & E**.

Table 2 – Significant capital variances

Directorate	Projected in year cost/(efficiency) £000	Reason
Development & Economic Growth	(262)	Primarily due to no commitments against the Cotgrave Business Hub provision and £150k for PV at Crematorium to be carried forward to 26/27.
Neighbourhoods	(1,164)	Expenditure on Warm Homes scheme reduced by £610k to match actual grant allocated (indicative grant was £750k actual grant £140k); £400k Land Acquisition for Carbon Offsetting not yet committed; Projected expenditure on Bingham Arena reduced by £150k.
Finance & Corporate Services	(40)	Financial Management System £60k projected overspend, budget was based on estimated costs
Contingency	-	£0.286m carry forward from 24/25 less allocations to: ICT replacement Programme £0.016m, AV Replacement Programme (£0.030m), Manvers £100k; EGC Enhancements £90k; Netcall AI Assist (Customer Services) £18k = £182k. A further £100k allocation to Watercourse improvements still to be approved and processed.
	(1,466)	

Pressures Update

- 4.10. Inflation remains above the Bank of England's target of 2%, at 3.8% in September 2025, an increase from 3.6% in June. Cost pressures continue for the Council, businesses and residents with the potential to impact collection rates and income from discretionary services. Interest rates, although reducing slowly, remain high at 4% and consequently the Council continues to benefit from interest on cash and investments which partially offsets some of the increased costs. If we were externally borrowing, then there would be adverse consequences for the budget.
- 4.11. In addition to general cost of living increases, the increase in Employers National Insurance Contributions has impacted both the Council and local businesses. The position on collection rates for sundry debtors, Council Tax and Business Rates will continue to be monitored. Given the challenges, this represents a relatively positive position and will change during the year.

Table 3 – Collection Rates Quarter 2

Description	Q2 2025/26	Q2 2024/25	Increase/(Decrease)
Sundry Debtors	96.85%	96.97%	-0.12%
Council Tax	56.99%	57.33%	-0.34%
Business Rates	65.24%	64.05%	1.19%

- 4.12. The Council's Transformation and Efficiency Plan (TEP) aims to address emerging financial challenges and is expected to deliver £0.824m savings in 2025/26. The main savings areas are; Lesiure Strategy (£0.385m) through contract renegotiations, Garden Waste Scheme (£0.132m) and Car Parking (£0.110m) both from price increases. At Quarter 2 £0.430m has been

achieved against a target of £0.412m, supported by improved performance at Edwalton Golf Course. Garden waste is broadly on target and could be fully achieved in the second half of the year, further strengthening the budget position.

- 4.13. Progress on LGR continues, with current current expenditure funded from reserves. The Council has appropriated £1.09m into the Organisation Stabilisation Reserve to fund expenditure and committed to date around £0.13m to support the various business cases at each stage of the process. As we move nearer to becoming part of a new authority, significantly more expenditure will be required as people, processes and systems transition.

Conclusion

- 4.14. The revenue position remains relatively healthy but the position can quickly change especially so early into the new financial year.
- 4.15. The position on capital is positive and whilst long term capital resources are diminishing, it is anticipated that there will be no need to externally borrow this financial year. The capital programme is delivered with little external funding and it is a credit to the financial position of the Council it can continue to invest in its assets for the benefit of its residents. Existing budgets are under pressure from inflation and rising costs of labour and materials, however capital contingency budget is available, followed by reserves if necessary to mitigate the impact. The focus remains on delivering the capital programme alongside demands of LGR.

Performance Monitoring – Corporate Strategy 2024-27

- 4.16. The Corporate Strategy 2024-27 was approved at Council on 7 December 2023. The four themes contained within the 2019-2023 Strategy have been retained and The Environment will continue to be a major priority both in the medium and longer term. The new Strategy and performance are monitored by theme to better show how corporate tasks and performance indicators for each of the four corporate priorities are progressing. We are at the mid-point in the Strategy, and a refresh is planned for this year. This will provide a timely opportunity to align tasks with the Local Government Reorganisation agenda announced by the Government in November 2024. There are four of the fourteen strategic tasks that are complete, and the majority of the remainder have reached 50% progress indicating they are on target for completion at the end of this strategy period. The full corporate scorecard is in **Appendix G**.
- 4.17 Overall, there are eight performance measures that have not met target. Primarily these are for leisure and community facilities (three performance indicators), with the remainder spread across council services). In July 2024, Corporate Overview Group scrutinised the under-performance of community facilities and the crematorium and as a result action plans were put in place. It will take a while for these services to fully realise the benefits of the work that has taken place, and performance is expected to improve during 2025/26. Waste management performance (the recycling rate) has been lower than historic levels for a little while whilst waiting for the Environment Act changes

to be implemented. Residents will start to see these changes in December once Simpler Recycling begins with the introduction of glass recycling collections from the kerbside. Full explanations for all exceptions can be found in **Appendix G**.

The Environment

- 4.18 The Corporate Strategy 2024-27 pushes forward actions to improve the environment in Rushcliffe, with major investment made in large projects like Bingham Arena and Rushcliffe Oaks Crematorium. The Council has an ambitious target to achieve net-zero carbon emissions in its own operations by 2030 and much of the planned activity in the next four years will be focussed on this aim.

There are two strategic tasks:

- **Deliver the Climate Change Strategy 2021-2030** – currently 50% progress.

Key Achievements 2025

1. Council: Decarbonising Operations

Fleet Transition: The use of HVO fuel continues to be rolled out across the fleet. In addition a further four new electric vehicles have been added into the Council's operational fleet, reducing annual emissions by approx. 12 tonnes CO₂e.

Energy Efficiency Upgrades: Cotgrave LC, Sir Julien Cahn and Gamston Community Hall have all benefited from a variety of energy efficiency improvements including PV, air source heat pumps and smart controls across achieving carbon neutral energy use when on a REGO tariff. Further rollout of retrofitting LED lighting in other Council buildings.

Carbon Literacy Training: Delivered training to over 80 staff members, embedding climate awareness into daily operations and decision-making.

Green Procurement Policy: Rolled out updated corporate procurement guidelines prioritising low-carbon suppliers and materials.

2. Community: Supporting Residents and Businesses

Business Climate Network: Launched a local business forum to share best practices on sustainability, with 35 SMEs participating in the first year.

Community Climate Grants: Funded 12 grassroots projects including repair cafés, community gardens, and energy advice workshops.

Public Engagement: Ran a successful "Climate Conversations" campaign, reaching over 5,000 residents through events, surveys, and social media.

3. **Conservation: Enhancing Natural Assets**

Tree Planting Programme: Planted 3,000 native trees across parks and green corridors, contributing to biodiversity and carbon sequestration. Expansion of the community tree planting scheme for parish and town council's ready for Autumn 2025.

Biodiversity Action Plan Delivery: Restored 5 hectares of wildflower meadows and improved 2 local nature reserves with new habitats and signage.

Land Acquisition: Purchase of approx. 50 acres of land at Upper Broughton to offset the residual carbon generated from Council Operations with tree planting arranged for later in 2025/26.

Citizen Science Initiatives: Engaged over 200 volunteers in wildlife monitoring and habitat surveys, strengthening local data and stewardship.

- **Implement the Environment Act commitments** – progress is currently at 41%.

Communities - Officers continue to work toward implementing the Biodiversity net gain (BNG) commitments from the Environment Act.

The main focus this quarter has been the further embedding of the BNG process with Planning and Growth with staff continuing to update the guidance and undertaking assessment of planning application with BNG obligations. Further work has included consultation with county wide BNG group and supporting the county Local Nature Recovery Strategy.

The Environment Act has a target to contribute to an increase in tree canopy and woodland cover in England to 17.5% by 2050. The purchase of land for additional tree planting for Carbon offsetting will contribute to this objective. The current Rushcliffe tree cover as of 2025 is 12.27%.

Environmental Health: The Council undertook a public consultation exercise in 2024 with a proposal to revoke the existing Smoke Control Orders and replacing these with a single Smoke Control Order, covering the whole of the Borough. It was agreed to delay any decision to implement such an order for a period of 2 years (2026). In the meantime work has continued over the quarter to educate and advise the public on the use of wood fired burners.

Waste and Resources: There is a national target to reduce residual waste (excluding major mineral wastes) per capita by 50% by 2042. A key task is the implementation of the national Simpler Recycling scheme which is well underway with the delivery of glass recycling bins to households across the borough in advance of collections starting on 1 December. Planning is also underway to create a countywide communication package to promote and educate the public on the wider range of dry recycling that will be allowed in the blue wheeled bin from 1 April 2026 including clean food trays and tetra packs.

During this period the Council has also continued to promote the need for businesses to comply with the legislation requiring separate food waste collections from 1 April 2025.

There are six performance indicators in this theme and two have not met their target:

- Cumulative number of fly tipping cases** – September saw a drop in reports compared to previous months although the overall total is still higher than target. Based on data gathered the main type of fly tipped waste reported includes the following household furniture, general domestic waste, builder's rubble, garden rubbish, tyres and white goods. A variety of action continues to be taken to tackle fly tipping including advice and education on correct waste disposal and enforcement. In respect of the latter and in line with operational procedures WISE have investigated a number of tips and issued 12 FPNs for fly tipping in September and a total of 74 for the year. In the same period, 4 domestic duty of care notices have been issued to residents who have not taken due regard to who they have used to dispose of their waste. RBC officers have also taken action on 2 reports associated with a city business and the second penalty for business duty of care has been paid to this service.
- Percentage of household waste sent for reuse, recycling and composting** – Nationally recycling and composting rates are dropping and our year-end target of 48% has been reduced from a previous figure of 50%. However, the first quarter has seen a significant drop in green waste collected of over 1000 tonnes due to the dry weather. This will have a significant effect on our overall year end recycling and composting rate with performance likely to be lower than the new revised target. The new Simpler Recycling legislation which includes kerbside glass collected from December, changes to the blue bin input specification and food waste collections in October 2027 will see recycling rise to around 60%.

ENVIRONMENT									
Strategic Tasks				Performance Indicators					
 0	 2	 0	 0	 1	 2	 2	 1	 0	
No exceptions				Two exceptions: - Percentage of household waste sent for reuse, recycling and composting - Number of fly tipping cases					

Quality of Life

- 4.19 Rushcliffe is renowned for providing excellent community facilities for residents and will continue to do so by delivering the Rushcliffe Leisure Strategy 2021-2027. The other task in this theme is Being an active partner in the delivery of the East Midlands Devolution Deal, which is expected to bring extra funding to the whole Derbyshire / Nottinghamshire area. By maximising involvement in the future of the combined authority, Rushcliffe can benefit from the future prosperity that this new Mayoral area provides.

There are two strategic tasks:

- **Be an active partner in the delivery of the East Midlands Devolution Deal** – progress is 100%. This task has been delivered and incorporated into business as usual.
- **Deliver Rushcliffe's Leisure Strategy 2021-2027** – progress is currently at 95%. Cotgrave and Keyworth leisure centre developments are now complete and a project team has been created to support the end of the East Leake PFI in 2027 which will see the inclusion of the leisure facility in the Council's leisure contract. The Council has also developed an opportunity to lease West Park cricket facility to Nottinghamshire County Cricket Club which will see the facility become a hub for community cricket, while also providing high-quality facilities for the club's expanded player pathway, which gives boys and girls the opportunity to progress towards a professional career. In line with the local football facilities plan strategy a number of joint visits have taken place to sites that have been identified and participation information shared. Green flags achieved at Rushcliffe Country Park, the Hook and Sharphill Woods. The new walking and cycling bridge over the river Trent is well underway and groundwork has also commenced for the new Sharphill Community facility.

There are 11 quality of life performance indicators, three have not met their target:

- **Cumulative number of successful homelessness prevention outcomes** – despite further successful homeless preventions being achieved and the overall total for the year to date standing at 24, this figure remains just below target. This is primarily due to a combination of fewer registered provider properties being advertised on Homesearch and a higher number of applicants on the system. Homeless cases are therefore being rehoused later in the process. This situation is likely to continue due to nationally observed factors such as an increase in housing need.
- **Number of leisure centre users – public** – data is showing a slight 8% reduction on the same period last year. However usage across leisure centres is starting to show signs of recovery following the summer closure of Keyworth Leisure Centre, which was factored into revised profiling. While Rushcliffe Arena and Bingham Arena have seen some fluctuations, proactive collaboration with the leisure operator is underway to enhance user experience and engagement. Improvements such as resolving air

conditioning issues at Bingham Arena are expected to support increased attendance moving forward.

- **Percentage usage of community facilities** – Sir Julian Cahn was closed for refurbishment and Gamston Community Hall had part closures over extended periods for the full replacement of the heating systems during August and September. Although this was accounted for in the data the impact has been greater coupled with the traditionally quiet holiday period in August and the start of September. However additional bookings have started to increase and now that the venues are fully operational, we expect to see an improving trend in the coming months coupled with our marketing plan activity.

QUALITY OF LIFE									
Strategic Tasks					Performance Indicators				
 1	 1	 0	 0		 7	 0	 3	 0	 1
No exceptions					Three exceptions: • Cumulative number of successful homelessness prevention outcomes • Number of leisure centre users – public • Percentage usage of community facilities				

Sustainable Growth

- 4.20 The Core Strategy is due to be replaced by the Greater Nottingham Strategic Plan which will largely determine development up to 2041.

There are five strategic tasks, progress comments are shown in the Annual Strategic Task Report.

- **Provide community leadership in the redevelopment of the Ratcliffe on Soar site, during and post decommissioning of the power station** – 50% progress.
- **Implement Levelling-up and Regeneration Bill commitments** – 10% progress.
- **Adopt a Greater Nottingham Strategic Plan** – currently 70% progress. The revised Greater Nottingham Strategic Plan (GNSP) consultation closed on Friday 25 April and the responses received have been processed and summarised. Updates are being made to parts of the evidence base ahead of the submission for examination. The latest anticipated timetable is:
 - Submission of GNSP for examination in December 2025

- Examination in public in January 2026
 - Receipt of Inspector's Report in November 2026
 - Adoption in December 2026.
- **Support the delivery of the new employment sites and new homes, including meeting affordable housing targets, at key sites including Fairham, Gamston, RAF Newton and Bingham** – currently 50% progress.
 - **Continue to be an active partner in the delivery of the East Midlands Combined County Authority aims and objectives** – 50% We remain an active partner with both senior officers and Councillors engaging with EMCCA officers.

There are 11 sustainable growth performance indicators, with no exceptions.

SUSTAINABLE GROWTH									
Strategic Tasks					Performance Indicators				
 1	 5	 0	 0		 6	 1	 0	 2	 2
No exceptions					No exceptions				

Efficient Services

- 4.21 The Council strives to deliver services in the most efficient way. New ways of working and cost saving where possible will be sought during the four years of this Strategy.

There are three strategic tasks:

- **Deliver good value for money in Council operations for residents** – current progress is 50% for 2025/26 (and 50% overall) and is being monitored through the year with the Medium-Term Financial Strategy (MTFS).
- **Conduct a review of the Council's asset base** – 100% this task is now complete.
- **Be an active partner in the delivery of Local Government Reorganisation for the Nottinghamshire region** – current progress is 50%.

There are 29 performance indicators falling under the Efficient Services priority. Three are exceptions in this quarter:

- **Percentage of expected Councillors attending in-person training events this municipal year** – there have been three training events delivered with an average 56.8% attendance.
- **Percentage of Councillors completing e-learning mandatory e-learning modules this municipal year** – Engagement with e-learning modules by councillors has improved over the last twelve months (60.6% compared to 34.46% in 2024/25) with the introduction of single sign-on and a ‘course of the month’ email.
- **Income generated from community buildings** – income figures had been adjusted to reflect the closure during this period of Sir Julian Cahn which re-opened after refurbishment in September 2025. Based upon the revised annual target of £123k the profile target should be £61,900 however the current actual has been further impacted by lost room capacity and bookings due to the installation of the new AV system in the Arena ground floor rooms. In addition, Gamston Community Hall has had part closures due to the installation of the Air source heat Pump. With facilities now open and a marketing plan being implemented it’s hoped that the situation will improve but the annual target is unlikely to be met.

EFFICIENT SERVICES									
Strategic Tasks					Performance Indicators				
 2	 2	 0	 0		 22	 3	 3	 1	 0
No exceptions					Three exceptions: • Percentage of expected Councillors attending in-person training events this municipal year • Percentage of Councillors completing e-learning modules this municipal year • Income generated from community buildings				

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. Particularly susceptible to volatility will be areas such as Planning Income. Ongoing due diligence with regards to the budget will highlight any potential concerns or indeed upside risk.

- 5.3 The Council needs to be properly insulated against potential risks hence the need to ensure it has a sufficient level of reserves to ensure the Council can withstand unexpected financial shocks, and things we do know about but are unclear of the full financial implications such as the costs of LGR.
- 5.4 There remains much uncertainty as the Government starts to legislate for, and implement, new policies (e.g. Simpler Recycling) and funding reform (Fair Funding Review, Council Tax and Business Rates) aimed at equalising funding support across regions. The full financial impact of this will not be known until the Government's financial settlement is announced, however early indications are that the Government's Settlement Funding Assessment (it's grant income from Government) for Rushcliffe will significantly reduce.
- 5.5 Local Government Reorganisation not only presents financial risks, but it also has the potential to disrupt service delivery (impacting on performance) and makes the recruitment of good employees even more challenging and increases the risk of employees switching sectors; not to mention continuing to ensure staff remain motivated and are upskilled for the changes that lie ahead. Other demands such as digital transformation, climate change targets, recycling legislation and increased demand for services present a complex and evolving landscape.

6 Implications

6.1 Financial Implications

Financial implications are covered in the body of the report.

6.2 Legal Implications

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

6.3 Equalities Implications

There are no direct equality implications arising from this report.

6.4 Section 17 of the Crime and Disorder Act 1998 Implications

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

6.5 Biodiversity Net Gain Implications

There are no Biodiversity Net Gain Implications arising from this report.

7 Link to Corporate Priorities

The Environment	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.
Quality of Life	
Efficient Services	
Sustainable Growth	

8 Recommendations

It is RECOMMENDED that

- a) The projected revenue budget efficiency for the year of £0.810m and proposals to earmark this for cost pressures given in Appendix A and paragraph 4.1
- b) The projected capital budget efficiencies of £1.466m including the budget changes in Appendix D
- c) The projected overspend on Special Expenses of £19k (paragraph 4.7)
- d) For performance exceptions to judge whether further information is required.

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Background papers available for Inspection:	Council 6 March 2025 – 25/26 Budget and Financial Strategy Cabinet 8 July 2025 – Financial Outturn 2024/25
List of appendices:	Appendix A – Revenue projected position 2025/26 – September 2025 Appendix B – Revenue Variances over £25k – September 2025 Appendix C – Capital Programme Summary 2025/26 – September 2025 Appendix D – Changes to Capital Budget Appendix E – Capital Variance Explanations September 2025 Appendix F – Special Expenses Monitoring September 2025 Appendix G – Strategic Performance Scorecard

Projected Revenue Outturn Position 2025/26 – September 2025

2025/26	Original Budget £000	Revised Budget £000	Projected Outturn £000	Projected Variance over/(under) £000
Chief Executive	1,613	1,611	1,715	104
Development & Economic Growth	467	531	634	104
Finance & Corporate	4,892	5,155	4,508	(647)
Neighbourhoods	7,939	7,361	6,995	(366)
Sub Total	14,912	14,659	13,853	(806)
Capital Accounting Reversals	(1,895)	(1,895)	(1,895)	0
Minimum Revenue Provision	1,174	1,666	1,666	0
Total Net Service Expenditure	14,191	14,430	13,624	(806)
Grant Income (Including New Homes Bonus)	(3,239)	(3,239)	(3,483)	(244)
Collection Fund	(16,650)	(16,650)	(16,410)	240
Total Funding	(19,889)	(19,889)	(19,893)	(4)
Net Transfer to/(from) Reserves	5,699	5,460	6,269	810
Financial Management System Upgrade Q1				60
LGR Q1				377
Simpler Recycling Q1				200
Release from LGR to cover spend Q2				(65)
LGR Q2				52
Edwalton Golf Course clubhouse enhancements Q2				130
Simpler Recycling Q2 - grant received				90
Release from reserves to cover agency Q2				(34)
Total Committed from underspend				810
Net Budget Deficit/(Surplus)				(0)

Revenue Variances over £25k – September 2025

Adverse Variances in excess of £25,000

Department	Reason	Projected Outturn Variance £000
Planning & Growth	Reduction in planning income from fees	175
Depot & Contracts	£50k tyres, £30k recycling for communal bin areas	80
Executive Management Team	LGR proposal	65
Strategic Housing	Emergency accommodation due to increase in demand and shortage in follow on housing	51
Property	Shortfall on Bridgford Hall rents due to changover in tenancy	49
Revenues & Benefits	Council tax support scheme local discounts (care leavers/annexe)	26
Total Adverse Variances		446

Favourable Variances in excess of £25,000

Department	Reason	Projected Outturn Variance £000
Depot & Contracts	£175k salaries due to Fairham pastures refuse collection not required in year, £69k Edwalton Golf Course improved performance, £43k savings on diesel, £28k new car parking contract based on charge per ticket expected to deliver savings, £35k sale of waste bins not budgeted as ad hoc	(350)
Financial Services	£200 additional interest, £74k saving on insurance premiums, contingency £339k	(613)
Streetwise	Employee savings £32k	(32)
Planning Policy	Land registry compensation grant £60k and salary savings due to staff turnover.	(25)
Communications& Customer Services	Savings from Research & Intelligence officer vacant post not recruited in year	(32)
Crematorium	Utility savings	(27)
Community Development	£27k Biodiversity Net Gain grant, £30k running costs for Sharphill Community Facility not required in year	(57)
Environmental Health	Licensing (£39k) and food hygiene (£20k) income performing better than budget	(59)
Total Favourable Variances		(1,195)
Other minor variances		(61)
Total Variance		(810)

Capital Programme Summary – September 2025

2025/26	Original Budget £000	Current Budget £000	Projected Actual £000	Projected in year cost/(efficiency) £000	Reason
Development & Economic Growth	761	1,679	1,417	(262)	Primarily due to no commitments against the Cotgrave Business Hub provision and £150k for PV at Crematorium to be carried forward to 26/27.
Neighbourhoods	7,065	11,161	9,997	(1,164)	Expenditure on Warm Homes scheme reduced by £610k to match actual grant allocated (indicative grant was £750k actual grant £140k); £400k Land Acquisition for Carbon Offsetting not yet committed; Projected expenditure on Bingham Arena reduced by £150k.
Finance & Corporate Services	518	1,007	967	(40)	Financial Management System £60k projected overspend, budget was based on estimated costs
Contingency	0	0	0	-	£0.286m carry forward from 24/25 less allocations to: ICT replacement Programme £0.016m, AV Replacement Programme (£0.030m), Manvers £100k; EGC Enhancements £90k; Netcall AI Assist (Customer Services) £18k = £182k. A further £100k allocation to Watercourse improvements still to be approved and processed.
Total Expenditure	8,344	13,847	12,381	(1,466)	
Funded By					
Capital Receipts	2,719	4,732	4,494	238	
Government Grants	1,650	2,001	1,391	610	£610k reduction in Warm homes Grant to budget (total grant £1.2m over 3 years) expenditure projection reduced to match
Other Grants & Contributions	56	142	142	-	
Section 106 / CIL	0	826	676	150	
Use of Reserves	3,919	6,146	5,678	468	To fund carryforwards
Borrowing	-	-	-	-	
Total Funding	8,344	13,847	12,381	1,466	

Changes to Capital Budget – September 2025

Budget Change / Scheme	Adjustments £000	Comment	Funded by	Approval
Budget Approved Quarter 1	13,582			
Manvers Business Park Enhancements	140	£100k from Capital Contingency; £40k virement from Cotgrave Business Hub	Virement	£100k contingency approved by Director and S151; £40k virement by Budget Holder and Financial Services Manager.
Capital Contingency	(100)	£100k allocated to Manvers BP enhancements	Virement	Approved by Director and S151
Cotgrave Business Hub	(40)	£40k virement to Manvers BP enhancements	Virement	Budget Holder/Financial Services Manager.
Watercourse Improvements	12	£12k virement from Cotgrave Business Hub	Virement	Budget Holder/Financial Services Manager.
Cotgrave Business Hub	(12)	£12k virement to Watercourse Improvements	Virement	Budget Holder/Financial Services Manager.
Disabled Facilities Grant (Discretionary)	30	Additional grant allocation for HPAS	Govt Grant	Budget Holder/Financial Services Manager.
Play Areas Special Expenses	29	Additional funded works	Sec 106/CIL	Budget Holder/Financial Services Manager.
Greythorn Drive Play Area Special Expense	34	Additional funded works	Sec 106/CIL	Budget Holder/Financial Services Manager.
Bridgford Park Special Expense	20	Additional funded works	Sec 106/CIL	Budget Holder/Financial Services Manager.
Netcall AI Assist Customer Services	18	Allocation from contingency	Virement	Approved by Director/S151.
Capital Contingency	(18)	£18k allocated to Netcall AI Assist	Virement	Approved by Director/S151.
Home Upgrade Grants (HUG2)	47	Finalising programme of works - fully funded	Govt Grant	Budget Holder/Financial Services Manager.
Edwalton Community Facilities	(25)	A further £25k acceleration of the budget to 24-25. £151k previously accelerated. Total costs in 24-25 £176k.	Acceleration	Cabinet Report 8 July 2025 Financial Outturn
Edwalton Golf Course Enhancements	130	Increase to budget using revenue surplus (see revenue underspends)	OS Reserve	S151
Edwalton Golf Course Enhancements	90	Contingency Allocation	Virement	Director/S151
Capital Contingency	(90)	£90k allocated to Edwalton Golf Course Enhancements	Virement	Director/S151
Current Budget	13,847			

Capital Variance Explanations – September 2025

Name	Opening Budget	Current budget	Actual YTD	Projected Outturn	Projected Outturn Variance	Comment
Development & Economic Growth						
REPF GRANT BUSINESS GRANTS CAP PROJECTS	0	0	27,007	0	0	Budget Adjustments to be processed.
UKSPF BUSINESS SUPPORT GRANTS	0	0	47,418	0	0	Budget Adjustments to be processed.
KEYWORTH CEMETERY 22-23	25,000	25,000	0	0	(25,000)	Awaiting local diocese approval for works to stabilise/rebuild retaining wall. Scheme will be requested to be carried forward to complete in 26/27.
MANVERS BP ENHANCEMENTS	200,000	360,000	(2,177)	360,000	0	To complete roof repairs: £200k original budget plus £20k brought forward. Tenders returned and costs increased since original estimate. Revised budget requirement £360k. £100k contingency allocation approved plus £40k virement from Cotgrave Business Hub.
STREETWISE DEPOT	100,000	176,000	0	176,000	0	Vehicle wash, improvements to warehouse and pedestrian safety. Tender accepted.
BRIDGFORD PARK KIOSK	25,000	25,000	0	0	(25,000)	The business case options are currently under review
COLLIERS BP CP SURFACE/DRAIN	16,000	0	0	0	0	Budget moved to Manvers BP.
HIGHWAYS VERGE IMPS	200,000	237,000	0	237,000	0	EMT currently considering, County Council may deliver.
WATERCOURSE IMPROVEMENTS	0	230,000	11,730	330,000	100,000	Additional funding is required for these works due to adopting solution that minimises impact on local houses. Revised expenditure projection £330k: £15k spend plus £30k fees. Contract £285k. £100k Contingency request to be approved.
THE POINT	25,000	40,000	9,857	25,000	(15,000)	Works to roller shutters and structural work resulting from water in the basement. Balance will need to be carried forward for doors in 26/27.
BINGHAM MARKET PLACE IMPS	0	6,000	0	6,000	0	
COTGRAVE PHASE 2	0	0	(2,180)	0	0	
EXTERNAL DOOR & WINDOW UPGRADES VARIOUS SITES	0	46,000	0	25,000	(21,000)	Door replacements for public toilets, plus some rollershutters. £25k forecast, balance to cfwd.
WALKERS YD 1a/b and 3	30,000	0	0	0	0	Not cost effective to do anything energy efficiency wise at present. Budget moved to support requirement for Watercourse improvements Radcliffe On Trent.
COTGRAVE BUSINESS HUB	70,000	126,000	0	0	(126,000)	Cold water supply improvement / enhancement. Now looking to move forward without improvement to water supply. To be kept under review.
RBC TOURISM/SIGNAGE	70,000	70,000	770	70,000	0	UKSPF funded project
THE CREMATORIUM	0	338,000	16,023	188,000	(150,000)	Series of schemes, water feature, external landscaping schemes, air conditioning, enhance PV provision (expected 26/27).
Development & Economic Growth Total	761,000	1,679,000	108,449	1,417,000	(262,000)	

Name	Opening Budget	Current budget	Actual YTD	Projected Outturn	Projected Outturn Variance	Comment
Neighbourhoods						
GRESHAM SPORTS PARK REDEVELOPMENT	0	62,000	5,750	40,000	(22,000)	CCTV works successfully tendered. Exploring grant fund from FA for further work to catering hut, grants up to £50k to 75% of project required £25% match. Other option is to carry forward balance to bolster 26/27 project for Gresham Legionella decarb/Wifi.
LAND ACQUISITION CARBON OFFSETTING	0	1,500,000	12,000	1,100,000	(400,000)	£500k Upper Broughton complete. With further land holdings in due course, not expected to be fully spent in year. Tree planting may need to come from this provision if external funding not secured.
WARM HOMES GRANT	750,000	750,000	0	140,000	(610,000)	Budget was set on indicative funding of £750k 25/26 and £1.8m 26/27, final allocations are £1.3m over next 3 years £140k capital in 25/26. Fully funded scheme so no realisable saving.
SUPPORT FOR REGISTERED HOUSING PROVIDERS	0	36,000	0	36,000	0	£36k was carried forward for Platform Housing for 2 affordable units.
BINGHAM LEISURE HUB	0	250,000	10,740	100,000	(150,000)	Post opening enhancements. £72k potential cost of corrections to air conditioning, currently in negotiations with original contractor. £10k Parkwood window tinting complete.
GAMSTON COMMUNITY CENTRE ENHANCEMENTS	0	116,000	61,750	132,000	16,000	Air source heat pump change. Works complete, additional costs incurred due to time extension. The overspend will need to be met from Special Expenses.
WEST PARK ENHANCEMENTS	425,000	661,000	557,724	661,000	0	£100k UKSPF funding. Contract Value £610k (SJC Developments) £661k forecast to include AV (£30k) plus fit out
WB - CAR PARK RESURFACING	18,000	38,000	18,189	38,000	0	£20k balance to be spent at Bridgford Park, resurfacing car park
DISABLED FACILITIES GRANT	1,040,000	1,337,000	393,583	1,337,000	0	Committed £715k at the end of September so a further £400k grants still to be processed.
DISCRETIONARY TOP-UPS DFGs	56,000	136,000	52,638	136,000	0	Discretionary funding has been reintroduced for 2025/26 with £80k moved from mandatory budget.
HUG2 GRANT EXPENDITURE	0	47,000	67,806	47,000	0	Additional actual spend to projection has since been moved to revenue and is grant funded.
CLC AND KLC ENHANCEMENTS	1,200,000	1,598,000	1,374,440	1,598,000	0	Complete refurbishment of Cotgrave and Keyworth Leisure Centres now complete. Final payments to be processed and retention released.
RCP PLAY AREA	25,000	25,000	26,704	26,700	1,700	Works complete, minor overspend
ARENA ENHANCEMENTS	0	65,000	17,024	65,000	0	Furniture for reception area £11k: window retinting £15k (Parkwood part funding); pigeon netting £8k. Other works include flooring replacements, cladding and the footpath to the front of building adjacent to pool requires work.
TOOTHILL SPORTS COMPLEX IMPROVEMENTS	100,000	200,000	0	200,000	0	Ongoing negotiations re athletics track/ hockey pitch lighting, progress may be affected by school rebuild.
EGC ENHANCEMENTS	0	350,000	0	350,000	0	Scheme costs had to be remodelled upon receipt of flood works tenders. Estimated cost of total works £350k.
SHARPHILL COMMUNITY FACILITY	840,000	914,000	3,298	914,000	0	Works commenced Sept. Ceiling of £750k for build plus fit out and associated costs.
GREYTHORN DRIVE PLAY AREA	0	48,000	(2,000)	48,000	0	£2k outstanding accrual from 24-25 will be cleared when invoice received. Budget adjusted to reflect Neighbourhood CIL funding.
BRIDGFORD PK PLAY AREA SPEC EXP	0	20,000	0	20,000	0	New provision for fencing and site clearance works funded from Neighbourhood CIL
PLAY AREAS / FACILITIES FOR OLDER CHILDREN	100,000	300,000	186,927	300,000	0	
VEHICLE REPLACEMENT	2,511,000	1,458,000	243,204	1,458,000	0	Vehicles - R2Go £231k, £265k Streetwise, £460k 2x Glass Recycling Vehicles.
RECYCLING BINS	0	1,250,000	566,267	1,250,000	0	The rollout of glass recycling containers has commenced.
Neighbourhoods Total	7,065,000	11,161,000	3,596,043	9,996,700	(1,164,300)	

Name	Opening Budget	Current budget	Actual YTD	Projected Outturn	Projected Outturn Variance	Comment
Finance & Corporate Services						
ICT REPLACEMENT PROGRAMME	75,000	103,500	36,062	103,500	0	Original budget funded from 23/24 underspends based on estimated costs, additional be funded from 25/26 revenue underspends.
FMS REPLACEMENT	0	197,400	12,000	257,400	60,000	
ICT SECURITY	0	21,000	4,933	21,000	0	
TECHNICAL INFRASTRUCTURE	192,000	205,000	158,510	205,000	0	
DIGITAL STRATEGY	20,000	60,000	0	60,000	0	
APPLICATIONS & APPS	0	31,000	0	31,000	0	
AV REPLACEMENT SYSTEM	81,000	189,100	194,995	189,100	0	
INCOME MANAGEMENT SYSTEM	0	0	(22,500)	0	0	
NETCALL AI ASSIST	0	18,000	0	18,000	0	0 Funded from contingency
Finance & Corporate Services Total	368,000	825,000	383,999	885,000	60,000	
						£0.286m carry forward from 24/25 less allocations to: ICT replacement Programme £0.016m, AV Replacement Programme (£0.030m), Manvers £100k; EGC Enhancements £90k; Netcall AI Assist (Customer Services) £18k = £182k. A further £100k allocation to Watercourse improvements still to be approved and processed.
CAPITAL CONTINGENCY	150,000	182,000	0	82,000	(100,000)	
Contingency Total	150,000	182,000	0	82,000	(100,000)	
Grand Total	8,344,000	13,847,000	4,088,492	12,380,700	(1,466,300)	

Special Expenses – September 2025

2025/26	Original Budget	Projected Outturn	Variance	Reasons
West Bridgford				
Parks & Playing Fields	496,000	512,600	16,600	£8.5k playground maintenance and repairs, £5k Bridgford Park security improvements, £5k West Park improvements offset by tennis income
West Bridgford Town Centre	117,400	119,400	2,000	Potential vehicle mitigation under Martyn's Law
Community Halls	131,300	131,200	(100)	
Repayment of Revenue Deficit	16,000	16,000	0	
Annuity Charges	110,400	110,400	0	
Revenue Contribution to Capital Outlay	100,000	100,000	0	
Sinking Fund (The Hook)	20,000	20,000	0	
Total	991,100	1,009,600	18,500	
Keyworth				
Keyworth Cemetery	9,600	9,600	0	
Annuity	500	500	0	
Total	10,100	10,100	0	
Ruddington				
Ruddington Cemetery	10,400	10,900	500	
Total	10,400	10,900	500	
Total Special Expenses	1,011,600	1,030,600	19,000	

Strategic Scorecard

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

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	

Environment

Status	Strategic Task	Dates Due Date	Status Progress Bar
	ST2427_01 Deliver Rushcliffe's Climate Change Strategy 2021-2030	31-Mar-2030	50%
	ST2427_02 Implement the Environment Act commitments	31-Mar-2027	41%

Status	Ref.	Description	Q2 2025/26			2025/26	2024/25
			Value	Target	Long Trend	Target	Value
	CS_LINS01	Percentage of streets passing clean streets inspections	96.8%	97.5%		97.5%	97.9%
	CS_LINS06	Cumulative number of fly tipping cases (against cumulative monthly comparison for last year)	371	265		1060	1108

September saw a drop in reports compared to previous months although the overall total is still higher than target. Based on data gathered the main type of fly tipped waste reported includes the following household furniture, general domestic waste, builder's rubble, garden rubbish, tyres and white goods. A variety of action continues to be taken to tackle fly tipping including advice and education on correct waste disposal and enforcement. In respect of the latter and in line with operational procedures WISE have investigated a number of tips and issued 12 FPNs for fly tipping in September and a total of 74 for the year. In the same period, 4 domestic duty of care notices have been issued to residents who have not taken due regard to who they have used to dispose of their waste. RBC officers have also taken action on 2 reports associated with a city business and the second penalty for business duty of care has been paid to this service.

	CS_LINS18	Percentage of household waste sent for reuse, recycling and composting	46.67%	54.99%		48%	44.32%
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Nationally recycling and composting rates are dropping and our year-end target of 48% has been reduced from a previous figure of 50%. However, the first quarter saw a significant drop in green waste collected of over 1000 tonnes due to the dry weather. This will have a significant effect on our overall year end recycling and composting rate with performance likely to be lower than the new revised target. The new Simpler Recycling legislation which includes kerbside glass collected from December, changes to the blue bin input specification and

food waste collections in October 2027 will see recycling rise to around 60%

	CS_LINS20	Percentage recycling contamination rate	12.57%	12%		12%	14.76%
	CS_LINS23	Residual waste collected per household, in kilos	226.00	240.00		480.00	471.99
-	CS_LINS77	Percentage reduction of CO2 from the Council's own operations (from 2008/09 baseline)	Reported annually			9%	-56%

Quality of Life

Status	Strategic Task	Dates Due Date	Status Progress Bar
	ST2427_03 Be an active partner in the delivery of the East Midlands Devolution Deal	31-Mar-2027	100%
	ST2427_04 Deliver Rushcliffe's Leisure Strategy 2021-2027	31-Mar-2027	95%

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Status	Ref.	Description	Q2 2025/26			2025/26	2024/25
			Value	Target	Long Trend	Target	Value
	CS_LINS25	Number of households living in temporary accommodation	10	18		18	10
	CS_LINS26a	Cumulative number of main housing duty decisions issued	40	42		85	77
	CS_LINS27a	Average length of stay of all households in temporary accommodation	8 weeks	11 weeks		11 weeks	5 weeks
	CS_LINS29a	Cumulative number of successful homelessness prevention outcomes	24	35		70	86

Despite further successful homeless preventions being achieved and the overall total for the year to date standing at 24, this figure remains just below target. This is primarily due to a combination of fewer registered provider properties being advertised on Homesearch and a higher number of applicants on the system. Homeless cases are therefore being rehoused later in the process. This situation is likely to continue due to

nationally observed factors such as an increase in housing need.

	CS_LINS31a	Percentage of applicants within Bands 1 and 2 rehoused within 26 weeks from the date of application	82%	55%		55%	86.64%
	CS_LINS32	Average number of weeks for all Home Search applicants to be rehoused through Choice Based Lettings	39 weeks	50 weeks		50 weeks	20 weeks
	CS_LINS51	Number of leisure centre users - public	620,612	670,750		1,341,500	1,283,779

Data is showing a slight 8% reduction on the same period last year. However usage across leisure centres is starting to show signs of recovery following the summer closure of Keyworth Leisure Centre, which was factored into revised profiling. While Rushcliffe Arena and Bingham Arena have seen some fluctuations, proactive collaboration with the leisure operator is underway to enhance user experience and engagement. Improvements such as resolving air conditioning issues at Bingham Arena are expected to support increased attendance moving forward.

	CS_LINS52	Number of Edwalton Golf Courses users	47,110	37,500		50,000	52,943
	CS_LINS72b	Percentage usage of community facilities	35.5%	40%		40%	45.3%

For Julian Cahn was closed for refurbishment and Gamston Community Hall had part closures over extended periods for the full replacement of the heating systems during August and September. Although this was accounted for in the data the impact has been greater coupled with the traditionally quiet holiday period in August and the start of September. However additional bookings have started to increase and now that the venues are fully operational, we expect to see an improving trend in the coming months coupled with our marketing plan activity.

	CS_LINS80a	Percentage food businesses broadly compliant at first assessment/ inspection	92%	91%		91%	93%
	CS_LINS80g	All crime figures within Rushcliffe per 1000 per head of population	24.33	-		-	44.06

Sustainable Growth

Status	Strategic Task	Dates Due Date	Status Progress Bar
▶	ST2427_05 Provide community leadership in the redevelopment of the Ratcliffe on Soar site, during and post decommissioning of the power station	31-Mar-2027	50%
▶	ST2427_06 Implement Levelling-up and Regeneration Bill commitments	31-Mar-2027	10%
▶	ST2427_07 Adopt the Greater Nottingham Strategic Plan	31-Mar-2027	70%
▶	ST2427_08 Support the delivery of the new employment sites and new homes, including meeting affordable housing targets, at key sites including Fairham, Gamston, RAF Newton and Bingham	31-Mar-2027	50%
▶	ST2427_13 Continue to be an active partner in the delivery of the East Midlands Combined County Authority aims and objectives	31-Mar-2027	50%

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Status	Ref.	Description	Q2 2025/26			2025/26	2024/25
			Value	Target	Long Trend	Target	Value
✓	CS_LIDEG05	Percentage of appeals allowed against total number of Major planning applications determined by the authority	6.2%	10%	↓	10%	8.3%
✓	CS_LIDEG06	Percentage of appeals allowed against total number of Non-Major planning applications determined by the authority	1.2%	10%	↓	10%	1%
📈	CS_LIDEG07	Number of planning applications received	681	-	↓	-	1561
📈	CS_LIDEG09	Number of Planning Application decisions issued	618	-	↓	-	1244

APPENDIX G

Status	Ref.	Description	Q2 2025/26			2025/26	2024/25
			Value	Target	Long Trend	Target	Value
	CS_LIDEG33	Number of new homes built	Awaiting data in order to calculate this PI			-	887
	CS_LIDEG34	Area of new employment floorspace built (sq mtrs)	Awaiting data in order to calculate this PI			-	-
	CS_LIDEG41	Level of income generated through letting property owned by the Council but not occupied by the Council	£966,154	£1,001,850		£2,003,300	£1,977,885
	CS_LIDEG50	Percentage of UKSPF and REPF funding allocated	100%	100%		100%	100%
	CS_LINS24	Number of affordable homes delivered	111	70		150	293
	CS_LINS60	Number of users of paid council car parks	542,589	537,336		1,074,672	993,100
	CS_LINS61	Total car parking income	£636,046	£552,100		£1,104,200	£961,550.36

Efficient Services

Status	Strategic Task	Dates Due Date	Status Progress Bar
	ST2427_10 Deliver good value for money in Council operations for our residents	31-Mar-2027	50%
	ST2427_12 Conduct a review of the Council's property asset base	31-Mar-2027	100%
	ST2427_14 Be an active partner in the delivery of Local Government Reorganisation for the Nottinghamshire region	31-Mar-2026	50%

Status	Ref.	Description	Q2 2025/26			2025/26	2024/25
			Value	Target	Long Trend	Target	Value
	CS_LIDEG02a	Percentage of major applications dealt with in 13 weeks or agreed period (10 or more houses) – quarterly	98.5%	70%		70%	96.2%
	CS_LIDEG03a	Percentage of non-major applications dealt with in 13 weeks or agreed period (10 or more houses) – quarterly	91.5%	80%		80%	91.9%
	CS_LIDEG10a	Priority 1 and 2 planning enforcement inspections carried out in target time	97.83%	90%		90%	95.56%
	CS_LIDEG40b	Percentage of council owned units occupied	97.07%	95%		95%	99.07%
	CS_LIDEG42	Percentage of privately owned industrial units occupied	awaiting data	92%		92%	94%
	CS_LIDEG60	Number of cremations held at Rushcliffe Oaks	351	325		697	617

APPENDIX G

Status	Ref.	Description	Q2 2025/26			2025/26	2024/25
			Value	Target	Long Trend	Target	Value
	CS_LIDEG61	Income from all activities at Rushcliffe Oaks	£388,538	£341,250		£721,350	£664,832
	CS_LIFCS10	Percentage of invoices for commercial goods and services which were paid by the authority in payment terms	95.25%	98.00%		98.00%	96.12%
	CS_LIFCS15	Value of savings achieved by the Transformation Strategy against the programme at the start of the financial year	£0.430	£0.412m		£0.825m	£0.749m
	CS_LIFCS20	Percentage of Council Tax collected in year	56.99%	57.33%		99.0%	99.10%
	CS_LIFCS21	Percentage of Non-domestic Rates collected in year	65.24%	64.07%		99.2%	98.80%
	CS_LIFCS22 a	Average number of days to process a new housing benefit claim	10.5	12.5		12.5	8.42
	CS_LIFCS22 b	Average number of days to process a change in circumstances to a housing benefit claim	3.29	4		4	3.75
	CS_LIFCS22 c	Average number of days to process a new council tax reduction claim	13.87	17.5		17.5	12.58
	CS_LIFCS22 d	Average number of days to process a change in circumstances to council tax benefit claim	2.39	3.5		3.5	2.4
	CS_LIFCS33	Percentage of time when key ICT systems are unaffected by downtime	95.51%	99.5%		99.5%	97.1%
Status	Ref.	Description	Q2 2025/26			2025/26	2024/25
			Value	Target	Long Trend	Target	Value

APPENDIX G

	CS_LIFCS43a	Percentage of expected Councillors attending in-person training events this municipal year	56.8%	65%		65%	54.89%
There have been three training events delivered to date.							
	CS_LIFCS43b	Percentage of Councillors completing e-learning mandatory e-learning modules this municipal year	60.6%	80%		80%	39.77%
Engagement with e-learning modules by councillors has improved over the last twelve months (60.6% compared to 34.46% in 2024/25) with the introduction of single sign-on and a 'course of the month' email.							
	CS_LIFCS52	Percentage of complaints responded to within target times	100%	95%		95%	93.4%
	CS_LIFCS62	Percentage increase in digital transactions	3.01%	1%		2%	2.14%
	CS_LIFCS65	Percentage of telephone enquiries to Rushcliffe Customer Service Centre resolved at first point of contact	93%	87%		87%	92.67%
	CS_LINS03	Percentage of town centres restored to Grade A cleanliness before 10am	92.5%	90%		90%	97.42%
	CS_LINS04	Streetwise income from external customers and key partners	£208,000	£206,000		£412,700	£529,468
	CS_LINS07a	Percentage of licensing applications processed within target time	96.6%	90%		90%	94.22%
	CS_LINS12	Average length of time for the approval of a DFG	1 week	10 weeks		1 week	2 weeks
	CS_LINS19b	Number of missed bins (residual, dry recycling and garden waste) reported	1,462	1,500		3,000	2,993
	CS_LINS49	Number of empty homes brought back into use	13	5		10	10

APPENDIX G

Status	Ref.	Description	Q2 2025/26			2025/26	2024/25
			Value	Target	Long Trend	Target	Value
	CS_LINS73a	Income generated from community buildings	£46,756.02	£74,859.00		£123,800	£100,000
Income figures had been adjusted to reflect the closure during this period of Sir Julian Cahn which re-opened after refurbishment in September 2025. Based upon the revised annual target of £123k the profile target should be £61,900 however the current actual has been further impacted by lost room capacity and bookings due to the installation of the new AV system in the Arena ground floor rooms. In addition, Gamston Community Hall has had part closures due to the installation of the Air source heat Pump. With facilities now open and a marketing plan being implemented it's hoped that the situation will improve but the annual target is unlikely to be met.							
	CS_LINS73b	Income generated from parks, pitches and open spaces	£174,817.20	£146,150.00		£295,223	£342,450



Corporate Overview Group

Tuesday, 18 November 2025

Annual Customer Feedback

Report of the Director – Finance and Corporate Services

1. Purpose of the Report

1.1. This report summarises the customer feedback received during 2024/25 and provides a comparison to previous performance. Key points include the following:

- 64 complaints were received by the Council at Stage 1 of its complaints process – this is the highest in the last five years.
- The percentage of complaints escalated past Stage 1, 28.1%, marginally increased from 27.1% in 2023/24.
- Consistency in handling complaints has stayed at a high level, as has the number of complaints that are responded to within target time – 60 out of 64, or 93.75%, were responded to within 10 working days (stage 1 and 2).
- The Council received 196 compliments about its services in 2024/25 – seven fewer than the previous year.

1.2. Of particular note is the relatively small number of complaints that are escalated past the first stage of the Council's complaints process, and that none have been investigated or upheld by the Local Government and Social Care Ombudsman (LGSCO); this is significantly better than neighbouring councils.

2. Recommendation

It is recommended that the Corporate Overview Group:

- a) scrutinise the data provided in relation to customer feedback in 2024/25
- b) consider whether the data in specific areas requires further investigation or scrutiny.

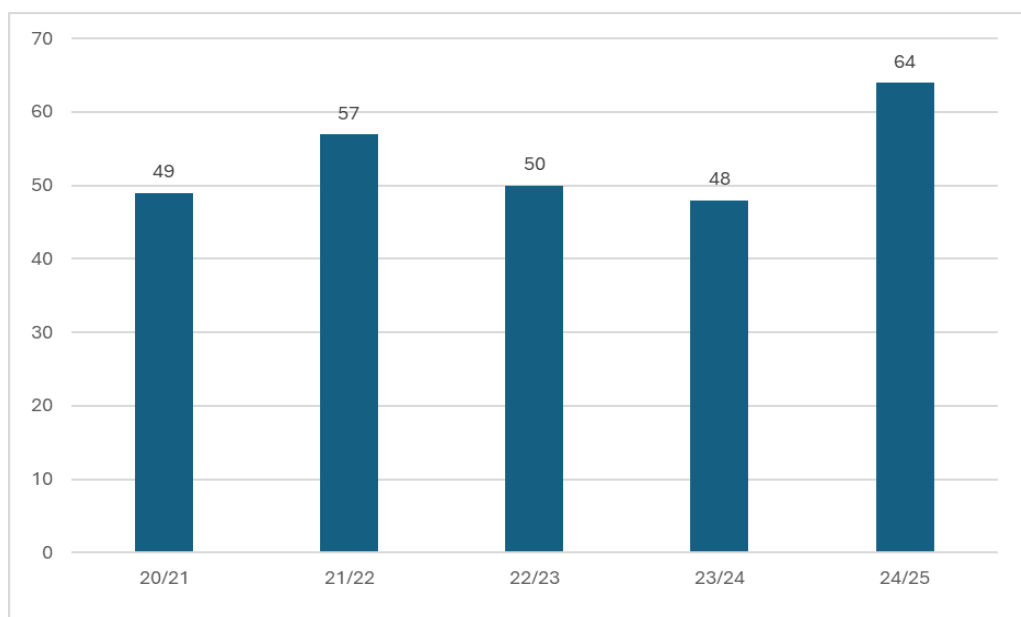
3. Reasons for Recommendation

3.1 Officers work hard to investigate complaints quickly and thoroughly. Learning points are identified and fed back at team meetings, and this year have led to customer engagement events to better understand the issues. Where the interpretation of policy is at the root of the problem, this is considered, and changes made where necessary.

4. Supporting Evidence

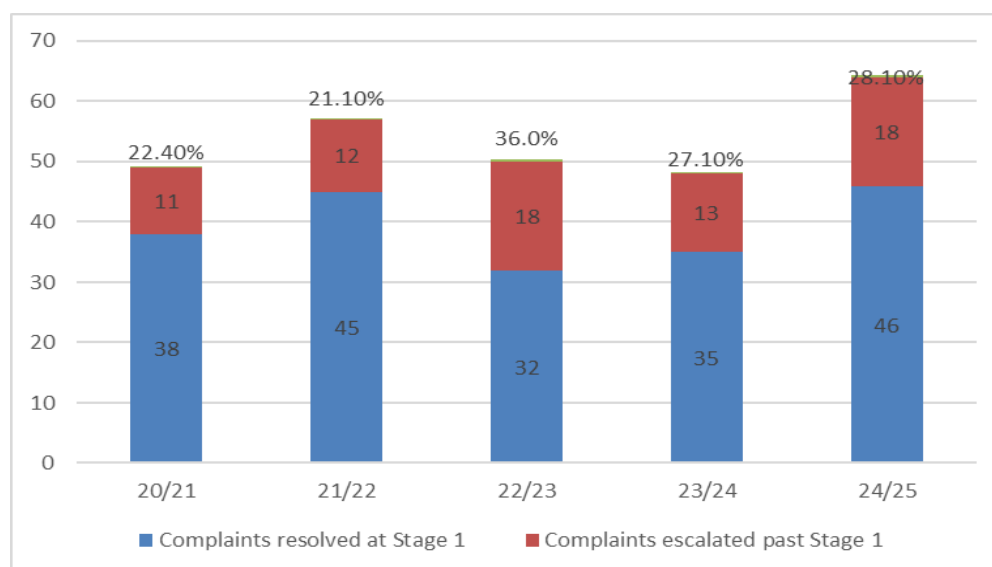
4.1. Total Complaints

The number of complaints received by the Council in 2024/25 was 64. This is the highest in the last five years. 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, 18 out of 64 complaints were escalated to Stage 2, the subjects being:

- Council Tax related (seven)
- Planning application / decision / communications / enforcement (five)
- Environmental Health enforcement (two)
- Housing allocation / decision (two)
- Accessibility of communication (two).

The percentage of escalations past Stage 1 in 2024/25 is 28.1% (18 out of 64) – slightly higher than last year 27.1% (13 out of 48).

4.3 Complaints handling – Timeliness

60 out of 64 complaints in 2024/25 were answered within target time (stage 1 and 2). There were also 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.

Service Area	Total Complaints	In Target Time (10 working days)	%
Development and Economic Growth	17	15	88.2%
Neighbourhoods	26	24	92.3%
Finance and Corporate Services	20	20	100%
Chief Exec's Department	1	1	100%
Total	64	60	93.75%

4.4 Local Government and Social Care Ombudsman (LGSCO) Statistics

Occasionally, complainants escalate their complaints to the LGSCO. 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 2024/25, the LGSCO received no complaints about services offered by Rushcliffe Borough Council, this compares favourably with neighbouring authorities (see table below).

Local Authority	Total detailed investigations	Upheld	Not upheld
Rushcliffe	0	0	0
Ashfield	2	0	2
Bassetlaw	0	0	0
Broxtowe	5	5	0
Gedling	2	2	0
Mansfield	2	0	2
Newark & Sherwood	1	1	0
Charnwood	2	2	0
North West Leicestershire	1	0	1
Melton	2	0	2
Erewash	4	3	1
South Kesteven	0	0	0

4.5 Distribution of complaints between service areas

The table in **Appendix 1** gives brief details of the complaints received during the year 2024/25, how they were distributed across the Council's four service areas, whether they were resolved at Stage 1 or Stage 2.

4.6 Complaints Monitoring

Although we do send out monitoring forms where appropriate, none were returned. Therefore, we did not get a picture of how complainants 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.

4.7 Compliments

The number of recorded compliments has decreased 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	Number of Compliments 2024/25	Number of Compliments 2023/24
Chief Exec's Dept	0	4
Finance and Corporate Services	36	42
Neighbourhoods	112	123
Development and Economic Growth	48	34
Total	196	203

5 Risk and Uncertainties

Serious reputational damage could be suffered if the Council fails to respond appropriately to complaints. 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

On rare occasions, compensation may be provided when individuals incur financial loss 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 and Social Care 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.

6.4. Biodiversity Net Gain Implications

There are no biodiversity net gain implications arising from the recommendations of this report.

7. Link to Corporate Priorities

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

8. Recommendations

It is recommended that the Corporate Overview Group:

- a) scrutinise the data provided in relation to customer feedback in 2024/25
- b) consider whether the data in specific areas requires further investigation or scrutiny.

For more information contact:	Charlotte Caven-Atack Service Manager – Corporate Services 0115 914 8278 ccaven-attack@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
Chief Executive's Department	1	1 x Complaint about Councillors	1 x stage 2
Development and Growth Economic	17	5 x Planning decisions resulting from perceived poor processes 8 x Planning applications process (delay / communication) 4 x Enforcement	3 x stage 1 2 x stage 2 5 x stage 1 3 stage 2 4 x stage 1
Neighbourhoods	26	6 x Enforcement issues 3 x Staff 1 x Streetwise – bulky waste collection 5 x Housing Applications 3 x Private housing 4 x Waste collection 2 x Home Alarms 1 x Play Area Survey 1 x Treeworks	4 x stage 1 2 x stage 2 3x stage 1 1 x stage 1 3 x stage 1 2 x stage 2 3 x stage 1 4 x stage 1 2 x stage 1 1 x stage 1 1 x stage 2
Finance and Corporate Services	20	13 x Council Tax issue / bailiff 2 x Business Rates 4 x Benefits Council Tax Reduction 1 x Non-accessible content of Rushcliffe Reports	7 x stage 1 6 x stage 2 2 x stage 1 3 x stage 1 1 x stage 2 1 x stage 2

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Corporate Overview Group

Tuesday, 18 November 2025

Local Government Reorganisation: Decision-Making and Governance

Report of the Chief Executive

1. Purpose of report

- 1.1. Local Government Reorganisation (LGR) features on the upcoming agendas for Council on 20 November 2025 and Cabinet on 25 November 2025 in advance of the final submission of an approved Proposal to Government on 28 November 2025.
- 1.2. The purpose of this report to the Corporate Overview Group is to provide a brief update on the process of developing the submission proposal and the governance arrangements for scrutiny and approval prior to its submission. These include consultation with Corporate Overview Group on the invocation of the Urgency Provisions in the Council's Constitution to suspend Call-In in respect of the decision to be taken at Cabinet on 25 November.
- 1.3. This report also presents draft Terms of Reference for a Member Working Group to provide additional member engagement opportunities and oversight of the next phase of the LGR Programme.

2. Recommendation

It is RECOMMENDED that Corporate Overview Group:

- a) Accepts the update on Local Government Reorganisation including the opportunities for Member engagement provided so far;
- b) Acknowledges that, for the reasons given in this report, the decision of Cabinet to submit the Council's proposal to central Government by 28 November 2025 is a Key Decision to which the Urgency Provisions exempting it from the Call-In procedure apply;
- c) Recommends to Cabinet that a new Member Working Group is constituted to provide oversight of the next phase of the LGR Programme.

3. Reasons for Recommendation

- 3.1. To set out the Council's decision-making process in the context of the LGR timetable set by central Government.

- 3.2. To update on opportunities for Member engagement and oversight of the LGR programme.

4. Supporting Information

- 4.1. On 6 February 2025, Leaders across the nine councils in Nottingham and Nottinghamshire received a statutory invitation from the Minister of State for Local Government and English Devolution, requiring the development of a proposal for Local Government Reorganisation (LGR). Proposals are required to be submitted to Government by 28 November 2025, and will be assessed against the following criteria:
- a) A proposal should seek to achieve for the whole of the area concerned the establishment of a single tier of local government
 - b) Unitary local government must be the right size to achieve efficiencies, improve capacity and withstand financial shocks
 - c) Unitary structures must prioritise the delivery of high quality and sustainable public services to citizens
 - d) Proposals should show how councils in the area have sought to work together in coming to a view that meets local needs and is informed by local views
 - e) New unitary structures must support devolution arrangements
 - f) New unitary structures should enable stronger community engagement and deliver genuine opportunity for neighbourhood empowerment.
- 4.2. At its meeting of 17 July 2025, Council debated the model for Local Government Reorganisation which should be developed into a full proposal for submission to the Government and resolved to support the development of option 1(b) i.e. one unitary council covering Broxtowe, Gedling and Nottingham City and one unitary council covering the County and Ashfield, Bassetlaw, Mansfield, Newark and Sherwood and Rushcliffe. This was informed by the Options Appraisal completed by Pricewaterhouse Coopers (PwC), drawing on information and analysis provided by the nine councils. A link to the published Minutes of the Council meeting is included here: [Printed minutes 17th-Jul-2025 19.00 Council.pdf](#)
- 4.3. Since the Council resolution of 17 July, officers have been working at pace to prepare the evidence base necessary to develop this proposal ready for submission with support from PwC. The County Council resolved to support option 1(b) on 2 September 2025 and the Council has been working in partnership with the County Council in preparing a proposal for submission to Government by the deadline of 28 November. A more detailed summary of this work is provided in the Council report for consideration on 20 November 2025.

- 4.4. The proposal sets out the case for developing two new successful unitary councils; one that will serve the more urban communities in and around Nottingham; and the other serving the more rural communities, towns and villages across wider Nottinghamshire. It is an ambitious proposal that looks to the future for the 1.1 million residents of Nottingham and Nottinghamshire.

5. Engagement

- 5.1. Working within the constraints of the timetable imposed by Government, the Council has sought to engage on LGR proposals throughout. This includes the following:
- a) Resident engagement exercise running for 6 weeks over summer and ending on 14 September
 - b) LGR Roadshows in key towns and villages to provide an opportunity for residents to ask questions and provide feedback
 - c) Engagement with Town and Parish Councils through Town and Parish Forum, Towns and Parishes questionnaire and engagement with the Nottinghamshire branch of the National Association of Local Council (NALC) including presentation at NALC Annual General Meeting
 - d) Member Workshop on 14 October including roundtable discussions on proposals
 - e) Member Survey on workloads and provisions
 - f) Member Briefing of 12 November to coincide with publication of Agenda for Extraordinary Council meeting called for 20 November.
- 5.2. The Extraordinary Council meeting on 20 November provides an additional consultative opportunity for all Councillors to discuss the final proposal before submission to Government by 28 November deadline.

6. Decision Making

- 6.1. The decision to submit the proposal to Government is an Executive decision to be taken by Cabinet at its meeting of 25 November 2025.
- 6.2. As Local Government Reorganisation is a matter of Borough-wide significance, it is a Key Decision and has been published as such on the Council's Forward Plan.
- 6.3. The Council's Constitution makes the following provision for Call-In of Key Decisions of Cabinet:
- a) **4.383** Key Decisions of the Cabinet will come into effect seven working days (not including the day of the meeting) after the meeting unless five

members give notice in writing to the Chief Executive requesting a Call-In of the decision. The facility to Call-In only applies to Key Decisions.

- 6.4. As the Key Decision is to be taken on 25 November and the Government deadline for submission by the Council of its proposal for Local Government Reorganisation in its area is 28 November, it is necessary for the following Urgency Provisions to be invoked to exempt the decision from Call-In:
- a) **4.394** The Call-In procedure set out above shall not apply where the decision is urgent. A decision will be urgent if any delay likely to be caused by the Call-In process would prejudice the Council's or the public's interests
 - b) **4.395** The Cabinet must decide that no Call-In may be made on the grounds of urgency at the time the decision is made, and not subsequently. This will be indicated at a set point on the agenda
 - c) **4.396** If there is an urgent item, which it would not be practicable to Call-In, then the Cabinet decision can be implemented by the Chief Executive in consultation with the Leader of the Council, the relevant Cabinet member and the Chair of the relevant scrutiny committee.
- 6.5. Failure to submit the Local Government Reorganisation Proposal by the 28 November deadline risks that the Council's proposal is not considered by Government. This would be prejudicial to the interests of the Council and the Borough's residents. For this reason, it is considered necessary to exempt the Cabinet decision from Call-In on grounds of urgency. This requires consultation with Chair of the relevant Scrutiny Committee. This consultation is through this report to Corporate Overview Group to ensure transparency and increase consultation for this strategically important issue. The notice at **Appendix 1** has been sent to the Chair of Corporate Overview Group and the Chairs of the Council's three Scrutiny Committees.

7. Member Working Group

- 7.1. It is proposed to establish a cross-party member working group to provide opportunity for oversight of the next phases of the LGR process. The draft Terms of Reference of the proposed Group are attached as **Appendix 2**.
- 7.2. Corporate Overview Group is asked to consider the proposed Terms of Reference and provide comments. It is also asked to recommend to Cabinet that the Group is set up. This draft Terms of Reference are also included in the Council report for consideration at the 20 November meeting.

8. Risks and Uncertainties

- 8.1. If the Urgency Provisions are not invoked to exempt Call-In of the Cabinet decision to be taken on 25 November, it would not be possible to meet the Government's submission deadline and this Council's proposal would not be put forward to Government for consideration, having negative reputational

impact and a potential impact on the future of services delivered to our residents.

- 8.2. Due to the amount of work required to build a proposal taking into account the collaborative aspects of the work, the central Government driven timetable, and the desire to engage with both residents and members, it was not possible to complete the work early enough to allow for the full Call-In period after Cabinet to be observed.
- 8.3. The inherent risks in suspending the Call-In period have been mitigated by ongoing communications and engagement with all councillors through briefings and workshops.

9. Implications

9.1. Financial Implications

There will be resource implications in servicing an additional Member Working Group. If additional resources are required in supporting LGR there will be a call on the Organisation Stabilisation Reserve and this will be reported to both Cabinet and Corporate Overview Group as part of normal financial reporting.

9.2. Legal Implications

The relevant legislation is the Local Government and Public Involvement in Health Act 2007. Under Section 2 of the Act the Secretary of State has issued an invitation to councils in Nottingham and Nottinghamshire to submit proposals for a single tier of local government. The Secretary of State has the power to implement proposals with or without modification, but the Act prevents any Order being made unless consultation has been carried out with all affected authorities and others considered appropriate. This statutory consultation will be led by Government and is separate from the Council's own engagement activity.

If the Government decides to proceed, the necessary legislation will be prepared in the form of a Structural Changes Order (SCO) for parliamentary approval. The SCO will establish the new single tier of local government and make provision for the abolition of predecessor councils. The SCO would place a duty on all affected councils to co-operate, to provide information as reasonably requested, and to prepare for the transfer of functions, property, rights and liabilities.

At this stage there are no direct legal implications for the Council. If implemented, there will be significant contractual, property and staffing implications requiring further legal advice, which will be addressed through the transition process.

The decision of approving a submission on Local Government Reorganisation to the Secretary of State, is one for the Council's Executive i.e. Cabinet.

9.3. Equalities Implications

There are no direct equalities implications arising from this report.

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

There are no direct Crime and Disorder Act implications arising from this report.

9.5. Biodiversity Net Gain

There are no direct Biodiversity Net Gain implications arising from this report.

10. Link to Corporate Priorities

The Environment	The LGR proposal sets out aims to protect our local environment.
Quality of Life	The LGR proposal sets out aims to have a positive impact on residents' quality of life.
Efficient Services	The LGR proposal aims to improve services ensuring they are more efficient through public service reform.
Sustainable Growth	The LGR proposal sets out plans to support and deliver sustainable growth.

11. Recommendations

It is RECOMMENDED that Corporate Overview Group:

- a) Accepts the update on Local Government Reorganisation including the opportunities for Member engagement provided so far;
- b) Acknowledges that, for the reasons given in this report, the decision of Cabinet to submit the Council's proposal to central Government by 28 November 2025 is a Key Decision to which the Urgency Provisions exempting it from the Call-In procedure apply;
- c) Recommends to Cabinet that a new Member Working Group is constituted to provide oversight of the next phase of the LGR Programme.

For more information contact:	Adam Hill Chief Executive 0115 9148577 AHill@rushcliffe.gov.uk
Background papers available for Inspection:	

List of appendices:	Appendix 1: Notice of Urgency and Exemption from Call-In. Appendix 2: Draft Terms of Reference of proposed Member Working Group
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**Approval of Urgent Decision in accordance with the Constitution:
4.394 Call-In and Urgency of Key Decisions**

Report of the Chief Executive to Corporate Overview Group: 18 November 2025
Report of the Chief Executive to Cabinet: 25 November 2025

Item: Local Government Reorganisation in Nottingham and Nottinghamshire –
Submission of Rushcliffe Borough Council's Proposal to Minister of State for Local
Government and English Devolution / Minister for Housing Communities and Local
Government by 28 November 2025 ("**LGR Proposal**")

REASON FOR URGENCY:

Central Government requires that the Council's LGR Proposal is submitted no later than Friday 28 November 2025. Failure to submit the LGR Proposal by the 28 November deadline risks that the Council's proposal is not considered by Government. This would be prejudicial to the interests of the Council and Borough residents.

For this reason, it is considered necessary to invoke the urgency provisions in the Council's Constitution to exempt the decision of Cabinet from Call-In on grounds of urgency.

Signed:

Adam Hill
Chief Executive
Rushcliffe Borough Council

Date:

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Local Government Re-organisation Members Task and Finish Group

Proposed Terms of Reference

Purpose

The purpose of this Working Group is to explore and provide support and recommendations on RBC's approach to local government reorganisation, ensuring alignment with national policy and local priorities.

Membership

- Nine Councillors to form a cross-party Task and Finish Group on the request of Cabinet
- Membership to be based on the rules of proportionality as confirmed by the Monitoring Officer
- Chair of the Group to be the Leader of the Council
- Substitutes are allowed
- The quorum for a meeting is any three members of the Task and Finish Group

Frequency of meetings

- It is anticipated that the Group will meet as and when needed between Autumn 2025 and Spring 2028 [presuming the need for the Group continues until Vesting Day].

Terms of Reference

The Task and Finish Group will:

- Receive updates on and provide a sounding board for the development of proposals and implementation plan for local government reorganisation
- Examine evidence provided by the Leader and / or Chief Executive (who are both working with counterparts across Nottingham and Nottinghamshire) and provide feedback on key elements such as the potential options for local government in Nottinghamshire, future governance models, financial information and impact, and public communications and engagement feedback
- Act as a critical friend ensuring the needs of Rushcliffe's residents will continue to be met under any new governance arrangements
- Identify areas for consideration and planning to ensure a smooth transition to any new structure once such a structure has been agreed by the Government
- Consider how the Borough's needs and preferences may be met and catered for in future local government arrangements

Appendix 2

- Consider what opportunities may arise from Local Government Reorganisation for the benefit of the current Borough's residents and businesses
- Review and provide feedback on what actions the Borough Council and the new unitary authority will need to consider ensuring the continuous service delivery and support for residents throughout the preparatory and transitional phases of Local Government Reorganisation
- Represent the views of Rushcliffe residents ensuring all voices are heard but also taking a responsible role in managing expectations and delivering key messages at a grass roots level
- Consider the potential impacts of Local Government Reorganisation on Rushcliffe residents, communicate these to the Leader and Chief Executive to inform the decision-making process
- Shape the engagement of other councillors in advance of full council decisions and provide updates as required within political group meetings to increase awareness and transparency
- Consider the financial implications of Local Government Reorganisation investigation and transition activities required
- Identify and monitor risks and challenges arising from Local Government Reorganisation and its associated activities

Support and Resources

- The Group will primarily be advised by the Chief Executive who may call upon other officers as required
- Democratic Services will attend meetings and make a note of the key points and actions arising, which will be presented at the next suitable meeting of the Task and Finish Group
- Activity of the Task and Finish Group must be resourced within the existing budgetary framework

Guiding Principles

- Focus on transparency, inclusivity, and evidence-based decision-making.
- Ensure alignment with the council's corporate plan and priorities.
- Promote sustainable, efficient, and equitable governance arrangements.



Corporate Overview Group

Tuesday, 18 November 2025

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 and Efficiency Programme.

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 Requests 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 2025 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 and Efficiency Programme (Appendix One)
- b) determine any additional topics to be included in a scrutiny group work programme for 2025/26 for each of the scrutiny groups as presented on newly submitted scrutiny requests (Appendix Two)
- c) review the current work programme for each of the scrutiny groups (Appendix Three)
- d) recirculate links to scrutiny training already delivered and resources already circulated through Councillors' Connections in the next few weeks

- e) organise training in the New Year for current chairs and vice chairs of scrutiny and extend this invitation to any prospective chairs.

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. The Council's scrutiny structure comprises 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 and Efficiency Programme. 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 Request Form) at each meeting of the Corporate Overview Group. There are two scrutiny requests submitted for consideration at this meeting as outlined in Appendix Two. It should be noted that the request relating to Asylum Dispersal and Contingency Accommodation including HMO has already been agreed by this Group in principle and what has been brought back for approval are clearer, more comprehensive Key Lines of Enquiry.
- 4.3. Appendix Three shows the work programmes for all scrutiny groups as agreed in September 2025 by the Corporate Overview Group. The Group is asked to consider if the work programmes remain appropriate and achievable for the current year.
- 4.4. Any additional items identified from the Cabinet Forward Plan, Corporate Strategy, Medium Term Financial Strategy, Capital and Investment Strategy and Transformation and Efficiency Programme, highlighted by members of the Group or raised by officers, should be assessed against the scrutiny request form to inform the decision to include them on a scrutiny group work programme.
- 4.5. 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.

- 4.6. 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.
- 4.7. A light touch review of the scrutiny process has been undertaken during 2025/26. This has included:
- requests for Councillors to review other local authority scrutiny arrangements and send examples or You Tube videos to the lead officer at COG in June 2025, followed up in Councillors' Collections in the following weeks
 - a request for Councillors to make suggestions about what we could do more of, less of or stop doing in relation to scrutiny and a reminder to send video links to good examples of scrutiny in Councillors' Connections throughout August 2025
 - a brief discussion at the September COG meeting about the requests for feedback made and limited engagement from Councillors followed up in Councillors' Connections with a final call for evidence.
- 4.8. Three councillors provided feedback. No examples of good practice were provided and the feedback predominately focused on frustrations with the way scrutiny operates. Many of the suggestions made already feature as part of the training that has been delivered or guidance that is already in place. Links to existing training materials and previously circulated resources will be included in Councillors' Connections in the next few weeks. In addition, training for current chairs and vice chairs (and any prospective candidates) will be organised and delivered in early 2026 as this has been on the training programme for some time but not delivered.
- 4.9. The light touch scrutiny review originally noted as an 'observation' from the 2023 Peer Review team has been concluded with two recommended actions which are included as part of this report.

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.

6.5. Biodiversity Net Gain Implications

There are no direct biodiversity net gain implications arising from the recommendations of this report.

7. Link to Corporate Priorities

The Environment	Scrutiny of issues of concern to residents can lead to improvements in the Environment.
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.

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 and Efficiency Programme (Appendix One)
- b) determine any additional topics to be included in a scrutiny group work programme for 2025/26 for each of the scrutiny groups as presented on newly submitted scrutiny requests (Appendix Two)
- c) review the current work programme for each of the scrutiny groups (Appendix Three)
- d) recirculate links to scrutiny training already delivered and resources already circulated through Councillors' Connections in the next few weeks
- e) organise training in the New Year for current chairs and vice chairs of scrutiny and extend this invitation to any prospective chairs.

For more information contact:	Charlotte Caven-Atack Head of 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 – Scrutiny Requests Appendix Three – Work Programmes 2025/26

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Links

Cabinet Forward Plan

[Cabinet Forward Plan – November 2025](#)

Corporate Strategy

[Corporate Strategy 2024-2027 - Rushcliffe Borough Council](#)

Medium Term Financial Strategy, Investment Strategy, Transformation Plan

[Council – March 2025](#)

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Rushcliffe Borough Council – Scrutiny Request

Councillor Request for Scrutiny	
Councillor A Phillips	
Proposed topic of scrutiny ...	Asylum Dispersal and Contingency Accommodation including HMO's
I would like to explore ... It is helpful to include why you feel this topic requires scrutiny, what concerns you, what concerns are being raised with you, and how scrutiny will lead to better outcomes or services to residents.	I would like to explore the impact of the Government's Asylum Seeker Dispersal Policy on the Borough of Rushcliffe and its residents. Residents have raised concerns which I believe need exploring and Councillors would appreciate a better understanding of the legislative framework, current situation, and how residents' concerns can be addressed by the Council leading to better community cohesion within Rushcliffe. I would like to understand and / or scrutinise: - Homes in Multiple Occupation within Rushcliffe including how many we have, what they are used for, what issues they lead to and how these are addressed, and what legislation and regulation the Council has to manage the situation including insight from development management, planning enforcement, licensing, and environmental health perspectives. - Asylum Dispersal including an understanding of previous solutions and new Government policy [SERCO]. - The impact of the new Government policy on Asylum Dispersal on the use of HMOs in Rushcliffe. - Residents' concerns about the use of HMOs for Asylum Dispersal within the Borough. - The process used by the Government (or its representatives) to identify and allocate homes to those seeking asylum including the safeguards and support mechanisms in place for local communities and asylum seekers [SERCO]. - The tools Rushcliffe can use to address issues as they arise (in terms of planning and environmental health enforcement), the extent to which these are used presently, and what alternative options exist for proactive management of HMO development and use.

I think this topic should be scrutinised because ... (please tick)	☐	Poor Performance Identified
	☒	Change in Legislation or Local Policy
	☒	Resident Concern or Interest
	☐	Cabinet Recommendation
	☐	Links to the Corporate Strategy
	☐	Other (please state reason)
What outcomes are you seeking from this scrutiny?	I would like scrutiny to consider whether action is necessary to address the concerns of residents and ensure community cohesion whilst also meeting the needs of asylum seekers and responding to central Government policy.	

Rushcliffe Borough Council – Scrutiny Request

Officer Request for Scrutiny	
Leanne Ashmore, Deputy Chief Executive and Director of Planning and Economic Growth	
Proposed topic of scrutiny ...	Asset Management Strategy and Acquisitions and Disposals Policy.
I would like to explore ... It is helpful to include why you feel this topic requires scrutiny, what concerns you, what concerns are being raised with you, and how scrutiny will lead to better outcomes or services to residents.	In December 2019, the Governance Scrutiny Group considered a draft of the Council's Asset Management Strategy and associated documents before formal adoption at Council in July 2020 (following discussion at Cabinet in March 2020). The Asset Management Strategy is in the process of being reviewed and is expected to progress to adoption at Council in 2026. It is considered that pre-decision scrutiny at Growth and Development Scrutiny Group would provide Councillors with the opportunity to learn more about the Council's approach to asset management, how these assets contribute towards the Council's community, financial and environmental objectives, and the proposed direction of travel with regard to assets in the Borough. It is important the Council manages held operational and commercial assets effectively and efficiently. The Asset Management Strategy provides a framework of Aims and Objectives to adhere to. Assets should be: 1. Strategically managed to support corporate aims and objectives. 2. Support service delivery. 3. Provide value for money and secures efficiencies for the future.

	4. Procured and managed to minimise the impact on the environment. 5. Support Growth, Business and Regeneration in Rushcliffe. 6. Support Communities, Partners and 'Quality of Life' A five yearly review of the Asset Management Strategy is currently being undertaken, in addition to a review of the Asset Acquisition and Disposal Policy.	
I think this topic should be scrutinised because ... (please tick)		Poor Performance Identified
		Change in Legislation or Local Policy
		Resident Concern or Interest
		Cabinet Recommendation
		Links to the Corporate Strategy
	X	Other (please state reason) 5 Year Review
What outcomes are you seeking from this scrutiny?	Growth and Development Scrutiny Group to review the draft Asset Management Strategy, and Acquisitions and Disposals Policy, and make suggestions as part of the review ensuring the Strategy is fit for purpose before approval at Council in early 2026.	

Work Programme 2025/26 – Corporate Overview Group

18 November 2025	• Standing Items ○ Feedback from Scrutiny Group Chairs ○ Feedback from Lead Officer ○ Consideration of Scrutiny Group Work Programmes ○ Financial and Performance Management • Rolling Items ○ Customer Feedback Annual Report
24 February 2026	• Standing Items ○ Feedback from Scrutiny Group Chairs ○ Feedback from Lead Officer ○ Consideration of Scrutiny Group Work Programmes ○ Financial and Performance Management • Rolling Items ○ Mid-Point Review of Corporate Strategy
xx June 2026	• Standing Items ○ Feedback from Scrutiny Group Chairs ○ Feedback from Lead Officer ○ Consideration of Scrutiny Group Work Programmes ○ Financial and Performance Management • Rolling Items ○ Diversity Annual Report and update on the Equality and Diversity Strategy ○ Annual Update on Strategic Tasks
xx September 2026	• Standing Items ○ Feedback from Scrutiny Group Chairs ○ Feedback from Lead Officer ○ Consideration of Scrutiny Group Work Programmes ○ Financial and Performance Management • Rolling Items ○ Health and Safety Annual Report

Work Programme 2024/25 – Governance Scrutiny Group

4 December 2025	• Internal Audit Progress Report • Capital and Investment Strategy Update • RIPA Review
5 February 2026	• Internal Audit Progress Report • Internal Audit Strategy • Risk Management Update • Risk Management Strategy • Capital and Investment Strategy Update • Capital and Investment Strategy 2026/27 • External Annual Audit Plan • Capital and Investment Strategy 2025/26
xx June 2026	• Internal Audit Progress Report • Internal Audit Annual Report

	• Annual Fraud Report • Annual Governance Statement (AGS) • Capital and Investment Strategy Outturn • Constitution Update • Code of Conduct
xx September 2026	• Risk Management Update • Going Concern • Capital and Investment Strategy Update • Internal Audit Progress Report

Work Programme 2025/26 – Growth and Development Scrutiny Group

	Items / Reports
28 January 2026	•
25 March 2026	• Shared Ownership and Other Affordable Housing
xx July 2026	•
xx October 2026	•

Work Programme 2025/26 – Communities Scrutiny Group

	Items / Reports
22 January 2026	• Asylum Dispersal and Contingency Accommodation including HMO's
2 April 2026	• West Bridgford Contact Point • Carbon Management Plan Update
xx July 2026	•
xx October 2026	• Review of debt collection agents by RBC