

To: Leader and Members of the Executive Board

(Councillors D Wright, Barnett, Bell, Clews, Gosling, H Phillips, Reilly, Ridley, Ririe, Simpson, Symonds and Whapples)

For the information of other Members of the Council

For general enquiries please contact the Democratic Services Team on 01827 719221 or via e-mail – democraticservices@northwarks.gov.uk

For enquiries about specific reports please contact the officer named in the reports.

The agenda and reports are available in large print and electronic accessible formats if requested.

EXECUTIVE BOARD AGENDA

16 SEPTEMBER 2024

The Executive Board will meet in The Chamber, The Council House, South Street, Atherstone on Monday, 16 September 2024 at 6.30pm.

The meeting can also be viewed on the Council's YouTube channel at NorthWarks - YouTube.

AGENDA

- 1 Evacuation Procedure.**
- 2 Apologies for Absence / Members away on official Council business.**
- 3 Disclosable Pecuniary and Non-Pecuniary Interests.**

4 **Public Participation**

Up to twenty minutes will be set aside for members of the public to put questions to elected Members.

Members of the public wishing to address the Board must register their intention to do so by 9:30am two working days prior to the meeting. Participants are restricted to five minutes each.

If you wish to put a question to the meeting, please register by email to democraticservices@northwarks.gov.uk or telephone 01827 719221 / 719237 / 719226.

Once registered to speak, the person asking the question has the option to either:

- a) attend the meeting in person at the Council Chamber;
- b) attend remotely via Teams; or
- c) request that the Chair reads out their written question.

If attending in person, precautions will be in place in the Council Chamber to protect those who are present however this will limit the number of people who can be accommodated so it may be more convenient to attend remotely.

If attending remotely an invitation will be sent to join the Teams video conferencing for this meeting. Those registered to speak should dial the telephone number and ID number (provided on their invitation) when joining the meeting to ask their question. However, whilst waiting they will be able to hear what is being said at the meeting. They will also be able to view the meeting using the YouTube link provided (if so, they made need to mute the sound on YouTube when they speak on the phone to prevent feedback).

- 5 **Minutes of the Executive Board held on 17 July 2024** – copies herewith, to be approved as a correct record and signed by the Chairman.

ITEMS FOR DISCUSSION AND DECISION (WHITE PAPERS)

- 6 **Transformation Team Updates** - Report of the Chief Executive

Summary

This is the annual report that provides Members with an update to the work that the Transformation team is undertaking.

The Contact Officers for this report are Trudi Barnsley (719388) and Evan Ross (719270).

- 7 **Supplementary Estimate – Leisure and Open Space Section 106 Receipts** – Report of the Director of Leisure and Community Development

Summary

The purpose of this report is to seek approval for the provision of a supplementary estimate within the capital programme through which to use a Section 106 receipt to enhance leisure and open space provision in the Borough.

The Contact Officer for this report is Becky Evans (719346).

- 8 **Budgetary Control Report 2024/25 Period Ended 31 August 2024**– Report of the Interim Corporate Director – Resources (Section 151 Officer)

Summary

The report covers revenue expenditure and income from the period from 1 April 2024 to 31 August 2024. The 2024/25 approved budget and the actual position for the period are given, together with an estimate of the outturn position for services reporting to this Board.

The Contact Officer for this report is Nigel Lane (719371).

- 9 **Update on External Audit Backlog** – Report of the Interim Corporate Director – Resources (Section 151 Officer)

Summary

The purpose of this report is to provide Members with an update on the Statement of Accounts for 2021-22 and 2022-23, along with the latest information regarding the plans for the backlog audits as detailed in the letter from the new Minister of State for Housing, Communities and Local Government.

The Contact Officer for this report is Alison Turner (719374).

- 10 **Local Government and Social Care Ombudsman Annual Review 2023/24** - Report of the Chief Executive

Summary

This report informs the Board about the results of the Local Government and Social Care Ombudsman Annual Review 2023/24. The report highlights the number of complaints and enquiries considered by the Ombudsman relating to the Council and the outcome of their determinations. The report also provides some contextual information about the compliments and complaints received via the Council's corporate Compliments and Complaints Procedure.

The Contact Officer for this report is Steve Maxey (719438).

11 **Corporate Plan Performance Update** - Report of the Chief Executive

Summary

This report asks the Board to note the Corporate Plan Performance Update and identify any areas where further information is required.

The Contact Officer for this report is Steve Maxey (719438).

12 **Local Council's Charter** - Report of the Chief Executive

Summary

This report asks the Board to agree the Local Councils' Charter.

The Contact Officer for this report is Steve Maxey (719438).

13 **Proposed changes to the National Planning Policy Framework and other changes to the planning system** - Report of the Chief Executive

Summary

Members will be aware that a report was taken to the Planning and Development Board on the 2 September, for consideration and comments on the Draft revisions to the NPPF ("NPPF24"), which were announced on 31 July 2024. That report is attached as Appendix A. The report considers the main changes and explains how they may affect the Borough. The report will also be considered by the Local Development Framework Sub-Committee at its meeting on 10 September.

The Contact Officers for this report are Jeff Brown (719310) and Mike Dittman (719451).

14 **Broadcasting of Meetings** – Report of the Chief Executive

Summary

This report asks the Board to agree a change to how the Council's meetings are broadcast.

The Contact Officer for this report is Steve Maxey (719438).

15 **Exclusion of the Public and Press**

To consider, in accordance with Section 100A(4) of the Local Government Act 1972, whether it is in the public interest that the public and press be excluded from the meeting for the following item of business, on the grounds that it involves the likely disclosure of exempt information as defined by Schedule 12A to the Act.

- 16 **Exempt Extract of the Minutes of the Executive Board** held on 17 July 2024 – copies herewith, to be approved as a correct record and signed by the Chairman.

STEVE MAXEY
Chief Executive

NORTH WARWICKSHIRE BOROUGH COUNCIL

MINUTES OF THE EXECUTIVE BOARD

17 July 2024

Present: Councillor D Wright in the Chair

Councillors Barnett, Chapman, Clews, Farrow, Hayfield, Jenns, H Phillips, Reilly, Ridley, Simpson.

Apologies for absence were received from Councillors Bell (Substitute Councillor Jenns), Symonds (Substitute Councillor Hayfield), Ririe (Substitute Councillor Chapman) and Whapples (Substitute Councillor Farrow).

10 **Declarations of Personal or Prejudicial Interest**

None were declared at the meeting.

11 **Minutes of the Executive Board held on 11 June 2024**

The minutes of the meeting of the Board held on 11 June 2024, copies having been circulated, were approved as a correct record and signed by the Chairman.

12 **North Warwickshire Borough Council Productivity Plan 2024**

The Interim Corporate Director – Resources (Section 151 Officer) presented a Productivity Plan for the Board's approval, which the Government required the Council to publish.

Resolved:

- a That the requirement from the Government for the Council to produce and adopt a Productivity Plan, as set out in the letter attached as Appendix A to the report of the Interim Corporate Director – Resources (Section 151 Officer), be noted; and**
- b That the Productivity Plan, attached as Appendix B to the report of the Interim Corporate Director – Resources (Section 151 Officer), be approved and submitted to Government.**

13 **Environmental Crime Delegations**

The Chief Executive sought approval to delegate power to staff within the Environmental Health team with regard to the enforcement of environmental crimes.

Recommended:

- a That the Environmental Health Manager, the Senior Pollution Control Officer and the Environmental Crime Officer be given the delegated powers, set out in the report of the Chief Executive, to act in accordance with the Environmental Protection Act 1990; and**
- b That regular update reports be submitted to the Community and Environment Board.**

14 High Street / Business Grant Scheme Panel

The Chief Executive asked the Board to consider establishing a Panel of Councillors, supported by officers, to determine the allocation of the Business Grant Scheme.

Resolved:

That a Panel of Councillors consisting of 3 Conservatives (Councillors D Wright, Jenns and Jarvis), 2 Labour (Councillors Barnett and Farrow) and 1 Independent (Councillor Ridley) be established to determine the allocation of the High Street / Business Grant Scheme.

15 Local Government Association Peer Review

The Chief Executive provided information for Members on the forthcoming Peer Review.

Recommended:

- a That the report be noted; and**
- b That the Chief Executive be given delegated powers to confirm the arrangements for the Review.**

16 Exclusion of the Public and Press

Resolved:

That under Section 100A(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following items of business, on the grounds that they involve the likely disclosure of exempt information as defined by Schedule 12A to the Act.

17 Local Government Association Peer Review – draft programme and position statement

The Chief Executive provided the draft information referred to in the public report (Minute No 15) on the Local Government Association's Peer Review.

Resolved:

That the report be noted.

18 Housing Development

The Management Team and the Director of Housing sought delegated powers, in consultation with Members, to explore a housing development opportunity.

Resolved:

That recommendations a – e, set out in the report of the Management Team and Director of Housing be agreed.

19 Exempt Extract of the minutes of the Executive Board held on 11 June 2024

The exempt extract of the minutes of the Executive Board held on 11 June 2024, copies having been previously circulated, were approved as a correct record and signed by the Chairman.

D Wright
CHAIR

Agenda Item No 6

Executive Board

16 September 2024

Report of the Chief Executive

Transformation Team Updates

1 Summary

- 1.1 This is the annual report that provides Members with an update to the work that the Transformation team is undertaking.

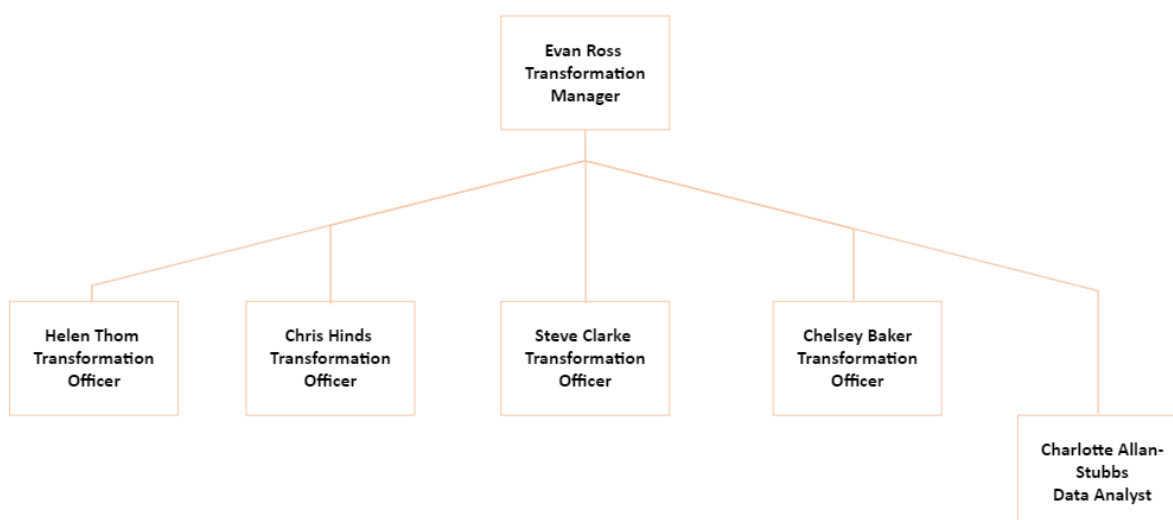
Recommendation to the Board

- a That the report is acknowledged; and
- b That the report be noted.

2 Background

- 2.1 The Transformation Team is managed by the Transformation Manager who reports directly to the Head of Corporate Services and works closely with the Chief Executive and Management Team. The team are having an extremely busy year with implementing new systems.

- 2.2 The team structure is as shown below:



- 2.3 Several of the IT systems have been in place for a number of years (over 15 years). It has become evident that where a system no longer matches service needs or has become outdated, our processes are consequently inefficient and provides a negative impact on services' ability to change.

3 **Reviewing Processes**

- 3.1 When we review processes, we always understand the current process end to end before making any changes. Whatever we review, we take into consideration several elements. Our staff: what they do and what impact it may have on them, the process, and the technology we use. Our aim is always to work with colleagues and want them to embrace the change as much as we do.

4 **Cost Considerations**

- 4.1 Our Microsoft tenancy agreement gives us access to some applications that are included within our annual maintenance, so where possible we will utilise 'free' applications providing they are fit for purpose.
- 4.2 Any future spending commitments will seek board approval.

5 **Key updates**

- 5.1 The Environmental Health System went live in July 2023. The external portal that was due to go live in September 2023 has been delayed due to functionality issues with address searching which are currently being resolved by the supplier.
- 5.2 The Financial Management System (Unit 4) went live on 2 April 2024. There is additional functionality the system can provide that will be implemented as part of phase two of the project. As an example, interactive workspaces providing managers with dashboards providing key information and access to common areas of the system.
- 5.3 The new Council website went live on 13 February 2024, and it continues to be developed with new content added on a daily basis. We will be expanding the use of galaxies (which is a self-contained website that will have a different look and feel than the Council's main website) and plan to design and implement a recruitment galaxy for the Council's jobs and recruitment.
- 5.4 The Planning and Local Land Charges system implementation has been problematic due to suitable resourcing availability from the supplier which has now been addressed and a revised go live date set for November 2024 for Planning (this includes Planning Portal which is the customer facing portal) and Local Land Charges is planned for go live in January 2025.
- 5.5 In addition, to the above the team have also implemented a number of 'mini systems' and processes to support work across the Council with a number of additional work planned, further details can be found in appendix 1.

6 **Conclusion**

6.1 There are several ways in which efficiencies can be measured, they are:

- Being more productive,
- Reducing the cost of the service,
- Generating income,
- Providing a better service,
- Reducing errors and getting things right first time,
- Reducing demand; and
- Removing duplication and hand-offs.

6.2 Our role in transformation will be to lead on service or process reviews and system implementations.

6.3 It's important to know what good looks like. We measure the success by realising the benefits, embedding change, increasing income, or requiring less resources.

7 **Report Implications**

7.1 **Finance and Value for Money Implications**

7.1.1 None specifically arising from this report.

8.2 **Legal and Data Protection Implications**

8.2.1 Legal Services are consulted before entering any new contracts. Specific legal advice on compliance and risk will be included in any reports made to the Council or its Boards recommending major changes to processes or acquisition of systems.

8.2.2 It is legal obligation to consult the Council's Data Protection Officer (DPO) early in relation to any matters which relate to the protection of personal data and to ensure that they are properly involved in such matters and are therefore able to contribute accordingly. It is also a statutory requirement to provide the DPO with the necessary resources to undertake their role, together with access to all relevant information required. In turn the DPO must advise the Council as to its obligations under data protection legislation. The Head of Legal Services is the Council's DPO.

8.2.3 Where any changes are anticipated in relation to processes, systems or software which will relate to data protection it is therefore essential to engage the DPO at the outset of the process so that appropriate steps can be taken to comply with those obligations.

8.3 **Environment, Climate Change and Health Implications**

8.3.1 Improvements in the performance and quality of services will contribute to improving the quality of life within the community.

8.4 Risk Management Implications

8.4.1 There are several risks that could prevent progress being made, they are:

- Resources
Having insufficient resources available. For example, not having the right people available at the right time, either within the Transformation Team and/or other key areas of the Council.
- Benefits
Not being captured and clearly defined, delivered, or communicated.
- Lack of Buy-In, commitment, engagement and support
From Senior Management, the Councils DPO or colleagues.

8.5 Links to Council's Priorities

8.5.1 The work that the Transformation Team undertake contributes towards the Council's Corporate Plan in progressing to become a more efficient organisation. This will be supported by having a robust transformation programme to ensure our services and processes are as lean as possible, consider new models of working and providing services, and develop our staff in the new skills needed, whilst being supported by IT.

The Contact Officers for this report are Trudi Barnsley (719388) and Evan Ross (719270).

Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No	Author	Nature of Background Paper	Date
1	Transformation Manager	Transformation Team Updates 13th June 2022: Executive Board North Warwickshire Borough Council (northwarks.gov.uk) (pages 50 -59)	June 2022
2	Transformation Manager	Increase of Charges for Street Naming and Numbering Community and Environment Board Agenda 25 July 2022 (4).pdf (pages 7-10)	July 2022
3	Transformation Manager	Website Upgrade 21st March 2023: Executive Board North Warwickshire Borough Council (northwarks.gov.uk) (pages 12 – 17)	March 2023
4	Transformation Manager and Environmental Health Manager	Fly Tipping 16th March 2023: Safer Communities Sub-Committee North Warwickshire Borough Council (northwarks.gov.uk) (pages 5-10)	March 2023
5	Transformation Manager	Transformation Team updates 19th July 2023: Executive Board North Warwickshire Borough Council (northwarks.gov.uk) (pages 61-67)	July 2023

Appendix 1

Title	Description	Category	Progress	Priority	Due date	Notes
GIS for Web	Implement Cad Corp Web	System Implementation	Partially complete	Medium	31/03/2024	CADCORP web is live with limited GIS layers. We need to do a big push internally and externally once a minor upgrade is carried out by the supplier which will add some additional, the upgrade will enable us to produce bespoke maps for specific themes and share on our website.
Play area App	Implementation of a Play area app to digitalise safety inspections of boroughs play areas.	System Implementation	Completed	Medium	01/04/2024	Implemented and in use. The app also integrates with the annual inspections carried out by external contractors providing all information in one place.
Lambs App	Street Cleaning inspection app	System Implementation	Completed	Medium	04/01/2024	Implemented and in use by Street Scape team.
Corporate Letter Head, Email Signatures etc	Create and rollout corporate branding	Service Improvement	Partially complete	Medium	04/01/2024	All templates and email signatures now in use across the council. We will be rolling the branding out to other types of communication such as budget books, board reports and corporate reports (i.e. corporate plan, peer statement, appraisals, service plans).
New Finance System Implementation	Implement a new Finance System Unit4	System Implementation	Phase 1 Completed	Medium	04/02/2024	The Financial Management System (Unit 4) went live on 2 April 2024. There is some additional functionality the system can provide that will be implemented as part of phase two of the project. As an example, interactive workspaces providing users with dashboards providing key information and access to common areas of the system.

IDOX Planning	Implementation of a new planning & local land charges system to replace iLap	System Implementation	In progress	High	02/11/2024	The Planning and Local Land Charges system implementation has been problematic due to suitable resourcing availability from the supplier which has now been addressed and a revised go live date set for November 2024 and January 2025.
TRIM Upgrade	Upgrade TRIM document management system.	System Upgrade	In progress	Medium	31/03/2025	Kick off meeting has taken place awaiting project plan from system provider.
Asset Management - system review and option appraisal	A need has arisen to review the management of our assets and associated documentation.	Service Improvement	In progress	Medium	30/12/2024	Supported by the summer placement who will scan and document existing commercial leases within SharePoint by September 2024. Further development will be undertaken with facilities management to develop additional functionality to support better working practices. If in the future the service area procures an asset management system, we will be better placed to facilitate this and all-related documentation will be electronic.
Pay360 Upgrade	Pay360 the council income management system requires upgrading to a SaaS	System Upgrade	In progress	High	30/11/2024	Currently in the testing phase. Go live has been pushed back to November so that the go live phase can be appropriately resourced on both sides (provider and NWBC).
IDOX Portal	Launch the IDOX portal for Environmental Health	System Implementation	In progress	High	31/12/2024	The portal that was due to go live in September 2023 has been delayed due to functionality issues with address searching which are currently being resolved by IDOX.
Finance Phase 2	Continued support of the Finance team to implement process efficiencies	Service Improvement	In progress	Medium	31/03/2025	A number of developments have been suggested for the phase two of the New FMS. Such as Workspaces, Report Improvement and Budget setting process efficiencies.

TEAMS training SharePoint site	Create a training site for TEAMS	Service Improvement	In progress	Medium	31/12/2024	Site is up and running with some initial help videos. Further videos and drop-in sessions to be arranged following feedback from staff.
SharePoint	Using SharePoint functionality to support Housing Repairs Work	Service Improvement	In progress	Medium	31/12/2024	Initial meeting with Service has been held, further planning meeting to be arranged.
Local Land Charges	Implement a new Local Land Charges System	System Implementation	In progress	High	31/03/2025	Following the implementation of the IDOX planning system the local land charges system will be implemented by January 2025.
Gazetteer Upgrade	Due to the Planning system upgrade the Gazetteer which is linked to iLap with require updating	System Upgrade	Not started	High	30/06/2025	This is another project that links to the IDOX planning system. Upgrade to be managed in line with the local land charges project so that it completes by Jan 2025.
Recruitment Galaxy	Create a separate recruitment galaxy	Service Improvement	Not started	Medium	30/06/2025	Linked to the new Website project smaller galaxy will be created to support the council's recruitment.
SharePoint Intranet	Investigate using SharePoint as the Councils Intranet	Service Improvement	Not started	Medium	30/06/2025	

Green Bins booking and Payment Process	Current Green Bin booking system works successfully; however, residents have to input card details every year. Therefore, service managers are keen to offer a Direct Debit option or re-occurring card payments.	Service Improvement	Not started	Medium		Look into the use of the new FMS subscription service to offer an annual direct debit option to customers or re-occurring card payments with pay360. This has implications with the integration with the permits.
Housing System Upgrade	Upgrade current housing system	System Upgrade	Not started	High	30/04/2025	This is a major upgrade and has been brought forward into this financial year as we have been contacted by our current supplier to inform us of the need to upgrade to their cloud-based solution by April 2025.
Webaspx	Waste Management software - Christmas Schedule	Service Improvement	Not started	Medium		Specific piece of work to plan the Christmas collection schedule and its communication to the public.
Thrift - Food Waste Project	Food waste collection service planning and implementation	Service Improvement	Not started	High		Awaiting further detail on requirements from service.

Total upgrade	Upgrade old finance system and migrate to newer server to improve security	Service Improvement	Not started	High	31/03/2025	Initial contact has been made awaiting a kick off meeting with the supplier.
Implement a HR System	HR have highlighted a need for a system to support more efficient electronic working practices	System Implementation	Not started	Medium		Scoping meeting to be arranged.
Implement a Transport System	Transport currently requires a more efficient way of managing the vehicle fleet to include scheduling the MOT's and vehicle repairs	System Implementation	Not started	Medium		Scoping meeting to be arranged.
Review, Create and Develop Corporate PI's	Gather corporate PI's and develop a dashboard for council performance	Performance Management	Not started	Medium		New Data Analyst role has now been filled, so this work will begin in September.

Board Reports	Review and migrate the board report process to SharePoint/One Drive rather than the incumbent system	Service Improvement	Not started	Medium		Initial discovery meeting with democratic services arranged for September.
Compliments Process	Create a Microsoft form the compliments & complaints process	Performance Management	Not started	Medium		To have a more seamless efficient process and better reporting.
Monitoring Improvements	Working with Forward Planning team to review and implement any efficiencies for the Monitoring work Forward Planning carryout	Service Improvement	Not started	Medium		
WhatsApp Business Investigation	Investigate WhatsApp business - how much, functionality, can it work from a PC/web browser or just Mobile	Service Improvement	Not started	Medium		Would like to use WhatsApp for communicating corporately with residents and have a record of customer contact.

Appointment Form	Review the council's appointment form and potentially digitise	Service Improvement	Not started	Low		
Contract Register	Contract Register	Service improvement	In progress	Low		Updating the Councils contract register in an annual task so we are looking to streamline the process as part of contracts, so the contract signing and updating the register will be done per contract.

Agenda Item No 7

Executive Board

16 September 2024

**Report of the Director of
Leisure and Community Development**

**Supplementary Estimate – Leisure
and Open Space Section 106
Receipts**

1 Summary

- 1.1 The purpose of this report is to seek approval for the provision of a supplementary estimate within the capital programme through which to use a Section 106 receipt to enhance leisure and open space provision in the Borough.

Recommendation to the Board

That the requested supplementary estimate of £104,477 for the enhancement of leisure and open space provision in North Warwickshire, as detailed in the appended report of the Director of Leisure and Community Development, be approved.

2 Consultation

- 2.1 Consultation has taken place with relevant Members and any comments received will be reported at the meeting.

3 Introduction

- ... 3.1 Attached at Appendix A is a copy of a report relating to the potential use of a Section 106 receipt held by the Borough Council. The report was produced further to meetings held between Officers, Ward Councillors and Parish Councillors to ascertain Members' priorities for the use of the leisure and open space-related receipt held by the Authority. The report was considered by the Community and Environment Board at its meeting held on 20 August 2024, at which time the proposed undertaking detailed in the report was approved.

- 3.2 This Board is asked to approve this course of action, in which a supplementary estimate of £104,477 is included within the capital programme for use to improve Warton Recreation Ground. This will have no impact on the Borough Council's budgetary position, as the work itself will be fully funded through the use of the identified Section 106 receipts.

4 Report Implications

4.1 Finance and Value for Money Implications

4.1.1 The proposed works required to enhance leisure and open space provision in North Warwickshire, in the sum of up to £104,477, will need a supplementary estimate in order to add this sum into the current year's capital programme. The works will be fully funded through the use of the identified Section 106 receipts.

4.2 Legal, Data Protection and Human Rights Implications

4.2.1 There are no legal, data protection or human rights implications arising directly out of this report.

4.2.2 Receipts from Section 106 agreements must be spent in accordance with the agreements themselves, unless specifically agreed with the other parties to the agreement.

4.3 Risk Management Implications

4.3.1 There are no direct risks consequent upon the proposed projects and undertakings identified within this report.

4.4 Equalities Implications

4.4.1 There are no equalities implications arising from this report. The Authority's leisure and open space services are provided for the benefit of the whole community and no group or individual defined by the protected characteristics under the Equality Act will be excluded therefrom. The same applies where related services will be provided on sites owned by parish councils.

4.5 Links to Council's Priorities

4.5.1 The projects and services proposed to be developed through the use of the listed Section 106 receipts have direct and positive links to the following corporate priorities:

- Safe, liveable, locally focused communities
- Prosperous and healthy
- Sustainable growth and protected rurality
- Efficient organisation

The Contact Officer for this report is Becky Evans (719346).

Agenda Item No 6

**Community and Environment
Board**

20 August 2024

**Report of the Director of
Leisure and Community Development**

**Leisure-related Section 106
Receipt**

1 Summary

- 1.1 This report asks the Board to consider and determine the use of a leisure-related Section 106 receipt held by the Borough Council.

Recommendation to the Board

- a) That the Board approves, or otherwise varies, the use of the Section 106 receipt referred to in the report of the Director of Leisure and Community Development.**

Recommendation to the Executive Board

- b) That the Executive Board approves a supplementary estimate of £104,477 to be included within the capital programme for the proposed undertaking detailed in the report of the Director of Leisure and Community Development.**

2 Consultation

- 2.1 Consultation has taken place with relevant Councillors, including Ward Members, and any comments received will be reported at the meeting.

3 Introduction

- 3.1 At its meeting held in October 2023, the Board was informed that the Borough Council is holding a number of Section 106 receipts for, amongst other things, open space-related undertakings. At that time, Members were reminded that the formal Agreements associated with these receipts are frequently very specific about where, upon what and by when the money can be used. The Board instructed Officers to meet with relevant Ward Members in order to ascertain their priorities for the use of any leisure-related receipts held by the Authority.
- 3.2 Subsequent to the Board agreeing the use of Section 106 receipts for schemes and projects in Warton, Atherstone, Coleshill, Grendon, Newton Regis and Polesworth, a further receipt, in the sum of £104,477, has been collected for the “enhancement of open space in Warton”. A meeting has

been held with relevant Councillors and it is proposed that this money be used to upgrade Warton Recreation Ground. This proposed use is consistent with the priorities of the Green Space and Playing Pitch Strategies.

- 3.3 The Board is asked to consider and approve, or otherwise vary, the use of this Section 106 receipt in the manner proposed by Ward Members. Within this process, Councillors attention is drawn to the fact that the proposed use will require the involvement of Polesworth Parish Council, which owns the Recreation Ground.

4 Report Implications

4.1 Finance and Value for Money Implications

- 4.1.1 The proposed use of the identified Section 106 receipt represents a cost effective way for the Borough Council to enhance and / or maintain service provision in accordance with the needs generated by residential development in North Warwickshire. It is also consistent with the Borough Council's adopted Green Space and Playing Pitch Strategies, as well as its Sport, Recreation and Open Space Supplementary Planning Document.

- 4.1.2 The proposed undertaking in Warton will require a supplementary estimate in the sum of £104,477 to be added into the Authority's capital programme. This will have no budgetary impact, as the expenditure is matched by income from the Section 106 receipt.

4.2 Safer Communities Implications

- 4.2.1 Projects advanced through the use of Section 106 receipts contribute to community safety by providing well-managed recreation facilities and open spaces that afford opportunities for positive activity.

4.3 Legal, Data Protection and Human Rights Implications

- 4.3.1 Section 106 of the 1990 Town and Country Planning Act (as amended) allows Local Planning Authorities to require developers to enter into Legal Agreements to provide measures to mitigate the impact of their development. These Agreements are known as Section 106 Agreements. The measures contained within them either require the developer to deliver on-site mitigation or to make a financial contribution to enable the Council to provide appropriate mitigating measures.

- 4.3.2 The Community Infrastructure Levy (CIL) is a planning charge, introduced by the Planning Act 2008 as a tool for local authorities in England and Wales to help deliver infrastructure to support the development of their area. It came into force on 6 April 2010 through the Community Infrastructure Levy Regulations 2010. Use of receipts from S106 Agreements is governed by the Community Infrastructure Levy Regulations 2010 (as amended).

4.3.3 Receipts from Section 106 Agreements must be spent in accordance with the Agreements themselves, unless specifically agreed with the other parties to the Agreement.

4.4 **Environment, Climate Change and Health Implications**

4.4.1 Delivery of priorities identified in the Green Space and Playing Pitch Strategies contributes directly to environmental improvements, enhancement of biodiversity and mitigation of the effects of climate change. Along with implementation of the recommendations of the Leisure Facilities Strategy, it also helps to build sustainable, healthy and vibrant communities.

4.5 **Human Resources Implications**

4.5.1 There are no human resource implications arising directly out of this report.

4.6 **Risk Management Implications**

4.6.1 Additional to those previously reported to the Board, there are no direct risks consequent upon the proposed undertaking identified within this report.

4.7 **Equalities Implications**

4.7.1 There are no equalities implications arising from this report. The services and projects delivered through the use of related S106 receipts are provided for the benefit of the whole community and no group or individual defined by the protected characteristics under the Equality Act will be excluded therefrom.

4.8 **Links to Council's Priorities**

4.8.1 The project(s) to be developed through the use of the listed Section 106 receipt has direct and positive links to the following corporate priorities:

- Safe, liveable, locally focused communities
- Prosperous and healthy
- Sustainable growth and protected rurality
- Efficient organisation

4.8.2 Additionally, implementation of the project(s) will contribute directly to the attainment of the priorities of the Sustainable Community Strategy to:

- Raise aspirations, education attainment and skill levels
- Develop healthier communities
- Improve access to services

The Contact Officers for this report are Simon Powell (719352) and Becky Evans (719346).

Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No.	Author	Nature of Background Paper	Date
1	Director of Leisure and Community Development	North Warwickshire Green Space and Playing Pitch Strategies Progress Report	October 2023
2	Director of Leisure and Community Development	Leisure-related Section 106 Receipts	March 2024

Agenda Item 8

Executive Board

16 September 2024

Report of the
Interim Corporate Director -
Resources (Section 151 Officer)

**Budgetary Control Report 2024/25
Period Ended 31 August 2024**

1 Summary

The report covers revenue expenditure and income for the period from 1 April 2024 to 31 August 2024. The 2024/25 approved budget and the actual position for the period are given, together with an estimate of the outturn position for services reporting to this Board.

Recommendation to Council

To consider if any further information is required.

2 Introduction

2.1 Under the Service Reporting Code of Practice (SeRCOP), services should be charged with the total cost of providing the service, which not only includes costs and income directly incurred, but also support costs relating to such areas as finance, office accommodation, telephone costs and IT services. The figures contained within this report are calculated on this basis.

2.2 In April 2024 a new Financial Management System (Unit 4) was implemented which will significantly change how budget monitoring and budget preparation is delivered in the future making it more efficient and timely automating as much as possible directing resources an interpreting the figures and presenting forecasts to give a clear indication of the outturn position and impact on balances which then feeds into the Medium-Term Financial Strategy. This report is the first budget monitor using forecasting rather than profiling, this will be more informative as the year progresses.

3 Estimated Outturn

... 3.1 The figures presented in Appendix A & B are based on the actual spend for April to August. The report provides details on the likely out-turn position for each of the services reporting to this Board. The forecast (anticipated out-turn) for this Board for 2024/25 is £568,620 which shows no anticipated movement from the approved budget at this stage of the year.

3.2 Where possible, the budget to date figure has been calculated with some allowance for seasonal variations, to enable a better comparison with actual figures.

4 Risks to the Budget

4.1 The key risks to the budgetary position of the Council from services under the control of this Board are:-

	Likelihood	Potential impact on Budget
The Local Plan requires regular analysis and updating in line with changing circumstances and changes in national guidance.	High	Medium
The Emergency Planning budget may be insufficient to cover the costs of any major local emergency.	Low	High

5 Estimated Out-turn

5.1 Members have requested that Budgetary Control Reports provide details on the likely out-turn position for each of the services reporting to this Board. The anticipated out-turn for this Board for 2024/25 is £568,620. The same as the Original Budget.

5.2 The figures provided above are based on information available at this time of the year and are the best available estimates for this Board and may change as the financial year progresses. Members will be updated in future reports of any changes to the forecast out turn.

6 Report Implications

6.1 Finance and Value for Money Implications

6.1.1 Income and Expenditure will continue to be closely managed and any issues that arise will be reported to this Board for comment at future meetings.

6.2 Environment and Sustainability Implications

6.2.1 The Council must ensure that it adopts and implements robust and comprehensive budgetary monitoring and control, to ensure not only the availability of services within the current financial year, but in future years.

The Contact Officer for this report is Nigel Lane (719371).

Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No	Author	Nature of Background Paper	Date

		Budget	Actuals	Forecast	Variance
NW2000	Housing Strategic Service Review	£39,090	£39,090	£39,090	£0
NW2002	Corporate Communications	£65,480	£64,955	£65,480	£0
NW2003	Community Strategy	£66,260	£80,710	£66,260	£0
NW2007	Emergency Planning	£27,730	£21,410	£27,730	£0
NW2009	North Warwickshire Development Plan	£366,450	£250,442	£366,450	£0
NW5050	Support To Parishes	£3,610	£3,610	£3,610	£0
	Executive Board Total	£568,620	£460,218	£568,620	£0

NOTE: The variance is between the budget and forecast

	Budget	Actuals	Forecast	Variance
Premises-Related Expenditure	£450	£0	£450	£0
Supplies & Services	£133,190	£4,383	£133,190	£0
Income	£0	£40	£0	£0
Balance Sheet	-£21,370	£0	-£21,370	£0
Central Support Charges	£456,350	£455,795	£456,350	£0
Grand Total	£568,620	£460,218	£568,620	£0

Agenda Item No 9

Executive Board

16 September 2024

**Report of the
Interim Corporate Director – Resources
(Section 151 Officer)**

Update on External Audit Backlog

1 Summary

- 1.1 The purpose of this report is to provide Members with an update on the Statement of Accounts for 2021-22 and 2022-23, along with the latest information regarding the plans for the backlog audits as detailed in the letter from the new Minister of State for Housing, Communities and Local Government attached at Appendix A.
- ...

Recommendation

To note the content of this report.

2 Background

- 2.1 The local government audit system is not working and has a significant backlog, this was recognised by the previous Government who worked with the Financial Reporting Council (FRC), the National Audit Office (NAO) and organisations in the wider system to develop options to address the backlog and put audit back on a realistic and acceptable timeframe. Consultation was launched on these proposals for clearing the backlog in February and these were supported by local audit organisations and local government as these are seen as exceptional circumstances with action needed to reset the system, clear the backlog and move forward. This issue has now been picked up by the New Minister of State for Local Government as detailed in the attached letter at Appendix A.
- 2.2 There is a substantial backlog of outstanding unaudited accounts with only 1% of councils publishing audited accounts by the deadline and this backlog is likely to increase further in this year. The situation needs to be addressed and the plan as detailed in Appendix A is for parliament to consider secondary legislation which would lay a new code of audit practice amending the Accounts and Audit Regulations (2015) to set a series of backstop dates.

- 2.3 The first backstop date would clear all outstanding audits up to 2022/23 and the proposed backstop date is 13 December 2024. Due to the significant number of outstanding audits it is unlikely that many will be completed before the backlog date. Where auditors have been unable to complete the audit by the backlog date they will issue a 'disclaimed' or 'modified' audit opinion. It is expected that auditors will be issuing a number of disclaimed audit opinions due to the number of audits still outstanding. The Government are prepared to accept this to rebuild the system which is currently broken.
- 2.4 The proposed legislation includes a further 5 backstop dates as detailed;

Financial Year	Backstop Date
Up to and including 2022/23	13 December 2024
2023/24	28 February 2025
2024/25	27 February 2026
2025/26	31 January 2027
2026/27	30 November 2027
2027/28	30 November 2028

The aspiration is for the local audit system to recover by no later than the 5 year period. The Local Authority will from 2024/25 be expected to publish draft unaudited accounts by 30 June following the financial year to which they relate.

3 **Current Situation**

- 3.1 The Councils External Auditors are Ernest Young (EY) and they are responsible for auditing the Statement of Accounts (SOA) up and including 2022/23. From the 2023/24 SOAs this Council have been allocated Azets who will be taking over the External Audit role.
- 3.2 The 2020/21 Accounts were signed off by members of the Executive in November 2023 with the deadline being 30 September 2021
- 3.3 The Statement of Accounts for 2021/22 and 2022/23 were not prepared in line with the statutory deadlines and have not been audited. EY have been waiting for the Government guidance on backlog audits and as such have not given any advice on the proposals for this Councils accounts up to 22/23. However, it is clear that if the Government implement a deadline of 13th December 2024 it is unlikely that EY will carry out audits for 2021/22 and 2022/23 which will result in a disclaimed audit opinion for this Council.

Financial Year	Draft Statement of Accounts Published	Backstop Date	Date of Audit
2021-22	3 rd July 2024 (deadline 31 July 2022)	13 th December 2024	Awaiting advice from EY
2022-23	4 th Sept 2024 (deadline 31 May 2023)	13 th December 2024	Awaiting advice from EY
2023-24	Work in progress (deadline 31 May 2024)	28 th February 2025	Provisional start date 25 th November 2024

3.4 The priority is for this Council to complete the 2023/24 Statement of Accounts by mid October 2024 to ensure Azets can commence the audit from 25th November 2024 in order to meet the backlog deadline of 28th February 2025. This will ensure that this Council from 2024/25 can get back within the statutory deadlines for publishing draft accounts and receiving audit opinions.

4 **Conclusion**

4.1 That members note the completion of the draft accounts for 2021/22 and 2022/23 and the information provided by the Secretary of State in Appendix A regarding the approach to backlog audits.

The Contact Officer for this report is Alison Turner (719374).



Ministry of Housing, Communities & Local Government

Jim McMahon OBE MP

Minister of State
2 Marsham Street
London
SW1P 4DF

To All Chief Executives, Chief
Financial Officers, Local Authority
Leaders and Local Audit Firm Partners

30 July 2024

Dear all,

ACTION TO TACKLE THE LOCAL AUDIT BACKLOG IN ENGLAND

I am writing to you today to inform you that I have, today, provided Parliament with a written update on the decisive action I have taken to tackle the local audit backlog in England. The statement can be found here: <https://questions-statements.parliament.uk/written-statements/detail/2024-07-30/hcws46>.

Effective local audit ensures transparency and accountability for public money spent on these vital services and builds public confidence. The Government inherited a broken local audit system in England, with a significant and unacceptable backlog of unaudited accounts, which will likely rise again to around 1,000 later this year. This situation undermines trust and transparency in the way taxpayers' money is being spent. The delays that were seen under the last government mean that local bodies and their auditors cannot focus on up-to-date accounts, where assurance is most valuable.

To tackle the backlog, I intend to lay secondary legislation when parliamentary time allows to provide for an initial backstop date of 13 December 2024 for financial years (FYs) up to and including 2022/23 and five subsequent backstop dates:

Financial Year	Backstop date
2023/24	28 February 2025
2024/25	27 February 2026
2025/26	31 January 2027
2026/27	30 November 2027
2027/28	30 November 2028

Subject to parliamentary approval, for financial years 2024/25 to 2027/28, the date by which local bodies should publish 'draft' (unaudited) accounts will change from 31 May to 30 June following the financial year to which they relate. This will give those preparing accounts more time to ensure they are high-quality accounts. A new suite of guidance is planned by the NAO and Financial Reporting Council (FRC) on these measures, and we continue to work with other organisations to consider what guidance would be most constructive and helpful for local bodies.

We expect that there will be full assurance, with “clean” opinions for many bodies by the first backstop date of 13 December 2024. However, due to the time constraints, auditors are likely to issue ‘disclaimed’ audit opinions (no assurance) on many accounts – early indications are that this could be several hundred in this first phase which may, in the short term, cause additional concern. I recognise that aspects of these proposals are uncomfortable, however, given the scale of the failure in the local audit system the Government inherited meant that we have had to take this difficult decision to proceed. Without this action by the Government, audits would continue to be delayed and the system will move even further away from timely assurance.

The Ministry will continue to work with the FRC and other key organisations across the local audit sector to support local bodies, auditors and the wider world to understand what the different types of modified opinions mean. As I set out in my statement, local bodies should not be unfairly judged based on disclaimed or modified opinions caused by the introduction of backstop dates that are largely beyond their control and auditors will be expected to clearly set out the reasons for the issuing of such opinions to mitigate the potential reputational risk that local bodies may face.

The Government will communicate the necessity of these steps and emphasise the context for modified or disclaimed opinions and all the key organisations. This will include some Q&A drop-in sessions followed by a webinar. Dates and invitations for these will be circulated shortly, and I hope you will all be able to attend to hear directly about the measures.

I recognise the commitment and hard work of all your finance teams to continue and strengthen their essential work to produce high quality accounts in a timely manner. I also recognise the commitment and hard work of auditors working to provide quality external assurance, as we move to restore a system of high-quality, timely financial reporting and audit, while managing the impact of this in a sustainable way.

It is my aspiration, and one I know is also supported by all the key organisations in the audit world, that it is in the public interest for the audit system for local public bodies in England to recover as quickly as possible once the backlog has been cleared. This means disclaimed opinions driven by backstop dates should in most cases be limited to the next two years (up to and including the 2024/25 backstop date of 27 February 2026), with only a small number of exceptional cases, due to specific individual circumstances, continuing thereafter.

This action to tackle the backlog, while vital, does not provide a long-term, sustainable solution to the wider, broken local audit system. The Government will need to undertake significant reform to overhaul the system, as we committed to in our manifesto. This will allow us to get the house in order, open the books, and repair the foundations of local government, and I will work with partners over the coming months to explore how best to achieve this.

Finally, I know the hard work is often unseen and too often not acknowledged, can I ask that you relay my appreciation to finance teams, key audit partners and others for the work they have done so far in what has been an extremely demanding period, and for the work they will do in the coming months and years.



Jim McMahon OBE MP

Minister of State for Housing, Communities and Local Government

Agenda Item No 10

Executive Board

16 September 2024

Report of the Chief Executive

**Local Government and Social Care
Ombudsman Annual Review
2023/24**

1 Summary

- 1.1 This report informs the Board about the results of the Local Government and Social Care Ombudsman Annual Review 2023/24. The report highlights the number of complaints and enquiries considered by the Ombudsman relating to the Council and the outcome of their determinations. The report also provides some contextual information about the compliments and complaints received via the Council's corporate Compliments and Complaints Procedure.

Recommendation to the Board

That the report be noted.

2 Consultation

- 2.1 Consultation has been carried out with the chair, vice chair and opposition spokesperson. Any comments received regarding the report will be highlighted to the Board.

3 Background

- 3.1 This report has been prepared following receipt of the Annual Review Letter 2023/24 from the Local Government and Social Care Ombudsman. The Annual Review provides a summary of the complaints and enquiries made to the Ombudsman relating to the Council during the 2023/24 year. The Annual review also shows what decisions the Ombudsman made about the complaints and enquires received.

4 Annual Review 2023/24

- 4.1 Attached at Appendix A is a copy of the letter received by the Chief Executive from the Local Government and Social Care Ombudsman dated 17 July 2024. In 2023/24 the Local Government and Social Care Ombudsman changed their investigation processes, contributing towards an increase in the average upheld rate across complaints made to them against all Councils. It is therefore appropriate to consider comparing individual council uphold rates against the average rate upheld nationally this year rather than against the number upheld against this Council in previous years. The annual review shows that 5 enquiries were carried out by the Ombudsman relating to the Council.

- 1 Upheld
- 1 Not upheld
- 1 Referred back for local resolution
- 1 Closed after initial enquiries
- 1 Incomplete/invalid

4.2 The cases referred back for local resolution will have been considered via the Council's Complaints Procedure. Members are requested to note that the Ombudsman is aiming to focus on the lessons that can be learned and the wider improvements that can be achieved through their recommendations to improve services. The Ombudsman is publishing more information about outcomes of their investigations and highlighting where recommendations result in improvements to local services.

4.3 More information about the outcomes from investigations is available on the website link shown below.

[North Warwickshire Borough Council - Local Government and Social Care Ombudsman](#)

4.4 Members should also note that the Housing Ombudsman investigates complaints regarding social housing, and they have a Memorandum of Understanding with the Local Government and Social Care Ombudsman. More information about what kind of complaints they can investigate is shown on the website link below:

[Which ombudsman for social housing complaints? - Local Government and Social Care Ombudsman](#)

4.5 Of the 5 enquiries received by the Local Government and Social Care Ombudsman were regarding the following services:

- Planning & Development
- Housing
- Corporate & Other Services

5 **Compliments and Complaints 2023/24**

... 5.1 Attached at Appendix B is a table showing the numbers of compliments and complaints received by service department through the Council's corporate procedure during the 2023/24 year. The table shows that 69 complaints, 173 requests for service and 134 compliments were received in the 2023/24 year. The number of complaints has increased by 36 (52%) from 2022/23.

5.2 The increase is mainly due to increases in relation to Housing Maintenance from 3 in 2022/23 to 21 in 2023/24. The overall number has increased from 33 in 2022/23 to 69 in 2023/24.

- 5.3 The number of requests for service has decreased from 190 to 173. The requests for service are complaint contacts which were considered not to be Stage 1 Complaints. These can include the raising of an issue for the first time without the relevant service being aware of the issue. The requests for service are mainly being received via the Council's complaint's web page.
- 5.4 The majority of complaints received relate to Housing Maintenance, Housing Management and Revenue Collection & Benefits. Combined they account for 47 (68%) of the complaints received. These are service areas with high customer contacts and therefore it is not unusual to expect this.
- 5.5 Overall, the number of complaints received, 69, remains low when compared to the total number of contacts received and people dealt with.
- 5.6 An outcome status against each complaint is determined to show whether the complaint was considered to be justified (upheld) or not upheld. This can be a matter of judgement and there will be some complaints, which can be interpreted either way. Some complaints will have elements that could have been dealt with differently or better on occasions. Of the complaints received in 2023/24 40 (58%) were deemed to be not upheld, 28 (41%) justified and 1 (1%) was part not upheld.
- 5.7 The compliments received show some examples of positive feedback received from residents and customers. The compliment figures do not include customer feedback responses received by any service areas.
- 5.8 Shown below is a table of the totals of compliments and complaints received during the last 10 years.
- 5.9 Table of Compliments and Complaints Totals

Year	Compliments	Complaints
2014/15	53	54
2015/16	79	73
2016/17	61	58
2017/18	62	85
2018/19	34	42
2019/20	47	61
2020/21	71	37
2021/22	52	58
2022/23	147	33
2023/24	134	69

6 Summary

- 6.1 Overall the number of complaints received is low in comparison to the number of customer contacts the Council has. Members are requested to note the report and to identify any areas that require further consideration.

7 Report Implications

7.1 Legal Data Protection and Human Rights Implications

7.1.1 Some complaint cases can ultimately be investigated by either the Local Government and Social Care Ombudsman or the Housing Ombudsman. If an adverse finding is made by the Ombudsman concerned, they can order the Council to pay compensation to the affected person and can also require the Council to consider a report on their findings and confirm the action they will take to deal with the issue concerned. The Council's Monitoring Officer also has a duty to prepare a report to the Council where the Ombudsman has investigated and concluded that the Council's actions constituted maladministration or injustice. Members should note that two of the complaints upheld by the Ombudsman fall within this category. The Monitoring Officer will shortly be preparing a report to Council on the issues concerned.

7.1.2 Various legal and Human Rights implications can arise during such investigations and, when engaging with the Ombudsman in relation to each case, any such matters will be considered to the appropriate extent.

7.1.3 Complaints regarding data protection or information requests are considered under the Complaints Procedure and can be referred to the Information Commissioner's Office for further investigation. For that reason, complaints relating to those matters are not included in the Appendices to this report.

7.2 Environment and Sustainability Implications

7.2.1 Improvements in the performance and quality of services will contribute to improving the quality of life within the community. Feedback and learning from Complaints and Compliments helps the Divisions identify service improvements. The Procedure includes a specific requirement to identify any service improvements arising from each complaint investigation.

7.3 Equality Implications

7.3.1 The Complaint investigations provide an opportunity to identify any equality related implications. No adverse implications have been identified from the complaints received in 2023/24. The monitoring of complaints and compliments helps inform the Council's consideration of meeting the Equality Act requirements. Any specific equality related implication arising from a complaint investigation is considered in liaison with the Senior Policy Support Officer and Legal Services as necessary.

7.4 Risk Management Implications

7.4.1 Effective performance monitoring and analysis of complaints received will enable the Council to minimise associated risks with the failure to achieve targets and deliver services at the required performance and quality level.

7.5 Health and Well Being and Leisure Implications

7.5.1 Some complaints received do raise concerns relating to the health and wellbeing of individuals. These can include concerns about conditions of properties and impacts from outstanding repair works.

7.6 Financial Implications

7.6.1 Any financial payments and credits identified in complaint investigations are made from the appropriate service budget under provisions relating to that service.

7.7 Links to Council's Priorities

7.7.1 By having an open and accessible complaints procedure this will contribute towards the achievement of the Council's priorities and in particular promoting vibrant and sustainable communities.

The Contact Officer for this report is Steve Maxey (719438).

Background Papers

Local Government Act 1972 Section 100D

Background Paper No	Author	Nature of Background Paper	Date

17 July 2024

By email

Mr Maxey
Chief Executive
North Warwickshire Borough Council

Dear Mr Maxey

Annual Review letter 2023-24

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2024. The information offers valuable insight about your organisation's approach to complaints, and I know you will consider it as part of your corporate governance processes. As such, I have sought to share this letter with the Leader of your Council and Chair of the appropriate Scrutiny Committee, to ensure effective ownership and oversight of complaint outcomes, which offer valuable opportunities to learn and improve. In addition, this year, we have encouraged Monitoring Officers to register to receive the letter directly, supporting their role to report the decisions we uphold to their council.

For most of the reporting year, Paul Najsarek steered the organisation during his tenure as interim Ombudsman, and I was delighted to take up the role of Ombudsman in February 2024. I look forward to working with you and colleagues across the local government sector to ensure we continue to harness the value of individual complaints and drive and promote systemic change and improvement across the local government landscape.

While I know this ambition will align with your own, I am aware of the difficult financial circumstances and service demands that make continuous improvement a challenging focus for the sector. However, we will continue to hold organisations to account through our investigations and recommend proportionate actions to remedy injustice. Despite the challenges, I have great confidence that you recognise the valuable contribution and insight complaints, and their swift resolution, offer to improve services for the public.

Complaint statistics

Our statistics focus on three key areas that help to assess your organisation's commitment to putting things right when they go wrong:

Complaints upheld - We uphold complaints when we find fault in an organisation's actions, including where the organisation accepted fault before we investigated. We include the total number of investigations completed to provide important context for the statistic. This year, we also provide the number of upheld complaints per 100,000 population.

Compliance with recommendations - We recommend ways for organisations to put things right when faults have caused injustice and monitor their compliance with our recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

Satisfactory remedy provided by the authority - In these cases, the organisation upheld the complaint and we agreed with how it offered to put things right. We encourage the early resolution of complaints and give credit to organisations that accept fault and find appropriate ways to put things right.

Finally, we compare the three key annual statistics for your organisation with similar authorities to provide an average marker of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

Your annual data, and a copy of this letter, will be uploaded to our interactive map, [Your council's performance](#), on 24 July 2024. This useful tool places all our data and information about councils in one place. You can find the detail of the decisions we have made about your Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

Supporting complaint and service improvement

In February, following a period of consultation, we launched the [Complaint Handling Code](#) for councils, setting out a clear process for responding to complaints effectively and fairly. It is aligned with the Code issued to housing authorities and landlords by the Housing Ombudsman Service and we encourage you to adopt the Code without undue delay. Twenty councils have volunteered to take part in an implementation pilot over the next two years that will develop further guidance and best practice.

The Code is issued to councils under our powers to provide guidance about good administrative practice. We expect councils to carefully consider the Code when developing policies and procedures and will begin considering it as part of our processes from April 2026 at the earliest.

The Code is considered good practice for all organisations we investigate (except where there are statutory complaint handling processes in place), and we may decide to issue it as guidance to other organisations in future.

Our successful complaint handling training programme continues to develop with new modules in Adult Social Care and Children's Services complaint handling available soon. All our courses include practical interactive workshops that help participants develop their complaint handling skills. We delivered 126 online workshops during the year, reaching more than 1,700 people. To find out more visit www.lgo.org.uk/training or get in touch at training@lgo.org.uk.

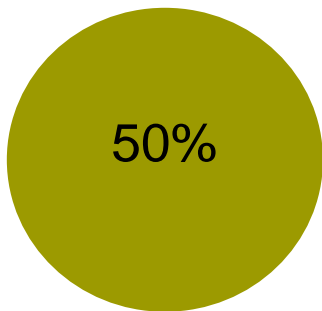
Returning to the theme of continuous improvement, we recognise the importance of reflecting on our own performance. With that in mind I encourage you to share your view of our organisation via this survey: <https://www.smartsurvey.co.uk/s/ombudsman/>. Your responses will help us to assess our impact and improve our offer to you. We want to gather a range of views and welcome multiple responses from organisations, so please do share the link with relevant colleagues.

Yours sincerely,



Amerdeep Somal
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Complaints upheld



50% of complaints we investigated were upheld.

This compares to an average of **63%** in similar organisations.

1
upheld decision

This is 1.5 upheld decisions per 100,000 residents.

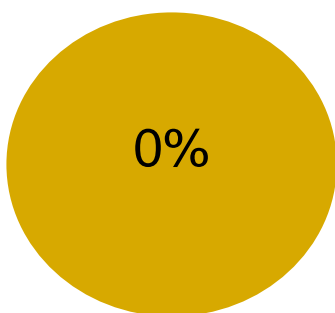
The average for authorities of this type is 1.2 upheld decisions per 100,000 residents.

Statistics are based on a total of **2** investigations for the period between 1 April 2023 to 31 March 2024

Compliance with Ombudsman recommendations

No recommendations were due for compliance in this period

Satisfactory remedy provided by the organisation



In **0%** of upheld cases we found the organisation had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of **21%** in similar organisations.

0
satisfactory remedy decisions

Statistics are based on a total of **1** upheld decision for the period between 1 April 2023 to 31 March 2024

Cumulative Table of Complaints – April – March 2023/24

DEPARTMENT	NUMBER OF COMPLAINTS	NUMBER OF REQUEST FOR SERVICE	NUMBER OF COMPLIMENTS
Chief Executive		1	1
• Corporate PA Support Unit		36	
• Legal	1		
• Democratic Services			
• Environmental Health & Licensing	5	8	
• Development Control	8	3	3
• Forward Planning			
• Building Control Service			
• Enforcement		7	
Corporate Director - Resources			
• Audit			
• Financial Accountancy			
• Management Accountancy			
• Payroll and Risk Management			
• Human Resources, Training & Health and Safety			
• Revenue Collection & Benefits	13	5	
• One Stop Shop and Contact Centre			3
• Financial Inclusion, Hubs and Outreach			
Director of Housing			
• Strategic Housing			
• Housing Management	13	22	39
• Housing Maintenance	21	32	52
• Private Sector Housing	1		
Director of Leisure & Community Development			
• Landscape Management	1	2	
• Partnership Development			
• Leisure Facilities	1		1
• Community Development			
Corporate Director - Streetscape			
• Refuse and Recycling	5	33	6
• Corporate Property & Transport			
• Facilities Management		1	1
• Grounds Maintenance & Street Cleaning		16	28
• Car Parks		2	
Corporate Services			
• ICT		2	
• Procurement & Printing			
• Central Services			
• Communication & Public Relations			
Corporate		3	
WCC			
TOTAL	69	173	134

Complaint User Satisfaction Summary		
Question	Yes	No
Did you find it easy to complain?		1
Were you given an apology?		1
Were you satisfied with the explanation given?		1
Was the complaint dealt with quickly enough?	1	

2023/24 April – March

Not upheld – 40 (58%)

Justified – 28 (41%)

Part not upheld/Justified – 1 (1%)

Total – 69

Housing Division Complaint User Satisfaction Summary		
Question	Yes	No
Were you satisfied with how we handled your complaint?	1	1
What would have improved your experience of our service?		Would like to see a result
Did we resolve your complaint? Were you happy with the outcome?	1	1
Please tell us why you were dissatisfied so that we can improve our service.	I didn't actually make a complaint I sent in the emails because I had been waiting so long. I didn't see it as a complaint.	After going to bed at 11pm am still being kept awake till the early hours with the noise by my inconsiderate neighbours

Agenda Item No 11

Executive Board

16 September 2024

Report of the Chief Executive

Corporate Plan Performance Update

1 Summary

- 1.1 This report asks the Board to note the Corporate Plan Performance Update and identify any areas where further information is required.

Recommendation to the Board

- a That the report be noted;**
- b Identify any areas where further consideration is needed; and**
- c Agree the Performance Framework subject to comment from Members.**

2 Report

- ... 2.1 Members have adopted the Corporate Plan 2023/27, attached as Appendix 1.
- ... 2.2 The Performance Update attached as Appendix 2 updates Members on progress against the outcomes from the existing Plan. Members are therefore asked to note the report and identify any areas where further information is required.
- 2.3 Members will recall that at their meeting in June, this Board agree to repurpose a role with the Transformation team as a Data Analyst to continue the journey the Council is on with regard to how it manages and reports performance. The Council has had a wholesale review of its performance reporting in recent years. The Chief Executive brings a report to Executive Board twice yearly whereby performance is reported as a narrative report. Members have welcomed this information, and the Board agreed in June that it would like to expand the way in which the Council analyses and views performance data to help drive decisions and service improvements across the Council.
- 2.4 Following a successful recruitment, the Data Analyst started work in the team in early August and can move forward the work on the Council's Performance Framework, a draft of which is attached as Appendix 3.
- ...

- 2.5 The Performance Framework sets out the Council's ambitions and Strategy for the next phase of improving its management and reporting of performance. It is a draft, and illustrative figures have been added to give a sense of the final document. It is presented to Members for comment as it continues to be developed given the additional staffing resource the Council now has.
- 2.6 Subject to those comments, the indicators set out in the Framework will start to be added to the performance reports, with particular focus on the initial indicators as the Council scales up this work.

3 **Report Implications**

- 3.1 There are no specific implications.

The Contact Officer for this report is Steve Maxey (719438).



Corporate Plan 2023-27



Horiba MIRA Technology Park

2024/25 Revision

Protecting the rurality of North Warwickshire, supporting its communities, and promoting the wellbeing of residents and business.

01

Introduction

2023 was a significant year for North Warwickshire Borough Council, culminating in all out elections for every seat on the Council. That election was the first in which Voter ID was required and resulted in No Overall Control, with 17 Conservatives, 15 Labour and 3 Independent Councillors being returned. A desire amongst Councillors to ensure that the Council continues to operate smoothly is important and the operation of the Council has not been affected.



17

Conservatives



15

Labour



3

Independent

The Council has resolved the key issue of Board Membership and Council leadership at its annual meetings and in the first year of this Plan the Council has largely continued to follow the strategy and actions set out in the Corporate Plan from the previous Council term.

Eighteen months on from the end of COVID 19 protective measures, the Council is very much back to 'business as usual' albeit that a fresh set of challenges need to be addressed. Staff have moved from the temporary working arrangements of 2020 and 2021 with a series of 'Re-engage, Re-energise' workshops being held to help

design the best working arrangements and refocus efforts on delivering excellent outcomes for residents in line with the Council's adopted priorities.

Staff recruitment and retention continues to be an issue, shared with the rest of the sector (and most of the country), not least this year with regard to senior management. Two of the three members of the Council's Management Team have left and that these moves were planned a long time in advance helps with the risk this poses to the Council. The quality of our interim cover has significantly helped and provides a significant boost in our transformation journey, a key Corporate Plan priority and one which fits well strategically with the 'Re-engage, Re-energise' theme. The wider work on transformation is reported regularly to Members. This also presented an opportunity for the Council to review its staffing structure, using the Local Government Association's (LGA) Decision Making Accountability framework to ensure it has an efficient and effective structure and a new structure was agreed as part of the 2024 budget.



Finances remain extremely tight and uncertain in the medium term, significantly impacted by rising prices generally as experienced across the country in the last year. The Council moved quickly to offer residents all the support it can with the well-established Financial Inclusion Partnership coordinating partnership activity including the first cost of living workshop to be held across the County and the Council has added to its capacity to help residents. Whilst the last two years' financial settlements from the Government have been better than anticipated the Council still faces financial uncertainty however the Council's Medium-Term Financial Strategy reviewed in the autumn of 2023 established that fresh opportunities exist in the short term particularly as a result of the recent revaluation of Business Rates.





Residents: 65,000
 Area: 110 square miles

Bordered by: Birmingham, Coventry, Solihull, Nuneaton, Tamworth, Northwest Leicestershire, Hinckley & Bosworth, Lichfield and South Derbyshire

Despite these challenges the Council continues to provide excellent services to the public and to deliver on the priorities set by Councillors, as shown in the following very small list of examples:

- Continuing to respond very quickly to fly tipping and prosecute where evidence exists.
- Speedy and effective action on incursions onto public land
- Provide a wide range of increasingly popular leisure facilities despite national uncertainty around changing leisure habits post COVID and rising costs, including the provision of additional health related services. Work continues on the future provision of leisure services via the Service Improvement Plan, review of facilities and significant work on delivery models.
- Proactive work on housing and employment developments in the Borough. Two of the main housing allocated sites are expected to be considered by the Planning and Development Board this year together with the strategically important Council led extension to the MIRA site. Work on major leisure attractions supported by the Council, the Surf Park and the Eternal Wall, continue. The Council is ensuring therefore that there is a good range of housing and employment provided in the Borough.
- Significant investment in play areas within communities and support for grassroots sport clubs and facilities
- Progression of the multi partner recycling facility (MRF) providing a commercial opportunity and more secure pathway for recyclates. Significant housing renovation including the properties in Atherstone which have had a transformative impact in the town.

- Successful bid for UK Shared Prosperity Funding and the commitment of £1.8m to support community facilities and activity and business support.
- Comprehensive response to the risks from some of the protestors at Kingsbury Oil Terminal.
- Adoption of a Corporate Climate Change Strategy and deliver of major 'Green Homes' work in our housing stock.
- Extensive work to support Ukrainians in the Borough with the Council leading the Countywide housing work as well as continuing to support those in housing needs, leading to the lowest use of temporary accommodation in the County.
- Implementation of 'Gov Delivery' to provide targeted communications to residents providing useful help and guidance.
- Introduction of changes to the voting system, particular the requirement for Voter identification
- Maintaining a very high level of customer service with 81% of contacts resolved at first point of contact with an average wait to answer time of 18 seconds and 94% answered in 20 seconds, for the approximately 7000 contacts received each month. The Council has also reviewed its reception arrangements including implementing a Virtual Receptionist.

The start of a new Council term, a review of the staffing structure and review of the Medium-Term Financial Strategy provided a good opportunity to review the priorities and actions and the Council engaged in a consultation exercise in late 2023, early 2024 to understand the main issues of importance to residents. A number of the issues from that survey have been included in the main priorities for this Plan. The Council will also have a LGA Corporate Peer Challenge which will be helpful in ensuring the Council is focused on the delivery of its priorities.

Vision:

Protecting the rurality of North Warwickshire, supporting its communities, and promoting the wellbeing of residents and business.

Values:

The Council has a group of staff at Principal Officer level that have been working with the Chief Executive on a number of cross-cutting issues. That group have suggested a revision to the Council's staff values:

Thrive - "to grow, develop, be successful."

T	We will work with a team mindset and work collaboratively to achieve results – whilst demonstrating flexibility, reliability, resilience and a positive attitude.	
H	We will be honest , transparent and act with integrity in all that we do; our employees have pride in their work and are sincere, trustworthy and accountable.	
R	We will respect all by building and maintaining inclusive, caring and collaborative relationships based on trust and mutual respect.	
I	We will show initiative by being resourceful, thinking proactively and we will promote and embrace service improvements.	
V	We will give a voice to our employees and customers; encouraging open communication and feedback which is listened to and considered in order to develop effective solutions.	
E	We will strive to deliver customer service excellence , and be enthusiastic and passionate about achieving the highest quality standards; our employees say "we go the extra mile" and "we care".	





Priorities:



Vision

Protecting the rurality of North Warwickshire, supporting its communities and promoting the wellbeing of residents and business.



Values

Service provider, enabler, point of contact, champion of North Warwickshire



Priorities and Objectives

This section of the plan outlines how we will achieve our priorities and objectives and how we will measure our progress.

Efficient and sustainable organisation:

- Finances
- Lean
- Responsive



Safe, Liveable, Locally Focused communities:

- Feeling safe
- Place-based enforcement
- Quality of life



Prosperous, active and healthy:

- Jobs
- Infrastructure
- Connectivity
- Health



Sustainable growth, protected rurality:

- Vibrant growth
- Sense of place
- Recognisably home

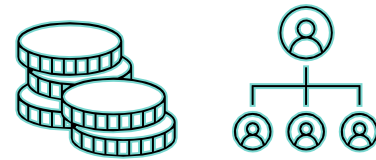


In addition, the Council will continue its work to adopt a meaningful climate change strategy, as well as fully exploring the devolution opportunities available as a result of the Levelling Up agenda, particularly through the 'Trailblazer Devolution Deal' for the West Midlands Combined Authority and a potential County Deal for Warwickshire.

02

Efficient organisation

– financial management, lean and responsive organisation



Our Strategic Aims:

We need to be the most **focused and prioritised organisation** we can be – clear on our vision and priorities, skilled and motivated staff in the right places.

We need to **know what we are about** but also that we can't cover as many areas as before and will continue to **harness the power of the community particularly via the Councillor Community Grant and the UK Shared Prosperity Fund**.

Our **advocacy for the area** will aim to ensure other parts of the systems we live in recognise the needs of North Warwickshire.

We recognise that North Warwickshire Borough Council is an organisation a lot of people turn to for help and we are proud of this – it played a vital role in supporting communities through COVID and is one of the reasons for the Council's positive results in the residents' survey. A key reason for this is our **responsiveness – we know the area and can be relied on to respond**. This need to be allied with a greater understanding of you, as residents of the Borough. Recent changes in our working practices have shown the benefit of the **Council truly leaving the building** in every sense, being more problem solving in complex cases and seeing the person as well as the process.

How we will achieve this:

- Continue to ensure our services are efficient, whilst being as effective as possible for our residents.
- A robust transformation programme to ensure our services and processes are as lean as possible.
- Identifying the resources needed to deliver the Council's plan to provide high-quality priority services to our communities.
- Work through the actions in the Medium-Term Financial Strategy.
- Consider new models of working and providing services including proportionate commercial activity.
- Consider the action plan from the Peer Review due in 2024.
- Develop our staff in the new skills needed, properly supported by IT.
- Develop our vulnerability work from COVID 19 to provide additional assurance to residents who may be experiencing difficulties.
- Ensure as many services are based in North Warwickshire as possible to ensure they reflect and respond to the Borough.
- Continue the Council's sustainability work looking at the business case for reducing our carbon emissions.
- Review our customer service arrangements and how we communicate with residents (RS)
- Further analysis of the key issues raised in the Residents' Survey.

How we will measure this:

- Balanced budget and savings identified in a revised Medium-Term Financial Strategy. (N)
- A minimum of two major services reviews and reporting on the savings and efficiencies achieved. (PI)
- Review our approach to asset management with an Officer Board, reporting to Members on a coordinated and proactive approach to the use of our assets, linked to service provision and commercial activity. (N)
- Increased commercial activity in areas that will promote the wellbeing of the Borough to assist with market weaknesses and make a contribution to the Council's budget. (N&PI)
- Appropriate charges for Green Waste and Parking to help sustain services. (PI)
- Contact those we know to be vulnerable with information, advice and as often as possible with direct contact to ensure the help available is reaching our residents, in particular with regards to inflationary pressures especially the increased cost of energy. (N&PI)
- Efficiently collect money due to the Council, whilst continuing to offer support. (PI)
- Staff survey results. (PI)
- Customer satisfaction. (PI)

06



03

Safe, Liveable, Locally Focused Communities

– feeling safe, place-based enforcement, quality of life



Our Strategic Aims:

North Warwickshire is a recognisable community with a distinctive sense of place. It is connected to but separate from the wider West Midlands area as well as the East Midlands and therefore benefits from public services based on its real geography rather than administrative convenience.

Key to our sense of place is **quality of life** - being able to enjoy the rurality and communities within North Warwickshire. **Feeling safe** is of paramount importance to this and as part of our **advocacy role** for the Borough we will work with the Police and other partners on the key safety issues of concern to local residents.

We will adopt a **place-based approach to enforcement** using our powers where appropriate to ensure the protections to residents' quality of life are used. As well as our professional powers in areas such as Planning, Housing and Environmental Health we will use a problem-solving approach to cross cutting and multi-agency issues to ensure people enjoy their homes and communities.



How we will achieve this:

Continue to play a leading role in the North Warwickshire Community Safety Partnership working with the community, including the Police, Town and Parish Councils and people of all ages, background and areas, to improve public perception of crime and public confidence in feeling safe by contributing towards the achievement of the Partnership plan actions and targets for the current strategic priorities. The Council will also work with partners on road safety particular the issue of dangerous junctions. Following the residents' survey, this will include the public's perception of safety after dark.

Advocate on behalf of the Borough to ensure sufficient levels of key services in the area, particularly Police and street lighting.

To continue to implement Civil Parking Enforcement in North Warwickshire, including working with the County Council in a review of Traffic Regulation Orders and residents' permit schemes, as part of steps to improve and increase, amongst other things, parking in our town centres, and work with partners on improving HGV parking. In addition, the Council will explore options for further parking provision in Coleshill.

Work with partners to resolve Safer Neighbourhood issues, including, where necessary, taking action to address anti-social and nuisance behaviour.

Maintain a very high standard of street cleanliness throughout the Borough, tackling litter and fly tipping as quickly as possible, in particular, using the additional funding allocated by the 2024 Budget for street cleaning.

Support for High Streets via the funding provided in the budget and in support of the Town Centre Plans commissioned by UKSPF funding.

Ensure maximum coordination between enforcement teams to resolve complex social and environmental issues likely to significantly impact on quality of life.



Key to our sense of place is quality of life, feeling safe and using our powers to protect residents' quality of life.



How we will measure this:

- Reporting on a range of Safer Communities indicators linked to Violent Crime (with a focus on domestic violence and abuse, sexual offences and drug and alcohol related), Anti-Social Behaviour, Road Safety (with a focus on road traffic accidents resulting in killed or serious injuries), Crime in Rural Areas. (PI, N)
- Report on the cleanliness of the Borough. (PI)
- Report on the work of our enforcement teams in Planning, Housing and Environmental Health. (N)
- Satisfaction surveys with residents and key partners such as Town and Parish Councils. (N)

Prosperous, active and healthy

– Jobs, Infrastructure, Connectivity, Health

04



Our Strategic Aims:

The first two objectives may be regarded as ensuring the foundations for the organisation and Borough are as firm as possible – the Council should add value to the area and residents should feel at home and secure in their communities.

The next two objectives build on the **quality-of-life theme** to ensure our communities **thrive**, being **prosperous active and healthy**.

Key to this theme is a **healthy and inclusive economy** with a good supply of jobs, including in emerging ‘mega trend’ sectors, prioritised in national and regional Industrial Strategies. Ensuring our residents can **acquire the skills** for new and existing jobs is important in this aim. The skills plan to accompany the major new development at MIRA will be an important

part of this as will the ongoing work with HS2 and their contractors.

The Council’s work with businesses and funding for skills improvements through the **UK Shared Prosperity Fund** will also help with this priority. In addition, the Council has resolved to review its **Local Plan** when the revised guidance and regulations are issued and, in the meantime, to continue to progress the development plan documents in its work programme. That will continue to ensure that the Borough has an appropriate level of development and mix of jobs to ensure the prosperity of the area.

As part of the final aim, ensuring investment into North Warwickshire in terms of sufficient housing and employment for our residents is a generally shared aim as long as the **infrastructure that makes places work** comes with it. The Council has established an ambitious growth and investment programme following years of low input to the area and we will continue to lead on the Borough’s input into securing the improvements to roads, schools, community services and environmental assets to **bring quality to growth**. As these plans are long term and take several years to develop, it is important that the Council reviews whether they continue to be fit for purpose. The Government is currently considering revisions to national planning policy and the planning policy evidence base is in the process of being renewed. This is an appropriate point for the Council to review the Local Plan and has resolved to do this once the new national planning policies have been published.

A key component is ensuring we are **connected with the people, places and factors which influence our**

life – in terms of transport and physical connection and also technology as COVID produces a generational shift to digital services.

The Government’s Levelling Up agenda could be important for this strategic aim, particularly with regard to skills and the local economy.

A number of **health outcomes need to significantly improve** within the Borough. Loss of economic opportunity can often be replaced eventually but reduced health prospects are more damaging. In addition, the Council has a number of ageing leisure and recreation facilities and there is a programme of play area improvements, which will be supplemented by grants from the UK Shared Prosperity Fund to improve community facilities in the area. The 2024 budget signalled an ambitious new approach with a commitment to work towards new leisure facilities in Polesworth and Atherstone, as well as a further pump track in Dordon.



We want our communities to thrive, being prosperous and healthy, and ensure we add quality to prosperity and growth.





How we will achieve this:

Consult on the draft Economic Development Strategy linked to the UK and WM Strategies and emerging sub-regional Economic Development Plans as work in this area moves from Local Enterprise Partnerships to local authorities, including identifying projects to be supported from Government funding.

Implement measures funded by the Business Support element of the North Warwickshire UK Shared Prosperity Fund to provide support to business in the Borough.

Continue to progress the actions in the Local Development Scheme and prepare for a review of the Local Plan.

Progress the business case for replacement Leisure facilities at Polesworth and Atherstone.

Implement a second pump track at Dordon.

Use developer contributions and other funding to maximise opportunities for the employment of local people including addressing skills gaps as well as the improvement of the environment, leisure and other community services that add value to people's lives.

Manage development and work with partners to deliver its associated infrastructure, in line with the Infrastructure Delivery Plan.

Progress the North Warwickshire Transport Strategy to improve strategic roads such as the A5 and A446, improve transport links, including cycle links, footpath links, public transport, and all forms of rail provision.

We will continue to work with partners, particular across the County, to ensure meaningful Levelling Up measures are taken to improve the quality of life in the Borough. This includes continuing the current pilot based on the Mancetter South and Ridge Lane super output area and the formation of a Levelling Up Board, as the successor to the Community Partnership to ensure Levelling Up principles are embedded in all partners' work in the Borough.



We will work in partnership with other agencies to tackle health inequalities through implementation of the corporate Health and Wellbeing Action Plan and relevant Warwickshire North Place Plan priorities, as part of our advocacy work for the Borough within the health system as well as by ensuring access to leisure and other community service opportunities that promote active, healthy lifestyles.

Ensure our work through a number of services such as Planning, Environmental Health, Leisure and Community Development and Housing contribute to improving the wider determinants of health and to enhancing the physical and mental wellbeing of local residents.

Work with partners in Warwickshire and the West Midlands on further devolution deals and ensure issues of interest to North Warwickshire are included.

Continue to work with partners on digital connectivity, including through the Digital Infrastructure Board and, in particular, on the West Midlands Digital Connectivity Infrastructure Accelerator.

How we will we measure this?

- A dashboard of economic indicators linked to the Economic Development Strategy including skill levels, employment rates, benefit claimant rates, wage/salary data. (PI, N)
- Progress reports on the action plan for the Transport Strategy. (N)
- Progress reports on the action plans for the corporate Health and Wellbeing Action Plan and JSNA and relevant Warwickshire North Place Plan priorities. (N)
- Progress reports on the Local Development Scheme. (N)
- A dashboard of health indicators on key health indicators, including life expectancy, access to mental health services, road mortality, and active lifestyle indicators. (PI)
- Report to Members progress on devolution deals. (N)
- Report to Members on the feasibility of new leisure facilities at Polesworth and Atherstone. (N)
- Continue to progress the Levelling Up pilot in Mancetter South and Ridge Lane. (N)
- Establish a 'Levelling Up Board' as the successor to the Community Partnership.
- Report progress on the UKSPF fund to the Member Panel. (N & PI)

N - Narrative / PI - Performance Indicator



Sustainable growth, protected rurality

– Vibrant growth, sense of place, recognisably home

05



Our Strategic Aims:

Linked to the last theme, one of the most important roles North Warwickshire Borough Council can play is to **shape the type of place** North Warwickshire is and ensure there is a **plentiful supply of houses, of the right type and quality**.

There is a housing crisis in the UK caused by insufficient properties being built over a long period of time. The Council will therefore play its part in providing **sustainable growth, facilitating investment in the Borough**. This will ensure the housing needs of the area are met and provide impetus through new jobs, and good quality facilities and services in North Warwickshire.

The growth however must not come at the expense of future generations and must seek to **retain the rurality of North Warwickshire**. The new necessary growth must integrate well with existing development and seek to retain a recognisable North Warwickshire, in particular protecting as far as possible our Green Belt and other strategic designations of land.

Working with partner organisations and advocating for the Borough for the infrastructure mentioned in the last objective is key to this aim.



Sustainable growth providing sufficient houses and jobs, bringing investment into our places whilst keeping our recognisable rurality.



How we will achieve this:

We will ensure we have an up-to-date Local Plan, which remains the best way to provide the homes, jobs and other sustainable growth needed in the area. Crucially, it also provides the best mechanism to ensure as far as we can that development only happens in the right areas, and for the protection of the Green Belt. A key part of this is to review Plans at the right time and the Council has committed to starting a review once national planning policy revisions are published. A number of key parts of the preparatory work for this review can commence now.

We will continue to work with regional partners to ensure our Plan fits into the wider regional context and that we are all working together ensure the necessary supply of homes, jobs, and infrastructure.

Use our Design Champions to ensure the best achievable designs are implemented and developed so as to reflect setting and local character. The Council will hold a further round of its Civic Awards scheme.

Seek to secure the protection of the best of the Borough's built and rural heritage, as well as our natural assets such as the Tame Valley Wetlands Partnership.

To press for the maximum mitigation and benefits for the Borough arising from HS2, particularly during construction in partnership with other affected Councils and community action groups

Continue to implement the adopted North Warwickshire Leisure Facilities, Green Space and Playing Pitch Strategies, and the accompanying Local Football Facilities Plan, in accordance with their associated Action and Funding Plans. In addition, the Council will progress the business case for a new leisure facility in Polesworth and Atherstone. The Council will review the Green Space Strategy including measures to help with climate change and with the revised Biodiversity Net Gain requirement. The Council will also continue to review the business case for providing leisure services through a wholly owned trading company given recent external changes in the leisure industry.

To implement our Homeless Strategy, work on private housing and our action plan to meet the new Consumer Standards. In addition, the Council will assess the business case for creating a wholly owned housing company to assist with the provision of housing that will be delivered, particularly on Local Plan allocated sites, in particular whether new approaches can be taken regarding the provision of a wider range of affordable housing.



How we will measure this:

- Report on progress of the Local Plan and subsequent reviews. (N)
- Report on key planning and housing data such as the five-year housing supply, percentage of affordable homes, amount of land built on brownfield and allocated sites. (PI)
- Report to the Planning and Development Board on pressures on the Green Belt, design and heritage issues including conservation areas. (N)
- Report progress on Leisure Facilities, Playing Pitches and Green Space Strategies. (N)
- Report progress on homelessness, private housing, and other housing issues including action to meet the new Consumer Standards. (N)

Protecting the rurality of North Warwickshire, supporting its communities, and promoting the wellbeing of residents and business.



North Warwickshire Borough Council



www.northwarks.gov.uk



Performance Report



September 2024

PERFORMANCE REPORT SEPTEMBER 2024

TRAFFIC LIGHT

Measure improving markedly

Measure improving

No/virtually no change, no trend or measure not “good” or bad”

Measure worsening

Measure worsening markedly

Corporate Plan key objectives:

Efficient and sustainable organisation – financial management, lean and responsive organisation

Safe, Liveable, Locally Focussed Communities – feeling safe, place-based enforcement, quality of life

Prosperous, active and healthy – jobs, infrastructure, connectivity, health

Sustainable growth, protected rurality - vibrant growth, sense of place, recognisably home

EFFICIENT ORGANISATION – FINANCIAL MANAGEMENT, LEAN AND RESPONSIVE ORGANISATION

EO 1 - Delivery the Medium Term Financial Strategy to improve the Council's financial sustainability

Identifying the resources needed to deliver the Council's plan to provide high-quality priority services to our communities

Balanced budget and savings identified in the Medium Term Financial Strategy (N)

Review our approach to asset management with an Officer Board, reporting to Members, on a coordinated and proactive approach to the use of our assets, linked to service provision and commercial activity (N)

Appropriate charges for Green Waste and Parking to help sustain services (PI)

Efficiently collect money due to the Council, whilst continuing to offer support (PI)

The Council's Medium Term Financial Strategy (MTFS) was reported to the Executive Board in November 2023 and the latest update can be found [here](#). The MTFS was at the heart of the adopted budget, agreed by Council on 21st February 2024.

The Strategy is reviewed annually and will be reported to Executive Board at its next meeting on the 25th November 2024.

A number of projects have been identified in order to implement the Strategy's aim of making the Council's finances more sustainable, such as a review of the Council's assets, a review of fees and charges that was included within the February 2024 budget, appraisal of the case for a commercial housing company (approved by this Board in June and on which legal and tax advice is being considered prior to its formal constitution), review of

leisure provision, and a review of waste collection in the light of Government changes.

The Multi Recycling Facility which has been the subject of a number of reports to Members is now operational. Further reports on the Facility’s performance will be taken to the Community and Environment Board

Collection rates for the current year at the end of March :

Business Rates

	Date	Month	Target	Rate	Difference
01/05/2024	30/04/2024	Apr	11.00%	11.81%	0.81%
01/06/2024	31/05/2024	May	19.00%	20.85%	1.85%
01/07/2024	30/06/2024	Jun	30.00%	31.20%	1.20%
01/08/2024	31/07/2024	Jul	40.00%	40.10%	0.10%
01/09/2024	31/08/2024	Aug	49.00%	49.65%	0.65%

Council Tax

	Date	Month	Target	Rate	Difference
01/05/2024	30/04/2024	Apr	10.50%	10.85%	0.35%
01/06/2024	31/05/2024	May	19.50%	19.96%	0.46%
01/07/2024	30/06/2024	Jun	30.00%	29.07%	-0.93%
01/08/2024	31/07/2024	Jul	38.00%	38.20%	0.20%
01/09/2024	31/08/2024	Aug	48.00%	47.31%	-0.69%

		<p>Sundry Debts – current collection rate 68% which whilst similar to last year has been impacted by the implementation of the new Finance software, Unit 4.</p>
<p>EO 2 - A robust transformation programme to ensure our services and processes are as lean as possible</p> <p>Consider new models of working and providing services</p>		<p>A separate report setting out the year’s transformation activities is included elsewhere on this Board’s agenda.</p> <p>It is worth reflecting that prior to 2019/20, the Council had no dedicated transformation resources and the progress made by the team has been excellent. A log of the prior achievements, as reported to this Board, is attached.</p> <p>As can be seen from the report, there is a busy work programme which will now be supplemented by the new Data Analyst post.</p> <p> Transformation Team log of achievements.d</p> <p>The Council’s new staffing structure, agreed earlier this year, will also provide a focus on transformation as new additional to the Extended Management Team assess the services they provide.</p>
<p>EO 3 - Develop our staff in the new skills needed, properly supported by IT</p>		<p><i>Staff survey results (PI)</i></p>

Staff appraisals take place on an annual basis and lead to the production of a training plan. The form has been revised this year to explicitly link individual objectives to the Corporate Plan via Divisions' Service Plans.

The Council undertakes an annual staff survey. The key results for the 23/24 survey as are follows:

A total of 165 employees completed the survey. This is a response rate of 50%, which is an increase from previous years, which is positive in itself. There were 47 questions in total, which were split over 7 areas.

A summary of the responses is set out in the table below, with last year's result to aid comparison and a graphic summary of the results can be found [here](#)

Section	No of Qs	Summary of Results								
		Best Ever	Significantly Improved	Improved	Slightly Improved	Same	Slightly Worse	Worse	Significantly Worse	Worse Ever
Communication	12	1		1	1	1	2	3	2	1
Training & Development	9		1		1		1	2	4	

Staff Morale	13	1		1			5	6		
Community Engagement	1						1			
Management	8	3					3	1	1	
H&S	1						1			
E Learning	3	1				1	1			
TOTAL	47	6	1	2	2	2	14	12	7	1

As can be seen, the results of this year’s survey are statistically lower in comparison to the results from the 2022 survey. However, overall, there were still many positive results. For example, the question “Do you know how you can help the Council to succeed?” may be statistically ‘significantly worse’ when compared to the 2022 result, however, 82% of respondents answered ‘Yes’. There are however some areas that will be considered.

The results have been fed back to staff and Divisional actions plans are being produced to identify 3 key actions within each Team. A new staff engagement group has been created by the staff led Organisational Development Group and it held its first meeting on 7th February, as a workshop looking at these results, and met again on the 17th July. Three sub groups have been established to look at Communication, Management and Staff Morale and work continues within these sub groups. In addition there are a number of recommendations from the LGA’s DMA review which were reported to Members earlier this year that officers will consider, including a People Strategy which will look at these issues.

Table Summary of Staff Survey Results 2023/24

Section	No of Qs	Summary of Results								
		Best Ever	Sig. Improved	Improved	Slightly Improved	Same	Slightly Worse	Worse	Sig. Worse	Worse Ever
Communication	12	6	1	2	1	1	1			
Training & Development	9	2	7							
Staff Morale	13	11			1	1				
Community Engagement	1	1								
Management	8	8								
H&S	1		1							
Data Protection	3	3								
TOTAL	47	31	9	2	2	2	1			

47 Questions in total split over 7 areas

EO 4 - Develop our vulnerability work from COVID 19 to provide additional assurance to residents who may be experiencing difficulties

Financial Inclusion Update September 2024

The Council has increased the resources it has to help people with financial issues and improve the sustainability of their finances, with a significant amount of work being undertaken by the Council and with its partners.

Financial Inclusion Update September 2024

- **Financial Inclusion Partnership meetings for 24/25 period**
 - 19/6/24 (1) – 10am – 12pm – TEAMS
 - 26/9/24 (2) – 2pm- - 4pm Face to Face, Council Offices
 - 05/12/24 (3) – 2pm – 4pm - TEAMS
 - 19/3/25)4) – 10am – 12pm – Face to Face, Council Offices
- **Plan for 24/25:**
 - 'Data Group' now a standing agenda item
 - for all partners and LA
 - To develop data led projects and initiatives to support 'take up' campaigns, help identify potential joint project work, emerging issues and funding opportunities

Financial Inclusion Support Delivery:

April 24 to Aug 24

70 Households supported with money matters by the FI Support Officer

- 25 had a vulnerability
- 38 helped to claim additional benefits
- 14 Food vouchers awarded
 - NB: Many in crisis, also accessed other options across the borough who were in crisis
- 27 Fuel Bank vouchers issued (Apr 24 to July 24)
- 53 referred / signposted for additional support services
- Outreach work developed and available in local venues and schools
- Supported initiatives, events and community groups

Emergency Food Provision

From April 2024 North Warwickshire Borough Council (NWBC) commissioned and funded through the UKSPF,

'We Care UK' to supply and deliver Emergency Food provision to residents facing financial hardship across the borough.

The relationship with We Care UK is based on a 3-year period, with the first 12 months being a funded period and the expectation that the following 2 years they will become a fully sustainable service.

We Care UK, have been fantastic to work with so far and we have had positive feedback from residents who have been supported as well as from the referral agencies.

We Care UK offer a responsive, seven day per week service, providing well balanced nutritional food for a minimum of three days. This helps support local people and families through an immediate food crisis. Referrals to We Care UK are made by approved agencies and organisations who may be helping to support local people in other ways. Once the simple online referral is made, the resident is contacted within a couple of hours to arrange for the food to be delivered the same day! We Care UK also offer doorstep budgeting sessions from their trained advisers and signposting to our other local partners for support.

The first four months (April to July) have seen We Care UK support 165 local people and families with emergency food and provide 5 budgeting sessions.

We are looking forward to continuing the great work with We Care UK in order to support our local residents facing financial challenges and food insecurity.

A case study from this work is attached below:



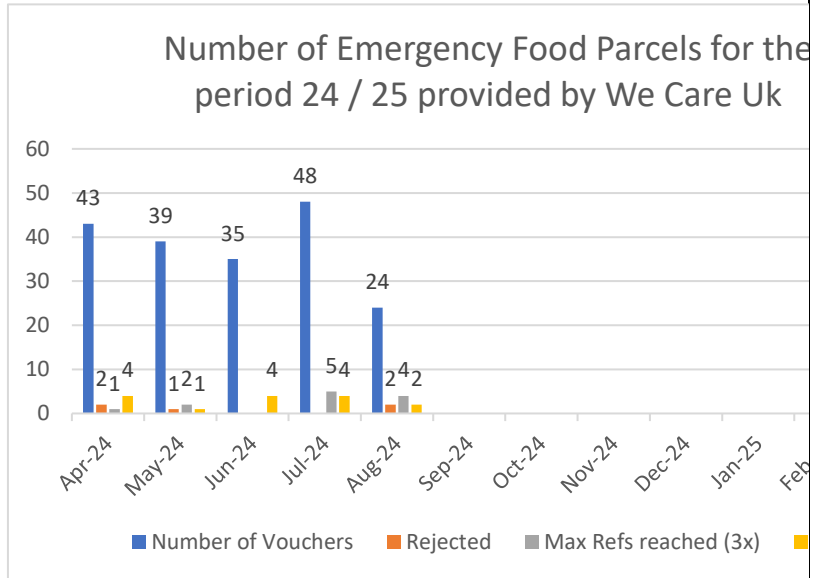
We Care UK - Case Study 1.pdf

Emergency Food Data:

We Care UK Stats - 24/25

	Number of Vouchers	Rejected	Max Refs reached (3x)	NF
Apr-24	43	2	1	
May-24	39	1	2	
Jun-24	35			

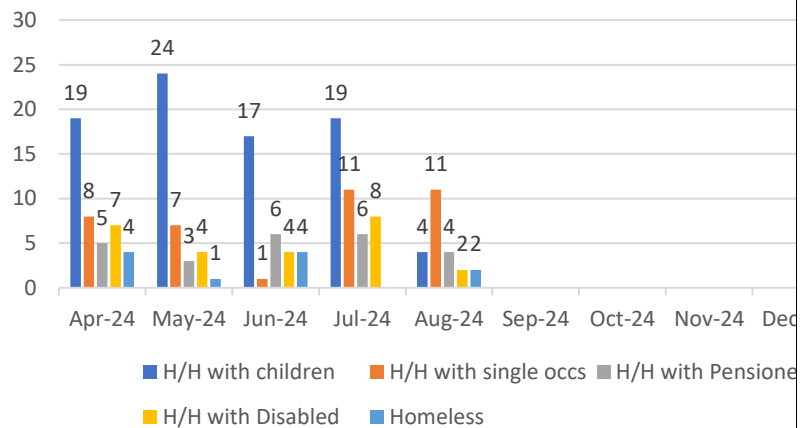
Jul-24	48		5		4
Aug-24	24	2	4		2
	189	5	12		15



Household Breakdown

	H/H with children	H/H with single occs	H/H with Pensioners	H/H Dis
Apr-24	19	8	5	
May-24	24	7	3	
Jun-24	17	1	6	
Jul-24	19	11	6	
Aug-24	4	11	4	
	83	38	24	

Emergency Food Parcel Household Breakdown for the period 24/25.



- However, there are additional offers that are offered across the borough which are promoted by our teams and on our website – see link [Food Supply Help | Cost of Living | North Warwickshire Borough Council \(northwarks.gov.uk\)](#)
- LA staff and We Care UK actively encourage residents to access the Ediblelinks Social Supermarket as a ‘next steps’ from crisis provision and as a platform into becoming a more sustainable shopping option.
- The LA also have a supply of **‘Emergency’ Aldi vouchers** which we use to support many in crisis
 - We have to date, awarded 144 vouchers to the value of **£3,600**

UKSPF funded Projects

- **NW Connect and Learn**
 - Digital sessions started and were made available in 7 local community venues for 10 weeks
 - Open to all residents who need to learn computer basics and get online
 - Drop ins for residents to ask any question relation to getting online including mobile questions!
 - Running alongside the **Money, Money, Maths** (DWP Multiply programme)

- A cost-of-living workshop helping people to budget and save money
- The outcomes document, up to end of June 24:



Connect%20and%20learn%20report-%2

Time Out

- Time Out have successfully run sessions across the borough

Tackling Social Inequalities Funding (TSI)

- Funding to continue to support **NW Connect and Learn** Sessions up to end of Mar 25, (originally funded via UKSPF until end of Mar 24)– a final report is awaited
- **Red Card Gambling** awareness Sessions (up to end Mar 25)
 - Open to **ALL** frontline workers, working across the NORTH (NB and NW areas)
 - An CPD accredited course
 - 10 sessions (30 participants per session max)
 - These sessions most closely link to Priority 1 of the WCC Tackling Social Inequalities Strategy which relates to '**upskilling practitioners to increase their skills and confidence in identifying and supporting residents facing financial hardship**'.
 - 6 sessions completed to date (end of Aug 24)
 - 63 attendees
 - Feedback is 'excellent' and the course is rated as 'invaluable' by many who have attended
 - 4 sessions available in Oct, Nov and Dec 25
- **REPF**
 - Approx 150 Energy Packs purchased, consisting of:
 - Thermal electric throws

- Slow Cooker
- Draught proofing
- Radiator Reflector foil
- LED Bulbs
- We will be utilising and distributing the majority of these packs as part of the **Warm Home Healthier You** (project EPC) project being undertaken in autumn 25 in Mancetter south and Ridge Lane area
- We used 2 packs to incentivise engagement at the Mancetter and Ridge Lane Cost of Living event on 23/4/24
- Slow cookers have been provided to community groups as follows: Water Orton, Ridge Lane, St Peters Church in Mancetter to support their offer to the local community

- **EPC Data**

- Following insightful EPC data provided by WCC BI a pilot prjegy developed with our Positive Energy group partners (part of WN FIP)
- In Mancetter South and Ridge Lane we have considered how many properties higher than a 'c rating could potentially become at least a C rating
- Pilot project 'Warmer Home, Healthier You' to look at properties in the Mancetter South & Ridge Lane area
 - Energy Partners agreed and ready to support
 - Hoping to commence Autumn 24
- Secured some additional UKSPF funding to support with the cost of EPC applications for households

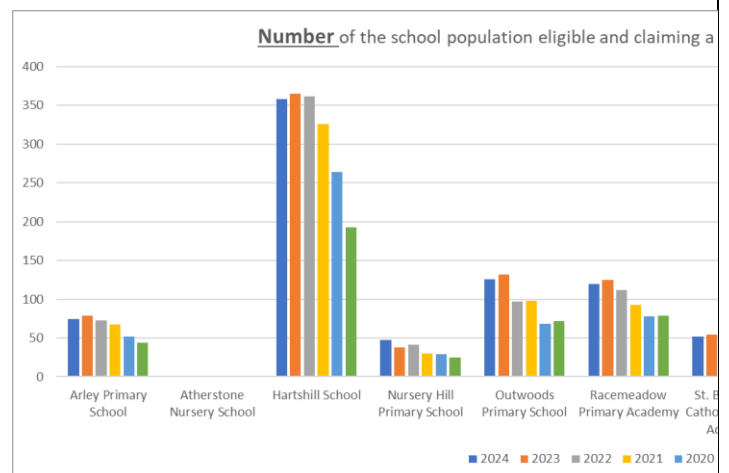
Councillor Hardship Fund

- Following member approval the Councillor Hardship fund went live early 2024
- £5,000 allocated per ward
- Eligibility Criteria and FI team to administer
- To date on £8,500 has been allocated to groups
 - £3,100 refused – 'outside scope of the scheme'
- The administration is all managed via the TEAMS channel

Free School Meals

- Countywide FSM working group to look at take up and how it can be promoted better and help to increase numbers - ongoing
- Michael Drayton school received TSI funding from WCC to provide FSM to all children in school for 1 term which has been very successful and Warwick University are undertaking a study re outcomes – to be completed
- Locally, we have secured some FSM funding to work in the Mancetter South and Ridge Lane to support FSM take up
- 5 feeder schools for the area – Outwoods, Nursery hill, Woodside, Arley and St Benedicts
- We will be going 'back to basics' – letters home in school bags, chatting at school gates, checking FSM entitlement and offering advice drop-in sessions monthly
- We will be starting this project at the end of September 24

To note: below is a table that demonstrates that the FSM work undertaken over the last 6 years has made a difference to the FSM numbers and take up in schools.



Pension Credit Take Up

- Low take up of Pension Credit nationally and in NWBC area pensioners are missing out on an approx. £4.2 million in North Warwickshire constituency – see below table
- We have started to look at Revs and Bens data and have identified a small pilot cohort to work with during Sept 24 where it appears that they may be entitled to PC.

- We will initially write to all the cohort informing them of a call to discuss and offer a PC check. We will then help them to apply where they should be entitled
- During this process we have also identified some cases where we should be applying Single Person Discount for pensioners. This has been rectified and an additional £6,383 has been awarded in SPD
- This work is due to commence Sept 24.
- PC Take UP messages will be scheduled to go out via our comms channels in line with the DWP comms toolkit provided

Constituency	Predicted total annual amount unclaim
Stratford-upon-Avon	£3.6 million
Warwick and Leamington	£3.6 million
Kenilworth and Southam	£2.4 million
Rugby	£3.7 million
North Warwickshire	£4.2 million
Nuneaton and Bedworth	£4.8 million
Warwickshire Total	£22.3 million

Affordable Credit

- Working group established across Warwickshire to look at more affordable lending options
- Some funding available via WCC and also IMLT (POCA)
- New initiative in relation to 'affordable lending' offer for those who are generally unable to borrow from mainstream, lenders via CitySave Credit Union
- Some funding has been allocated for 24/25 in relation to communication for CitySave and maximising reach across the county with target groups
- This work will continue to be developed throughout 2024/25

STW

- We have been working on a setting up a pilot with STW for our Intro tenancies to give a discount of up to 70% on their water bills to support people in the first 12 months
- However, progress has been slow and we are still in the process of trying to get the DSA and appropriate documentation agreed between the two parties – this is still an ongoing issue

	<ul style="list-style-type: none"> ○ Hopeful that this will be ready to start in Autumn 24 <p>In relation to other work with STW we are hoping to establish a Water Metre initiative as part of our Utility work. This again, will be reliant on the DSA being agreed and signed.</p> <p>Levelling Up – Mancetter and Ridge Lane</p> <ul style="list-style-type: none"> ○ The FI team supported local initiatives in relation to 'Levelling Up' – SMART Living (cost of living event), TIME Out sessions, café and drop-in sessions ○ Future initiatives in the coming months 'Have Your Cake and Eat It! (FSM campaign) and Warmer Home, Healthier You (Project EPC) <p>Communications</p> <ul style="list-style-type: none"> ● Continue to promote messages in relation to Move to UC, benefit changes, PC up take and important information in relation to cost of living challenges. <p>.</p> <p>NWBC Employee Support</p> <ul style="list-style-type: none"> ● City Save CU payroll deduction scheme available and promoted for employees. A direct deduction form salary for 'savings scheme' ● New CU offer of the 'PrizeSaver' Account – where you could win up to £5,000 per month ● We will continue to promote this to employees
<p>EO 5 - Ensure as many services are based in North Warwickshire as possible to ensure they reflect and respond to the Borough, including working with partners on digital connectivity.</p>	<p>The Council continues to advocate for as many services as possible to be delivered in the Borough.</p> <p>As reported previously, a number of services have been co-located with leisure services, such as the phlebotomy service at Atherstone Memorial Hall and Coleshill Leisure Centre. The Council is seeking to increase the number of related services on offer at its centres, including using advance health measuring scales using funding from the Health and Wellbeing Working Group.</p> <p>In addition, the leisure service will introduce blood glucose and cholesterol testing services from April 2024. Staff training is taking place this week and procedures will be refined with staff through March. Promotion to public will then follow, using National awareness dates including type</p>

2 diabetes prevention week in May, and national Cholesterol awareness month in October as platforms to promote the service and support prevention and early intervention for health in the Borough.

The Council continues to implement the UK Shared Prosperity Fund delivery plan, with a total of £1.4m allocated to a range of projects in the community and to support local businesses.

As mentioned below in PH5 and PH6, a Warwickshire North Place Health Grant has been created and the Council has bid for funding to support the acquisition of the equipment and staff training that would enable the provision of blood glucose and blood cholesterol testing. This is part of an overall push to integrate our leisure and exercise offer with the related health issues, as part of an overall wellbeing service and more supportive membership journey for those using our Leisure services. Recent additional actions include a weekly Memory Café started at Atherstone Memorial Hall. Officers are working with the George Eliot Hospital NHS Trust on the option of hosting a Cardiac Rehabilitation programme at the Memorial Hall.

Our work on Community Safety continues to push for greater Police resource in the Borough and more continuity of service. Successful bids for OPPCC funding and Safer Streets funding have been made and a number of projects/services will be introduced in to the Borough.

A bid for a total of £250,000 in funding from the Innovation for Healthcare Inequalities programme and the NHS England Midlands regional 'Going further faster' programme for Warwickshire North has been successful. The proposal for these funds is to develop a pathway for the increased detection of hypertension, Atrial Fibrillation and High cholesterol in the community followed by diagnosis and management including lifestyle interventions/support. The ICB advised partners in December that no further projects against this funding would be approved in the current financial year however is actively seeking projects for next year. The projects for Warwickshire North already approved are unaffected.

Members are aware that the Council's Levelling Up Fund bids were not successful and as a result the Council resolved in February to work on replacement facilities in Polesworth and Atherstone via internal funding. Work continues with partners, particular health and libraries to

examine if the related services included in the LUF bids can still be included in order to secure and improve the services available in the area.

There have been a number of meetings with Network Rail and the [West Midlands Rail Executive](#) (WMRE) (part of the Combined Authority arrangements) on the opportunities for more rail services in the Borough, This has focussed initially on Water Orton and Coleshill Parkway.

The Government has announced initial funding of £123m for the Midlands Rail Hub (MRH) project, using funding repurposed following decisions on the future of HS2. Subject to confirmation following the general election, this forms part of a £1.75bn investment strategy for the MRH with the aim of more services in and out of Birmingham (and other cities). The Eastern Project section of the MRH will look at more trains per hour from Birmingham to Nottingham and to Leicester which may allow for more services within the Borough. Improvements at Moor Street Station is key to this and services from our area may terminate there rather than New Street.

This project is at an early stage but as a result of meeting with WMRE's Head of Rail Policy and Strategy, our wish for additional services (and which cover more of the day) is being advocated for within that development work.

Discussions are also ongoing with Cross Country regarding shorter terms opportunities for more trains as part of the annual review of timetabling.

The County Council are currently reviewing the 'station prospectuses' for Coleshill Parkway and Water Orton and are also reviewing the options to improve services at Polesworth station. There are also longer term aspirations regarding a new Polesworth station and a Kingsbury Parkway station.

All these projects will form a significant part of the North Warwickshire Transport Plan (see PH4 below)

Officers have arranged a meeting with Severn Trent Water to discuss a number of concerns regarding the quality of the services in the Borough. This will take place ahead of the 4th December Council meeting and details will be circulated to Members shortly.

	<p>The Council continues to work with the County Council on improving digital connectivity in the Borough. Devices are being placed with our refuse vehicles (as they cover the whole of the Borough) which will measure the strength, or otherwise, of the mobile phone network in the Borough to give further information on areas with poor coverage.</p> <p>The CSW Broadband project is now complete with 78,000 properties across the region now capable of being connected to the fasted broadband. The final project included new cabinets in Dordon, Grendon and Hartshill.</p> <p>Warwickshire and Leicestershire have been awarded £71m from Project Gigabit and have appointed City Fibre to assess where interventions would be helpful.</p> <p>We are also involved in communications about the digital switch due to happen next year.</p>
<p>E06 – Action from the Residents’ Survey</p>	<p>As Members will be aware, the overall results from the Residents’ Survey were very positive.</p> <p>There were a number of issues however which highlighted areas for the Council, and its partners, to work on.</p> <p>The Council is very keen for the Residents’ Survey to remain a ‘live’ document and to influence the Council’s actions and priorities.</p> <p>To that end, the Council’s adopted Budget provided further initial funding towards examining the feasibility of replacement leisure facilities given the general support for enhanced leisure provision set out in the survey results.</p> <p>The top priorities for households included inflationary pressures on the cost of living and the Council has increased the staffing resources in our Financial Inclusion Team (see E04 above for an update on the Council’s Financial Inclusion work).</p> <p>In addition the appearance and cleanliness of the Borough was identified and the Council identified further funding for street cleaning (£125,000) and a High Street Grant fund £100,000).</p> <p>The issue of feeling safe after dark was also highlighted and Officers will seek to discuss this with partners with the North Warwickshire Community Safety Partnership.</p> <p>How we communicate with residents, in particular our reception and customer service arrangements, also came out as a priority and the Interim Corporate Director Resources will lead a review into these areas which will start in the Autumn.</p>

E07 – Continue the Council’s sustainability work looking at the business case for reducing our carbon emissions

The Council has declared a climate emergency and adopted a [Climate Change Action Plan](#)

At the time of writing the climate action plan, the annual carbon emissions of the Council were estimated to be 1928 tonnes of CO₂e per year.

(38% transport, 33% heating, 23% electricity, 2% water, 2% transmission losses, 1% staff travel)

The Council pledged to reach net-zero emissions for Council operations by 2030. This will require the Council’s annual emissions to be rapidly reduced to the lowest amount possible, ideally 0 tonnes of CO₂ by 2030. This is a highly ambitious target.

Globally we are already seeing the impacts of climate change and are currently not on track to meet the Paris Climate Agreement that states we will hold “the increase in the global average temperature to well below 2 °C above pre-industrial levels” and pursue efforts “to limit the temperature increase to 1.5 °C above pre-industrial levels.”

There are several actions already underway within the Council to reduce emissions towards net-zero.

Public Electric Vehicle Chargers

The Council has successfully procured an installer (Believe) to increase the number of publicly available public chargers on Council car parks. The Council’s legal colleagues have been reviewing this contract to ensure it meets the Council’s needs. If approved this will see a range of EV chargers installed on a number of Council owned car parks, ranging from overnight slower chargers to ultra rapid chargers. This will facilitate residents and businesses to electrify their vehicles, helping to future proof the community, reduce the area-wide emissions and provide a small revenue for the Council.

Electric Vehicle Fleet

The Council is looking to purchase the first battery electric vehicles (BEVs) starting with several small vans. This replacement will lead to an immediate reduction of fleet emissions and air pollution, whilst also offering a financial benefit through significantly reducing fuel costs as electric charging can be a fraction of the cost of petrol or diesel. These vehicles will require a location to charge, and the Council has spoken with the energy providers and installers have visited Sheepy road depot and the Council House offices to provide information and quotes for charger installations at these sites. We are continuing to seek further quotes, but once these chargers can be installed, the first EVs can be put into operation.

Smart meters

Monitoring of energy consumption is essential to understand the Council's carbon emissions and to monitor net-zero progress. Currently utilities data collection is complex due to the systems available, we are required to download, and manually process large amounts of data to monitor emissions. This is time consuming and inefficient. To improve our understanding of energy consumption the Council's utilities providers have been contacted regarding the installation of smart meters at various buildings. Smart meters will allow for a near real time, or half hourly energy consumption data collection. This facilitates far more accurate monitoring of data and will enable monitoring of future actions to ensure emissions are reducing as expected. This work is ongoing, as not every building is currently able to have a smart meter installed, but Officers are working towards a fully digital system where every Council owned building's energy consumption and emissions can be automatically monitored and recorded.

Decarbonising heat

The greatest challenge to reduce emissions is the decarbonisation of heat. This will see all buildings move away from the burning of fossil fuels, oil, coal and gas to provide heat and hot water. For the Council this includes all the large buildings, leisure centres and the office building that will need a near total overhaul of the current heating system. Technologies already exist that can achieve this, with heat pumps often being the most efficient form of heating available. But there are several barriers that must first be overcome before this goal can be achieved.

- Improve monitoring of energy consumption
- Calculate building heat loss
- Calculate peak heating loads
- Maximise thermal efficiency (Retrofit)
- Size heating systems (kw)
- Understand grid load and energy requirements

This work can be complex and take many months to years to complete. To achieve net-zero the Council needs to be working on multiple buildings at once. The upfront costs of installing carbon free heating systems are expected to be perhaps the most expensive element of the Council's decarbonisation plan, as the installation of heat pumps is currently more expensive than a like for like gas boiler installation. The Council therefore will have to carefully consider detailed business cases for such work highlighting the year on year financial return. This is possible with installations such as Electric vehicles but is more challenging for other areas due to a lack of data.

	<p>Grants are often utilised to fund large scale interventions such as decarbonising heat, but currently only a small number of grants are running. It is expected more will follow in the near future, and the Council will prepare for the next round of grants in the meantime.</p> <p>However the building which emits most carbon, Atherstone Leisure Centre, is now the subject of a major review looking into the feasibility of a replacement centre and this provides the opportunity for the Council to consider the options for heating/energy.</p> <p>The UK energy grid is expected to reach net-zero by 2050, the national legal target set by Government/Parliament. If the Council installed all electrical heating systems throughout buildings, then it would be possible to wait for the grid to decarbonise, bringing the Council to net-zero at the same pace. This, however, would be behind the Council's net-zero by 2030 target.</p>
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SAFE, LIVEABLE, LOCALLY FOCUSSED COMMUNITIES – FEELING SAFE, PLACE BASED ENFORCEMENT, QUALITY OF LIFE

<p>COM 1 - Continue to play a leading role in the North Warwickshire Community Safety Partnership working with the community, including the Police, Town and Parish Councils and people of all ages, background and areas, to improve public perception of crime and public confidence in feeling safe by contributing towards the achievement of the Partnership plan actions and targets for the current strategic priorities. This will be particularly important for those who have spent considerable periods of time shielding against the risk caused by COVID 19.</p> <p>COM 2 - Work with partners to resolve Safer Neighbourhood issues, including, where necessary, taking action to address anti-social and nuisance behaviour</p>	<p><i>Reporting on a range of Safer Communities indicators linked to Violent Crime (with a focus on domestic violence and abuse, sexual offences and drug and alcohol related), Anti-Social Behaviour, Road Safety (with a focus on road traffic accidents resulting in killed or serious injuries), Crime in Rural Areas (PI, N)</i></p> <p>Updates regarding the key Safer Communities issues are reported to the Safer Communities Sub Group</p> <p>The latest agendas can be found here, here and here.</p> <p>The meeting scheduled for July was postponed due to the election and will be rearranged for the autumn.</p> <p>As discussed in E06 above, the recent residents' survey has provided further insights into residents' views on feeling safe. The vast majority of residents (94%) say that they feel safe in their local area during the day, and this is in line with the LGA national benchmark 93%) but above the regional benchmark (89%).</p> <p>However, the figure for feeling safe after dark (62%) underperforms both LGA comparators (73% national and 67% regional). Officers have arranged to meet with the</p>
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County Council's Community Safety analysts to discuss what further work can be done to understand the reasons behind this issue. The County Council, on behalf of the District and Borough Community Safety Partnerships, have undertaken a survey of reported cases and perceptions of Community Safety which will help with this further work. The 'Your Say on Community Safety' survey went live on Monday 8th July, hosted on the Ask Warwickshire website: <https://ask.warwickshire.gov.uk> The survey asked people who live, work and/or study in Warwickshire for their views on a range of community safety issues. The results will be used to inform the Community Safety Partnership Strategic Assessments, which will be undertaken in the autumn and used to set new CSP priorities in early 2025. They will be analysed down to Ward level, so should give us a helpful insight into the views of residents and those who work and study in the county. The analysis is currently being undertaken.

A monthly 'Problem Solving Meeting' is Chaired by the Police Inspector to consider data and target hot spot locations using the SARA problem solving approach and to implement Problem Solving Plans. Current plans include:

- **Theft from motor vehicle offences – Operation YARD** is focussing on Corley Services. Several arrests have been made linked to organised crime.
- **Operation REDUCE** - tackling, disrupting and dismantling county lines drug supply activities. Work is to be undertaken at several locations in North Warwickshire. Offenders are believed to be cross-border from the West Midlands

Four projects have been approved for funding via the Office of the Police and Crime Commissioner including Off Road Bike Projects (K Barrier Installation and fencing),, a Road Safety Project and Crime prevention equipment to address acquisitive crime in NW.

Serious Violence Project.

One project has been approved to fund a Virtual Reality knife crime programme that will visit secondary schools in North Warwickshire.

Members will be aware that work on a Public Spaces Protection Order in respect of Atherstone Town Centre covering a number of anti social activities has been approved by this Board earlier this year. The legal process post adoption has now been completed and the Order is in effect.

		<p>The CCTV system in Atherstone continues to be well used and effective, supported by funding from the UKSPF. An options appraisal was undertaken to consider incorporating Polesworth Town Council’s scheme into the Control Room however this is not now being pursued.</p> <p>The partnership working between the CCTV monitoring officers and the Police continues to be productive. The active monitoring part of the service is particularly useful in prevention and early intervention. There have been two interventions by Trading Standards in the last few months which were instigated by observations made by the CCTV service and shop lifters are regularly watched, tracked and reported to the Safer Neighbourhood Team to help protect local businesses. Options for continuing the funding for the staff who manage the service in the Control Room are being considered.</p> <p>In addition there has been other significant funding on CCTV. As a result of successful funding applications via Safer Streets Funding and UK SPF - 12 new cameras have been purchased with 4 cameras allocated to Parish Councils. North Warwickshire Community Safety Partnership therefore currently has 20 cameras.</p> <p>The Housing team continues to work with the Police’s Safer Neighbourhood Teams on issues of anti-social behaviour. The Tenancy Services Team and our Solicitor have recently tackled two serious cases of anti social behaviour. In one an injunction was obtained to protect residents. In the other close liaison with the Police and mental health services enabled the team to safeguard the joint tenant and neighbours.</p>
<p>COM 3 - Advocate on behalf of the Borough to ensure sufficient levels of key services in the area, particularly Police and street lighting.</p>		<p>See update on EO 5 above</p>
<p>COM 4- Maintain a very high standard of street cleanliness throughout the Borough, tackling litter and fly tipping as quickly as possible</p>		<p><i>Report on the cleanliness of the Borough (PI)</i></p> <p>The latest position on fly tipping was reported to the Safer Sub committee meeting on the 26th March 2024</p>

	<p>and a further report will be taken to the next meeting in the autumn, as mentioned in COM1 above.</p> <p>As reported to this Board in June, the Council has created a new post of Environmental Crime Officer and following a successful recruitment exercise Andy Timmins started work in July. Andy will present to Members at the October Community and Environment Board and the next Safer Sub committee on his work to date and plans for the future which will include increase communication on the work of the team and outcomes of investigation. An example of this can be seen on the Council's Facebook page which has generated a lot of interest.</p> <p>One of Andy's primary tasks will be to coordinate the deployment of the Council's CCTV cameras.</p> <p>Four Fixed Penalty Notices (now worth £1000 as the Council recently resolved to increase the fine) have been issued in respect of recent more minor cases of fly tipping with other cases being processed currently.</p>
<p>COM 5 - Ensure maximum coordination between enforcement teams to resolve complex social and environmental issues likely to significantly impact on quality of life.</p>	<p><i>Report on the work of our enforcement teams in Planning, Housing and Environmental Health (N)</i></p> <p>The Planning and Environmental Health teams continue to work together on cross cutting issues.</p> <p>The structures for both the Environmental Health team and Planning teams have been reviewed recently and additional posts added. As mentioned above, the Environmental Health team's new Environmental Crime officer commenced work in late July. As requested, an update on that Officer's work will be reported to the Community and Environment Board.</p> <p>The Streetscape division staffing arrangements will also be reviewed and will be reported to Members once the Executive Director within the new structure has been recruited. A key element of these reviews is to further strengthen the Council's response to enforcement matters.</p> <p>The Chief Executive continues to chair joint working project groups on issues as necessary, for example on the safety issues relating to protests at Kingsbury Oil Terminal, fly tipping cases, the Lea Marston Shooting Ground, and more recently the Abattoir in Arley on which</p>

	<p>Environmental Health and Planning Officers are working closely together. The case is due to be reported to the Planning and Development Board shortly.</p> <p>The Planning team now have three Enforcement Officers in post and as part of their work on their new software system (part of the transformation work detailed in E02 and in the report elsewhere on the agenda of this meeting) a new annual report on the work of the Enforcement team will be presented to Members later this year.</p>
<p>COM 6 - Support for High Streets via the High Street Grant Fund and UKSPF funding'</p>	<p>The Communities team continue work with the three Partnerships in Atherstone, Coleshill and Polesworth, in delivering a range of activities to both enhance the attractiveness of the market towns, increase footfall and support local businesses. The Market Towns Officer role, funded through UKSPF, will continue to be delivered until March 2025, and focuses on supporting the Partnerships. This includes seeking funding to support their continued work, as well as working more generally with businesses to identify their concerns and ideas for future growth.</p> <p>The Shop Front Improvement Grant, announced in the Council's Budget in February, was also launched in July this year, and has proved extremely popular having received approximately 100 applications (at the end of August 2024) and will be considered by the Member Panel shortly. Further work will be required, with the Heritage and Conservation Officer, to ensure that grants are well spent and the work conforms to appropriate planning regulations.</p>

Prosperous and healthy –

Jobs, Infrastructure, connectivity, health

PROSPEROUS AND HEALTHY – JOBS, INFRASTRUCTURE, CONNECTIVITY, HEALTH

<p>PH 1 - Produce a revised Economic Development Strategy linked to the UK and WM Industrial Strategies, including identifying projects to be supported from Government funding.</p>	<p><i>A dashboard of economic indicators linked to the Economic Development Strategy including skill levels, employment rates, benefit claimant rates, wage/salary data (PI, N)</i></p> <p>A revised draft Economic Development Strategy, to complement the employment land strategy within the adopted Local Plan, was considered by this Board last year before being consulted on, together with a number of Forward Planning documents. That consultation has now been completed and the results reported to the LDF Subcommittee on the 24th July. The consultation responses are currently being considered and a final draft Strategy will be reported to Members in due course.</p> <p>The Council is also inputting into a Warwickshire Strategy, a Coventry and Warwickshire Strategy and a West Midlands Investment Strategy.</p>
<p>PH 2 - Use developer contributions and other funding to maximise opportunities to support business and the employment of local people including addressing skills gaps as well as the improvement of the environment, leisure and other community services that add value to people's lives.</p> <p>Implement measures funded by the Business Support element of the North Warwickshire UKSPF</p>	<p>The Council issues an Infrastructure Funding Report every year, the latest being 2023. The latest report was considered by the Planning and Development Board at its January meeting. Each year's report can be found here</p> <p>The County Council's statements can be viewed here</p> <p>There is an extensive Infrastructure Delivery Plan linked to the adopted Local Plan which will seek developer contributions on a range of issues IDP 2018</p> <p>Work continues to offer support to those seeking jobs and further training. In particular, a skills plan is being developed with local partners to support the employment land allocation in the Local Plan for Horiba MIRA which was recently granted planning permission.</p> <p>Work also continues with HS2 in order to ensure barriers to employment within our area are reduced with regular meetings between Officers, HS2's contractors, DWP and WCC officers and a number of drop in events and increased promotion of jobs opportunities. This supplements the allocations made within the People and</p>

Skills element of the UKSPF work. There has been considerable progress on this as shown in the tables below. In quarter 3 22/23 the number of people who had been unemployed who were now working on the HS2 project from North Warwickshire was 8 however by quarter 3 23/24 that had increased to 27. Similarly, the number of apprenticeship starts by our residents has increased over the same period has increased from 14 to 17.

HS2 Workless Job Starts

West Midlands Region

Q3, 2022/23

Birmingham	255
Solihull	46
Sandwell	113
South Staffordshire	38
Coventry	49
Dudley	26
Walsall	51
Lichfield	16
North Warwickshire	8
Stratford-on-Avon	11
Rugby	13
Wolverhampton	45
Cannock Chase	2
Shropshire	4
Telford and Wrekin	11
Warwick	13
Nuneaton & Bedworth	10
East Staffordshire	4
Stafford	7
Staffordshire Moorlands	1
Herefordshire	6

HS2 Apprenticeship Starts

Birmingham	155
Solihull	49
Sandwell	29
South Staffordshire	18
Coventry	23
Dudley	18
Walsall	18
Lichfield	14
North Warwickshire	14
Stratford-on-Avon	7
Rugby	8
Wolverhampton	7
Cannock Chase	7
Shropshire	7
Telford and Wrekin	6
Warwick	5
Nuneaton & Bedworth	7
East Staffordshire	3
Stafford	3
Staffordshire Moorlands	1

399

Q3, 2023/24

HS2 Workless Job Starts

West Midlands Region

Birmingham	551
Solihull	84
Sandwell	202
South Staffordshire	60
Coventry	94
Dudley	51
Walsall	105
Lichfield	26
North Warwickshire	27
Stratford-on-Avon	22
Rugby	17
Wolverhampton	80
Cannock Chase	4
Shropshire	10
Telford and Wrekin	13
Warwick	24
Nuneaton & Bedworth	22
East Staffordshire	5
Stafford	9
Staffordshire Moorlands	2
Herefordshire	6

HS2 Apprenticeship Starts

Birmingham	191
Solihull	60
Sandwell	44
South Staffordshire	21
Coventry	30
Dudley	21
Walsall	21
Lichfield	17
North Warwickshire	17
Stratford-on-Avon	7
Rugby	13
Wolverhampton	7
Cannock Chase	7
Shropshire	7
Telford and Wrekin	8
Warwick	6
Nuneaton & Bedworth	9
East Staffordshire	4
Stafford	6
Staffordshire Moorlands	2
Herfordshire	1

The Council has [adopted](#) a revised Supplementary Planning Document relating to developer contributions earlier this year, including for Open Space, Sport and Recreation contributions.

The Council continues to allocate UKSPF funding with £1.4m committed to June with further projects approved at the June meeting.

Funding Sources	2022 - 23	2023 - 24	2024 - 25	Total
UKSPF Allocation	£238,544	£477,088	£1,249,970	£1,965,602
Rural England Prosperity Fund		£280,000	£215,639	£495,639

Allocations to Date

Total allocations to date:

Investment Priority	Allocation (2022 / 2023)	Allocation (2023 / 2024)	Allocation (2024 / 2025)	Spend allocated to date	Left to allocate
Communities & Place	£181,044	£278,088	£506,970	£775,824	£190,278
Local Business	£27,500	£117,000	£239,250	£338,988	£44,762
People & Skills	£30,000	£82,000	£503,750	£193,067	£422,683
Rural England		£280,000	£215,639	£161,909	£333,730

The Council will award £255,000 additional funding to communities via the Councillor Community Grant scheme announced as part of the Council's adopted budget in February.

PH 3 - Manage development and work with partners to deliver its associated infrastructure, in line with the Infrastructure Delivery Plan

The Council [resolved](#) to undertake a review of the adopted Local Plan, once national policy changes have been confirmed. Whilst the Government has recently issued a revised draft National Planning Policy Framework for consultation (reported elsewhere on this agenda), the revised regulations on Local Plan making have not yet been issued. However Government officials have confirmed that the intention is to issue those in the summer next year.

Work continues on the delivery of the adopted Plan. This is particularly important in relation to the strategic allocations.

The Local Development Scheme has been updated to reflect the work programme.

The high-level work programme is as follows and has been developed by the LDF Sub committee. A series of meeting for this Group has been arranged for the coming year:

- 1 Delivery of Strategic Allocations – in particular allocated sites H2, H4, E4
 - o Master Plans
 - o Design Codes
 - o Infrastructure delivery

	<ul style="list-style-type: none"> 2 Delivery of infrastructure <ul style="list-style-type: none"> o A5 Phases 1 and 2 – HIG funded o A5 Phases 3 and 4 – RIS3 pipeline project o Other key facilities and services such as education, health and community facilities 3 Supplementary Planning Documents <ul style="list-style-type: none"> o Residential Design SPD o Open Space and Sports SPD o Developer Contributions SPD 4 Gypsy, Romany and Traveller Development Plan Document 5 Neighbourhood Plans <ul style="list-style-type: none"> o Advice and guidance to those preparing their NP's 6 Improve monitoring of Local Plan <ul style="list-style-type: none"> o Reviewing current process and looking to improve use of IT 7 Review and keep evidence up to date <ul style="list-style-type: none"> o HEDNA – Housing and Economic Development Needs Assessment 8 Conservation work <ul style="list-style-type: none"> o Designation of Conservation Area for Caldecote o Designation of Conservation Area for Freasley <p>As set out above, a number of those documents have been the subject of consultation. Work progresses on the other documents and further reports will be taken to the LDF Sub committee as reported to the July LDF Sub-Committee.</p>
<p>PH 4 - Progress the North Warwickshire Transport Strategy to improve strategic roads such as the A5 and A446, improve transport links, including cycle links, footpath links, public transport, and all forms of rail provision.</p>	<p><i>Progress reports on the action plan for the Transport Strategy (N)</i></p> <p>Warwickshire County Council has developed a revised Transport Strategy and the strategy relating to North Warwickshire will now be contained within that document. The County Council has now approved the Strategy.</p> <p>An initial officer meeting took place on the 23rd February regarding the North Warwickshire Local Transport Plan. The draft timeline for this work is attached and transport issues relating to health and employment/skills is likely to</p>

be a key issue, as identified through the initial work on Levelling Up



LTP4 ASTS
timeline.docx

Whilst some of the dates have changed, due to the General Election, Officers are advised that the County Council are now producing strategy documents for each Borough and District by November, with engagement with this Council shortly afterwards.

Nearly £80m was allocated for the first phase of improvements to the A5 in the March 2020 budget, one of only three schemes in the country allocated funding. Project meetings have started on that scheme and Members will be aware that a consultation on the options for the Grendon to Dordon part of the road, together with proposals for the roundabout at Holly Lane took place last year. The wider upgrade from the M42 to the M69 is now thought more likely as a result of the funding for the first phase. That scheme is one of the pipeline projects being developed as part of the Government's next [Road Investment Scheme](#) (RIS3), the only one currently in the Midlands.

National Highways have recently raised concerns about the rising costs of the A5 work and that further funding may be needed. We are working with them, the County Council and Homes England on this issue and National Highways submitted further details to the Department for Transport in the summer.

National Highways are now looking at seven projects along the A5 from the M42 to the M69 and officer working groups have been established. Progress and any further announcements on funding will be reported to Members when made.

PH 5 - We will work in partnership with other agencies to tackle health inequalities through implementation of the corporate Health and Wellbeing Action Plan and relevant Warwickshire North Place Plan priorities, as part of our advocacy work for the Borough within the health system as well as by ensuring access to leisure and other community

Progress reports on the action plans for the corporate Health and Wellbeing Action Plan and JSNA and relevant Warwickshire North Place Plan priorities (N)

A dashboard of health indicators on key health indicators, including life expectancy, access to mental health services, road mortality, and active lifestyle indicators(PI)

service opportunities that promote active, healthy lifestyles.

PH 6 - Ensure our work through a number of services such as Planning, Environmental Health, Leisure and Community Development and Housing contribute to improving the wider determinants of health and to enhancing the physical and mental wellbeing of local residents

The Council's Health and Wellbeing Action Plan is reported to the Health and Wellbeing Working Party, with the minutes of that body report to the Community and Environment Board. A draft revised Action Plan 2023-27 was [agreed](#) in February last year.

The Warwickshire North Plan is attached here and a partnership day is being held on 7th March to review these priorities.



WN Place Plan.pdf

A Public Health Fund for the Warwickshire North area was made available for funding bids to support the Place's health priorities and the outcomes reported to the February Health and Wellbeing Working Party.

A health inequalities dashboard has been developed with Warwickshire County Council and can be found [here](#)

Work on the Warwickshire North Place partnership dashboard has been paused due to a lack of capacity across the system. Officers however are working with colleagues in the partnership to restart this work which is crucial in establishing if the various partnership activities is having the intended impact. However in the interim there are a number of [sources](#) of information

The Warwickshire North Health and Wellbeing Board has identified four priorities, identified through workshops



The Council's contribution to these priorities can be found in this attachment.



WN Place Progress
Report Aug24.PPTX

A bid is being developed for the Government's [WorkWell](#) fund which is aimed at those not currently in the labour market due to health issues. This is a key issue within North Warwickshire.

Officers continue to attend the Local Estates Forum which looks at physical assets available to promote health and wellbeing

Members will be interested in a practical example of work that has been undertaken by the Warwickshire North Delivery Group, which includes officers from this Council, on a practical project to boost whooping cough vaccinations.

As set out in the case study below, the take up rate has increased from a low of 14.8% in May 2023 to 64.5% a year later, with higher rates in other months.

WNP Delivery Group

August's WNP Delivery Group continued the cycle of presenting a case study aligned to one of the Place priorities at each bi-monthly meeting. The focus for August was Maternity, Children and Young People, and the case study presented was the Maternity Vaccinator project, funded by the Integrated Care Board's (ICB) Health Inequalities funds.

Action is needed to improve vaccination rates, with uptake for both the flu and whooping cough vaccines for expectant mothers at George Eliot Hospital (GEH) sitting at 35% for 2022/2023, compared to the national targets of 75% and 60% for flu and whooping cough vaccinations, respectively.

Previously, GEH offered maternity vaccinations on Monday afternoons or Saturdays, with high percentages of non-attendances and generally low uptake. To improve this, the Public Health Midwife successfully bid for just over £53,000 to the ICB to secure a dedicated Maternity Vaccinator within the GEH Maternity team.

The role focuses on engaging with 'at risk' communities and 'hard to reach' areas locally, offering specialised support to families and dispelling any myths around vaccines. Patients no longer have to attend specifically on limited days for the vaccinations and are instead opportunistically vaccinated when attending for their 20-week scan appointment, reducing time and costs associated for patients.

The below table shows the difference in uptake rates for whooping cough vaccinations since the Maternity Vaccinator started in post in mid-January 2024.

	2023	2024
January	40.2%	36.3%
February	32.3%	75.0%
March	32.7%	66.1%
April	20.7%	64.6%
May	14.8%	64.5%
June	31.5%	47.2%
July	31.2%	69.3%

A total of 1,211 whooping cough vaccinations were delivered by the team from January to June 2024, vastly increasing the rate of expectant mothers receiving their vaccination. The project continues to develop, looking to deliver the Respiratory syncytial virus (RSV) vaccination from September 2024 and continue reducing the risk to babies.

The Council's work on Air Quality continues and has been reported to the Health and Wellbeing Working Group on 26th February 2024 and the [Community and Environment Board](#) in October 2023. The Council has recently deployed eight additional monitoring units – five in Water Orton (linked to the HS2 construction), and one each in Hartshill, Dordon and Polesworth.

PH 7 - Progress the business case for replacement leisure facilities

The Council has agreed to explore the feasibility of building two new leisure centres in North Warwickshire. The locations that are being discussed are Polesworth and Atherstone.

At the Community and Environment Board [meeting](#) on Tuesday 20th August, Councillors were presented with a report suggesting that a detailed feasibility review be undertaken, looking at ways in which the Council could progress with its aspirations for new Leisure Facilities in the Borough.

Whilst no final decision has been taken at this stage in terms of the affordability and service profiles of any new

centres, a full detailed options appraisal will be submitted to the Council once the feasibility review has concluded.

Next steps include detailed site surveys at Abbey Green Park in Polesworth and further design options for the existing site in Atherstone.

The Council has also agreed to start engaging with external operators to fully explore and understand the merits of any new operational arrangements.

During the review phase there are no changes to existing service or users of the any of the NWBC Leisure Facilities.

SUSTAINABLE GROWTH, PROTECTED RURALITY – VIBRANT GROWTH, SENSE OF PLACE, RECOGNISABLY HOME

SG 1 - We will ensure we have an up-to-date Local Plan, which remains the best way to provide the homes, jobs and other sustainable growth needed in the area. Crucially it also provides the best mechanism to ensure as far as we can that development only happens in the right areas, and for the protection of the Green Belt.

Report on progress of the Local Plan and subsequent reviews (N)

Report on key planning and housing data such as the five year housing supply, percentage of affordable homes, amount of land built on brownfield and allocated sites. (PI)

Report to the Planning and Development Board on pressures on the Green Belt, design and heritage issues including conservation areas (N)


The North Warwickshire Local Plan was adopted on 29th September 2021. As mentioned above, the Council has resolved to review the Local Plan as soon as national policy changes have been confirmed.

Regular updates are reported to the Planning and Development Board on recent appeal decisions

Monitoring information on the development provided during each year will be report to Board on an annual basis with the most recent report considered at the [LDF Sub committee](#) on 31st January 2024.

	<p>Members are starting to see a number of planning applications being submitted further to the adopted Local Plan, with the Planning and Development Board approving the key employment allocation at MIRA last month. The development will result in a £300m investment into the Borough with around 2500 highly skilled jobs being directly created as well as supporting a significant number in the supply chain.</p>
<p>SG 2 - We will continue to work with regional partners to ensure our Plan fits into the wider regional context and that we all working together ensure the necessary supply of homes, jobs and infrastructure.</p>	<p>The Duty to Cooperate was a key component in the North Warwickshire Local Plan and the housing allocations make a substantial contribution to the wider regional housing need, a requirement given that North Warwickshire is part of both the Coventry and Warwickshire and Greater Birmingham Housing Market Areas.</p> <p>Whilst the Council will wait until national policy and the rules regarding Local Plan changes are confirmed, work continues to refresh the evidence that sits behind the Local Plan with work on a Coventry and Warwickshire housing and economic needs assessment and a Housing and Employment Land Availability Assessment. Work to progress the West Midlands Strategic Employment Sites is also continuing. These issues, and other future work matters, are reported to the LDF Sub-committee and emerging issues are included in the documents currently being consulted on.</p>
<p>SG 3 - Use our Design Champions to ensure the best achievable designs are implemented and developed so as to reflect setting and local character.</p> <p>SG 4 - Seek to secure the protection of the best of the Borough's built and rural heritage, as well as our natural assets such as the Tame Valley Wetlands Partnership</p>	<p>Members will be involved in Master Planning for the Strategic Allocations.</p> <p>Design Champions will continue to be involved with developers at both pre-application and application stages of the process</p> <p>A new round of Civic Awards for the best development and heritage work within the Borough was announced as part of the Council's adopted Budget in February.</p> <p>Officers to continue to sit on the board of the Tame Valley Wetlands Partnership</p> <p>Opportunities for biodiversity net gain will be explored and developed, particularly as the Environment Act has been enacted. Reports on the scheme have been presented to Members and some funding has been received from the</p>

	<p>Government to help the Council prepare for the scheme which went live in November 2023.</p>
<p>SG 5 - To press for the maximum mitigation and benefits for the Borough arising from HS2, particularly during construction in partnership with other affected Councils and community action groups</p>	<p>Officers continue to meet with HS2 regularly to discuss the project. In particular, officers attend regular consents meetings with the main works contractors and HS2 staff, as well as the Special Management Zone Meeting.</p> <p>One current issue is concerns about dust in Water Orton and links to local health concerns. As mentioned above, external funding has been obtained for five monitors in the village and the results will be reported to Members.</p> <p>HS2 have agreed to fund a planning officer to deal with consents under the HS2 Act and an appointment to this role was made in January 2022 and was renewed in December 2023. Funding for an additional Environmental Health officer has also been obtained and an appointment made.</p> <p>Recent work has related to the Bromford Tunnel extension and the associated Transport and Works Act Order. An appeal hearing in respect of the Bromford Tunnel Portal took place in April 2022. The decision on this appeal was issued on the 14th May. The appointed Inspector agreed with the Council on the main issue in the case, however the Secretaries of State for Levelling Up (as it was then) and Transport disagreed with the Inspector and granted consent. The Council has issued a claim for a Judicial Review of that decision and is currently waiting to hear from the Court whether permission will be given for that Review to go ahead.</p> <p>As a result of the legal challenge, the decision of the Transport and Works Act Order still remains undetermined, following objections from the Borough Council and others, and a decision about how the application will proceed has been successively postponed.</p> <p>Members are engaged in consultation on the design and appearance of the Delta Junction viaducts, overbridges, embankments and other structures, via a Subgroup of the Planning and Development Board.</p> <p>Officers continue to be part of the national HS2 Planning Forum.</p> <p>Officers liaise with the Constituency Member of Parliament, and have engaged the HS2 Minister and Department for Transport officials, with regards to concerns about the adherence to due process and the bounds of HS2 Act powers in respect of works advancing ahead of the consents process and in respect of the preservation of archaeological heritage.</p>

	<p>Officer's continue to work to achieve legacy community benefit from the HS2 development, including connectivity improvements (cycling/walking) and heritage interpretation.</p> <p>With regard to walking and cycling, the Chief Executive chairs a multi agency meeting to improve routes around the line of the railway, as shown on the map below.</p> <div style="text-align: center;">  <p>LCWIP_Coleshill Delta Junction walki</p> </div>
<p>SG 6 - Continue to implement the adopted North Warwickshire Leisure Facilities, Green Space and Playing Pitch Strategies, and the accompanying Local Football Facilities Plan, in accordance with their associated Action and Funding Plans.</p>	<p>Progress with regard to work undertaken within leisure facilities and in respect of the Borough Council's green spaces and playing pitches is regularly reported to the Community and Environment Board and the Board adopted the revised Playing Pitch Strategy at its meeting held in January 2024. After several attempts, the Council has appointed a Green Space Officer. Further updates on the Playing Pitch Strategy and Green Space Strategy will be reported to the March meeting (papers available on the 15th March). As mentioned above, a revised Open Space, Sport and Recreation Supplementary Planning Document has also been approved by the Borough Council.</p> <p>The Council continues to undertake considerable work in support of local sporting facilities and announced as part of the adopted budget in February further funding to assess the condition of pavilions/changing facilities within the Council's ownership.</p> <p>Following the dissolution of the Atherstone Town Community Football Club management company, Officers worked speedily with the new management to resolve the Health and Safety issues at the ground and to allow games to be scheduled there again.</p> <p>£250k has been obtained from the Football Foundation through which to develop the Ansley Workshops Sports Ground into a high quality, community-managed facility and Community Development has been working on a number of funding applications (Inclusive Communities Fund, Social Fabric Fund, Lottery and UK SPF) through which to try and improve the on-site ancillary accommodation. Further details can be found here</p>

	<p>Officers are working with Members, as reported to the Community and Environment Board last month, on the use of s.106 receipts on open space and related matters.</p> <p>Two successful bids have been made to the Sport England Swimming Pool Support Fund, firstly (£198k) to help meet the increased cost of utilities and water chemicals at Atherstone Swimming Pool, and secondly £75.5k to introduce PV panels and variable speed filtration at the Pool.</p> <p>Significant developments relating to open spaces in Atherstone (Royal Meadow Drive Recreation Ground), Grendon (Boot Hill Recreation Ground), Ansley Workshops and Baxterley have been undertaken in conjunction with external partners, whilst Play Area Development Programme improvements have been made in Corley, Dordon, Hurley, Mancetter, Polesworth and Wood End. The Borough Council has introduced North Warwickshire's first pump track in Ansley Common (with a second now planned in Dordon) and, with support from the Parish Council, improvements to Grange Road Recreation Ground in Hartshill.</p>
<p>SG 7 - To implement our Homeless Strategy and work on private housing.</p>	<p>Report progress on homelessness, private housing and other housing issues (N)</p> <p>The Council's Housing Working Group continues to meet to discuss current Housing issues.</p> <p>The £4m investment in the refurbishment of our flats at Abbey Green Court is progressing well towards completion by November this year.</p> <p>The new structure of the Maintenance Service is in place. Managers were appointed by 1st May and recruitment to vacancies has been successful. The intention is for the team to be focussed on planning work productively and keeping tenants informed.</p> <p>A report about our progress to deliver our housing services in accordance with the Social Housing Regulator's Consumer Standards has been submitted to the Resources Board for consideration. The Housing Team is working closely with the Borough Wide Tenants</p>

Forum and the Housing Task and Finish Group to seek out improvements in service delivery and meet the Standards.

Capital and revenue budgets are still under pressure with regard to meeting the Decent Homes Standard and regulatory requirements. The financial position will be reported to Resources Board in January.

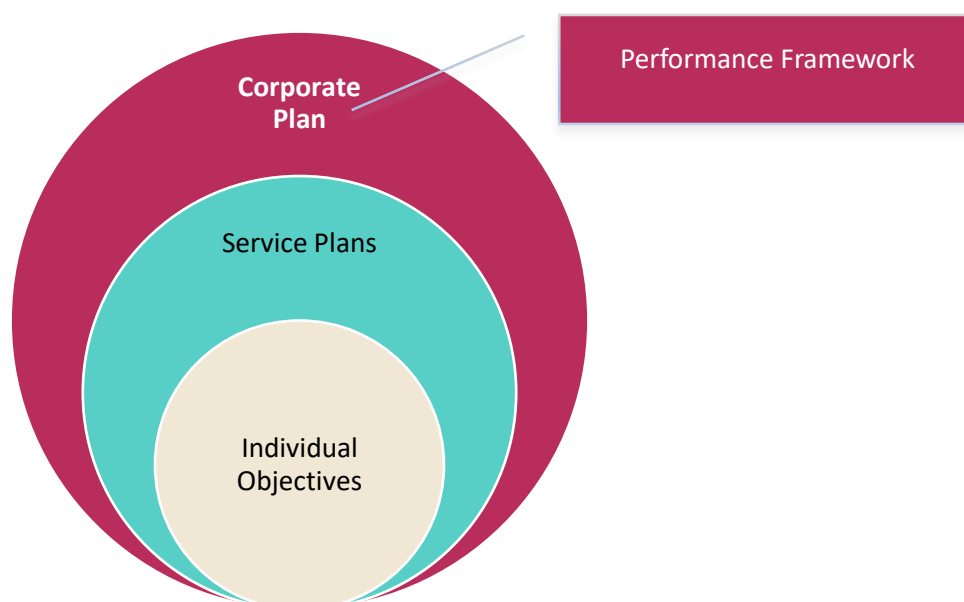
Following consultation and evidence gathering a new Homelessness Strategy for the Borough has been drafted for Councillors to consider and should be published by November 2024. The strategy prioritises three areas of work – delivering affordable homes, acting to prevent homelessness and deliver early intervention services and engaging with the private sector.

New policies and procedures have been signed off to support the Private Sector Housing Service which is now being delivered in house rather than as part of a shared service.

NORTH WARWICKSHIRE BOROUGH COUNCIL



PERFORMANCE FRAMEWORK



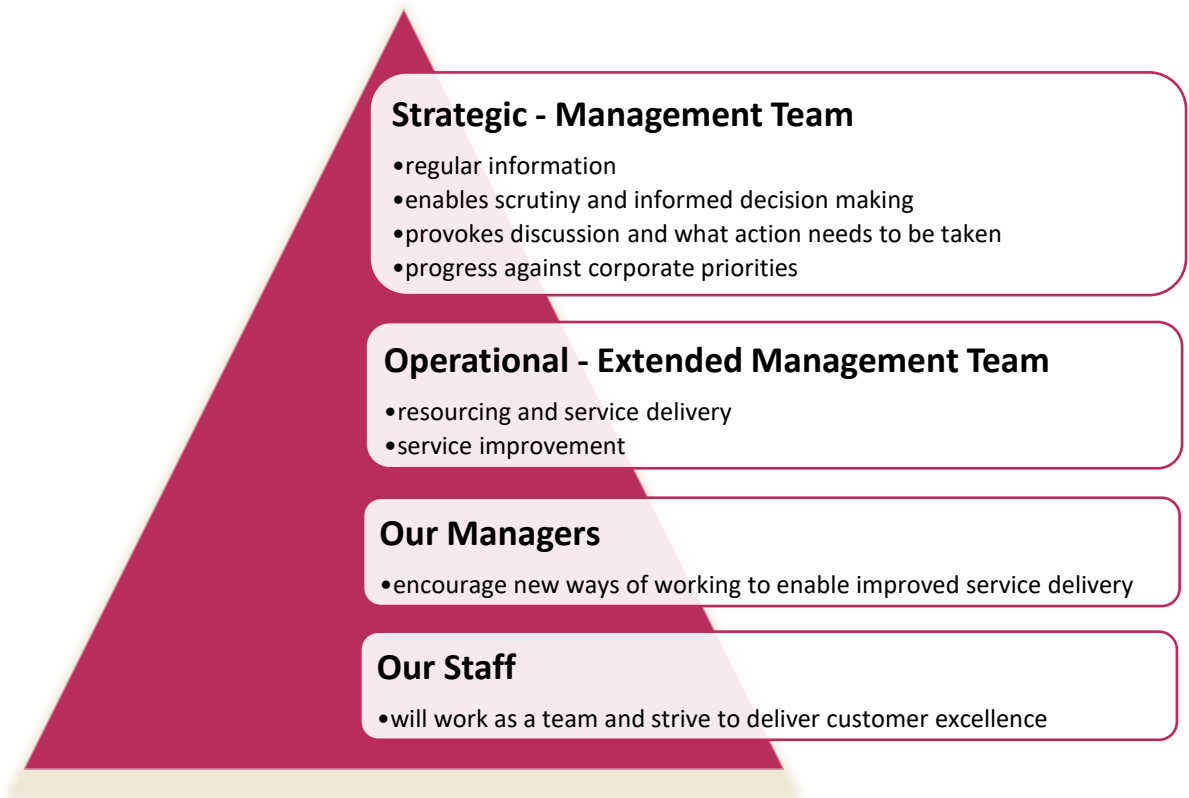
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Context

We report on our key performance indicators, so we know positive from problematic progress. Positive progress is highlighted so that we can acknowledge and build on it: problematic or dips are highlighted so that we are aware of it, we can investigate and learn from it.

Different performance indicators are reported to both strategic and operational management teams within the Council, however, we acknowledge that the whole organisation contributes to service delivery and therefore our performance.



Our measures

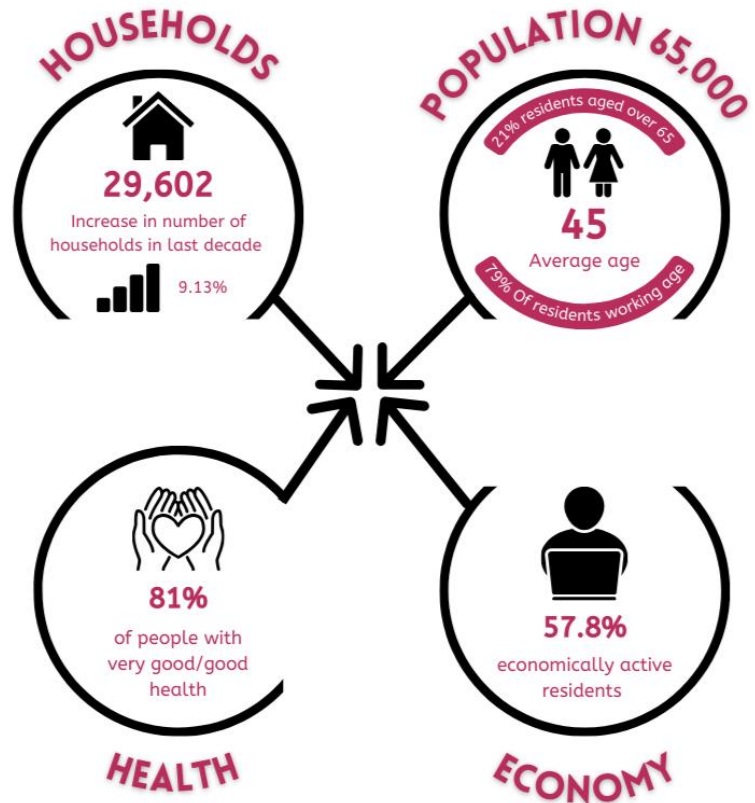
We use SMART objectives for our performance indicators.

Specific	Measurable	Achievable	Relevant	Timely
<ul style="list-style-type: none">•The performance measure indicates exactly what result is expected so that performance can be judged accurately	<ul style="list-style-type: none">•Data is available or is collected relatively easily	<ul style="list-style-type: none">•The measure is realistic, not based on aspiration	<ul style="list-style-type: none">•The measure matters to the intended audience and is clearly related to the service being measured	<ul style="list-style-type: none">•Information is available frequently enough to have value in making decisions, and information is provided to managers and policymakers at times they need it

Our People

OUR CUSTOMERS ARE BUSINESSES, PARTNERS AND ANYONE WHO LIVES, WORKS AND VISITS NORTH WARWICKSHIRE.

WE BELIEVE IT IS IMPORTANT TO PROTECT THE RURALITY OF NORTH WARWICKSHIRE, SUPPORTING ITS COMMUNITIES AND PROMOTING THE WELLBEING OF RESIDENTS AND BUSINESSES.



Our Current Customer Experience

IN A YEAR (2023/34)

DELIVERING SERVICES TO LOCAL BUSINESSES AND RESIDENTS IS PART OF OUR CORE PURPOSE



Results from our resident's survey

During early 2024, the Council commissioned a resident's survey to be carried out. We are really pleased with the results. It not only tells us where we are doing well but where we need to focus on improving services.



Key findings (I)

Just under nine in ten (**88%**) residents are **satisfied with their local area**. This is substantially higher than both the LGA national (75%) and regional benchmark (80%).

The vast majority of residents (94%) say that they **feel safe in their local area during the day**, and this is in line with the LGA national benchmark (93%) but above the regional benchmark (89%). Less positively, the figure for **feeling safe after dark** (62%) underperforms both LGA comparators (73% national and 67% regional).

Three-quarters (76%) of residents express satisfaction with **the way the council runs things**. NWBC outperforms the LGA's benchmarks comfortably (56% national; 59% regional). To drive satisfaction improvement, the council should focus on street cleaning and getting things right first time.

Most residents believe that **the Council acts on their concerns** (58%), and this figure is slightly above the LGA's results (52% national; 55% regional).

Two-thirds (66%) of residents agree that the **Council provides good value for money**, and only 9% support **discretionary services** being stopped or reduced rather than being paid for by council tax.





















Full results can be found on the Council's website: [Residents Survey Jan 2024 \(northwarks.gov.uk\)](https://www.northwarks.gov.uk/residents-survey-jan-2024)

Key

PI Status		Short Term Trend (last declared figures)		Long Term Trend (over last year figures)	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse

Local Government Reform KPIs

PI code	Measure	Status	Short term trend	Long term trend
LG-01	Number of formal complaints received			
LG-02	Number of fly tipping incidents			
LG-03	Number of fly tipping enforcement actions			
LG-04	Number of unique website visitors (excluding authorities' own staff)			
LG-05	Kg of residual waste per household			
LG-06	Percentage of household waste sent for reuse, recycling and composting			

Click here to see more for LG Reform [data](#).

Strategic- Management Team and Statutory KPIs

PI code	Measure	Status	Short term trend	Long term trend
MT-01	Number of Freedom of Information requests			
MT-02	Number of Freedom of Information responses			
MT-03	Number of days to process Housing Benefit Claim			
MT-04	Number of days to process Council Tax collection			
MT-05	Number of days to process Non-Domestic Rates collection			
MT-06	Percentage of major applications decided on time			
MT-07	Percentage of non-major applications decided on time			
MT-08	Percentage of major applications overturned on appeal			
MT-09	Percentage of non-major applications overturned on appeal			
MT-10	Number of new homes provided			
MT-11	Number of affordable homes provided			
MT-13	Percentage of expenditure - Non ringfenced reserves			
MT-14	Non ringfenced reserves as percentage of service spend			
MT-15	Core spending power per dwelling			
MT-16	Band D Council Tax			

MT-17	Council Tax revenue per dwelling			
MT-18	Debt servicing as percentage of core spending power			
MT-19	Total debt as percentage of core spending power			
MT-20	Number of Ombudsman complaints upheld			
MT-21	Number of complaints upheld			

Operational- Extended Management Team KPIs

PI code	Measure	Status	Short term trend	Long term trend
ET-01	Number of contacts resolved at first point of contact			
ET-02	Average wait to answer time for customer contact			
ET-03	Percentage of calls answered in 20 seconds			
ET-04	Number of customer contacts received each month			
ET-05	Number of broken links on the Council's Website			
ET-06	Number of users and followers on Facebook			
ET-07	Number of users and followers on Twitter			
ET-08	Number subscribers for our email subscription service (gov delivery)			
ET-09	Value demand (Melton?)			
ET-10	Website accessibility?			
ET-11	Number of accidents			
ET-12	Number of near misses			

Service Key Performance Indicators

Housing Services





PI code	Measure	Status	Short term trend	Long term trend
HS-01	Response Repairs delivered in target times			
HS-02	Gas safety checks			
HS-03	Asbestos safety checks			
HS-04	Water safety checks			
HS-05	Anti-social behaviour relative to size			
HS-06	Complaints relative to size			
HS-07	Complaints responded to within Ombudsman Code			
HS-08	Overall satisfaction with service			
HS-09	Overall satisfaction with repairs			
HS-10	Time taken for most recent repair			
HS-11	Response Repairs delivered in target times			
HS-12	Gas safety checks			
HS-13	Asbestos safety checks			
HS-14	Water safety checks			
HS-15	Anti-social behaviour relative to size			
HS-16	Complaints relative to size			
HS-17	Complaints responded to within Ombudsman Code			
HS-18	Overall satisfaction with service			
HS-19	Overall satisfaction with repairs			
HS-20	Time taken for most recent repair			
HS-21	Home is well maintained			
HS-22	Home is safe			
HS-23	Landlord listens and acts			

HS-24	Keeps tenants informed			
HS-25	Treats tenants fairly and with respect			
HS-26	Approach to handling complaints			
HS-27	Common areas clean & well maintained			
HS-28	Positive contribution to neighbourhood			
HS-29	Approach to handling ASB			
HS-30	Respond to report of damp/ mould conditions in 10 working days			
HS-31	Respond to service request from private sector tenants in 5 working days			
HS-32	Homeless cases prevented			
HS-33	Average time in temporary accommodation			
HS-34	No of households living in temporary accommodation			
HS-35	Percentage decent homes			
HS-36	Average void times			
HS-37	Rent collection			
HS-38	Waiting time for disability adaptations; Council and Private Sector			

Streetscape

PI code	Measure	Status	Short term trend	Long term trend
SS-01	Satisfaction with waste service			
SS-02	Satisfaction with cleanliness			
SS-03	Borough cleanliness score (percentage of land having deposits of litter below an acceptable level)			
SS-04	Missed bins			
SS-05	Average time taken to remove fly tipping			

Development Control

PI code	Measure	Status	Short term trend	Long term trend
DC-01	Enforcement – case load, action by category, cases resolved, retrospective applications			
DC-02	5YHLS and HDT			

Environmental Health

PI code	Measure	Status	Short term trend	Long term trend
EH-01	Percentage of high-risk food premises inspected per year			
EH-02	Percentage of newly registered food premises inspected			
EH-03	Percentage of food premises rated 4 or 5			
EH-04	Flytipping – case load, enforcement action by category			
EH-05	Air Quality			

Revenues and Benefits

PI code	Measure	Status	Short term trend	Long term trend
RB-01	Percentage of Benefit claims paid within 5 days of all necessary information being submitted			
RB-02	Average number of days before benefits paid from date of application			
RB-03	Average number of days for processing change of circumstances			




Finance

PI code	Measure	Status	Short term trend	Long term trend
FI-01	Sundry Debtor collection rate			
FI-02	Total fees and charges as proportion of service expenditure?			
FI-03	Percentage variance between forecast and actual outturn?			

Human Resources

PI code	Measure	Status	Short term trend	Long term trend
HR-01	Number of employees haven't had any sickness in a 12-month period			
HR-02	Number of employees have any sickness in a 12-month period			
HR-03	Number of employees on case management			
HR-04	Number of days lost per employee			
HR-05	Staff turnover			
HR-06	Staff satisfaction			

Corporate Services

PI code	Measure	Status	Short term trend	Long term trend
CS-01	Maintain bronze standard for Land & Property Gazetteer			
CS-02	Number of calls logged on the ServiceDesk – need to come up with an SLA			

Data

Local Government Reform Data

	Measure	Key	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
LG-01	Number of formal complaints received	<10 = Ok 10 – 15 Warning >16 Alert	11	15	14	29
LG-02	Number of fly tipping incidents	<200 = Ok 201-250 = Warning >251 = Alert	204	270	248	349
LG-03	Number of fly tipping enforcement actions	<46 = OK 21 - 45 = warning <20 = alert	45	49	17	7
LG-04	Number of unique website visitors (excluding authorities' own staff)	<60,001 = OK 50,001 – 60,000 = warning <50,000 = alert	66,137	57,455	52,222	
LG-05	Kg of residual waste per household	>121 = OK 101 - 120 = warning <110 = alert	115.62	113.93	110.19	126.43
LG-06	Percentage of household waste sent for reuse, recycling and composting	>56 = OK 50-55 = warning <50 = alert	50.63%	47.73%	54.90%	37.44

Strategic- Management Team and Statutory KPIs

	Measure	Key	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
MT-01	Number of Freedom of Information requests					
MT-02	Number of Freedom of Information responses					
MT-03	Number of days to process Housing Benefit Claim					
MT-04	Number of days to process Council Tax collection					
MT-05	Number of days to process Non-Domestic Rates collection					
MT-06	Percentage of major applications decided on time					
MT-07	Percentage of non-major applications decided on time					
MT-08	Percentage of major applications overturned on appeal					
MT-09	Percentage of non-major applications overturned on appeal					

MT-10	Number of new homes provided					
MT-11	Number of affordable homes provided					
MT-13	Non ringfenced reserves as percentage of expenditure					
MT-14	Non ringfenced reserves as percentage of service spend					
MT-15	Core spending power per dwelling					
MT-16	Band D Council Tax					
MT-17	Council Tax revenue per dwelling					
MT-18	Debt servicing as percentage of core spending power					
MT-19	Total debt as percentage of core spending power					
MT-20	Number of Ombudsman complaints upheld					
MT-21	Number of complaints upheld					

Extended Management Team Data

	Measure	Key	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
		<10 = Ok 10 – 15 Warning >16 Alert				
	Number of followers on Facebook	>7,001 = OK 6,001 – 7,000 = warning <6,000 = alert	7,400			
	Number of followers on twitter	>7,001 = OK 6,001 – 7,000 = warning <6,000 = alert	6,698			
	Number subscribers on gov delivery	>35,001 = OK 30,001 – 35,000 = warning <30,000 = alert	33,360			

Need to ask Steve about these:

[Oflog data - Home - Local Authority Data Explorer - GOV.UK](#)

[Draft Planning Performance Dashboard Table.xlsx \(live.com\)\]](#)

Life satisfaction - [Filter Options - Office for National Statistics](#)



wellbeing NW 5
years.xlsx

[Community Wellbeing Index - GEOLYTIX | Co-op | The Young Foundation](#)

Community wellbeing index - [Community Wellbeing Index - GEOLYTIX | Co-op | The Young Foundation](#)

Levelling Up Metrics - [Statement of Levelling Up Missions - GOV.UK \(www.gov.uk\)](#)

State of Warwickshire data - [Microsoft Power BI](#)

ONS analysis - [How life has changed in North Warwickshire: Census 2021 \(ons.gov.uk\)](#)

Benefits/Work Data - [North Warwickshire's employment, unemployment and economic inactivity - ONS](#)

Safer Communities data per Safer Sub reports:



CSP Partnership
Update Report - Ap

New homes provided

New affordable homes provided

Health data including Health index [How health has changed in your area - Office for National Statistics \(ons.gov.uk\)](#)

Climate change – tonnes of carbon produced by operations

Complaints and compliments

Comparisons via LG Inform – e.g. [Percentage of adults who are active \(150+ minutes a week\) in North Warwickshire](#)
[| LG Inform \(local.gov.uk\)](#) consider subscription

Agenda Item No 12

Executive Board

16 September 2024

Report of the Chief Executive

Local Councils' Charter

1 Summary

1.1 This report asks the Board to agree the Local Councils' Charter.

Recommendation to the Board

- a That the Charter be adopted; and**
- b The Chief Executive be given delegated powers to incorporate any further changes to the Charter arising from continuing partnership discussions.**

2 Report

2.1 The relationship this Council has with Town and Parish Councils within the Borough is very important and overall very positive. A number of Members of this Council also sit on Town and Parish Councils and regular contact is maintained between the Councils, its Members and Officers.

2.2 The Council will be keen to maintain and strengthen this relationship and for a number of years has been a party to a Charter that has been developed across Warwickshire.

2.3 This Charter has been renewed and this has been the subject of extensive conversations. Whilst those discussions continue a final draft has been produced and whilst this may continue to evolve Officers are keen to present the current version to Members for adoption (Appendix).

2.4 The Charter codifies what in the main is common practice within the Borough and therefore in Officers' view it is helpful in that regard. The Board is asked to give delegated powers to the Chief Executive to incorporate any further drafts, in consultation with the Member Champion, Councillor Reilly. These discussions will also include the Chair of the North Warwickshire Area Committee for Town and Parish Councils.

3 Report Implications

3.1 There are no specific implications.

The Contact Officer for this report is Steve Maxey (719438).

Local Councils' Charter 2023 – final draft document April 2024

A Charter for Warwickshire County Council and Borough, District, Parish and Town Councils within Warwickshire. There are currently no Parish and Town Councils in the Nuneaton and Bedworth Borough.

Introduction and background

The overall aim of the Charter is to improve relationships between the tiers of Local Government in Warwickshire, by improving both consultation and communication about policies and decisions that may affect local communities.

There are three levels of Local Government in Warwickshire: Warwickshire County Council, the five District and Borough Councils and the Parish and Town Councils. Warwickshire County Council, and the District and Borough Councils who have signed up to this Charter are together referred to as **Principal Councils**. The Parish and Town Councils are referred to as **Local Councils**. This document is a framework to support a mutually beneficially working relationship between these different levels of Local Government in Warwickshire. Working better in partnership will benefit local people.

Principal Councils deliver a wide range of services across the county. Services are either for everyone (universal), targeted or specialist but all are there to meet people's needs.

Local Councils are the level of government where decisions are made or influenced at the most local level. There are 204 parishes in Warwickshire including 35 Parish Meetings.

The Principal Councils recognise that Local Councils are the grass-roots of local government bringing the voice of their local community into local decision-making. Likewise, the Local Councils understand the strategic role that Principal Councils play in ensuring services are delivered fairly and equitably across their areas. Whilst nothing in this Charter can be used to bind the individual councils where they should be exercising their discretion, the aim is to recognise the value that each tier of Local Government brings and make a commitment to work together for the benefit of the people of Warwickshire.

All Councils' values and behaviour will adhere to the Nolan Principles in public life - Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership. All of the Councils are required by law to adopt a Member Code of Conduct, which is consistent with these Principles which all Councillors are expected to abide by. Local Councils will work with the Monitoring Officer at the Borough and District Councils to promote and maintain compliance with their adopted Code. When an alleged breach of the Code is reported, members of Borough and District Councils and Local Councils will comply with the procedure set out for dealing with alleged breaches of the Code and assist the Monitoring Officer at the Borough and District Councils in any investigation.

Warwickshire and West Midlands Association of Local Councils (WALC) Ltd is a membership organisation for Local (Parish and Town) Councils.

- WALC offers advice, support, and training to all member Councils.

- WALC's mission is to support Local (Parish and Town) Councils to deliver and improve services in the communities where they live and work.
- WALC works in partnership with all tiers of Local Government to support Local (Parish and Town) Councils.
- WALC encourages good working relations, acting as the bridge between the tiers and communicates important information to member Councils and County/Borough/District partners.

County, Borough & District Councils deliver a wide range of services that are either for everyone (universal), targeted or specialist.

Decisions are taken at all levels; Parish and Town Councils are the level of government where decisions are made or influenced at the most local of levels, closest to the residents.

Working better and together is demonstrable by:

1. Improving communication
2. Consulting with each other
3. Giving support and help
4. Measuring how well we are doing

1. Improving Communications

Principal Councils will where practical and possible:

- a) Encourage and support their Councillors and officers to work with Local Councils in the area they are elected to serve.
- b) Respond to all forms of contact in line with locally determined customer care standards.
- c) Provide appropriate information and links on websites for important information (such as access to information about committee meetings and published consultations).
- d) Allow for Local Council representation on relevant Forums and Committees as set out in relevant constitutions.
- e) Respond to invitations from Local Councils to attend meetings of mutual interest.
- f) Respond to invitations to attend Warwickshire and West Midlands Association of Local Councils (WALC) Area Meetings and other Local Council liaison meetings as appropriate.
- g) Include awareness of this Charter in Councillor and staff induction programmes.
- h) Where appropriate, provide names/positions of officers in relevant departments to liaise with Local Councils
- i) The Principal Councils will appoint 'Parish Champions' to provide a link with Local Councils (see *Appendix 1 Parish Champion Role Profile*).

Local Councils will,

- a) Use email and other appropriate digital channels where possible to contact the other Councils.
- b) Provide their local Councillors with agendas and minutes of meetings, and to allow Principal Council councillors to attend meetings, where appropriate and speak on matters of mutual interest. Let their local ward and division councillors know about the decisions and changes they make.
- c) Share information from the ward and division Councillors with their residents subject to any restrictions such as data protection and confidentiality and Code of Conduct protocols adopted by the Council.
- d) Let the ward and division councillors know about any issue they would like discussed at the Area Meetings arranged by WALC.
- e) Be encouraged to appoint a representative to attend Area Meetings.
- f) Include awareness of this Charter in Councillor and staff induction programmes.

2. Consulting with each other

Principal Councils will:

- a) Engage with Local Councils on issues affecting their community.
- b) Engage with WALC on issues of collective interest to Local Councils.
- c) Give Local Councils required time to respond to engagement or any relevant consultations, subject to any statutory deadlines.
- d) Where practicable, inform Local Councils in advance about relevant consultations that are going to be issued.
- e) Where practicable, give feedback on responses to consultations, for some consultations we will not be able to respond in detail to every point raised but will seek to respond to the main issues.
- f) Carry out joint consultations with partners when appropriate.
- g) If necessary, ensure any communication documents to Local Councils include an executive summary and details of someone to contact.
- h) Have regard to the views of Local Councils when making decisions following engagement or consultation activity.
- i) Make sure service managers know when they should consider consulting or engaging with Local Councils and are aware of this Charter.

Local Councils will,

- a) Give views to the Principal Councils that represent as many local people as possible.
- b) Acknowledge that Principal Council decisions are made democratically and respect decisions.
- c) Consult the Principal Councils and other Local Councils about decisions which affect those councils.
- d) Recognise that the Principal Councils frequently have limitations and constraints when working on consultations, most notably timescales that cannot be influenced.

- e) Look for flexible ways to progress consultation responses such as holding a special meeting or forming a task and finish group.
- f) Involve Principal Councils in the preparation of Community Led Plans.
- g) WALC will manage a database of Local Council contact details which can be used for consultations and correspondence purposes.

3. Giving Support and Help

Principal Councils will where relevant:

- a) As required by the Localism Act 2011 assist Local Councils to develop community led plans including Neighbourhood Plans, Parish and Town Plans and Community Appraisals and respond to issues raised in these plans.
- b) Subject to statutory limitations consider opportunities to devolve services to Local Councils currently provided by Principal Councils on a case-by-case basis. Each case will be the subject to its own formal agreement for which a business case will be drawn up enabling an assessment of value, cost, accountability, practicality, and any other relevant issues, such as relevant legal issues.
- c) Promptly provide early notification of information requirements for the collection of the Council Tax on behalf of Local Councils and promptly pay precept payments in line with legislation and mutually agreed arrangements.
- d) If practicable consider how Local Councils can have access to Principal Council's procurement process where this is appropriate, lawful and feasible to help keep costs down. For example, by undertaking a joint procurement or by undertaking the procurement in a way that would enable them to access contracts.
- e) Where practicable and appropriate, attempt to resolve complaints from Local Councils informally prior to them being progressed formally through the Principal Council's relevant complaints process.
- f) Where practicable, Borough and Districts Councils provide support (with assistance from WALC) to Local Councils around governance and standards issues including free of charge briefing sessions.
- g) If resources permit the Borough and District Councils support the process for the development of new Local Councils on request, where practical, via Community Governance Reviews
- h) If practical work with WALC to support and encourage training and development of Councillors and Clerks.
- i) The Borough and District Councils shall if practical and possible, offer their assistance to enable Local Councils to deliver their services when their own resources / expertise are insufficient to meet their needs. Where legal or contractual arrangements and resources permit assist Local Councils for example with equipment for community events, to provide information and advice on such issues as fire safety, health and safety, landscape and community enhancement projects and assistance with encroachment/trespass onto Local Councils' land; and any other reasonable assistance as requested. It is recognised that there may be a charge for this service.
- j) The County Council will provide support to WALC and where necessary the Districts and Boroughs will assist with Community Governance Reviews as reasonably required.

Local Councils will:

- a) Encourage the involvement of residents in Local Government, including encouraging electors to participate in all elections, and adhere to good practice and legislation when filling Local Council casual vacancies.
- b) Help residents influence decisions and services, particularly those who have difficulty getting involved.
- c) Contribute to the development of a business case for the local delivery of services provided by Principal Councils, in conjunction with neighbouring Councils where appropriate.
- d) Work with the relevant Monitoring Officers to promote and maintain high standards of conduct of its Councillors.
- e) Put in place a Code of Practice for Handling Complaints against the Council. A model is available from WALC.
- f) Accept training opportunities offered by Principal Councils that are relevant to Local Councils.

4. Measuring how well we are doing - Signatories to this Charter will ensure that:

Delivering these commitments will need openness, transparency, honesty and a willingness for self-appraisal by all parties to find out what is working well and what needs to be improved.

Progress will be reviewed every 12 months by officers from the Principal Councils and representatives from WALC and the parish and town Area Meetings arranged by WALC (which are grouped geographically under each District or Borough in Warwickshire) as appropriate. Representatives will be invited from the County Council and the relevant Borough and District Councils and Parish and Town Councils.

A report of this annual review will be included within the agendas for the annual Area Meetings.

It would be for each individual organisation to decide whether to take a report of this annual review to an appropriate meeting. Parish and Town Councils may wish to consider inviting the relevant Parish Champions to such meetings.

LIST OF SIGNATORIES TO THE LOCAL COUNCIL CHARTER:

NORTH WARWICKSHIRE BOROUGH COUNCIL

.....

RUGBY BOROUGH COUNCIL

.....

STRATFORD ON AVON DISTRICT COUNCIL

.....

WARWICKSHIRE COUNTY COUNCIL

.....

WARWICK DISTRICT COUNCIL

.....

WARWICKSHIRE AND WEST MIDLANDS ASSOCIATION OF LOCAL COUNCILS

.....

Website links to all Councils be included here

Appendix 1: Principal Councils' Parish Champion's Role Profile

Parish Champion – Role Profile

Purpose

The Charter is a framework to support mutually beneficial working relationship between tiers of authority within Warwickshire. Within the Charter is the commitment that each Principal Council will appoint a “Parish Champion” to act as a link with Local Councils . This document identifies the role and the commitment that is expected from this “Parish Champion”.

Main Responsibilities:

- To raise awareness and have regard of issues affecting Local Councils within the Principal Council.
- To respond to invitations from Local Councils to attend meetings of mutual interest.
- The first point of contact for Local Councils should be the local ward/division member, however, in the event of on-going concerns relating to dealings with the Principal Council they should refer to the Parish Champion.
- To ensure that Local Councils' views are taken into account when the Principal Council undertakes consultation.
- To facilitate discussions in relation to the possibility of devolving services to Local Councils.
- To encourage joint training events including Councillors from the Principal Councils and Local Councils
- Where requested to do so, to respond to invitations to attend Warwickshire and West Midlands Association of Local Councils (WALC) Area Meetings.
- To attend other Local Council liaison meetings as appropriate.
- To liaise with the Parish Champions from the other Principal Councils as required.

In order for the role to have a meaningful impact it is suggested that the role should be undertaken by a Member of the Cabinet, or senior Councillor within the Principal Councils.

Agenda Item No 13

Executive Board

16 September 2024

Report of the Chief Executive

Proposed changes to the National Planning Policy Framework and other changes to the planning system

1 Summary

- 1.1 Members will be aware that a report was taken to the Planning and Development Board on the 2 September, for consideration and comments on the Draft revisions to the NPPF (“NPPF24”), which were announced on 31 July 2024. That report is attached as Appendix A. The report considers the main changes and explains how they may affect the Borough. The report will also be considered by the Local Development Framework Sub-Committee at its meeting on 10 September.

Recommendation to the Board

That the views contained in the attached Appendix report, and any additional comments by Members, be sent to Government by the consultation deadline of 24 September 2024.

2 Consultation

- 2.1 Consultation has taken place with the relevant Members and any comments received will be reported at the meeting.

3 Introduction

- 3.1 Members are asked to note the Planning and Development Board Report of the 2 September, attached in Appendix A, on the Draft revisions to the NPPF (“NPPF24”) which were announced on 31 July 2024. The changes comprise a mix of proposals that either accept or reverse changes made to the December 2023 version of the National Planning Policy framework and then introduce some new policies. The report considers the main changes and explains how they may affect the Borough.

- 3.2 The Report will be considered by the LDF Sub-committee on 10 September 2024.

4 **Observations**

- 4.1 Further comments and views on the draft revisions are invited from Members of the Executive Board. These will be added to the responses made by Members of the Planning and Development Board and LDF Sub-Committee and be included as part of the Borough Council's formal response to the draft revisions to the NPPF24.

5 **Next Steps**

- 5.1 Following consideration of the comments made during this consultation period, the Government is expecting to publish changes to the NPPF by the end of the year.
- 5.2 Further information is also awaited on the National Development Management Policies and information on how strategic planning will be delivered, particularly in Warwickshire and the West Midlands, both of which are missing from this consultation.
- 5.3 The Planning and Infrastructure Bill is expected this Autumn and should help in filling out some of the detail and operational detail of the proposed NPPF changes.
- 5.5 The overall view of officers at the present time is one of concern about how the changes will affect the Borough, given the current position with its Local Plan seemingly unable to deliver the growth it proposes, due to circumstances wholly outside of its control and thus leaving the Borough vulnerable to speculative development proposals.

The Contact Officers for this report are Jeff Brown (719310) and Mike Dittman (719451).

Agenda Item No 6

Planning and Development Board

2 September 2024

Report of the Head of Development Control

Proposed changes to the National Planning Policy Framework and other changes to the planning system

1 Summary

- 1.1 Draft revisions to the NPPF (“NPPF24”) were announced on 31 July 2024. The changes comprise a mix of proposals that either accept or reverse changes made to the December 2023 version of the Framework and then they introduce some new policies. The report considers the main changes and explains how they may affect the Borough.

Recommendation to the Board

That the views contained in the report, and any additional comments by Members, be sent to Government by the consultation deadline of 24 September 2024.

2 Consultation

- 2.1 Consultation has taken place with the relevant Members and any comments received will be reported at the meeting.

3 Introduction

- 3.1 The NPPF was last amended in December 2023. Further review of the planning system was a feature of the recent King’s Speech, so as to introduce new Legislation as quickly as possible. The Government has now published its proposed changes to the NPPF as well as announcing other measures including the promotion of a Planning and Infrastructure Bill and a consultation paper on changes to the Right to Buy procedures.

- 3.2 There is a substantial amount of detail contained in the consultation papers and the national news has picked up on some of the main issues. A useful “summary” is contained in the Deputy Prime Minister’s letter of 30 July which is attached at Appendix A.
- ...

- 3.3 The paper asks over 100 questions. It is however proposed to look at the main matters as highlighted in the letter and how they might impact on North Warwickshire, rather than address each of the questions individually.

3.4 These changes will specifically:

- a make the standard method for assessing housing needs mandatory, requiring local authorities to plan for the resulting housing need figure and planning for a lower figure, only when they can demonstrate hard physical constraints and that they have exhausted all other options;
- b broaden the existing definition of brownfield land, set a strengthened expectation that applications on brownfield land will be approved and that plans should promote an uplift in density in urban areas;
- c identify grey belt land within the Green Belt, to be brought forward into the planning system through both plan and decision-making to meet development needs;
- d improve the operation of 'the presumption' in favour of sustainable development, to ensure it acts as an effective failsafe to support housing supply, by clarifying the circumstances in which it applies; and, introducing new safeguards, to make clear that its application cannot justify poor quality development;
- e deliver affordable, well-designed homes, with new "golden rules" for land released in the Green Belt to ensure it delivers in the public interest;
- f make wider changes to ensure that Local Planning Authorities are able to prioritise the types of affordable homes their communities need on all housing development sites and that the planning system supports a more diverse housebuilding sector;
- g support economic growth in key sectors, aligned with the Government's industrial strategy and future local growth plans, including laboratories, gigafactories, datacentres, digital economies and for freight and logistics;
- h deliver community needs to support local communities and the creation of healthy places; and
- i support clean energy and the environment, including through support for onshore wind and renewables.

3.5 Alongside these specific changes, the document also calls for views on:

- a whether to reform the way Nationally Significant Infrastructure Projects (NSIP) regime applies to onshore wind, solar, data centres, laboratories, gigafactories and water projects, as the first step of the Government's NSIP reform plans;
- b whether the local plan intervention policy criteria should be updated or removed, so the Government can intervene where necessary to ensure housing delivery;
- c proposals to increase some planning fees, particularly for householder applications, so that Local Planning Authorities are properly resourced to support a sustained increase in development and improve performance, as well as to re-introduce the prospect of locally set planning application fees
- d proposals to review which planning applications are to be determined by local Planning Committees, with a view to setting national thresholds so as to increase the number of delegated decisions.

- 3.6 Finally, it sets out how and when every Local Planning Authority is to “rapidly create a clear, ambitious local plan for high quality housebuilding and economic growth.”

4 **Observations**

Changes to the Standard Method of Housing Numbers

- 4.1 The proposals seek to “make the standard method for assessing housing needs mandatory”. A new methodology is proposed that moves away from using the “less reliable and changeable household projections”. It instead uses a baseline of a percentage of existing housing stock, topped up by an affordability multiplier. Caps and additions are removed, including the urban uplift, “so that the approach is driven by an objective assessment of need” (chapter 4:7).
- 4.2 The ‘outcome of the proposed method’ shows that London and some larger cities such as Birmingham and Coventry will see a drop in housing numbers. Most (but not all) other authorities will see an increase. North Warwickshire would see an increase in its figure from 163 homes per annum to 381 homes per annum using this method. However, it is difficult to compare figures across different timelines and through different plans. For instance, during the production of the existing Local Plan, Government changed the method of calculating local need so that our figure went down to 169. However, the final adopted local plan used a previous figure of 237 homes per annum (para 14.6 of adopted local plan).
- 4.3 The implications of the new figures will need to be taken through the future Local Plan Review and will inform the future housing requirement. However, there is great deal of uncertainty here and officers are presently unable to advise Members confidently as what the Borough’s housing figure would be in that Review. For instance, if we were to use the new figure of 381 in a new 15-year Local Plan, this would increase the amount of housing required for local needs to 5,715. But the adopted Local Plan already seeks to deliver 9598 homes from 2019 to 2033 (policy LP5 of the adopted local plan) – the increase due to us agreeing to meet a wider housing need. If the Birmingham or wider housing need numbers do fall, then that may change the situation for the next plan period.

5HYLS

- 4.4 As Members will recall, the Borough Council has for many years had to demonstrate a 5-year housing land supply (5YHLS). With the changes to the NPPF in December 2023 this requirement was dropped for those with an adopted Local Plan less than five years old – including North Warwickshire. Currently, this means that a 5YHLS would not be required to be shown by the Borough Council until September 2026. However, the proposed changes re-introduce this requirement along with the 5% buffer. This means an additional 5% of what is required to be delivered over the next five-year period is added to the amount that needs to be delivered within that timeframe.

- 4.5 With much of the development in the Borough situated and relying on improvements to the A5, these changes could potentially lead to more speculative housing applications away from the A5 corridor, if the Borough Council cannot demonstrate a five-year housing land supply. This goes against the principle of a plan-led approach to development. As members will recall, we are the only Local Authority in the West Midlands providing homes for the Greater Birmingham and Coventry and Warwickshire areas with a Local Plan that is less than 5 years old. Considering therefore that the Local Plan is already very proactive in terms of housing delivery, this seems to be the Borough getting caught in the crossfire of other local planning authorities not producing proactive plans.

Duty to Co-operate

- 4.6 Members will recall the Duty to Co-operate was to be removed and replaced with a “duty to align”. It is now proposed that the duty to co-operate will remain. This is welcomed as its replacement was far too ambiguous and did not ensure that neighbouring local authorities would deliver the homes or employment land expected.

Strategic Planning

- 4.7 Paragraph 24 is proposed to be expanded to require “effective strategic planning...to play a vital and increasing role...including meeting housing needs, delivering strategic infrastructure, and building economic and climate resilience”. A new para 27 is included that sets out a need to identify matters on which to collaborate and to ensure all plans, including those of other bodies (e.g. investment plans) are consistent with each other especially in respect of delivering major infrastructure, unmet development needs and allocations/designations which cross authority boundaries. Although it is also clear in paragraph 28 that waiting for a perfect evidence base or set of plans and strategies is not an excuse for delay. The more strategic approach is also apparent in respect of economic related uses with paragraphs 84 and 85 emphasising the need to plan for the economy including at a regional and national scale.
- 4.8 Strategic Development Strategies (SDS’s) are proposed to be introduced. This is effectively re-introducing “regional” planning. Mayors are likely to oversee Spatial Development Strategies for their areas. As the Borough Council is a non-constituent member of the West Midlands Combined Authority and the Mayor has no remit over the Borough, it is expected that other arrangements will need to be put in place based on functional economic areas. For example: this could be Warwickshire, or it could be Coventry and Warwickshire, but Coventry is a constituent authority of the WMCA. The geography of where this will be carried out, is still very unclear and further guidance is awaited.

Green Belt

- 4.9 The proposals make significant changes to Chapter 13 of the NPPF on 'Protecting Green Belt Land'. The issue of there being 'exceptional circumstances' for a Green Belt review would now include where a Local Authority cannot meet its identified need for housing, commercial or other developments through other means. In these circumstances, Local Authorities would be under an obligation to review their Green Belt "unless the review provides clear evidence that alterations would fundamentally undermine the function of the Green Belt across the area of the plan as a whole" (para 142).
- 4.10 Where such land is to be released from the Green Belt, then this would have to follow a sequential approach. Reviews to the Green Belt should release previously developed land first, then "Grey Belt", followed by the most sustainable locations for growth in the Green Belt. 'Grey Belt' is introduced into the policy and is defined in the glossary as, "land in the Green Belt comprising Previously Developed Land and any other parcels and/or areas of Green Belt land that make a limited contribution to the five Green Belt purposes". Sustainable locations would be likely to include land close to major public transport hubs and close to settlements that have a full range of services and facilities.
- 4.11 The reforms also say that where major development takes place on land which has been released from the Green Belt then such sites should provide at least 50% provision of affordable housing with an "appropriate proportion being Social Rent" subject to viability (para 155); necessary improvements to local and national infrastructure and to the provision of good quality green spaces.
- 4.12 Because of the reference to viability above, the draft NPPF provides guidance on how this might be calculated. 'Annex 4: Viability in relation to Green Belt release' has thus been included, to provide guidance on setting a benchmark land value. An exact figure is not provided, however, para 30 (Questions 37, 38 and 39) of the accompanying consultation document considers the appropriateness of a premium, citing evidence of Benchmark Land Value (BLVs) of three times existing use value; ten times existing use value; and between 10, and 40, times existing use value. The Government then indicates its intention of "setting BLV at the lower end of this spectrum" but acknowledging the restrictions on development in these locations.

Economic growth

- 4.13 There is no dramatic change to the policies on economic growth, but NPPF24 proposes to expressly require Local Planning Authorities to identify "*appropriate sites*" for needs of the modern economy, with "*laboratories, gigafactories, data centres, digital infrastructure, freight and logistics*" specifically highlighted. However, as yet no definitions are included. There is also a new requirement to make provision for the "*expansion or modernisation*

of other industries of local, regional or national importance to support economic growth and resilience". In this regard the Council's forthcoming Employment DPD is the most appropriate and timely way in which to approach these requirements.

Renewable energy/low carbon development.

- 4.14 Planning support for renewable energy and low carbon energy sources (and associated infrastructure) is given additional weight, with para 161(b) requiring Local Planning Authorities to "identify" suitable areas for development, rather than to "just consider" identifying such areas as at present. This position is further strengthened by the introduction of "*significant weight*" to be given in decision making for the contribution of renewable and low carbon developments in renewable energy generation and a broader net zero future.

Design

- 4.15 Paragraph 130 was added to the NPPF in 2023 to explain that local character can be taken into account when Local Planning Authorities consider their ability to meet their housing needs. It sets out that significant uplifts in density may be inappropriate if this would result in development wholly out of character with the existing area. Under this paragraph Local Planning Authorities were required to use authority-wide design codes to evidence the impact on character.
- 4.16 However, the new proposals reverse this change and delete paragraph 130 in its entirety. Paras 11 and 12 of the consultation document state that Local Planning Authorities should identify opportunities for maximising the efficient use of land, especially in areas well served by transport and other infrastructure, thereby better achieving sustainable patterns of development and meeting expectations on future housing supply. Alongside this reversal, the proposals strengthen expectations that plans should promote an uplift in density in urban areas.
- 4.17 There is a focus too on ensuring development plans support the efficient use of land at appropriate densities. Rather than district-wide design codes, Ministers want to focus Local Planning Authority efforts on the preparation of localised design codes, masterplans and guides for areas of most change and most potential – including regeneration sites, areas of intensification, urban extensions and the development of large new communities. This is already happening in respect of our strategic housing allocations under the current Local Plan, with its requirement for Master Plans to be prepared for each respective site.

Transitional Arrangements

- 4.18 The consultation seeks to extend the timeline for submitting a Local Plan or other Development Plan Document, such as our Employment DPD, to December 2025 using the current plan-making regulations. As Members will recall this is currently 30 June 2025 and the work on the Employment DPD is geared to meeting the June deadline. If the extension to December is brought in, this would give more flexibility to the process, but given its significance to the Borough, it is important that the work on the Employment DPD continues and reaches submission as soon as practicable.

Planning Fees

- 4.19 It appears that the annual increase in fees, proposed by the previous Government is to remain, but that the new proposal is to double the fee for a householder application to around £560. This is welcomed, as this form of application still constitutes the bulk of those received. However, the proportional annual receipt of fees from them is low and this would remain even after this increase.
- 4.20 The consultation paper also re-introduces the prospect of each Local Planning Authority setting its own planning fees. This is extended this time such that the fee could be seen as covering the total cost of the Development Management service – so including enforcement and some heritage costs – and not just the planning application process. Members previously expressed caution at the time of the earlier proposals due to the bulk of our applications being householders – even with an increased fee - being low-income generators; the service being wholly reliant on the submission of major applications, the unpredictability of the fee stream and ultimately the potential for competition between Local Planning Authorities as has happened within the Building Control service.

Increased Delegation

- 4.21 The consultation paper introduces for the first time, the prospect of a nationally defined scheme of delegation for planning and related applications. The objective is that Local Planning Authorities should concentrate and focus on their decision making on the most significant and strategic development submissions. This however seems to ignore the fact that nationally the delegation level is already around 95% and here at North Warwickshire it is the low 90%'s. There doesn't appear to be much gained from this proposal. At best the requirement should be that each Authority should review its own respective Scheme annually or at least every two years.

5 Next Steps

- 5.1 Following consideration of the comments made during this consultation period, the Government is expecting to publish changes to the NPPF by the end of the year.

- 5.2 We are still awaiting further information on the National Development Management Policies which are missing from this consultation. Indications are they will be brought forward later this year for consultation.
- 5.3 Further information on how strategic planning will be delivered, particularly in Warwickshire and the West Midlands, is expected during this Parliament.
- 5.4 The Planning and Infrastructure Bill is expected this Autumn and should help in filling out some of the detail and operational detail of the proposed NPPF changes.
- 5.5 The overall view of officers at the present time is one of concern about how the changes will affect the Borough, given the current position with its Local Plan seemingly unable to deliver the growth it proposes, due to circumstances wholly outside of its control and thus leaving the Borough vulnerable to speculative development proposals.

The Contact Officers for this report are Jeff Brown (719310) and Dorothy Barratt (719250).



Ministry of Housing, Communities & Local Government

Rt Hon Angela Rayner MP

*Deputy Prime Minister and Secretary of State for
Housing, Communities & Local Government*
2 Marsham Street
London
SW1P 4DF

To: all local authority Leaders in England
Cc: all local authority Chief Executives in
England

30 July 2024

Playing your part in building the homes we need

Earlier today, I set out to the House of Commons the Government's plan to build the homes this country so desperately needs. Our plan is ambitious, it is radical, and I know it will not be without controversy – but as the Prime Minister said on the steps of Downing Street, our work is urgent, and in few areas is that urgency starker than in housing.

As the Leaders and Chief Executives of England's local authorities, you know how dire the situation has become and the depth of the housing crisis in which we find ourselves as a nation. You see it as you place record numbers of homeless children in temporary accommodation; as you grapple with waiting lists for social housing getting longer and longer; and as your younger residents are priced out of home ownership.

It is because of this I know that, like every member of the Government, you will feel not just a professional responsibility but a moral obligation to see more homes built. To take the tough choices necessary to fix the foundations of our housing system. And we will only succeed in this shared mission if we work together – because it falls to you and your authorities not only to plan for the houses we need, but also to deliver the affordable and social housing that can provide working families with a route to a secure home.

To that end, and in a spirit of collaboration and of shared endeavour, I wanted to set out the principal elements of our plan – including what you can expect of the Government, and what we are asking of you.

Universal coverage of local plans

I believe strongly in the plan making system. It is the right way to plan for growth and environmental enhancement, ensuring local leaders and their communities come together to agree the future of their areas. Once in place, and kept up to date, local plans provide the stability and certainty that local people and developers want to see our planning system deliver. In the absence of a plan, development will come forward on a piecemeal basis, with much less public engagement and fewer guarantees that it is the best outcome for your communities.

That is why **our goal has to be for universal coverage of ambitious local plans as quickly as possible**. I would therefore like to draw your attention to the proposed timelines for plan-making set out in Chapter 12 of the National Planning Policy Framework (NPPF) consultation. My objective is to drive all plans to adoption as fast as possible, with the goal of achieving universal plan coverage in this Parliament, while making sure that these plans are sufficiently ambitious.

This will of course mean different things for different authorities.

- For **plans at examination** this means allowing them to continue, although where there is a significant gap between the plan and the new local housing need figure, we will expect authorities to begin a plan immediately in the new system.
- For **plans at an advanced stage of preparation** (Regulation 19), it means allowing them to continue to examination unless there is a significant gap between the plan and the new local housing need figure, in which case we propose to ask authorities to rework their plans to take account of the higher figure.
- **Areas at an earlier stage of plan development**, should prepare plans against the revised version of the National Planning Policy Framework and progress as quickly as possible.

I understand that will delay the adoption of some plans, but I want to balance keeping plans flowing to adoption with making sure they plan for sufficient housing. I also know that going back and increasing housing numbers will create additional work, which is why we will provide financial support to those authorities asked to do this. The Government is committed to taking action to ensure authorities have up-to-date local plans in place, supporting local democratic engagement with how, not if, necessary development should happen. On that basis, and while I hope the need will not arise, I will not hesitate to use my powers of intervention should it be necessary to drive progress – including taking over an authority's plan making directly. The consultation we have published today sets out corresponding proposals to amend the local plan intervention criteria.

We will also empower Inspectors to be able to take the tough decisions they need to at examination, by being clear that they should not be devoting significant time and energy during an examination to 'fix' a deficient plan – in turn allowing Inspectors to focus on those plans that are capable of being found sound and can be adopted quickly.

Strategic planning

We know however that whilst planning at the local authority level is critical, it's not enough to deliver the growth we want to see. That is why the Government was clear in the Manifesto that housing need in England cannot be met without planning for growth on a larger than local scale, and that it will be necessary to introduce effective new mechanisms for cross-boundary strategic planning.

This will play a vital role in delivering sustainable growth and addressing key spatial issues – including meeting housing needs, delivering strategic infrastructure, building the economy, and

improving climate resilience. Strategic planning will also be important in planning for local growth and Local Nature Recovery Strategies.

We will therefore take the steps necessary to enable universal coverage of strategic planning within this Parliament, which we will formalise in legislation. This model will support elected Mayors in overseeing the development and agreement of Spatial Development Strategies (SDSs) for their areas. The Government will also explore the most effective arrangements for developing SDSs outside of mayoral areas, in order that we can achieve universal coverage in England, recognising that we will need to consider both the appropriate geographies to use to cover functional economic areas, and the right democratic mechanisms for securing agreement.

Across all areas, these arrangements will encourage partnership working but we are determined to ensure that, whatever the circumstances, SDSs can be concluded and adopted. The Government will work with local leaders and the wider sector to consult on, develop and test these arrangements in the months ahead before legislation is introduced, including consideration of the capacity and capabilities needed such as geospatial data and digital tools.

While this is the right approach in the medium-term, we do not want to wait where there are opportunities to make progress now. We are therefore also taking three immediate steps.

- First, in addition to the continued operation of the duty to cooperate in the current system, we are strengthening the position in the NPPF on cooperation between authorities, in order to ensure that the right engagement is occurring on the sharing of unmet housing need and other strategic issues where plans are being progressed in the short-term.
- Second, we will work in concert with Mayoral Combined Authorities to explore extending existing powers to develop an SDS.
- Third, we intend to identify priority groupings of other authorities where strategic planning – and in particular the sharing of housing need – would provide particular benefits, and engage directly with the authorities concerned to structure and support this cooperation, using powers of intervention as and where necessary.

Housing targets

Underpinning plan making – at the strategic and local level – must be suitably ambitious housing targets. That is why we have confirmed today that we intend to **restore the standard method as the required approach for assessing housing needs and planning for homes**, and reverse the wider changes made to the NPPF in December 2023 that were detrimental to housing supply.

But simply going back to the previous position is not enough, because it failed to deliver enough homes. So, we are also consulting on **a new standard method** to ensure local plans are ambitious enough to support the Government's commitment to build 1.5 million new homes over the next five years. The new method sees a distribution that will drive growth in every corner of the country. This includes a stretching yet credible target for London, with what was previously unmet need in the capital effectively reallocated to see homes built in areas where they will be delivered. The new

method increases targets across all other regions relative to the existing one, and significantly boosts expectations across our city regions – with targets in Mayoral Combined Authority areas on average growing by more than 30%.

I want to be clear that local authorities will be **expected to make every effort to allocate land in line with their housing need as per the standard method**, noting it is possible to justify a lower housing requirement than the figure the method sets on the basis of local constraints on land and delivery, such as flood risk. Any such justification will need to be evidenced and explained through consultation and examination, and local authorities that cannot meet their development needs will have to demonstrate how they have worked with other nearby authorities to share that unmet need.

And we are also committed to making sure that **the right kind of homes are delivered through our planning system as quickly as possible**. That is why we are proposing to remove the prescriptive approach to affordable home ownership products, which can squeeze out Social and Affordable rent homes despite acute need. This will free authorities to secure more Social Rent homes, ensuring you get the homes you need in your local areas. We also want to promote the delivery of mixed use sites which can include a variety of ownership and rental tenures, including rented affordable housing and build to rent, and which provide a range of benefits – including creating diverse communities and supporting timely build out rates.

Green Belt and Grey Belt

If targets tell us what needs to be built, the next step is to make sure we are building in the right places. The first port of call is rightly brownfield land, and we have proposed some changes today to support such development.

But brownfield land can only be part of the answer, which is why we are consulting on changes that would see councils **required to review boundaries and release Green Belt land where necessary to meet unmet housing or commercial need**.

I want to be clear that this Government is committed to protecting nature. That is why land safeguarded for environmental reasons will maintain its existing protections. But we know that large parts of the Green Belt have little ecological value and are inaccessible to the public, and that the development that happens under the existing framework can be haphazard – too often lacking the affordable homes and wider infrastructure that communities need. Meanwhile, low quality parts of the Green Belt, which we have termed ‘grey belt’ and which make little contribution to Green Belt purposes, like disused car parks and industrial estates, remain undeveloped.

We will therefore ask authorities to prioritise sustainable development on previously developed land and other low quality ‘grey belt’ sites, before looking to other sustainable locations for meeting this need. We want decisions on where to release land to remain locally led, as we believe that local authorities are in the best position to judge what land within current Green Belt boundaries will be most suitable for development. But we also want to ensure enough land is identified in the planning system to meet housing and commercial need, and so we have proposed a clear route to bringing forward schemes on ‘grey belt’ land outside the plan process where delivery falls short of need.

To make sure development on the Green Belt truly benefits your communities, we are also **establishing firm golden rules**, with a target of at least 50% of the homes onsite being affordable, and a requirement that all developments are supported by the infrastructure needed – including GP surgeries, schools and transport links - as well as greater provision of accessible green space.

Growth supporting infrastructure

Building more homes is fundamental to unlocking economic growth, but we need to do so much more. That is why we are also proposing changes to make it **easier to build growth-supporting infrastructure** such as laboratories, gigafactories, data centres, electricity grid connections and the networks that support freight and logistics – and seeking views on whether we should include some of these types of projects in the Nationally Significant Infrastructure Projects regime.

Having ended the ban on onshore wind on our fourth day in office, we are also proposing to: boost the weight that planning policy gives to the benefits associated with **renewables**; bring larger scale onshore wind projects back into the Nationally Significant Infrastructure Projects regime; and change the threshold for solar development to reflect developments in solar technology. In addition, we are testing whether to bring a broader definition of water infrastructure into the scope of the Nationally Significant Infrastructure Projects regime.

And recognising the role that planning plays in the **broader needs of communities**, we are proposing a number of changes to: support new, expanded or upgraded public service infrastructure; take a vision-led approach to transport planning, challenging the now outdated default assumption of automatic traffic growth; promote healthy communities, in particular tackling the scourge of childhood obesity; and boost the provision of much needed facilities for early-years childcare and post-16 education.

Capacity and fees

I recognise that delivering on the above ambition will demand much from you and your teams, and your capacity is strained. We want to **see planning services put on a more sustainable footing**, which is why we are consulting on whether to use the Planning and Infrastructure Bill to allow local authorities to set their own fees, better reflecting local costs and reducing financial pressures on local authority budgets.

While legislative change is important, we also do not want to wait to get extra resource into planning departments – which is why I am consulting on increasing planning fees for householder applications and other applications, that for too long have been well below cost recovery. We know that we are asking a lot more of local authorities, and we are clear that this will only be possible if we find a way to give more resource.

It is also important that you are supported in the critical role you play when the infrastructure needed to kickstart economic growth and make Britain a clean energy superpower is being consented under the Nationally Significant Infrastructure Projects regime. I am therefore consulting on whether to

make provision to allow host upper and lower tier (or unitary) authorities to recover costs for relevant services provided in relation to applications, and proposed applications, for development consent.

Social and affordable housing

Overhauling our planning system is key to delivering the 1.5 million homes we have committed to build over the next five years – but it is not enough. We need to diversify supply, and I want to make sure that you have the tools and support needed to deliver quality affordable and social housing, reversing the continued decline in stock. This is vital to help you manage local pressures, including tackling and preventing homelessness.

Within the current Affordable Homes Programme (AHP), we know that particularly outside London, almost all of the funding for the 2021-2026 AHP is contractually committed. That is why I have confirmed that we will **press Homes England and the Greater London Authority (GLA) to maximise the number of Social Rent homes in allocating the remaining funding.**

The Government will also bring forward details of future Government investment in social and affordable housing at the Spending Review, so that social housing providers can plan for the future and help deliver **the biggest increase in affordable housebuilding in a generation.** We will work with Mayors and local areas to consider how funding can be used in their areas and support devolution and local growth.

In addition, I have confirmed that the Local Authority Housing Fund (LAHF) 3 will be going ahead, with £450 million provided to councils to acquire and create homes for families at risk of homelessness. This will create over 2,000 affordable homes for some of the most vulnerable families in society.

I recognise that councils and housing associations need support to build their capacity if they are to make a greater contribution to affordable housing supply. We will set out plans at the next fiscal event to **give councils and housing associations the rent stability they need** to be able to borrow and invest in both new and existing homes, while also ensuring that there are appropriate protections for both existing and future social housing tenants.

As we work to build more affordable homes, we also need to do better at maintaining our existing stock – which is why I have announced three updates on the Right to Buy scheme:

- First, we have started to review the increased Right to Buy discounts introduced in 2012, and we will bring forward secondary legislation to implement changes in the autumn;
- Second, we will review Right to Buy more widely, including looking at eligibility criteria and protections for new homes, bringing forward a consultation also in the autumn; and
- Third, we are increasing the flexibilities that apply to how councils can use their Right to Buy receipts.

With respect to the third point, from today we are removing the caps on the percentage of replacements delivered as acquisitions (which was previously 50%) and the percentage cost of a replacement home that can be funded using Right to Buy receipts (which was also previously 50%).

Councils will also now be able to combine Right to Buy receipts with section 106 contributions. These flexibilities will be in place for an initial 24 months, subject to review. My department will be writing to stock-holding local authorities with more details on the changes, and I would encourage you to make the best use of these flexibilities to maximise Right to Buy replacements and to achieve the right balance between acquisitions and new builds.

Finally, I would like to emphasise the importance of homes being decent, safe and warm. That is why this Government will introduce Awaab's Law into the social rented sector. We will set out more detail and bring forward the secondary legislation to implement this in due course. We also intend to bring forward more detail in the autumn on our plans to raise standards and strengthen residents' voices.

Next phase of reform

The action we have announced today will get us building, but as I said to the House of Commons it represents only a downpayment on our ambitions.

As announced in the King's Speech, we will introduce a Planning and Infrastructure Bill later in the first session, which will: modernise planning committees by introducing a national scheme of delegation that focuses their efforts on the applications that really matter, and places more trust in skilled professional planners to do the rest; enable local authorities to put their planning departments on a sustainable footing; further reform compulsory purchase compensation rules to ensure that what is paid to landowners is fair but not excessive; streamline the delivery process for critical infrastructure; and provide any necessary legal underpinning to ensure we can use development to fund nature recovery where currently both are stalled.

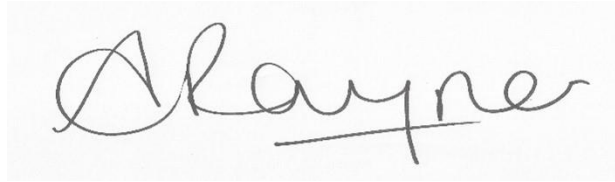
We will consult on the right approach to strategic planning, in particular how we structure arrangements outside of Mayoral Combined Authorities, considering both the right geographies and democratic mechanisms.

We will say more imminently about how we intend to deliver on our commitment to build a new generation of new towns. This will include large-scale new communities built on greenfield land and separated from other nearby settlements, but also a larger number of urban extensions and urban regeneration schemes that will work with the grain of development in any given area.

And because we know that the housing crisis cannot be fixed overnight, the Government will publish a long-term housing strategy, alongside the Spending Review, which the Chancellor announced yesterday.

We have a long way to go, but I hope today proves to be a major first step for all of us as we seek to put the housing crisis behind us. I look forward to working with you all, and am confident that together, we can achieve significant improvements that will benefit our citizens.

Yours sincerely,

A handwritten signature in black ink on a light grey background. The signature is written in a cursive style and reads "A Rayner". The first letter 'A' is large and loops around the start of the name. The 'R' is also large and loops around the 'a'. The 'y' has a long tail that loops under the 'n'. The 'e' is written with a simple, rounded stroke.

RT HON ANGELA RAYNER MP

Deputy Prime Minister and Secretary of State for Housing, Communities & Local Government

Agenda Item No 14

Executive Board

16 September 2024

Report of the Chief Executive

Broadcasting of Meetings

1 Summary

- 1.1 This report asks the Board to agree a change to how the Council's meetings are broadcast.

Recommendation to the Board

That the changes to how the Council's meetings are broadcast be agreed.

3 Report

- 3.1 At the start of the COVID 19 pandemic, the Council introduced live broadcasting of its meetings via the Council's YouTube channel. This became a mandatory requirement during the early stages of the pandemic however once the requirement for in-person meetings returned the Council continued to broadcast its meetings.
- 3.2 At the March meeting of this Board, Members asked the Chief Executive to bring a report on the viewing figures for these broadcasts.
- 3.3 Objectively, the quality of the broadcasts is limited due to a number of factors, including the nature of the Council Chamber and the technology available to the Council, given the requirement to broadcast happened at very short notice.
- 3.4 In addition, broadcasting live onto YouTube is relatively resource intensive with assistance required by Information Technology colleagues and additional duties for the Democratic Services staff. Democratic Services staff are not trained in social media broadcasts and therefore the recording is started by IT colleagues some time ahead of the meeting, which again diminishes the quality of the broadcast. Democratic Services staff often have to check the broadcast is still live, deal with any issues arising and cease the broadcast during any adjournments or when the confidential section of the meeting is reached. This affects the attention they can give to the meeting which can be problematic from a governance perspective with the recording of decisions etc.

- 3.5 In addition it sometimes requires staff to 'double up' at meetings. Overall the increased staffing time that broadcasting live entails is problematic given their other duties and this becomes a very significant issue during election periods, when Democratic Services staff already work considerable numbers of additional hours.
- ... 3.6 It is suggested that the live viewing statistics set out in the Appendix do not support or justify this level of resource. However the number of subsequent viewings of meetings does suggest that there is merit in meetings continuing to be recorded, and the recordings published.
- 3.7 It is suggested therefore that live broadcasts of meetings cease after the current round of meetings ends with the full Council meeting on the 25 September. However it is proposed that meetings will still be recorded (a much simpler task than broadcasting live) with the recording uploaded to the Council's YouTube channel the following morning.
- 3.8 It is also suggested however that the meetings of the Planning and Development Board continue to be live broadcast given the nature of those meeting and the data on viewings.

4 Report Implications

- 4.1 The Human Resources implications with regard to the extra staffing time taken with regard to live broadcasting are set out in the report.
- 4.2 With regard to Financial implications, other than the cost of overtime, there are no significant implications.
- 4.3 With regard to Legal implications, Councils are not required to broadcast or record meetings. The Council must consider the Public Sector Equality Duty with the Equality Act 2010 in that they must have due regard to the need, amongst other things, to eliminate discrimination and advance equality of opportunity between persons with protected characteristics and those who do not. Recording meetings assists with this as it reduces the need to attend the Council's meetings in person, however this is slightly diminished if they are not broadcast live. The Council would however consider reasonable requests to access to the Teams meeting if someone with a protected characteristic could not attend in person and wished to view the meeting live.

The Contact Officer for this report is Steve Maxey (719438).

Council Meetings
You Tube Views
6 March 2023 – 8 July 2024

Board/Committee	Date of Meeting	Peak Views Whilst Live	Average Views Whilst Live	Viewings after Publication (ie after meeting)
Planning & Development	6 March 2023	20	7	32
Resources	13 March 2023	4	1	19
Safer Communities	16 March 2023	3	1	12
Executive	21 March 2023	3	1	15
Community & Environment	27 March 2023	3	1	17
Planning & Development	3 April 2023	23	8	36
Council	19 April 2023	4	1	44
Annual Council	17 May 2023	13	3	86
Planning & Development	22 May 2023	10	4	40
Community & Environment	5 June 2023	4	1	27

Board/Committee	Date of Meeting	Peak Views Whilst Live	Average Views Whilst Live	Viewings after Publication (ie after meeting)
Planning & Development	12 June 2023	4	1	27
Resources	19 June 2023	4	1	12
Executive	20 June 2023	2	0	11
Special Sub	26 June 2023	3	0	4
Council	28 June 2023	6	1	79
Safer Communities	3 July 2023	2	0	5
Local Development Framework	4 July 2023	5	2	50
Planning & Development	10 July 2023	8	3	53
Special Sub	17 July 2023	2	0	13
Executive	19 July 2023	3	0	18
Planning & Development	7 August 2023	8	4	38
Community & Environment	8 August 2023	3	1	13
Special Sub	15 August 2023	1	0	5
Planning & Development	4 September 2023	6	1	28

Board/Committee	Date of Meeting	Peak Views Whilst Live	Average Views Whilst Live	Viewings after Publication (ie after meeting)
Resources	5 September 2023	4	1	10
Local Development Framework	11 September 2023	5	2	19
Executive	18 September 2023	3	1	10
Council	27 September 2023	12	2	98
Community & Environment	16 October 2023	2	0	7
Planning & Development	6 November 2023	8	3	14
Resources	13 November 2023	2	0	14
Safer Communities	20 November 2023	4	1	15
Executive	27 November 2023	1	0	27
Council	6 December 2023	2	0	82
Planning & Development	11 December 2023	9	1	55
Special Sub	12 December 2023	1	1	2
Planning & Development	8 January 2024	4	0	11
Special Sub	9 January 2024	1	0	10

Board/Committee	Date of Meeting	Peak Views Whilst Live	Average Views Whilst Live	Viewings after Publication (ie after meeting)
Community & Environment	22 January 2024	2	0	18
Resources	29 January 2024	6	2	1
Alcohol & Gambling Taxi & Licencing	30 January 2024	2	1	2
Local Development Framework	31 January 2024	3	0	9
Planning & Development	5 February 2024	4	1	14
Executive	12 February 2024	3	1	25
Council	21 February 2024	16	6	26
Planning & Development	4 March 2024	9	3	60
Resources	11 March 2024	4	1	5
Executive	18 March 2024	2	0	6
Community & Environment	25 March 2024	3	0	6
Safer Communities	26 March 2024	3	1	10
Planning & Development	8 April 2024	6	1	31

Board/Committee	Date of Meeting	Peak Views Whilst Live	Average Views Whilst Live	Viewings after Publication (ie after meeting)
Council	9 May 2024	4	1	5
Community & Environment	20 May 2024	4	1	9
Planning & Development	21 May 2024	4	1	21
Resources	3 June 2024	2	0	4
Planning & Development	10 June 2024	1	1	12
Executive	11 June 2024	1	0	6
Special Sub	17 June 2024	2	0	11
Council	19 June 2024	1	0	15
Planning & Development	8 July 2024	1	0	4

Notes

For all meetings peak and average figures will include 1 or 2 members of Dem Services staff viewing live – to ensure the broadcast is streaming correctly.

The average figures will be based on the whole time the broadcast is running and includes the time the “meeting will start shortly” and “meeting ending” slides are displayed. Depending on when the broadcast is set up by IT staff and the “meeting will start shortly” slide is displayed, the time period could be several hours.

The viewing after publication figures are the amount of views that have taken place following the conclusion of the meeting.

IT staff set up the broadcast for each meeting.

Democratic Services staff will check the broadcast is set up prior to the start of each meeting, set up an iPad for use by the Chair, join teams on the TV in the Chamber, admit any staff or members of the public joining via Teams and commence the live broadcast. The broadcast will be paused if there is an adjournment of a meeting and stopped at the end of the meeting, or when the meeting goes into private session. Democratic Services staff are also responsible for minute taking, setting up the Chamber for a meeting, admitting members of the public and clearing away at the end of a meeting.

Agenda Item No 15

Executive Board

16 September 2024

**Report of the
Chief Executive**

Exclusion of the Public and Press

Recommendation to the Board

To consider, in accordance with Section 100A(4) of the Local Government Act 1972, whether it is in the public interest that the public and press be excluded from the meeting for the following item of business, on the grounds that it involves the likely disclosure of exempt information as defined by Schedule 12A to the Act.

Agenda Item No 16

Exempt Extract of the Minutes of the meeting of the Executive Board held on 17 July 2024

Paragraph 1 – Information relating to an individual.

In relation to the item listed above members should only exclude the public if the public interest in doing so outweighs the public interest in disclosing the information, giving their reasons as to why that is the case.

The Contact Officer for this report is Amanda Tonks (719221).