

AGENDA

Business & Transformation Scrutiny Panel

Thursday, 24 February 2022 AT 16:00
In the Flensburg Room, Civic Centre, Carlisle, CA3 8QG

****A pre meeting for Members to prepare for the Panel will
take place 45 minutes before the meeting****

The Press and Public are welcome to attend for the
consideration of any items which are public.

Members of the Business & Transformation Scrutiny Panel

Councillor Bainbridge (Chair), Councillors Alcroft (Vice Chair), Allison, Ms Ellis-Williams, Mrs Mitchell, Mitchelson, Dr Tickner

Substitutes:

Councillors Mrs Atkinson, Mrs Birks, Brown, Bomford, Collier, Mrs Finlayson, Mrs Glendinning, Glover, Lishman, Mrs McKerrell, Meller, Morton, Patrick, Robson, Shepherd, Miss Sherriff, Southward, Sunter, Miss Whalen and Wills.

PART A

To be considered when the Public and Press are present

APOLOGIES FOR ABSENCE

To receive apologies for absence and notification of substitutions

DECLARATIONS OF INTEREST

Members are invited to declare any disclosable pecuniary interests, other registrable interests and any interests, relating to any items on the agenda at this stage.

PUBLIC AND PRESS

To agree that the items of business within Part A of the agenda should be dealt with in public and that the items of business within Part B of the agenda should be dealt with in private.

MINUTES OF PREVIOUS MEETING

7 - 14

The Chair will move the minutes of the meeting held on 6 January 2022 as a correct record. The only part of the minutes that may be discussed is their accuracy.

(Copy minutes herewith).

A.1 CALL-IN OF DECISIONS

To consider any matter which has been the subject of call-in.

A.2 TALKIN TARN MANAGEMENT ARRANGEMENTS

**15 -
20**

Portfolio: Environment and Transport
Directorate: Community Services
Officer: Luke Leathers, Health and Wellbeing Manager
Report: CS.06/22 herewith

Background:

The Deputy Chief Executive to submit a report regarding Talkin Tarn Management Arrangements

Why is this item on the agenda?

Agreed by Chair

What is the Panel being asked to do?

To review the current management arrangements and provide guidance on the scope and content of any future options appraisal for the future operation of the site.

A.3 SANDS CENTRE PROJECT MONITORING REPORT

**21 -
40**

Portfolio: Leader, Cross Cutting
Directorate: Community Services
Officer: Darren Crossley, Deputy Chief Executive
Report: CS.05/22 herewith

Background:

The Deputy Chief Executive to submit a report providing an update on the current progress of the redevelopment of the Sands Centre site.

Why is this item on the agenda?

Monitoring Report

What is the Panel being asked to do?

Review the report, note the progress and provide feedback.

A.4 SICKNESS ABSENCE QUARTER 3 2021/22

**41 -
48**

Portfolio: Finance, Governance and Resources
Directorate: Community Services
Officer: Darren Crossley, Deputy Chief Executive
Report: CS.07/22 herewith

Background:

The Deputy Chief Executive to submit a report on the authority's quarter 3 sickness absence levels providing an overview of April to December 2021 and other sickness absence information.

Why is this item on the agenda?

Annual monitoring of sickness absence within the authority.

What is the Panel being asked to do?

Scrutinise and comment on the information on sickness absence provided in the report.

A.5 REVENUE BUDGET OVERVIEW AND MONITORING REPORT APRIL TO DECEMBER 2021

**49 -
72**

Portfolio: Finance, Governance and Resources
Directorate: Finance and Resources
Officer: Alison Taylor, Corporate Director of Finance and Resources
Report: RD.70/21 herewith and Minute Excerpt to follow

Background:

The Corporate Director of Finance and Resources to submit a report providing an overview of the Council's overall budgetary position for the period April to December 2021 for revenue schemes only. The matter was considered by the Executive on 21 February 2022.

Why is this item on the agenda?

Budget monitoring report.

What is the Panel being asked to do?

To scrutinise the overall budgetary position for the period April to December 2021.

A.6 CAPITAL BUDGET OVERVIEW AND MONITORING REPORT APRIL TO DECEMBER 2021

**73 -
92**

Portfolio: Finance, Governance and Resources
Directorate: Finance and Resources
Officer: Alison Taylor, Corporate Director of Finance and Resources
Report: RD.71/22 herewith and Minute Excerpt to follow

Background:

The Corporate Director of Finance and Resources to submit a report providing an overview of the budgetary position of the City Council's capital programme for the period April to December 2021. The matter was considered by the Executive on 21 February 2022.

Why is this item on the agenda?

Budget monitoring report

What is the Panel being asked to do?

To scrutinise the overall budgetary position for the period April to December 2021.

A.7 QUARTER 3 PERFORMANCE REPORT 2021/22

**93 -
110**

Portfolio: Finance, Governance and Resources
Directorate: Corporate Support
Officer: Gary Oliver, Policy and Performance Officer
Report: PC.02/22 herewith

Background:

The Policy and Communications Manager to submit a report on the Quarter 3 2021/22 performance against the Council's current Service Standards and a summary of the Carlisle Plan 2021-23 actions as defined in the Plan. Performance against the Panel's 2021/22 Key Performance Indicators (KPIs) are also included.

Why is this item on the agenda?

Annual monitoring of performance.

What is the Panel being asked to do?

Scrutinise the performance of the City Council with a view to seeking continuous improvement in how the Council delivers its priorities.

A.8 OVERVIEW REPORT

**111 -
116**

Portfolio: Cross Cutting
Directorate: Cross Cutting
Officer: Rowan Jones, Overview and Scrutiny Officer
Report: OS.06/22 herewith

Background:

To consider a report providing an overview of matters related to the work of the Business and Transformation Scrutiny Panel.

Why is this item on the agenda?

The Business and Transformation Scrutiny Panel operates within a work plan which has been set for the 2021/22 municipal year. The Plan will be reviewed at every meeting so that it can be adjusted to reflect the wishes of the Panel and take into account items relevant to this Panel in the latest Notice of Executive Key Decisions.

What is the Panel being asked to do?

Note the items within Panel remit on the most recent Notice of Executive Key Decisions

Note the current work programme

PART B

To be considered when the Public and Press are excluded from the meeting

B.1 ASSET MANAGEMENT OF KINGSTOWN INDUSTRIAL ESTATE & PARKHOUSE BUSINESS PARK - UPDATE ON PROGRESS

The report is not for publication by virtue of Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972, as the report contains exempt information relating to the financial or business affairs of any particular person (including the authority holding that information)

Portfolio: Finance, Governance and Resources
Directorate: Governance and Regulatory Services
Officer: Mark Walshe, Head of Property Services
Report: GD.10/22 herewith

Background:

The Corporate Director of Governance and Regulatory Services to submit an update on progress with implementation of the business plan for Kingstown Industrial Estate and Parkhouse Business Park.

Why is this item on the agenda?

Monitoring report

What is the Panel being asked to do?

Consider the report, note the progress to date and comment as appropriate.

Enquiries, requests for reports, background papers etc to:
committeeservices@carlisle.gov.uk



Business & Transformation Scrutiny Panel

Date: Thursday, 06 January 2022

Time: 16:02

Venue: Cathedral Room

Present: Councillor Ruth Alcroft, Councillor Trevor Allison, Councillor James Bainbridge, Councillor Mrs Marilyn Bowman, Councillor Ms Jo Ellis-Williams, Councillor Mrs Linda Mitchell, Councillor Michael Mitchelson, Councillor Dr Les Tickner

Also Present: Councillor Ellis, Finance, Governance and Resources Portfolio Holder

Officers: Town Clerk and Chief Executive
Corporate Director of Governance and Regulatory Services
Corporate Director of Finance and Resources
Infrastructure and Services Desk Manager
Overview and Scrutiny Officer

BTSP.01/22 APOLOGIES FOR ABSENCE

No apologies for absence were submitted.

BTSP.02/22 DECLARATIONS OF INTEREST

No declarations of interest were submitted.

BTSP.03/22 PUBLIC AND PRESS

It was agreed that the items in Part A be dealt with in public and the items in private be dealt with in Part B.

BTSP.04/22 MINUTES OF PREVIOUS MEETINGS

RESOLVED – It was noted that Council, at its meeting on 4 January 2022, received and adopted the minutes of the meeting held on 7 December 2021. The Chair signed the minutes.

BTSP.05/22 MEMBER'S COMMENTS

Councillor Dr Tickner noted that some Members of the Panel were not wearing face masks in accordance with advice. The Chair had advised it was a decision for individual members, Councillor Dr Tickner asked that his objection to non mask wearing be recorded.

BTSP.06/22 CALL-IN OF DECISIONS

There were no items which had been subject of call-in.

BTSP.07/22 BUDGET 2022/23

(1) EXECUTIVE'S RESPONSE TO THE FIRST ROUND OF BUDGET SCRUTINY

Minutes of the special meeting of the Executive held on 13 December 2021 were submitted detailing the response of the Executive to the comments made by the Scrutiny Panels in response to the first round of Budget scrutiny.

RESOLVED - That the decisions of the Special Executive held on 13 December 2021 be received.

(2) EXECUTIVE DRAFT BUDGET PROPOSALS

The Executive's draft Budget proposals 2022/23 which had been issued for consultation purposes were submitted for scrutiny by the Panel.

The budget proposals were based on detailed proposals that had been considered by the Executive over the course of the last few months. In particular the reports of the Corporate Director of Finance and Resources which had been discussed at the Executive meeting on 13 December 2021.

The Corporate Director of Finance and Resources detailed a number of updates to the budget documents including the incorporation of recommendations from Scrutiny to freeze the City Council portion of Council Tax for 2022/23, freeze the first hour of car park charges and the review of the Talk Tarn car parking permits. She highlighted areas of reprofiling as well as outstanding items which would be incorporated into the budget for 19 January 2022 Executive meeting if available.

In considering the draft Budget proposals, Members raised the following questions and comments:

- Members noted the vacant properties within the Lanes and asked if the Council was liable for unpaid Business Rates and any losses that the Lanes may experience.

The Corporate Director of Finance and Resources agreed to provide the Panel with a written response.

- A Member highlighted the borrowing requirements in the report and asked if the Council would have to borrow the £1.6million required for the Local Government Reorganisation.

The Corporate Director of Finance and Resources confirmed that there was no additional borrowing requirement for the £1.6million, it would be funded from the Operational Risk Reserve. She acknowledged that there was a significant borrowing requirement for the capital programme due to a lack of available capital grants. It was prudent to budget for the maximum requirement, however reviews of spending profiles and the cash position may reduce the actual borrowing required.

- A Member asked for clarity on the savings position.

The Corporate Director of Finance and Resources explained that the savings requirement had not increased and remained at £2million. It had been possible to reprofile the amount and meet some savings on a non recurring basis but the saving requirement had moved to 2023/24. There was a savings strategy in place and the Council would continue to look for the savings to either achieve in 2022/23 or to inform the new authority.

- The saving strategy included service reviews which reviewed services not in line within the Councils core priorities or which were not statutory. How confident was the budget that it would not impact on the services offered to residents?

The Corporate Director of Finance and Resources highlighted previous work which had been undertaken to identify savings which did not impact on service provision, however, this work would need to be reviewed and updated. She clarified that this budget was based on the current service provision with no cuts to services. All budget pressures and savings had been identified by budget holders and Directors who knew if proposed savings would impact services. She reminded the Panel that £9million in savings had been achieved since 2010/11 without stopping any services.

- What did the Rural Services Grant cover?

The Corporate Director of Finance and Resources agreed to provide a written response.

- Had the cost of additional electric vehicle charging points been factored into the budget for the replacement of Council refuse vehicles with electric vehicles?

The Corporate Director of Finance and Resources reminded the Panel that the Council could not currently replace their refuse vehicles with electric vehicles as there were no suitable options available. When it became a viable option additional electric charging points would be considered as a separate budget report which would set out all the funding options for the authority.

A Member commented that the replacement of electric vehicle batteries would also need to be considered as they could not be recycled. The Finance, Governance and Resources Portfolio Holder responded that the lifetime of a battery would outweigh the time that a refuse vehicle would be in use with the authority as they were replaced regularly.

RESOLVED - That Corporate Director of Finance and Resources provided the Panel with a written response to the following:

- Was the Council was liable for unpaid Business Rates and any losses that the Lanes may experience.
- What the Rural Services Grants covered.

(3) BACKGROUND INFORMATION REPORTS:

(3)(a) BUDGET UPDATE - REVENUE ESTIMATES 2022/23 TO 2026/27

The Corporate Director of Finance and Resources submitted report RD.52/21 which provided an update to report RD.46/21. The report summarised key budget considerations, the Council's revised revenue base estimates for 2021/22, together with base estimates for 2022/23, forecasts up to 2026/27 for illustrative purposes. Potential new spending pressures, bids and savings were also set out in the report in an indicative manner, the final position being subject to decisions taken further in the budget process.

The Executive had considered the matter on 13 December 2021 (EX.153/21 refers) and decided:

"That the Executive:

- (i) Noted the revised estimates for 2021/22 and base estimates for 2022/23;

- (ii) Noted the estimates in the report are draft and will be subject to the confirmation of the Local Government Finance Settlement due in December 2021;
- (iii) Noted the current MTFP projections, which would continue to be updated throughout the budget process as key issues become clearer and decisions were taken;
- (iv) noted the budget pressures, bids and savings which needed to be taken into account as part of the 2022/23 budget process;
- (v) Approved the release of amounts from the Operational Risk Reserve for Treasury Management (£600,000) and Covid costs (£500,000) as outlined in paragraph 5.2 of report RD.52/21
- (vi) notes the Statutory Report of the S.151 Officer outlining the risks associated with the draft budget figures and that minimum reserves may need to be reviewed in the future depending upon the outcome of the Local Government Finance review."

In considering the report, Members raised the following comments and questions:

- Why had additional subsidy for the Leisure contract been included in the budget? Was it a local or national issue?

The Corporate Director of Finance and Resources explained that additional subsidy had been removed from the budget. The amount was not yet known and would therefore be dealt with outwith the budget process. The additional subsidy was unique to Carlisle due to the delay in the redevelopment of the Sands Centre.

- Would the increase in car parking during the recovery from Covid and the Christmas period improve the car parking shortfall income?

The Corporate Director of Finance and Resources clarified that the figures used for the shortfall were based on pre covid figures and there was a shortfall at that time. The shortfall would go forward as a recurring pressure.

- Did the level of external debt figures include the value of Gateway 44?

The Corporate Director of Finance and Resources confirmed that Gateway 44 had been included in the balance sheet from 2020/21.

RESOLVED - That the Panel had scrutinised report RD.52/21 and made comments on the revised base estimates for 2021/22 and the proposed overall budgetary position for 2022/23.

(3)(b) REVISED CAPITAL PROGRAMME 2021/22 AND PROVISIONAL CAPITAL PROGRAMME 2022/23 TO 2026/27

The Corporate Director of Finance and Resources submitted report RD.55/21 which detailed the revised capital programme for 2021/22 together with the proposed method of financing as set out in Appendices A and B. The report summarised the proposed programme for 2022/23 to 2026/27 in the light of new capital proposals identified along with the estimated resources available to fund the programme.

The Executive had considered the matter at its meeting of 13 December 2021 (EX.154/21 referred), and decided:

That the Executive:

- (i) Noted the revised capital programme and relevant financing for 2021/22 as set out in Appendices A and B of report RD.55/21;

(ii) Gave initial consideration and views on the proposed capital spending for 2022/23 to 2026/27 given in the report in the light of estimated available resources;
(iii) Noted that any scheme for which funding had been approved by the Council may only proceed after a full report, including business case and financial appraisal, has been approved.'

RESOLVED - That the revised capital programme for 2021/22 and the proposed overall capital budgetary portion for 2022/23 to 2026/27 (RD.55/21) be noted.

BTSP.08/22 DRAFT TREASURY MANAGEMENT STRATEGY STATEMENT, INVESTMENT STRATEGY AND MINIMUM REVENUE PROVISION STRATEGY 2022/23

The Corporate Director of Finance and Resources submitted report RD.53/21 which set out the Council's draft Treasury Management Strategy for 2022/23, in accordance with the CIPFA Code of Practice on Treasury Management. The Investment Strategy and the Minimum Revenue Provision (MRP) Strategy for 2022/23 were also incorporated into the Statement, along with Prudential Indicators as required within the Prudential Code for Capital Finance in Local Authorities.

The Executive had considered the matter on 13 December 2021 (EX.155/21 referred) and noted the draft Treasury Management Strategy Statement for 2022/23 and referred it to the Panel.

In considering the report, a Member asked how confident the Council was in the bank rate figures.

The Corporate Director of Finance and Resources drew the Panel's attention to section 10.3 of the report which set out the Council's investment strategy. The Council regularly monitored the interest rates and had daily updates from Link Asset Services.

RESOLVED - That the Draft Treasury Management Strategy Statement, Investment Strategy and Minimum Revenue Provision Strategy 2022/23 (RD.53/21) be noted.

BTSP.09/22 FUTURE SCRUTINY TASK AND FINISH GROUP REPORT

The Overview and Scrutiny Officer submitted report OS.01/22 which summarised the work of the Future Scrutiny Task and Finish Group and set out its findings for the Panel to consider.

The Task and Finish Group had been established by the Panel to reconsider Scrutiny arrangements within the Council. The Task and Finish Group proposed a two Panel structure, with a "Place Panel" and a "People Panel". The structure included an ad-hoc "Resources Panel" that would be serviced by Members of the Place and People Panels and would consider budget matters. The Panels would continue to be made up of 8 Members and the People and Place Panels would meet 8 times a year.

The Corporate Director of Governance and Regulatory Services had not been involved in the work of the Task Group, however, he indicated that the proposed change to the Panels would be relatively straightforward. He clarified that the Panel could not stipulate the Membership of the new Resources Panel. As a formal committee of the Council the Panel would be subject to the same proportionality rules as the other Panels and the seat allocations were a matter for each Group.

The Panel debated the proposals. Some Members felt it was not the appropriate time to create additional work for Members or Officers. The impact of the Local Government Reorganisation was unknown but he felt that two Panel may struggle to keep up with the workload.

Some Members spoke in support of the proposals. A change to Scrutiny had been discussed for many years, the proposals gave clear direction for the responsibility of the new Panels and reduced duplication of work.

The Corporate Director of Governance and Regulatory Services commented that, although the changes to the Panels would be a relatively straightforward process, he felt it was a misplaced use of resources given that the City Council would only be operational for a further 18 months. The proposed changes retained three Panels, each with 8 Members and a slightly reduced number of meetings. He clarified that, if the Panel supported the recommendations of the Task Group, they would be recommending that he, as Monitoring Officer, write a report to Council making recommendations to change the Scrutiny arrangements. The recommendation he would make to Council would differ from the Task and Finish Group recommendations as the membership of the new Resources Panel could not stipulated.

Following voting it was

RESOLVED - That the Monitoring Officer be recommended to make changes to the Carlisle City Council Constitution that would allow Scrutiny to move to a two scrutiny Panel arrangements, as outlined in the proposals set out in report OS.01/22.

BTSP.10/22 OVERVIEW REPORT

The Overview and Scrutiny Officer submitted report OS.02/22 which provided an overview of matters related to the Business and Transformation Scrutiny Panel.

RESOLVED - That the Overview Report incorporating the Key Decision items relevant to the Business and Transformation Scrutiny Panel be noted (OS.02/22).

BTSP.11/22 PUBLIC AND PRESS

RESOLVED – That in accordance with Section 100A(4) of the Local Government Act 1972 the Public and Press were excluded from the meeting during consideration of the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in the paragraph number (as indicated in brackets against the minute) of Part 1 of Schedule 12A of the 1972 Local Government Act.

BTSP.12/22 ICT SERVICES PROJECT STATUS REPORT

(Public and Press excluded by virtue of paragraph 3)

The Infrastructure and Service Desk Manager submitted an update on the ICT Services Project Status (CE.11/21). The report had been updated to offer the Panel an up to date snapshot of the current status of the ICT Services projects along with recent project activity; RAG rating; issues and emerging risks; key activities for the next period and requests for change.

The Infrastructure and Service Desk Manager responded to Members questions regarding the

recent recruitment process.

The Town Clerk and Chief Executive set out the current position with regard to recruitment, resources and impact of Local Government Reorganisation. He stated that the Service Desk Infrastructure and Service Desk Manager and team had carried out an excellent job managing IT in such challenging circumstances.

The Infrastructure and Service Desk Manager responded to questions regarding the Risk Register and he reported that each risk had been given a priority rating to enable effective work planning.

RESOLVED – 1) That the Panel had scrutinised the ICT Services Project Status report (CE.22/21).

2) That an updated ICT Services Project Status report be submitted to the Panel in three months time.

The Meeting ended at: 17:27

Report details

Meeting Date: 24 February 2022
 Portfolio: Environment and Transport
 Key Decision: No
 Policy and Budget Framework: No
 Public / Private: Public
 Title: Talkin Tarn Management Arrangements
 Report of: Deputy Chief Executive
 Report Number: CS 06 22

Purpose / Summary:

The purpose of this report to give an overview of the current management arrangements for Talkin Tarn Country Park and to seek the panels views on alternative and/or additional arrangements, that could be explored, to maximise the sites potential in delivering the Council’s priorities.

Recommendations:

To review the current management arrangements and provide guidance on the scope and content of any future options appraisal for the future operation of the site.

Tracking

Executive:	
Scrutiny:	BTSP 24 February 2022
Council:	

1. BACKGROUND

- 1.1 In 2005 Carlisle City Council took responsibility for the management of Talkin Tarn following a transfer from Cumbria County Council.
- 1.2 Talkin Tarn is a 74 Hectare Country Park with a natural glacial tarn, woodland and grazing fields with formal and informal paths. There is a pay and display car park, camping field, toilet block, office/workshop building, two boathouses, education cabin and a building with tearoom, shop, kiosk and changing facilities for water sports users. There is a separate boat storage facility for Talkin Tarn rowing club and temporary wooden building that the water sports provider operates from.
- 1.3 One million pounds was invested by the Council at Talkin Tarn in 2005/6 including the construction of the Education Cabin, toilet block and site office alongside structural improvements to the tearoom building.

2. CURRENT MANAGEMENT ARRANGEMENTS

- 2.1 Carlisle City Council owns the freehold for Talkin Tarn and the operational management is through a series of internal and external arrangements.

2.2 Healthy City Team

Green Spaces Staff

- Oversee operation of catering facilities
- Site H&S surveys
- Tree Surveys
- Play area safety surveys
- Water quality surveys
- Bin emptying
- Winter maintenance
- Fire checks
- Site development work
- Water sport club liaison
- Liaising with contractors
- Partnership working opportunities I.e. Fellfoot Forward
- Business development and grant funding

Tearoom Catering Staff

- Responding to on site public & tourism related enquires and customer liaison in terms of on-site presence.
- Issuing of permits – fishing/open water swimming/boat launch/group water sport permits
- First Aid cover and filling in accident/incident forms.
- First point of contact for incidents/emergencies.
- Liaising with contractors to grant access to buildings on behalf of property services

- Taking bookings for campsite/ education cabin / Alex Boathouse
- Checking insurance documents of visiting 3rd parties
- Liaison between water sport provider and customers
- Event management and catering i.e. outdoor theatre, weddings, birthday parties etc.
- Catering related cleaning of premises.

2.3 Property Services

- Building/asset maintenance Management
- Klargestor (sewage treatment) management
- Legionella (water) Monitoring
- Equipment serving Boilers/Burglar alarms/Fire alarms
- PAT testing
- Repairs

2.4 Neighbourhood Services

- Maintenance of ticket machines in the car park.

2.5 Within Talkin Tarn there are also lease/contract arrangements:

- Water sports – Contract (£1,000 income per year plus profit share)
- Sailing Club – Lease (£990 income per year)
- Talkin Rowing Club – Lease. (£1,000 income per year)
- Grazing land – annual agricultural lets c. £1,300 income per year
- Grant income – c.£1,500 income per year

2.6 Water safety

- Water safety is managed through internal risk assessments, which are reviewed annually, and individual arrangements with the clubs and water sports provider.
- The on-site catering team are responsible for issuing permits.

2.7 The Green Spaces Team and Tearoom Staff have implemented changes to the operation of the catering service during lockdown and the following period of restrictions. They are currently operating services from the downstairs kiosk, only offering a takeaway service.

2.8 Operating from the downstairs kiosk has allowed service to continue whilst adhering to Covid-19 restrictions. As a result, operating costs have reduced and at the same time increasing the surplus. This type of service has been popular during the pandemic as it allowed a catering service to continue, whilst adhering to restrictions.

3. FINANCE

3.1 The budgets for Talkin Tarn are split into two areas; Talkin Tarn (site and property management) and the Boathouse Tearoom (BHTR). Where surpluses in income are achieved, they are re-invested on site as appropriate.

3.2 2021/22 Budget

Talkin Tarn income expectation	(51,500)
Talkin Tarn expenditure expectation	158,600
Talkin Tarn (surplus)/Cost expectation	107,100
BHTR income expectation	(204,700)
BHTR expenditure expectation	185,700
BHTR (surplus)/Cost expectation	(19,000)
Combined (surplus)/Cost expectation	88,100

3.3 Previous actual combined (surplus)/cost expectation

Year	(surplus)/cost	Recharges (included in surplus/cost	Comments
2020/21	69,175.55	83,900.04	Includes reduced opening due to Covid
2019/20	66,776.73	55,099.92	Includes c £50k of additional site improvements
2018/19	27,248.39	55,000.00	Includes c £19k of additional site improvements
2017/18	32,610.60	57,000.00	Includes c £60k of additional site improvements
2016/17	7,548.57	50,100.00	

3.4 The current projected out turn position for 2021/22 before any re-investment into the site is a surplus of c. £47,000. The current plans for re-investment into the site are £11,000 for Dark Sky accreditation and £15,000 for various site improvements. The net surplus is £33,000.

4. STAFFING ARRANGEMENTS

4.1 The site is managed through the Green Spaces staff within the Healthy City Team.

4.2 The general site management forms part of the duties of Green Spaces staff. These staff are not based at Talkin Tarn, but visit when required.

4.3 The catering staff, based at Talkin Tarn, are made up of the Visitor and Catering Manager (0.92 fte), Kitchen Supervisor (0.65 fte), Waiter/Waitress (1.14 fte).

4.4 Catering staff currently play a multi-functional role and act as a first point of contact for visitors and any on site management /safety issues.

5. DEVELOPING FUTURE OPTIONS

5.1 Potential next steps to consider:

- Carry out consultation to determine demand for services and potential to deliver Council priorities.
- Explore costs to reconfigure the modernisation of the current building infrastructure in order to allow expansion of the current takeaway service, whilst increasing the outdoor seating and preparation / serving area.
- Assess if there are any further lease opportunities within the management of the site.
- Review Marketing Strategy
- BTSP to set up a task and finish group to look at the issue

6. Contribution to the Carlisle Plan Priorities

6.1 “Continue to improve the quality of our local environment and green spaces so that everyone can enjoy living, working in and visiting Carlisle”

Contact details:

Contact Officer: Luke Leathers

Ext: 7535

Appendices attached to report:

Note: in compliance with section 100d of the Local Government Act 1972 the report has been prepared in part from the following papers:

- None

Corporate Implications:

Legal	
Property Services	
Finance	
Equality	
Information Governance	

Meeting Date: 24th February 2022
 Portfolio: Leader, cross cutting
 Key Decision: No
 Within Policy and Budget Framework: Yes
 Public / Private: Public

Title: SANDS CENTRE PROJECT MONITORING REPORT
 Report of: The Deputy Chief Executive
 Report Number: CS 05/22

Purpose / Summary:

The Purpose of this report is to update the Business and Transformation Scrutiny Panel on the current progress of the redevelopment of the Sands Centre site, and to consider any feedback / questions from the Panel. The report also provides an update of the measures undertaken to manage or adapt the existing project proposals to deal with:

- a) Progress with the main contract works.
- b) A requirement to update existing infrastructure in the events space to manage public safety systems to meet with current legislation.
- c) Working practices evolving from the management of the risks associated with the COVID -19 pandemic.
- d) Working practices evolving from the management of the Brexit Agreement arrangements and other supply chain and transportation issues.

Recommendations:

That Business and Transformation Scrutiny Panel review the report, note the progress made and respond with any feedback and / or questions.

Tracking

Executive:	-
Scrutiny:	-
Council:	-

1. BACKGROUND

- 1.1** The replacement of James Street Pools and the redevelopment of The Sands Centre site to improve wet and dry side sporting provision has been a long-term aspiration for the Council. Previous Council reports (6th March 2018, CS 16/18 and 25th June 2019, CS 17/19, 17th September 2020 CS 22/20 and 7th October CS 42/21) provide detailed background commentary on the development of the project and its progress via Scrutiny and Executive committees.

2. PROPOSALS UPDATE

2.1 Main Works Contract – progress update:

Since the last Scrutiny Panel report the following progress has been made on the project:

- a) The site establishment, cleaning staff and welfare arrangements have been maintained at enhanced levels to accommodate an increase in the workforce whilst providing sufficient working space, ablution facilities and cleaning regimes to manage the risk of the transmission of COVID-19 within the site workforce, deliveries, and visitors to site. The site is working to SOP version 8 standard of Construction industry COVID guidance. This facility will be retained for the remainder of the site works to mitigate any future risk.
- b) The Environment Agency work to the flood gates at the Sands and Swifts Bank have now been completed.
- c) The tanks for the two swimming pools are complete and have passed the water retaining test. Work is now underway to bench the main pool structure, fit the pool equipment, and install the finishes and equipment.
- d) Work on the RIBA stage 5 specialist subcontractor design elements to coordinate with the main work designs is ongoing. The subcontractors are currently working on links to the existing building, NHS installations, fixture and fittings, external works, and finishes.
- e) The roof slab, external frame, substructure, and intermediate floor slabs are complete. Work is underway to fit the external cladding, curtain walling and windows to make the building weathertight.
- f) The new electricity substation is now complete and the original PV units have been removed from storage and fitted to the roof.
- g) Work is underway to form the rooms on each floor. The ground floor is generally formed from block work for flood resilience. The upper floors are generally constructed out of double skin plasterboard.

- h) The mechanical and electrical first fix has commenced on all floors and some of the larger plant items have been brought to site for installation in the plant rooms at the first floor and room levels.
- i) Work on the discharge of planning, building control and statutory undertaker conditions, is ongoing. This includes the development of the consequential improvement strategy to comply with Part L of the Building Regulations. As explained in previous Sands Centre reports to Council, the development of the new facilities alongside the existing Events Hall places a responsibility on the Council to improve the energy efficiency (and CO2 footprint) of the existing building as part of a redevelopment project. This area of work is proving challenging because of the omission of the replacement roof covering to the events hall as part of this contract. One of the options available to the Council is to procure the work to the Events hall lighting as a separate package for installation during the tenant fit out phase of the work.
- j) Further survey work has identified issues with the existing life safety systems within the events centre, because of the condition of the existing systems, changes to legislation or obsolescence of the system components to maintain service during the construction works and their suitability for re-connection to the new systems on completion of the leisure works e.g., CCTV cameras and fire safety for a public building. These issues are currently being explored in terms of repair and / or replacement requirements.

2.2 COVID-19 implications on the Main Contract

Since March 2020 it has become clear that the COVID-19 pandemic has brought about serious implications for all economic sectors. The construction sector has needed to pay attention to areas of work such as material supply, travel to and from site, on site risks and working practice and the provision of enough, clean welfare facilities.

Wates have responded to the pandemic by developing additional management and staff guidance to provide up to date information for all levels of the business. The working arrangements developed by Wates during this period have followed the benchmarks laid out by the Construction Leadership Council (CLC). These CLC safe working procedures have been developed and updated to reflect the latest government guidance. The CLC has now produced Version 8 of this guidance and Wates have developed their onsite plans to reflect this.

Provision has been made within the contract documents to ensure an element of shared risk management for quantifiable risks in terms of cost and programme constraints.

If further significant local or national or international restrictions were imposed which restrict the flow of the workforce to the site and/or materials to site, Wates are entitled to review the impact of such restrictions on the costs and programme. If a proven cost can be shown, Wates can make a claim for compensation under the terms of the Contract. This is an unquantifiable risk but through proper contract administration the mechanisms exist within the Contract to allow the Council to make representations as part of that process.

WCL, CCC and the project team review the guidance and COVID management plan periodically to ensure that it remains up to date and relevant for the management of the risks as far as reasonably practicable.

2.3 Brexit Agreement implications on the Main Contract

A Brexit plan had been developed with WCL prior to entering Contract, to try and quantify the risk and manage the impact of Brexit on time or cost, for something which was not published at the time of entering the contract and is currently evolving. The plan was based on a review of the availability of key areas of the workforce, the location of the designers for some of the specialist design work, the ownership, source of the raw materials and finished products likely to be used to build and operate the project.

The review of the Brexit plan, like the COVID and Flood plans, is an ongoing process to reflect the construction activities and programme. The plan is updated periodically to identify any emerging risks and mitigate them where possible.

We are currently experiencing challenges to availability, delivery times and costs on cement-based produces and cladding materials. It isn't clear at this stage whether the cause has its origin in the COVID pandemic or Brexit. Measures have been put in place to source alternative supplies or purchased materials in advance and store them where possible.

Risk reduction meetings have increased in frequency and are now held weekly with the contractor and project management teams to ensure that any issue which may impact on the time or cost of the delivery of the project are identified in advance, where possible, and an agreed solution put in place to mitigate the risk.

Despite the joint measures put in place to maintain a supply of subcontractors and materials and keep price rises to a minimum, we are now starting to encounter

difficulties obtaining the materials specified, lead in times have now increased significantly and fixed price periods are coming to an end.

2.4 Main contract - Programme

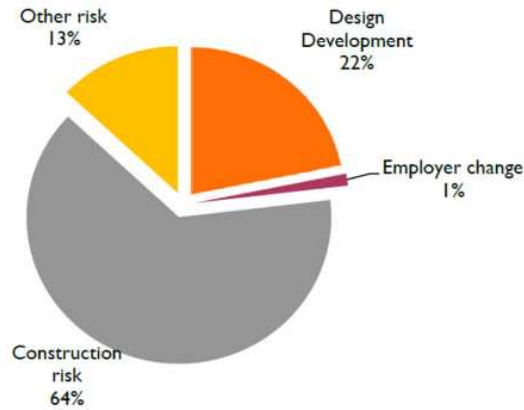
- The main works contract is currently in week 62 of 98. (w.c.31/1/22).
- The project is one week behind programme due to issues with the availability of materials and staff shortages because of COVID, but we have reason to believe that a significant proportion of the float time has been used up.
- The second scheduled shut down of the Event space is underway. The focus of this visit is to bring the gantry up to current safety standards and to do the preparation work for re-joining the two halves of the Sands building.
- The sectional completion of the leisure centre is still on target for July 2022 although the float in the programme has in effect been reduced by one week due to current supply chain issues. The main contract is due to complete in October 2022.

2.5 Main contract - Budget

- The main contract work element of the project is valued at circa £21 m.
- The remainder of the £27 m budget is allocated to other costs associated with the delivery of the project. This includes the delivery and maintenance of the temporary facilities at the former Newman School and onsite at the Sands.
- The contract has been let using an NEC form of contract. A key feature of this form of contract is the collaborative approach to identifying construction issues as they arise and agree a solution. Part of this process is issuing Early Warning Notices which is then followed by an administrative process which works through potential solutions including any time or cost implications. There have been 147 Early Warning Notices, 152 Compensation Event Notices and 144 Project Manager instructions issued to date.
- The main contract and delivery costs are currently on target to stay within budget. Approximately three quarters of the contingency has been set aside to

cover the cost of CE's received or anticipated to date. There are some significant risks which have yet to crystallise which may impact on this outcome. This is an ongoing cyclical process which is tabled, discussed, and progressed on a weekly basis with the Sands project board members.

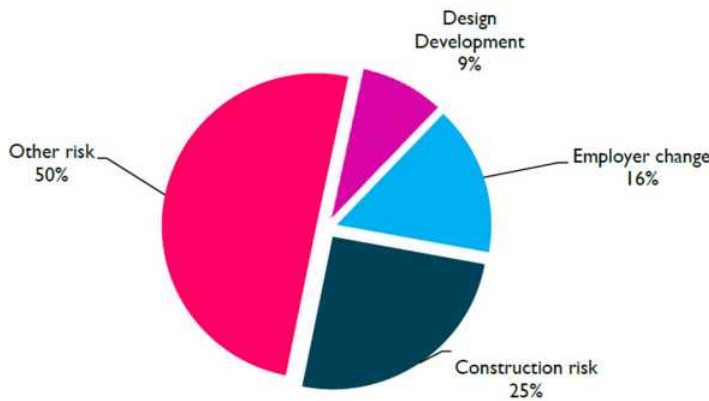
Analysis of Instructed changes



Value of change by origin	
Design Development	41,664
Employer change	2,465
Construction risk	121,976
Other risk	24,771
Value Engineering	0

Value of change by status	
Instructed / Implemented	190,876
Quotation stage	0
Estimated	0

Analysis of Anticipated changes



Value of change by origin	
Design Development	75,750
Employer change	137,104
Construction risk	219,125
Other risk	434,861
Value Engineering	0

Value of change by status	
Quotation stage	0
Estimated	791,027

- £12m of main contract work has been certified to date. This is a little behind the projected cashflow. The next valuation is due within the next few days.

3. RISKS

- 3.1** Throughout the design process the project team have been working together to identify and eliminate or reduce budget, construction, project, and safety risks for all the stakeholders, wherever possible.

This is an ongoing process which is managed through the NEC 3 form of contract using an Early Warning Notice system – where all parties to the contract have an opportunity to provide an input into the identification and management of risk in a collaborative setting. The Early Warning Notice is reviewed to confirm the merit of its content and the likely impact on the project. The result of this review will then determine what action should be undertaken to reduce, mitigate or remove the risk.

Appendix E contains the most up to date corporate strategic risk register for the project.

4. CONSULTATION / PARTNERS - OTHER CONSIDERATIONS RELATED TO THIS PROJECT

4.1 Sport England Funding Award

The Council has worked progressively with Sport England throughout the life of this project (since 2015) and has greatly appreciated the support grant funding, technical and sports planning guidance received from their officers and consultants.

Having produced a Strategic Delivery Model for the Sands Centre in August 2018, the Council submitted this document as part of an Expression of Interest to the Sport England Investment Committee in October 2018.

On 6th March 2019 the Sport England Investment Committee approved the award of an investment of £2M subject to the completion of a standard funding agreement. Further to this Sport England approved an additional £200k of funding support prior to the Council report in September 2020. Officers have now executed the funding agreement and drawn down the funds.

Representatives from Sport England have attended site at key stages during the construction to inspect progress on site where a particular recommendation has been requested as a condition of the award.

4.2 NHS

The NHS continue to occupy temporary facilities at the Blessed Christopher Robinson House (former Newman School) together with GLL our leisure operator. They have been engaged in the development of RIBA stages 3 and 4 for the main contract.

A meeting has recently taken place between representatives of the sands board and the NHS to provide an update on progress and agree terms of reference for the occupation of the physiotherapy section of the new building.

4.3 GLL

GLL currently occupy temporary facilities at the Blessed Christopher Robinson House (former Newman School) and adjoining sports hall. GLL also occupy and operate the events centre on site at the Sands.

Regular construction coordination meetings, design team meetings and progress meetings take place with representation from GLL, in addition to the separate leisure contract administration. The purpose of this series of meetings it to produce a coordinate approach to work in partnership on a congested site and on a technically challenging project.

Work is underway to establish key dates and programme constraints for tenant installation work and the training necessary to open the new leisure facility.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

5.1 This project makes a significant contribution to the priority to *“Further develop sports, arts, and cultural facilities to support the health and wellbeing of our residents”*.

In addition, project also contributes to the following other priorities:

“Support business growth and skills development to improve opportunities and economic prospects for the people of Carlisle.”

“Promote Carlisle regionally, nationally and internationally as a place with much to offer - full of opportunities and potential.”

Contact Officer: Darren Crossley

Ext: 7004

Appendices attached to report:	Appendix A – Site Boundary Plan
	Appendix B – Ground Floor Plan
	Appendix C – First Floor Plan
	Appendix D – Site Progress Photos
	Appendix E – Project Risk Register
	Appendix F – Cashflow forecast

Note: in compliance with section 100d of the Local Government Act 1972 the report has been prepared in part from the following papers:

- None

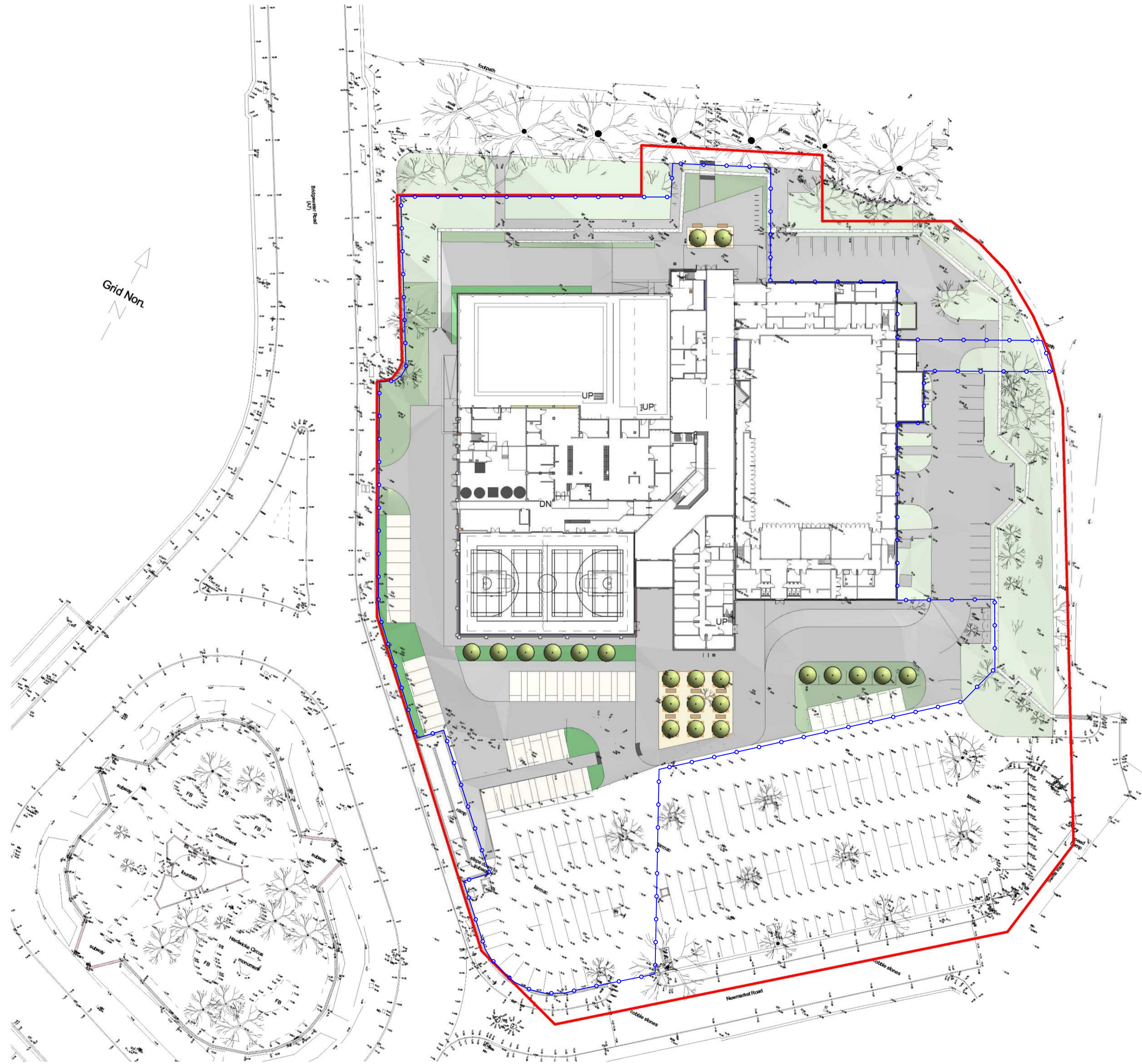
CORPORATE IMPLICATIONS:

LEGAL –

FINANCE – The project is part of the Council’s capital programme and is monitored on a monthly basis to ensure any financial implications of the project are brought to light as early as possible.

EQUALITY –

INFORMATION GOVERNANCE –



Proposed Site Plan
Scale: 1:500

KEY

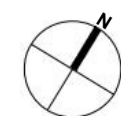
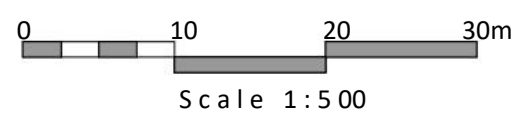
— PLANNING SITE BOUNDARY

—○— CONSTRUCTION SITE BOUNDARY

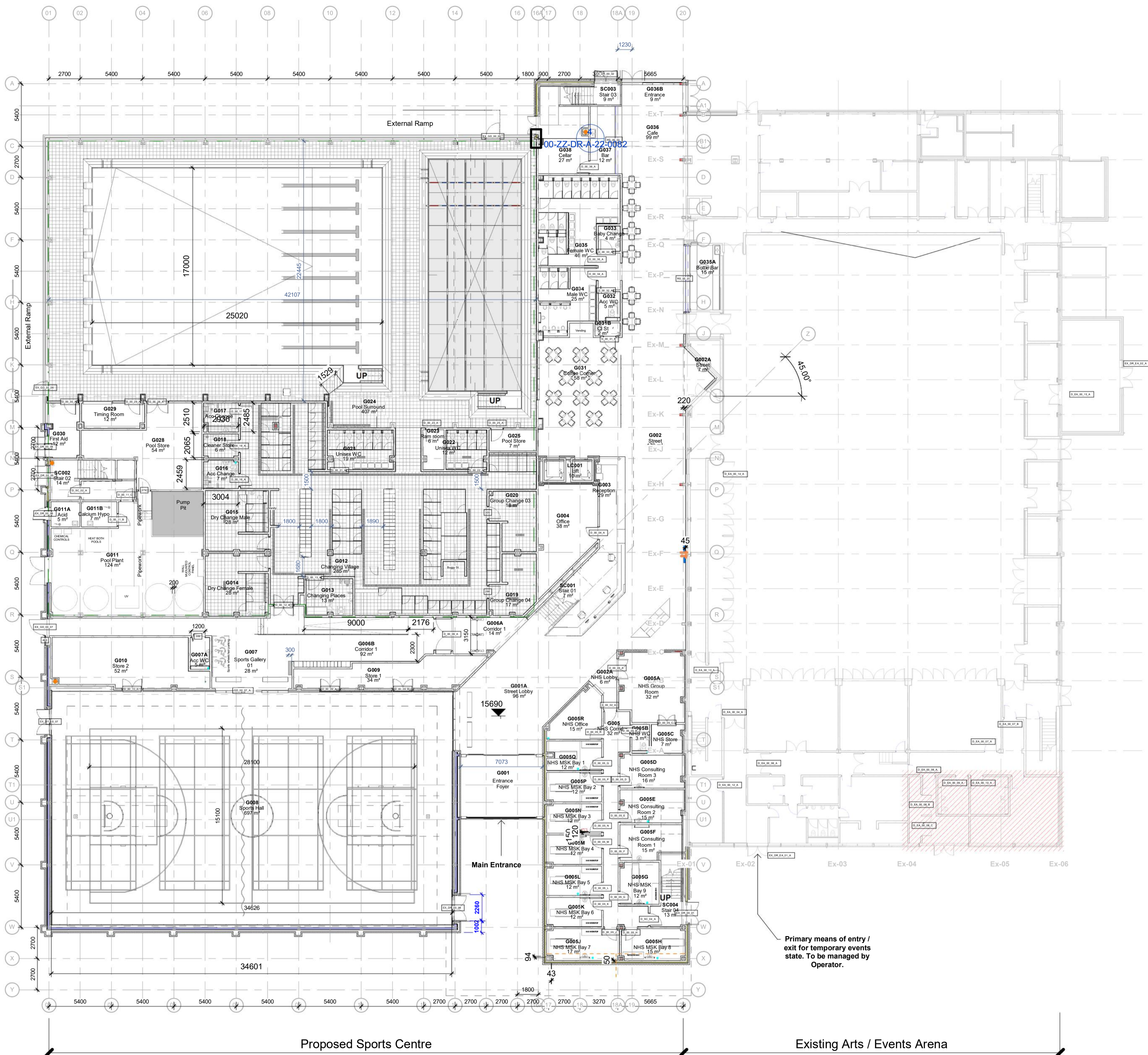
18009-SLC-WCL-ZZ-ZZ-W-0002 rev 01

CONSTRUCTION SITE BOUNDARY PLAN

Rev	Date	Revision notes
00	13.03.2019	First issue
01	23.03.2020	Boundary extended to incorporate HV connections and hoardings



Linked Revit Model - Names / Version	
Discipline	Model Name
Existing Building	12292-Existing-The Sands 2018-SI-ZZ-M3
MEP	17024-BHE-XX-ZZ-M3-MEP-0001_WIP_P01.19
Structural	17024-BHE-XX-ZZ-M3-S-0001-P03.7-17.07.2020
Context	17024-GT3-00-ZZ-M3-A-LANDSCAPE-CENTRAL-2018
Landscape	GT1385-OOB-SI-ZZ-M3-L-0001_P15



--- Denotes Environment Wall line from wet to dry Environments

Secondary means of entry / exit for temporary events state. To be managed by Operator.

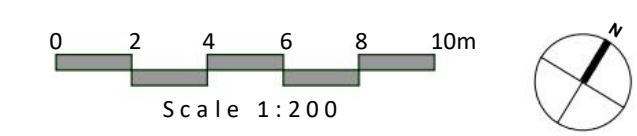
Primary means of entry / exit for temporary events state. To be managed by Operator.

Rev	Description	Date	Rev. By
B	Issued For Contract	14/09/2020	SSE
A	Issued For Construction	15/04/20	SSE
P08	Updated To Reflect BCO Comments	25/02/20	JM
P07	Updated To Reflect BCO Comments	20/02/20	SSE
P06	Employers Requirements	06/02/19	MPH
P05	Stage 4A Issue - For Tender	18/11/19	SSE
P04	Stage 4A Issue	13/12/18	SSE
P03	Updated Stage 03 Following RTA 6	20/11/18	SSE
P02	Revised Stage 3 Design	25/10/18	SSE
P01	Stage 3 Issue	19/07/18	SSE

Stage 5
Carlisle City Council
The Sands Leisure Centre
Newmarket Rd, Carlisle CA1 1JQ

Level GF Proposed GA
GT3 JOB NO: 17024
DWG NO: 17024-GT3-00-GF-DR-A-20-0001-S2-B
SCALE: As indicated @A1
DRAWN BY: SSE
CHECKED BY: PRG

DO NOT SCALE
ALL DIMENSIONS TO BE VERIFIED ON SITE

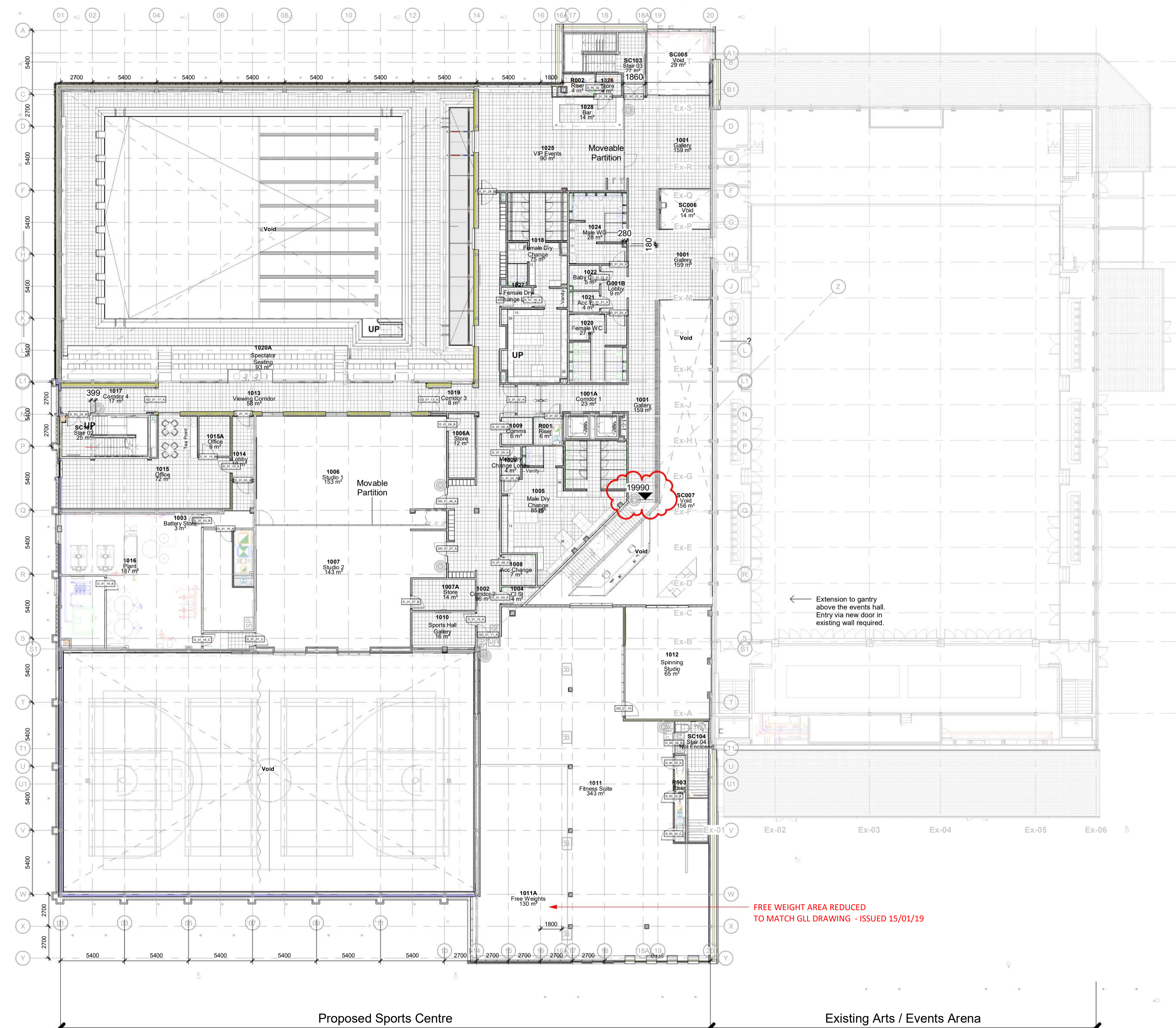


This information has been based upon information supplied by third parties and as such its accuracy cannot be guaranteed. All features are approximate and subject to clarification.

Do not scale this drawing. Use figured dimensions in all cases. Check all dimensions on site. Report any discrepancies to GT3 Architects before proceeding.

Linked Revit Model - Names / Version	
Discipline	Model Name
Existing Building	12292-Existing-The Sands 2018-SI-ZZ-M3
MEP	17024-BHE-XX-ZZ-M3-MEP-0001_WIP_P01.19
Structural	17024-BHE-XX-ZZ-M3-S-0001-P03.7-17.07.2020
Context	17024-GT3-00-ZZ-M3-A-LANDSCAPE-CENTRAL-2018
Landscape	GT1385-00B-SI-ZZ-M3-L-0001_P13

--- Denotes Environment Wall line from wet to dry Environments



← Extension to gallery above the events hall. Entry via new door in existing wall required.

FREE WEIGHT AREA REDUCED TO MATCH GLL DRAWING - ISSUED 15/01/19

C	Issued For Contract	14/09/2020	SSE
B	Updated to Reflect WCL comments	18/05/2020	SSE
A	Issued For Construction	15/04/20	SSE
P08	Updated to suit WCL W1 set comments	27/03/20	SSE
P07	Employers Requirements	08/02/19	MPh
P06	Stage 4A Issue - For Tender	16/01/19	SSE
P05	Stage 4A Issue	13/12/18	SSE
P04	Updated Stage 03 Following RTA & Client Comments	26/11/18	SSE
P03	Stage 03 Following RTA	12/11/18	SSE
P02	Revised Stage 3 Design	25/10/18	SSE
P01	Stage 3 Issue	19/07/18	SSE
Rev	Description	Date	Rev. By

STAGE 5
 Carlisle City Council
 The Sands Leisure Centre
 Newmarket Rd, Carlisle CA1 1JQ

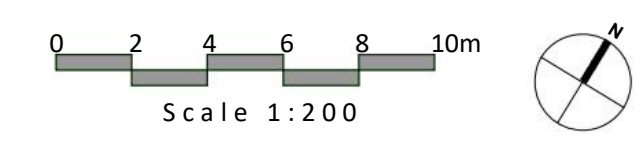
Level 01 Proposed GA
 GT3 JOB NO: 17024
 DWG NO: 17024-GT3-00-01-DR-A-20-1001-S2-C
 SCALE: As indicated @A1
 DRAWN BY: SSE
 CHECKED BY: PRF

DO NOT SCALE
 ALL DIMENSIONS TO BE VERIFIED ON SITE



2nd Floor TWO
 Jesmond Three Storey
 Newcastle Upon Tyne
 NE2 1DB
 10191 2817700
 info@g3architects.com

Stanford House
 19 Castle Gate
 Nottingham
 NG1 7AQ
 10115 9470800
 www.g3architects.com



Level 01 - Proposed.
 Scale: 1 : 200

Proposed Sports Centre

Existing Arts / Events Arena

APPENDIX D – SANDS CENTRE REDEVELOPMENT progress photos

1) Timber cladding to the riverside elevation



2) Main swimming pool and spectator seating taking shape



3) First floor studios taking shape



4) Installation of new plumbing in the ceiling voids



5) Formation of the reception area and street



Corporate Risk Register – January 2022

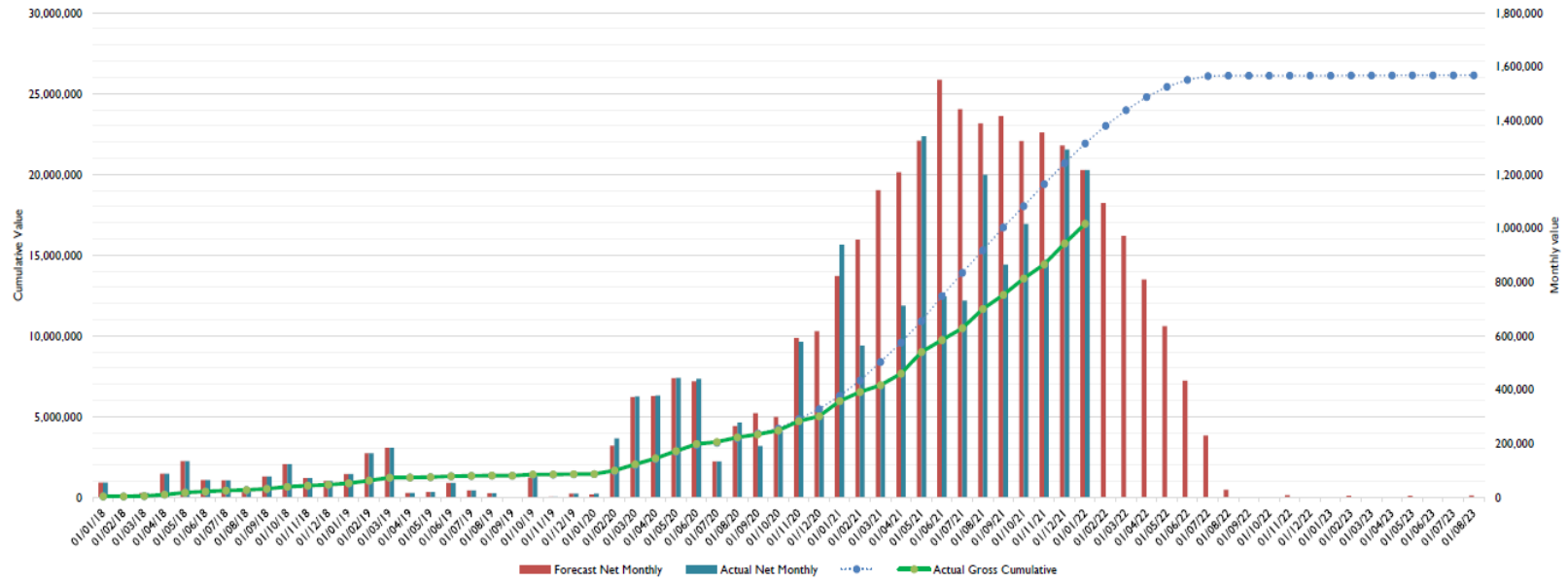
The inclusion of the previous and current risk matrices shows the effect that the control strategies have had on risk ratings since the last update. A target risk matrix shows the risk level that the Council is aiming to achieve from the successful implementation of the control strategies and the date for when this will be achieved.

CULTURE & SPORT				
There is a risk that we fail to deliver the required new leisure facilities at the Sands Centre, on time and within budget and therefore do not meet the saving targets identified in the Medium-Term Financial Plan.				
Present Matrix	Assessment Dates	Present Risk Score	Control Strategy/ Mitigating Actions	Target Risk Matrix
	Jan 2022	9	<p>Since the last update the main works contract has been signed and work has started on the main site.</p> <p>An assessment has been made of the impact of Covid-19 based on current guidelines and mitigating measures have been built into the contract. These continued to be monitored in terms of available workforce, working restrictions, availability and price of products and services.</p> <p>Brexit – work is ongoing to mitigate, the impact of Brexit generated changes to supply and transportation on this and other capital works projects. Areas of particular concern are materials which are imported, manufactured from imported materials, or are currently produced in the UK by an overseas company. There is also some concern with the impact of the constructions industries reliance on a significant migrant workforce nationally and the impact this may have on the availability and retention of the work force locally.</p> <p>Since commencement of the project, we have also become aware of a requirement to undertake works to the main hall roof which has RAAC as part of the structure. A failure to address the issue now will increase the cost of repair and may risk compensation events with the current operator GLL and potentially failure.</p> <p>We are currently dealing with emerging challenges in the installation, testing and commissioning of the pool water heating plant and facilitating the Council tenant fit out prior to the completion and opening of the project.</p>	
Impact score	3		Target Risk Date	Ongoing for duration of project
Likelihood score	3		Target Risk Score	4
			Lead Officer	Darren Crossley
			Portfolio Holder	Culture, Heritage & Leisure
			Scrutiny Panel	HWSP/BTSP

APPENDIX F?

The following summarises payments made to date and forecast payments anticipated over the project duration.

5.2.1 Whole Project Cost Cash Flow Forecast



Carlisle City Council Report to Business & Transformation Scrutiny Panel

Item
A.4

Report details

Meeting Date:	24 th February 2022
Portfolio:	Finance, Governance and Resources
Key Decision:	No
Policy and Budget Framework	Yes
Public / Private	Public
Title:	SICKNESS ABSENCE REPORT QUARTER 3 2021/22
Report of:	The Deputy Chief Executive
Report Number:	CS 07-22

Purpose / Summary:

This report sets out the authority's sickness absence levels for the period 1st April 2021 to 31st December 2021 and outlines other sickness absence information.

Recommendations:

Scrutinise and comment on the information on sickness absence provided in the report.

Tracking

Executive:	Not applicable
Scrutiny: BTSP	24 th February 2022
Council:	Not applicable

1. BACKGROUND

1.1 A new Improving Attendance Policy was developed as part of a Member led Task and Finish Group and was formally adopted by the Employment Panel on 14 September 2021. The policy is intended to support managers and employees with improving attendance at work. It is anticipated that the benefits of the revised policy will start to be realised during Quarter 4 and, in particular, the next financial year.

1.2 Current sickness statistics are shown below, with the number of days lost per FTE equating to 8.9 in the first three-quarters of 2021/22 (same period of 2020/21 was 6.2).

2. 2021/22 SICKNESS ABSENCE

2.1 The tables below show the 8.9 days lost per FTE split between long and short-term sickness (long term sickness is defined as any absence more than 4 consecutive working weeks):

2021/22	Days Lost	Days Lost per FTE
Long-term	2,816 (75%)	6.7 (75%)
Short-term	939 (25%)	2.2 (25%)
Total	3,755	8.9

2.2 The table below provides absence levels split by directorates for the first three-quarters of 2021/22.

Directorate	Days lost	Days Lost per FTE	Proportion Long-term
All Directorates	3,755	8.9	75%
Community Services	2,297	13.4	77%
Corporate Support	55	1.8	0%
Economic Development	109	3.1	28%
Finance & Resources	359	5.5	67%
Governance & Regulatory Services	935	7.4	84%

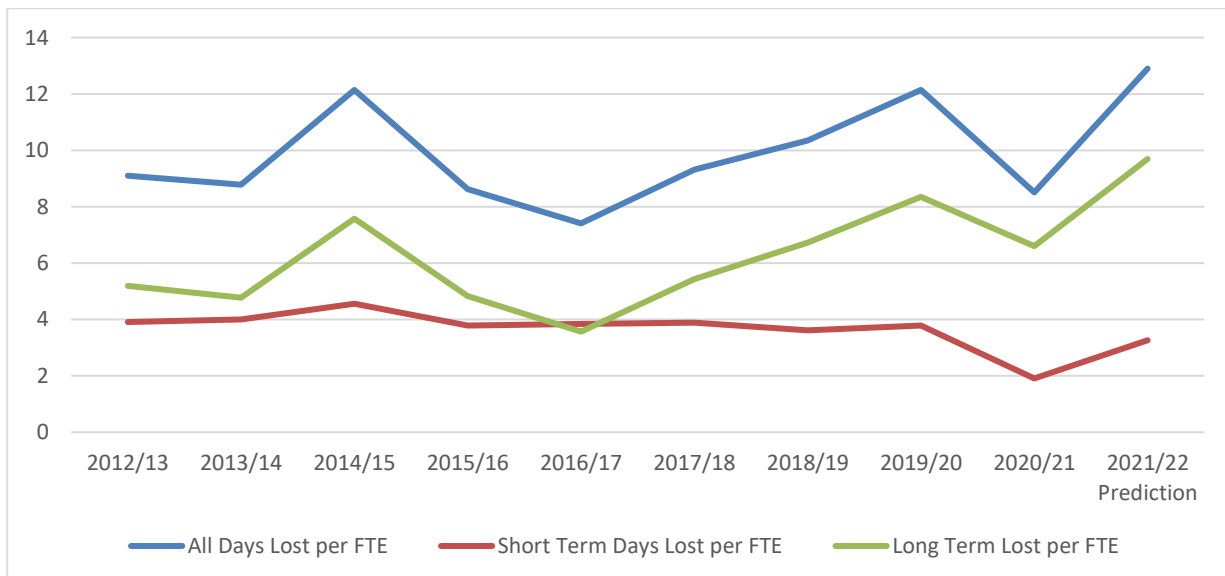
2.3 So far in 2021/22, there has been a 44% increase in overall days lost per employee when compared to the same period in the previous year. 53 employees have been absent long-term (those cases where the absence is 4 working weeks or more) throughout the year - six more than the same period of the previous year. 16 long-term cases remained open as of 13th January 2022 (three less than at end of Quarter 2). There are nine different reasons for the absences included in those 16 cases.

3. TRENDS

3.1 The trend for both long-term and short-term absence can be seen in the graph below. The graph demonstrates that short term sickness absence tends to remain quite static with the exception of the covid affected period, where short term sickness absence reduced. There is a clear correlation between long term sickness absence and the overall performance of the council in relation to absence.

Overall performance improvement in this area is likely to be achieved through proactive management of long term sickness absence through regular supportive discussion and early engagement with our occupational health provider, as set out in the new improving attendance policy.

3.2 The line graph splits the days lost by long and short-term and also provides a prediction for the end position of 2021/22. The prediction for Quarter 4 is based on sickness levels in Quarter 4 over previous years. The end position is predicted to be 12.9 days with short term absence predicted to be around 3.26 days.

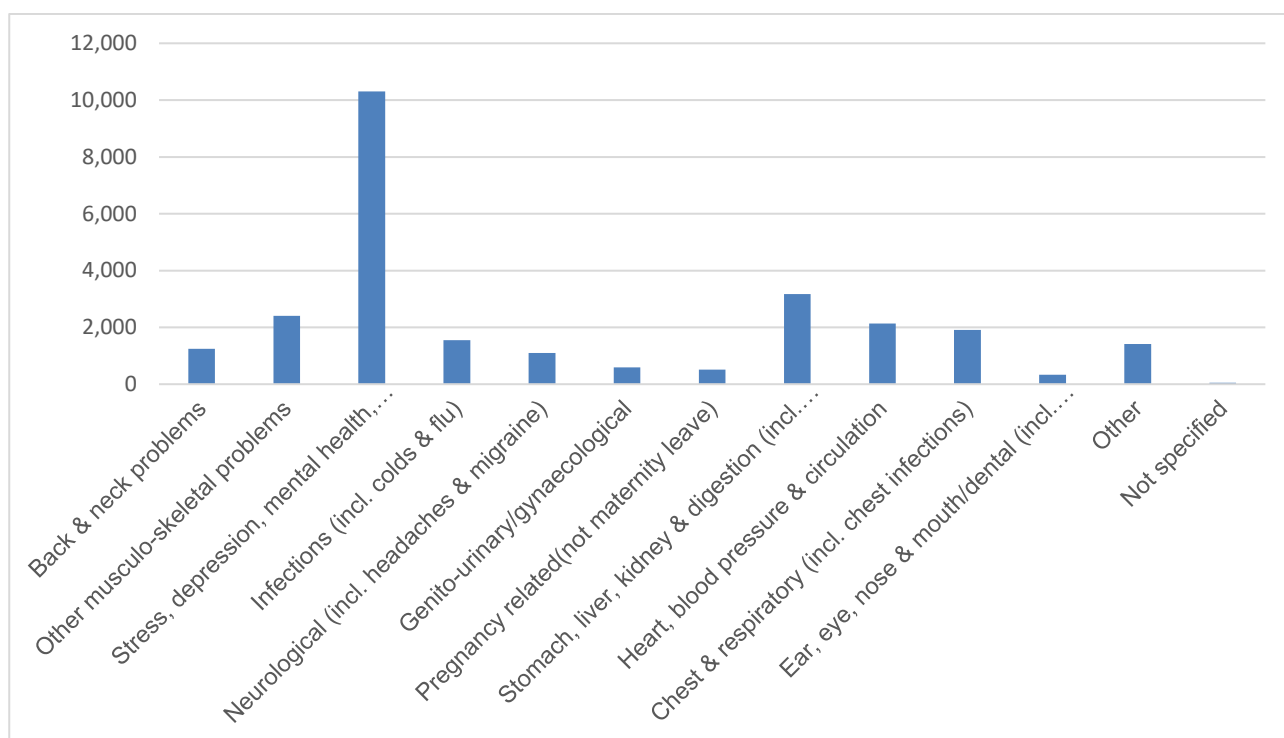


3.3 Over the course of this financial year the HR Advisers have been working closely with managers to oversee long term absence and the number of employees on long term sickness absence is steadily declining. It is anticipated that the Council will see a definite and clear improvement in the absence rates for Quarter 4 and the next financial year. The medium to long term direct and indirect impacts of the Covid-19 pandemic on the Authority's sickness absence level continue to be difficult to predict e.g. impacts of 'long'

Covid and future 'waves'. However, absences will continue to be proactively managed and the absence data monitored for any emerging issues.

4. SICKNESS ABSENCE REASONS

4.1 The reasons for sickness absence in 2021/22 are shown in the bar chart below. The chart shows the hours lost due to each reason for the sickness absence. 'Stress, depression, mental health, fatigue syndromes' currently represents the absence reason with the greatest days lost (10,311 hours / 1,393 FTE days). 90% of these lost days were from 21 long term absentees. Only four of these cases were still open at the time of writing.



4.2 In terms of absence related to stress, depression and mental health the percentage of absence related to this category remained relatively static. This type of absence however, still accounts for over a third of all our days lost.

According to the HSE (2020):

"...in 2019/20 work-related stress, depression or anxiety accounted for 51% of all work-related ill health and 55% of all days lost due to work-related ill-health. Over recent years the rate of self-reported work-related stress, anxiety or depression has

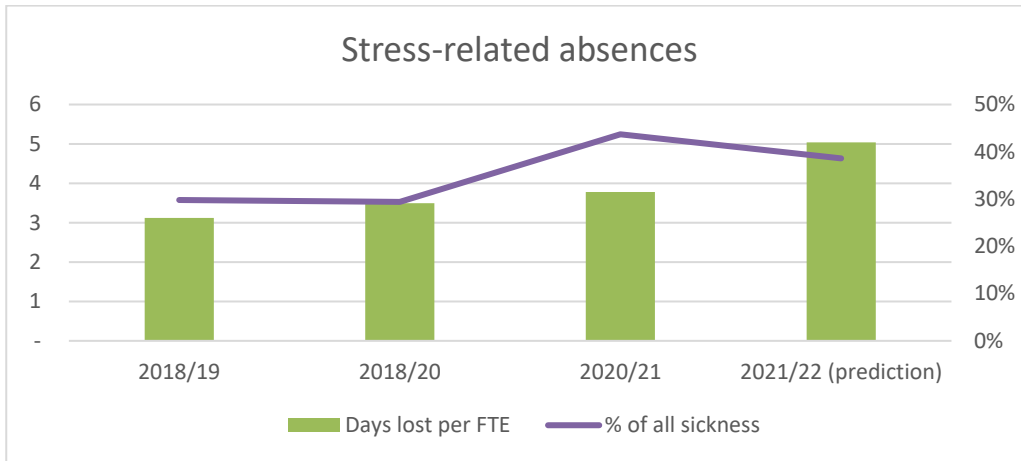
increased with the latest year 2019/20 significantly higher than the previous year. Evidence suggest this is not related to COVID-19 however, there is no clear trend in the rate of working days lost per worker for work-related stress, anxiety or depression.”

The report further states that:

“...absence related to stress, depression or anxiety is more prevalent in public service industries, such as education; health and social care; and public administration and defence. By occupation, professional occupations that are common across public service industries (such as healthcare workers; teaching professionals and public service professionals) show higher levels of stress as compared to all jobs.”

4.3 The statistics around absence due to stress, depression and anxiety are of national concern and we continue to monitor the national guidance on what interventions may best support affected colleagues. The Council has robust interventions in place to support positive mental health including a comprehensive wellbeing programme and quick and easy access to counselling services through the Council’s employee assistance provider. Health and wellbeing of colleagues is also a key consideration for the local government reorganisation programme.

4.4 The graph below shows days lost per full-time equivalent each year due to stress depression and mental health along with the percentage of total absence it accounts for in that year. There has been a dramatic increase in the percentage of absence relating to this category but the percentage increase is mainly as a result of the reduction in other absence categories which is as a result of covid lockdown. However, the graph does demonstrate a steady year on year increase in absence in this category and efforts as outlined above will continue in order to ensure early intervention and support to colleagues.



5. RETURN TO WORK INTERVIEWS (RTW)

5.1 Carrying out a return to work interview continues to be one of the most effective ways to manage attendance and reduce absence.

5.2 Up to the end of December 2021, 97% of return to work interviews have been conducted (2020/21: 97%). The number of working days between the employees returning to work and interviews being conducted and the proportion completed within five working days has also been included in the table below:

Directorate	Proportion of RTWs conducted	Average time taken to complete RTW (working days)	Proportion of RTWs completed within 5 working days
Community Services	98%	3.9	81%
Corporate Support	100%	6.4	63%
Economic Development	72%	4.7	69%
Finance & Resources	100%	5.1	72%
Governance & Regulatory Services	100%	7.6	75%
All Directorates	97%	5.0	76%

6. PROPOSALS

None

7. RISKS

None

8. CONSULTATION

The report was reviewed by the Senior Management Team in January 2022.

9. CONCLUSION AND REASONS FOR RECOMMENDATIONS

The Panel are asked to scrutinise and comment on the sickness absence information with a view to driving continuous improvement.

10. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

Monitoring sickness absence to help ensure the staff resources available to deliver the Carlisle Plan are maximised.

Contact Officers: Gary Oliver, Bibian McRoy

**Appendices
attached to report:**

Note: in compliance with section 100d of the Local Government Act 1972 the report has been prepared in part from the following papers:

- None

CORPORATE IMPLICATIONS:

LEGAL - This report raises no explicit legal issues.

FINANCE – This report raises no explicit financial issues

EQUALITY – This report raises no explicit equality issues

INFORMATION GOVERNANCE – This report raises no explicit issues relating to Information Governance.

PROPERTY SERVICES - This report raises no explicit issues relating to Property Services

Carlisle City Council

Report to Business and Transformation Scrutiny Panel

Item
A.5

Meeting Date: 24 February 2022
 Portfolio: Finance, Governance and Resources
 Key Decision: No
 Policy and Budget Framework: Yes
 Public / Private: Public

Title: Revenue Budget Overview & Monitoring Report: April to December 2021
 Report of: Corporate Director of Finance and Resources
 Report Number: RD.70/21

Purpose / Summary:

This report provides an overview of the Council’s General Fund revenue budgetary position for the period April to December 2021 which was considered by the Executive on 21 February 2022.

Questions for / input from Scrutiny:

Members are asked to scrutinise the variances contained within this report.

Recommendations:

Members of the Business and Transformation Scrutiny Panel are asked to scrutinise the overall budgetary position for the period April to December 2021.

Tracking

Executive:	21 February 2022
Scrutiny:	24 February 2022
Council:	n/a

Carlisle City Council Report to Executive

Meeting Date:	21 February 2022
Portfolio:	Finance, Governance and Resources
Key Decision:	No
Policy and Budget Framework	Yes
Public / Private	Public
Title:	Revenue Budget Overview & Monitoring Report: April to December 2021
Report of:	Corporate Director of Finance and Resources
Report Number:	RD 70/21

Purpose / Summary:

This report provides an overview of the Council's overall budgetary position for the period April to December 2021 for revenue schemes only and provides details of the impact of COVID-19 on the revenue budget. The report also includes details of balance sheet management issues, bad debts written off in the period and progress against the budget savings is also provided.

Recommendations:

The Executive is asked to:

- (i) Note the budgetary performance position of the Council to December 2021;
- (ii) Note the action by the Corporate Director of Finance and Resources to write-off bad debts as detailed in paragraph 7;
- (iii) Note the release of reserves as set out in the table at paragraph 2.2, and note the virements approved as detailed in Appendix A.

Tracking

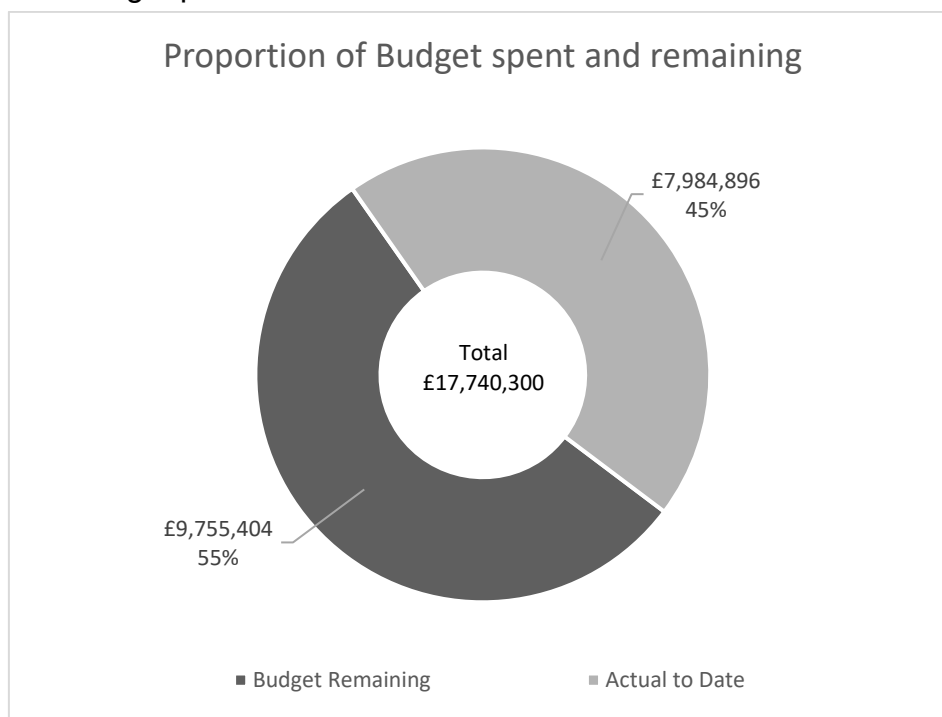
Executive:	21 February 2022
Scrutiny:	24 February 2022
Council:	n/a

1. Background

- 1.1. In accordance with the City Council's Financial Procedure Rules, the Corporate Director of Finance and Resources is required to report to the Executive on the overall budget position, the monitoring and control of expenditure against budget allocations and the exercise of virement on a regular basis. Further details of virements processed can be found in **Appendix A**. It is the responsibility of individual Chief Officers to control income and expenditure within their service areas and to monitor performance, taking account of financial information provided by the Corporate Director of Finance and Resources.
- 1.2. All Managers currently receive a monthly budget monitoring report covering their areas of responsibility. Information is collated from the main accounting system and then adjusted to correct any known budget profiling trends, timing differences and commitments. The report has been developed in line with the need to provide sound financial management information to inform the decision-making process.
- 1.3. Please note that throughout this report:
- (i) the use of a bracket represents a favourable position i.e. either an underspend or additional income received,
 - (ii) the term 'underspend' is taken to include both reduced expenditure and/or increased income,
 - (iii) the term 'overspend' includes both spending above budget and/or shortfall in income.

2. 2021/22 Revenue Budget Monitoring

- 2.1 The budget position of the Council as at December 2021 is as follows:



2.2 The summarised revenue budgetary position as at December 2021 is shown in the following table:

		Original Budget £	Net Updated £	Net Budget to Date £	Net Spend to Date £	Variance £
Community Services	B1	9,480,600	11,160,000	6,114,877	5,924,293	(190,584)
Corporate Support	B2	2,632,600	268,200	219,816	239,767	19,951
Economic Development	B3	974,700	2,172,600	1,439,458	1,167,941	(271,517)
Finance & Resources	B4	2,054,500	1,780,200	1,452,834	1,181,790	(271,044)
Governance & Regulatory Services	B5	1,305,800	2,272,300	1,138,808	1,006,413	(132,395)
Corporate Management	B6	(3,042,200)	(2,074,100)	(659,019)	(466,853)	192,166
Service Expenditure		13,406,000	15,579,200	9,706,774	9,053,351	(653,423)
Exceptional Items	B7	(25,000)	2,161,100	(425,286)	(1,068,455)	(643,169)
Service Expenditure		13,381,000	17,740,300	9,281,488	7,984,896	(1,296,592)
Parish Precepts		708,300	708,300	708,300	708,056	(244)
Total		14,089,300	18,448,600	9,989,788	8,692,952	(1,296,836)
Transfers to/(from) Reserves						
Cremator Replacement Reserve		0	66,200			
Revenue Grants Reserve		0	(509,500)			
General Fund Reserve		466,600	(1,346,700)			
Planning Services Reserve		0	58,500			
Economic Recovery Reserve		0	(50,000)			
Prosecution Fund Reserve		0	(1,700)			
Building Control Reserve		0	(9,500)			
Business Rates S31 Reserve		0	(9,463,000)			
Operational Risk Reserve		0	(2,100,000)			
Total Transfer to/(from) Reserves		466,600	(13,355,700)	(8,535,863)	(6,982,152)	1,553,711
Financed by:						
Precept from Collection Fund		(8,346,900)	(8,346,900)	(6,260,175)	(6,260,173)	2
Business Rates Deficit B/Fwd		0	9,463,000	9,463,000	9,462,618	(382)
Business Rate Retention		(6,209,000)	(6,209,000)	(4,656,750)	(4,913,245)	(256,495)
Total Grants		(14,555,900)	(5,092,900)	(1,453,925)	(1,710,800)	(256,875)
Total		(14,089,300)	(18,448,600)	(9,989,788)	(8,692,952)	1,296,836

2.3 Further details for each directorate can be found in **Appendices B1 – B7**. Each appendix shows a breakdown of the variances for the Directorate, with comments and a note of any performance issues. Although the net position is shown in the table above, the main variances are summarised in the table below.

Budget Area		Underspend £	Overspend £
Car Parking Income (excl. contracts)	B1	0	293,153
Garage Services	B1	0	79,490
Healthy Cities	B1	(95,892)	0
Other Green Spaces	B1	(63,256)	0
Recycling and Waste Management	B1	(388,745)	0
Building Control Income	B3	(56,450)	0
Development Control Income	B3	(157,292)	0
Loan Interest (incl. new borrowing)	B4	(230,437)	0
Electoral Services	B5	(57,513)	0
Building & Facilities	B5	(67,341)	0
Industrial Estates	B5	(70,075)	0
The Lanes Income	B5	0	228,936
Asset Review Income	B5	(107,565)	0
Homeless Accommodation	B5	0	91,634
Profiled Budget Savings to Find	B6	0	255,852
Salary Turnover Savings	B6	(63,049)	0

2.4 Some of the significant service expenditure and income variances are set out below:

- A shortfall in car parking income from tickets, permits and PCNs due to Covid-19. A budget pressure has been included in the 2022/23 budget to reflect this.
- A net overspend in Garage Services mainly due to a shortfall in trading income.
- A net underspend in Healthy Cities mainly due to Small Scale Community Projects and leisure contract payments.
- A net underspend in Other Green Spaces mainly due to increased car parking income at Talkin Tarn Country Park.
- A net underspend in Recycling and Waste Services due to reduced transport costs and increased income from plastic and card recycling, sale of recyclates and Bring Sites.
- An increase in Building Control Income including Inspection Fee income, Building Notice fee income and Plan Deposit fee income.
- An increase in Development Control fee income due to a couple of significant application fees being received.
- A saving from interest on borrowing due to no new borrowing scheduled for 2021/22 being entered into yet.
- An underspend on Election costs as a result of there being no City Council elections in 2021/22; some of this underspend will be used to support the Community Governance Review in Stanwix.
- A net underspend on Buildings and Facilities due to reduced costs for Building Cleaning, Civic Centre and Public Conveniences.
- A net underspend on Industrial Estates due to increased rental income as a result of backdated rent reviews.

- Rental income losses from the Lanes to date with revised current projections indicating a potential loss of £194,000 for 2021/22.
- Additional income generated from completed rent reviews.
- An underspend of £108,655 on expenditure on Homeless Accommodation and a shortfall in income of £200,289. This is a direct result of Covid-19 as changes to occupancy and the available provision have had to be made to ensure the health and wellbeing of residents and staff. A budget pressure has been included in the 2022/23 budget to reflect this.
- An overspend due to profiled budget savings to end of December for 2021/22 of £255,852. The annual position is reported more fully in paragraph 2.9.
- Additional salary turnover achieved against the budget to date.

2.5 A subjective analysis of the summarised budgetary position excluding exceptional items as at December is shown in **Appendix C**.

2.6 As usual the Council's virement procedures will be utilised in 2021/22 to accommodate new areas of spend outwith the current base budgets which can be funded from underspends, as highlighted within this monitoring report, thus avoiding the additional use of reserves, or pressures on future years budgets.

2.7 The following table provides a summary position of the income and expenditure within Exceptional Items:

		Original Budget £	Net Updated £	Net Budget to Date £	Net Spend to Date £	Variance £
Flood Related	B7	0	(7,200)	(7,200)	(7,064)	136
Covid-19 Related Expenditure	B7	0	93,300	69,985	221,260	151,275
Covid-19 Government Funding	B7	0	(25,000)	(25,000)	(819,838)	(794,838)
Covid-19 Government Grants	B7	0	0	(465,790)	(465,842)	(52)
Covid-19 Specific Grants	B7	0	0	(1,706)	(1,400)	306
Local Government Reorganisation	B7	0	2,100,000	4,425	4,429	4
Total Exceptional Items		0	2,161,100	(425,286)	(1,068,455)	(643,169)

2.8 Further details for this directorate can be found in **Appendix B7**. The main variances are also summarised below.

- A net underspend position on Council related expenditure as a result of Covid-19. The balance will be required to support other pressures/shortfalls in income (reported above) that are currently reported against individual service areas but are as a direct result of Covid-19 e.g. car parking income. The current Covid-19 position is as follows:

	Charged to Core Services £	Exceptional Items £	Total £
Losses Reported on Covid Return	0	146,800	146,800
Reopening the High Street	34,440	0	34,440
Elections	18,353	0	18,353
Compliance and Enforcement	0	33,723	33,723
RBS New Burdens Expenditure	0	4,481	4,481
Rough Sleeping	22,271	0	22,271
Sales Fees & Charges Income Shortfalls	388,627	0	388,627
Sales Fees & Charges Reduction in Expenditure	(88,812)	0	(88,812)
Other Income Shortfalls	198,096	0	198,096
Commercial Income	133,199	0	133,199
Total Covid Pressures	706,174	185,004	891,178
Funding Received	0	(734,732)	(734,732)
Sales Fees and Charges Compensation accrued	0	(51,377)	(51,377)
Compliance and Enforcement Funding Applied	0	(33,723)	(33,723)
Test & Trace Funding Received	0	(33,729)	(33,729)
Reopening the High Street Funding Applied	(34,440)	0	(34,440)
Additional Funding for Elections	(7,996)	0	(7,996)
General Fund Surplus December 2021	663,738	(668,557)	(4,819)
Accommodation and Support Charges	0	69,979	69,979
Government Grants to Businesses & Individuals	0	(465,842)	(465,842)
Covid-19 Specific Grants	0	(1,400)	(1,400)
Local Government Reorganisation	0	4,429	4,429
Flood Related Expenditure	0	(7,064)	(7,064)
Revised Net Position on Exceptional Items	663,738	(1,068,455)	(404,717)

Note: Government grants to businesses and individuals are subject to a reconciliation process and any remaining balance of the grant income received will be required to be returned to Central Government on completion of the schemes.

2.9 The following table shows the annual position as at December 2021 of savings achieved against the budget savings targets.

Savings Target	Target (£)	Achieved (£)	(Overachieved) /Outstanding (£)
Inflation savings	21,900	48,300	(26,400)
Energy Savings	20,000	0	20,000
To be found from 2021/22 onwards	500,000	84,000	416,000
Net Recurring position 2021/22	541,900	132,300	409,600
Found in 2021/22 on non-recurring basis	0	21,800	(21,800)
Total Non-Recurring position 2021/22	541,900	154,100	387,800

The recurring savings targets will need to be achieved in accordance with the three current strands contained within the approved Savings Strategy i.e. Asset Strategy; Service Reviews; Core Budgets. £1.6million was set aside in an earmarked reserve as part of the 2020/21 to be used on a non-recurring basis to fund any savings unachieved in year subject to approval to release funds by the Executive. However, you are reminded that this reserve has been released to fund the Council's contribution towards the LGR Implementation costs (£1.6m). Therefore, the required savings as at the end of December 2021 (£255,852) can currently be accommodated from other underspends in the revenue budget in 2021/22.

3. Forecast Outturn Position 2021/22

3.1 The Council's financial position is affected by a number of external factors that have a financial impact during the course of the year and ultimately at the year end.

These include:

- The general effect of local economic activity on the Council's income streams e.g. car parking, tourism and leisure activities, and property rentals especially in relation to the retail sector and especially economic recovery following Covid-19.
- Fuel prices, energy costs and other inflationary issues.
- The effects of the housing market and property prices, especially with regard to income from land charges, rents and building and development control.
- The impact of the delay to the Fair Funding Review and Business Rates Retention Review.
- The impact of Covid-19 on Council's budgetary position.

3.2 The Council's financial position will continue to be closely monitored and the year end position will be reported fully at outturn. Some of the significant service and income variances estimated for the year are set out below:

- The annual deficit on the Lanes income is expected to be around £194,000 for 2021/22.
- Projected underspend of £305,000 from interest on borrowing due to no new borrowing arrangements entered into.
- Additional income of £143,400 generated from completed rent reviews.
- Projected underachieved annual savings target of £387,800.
- Projected overachievement of salary turnover savings of around £85,000.
- Projected overachieved Building Control fee income of around £75,000.
- Projected overachieved Development Control fee income of around £125,000.
- A shortfall in car park income from tickets, permits and penalty charge notices of around £330,000 combined due to reduced demand for car parking due to lockdowns and a change in commuter behaviour with more people working from home. The closure of some car parks has also had an impact e.g. for essential flood work or developments.

- Projected shortfall in homeless accommodation income of around £270,000.
- A net underspend of around £500,000 on Recycling & Waste Management due to an increase in recycling collected throughout the pandemic, with rising material values, attracting additional income from recycling credits.
- A net underspend of approximately £80,000 on Election costs as a result of there being no City Elections in 2021/22.

3.3 The areas of significant variance noted in this report have been scrutinised fully and incorporated into the 2022/23 budget process where the position is deemed to be recurring in nature.

3.4 Members should note that the impact of Covid-19 on the Council's revenue budget and the level of funding received to date makes forecasting the outturn position particularly difficult but early indications show that the underspend on the revenue budget could be somewhere in the region of £1.0m (after carry forwards/transfers to earmarked reserves).

4. Impact of Covid

4.1 Emergency Funding

4.1.1. The Department for Levelling Up, Housing & Communities (DLUHC) allocated emergency funding to local authorities to meet pressures across council services, as a result of reduced income, rising costs or increased demand. Monthly returns are submitted through DELTA to the DLUHC to report additional costs and loss of income. An assessment of the annual impact is very difficult to predict but as more data is collected each month, the position will become clearer and therefore the estimates of lost income and additional costs incurred may change.

4.1.2 Government funding was also received to distribute Covid-19 grants to businesses in the area and these have been distributed as quickly as possible. All grants paid are subject to a reconciliation process and any remaining balance of the grant income received will be required to be returned to Central Government. The Government recently introduced 2 new schemes for businesses affected by the spread of the Omicron variant (Omicron Hospitality and Leisure Grant and a top-up to the Additional Restrictions Grant). These grants will be distributed as quickly as possible and by the 31st March 2022 deadline.

4.2 Collection Fund

4.2.1 As a result of the 100% business rate relief provided to the retail, leisure and hospitality sector for the 1st quarter of 2021/22 and a 66% reduction from July 2021 to March 2022, the net business rates payable for 2021/22 has reduced by approximately £8.676million from £45.023million to £36.347million.

4.2.2 The Council will be recompensed during the year for the additional reliefs granted through a Section 31 grant so there will no cash flow or budget issues; however, the main risk relates to the receipt of the £36million payable from businesses and how these are affected by COVID-19 and economic recovery following lockdown. Collection rates are reported elsewhere on the agenda (RD72/21) and these will continue to be monitored to assess the financial impact on cash flow, bad debts and the potential for year-end deficits.

5. Funding

5.1 The main sources of funding for the Council are Council Tax Income and Business Rates income. Council Tax income does not vary in year from the amounts set at the budget, as any variation in Council Tax income received is usually adjusted in the Collection Fund Surplus/Deficit calculation for the following year's budget. However, the DLUHC announced a 3-year deficit recovery period for any arrears as at 31st March 2021.

5.2 Business Rates Income is largely prescribed by the amounts submitted to DLUHC on the NNDR1 form which estimates Business Rate Income for the year when calculated in January, however, there are two elements of this income that can vary throughout the year, namely, section 31 grants paid by government for business rates reliefs granted, and the levy and pooling calculations to the Cumbria Pool.

5.3 The current estimates of Business Rates income for the quarter to the end of December compared to the initial estimates submitted in January are shown in **Appendix D**. The figures show that based on the position as at the end of December, the Council may receive an extra £256,495 in business rates income over and above what it has budgeted for.

However, it is anticipated that this position could change significantly throughout the year depending upon the performance of other authorities in the Cumbria Pool, the implications of Covid-19 and the amount of reliefs granted during the year that are subject to Section 31 Grant reimbursement and an updated position will be reported later in the year. A 3-year deficit period was permitted for any Collection Fund deficits as at 31 March 2021 in accordance with the funding package provided by DLUHC. There is likely to be a further deficit on the Business Rates Collection Fund in 2021/22 due to the continuation of business rate reliefs to retail, leisure and hospitality sectors for the first quarter of 2021/22 and reduced rates liabilities beyond that not being announced until after the NNDR1 estimates were submitted to DLUHC. Government is, however, compensating local authorities for this loss of income in the form of additional Section 31 grant and this will need to be set aside at the end of the year to match the deficit falling on general fund in 2022/23.

6. Balance Sheet Management

6.1 In line with CIPFA guidance and good practice, information relating to significant items on the Council's balance sheet is shown below. The information concentrates on those items that may have a material impact on the Council if not reviewed on a regular basis.

Balance Sheet item	Balance at 31/03/2021	Balance at Dec 2021	Note
Investments	£14.29m	£30.52m	(i)
Loans	£13.30m	£13.06m	(ii)
Debtors System	£1.38m	£1.26m	(iii)
Creditors System	£0.007m	£0.185m	

- (i) The anticipated annual return on these investments is estimated at £166,800 for 2021/22 with current forecasts anticipated to be in line with these projections. Further details on the overall Treasury Management performance can be found elsewhere on the agenda.
- (ii) The cost of managing this debt (including any new debt budgeted for from 2021/22 onwards), in terms of interest payable, is budgeted at £520,400 in 2021/22 with costs currently showing a saving against budget due to new borrowing not entered into yet.
- (iii) There may be a significant impact on the cash flow of the Council if outstanding debts are not received. Any debts deemed to be irrecoverable are written off against a bad debt provision set up specifically for this purpose. Other significant debts relate to Council Tax, NNDR, and Housing Benefit overpayments.
- (iv) The Council's VAT partial exemption calculation for the period ending December 2021 is currently 1.84%, well below the 5% limit.

7. Bad Debt Write-Offs

7.1 The Corporate Director of Finance and Resources has delegated authority for the write-off of outstanding debts for NNDR, Council Tax and Debtors (including Penalty Charge Notices). In accordance with this, the Executive is asked to note that debts totalling £70,485.47 have been written off during Quarter 3 to the end of December 2021. A summary of bad debts is given in Table 1 in **Appendix E** of this report and these costs will fall against the following:

	£
General Fund	454.50
Council Tax (Collection Fund)	62,761.23
NNDR	7,269.74
Total Write-offs	70,485.47

7.2 The “write-ons” itemised in Table 2 in **Appendix E**, totalling £7,566.10, are in respect of balances originally written off that have since been paid. The write-ons will be credited as follows:

	£
General Fund	182.89
Council Tax (Collection Fund)	5,654.67
NNDR	1,728.54
Total Write-ons	7,566.10

7.3 In the case of the General Fund, the write-offs will be charged against provisions for bad debts. However, VAT, which has been identified separately, will be recouped in future VAT returns. Any write-off/write-on of Council Tax/NNDR will fall against the provisions within the Collection Fund. Any Council Tax court costs written off will be charged against the Bad Debt Provision within the General Fund.

7.4 The level of outstanding debt has increased during the pandemic and although a ‘soft’ debt recovery process was initially agreed whereby letters were issued asking debtors to contact the Council to discuss flexible repayment terms, and a signpost to the CTRS scheme for council taxpayers, the formal debt recovery procedures are now in place in order to safeguard the Council’s cash position.

8. Risks

8.1 The ongoing impact of issues identified will be monitored carefully in budget monitoring reports and appropriate action taken.

8.2 The main risk to the Council is the overall cost of COVID-19 in terms of additional costs and shortfalls of income and how this compares to the level of emergency funded provided to date, and any future funding package. The economic recovery of the city and surrounding areas is part of the Recovery Strategy and any financial impact on costs and inflationary increases will need to be closely monitored.

9. Consultation

9.1 Consultation to date.

SMT and JMT have considered the issues raised in this report.

9.2 Consultation Proposed

Business and Transformation Scrutiny Panel will consider the report on 24 February 2022.

10. Conclusion and reasons for recommendations

10.1 The Executive is asked to:

- (i) Note the budgetary performance position of the Council to December 2021;
- (ii) Note the action by the Corporate Director of Finance and Resources to write-off bad debts as detailed in paragraph 7;
- (iii) Note the release of reserves as set out in the table at paragraph 2.2, and note the virements approved as detailed in Appendix A.

11. Contribution to the Carlisle Plan Priorities

11.1 The Council's revenue budget is set in accordance with the priorities of the Carlisle Plan and the position for the third quarter of 2021/22 shows the delivery of these priorities within budget.

Contact details:

Contact Officer: Emma Gillespie Ext: 7289

Appendices attached to report:

- A, B1 to B7, C to E

Note: in compliance with section 100d of the Local Government Act 1972 the report has been prepared in part from the following papers:

- None

Corporate Implications:

Legal - The Council has a fiduciary duty to manage its finances properly and the proper reporting of the budget monitoring is part of this process.

Property Services - Property asset implications are contained within the main body of the report.

Finance - Financial implications are contained within the main body of the report.

Equality - This report raises no explicit issues relating to the public sector Equality Duty.

Information Governance - There are no information governance implications.

REVENUE BUDGET MONITORING 2021/22

VIREMENTS PROCESSED FOR PERIOD OCTOBER TO DECEMBER 2021

Date	Virement Details	Recurring/ Non-recurring	Value	Authorised By
Requested by Officers (under £35,000 or delegated authority)				
13/10/2021 & 11/11/2021	Release of funding from Revenue Grant Reserve to fund environmental enhancements and other works at the Container Village	Non-recurring	20,300	Corporate Director of Finance and Resources
13/10/2021	Release of funding from Building Control Reserve to fund software licences	Non-recurring	9,500	OD.99/21 Corporate Director of Economic Development
29/10/2021	Release of Business Rates Section 31 Grant Reserve to offset the deficit brought forward on Collection Fund	Non-recurring	9,463,000	OD.101/21 Corporate Director of Finance and Resources
05/11/2021	Release of funding from Revenue Grant Reserve for Electoral Registration	Non-recurring	4,900	Corporate Director of Finance and Resources
05/11/2021 & 06/12/2021 & 10/01/2022	Release of funding from Revenue Grant Reserve for Domestic Abuse Victim Support	Non-recurring	7,500	Corporate Director of Finance and Resources
05/11/2021 & 06/12/2021 & 10/01/2022	Release of funding from Revenue Grant Reserve for St Cuthbert's Garden Village	Non-recurring	85,800	Corporate Director of Finance and Resources
09/11/2021 & 15/11/2021 & 07/01/2022	Direct Revenue Financing to fund replacement of Waste Receptacles	Non-recurring	25,000	Neighbourhood Services Manager
29/11/2021	Direct Revenue Financing to fund demolition of property assets pending disposal	Non-recurring	35,000	Head of Property Services
13/12/2021	Release of funding from Prosecution Reserve for legal fees incurred	Non-recurring	1,700	OD.121/21 Corporate Director of Governance and Regulatory Services
10/01/2022	Release of funding from Revenue Grant Reserve for One Public Estate	Non-recurring	6,100	Corporate Director of Finance and Resources
10/01/2022	Release of funding from Revenue Grant Reserve for Local Strategic Partnership	Non-recurring	4,600	Corporate Director of Finance and Resources
Approved by Executive (£35,000 to £70,000 or delegated authority)				
27/10/2021	Virement approved from revenue underspends to facilitate the purchase of 170 laptops, docking stations and ancillary equipment plus 170 mobile phones	Non-recurring	178,000	LD.09/21 The Leader
22/11/2021	Release of funds from Operational Risk Reserve to fund costs the Council may incur out with the eligibility criteria for the Local Government Reorganisation Cumbria Wide Implementation Reserve	Non-recurring	500,000	RD.54/21 The Executive
22/11/2021	Reduction to 2021/22 Capital Programme	Non-recurring	1,894,800	RD.51/21 The Executive
Approved by Council (over £70,000)				
04/01/2021	Release of funds from Operational Risk Reserve to fund the Council's contribution to the Local Government Reorganisation Cumbria Wide Implementation Reserve	Non-recurring	1,600,000	RD.54/21 Council

REVENUE BUDGET MONITORING 2021/22

COMMUNITY SERVICES	Gross Expenditure	Gross Income	Recharges	Total
Position as at 31 December 2021	£	£	£	£
Annual Budget	20,686,400	(5,806,700)	(3,719,700)	11,160,000
Budget to date	13,559,504	(4,320,481)	(3,124,146)	6,114,877
Total Actual	13,283,870	(4,356,358)	(3,003,219)	5,924,293
Variance	(275,634)	(35,877)	120,927	(190,584)
Carry Forwards/Reserves & Provisions				0
Adjusted Variance	(275,634)	(35,877)	120,927	(190,584)

Analysis of Variances		Expenditure Variance	Income Variance	Recharges Variance	Adjusted Variance
Service	Note	£	£	£	£
Car Parking	1	(23,671)	324,893	49	301,271
Garage Services	2	(41,702)	8,391	112,801	79,490
Healthy Cities	3	(86,261)	(9,631)	0	(95,892)
Other Green Spaces	4	17,126	(80,416)	34	(63,256)
Recycling and Waste Services	5	(23,582)	(357,853)	(7,310)	(388,745)
Miscellaneous	6	(117,545)	78,740	15,353	(23,452)
Total Variance to date		(275,634)	(35,877)	120,927	(190,584)

Note	Community Services - Comments
1.	Various minor underspends including premises related costs; Shortfall in ticket income, contract income and penalty charge notice income.
2.	Underspend on employee costs and supplies & services; shortfall in trading income (recharges).
3.	Underspends in relation to Member's small scale community projects and Leisure contract payments.
4.	Underspends on expenditure at Talkin Tarn; increased car parking income at Talkin Tarn County Park
5.	Underspend on transport costs, overspend on savings not yet achieved. Surplus income from Plastic and Card recycling, sale of recyclates and Bring Sites income.
6.	Minor underspends, shortfall in income and reduced trading income (recharges) across other services within the

REVENUE BUDGET MONITORING 2021/22

CORPORATE SUPPORT	Gross Expenditure	Gross Income	Recharges	Adjusted Total
Position as at 31 December 2021	£	£	£	£
Annual Budget	3,842,100	(344,100)	(3,229,800)	268,200
Budget to date	2,929,111	(286,623)	(2,422,672)	219,816
Total Actual	2,899,489	(237,037)	(2,422,685)	239,767
Variance	(29,622)	49,586	(13)	19,951
Carry Forwards/Reserves & Provisions				0
Adjusted Variance	(29,622)	49,586	(13)	19,951

Analysis of Variances		Expenditure Variance	Income Variance	Recharges Variance	Adjusted Variance
Service	Note	£	£	£	£
Miscellaneous	1	(29,622)	49,586	(13)	19,951
Total Variance to date		(29,622)	49,586	(13)	19,951

Note	Corporate Support - Comments
1.	Minor underspends and shortfall in income across other services within the Directorate.

REVENUE BUDGET MONITORING 2021/22

ECONOMIC DEVELOPMENT	Gross Expenditure	Gross Income	Recharges	Adjusted Total
Position as at 31 December 2021	£	£	£	£
Annual Budget	3,902,500	(1,222,500)	(507,400)	2,172,600
Budget to date	2,798,416	(978,355)	(380,603)	1,439,458
Total Actual	2,745,319	(1,196,776)	(380,602)	1,167,941
Variance	(53,097)	(218,421)	1	(271,517)
Carry Forwards/Reserves & Provisions				0
Adjusted Variance	(53,097)	(218,421)	1	(271,517)

Analysis of Variances		Expenditure Variance	Income Variance	Recharges Variance	Adjusted Variance
Service	Note	£	£	£	£
Regeneration	1	70,782	92	0	70,875
Development Control	2	(39,702)	(157,292)	0	(196,993)
Building Control	3	(52,430)	(56,450)	0	(108,880)
Miscellaneous	4	(31,747)	(4,772)	1	(36,518)
Total Variance to date		(53,097)	(218,421)	1	(271,517)

Note	Economic Development - Comments
1.	Overspend in relation to revenue costs of Paton House which is now being demolished; overspend on project related costs of which external funding is anticipated or has been received.
2.	Underspend on employee related costs, supplies and services & consultants fees; increased fee income received.
3.	Underspend on employee related costs and third party fees; increased fee income received.
4.	Minor underspends and increased income across other services within the Directorate.

REVENUE BUDGET MONITORING 2021/22

FINANCE AND RESOURCES	Gross Expenditure	Gross Income	Recharges	Adjusted Total
Position as at 31 December 2021	£	£	£	£
Annual Budget	26,047,400	(21,274,700)	(2,992,500)	1,780,200
Budget to date	19,740,149	(15,850,142)	(2,437,173)	1,452,834
Total Actual	19,476,091	(15,857,269)	(2,437,032)	1,181,790
Variance	(264,058)	(7,127)	141	(271,044)
Carry Forwards/Reserves & Provisions				0
Adjusted Variance	(264,058)	(7,127)	141	(271,044)

Analysis of Variances		Expenditure Variance	Income Variance	Recharges Variance	Adjusted Variance
Service	Note	£	£	£	£
Treasury and Debt Management	1	(229,922)	(10,144)	0	(240,067)
Miscellaneous	2	(34,136)	3,017	141	(30,977)
Total Variance to date		(264,058)	(7,127)	141	(271,044)

Note	Finance and Resources - Comments
1.	Saving on borrowing costs due to no new borrowing arrangements entered into yet.
2.	Minor underspends and shortfall in income across other services within the Directorate.

REVENUE BUDGET MONITORING 2021/22

GOVERNANCE AND REGULATORY	Gross Expenditure	Gross Income	Recharges	Adjusted Total
Position as at 31 December 2021	£	£	£	£
Annual Budget	12,400,100	(6,426,900)	(3,700,900)	2,272,300
Budget to date	8,930,438	(5,015,598)	(2,776,032)	1,138,808
Total Actual	8,498,389	(4,746,814)	(2,745,162)	1,006,413
Variance	(432,049)	268,784	30,870	(132,395)
Carry Forwards/Reserves & Provisions				0
Adjusted Variance	(432,049)	268,784	30,870	(132,395)

Analysis of Variances		Expenditure Variance	Income Variance	Recharges Variance	Adjusted Variance
Service	Note	£	£	£	£
Electoral Services	1	(45,261)	(12,281)	29	(57,513)
Buildings & Facilities Services	2	(104,445)	5,914	31,190	(67,341)
The Lanes	3	2,209	228,936	0	231,146
Other Rental Properties	4	11,820	51,318	0	63,138
Industrial Estates	5	37,292	(107,367)	0	(70,075)
Asset Review Income	6	(107,565)	0	0	(107,565)
Homeless Accommodation	7	(108,655)	200,289	0	91,634
Regulatory Services	8	(2,360)	(79,799)	(584)	(82,743)
Miscellaneous	9	(115,085)	(18,227)	236	(133,076)
Total Variance to date		(432,049)	268,784	30,870	(132,395)

Note	Governance & Regulatory Services - Comments
1.	An underspend on election costs as a result of there being no City Council elections in 2021/22.
2.	Underspend on premises expenditure (including Public Conveniences and Civic Centre); shortfall in rental income received & a shortfall in trading income.
3.	Shortfall in rental income.
4.	Overspend on premises expenditure; shortfall in rental income including final adjustment for prior year head rent.
5.	Various minor underspends; increased rental income as a result of backdated rent reviews.
6.	Additional income generated from completed rent reviews.
7.	Underspend on employee related expenditure and supplies and services; shortfall in income as a direct result of Covid-19 as changes to occupancy levels and the available provision have had to be made to ensure the health and wellbeing of residents and staff.
8.	Various minor underspends; Additional licence income and agency fee income received.
9.	Minor underspends and increased income across other services within the Directorate.

REVENUE BUDGET MONITORING 2021/22

CORPORATE MANAGEMENT	Gross Expenditure	Gross Income	Recharges	Adjusted Total
Position as at 31 December 2021	£	£	£	£
Annual Budget	(725,400)	(1,348,700)	0	(2,074,100)
Budget to date	304,349	(963,368)	0	(659,019)
Total Actual	492,841	(959,694)	0	(466,853)
Variance	188,492	3,674	0	192,166
Carry Forwards/Reserves & Provisions				0
Adjusted Variance	188,492	3,674	0	192,166

Analysis of Variances		Expenditure Variance	Income Variance	Recharges Variance	Adjusted Variance
Service	Note	£	£	£	£
Other Financial Costs	1	194,458	3,673	0	198,131
Miscellaneous	2	(5,966)	1	0	(5,965)
Total Variance to date		188,492	3,674	0	192,166

Note	Corporate Management - Comments
1.	Improvements in savings for Salary Turnover (£63,049) and shortfall in savings to be found (£255.852).
2.	Minor underspends across other services within the Directorate.

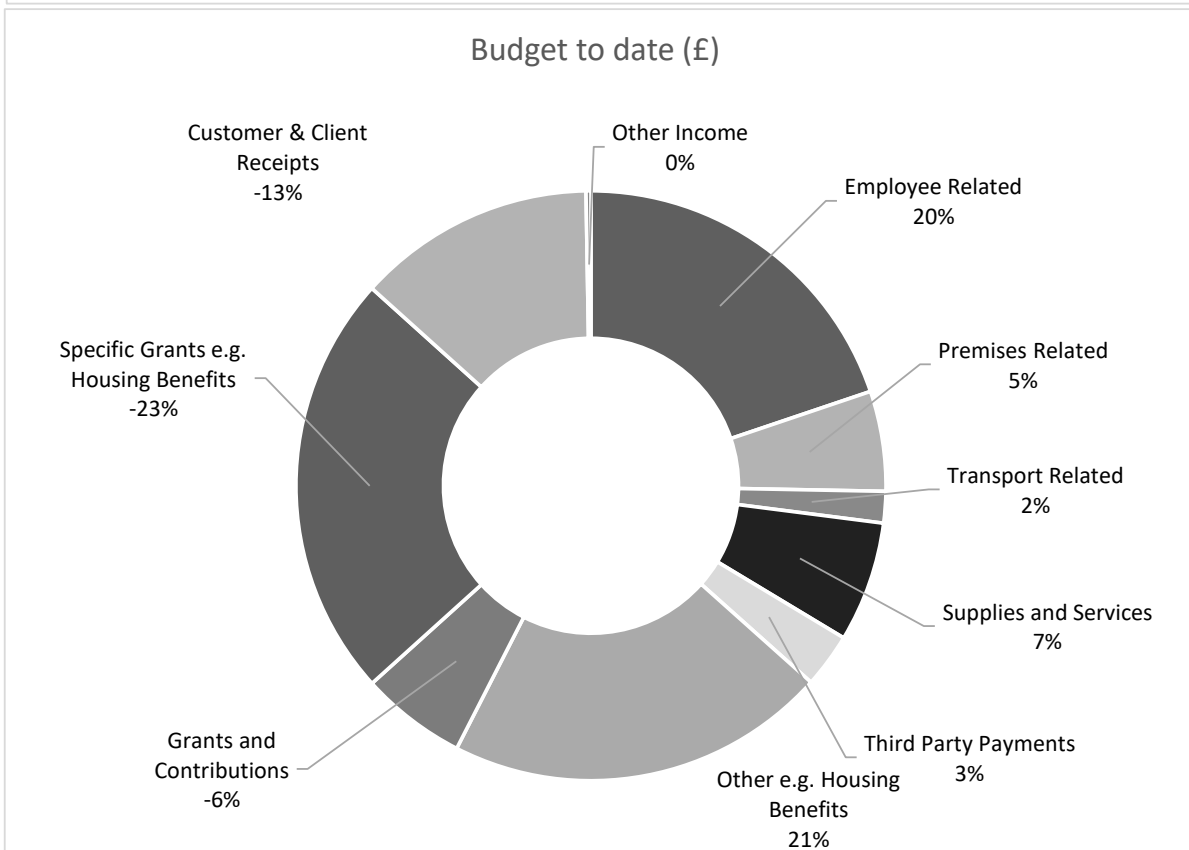
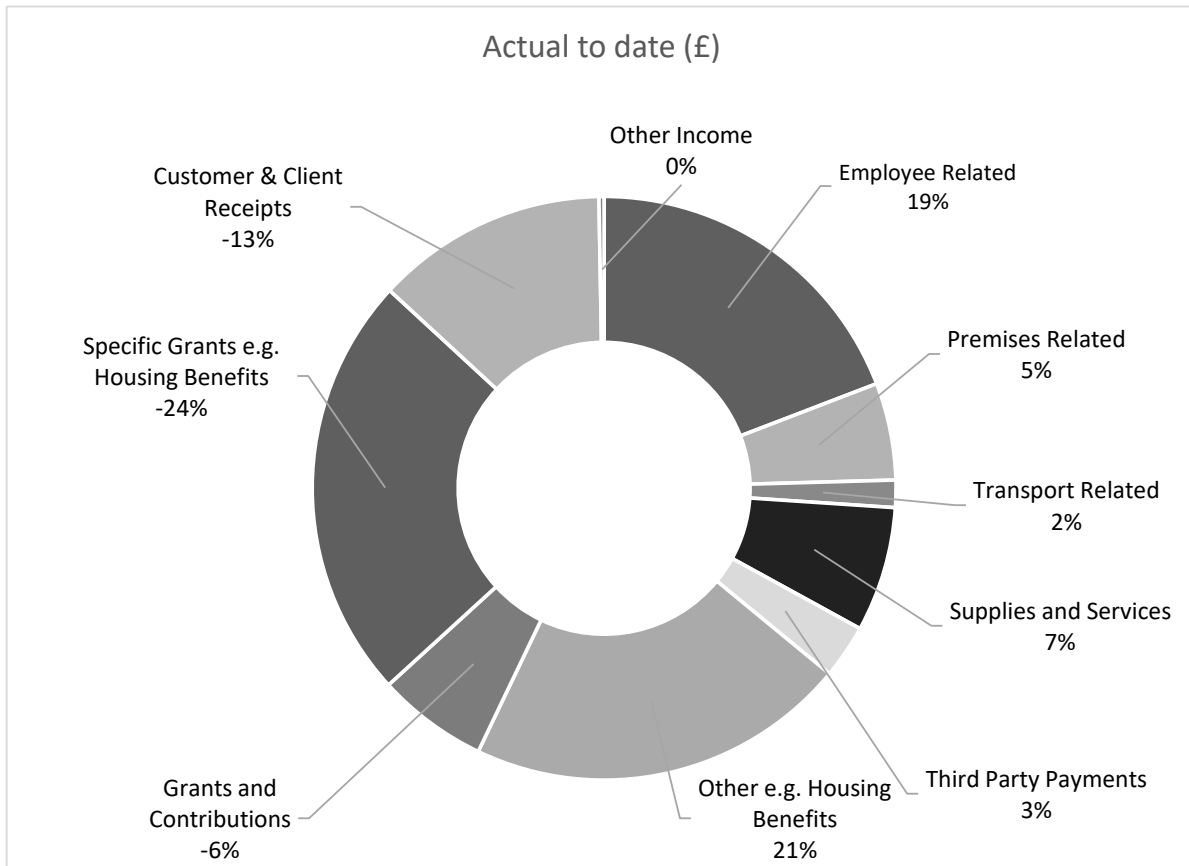
REVENUE BUDGET MONITORING 2021/22

EXCEPTIONAL ITEMS	Gross Expenditure	Gross Income	Recharges	Adjusted Total
Position as at 31 December 2021	£	£	£	£
Annual Budget	13,800,100	(11,639,000)	0	2,161,100
Budget to date	11,111,994	(11,537,280)	0	(425,286)
Total Actual	11,264,623	(12,333,078)	0	(1,068,455)
Variance	152,629	(795,798)	0	(643,169)
Carry Forwards/Reserves & Provisions				0
Adjusted Variance	152,629	(795,798)	0	(643,169)

Analysis of Variances		Expenditure Variance	Income Variance	Recharges Variance	Adjusted Variance
Service	Note	£	£	£	£
Covid-19 Related Expenditure & Grants	1	139,870	(783,179)	0	(643,309)
Miscellaneous	2	12,759	(12,619)	0	140
Total Variance to date		152,629	(795,798)	0	(643,169)

Note	Exceptional Items - Comments
1.	A net underspend position on Council related expenditure as a result of Covid-19. The balance will be required to support other pressures/shortfalls in income that are currently reported against individual service areas but are a direct result of Covid-19 e.g. car parking income
2.	Expenditure resulting from flooding caused by Storm Ciara funded by insurance settlement and expenditure in relation to Local Government Reorganisation, fully funded from the release of reserves.

SUBJECTIVE ANALYSIS



BUSINESS RATES INCOME

	2020/21 Outturn	2021/22 NNDR1	2021/22 Q3
Local Share of Income (Per NNDR1)	(17,018,157)	(17,415,961)	(17,415,961)
Renewables (Per NNDR1)	(376,067)	(378,052)	(375,274)
Renewables Bfwd (NNDR3 Previous Year)	4,686	4,122	4,122
Enterprise Zone (Per NNDR1)	(469,480)	(307,797)	(262,969)
Tariff (Per Final Settlement)	12,568,846	12,568,847	12,548,847
Section 31 Grants (reimbursement of funded reliefs)		(1,798,403)	(1,488,712)
Section 31 Grants (Flooding)	(11,188,692)	0	0
Section 31 Grant Expanded Retail Discount, Nursery and Local Newspaper		0	0
Section 31 Grant B/Fwd (Earmarked Reserve)	0	(9,463,000)	(9,463,000)
Estimated Collection Fund Deficit/(Surplus) per NNDR1	216,038	9,265,582	9,265,582
Spreading of Deficit	0	197,036	197,036
Tax Income Guarantee Scheme Compensation	(22,487)	0	0
Levy Payable to Pool	1,256,125	1,439,547	1,205,834
Pool Redistribution	(712,221)	(600,000)	(681,000)
Total Income	(15,741,409)	(6,488,079)	(6,465,495)
Budget			
Baseline Funding	(3,335,200)	(3,335,200)	(3,335,200)
Business Rates Multiplier Grant	(133,700)	(173,800)	(173,800)
Additional Rates Income - Pooling/Growth	(2,400,000)	(2,700,000)	(2,700,000)
Total Budget	(5,868,900)	(6,209,000)	(6,209,000)
Additional Income retained	(9,872,509)	(279,079)	(256,495)

BAD DEBT PROVISION

TABLE 1 Type of Debt	Write-Offs December 2021		Comments
	No.	£	
NNDR (General)	8	7,269.74	01/10/21 to 31/12/21
Council Tax	62	62,761.23	01/10/21 to 31/12/21
Debtors:			
Private Tenants	0	0.00	01/10/21 to 31/12/21
Housing Benefit Overpayments	0	0.00	01/10/21 to 31/12/21
General Fund	11	454.50	01/10/21 to 31/12/21
Penalty Charge Notices:			
On Street	0	0.00	01/10/21 to 31/12/21
Off Street	0	0.00	01/10/21 to 31/12/21
TOTAL	81	70,485.47	

TABLE 2 Type of Debt	Write-Ons December 2021		Comments
	No.	£	
NNDR (General)	10	1,728.54	01/10/21 to 31/12/21
Council Tax	23	5,654.67	01/10/21 to 31/12/21
Debtors:			
Private Tenants	0	0.00	01/10/21 to 31/12/21
Housing Benefit Overpayments	43	182.89	01/10/21 to 31/12/21
General Fund	0	0.00	01/10/21 to 31/12/21
TOTAL	76	7,566.10	

Carlisle City Council

Report to Business and Transformation Scrutiny Panel

Item
A.6

Meeting Date: 24 February 2022
 Portfolio: Finance, Governance and Resources
 Key Decision: No
 Policy and Budget Framework: Yes
 Public / Private: Public

Title: Capital Budget Overview & Monitoring Report: April to December 2021
 Report of: Corporate Director of Finance and Resources
 Report Number: RD.71/21

Purpose / Summary:

This report provides an overview of the budgetary position of the City Council’s capital programme for the period April to December 2021 which was considered by the Executive on 21 February 2022.

Questions for / input required from Scrutiny:

Members are asked to scrutinise the variances contained within this report.

Recommendations:

Members of the Business and Transformation Scrutiny Panel are asked to scrutinise the overall budgetary position for the period April to December 2021.

Tracking

Executive:	21 February 2022
Scrutiny:	24 February 2022
Council:	1 March 2022

Carlisle City Council Report to Executive

Meeting Date: 21 February 2022
 Portfolio: Finance, Governance and Resources
 Key Decision: No
 Policy and Budget Framework: Yes
 Public / Private: Public

Title: Capital Budget Overview & Monitoring Report: April to December 2021
 Report of: Corporate Director of Finance and Resources
 Report Number: RD71/21

Purpose / Summary:

This report provides an overview of the Council's overall budgetary position for the period April to December 2021 for the Council's capital programme.

Recommendations:

The Executive is asked to:

- (i) Note and comment on the budgetary position and performance aspects of the capital programme for the period April to December 2021;
- (ii) Note the adjustments to the 2021/22 capital programme as detailed in paragraph 2.1;
- (iii) Make recommendations to Council to approve reprofiling of £4,295,300 as detailed in para 3.9 and Appendix A from 2021/22 into 2022/23.

Tracking

Executive:	21 February 2022
Scrutiny:	24 February 2022
Council:	1 March 2022

1. Background

- 1.1. In accordance with the City Council's Financial Procedure Rules, the Corporate Director of Finance and Resources is required to report to the Executive on the overall budget position, the monitoring and control of expenditure against budget allocations and the exercise of virement on a regular basis. It is the responsibility of individual Chief Officers to control income and expenditure within their service areas and to monitor performance, taking account of financial information provided by the Corporate Director of Finance and Resources.
- 1.2. All Managers receive a monthly budget monitoring report covering their areas of responsibility. Information is collated from the main accounting system and then adjusted to correct any known budget profiling trends, timing differences and commitments. The report has been developed in line with the need to provide sound financial management information to inform the decision-making process.
- 1.3. Please note that throughout this report:
 - (i) the use of a bracket represents a favourable position i.e. either an underspend or additional income received,
 - (ii) the term 'underspend' is taken to include both reduced expenditure and/or increased income,
 - (iii) the term 'overspend' includes both spending above budget and/or shortfall in income.
- 1.4. It is important to understand the distinction between capital and revenue expenditure.

The general rule is that all expenditure must be treated as revenue expenditure unless it meets strict criteria allowing it to be treated as capital expenditure.

Capital expenditure is for fixed assets such as acquisition of land and buildings, construction, conversion or enhancement of existing buildings, or the purchase of new technology, vehicles, plant, machinery or equipment that yields benefits to the Council and the services it provides for more than one year.

Revenue expenditure is for the day to day running costs of providing Council services such as staff costs, premises, transport, and goods and services used in the delivery of services.

2. Capital Budget Overview

- 2.1 The following statement shows the annual capital programme for 2021/22:

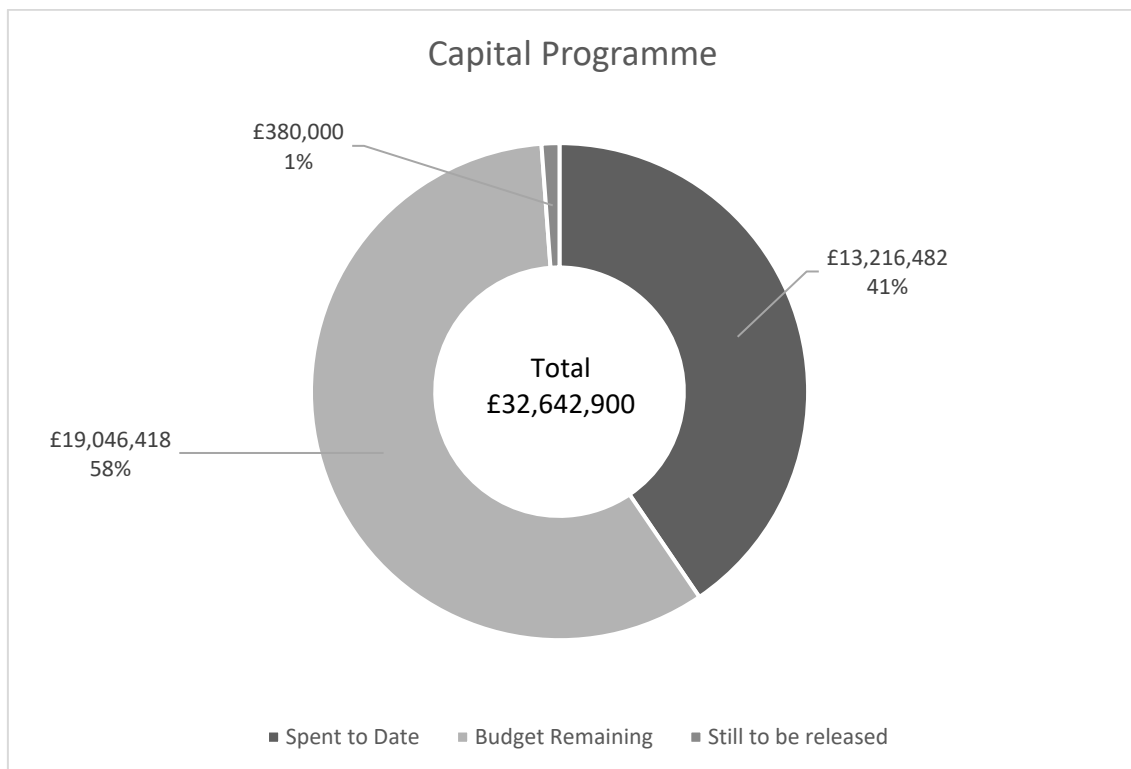
2021/22 Capital Budget	£
2021/22 Capital Programme (RD16/21 Council 20/07/21)	28,057,900
Increase for Tullie House Levelling Up Fund (ED17/21 Council 15/06/21)	1,500,000
Increase from S106 contributions for Bitts Park Public Realm (OD60/21)	32,000
Increase from S106 contributions towards Play Area Improvements (OD47/21)	237,400
Revenue Contribution towards Bitts Park Towns Deal	68,900
Increase for grant funding towards Litter Binrastructure project	24,300
Future High Street Fund (ED22/21 Council 20/07/21)	1,436,000
Revenue Contribution towards the purchase of Waste Receptacles	44,000
Footway Lighting Melbourne Park (OD73/21)	22,200
S106 contribution towards Affordable Housing (ED25/21 Executive 02/08/21)	600,800
Revenue Contribution towards IT equipment	179,900
Revenue Contribution towards Civic Centre Development	2,000
Financials Upgrade (OD92/21)	80,900
Less reduction in Capital programme (RD51/21 Executive 22/11/21)	(394,800)
Removal of Reserves to be released by Executive (RD51/21 Executive 22/11/21)	(1,500,000)
External grant for Sustainable Warmth Competition (GD73/21 Executive 25/10/21)	2,210,000
Revenue Contribution towards Asset Demolition	35,000
Revenue Contribution towards Play Area Developments	10,000
Reduced grant towards Play Area Developments	(15,000)
Reduced insurance settlement for Bitts Park Water feature	(3,300)
External contribution towards Civic Centre Development	14,700
Revised 2021/22 Capital Programme (at Dec 2021)	32,642,900
Less Capital Reserves to be released by Executive (see para 3.10)	(380,000)
Revised 2021/22 Capital Programme (released)	32,262,900

2.2 A breakdown of the revised capital programme can be found in **Appendix A**.

3. 2021/22 Budget Monitoring

3.1 The position as at December 2021 can be summarised as follows:

Directorate	Revised Annual Budget £	Budget to Date £	Spend to date £	Variance to date £	Para. Ref.
Community Services	20,352,900	10,622,662	10,625,252	2,590	3.3
Corporate Support	493,600	365,140	365,137	(3)	3.4
Economic Development	4,064,000	471,417	471,416	(1)	3.5
Finance and Resources	80,900	37,498	37,444	(54)	3.6
Governance & Regulatory Services	7,264,300	2,457,002	1,710,069	(746,933)	3.7
Exceptional Items	7,200	7,200	7,164	(36)	3.8
Total	32,262,900	13,960,919	13,216,482	(744,437)	
Reserves to be released	380,000	0	0	0	3.10
Total	32,642,900	13,960,919	13,216,482	(744,437)	



Schemes still to be released by the Executive are outwith the budget monitoring process until the budgets have been released.

A detailed analysis of the schemes within each directorate can be found in **Appendices B to G** with the main issues being summarised in the paragraphs below.

- 3.2 As at the end of December, expenditure of £13,216,482 has been incurred on the Council's core capital programme. When considered against the profiled budget of £13,960,919 this equates to an underspend of £744,437.

- 3.3 There are no significant variances to report in Community Services.
- 3.4 There are no significant variances to report in Corporate Support.
- 3.5 There are no significant variances to report in Economic Development.
- 3.6 There are no significant variances to report in Finance and Resources.
- 3.7 The variance in Governance & Regulatory Services is attributable to the following:
- An underspend of £706,598 on Disabled Facilities Grants. Spend to the end of the third quarter of 2021/22 was £1,374,806 which is higher than the expenditure for the same period in 2020/21 (£1,305,880). The position is being closely monitored.
 - An underspend of £48,030 on Empty Property Grants
- 3.8 There are no significant variances to report in Exceptional Items (Flood Recovery Capital Expenditure).
- 3.9 The unspent balance remaining of the revised annual budget of £32,262,900 is £19,046,418. Therefore, an initial review of the 2021/22 capital programme has been undertaken to identify accurate project profiles and **the Executive are asked to recommend to Council the reprofiling of £4,295,300 from 2021/22 into future years as follows:**

Directorate	Annual Budget £	Carry Forwards 2022/23 £	Revised Annual Budget £	Spend to Date £	Budget Remaining £
Community Services	20,352,900	(32,000)	20,320,900	10,625,252	9,695,648
Corporate Support	493,600	(54,000)	439,600	365,137	74,463
Economic Development	4,064,000	(1,119,300)	2,944,700	471,416	2,473,284
Finance & Resources	80,900	0	80,900	37,444	43,456
Governance & Regulatory	7,264,300	(3,090,000)	4,174,300	1,710,069	2,464,231
Exceptional Items	7,200	0	7,200	7,164	36
Total	32,262,900	(4,295,300)	27,967,600	13,216,482	14,751,118
Reserves to be released	380,000	0	380,000	0	380,000
Total	32,642,900	(4,295,300)	28,347,600	13,216,482	15,131,118

The unspent balance remaining for the revised annual budget of £28,347,600 is £15,131,118 as at December 2021.

- 3.10 A couple of schemes are included in the capital programme for 2021/22 that require a report to be presented to the Executive for the release of funding before the project can go ahead.

Scheme	Budget £
Cemetery Infrastructure	30,000
Crematorium Infrastructure	350,000
Total	380,000

4. Financing

- 4.1 The 2021/22 capital programme can be financed as follows:

	Annual Budget £	Revised Annual Budget £
Total Programme to be financed (para 2.1)	32,642,900	28,347,600
Financed by:		
Capital Receipts / Borrowing	0	0
Receipts Used to fund resources	(112,000)	(112,000)
Borrowing Requirement (in year)	21,035,900	20,101,900
Capital Grants		
• Disabled Facilities Grant	2,155,600	2,155,600
• Future High Street Fund	1,436,000	316,700
• Sustainable Warmth Competition	2,210,000	0
• General	2,334,900	2,302,900
Direct Revenue Financing	2,515,700	2,515,700
Other Contributions	1,066,800	1,066,800
Total Financing	32,642,900	28,347,600

5. Capital Resources

- 5.1 The following table shows the position as at December 2021 of the capital resources due to be received during 2021/22:

	2021/22 Annual Budget £	2021/22 Revised Budget £	2021/22 Actual £	2021/22 Variance £	Note
Capital Receipts					
· Asset Review	0	0	0	0	1
· Used to fund resources	112,000	112,000	0	(112,000)	1
· Vehicle Sales	0	0	(44,070)	(44,070)	2
· Other Sales	0	0	(5,940)	(5,940)	
· Renovation Grants Repaid	0	0	(2,281)	(2,281)	
Capital Grants					3
· Disabled Facilities Grant	(2,155,600)	(2,155,600)	(2,155,574)	26	
· Future High Street Fund	(1,436,000)	(316,700)	(1,164,790)	(848,090)	
· Sands Centre	(134,000)	(134,000)	0	134,000	
· On Street Charging	(102,800)	(102,800)	(30,936)	71,864	
· Sustainable Warmth Competition	(2,210,000)	0	(19,955,000)	(19,955,000)	
· Towns Deal	0	0	(985,000)	(985,000)	
· General	(109,300)	(77,300)	(24,336)	52,964	
Capital Contributions					4
· Section 106	(997,600)	(997,600)	(188,897)	808,703	
· Disabled Facilities Grants	0	0	(19,885)	(19,885)	
· General	(69,200)	(69,200)	(49,179)	20,021	
Total	(7,102,500)	(3,741,200)	(24,625,888)	(20,884,688)	

Notes:

1. There are no receipts anticipated to be received from asset review sales in 2021/22. The asset review receipts have been revised downwards and reprofiled into future years in line with the current Asset Disposal Plan. This was considered by Council as part of the 2022/23 budget process on 1st February 2022.
2. Included within vehicle sales are receipts of £44,070 for individual vehicle sales that are below the de minimis for capital receipts. These will be transferred to revenue at the year end and will be used to fund the capital programme in line with the capital strategy.
3. Capital grants are generally received once associated capital expenditure has been incurred and the amounts then reclaimed from the sponsoring body. Capital grant in relation to Towns Deal has however been received in advance of expenditure with Government releasing 5% of the approved £19.7million deal up front to support project delivery. A further report will be presented to Executive (and possibly Council) for budgets to be updated and the projects to progress in accordance with the terms and conditions set out within the grant award.

Capital grant in relation to the County wide Sustainable Warmth Programme has also been received upfront in advance of any expenditure being incurred.

4. Contributions from Section 106 agreements to Play Area/Open Space Improvements (£374,600), Footway Lighting Improvements at Melbourne Park (£22,200) and Affordable Housing (£600,800).

6. Balance Sheet Management

- 6.1 In line with CIPFA guidance and best practice, information relating to significant capital items on the Council's balance sheet is provided in this section. The information concentrates on those items that may have a material impact on the Council if not reviewed on a regular basis and will ensure that the Council is using its resources effectively and that appropriate governance arrangements are in place around the use of Council assets and liabilities.
- 6.2 Fixed assets are revalued annually to ensure that an up to date value is held in the balance sheet. The revaluation programme is the responsibility of Property Services. It should be noted that some expenditure will be incurred during the course of the year which can be correctly classified as capital expenditure, but which will not increase the value of any of the Council's assets. This expenditure is written off to the revaluation reserve or through the Comprehensive Income and Expenditure Account as appropriate.
- 6.3 The value of fixed assets is a significant part of the balance sheet. In the 2020/21 accounts, fixed assets totalled £191million (2019/20 £187million). This represents 97% of the net current assets of the City Council.
- 6.4 Debtors
This relates to the amount of income due to the Council that has not yet been received. For capital items, this mainly relates to grants and contributions that the Council is able to claim towards funding capital expenditure. Generally capital debtors arise due to timing differences where a cut off point occurs (e.g. the financial year-end) and/or expenditure has been incurred in advance of making the grant claim. As at December 2021 debtors of £189,750 (£298,188 at 31 March 2021) were outstanding for capital grants, contributions and receipts.
- 6.5 Creditors
This is the amount of money due to be paid by the Council for goods and services received from its external customers and contractors. For capital schemes this also includes retentions i.e. the amount due to the contractor after a specified period (normally one year) following the completion of a project; this time is used to assess and correct any defects outstanding on the scheme. Amounts earmarked for

retention as at December 2021 totalled £166,016.21 (£1,487,658 at 31 March 2021).

7. Performance

- 7.1 The 2021/22 programme has been kept to a level that takes account of the Council's ability to deliver schemes with regard to capacity and available resources. Work is ongoing to continue to monitor the profiling of budgets, and these are adjusted to reflect progress in current capital schemes. It is likely that there will still be a requirement for some carry forwards at the year end due to further slippage and delays on projects. Members are reminded that budgets now totalling £380,000 are being held in reserves until approved by Executive for release.
- 7.2 The Senior Management Team will provide strategic overview and monitor the effectiveness of the overall programme of work in delivering the Council's priorities and objectives. Technical project support and quality assurance of business cases and associated project management activities will be managed by a Transformation Sub-Group chaired by the Chief Executive. Decisions to proceed or otherwise with proposed projects will be made in the usual way in accordance with the Council decision making framework.
- 7.3 A review of all capital expenditure incurred is ongoing to ensure that the expenditure has been correctly allocated between revenue and capital schemes. This will facilitate the year end classification of assets.

8. Risks

- 8.1 Individual capital schemes have different risks involved. A risk assessment of the overall capital programme is included at **Appendix H**. An additional risk to the Council is the overall cost of COVID-19 in terms of increased costs and delays to supplies.

9. Consultation

- 9.1 Consultation to date.
SMT and JMT have considered the issues raised in this report.
- 9.2 Consultation Proposed
Business and Transformation Scrutiny Panel will consider the report on 24 February 2022.

10. Conclusion and reasons for recommendations

- 10.1 The Executive is asked to:
- (i) Note and comment on the budgetary position and performance aspects of the capital programme for the period April to December 2021;

- (ii) Note the adjustments to the 2021/22 capital programme as detailed in paragraph 2.1;
- (iii) Make recommendations to Council to approve reprofiling of £4,295,300 as detailed in para 3.9 and Appendix A from 2021/22 into 2022/23.

11. Contribution to the Carlisle Plan Priorities

11.1 The Council's capital programme supports the current priorities in the Carlisle Plan.

Contact Officer: Emma Gillespie

Ext: 7289

Appendices attached to report:

- A to H

Note: in compliance with section 100d of the Local Government Act 1972 the report has been prepared in part from the following papers:

- None

Corporate Implications:

Legal - The Council has a fiduciary duty to manage its finances properly and the proper reporting of the budget monitoring is part of this process.

Property Services - Property asset implications are contained within the main body of the report.

Finance - Financial implications are contained within the main body of the report.

Equality - This report raises no explicit issues relating to the public sector Equality Duty.

Information Governance - There are no information governance implications.

2021/22 CAPITAL PROGRAMME

APPENDIX A

Scheme	Original Capital Programme 2021/22 £	Other Adjustments £	Updated Capital Programme 2021/22 £	Proposed Carry Forwards £	Revised Capital Programme 2021/22 £
<u>Current non-recurring commitments</u>					
Sands Centre Redevelopment	16,922,600	0	16,922,600	0	16,922,600
Civic Centre Development	2,081,600	16,700	2,098,300	0	2,098,300
Energy Monitoring System	12,000	0	12,000	0	12,000
<i>Savings to Fund Civic Centre</i>	0	0	0	0	0
Future High Street Fund - Market Square	100,000	357,300	457,300	(377,300)	80,000
Future High Street Fund - 6-24 Castle Street	0	170,300	170,300	(42,600)	127,700
Future High Street Fund - Central Plaza	0	712,400	712,400	(632,400)	80,000
Future High Street Fund - Devonshire Street	0	73,600	73,600	(33,600)	40,000
Future High Street Fund - Delivery Costs	0	122,400	122,400	(33,400)	89,000
Cemetery Infrastructure	5,700	0	5,700	0	5,700
Skew Bridge Deck	67,000	0	67,000	0	67,000
Towns Deal - Bitts Park Improvements	99,200	68,900	168,100	0	168,100
Planning Software	150,000	0	150,000	0	150,000
Play Area Improvements	189,700	232,400	422,100	0	422,100
Carlisle Citadels	934,700	0	934,700	0	934,700
Towns Deal - Caldew Riverside	842,500	0	842,500	0	842,500
On Street Charging Points Infrastructure	102,800	0	102,800	0	102,800
Gateway 44	896,200	0	896,200	0	896,200
LED Footway Lighting Installation	29,700	0	29,700	0	29,700
Rough Sleeping Initiative	10,000	0	10,000	0	10,000
Swifts Wildlife Haven	70,000	0	70,000	0	70,000
IC All Risks - Bitts Park Water Feature	10,500	(3,300)	7,200	0	7,200
Bitts Park Public Realm	0	32,000	32,000	(32,000)	0
Financials Upgrade	0	80,900	80,900	0	80,900
Footway Lighting Melbourne Park	0	22,200	22,200	0	22,200
Asset Demolition	0	35,000	35,000	0	35,000
Affordable Homes	0	600,800	600,800	0	600,800
Sustainable Warmth Competition	0	2,210,000	2,210,000	(2,210,000)	0
	22,524,200	4,731,600	27,255,800	(3,361,300)	23,894,500
<u>Recurring commitments</u>					
Planned Enhancements to Council Property	458,800	0	458,800	(80,000)	378,800
Vehicles, Plant & Equipment	836,600	(394,800)	441,800	0	441,800
Recycling Containers	45,000	68,300	113,300	0	113,300
ICT Infrastructure	313,700	179,900	493,600	(54,000)	439,600
	1,654,100	(146,600)	1,507,500	(134,000)	1,373,500
<u>Disabled Facilities Grants</u>					
Private Sector Grants	3,387,200	0	3,387,200	(800,000)	2,587,200
Empty Property Grants	112,400	0	112,400	0	112,400
	3,499,600	0	3,499,600	(800,000)	2,699,600
TOTAL	27,677,900	4,585,000	32,262,900	(4,295,300)	27,967,600
<u>Capital Reserves to be released</u>					
Crematorium Infrastructure	350,000	0	350,000	0	350,000
Cemetery Infrastructure	30,000	0	30,000	0	30,000
Tullie House Levelling Up Fund	0	0	0	0	0
	380,000	0	380,000	0	380,000
REVISED TOTAL	28,057,900	4,585,000	32,642,900	(4,295,300)	28,347,600

COMMUNITY SERVICES

Scheme	Annual Budget £	Proposed Carry Forwards £	Revised Annual Budget £	Budget to date £	Expenditure to date £	Variance to date £	Details of major variance
Vehicles & Plant	441,800	0	441,800	75,099	75,074	(25)	Replacement of vehicles will be contained within overall annual budget.
Cemetery Infrastructure	5,700	0	5,700	1,425	0	(1,425)	For further improvements to Fairy Beck due to be carried out in 2021/22.
Civic Centre Development	2,098,300	0	2,098,300	1,871,239	1,871,229	(10)	Project progressing as planned.
Play Area Developments	422,100	0	422,100	194,154	195,249	1,095	Projects progressing as planned.
Towns Deal - Bitts Park Improvements	168,100	0	168,100	168,100	168,222	122	Funding received from the Town Deal Capital Accelerated Fund and presented and approved by Executive 14/12/2020.
Skew Bridge Deck	67,000	0	67,000	3,773	3,776	3	Budget earmarked towards this scheme as part of the 2020/21 budget process. Released by Executive 13/01/2021.
Swifts Wildlife Haven	70,000	0	70,000	63,630	62,149	(1,481)	Externally funded project to transform the former Swifts driving range into an urban site for wildlife and people following the end of its use as a leisure facility.
Bitts Park Public Realm	32,000	(32,000)	0	0	0	0	Externally funded project to undertake public realm improvement works at Bitts Park.
Sands Centre Redevelopment	16,922,600	0	16,922,600	8,128,942	8,129,033	91	Capital expenditure for the enhancement work to Leisure Facilities. Progress is being monitored and is currently on schedule.
Recycling Containers	113,300	0	113,300	113,300	120,520	7,220	Purchase of waste receptacles.
Energy Monitoring System	12,000	0	12,000	3,000	0	(3,000)	To provide an Energy Management System to be installed to monitor energy usage across Council owned property.
Grand Total	20,352,900	(32,000)	20,320,900	10,622,662	10,625,252	2,590	

CORPORATE SUPPORT

Scheme	Annual Budget £	Proposed Carry Forwards £	Revised Annual Budget £	Budget to date £	Expenditure to date £	Variance to date £	Details of major variance
ICT Infrastructure	493,600	(54,000)	439,600	365,140	365,137	(3)	Part of ICT Strategy Business Case.
Grand Total	493,600	(54,000)	439,600	365,140	365,137	(3)	

ECONOMIC DEVELOPMENT

Scheme	Annual Budget £	Proposed Carry Forwards £	Revised Annual Budget £	Budget to date £	Expenditure to date £	Variance to date £	Details of major variance
Carlisle Citadels	934,700	0	934,700	307,466	307,392	(74)	Project approved as per Leader Decision Notice (LD.02/21) and is due to complete in 2021/22.
Towns Deal - Caldew Riverside Remediation	842,500	0	842,500	147,209	147,211	2	Funding received from the Town Deal Capital Accelerated Fund and presented and approved by Executive 14/12/2020.
Planning Software	150,000	0	150,000	0	0	0	Project yet to start.
Future High Street Fund - 6-24 Castle Street	170,300	(42,600)	127,700	0	0	0	Increase to capital programme approved by Council (ED22/21 20/07/21)
Future High Street Fund - Central Plaza	712,400	(632,400)	80,000	16,742	16,813	71	
Future High Street Fund - Market Square	457,300	(377,300)	80,000	0	0	0	
Future High Street Fund - Devonshire Street	73,600	(33,600)	40,000	0	0	0	
Future High Street Fund - Delivery Costs	122,400	(33,400)	89,000	0	0	0	
Affordable Homes	600,800	0	600,800	0	0	0	Use of Affordable Homes Commuted Sums to bring empty properties back into use approved by Executive 02/08/2021 (ED25/21)
Grand Total	4,064,000	(1,119,300)	2,944,700	471,417	471,416	(1)	

FINANCE AND RESOURCES

Scheme	Annual Budget £	Proposed Carry Forwards £	Revised Annual Budget £	Budget to date £	Expenditure to date £	Variance to date £	Details of major variance
Financials Upgrade	80,900	0	80,900	37,498	37,444	(54)	Increase to capital programme to cover necessary improvements to the Financials System, fully funded from existing budgets.
Grand Total	80,900	0	80,900	37,498	37,444	(54)	

GOVERNANCE & REGULATORY SERVICES

Scheme	Annual Budget £	Proposed Carry Forwards £	Revised Annual Budget £	Budget to date £	Expenditure to date £	Variance to date £	Details of major variance
Planned Enhancements to Council Property	458,800	(80,000)	378,800	141,664	146,690	5,026	Individual projects progressing as planned.
Rough Sleeping Initiative	10,000	0	10,000	0	0	0	Capital grant received from DLUHC for the development of the Rough Sleeping Initiative.
Gateway 44	896,200	0	896,200	51,784	51,784	0	Development and Improvement costs associated with the Junction 44 retail development.
Disabled Facilities Grants	3,387,200	(800,000)	2,587,200	2,081,404	1,374,806	(706,598)	Mandatory Grants. Grant work is picking up but it is still uncertain how this year's expenditure will be affected. The position is being closely monitored.
Empty Property Grants	112,400	0	112,400	70,250	22,220	(48,030)	Discretionary grants to assist getting empty properties back into use.
On Street Charging Infrastructure	102,800	0	102,800	34,174	34,175	1	To install Electric Vehicle charge points at locations within Carlisle where residents have no access to off-street parking to encourage the uptake of electric vehicles. This project is fully funded by external grant.
LED Footway Lighting Installation	29,700	0	29,700	20,526	20,527	1	To upgrade Footway Lights to LED lanterns throughout the District resulting in energy savings and increased reliability of the lights which should reduce future maintenance costs.
Footway Lighting Melbourne Park	22,200	0	22,200	22,200	22,175	(25)	Use of S106 funds for Footway Lighting Improvements in Melbourne Park (OD73/21)
Sustainable Warmth Competition	2,210,000	(2,210,000)	0	0	0	0	Externally funded project by Business Energy and Industrial Strategy (BEIS) to address fuel poverty, improve energy efficiency and carbon savings and help boost local economy with energy efficiency measures across Cumbria.
Asset Demolition	35,000	0	35,000	35,000	37,692	2,692	Demolition of assets in preparation for land disposals.
Grand Total	7,264,300	(3,090,000)	4,174,300	2,457,002	1,710,069	(746,933)	

EXCEPTIONAL ITEMS CAPITAL EXPENDITURE

Scheme	Annual Budget £	Proposed Carry Forwards £	Revised Annual Budget £	Budget to date £	Expenditure to date £	Variance to date £	Details of major variance
IC Buildings Flood Capital	7,200	0	7,200	7,200	7,164	(36)	Budget carried forward in relation to approved expenditure on the reinstatement of Bitts Park.
Grand Total	7,200	0	7,200	7,200	7,164	(36)	

Risk	Likelihood	Impact	Mitigation
Capital projects are approved without a full appraisal of the project and associated business case.	Remote	High	Strengthen the role of Transformation Sub-Group when considering capital project appraisals, to include consideration of business cases
Full capital and revenue costs of a project not identified.	Remote	High	Capital spending must meet statutory definitions. Financial Services to regularly review spending charged to capital. Appraisals to identify revenue costs, including whole life costs to improve financial planning.
VAT partial exemption rules are not considered.	Remote	High	Reduced impact following the decision to elect to tax land and property. To be considered as part of Project Appraisals and assessed by Financial Services.
Capital projects are not monitored nor reviewed (post contract) to ensure that the original business case assumptions have been achieved	Reasonably probable	Marginal	Better project management skills (including contract monitoring) have been introduced through PRINCE 2. Project managers to take more ownership and responsibility for the delivery of projects, including post contract reviews.
Capital projects are not delivered to time and/or are delayed due to the impact of COVID-19/Brexit on the supply of contractors and materials	Reasonably Probable	High	Significant slippage in the current capital programme. Better project management skills to be introduced through PRINCE 2. Project managers to take more ownership and responsibility for the delivery of projects. The review of the capital programme currently underway will address some of these issues.
Capital projects are not delivered to budget. Major variations in spending impact on the resources of the Council. Delays and increased costs due to COVID-19/significant inflationary increases	Reasonably Probable	High	Improved capital programme monitoring through PRINCE 2 and monthly financial monitoring. Corrective action to be put in place where necessary.
Assumptions on external funding for capital projects are unrealistic	Remote	High	Potential shortfalls arising from changes to external funding have to be met from other Council resources, so assumptions need to be backed by firm offers of funding before projects are submitted for appraisal. Risk increased due to uncertainty around funding, e.g. Government grants
Spending subject to specific grant approvals e.g. housing improvement grants, disabled persons adaptations varies from budget	Remote	Marginal	Specific grants are generally cash limited so variations in projects supported by funding of this nature will be monitored closely to ensure target spend is achieved to avoid loss of grant or restrictions on subsequent years grant funding.
Shortfall in level of capital resources generated from Capital Receipts	Probable	High	Economic downturn will impact - early warning so as not to over commit capital resources.

Report to Business & Transformation Scrutiny Panel

Item
A.7

Meeting Date: 24th February 2022
 Portfolio: Finance, Governance and Resources
 Key Decision: No
 Within Policy and Budget Framework: Yes
 Public / Private: Public

Title: QUARTER 3 PERFORMANCE REPORT 2021/22
 Report of: Policy and Communications Manager
 Report Number: PC 02-22

Purpose / Summary:

This report contains the Quarter 3 2021/22 performance against the current Service Standards and an update on the delivery of the Carlisle Plan 2021-23 actions as defined in the Plan. Performance against the Panel's 2021/22 Key Performance Indicators (KPIs) are included as a dashboard.

Recommendations:

1. Scrutinise the performance of the City Council with a view to seeking continuous improvement in how the Council delivers its priorities.

Tracking

Executive:	21st March 2022
Scrutiny:	Health and Wellbeing 17th February 2022 Business and Transformation 24th February 2022 Economic Growth 3rd March 2022
Council:	N/A

1. BACKGROUND

1.1 This report contains the Quarter 3 2021/22 performance against the Service Standards and a summary of the Carlisle Plan 2021-23 actions as defined in the Plan. The Panel's Key Performance Indicators (KPIs) are also included as an appended dashboard.

1.2 Service Standards are the measures judged to be the most important to our customers and therefore the mostly likely to influence the overall satisfaction with how the Council performs. The following pages contain the Council's performance against the Service Standards for this Panel.

1.3 The measures are predominately lagging indicators (looking back at performance) and cover a range of services. Some indicators naturally lend themselves to having a specific target, or a national target, whilst with others the aim is to continually improve year-on-year compared to past performance. Regularly monitoring the Council's performance helps to drive continuous improvement and protects against any financial or organisational issues by flagging up indicators that are off target. The measures can also be used for a variety of other purposes including: to evaluate, control, budget, motivate, promote, celebrate and learn. Performance management in this form, through performance reporting, is just one aspect of the Council's wider performance framework.

1.4 The current position of the projects and programmes of the Carlisle Plan are presented in Section 3. Only actions within the remit of the Panel are included in this report. The intention is to give the Panel a brief overview of the current position without duplicating the more detailed reporting that takes place within the Scrutiny agendas and Portfolio Holder reports.

1.5 Summary of KPIs and Service Standards:

Service Standards – 2 'red', 1 'amber' and 2 'green'

KPIs – 2 'red', 0 'amber', 8 'green'

Summary of Exceptions (RED)

Measure	Target	Performance
SS04: Average number of working days to process new benefits claims	19 days	21.3 days The additional work to provide Test & Trace (T&T) Support payments in Quarter 2 affected claim processing timescales.

		Performance has continuously improved since September and Quarter 3 was on target.
SS08: Proportion of official local authority searches completed on time	85%	68% 559 applications were processed in the first three quarters. This is an increase of 29% on the same period last year. All but fourteen applications were completed within three weeks. Throughout the Summer months, the delay was primarily due to some external partners taking longer to return information to us than usual. Performance has improved since the end of the temporary stamp duty freeze due to the reduction in demand on the service.
CSe14: Actual car parking revenue as a percentage of car parking expenditure	146%	110% Revenue £325k under target.
FR03 Average number of working days lost due to sickness absence per FTE (full-time equivalent) employee.	8.9	6.2 See separate report.

2. PROPOSALS

None

3. RISKS

None

4. CONSULTATION

The report was reviewed by relevant senior management and will be considered at the other Scrutiny Panels.

5. CONCLUSION AND REASONS FOR RECOMMENDATIONS

The Panel are asked to scrutinise the Quarter 3 Performance Report prior to it being submitted to Executive.

6. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

Detail in the report.

Contact Officer: Gary Oliver

Ext: 7430

Appendices attached to report:

Performance Dashboard

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers:

- None

CORPORATE IMPLICATIONS:

Legal - This report raises no explicit legal issues.

Property Services - This report raises no explicit property issues

Finance - This report raises no explicit financial issues

Equality - This report raises no explicit issues relating to the Public Sector Equality Duty.

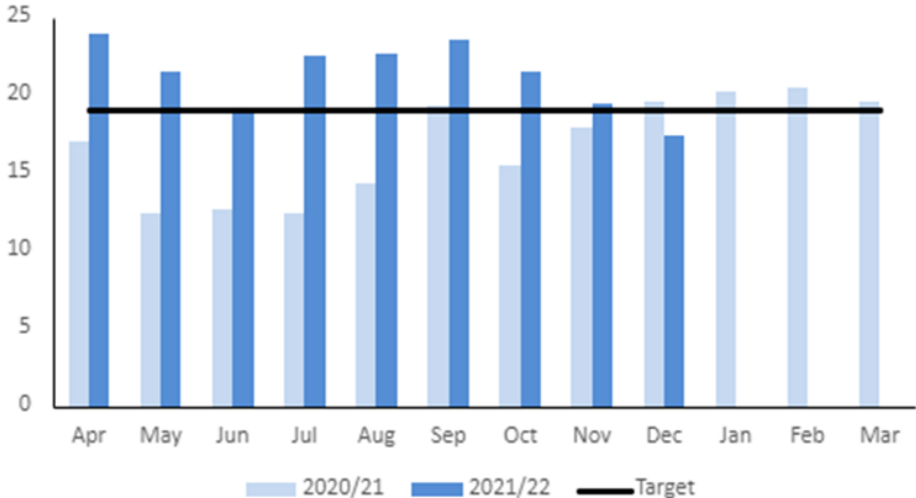
Information Governance - This report raises no explicit issues relating to Information Governance.

Section 1: Service Standards 2021/22

Service Standards were introduced in 2012 after consultation with Service Managers, DMTs, SMT and JMT. Five further measures were introduced from Quarter 2 2017/18 and all are reviewed during Quarter 3 each year as part of the service planning process. Service Standards are the measures judged to be the most important to our customers, therefore, the most likely to influence the overall satisfaction with how the Council performs.

The following pages contains the Council's performance against the Service Standards within the Panel's remit.

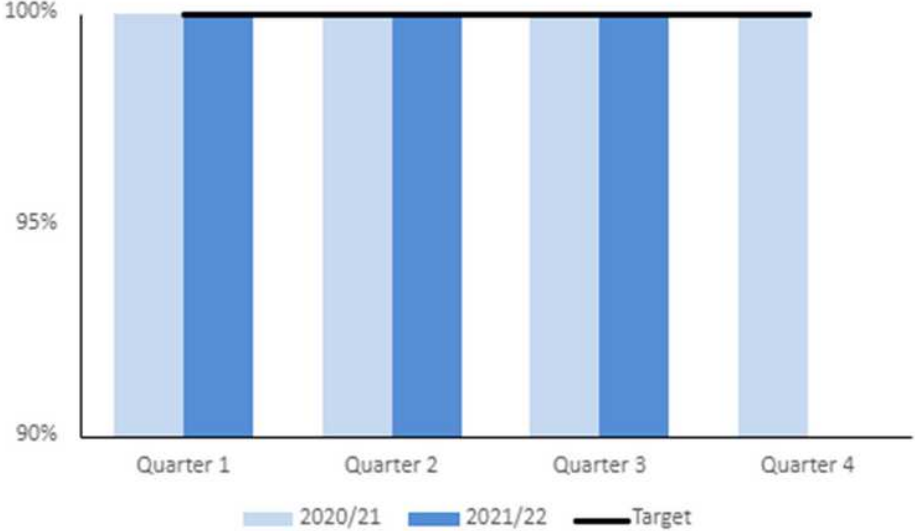

SS04: Average number of working days to process new benefits claims

Service Standard	End of Quarter 3 2021/22	Performance by Month	Further Information																																							
<p>New claims should be processed within 19 days to achieve top two quartiles compared to other local authorities</p>	<p>21.3 days</p> <p>(Q3 2020/21: 15.8 days)</p>	 <table border="1" data-bbox="763 715 1675 1214"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>2020/21 (Days)</th> <th>2021/22 (Days)</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>17</td><td>24</td></tr> <tr><td>May</td><td>12</td><td>21</td></tr> <tr><td>Jun</td><td>13</td><td>19</td></tr> <tr><td>Jul</td><td>12</td><td>22</td></tr> <tr><td>Aug</td><td>14</td><td>22</td></tr> <tr><td>Sep</td><td>18</td><td>23</td></tr> <tr><td>Oct</td><td>15</td><td>21</td></tr> <tr><td>Nov</td><td>17</td><td>19</td></tr> <tr><td>Dec</td><td>18</td><td>17</td></tr> <tr><td>Jan</td><td>19</td><td>19</td></tr> <tr><td>Feb</td><td>19</td><td>19</td></tr> <tr><td>Mar</td><td>19</td><td>19</td></tr> </tbody> </table>	Month	2020/21 (Days)	2021/22 (Days)	Apr	17	24	May	12	21	Jun	13	19	Jul	12	22	Aug	14	22	Sep	18	23	Oct	15	21	Nov	17	19	Dec	18	17	Jan	19	19	Feb	19	19	Mar	19	19	<p>The additional work to provide Test & Trace (T&T) Support payments in Quarter 2 affected claim processing timescales. Performance has continuously improved since September and Quarter 3 was on target.</p>
	Month		2020/21 (Days)	2021/22 (Days)																																						
	Apr		17	24																																						
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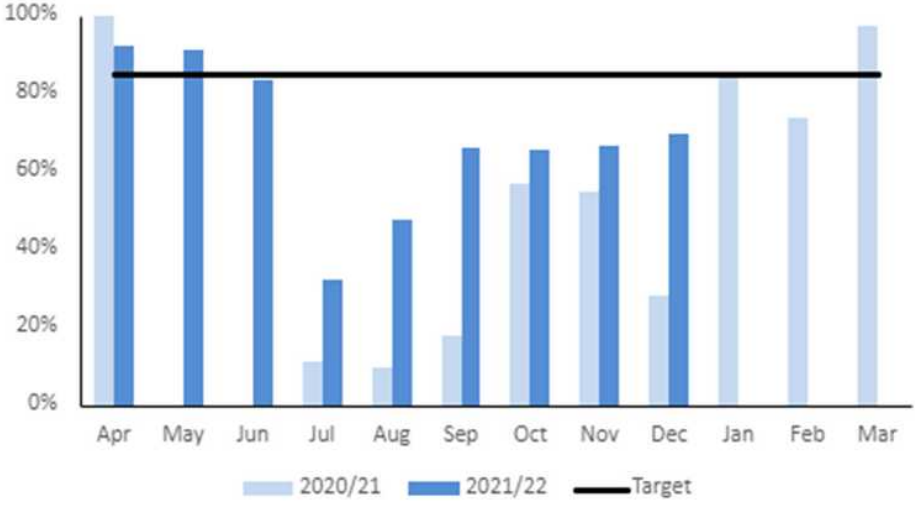
SS05: Proportion of corporate complaints dealt with on time

Service Standard	End of Quarter 3 2021/22	Performance by Quarter	Further Information																				
<p>Corporate complaints should be dealt with within 15 working days</p>	<p>95%</p> <p>(Q3 2020/21: 91%)</p>	<table border="1"> <caption>Performance by Quarter Data</caption> <thead> <tr> <th>Quarter</th> <th>2020/21 (%)</th> <th>2021/22 (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>~89</td> <td>~90</td> <td>100</td> </tr> <tr> <td>Quarter 2</td> <td>~90</td> <td>~94</td> <td>100</td> </tr> <tr> <td>Quarter 3</td> <td>~99</td> <td>~99</td> <td>100</td> </tr> <tr> <td>Quarter 4</td> <td>~81</td> <td>-</td> <td>100</td> </tr> </tbody> </table>	Quarter	2020/21 (%)	2021/22 (%)	Target (%)	Quarter 1	~89	~90	100	Quarter 2	~90	~94	100	Quarter 3	~99	~99	100	Quarter 4	~81	-	100	
	Quarter		2020/21 (%)	2021/22 (%)	Target (%)																		
	Quarter 1		~89	~90	100																		
Quarter 2	~90	~94	100																				
Quarter 3	~99	~99	100																				
Quarter 4	~81	-	100																				
<p>On target?</p>																							

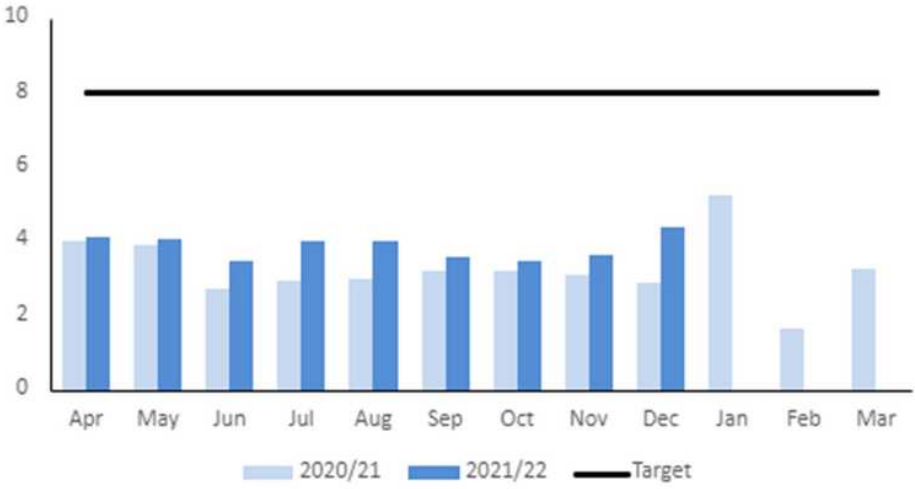
SS07: Proportion of non-contentious licence applications completed on time

Service Standard	End of Quarter 3 2021/22	Performance by Quarter	Further Information																				
100% of non-contentious licence applications should be completed within 10 working days	100% (Q3 2020/21: 100%)	 <table border="1"> <caption>Performance by Quarter Data</caption> <thead> <tr> <th>Quarter</th> <th>2020/21 (%)</th> <th>2021/22 (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>100</td> <td>100</td> <td>100</td> </tr> <tr> <td>Quarter 2</td> <td>100</td> <td>100</td> <td>100</td> </tr> <tr> <td>Quarter 3</td> <td>100</td> <td>100</td> <td>100</td> </tr> <tr> <td>Quarter 4</td> <td>100</td> <td>-</td> <td>100</td> </tr> </tbody> </table>	Quarter	2020/21 (%)	2021/22 (%)	Target (%)	Quarter 1	100	100	100	Quarter 2	100	100	100	Quarter 3	100	100	100	Quarter 4	100	-	100	612 out of 612 applications completed on time.
	Quarter		2020/21 (%)	2021/22 (%)	Target (%)																		
	Quarter 1		100	100	100																		
Quarter 2	100	100	100																				
Quarter 3	100	100	100																				
Quarter 4	100	-	100																				
On target?																							
																							

SS08: Proportion of official local authority searches completed on time

Service Standard	End of Quarter 3 2021/22	Performance by Month	Further Information																																																				
85% of official local authority searches should be completed within 10 working days	67.8%	 <p>The chart displays monthly performance percentages for two financial years: 2020/21 (light blue bars) and 2021/22 (dark blue bars). A horizontal black line represents the 85% target. The x-axis lists months from April to March. The y-axis shows percentages from 0% to 100%. In 2020/21, performance was mostly below the target, with a peak in April and March. In 2021/22, performance was significantly higher, with several months exceeding the 85% target, particularly in May, June, and September.</p> <table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>2020/21 (%)</th> <th>2021/22 (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>98</td><td>90</td><td>85</td></tr> <tr><td>May</td><td>90</td><td>90</td><td>85</td></tr> <tr><td>Jun</td><td>82</td><td>82</td><td>85</td></tr> <tr><td>Jul</td><td>10</td><td>30</td><td>85</td></tr> <tr><td>Aug</td><td>8</td><td>45</td><td>85</td></tr> <tr><td>Sep</td><td>15</td><td>65</td><td>85</td></tr> <tr><td>Oct</td><td>55</td><td>65</td><td>85</td></tr> <tr><td>Nov</td><td>52</td><td>65</td><td>85</td></tr> <tr><td>Dec</td><td>25</td><td>68</td><td>85</td></tr> <tr><td>Jan</td><td>82</td><td>82</td><td>85</td></tr> <tr><td>Feb</td><td>72</td><td>72</td><td>85</td></tr> <tr><td>Mar</td><td>95</td><td>95</td><td>85</td></tr> </tbody> </table>	Month	2020/21 (%)	2021/22 (%)	Target (%)	Apr	98	90	85	May	90	90	85	Jun	82	82	85	Jul	10	30	85	Aug	8	45	85	Sep	15	65	85	Oct	55	65	85	Nov	52	65	85	Dec	25	68	85	Jan	82	82	85	Feb	72	72	85	Mar	95	95	85	559 applications were processed in the first three quarters. This is an increase of 29% on the same period last year. All but fourteen applications were completed within three weeks. Throughout the Summer months, the delay was primarily due to some external partners taking longer to return information to us than usual. Performance has improved since the end of the temporary stamp duty freeze due to the reduction in demand on the service.
	Month		2020/21 (%)	2021/22 (%)	Target (%)																																																		
	Apr		98	90	85																																																		
May	90	90	85																																																				
Jun	82	82	85																																																				
Jul	10	30	85																																																				
Aug	8	45	85																																																				
Sep	15	65	85																																																				
Oct	55	65	85																																																				
Nov	52	65	85																																																				
Dec	25	68	85																																																				
Jan	82	82	85																																																				
Feb	72	72	85																																																				
Mar	95	95	85																																																				
On target?																																																							
✘																																																							

SS10: Average number of working days to process benefit claimants' changes of personal details

Service Standard	End of Quarter 3 2021/22	Performance by Month	Further Information																																																				
Changes should be processed within 8 days	3.8 days (Q3 2020/21: 3.3 days)	 <table border="1" data-bbox="786 352 1697 842"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>2020/21 (Days)</th> <th>2021/22 (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>3.9</td><td>4.0</td><td>8.0</td></tr> <tr><td>May</td><td>3.8</td><td>4.0</td><td>8.0</td></tr> <tr><td>Jun</td><td>2.7</td><td>3.4</td><td>8.0</td></tr> <tr><td>Jul</td><td>2.9</td><td>3.9</td><td>8.0</td></tr> <tr><td>Aug</td><td>2.9</td><td>3.9</td><td>8.0</td></tr> <tr><td>Sep</td><td>3.1</td><td>3.5</td><td>8.0</td></tr> <tr><td>Oct</td><td>3.1</td><td>3.4</td><td>8.0</td></tr> <tr><td>Nov</td><td>3.0</td><td>3.5</td><td>8.0</td></tr> <tr><td>Dec</td><td>2.8</td><td>4.3</td><td>8.0</td></tr> <tr><td>Jan</td><td>5.2</td><td>-</td><td>8.0</td></tr> <tr><td>Feb</td><td>1.6</td><td>-</td><td>8.0</td></tr> <tr><td>Mar</td><td>3.2</td><td>-</td><td>8.0</td></tr> </tbody> </table>	Month	2020/21 (Days)	2021/22 (Days)	Target (Days)	Apr	3.9	4.0	8.0	May	3.8	4.0	8.0	Jun	2.7	3.4	8.0	Jul	2.9	3.9	8.0	Aug	2.9	3.9	8.0	Sep	3.1	3.5	8.0	Oct	3.1	3.4	8.0	Nov	3.0	3.5	8.0	Dec	2.8	4.3	8.0	Jan	5.2	-	8.0	Feb	1.6	-	8.0	Mar	3.2	-	8.0	Over seventy-six thousand changes were processed in the first three quarters of the year.
	Month		2020/21 (Days)	2021/22 (Days)	Target (Days)																																																		
	Apr		3.9	4.0	8.0																																																		
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On target?																																																							
✓																																																							

Section 2: Key Performance Indicators (KPIs)

Service Standards are not the only set of measures used to interrogate the performance of the Council. Alongside the review of Service Standards, a set of Key Performance Indicators, derived from the links between the service plans and budget resolution were developed. The measures are predominately lagging indicators (looking back at performance) and cover a range of internal and external facing services. Some indicators naturally lend themselves to having a target or may have a national target set whilst with others, the aim is to improve year-on-year. Regularly monitoring the Council's performance helps to drive continuous improvement and protects against any financial or organisational issues by flagging up indicators that are off target. The KPIs can also be used for a variety of other purposes including: to evaluate, control, budget, motivate, promote, celebrate and learn. Performance management in this form is just one aspect of the Council's wider performance framework.

The KPIs are attached as a dashboard at the end of this report.

Section 3: Draft Carlisle Plan 2021-23 Actions

The new Carlisle Plan covers the period 2021 to 2023 and was adopted by Council on 14th September 2021 following a period of public consultation. The following table provides an update on the delivery of the actions in the plan following the baseline position that was provided in the previous report.

Key Action	Project Activity
1 Delivering the Borderlands Inclusive Growth Deal	<p>Carlisle Railway Station Work progressing on the final designs for Stage 1 with Design & Build contractor. New workstream - Stage 2 masterplanning - for wider area to the rear of the station (including Pools Site and Matalan retail unit and car park) to commence in tandem. Planning for the demolition of the modern section of The Pool complex to begin in early 2022.</p> <p>Citadels Full Business Case for £50m Borderlands funding submitted to the MHCLG has been approved. Pre-application consultation by University of Cumbria (UofC) has been completed. Pre-planning activity has commenced with City Council (as Local Planning Authority) and Historic England fully engaged in the process. Good progress on land assembly work. UofC to be the acquiring body for the long lease interests on the Old Gaol site. Two leaseholders have agreed terms for the sale of their interests. Report to Executive in December for Council's freehold land transfers and compulsory purchase order (CPO) preparatory work was approved - Regeneration, Property and Legal departments are progressing these workstreams.</p> <p>Paton House Construction of retaining structure for Bush Brow has been completed. Demolition of link bridge and main building has commenced.</p> <p>Place Programme – Longtown Awaiting MHCLG approval of the Place Programme Business Case.</p>
2 Delivering St Cuthbert's Garden Village	<p>Carlisle Strategic Link Road - New 8km link road between A595 and M6 (J42) Housing Infrastructure Fund (HIF) Milestones on track. Morgan Sindall appointed to undertake stage 1 cost appraisal which suggests there is a significant cost overrun (due to Brexit/material</p>

Key Action	Project Activity
	<p>costs, etc). Liaising with Homes England re future options. CPO Inspector's Report confirmed the CPOs</p> <p>SCGV Masterplan & Local Plan - delivery of robust planning framework & evidence base to enable delivery of the Garden Village</p> <p>All bar one of the commissions have now been successfully tendered to update the evidence to inform the Plan. Internal workshops held to review potential phasing/infrastructure requirements and to scope the brief for the more detailed Durdar Masterplan. Revised governance procedures agreed. Strategic Design Supplementary Planning Document (SPD) commended for planning excellence at the Royal Town Planning Institute (RTPI) Northwest Awards.</p> <p>SCGV: Preparation of the Development Corporation Business Case to understand:</p> <ol style="list-style-type: none"> a) governance structures b) corporate finance and private investment c) landowner and market engagement and d) resources to manage the programme <p>Draft vision and objectives' prepared following Member Advisory Group workshop and considered by Strategic Project Board and Partnering Boards (November). New governance arrangements are now in place, involving the City Council, County Council, Homes England and representatives from DLUHC. The Delivery Vehicle Set Up Board first met in November will oversee the Business Case work programme. Commissions are now underway to deliver some of those evidential requirements (see above). Draft briefs to procure the legal and finance commissions prepared internally</p>
<p>3 Delivering the Future High Street Fund (FHSF), Towns Fund, Town Deal Accelerated Fund, and related regeneration projects</p>	<p>Repurposing 6-24 Castle Street</p> <p>Establishment of officer working group (Regeneration / Property Services) - meeting regularly. Property Services currently preparing a tender specification for surveying / dilapidation works.</p> <p>Caldew Riverside</p> <ul style="list-style-type: none"> • Supplementary ground investigations have concluded, samples are with the lab and are being assessed. A report will be taken to EA for consideration. • The results indicate that the majority of the site is not affected by contamination, with the main concentration adjacent to the Victoria Viaduct car park.

Key Action	Project Activity
	<p>Central Plaza</p> <ul style="list-style-type: none"> • CBRE appointed for design support / costing for site stabilisation and uses within the £4.7m Future High Streets Fund (FHSF) envelope. • Site visit with CBRE team including architect and structural engineer have been completed. Archaeology and topography site investigations completed. Options appraisal is underway. <p>Reimagining the Green Market / Market Square as Carlisle's events space – Carlisle City Council (CaCC) / Cumbria County Council (CuCC) officer group established to manage development and delivery of project. Collaboration agreement has been drafted by CaCC legal team setting out roles and responsibilities of both authorities for consideration and comment by CuCC legal team.</p> <p>Pedestrian enhancement of Devonshire Street - CaCC/CuCC officer team meeting regularly. Collaboration agreement has been drafted by CaCC legal team setting out roles and responsibilities of both authorities for consideration and comment by CuCC legal team.</p>
4 Building on success through new economic opportunities	<p>Morton Retail & Employment Site - Terms agreed with CuCC for both permanent & temporary CSLR land take & temporary works compound.</p> <p>Schematic masterplan prepared taking account of current occupier interest.</p>
5 Delivering the Phase VII World Health Organisation Healthy City Plan	<p>WHO Phase VII Application</p> <p>Work on the Phase VII application is underway. Carlisle's Healthy City Team has met with Liverpool City Council and Belfast Healthy Cities to share valuable experience on the application process. The application is planned to be submitted during the next quarter.</p> <p>Food Carlisle</p> <p>£10,000 funding from Sustainable Food Places for 2022 has been secured, to be match funded by the City Council. Another £5,000 grant has been secured for 'Veg City', to support the work of Food Carlisle in increasing the availability and consumption of vegetables.</p>

Key Action	Project Activity
	<p>Walking for Health</p> <p>The Wednesday health walks continue to be very well attended with on average between 25 people attending the 10.30am walk and 15 people attending the 1.00pm walk. 10 new walkers have recently joined the health walks. A former local history librarian at Carlisle Library joined the health walk around Rickerby Park and provided some fascinating information about the history of the park, the cenotaph and the Eden Gardens.</p> <p>The Healthy City Team supported the planning and delivery of a training session for new walk leaders in partnership with Active Cumbria. 10 people attended this session, and they are now trained to be able to deliver 'Ramblers' health walks in their local communities within Carlisle District.</p>
<p>6 Delivering The Sands Centre Redevelopment project</p>	<p>20th January 2022:</p> <p>We are currently in week 60 of 98 for the main works programme. We are currently 2 – 3 weeks behind the construction programme because of issues with the supply chain as a direct result of COVID, Brexit, a shortage of electronic chips, an ongoing shortage of HGV drivers and higher than normal levels on inflation on standard component. We have, where possible been ordering materials in advance to mitigate delays, maintain working supplies or considered the use of alternative materials. There are a significant number of the supply chain staff and site staff isolating at home because of the COVID restrictions.</p> <p>The current focus of the construction work is the completion of the external envelope to make the building weathertight.</p>
<p>7 Support the delivery of partnership plans</p>	<p>Deliver the National Lottery funded Place Standard programme to engage with local communities across the district to identify and work together on addressing local issues of concern:</p> <p>The Place Coordinator post has been recruited and will start on Wednesday 16 February.</p> <p>All Projects Support - The Business Administration Apprentice recruitment is now live again with interviews planned for the wk. 14 February. This post will support across the delivery of partnership plans.</p> <p>Collaborative Funding Pilot - The Collaborative Funding working group are now working to a February 26th deadline - developing</p>

Key Action	Project Activity
	the funding proposal and project via a Squad working methodology with a cross sector working group and working with the newly appointed National Lottery Funding Officer.
8 Delivering the Homelessness Prevention and Rough Sleepers Strategy	<p>A strategic board and operational multi-partnership subgroup have been established since the launch of the Strategy and will monitor and oversee performance against the action plan.</p> <p>Q1-3 performance data is on track to achieve year one actions; review has been undertaken to finalise year two priority actions, these will be agreed and implemented in advance of the next strategic board meeting in April.</p>
9 Delivering the private sector housing standards to include a range of grants, advice, support and regulation	<p>The revised Housing Renewal Assistance Policy has been adopted by Full Council extending the scope and opportunities for discretionary Disabled Facilities Grants within the District. Housing complaints and requests for advice to the department remain steady over the three quarters, although there is significantly less inspection activity been carried out than pre-Covid due to the amend made to the private sector housing enforcement policy in 2021. Those inspections that are now being undertaken by the team are higher risk and the final outcome has resulted in statutory enforcement action. In the last 6 months, 5 enforcement notices have been issued for matters relating to poor housing conditions and a further 101 notices have been issued connected to the Electrical Safety regulations, with 21 civil penalty notices being issued for breaches of these regulations.</p> <p>The Inspection of the licensed House in Multiple Occupation stock has also resumed, to date we have seen a high level of compliance with very few informal recommendations having to be made to promote better compliance.</p>
10 Delivering the Local Environment (Climate Change) Strategy	<p>Work on a new draft action plan, building on the recommendations from the internal audit, is underway. Once the draft is completed a communications and engagement plan will be developed, focusing on the key actions in the plan. This work will be completed before Spring.</p> <p>The successful recruitment of the Place Coordinator, funded by The National Lottery for 4 years, opens up the opportunity to engage with communities in assessing places. The new Place Standard Tool includes a 'climate lens' which can be used at any time when people want to discuss the future of a place, and for considering how global trends will play out in a local area. The Place Standard Tool with a climate lens will be a key tool to help communities to cocreate local climate solutions.</p>

Key Action	Project Activity
	<p>The Energy Saving Trust analysis of our fleet, was delayed last year, it is now programmed in for early 2022.</p> <p>We are awaiting the outcome to the application to the Phase 3 Public Sector Decarbonisation Fund. We are proposing a scheme of decarbonisation improvements with a total value of circa £2m (circa £1.87m funded & £130,000 matched).</p> <p>The successful application to 'The Resource Action Fund, for a grant of over £24,000, has resulted in the installation of 32 recycling bins in key locations in Carlisle. The new bins have compartments to recycle drinks cans and plastic bottles separately, as well as another compartment for general waste litter. The bins are being installed in locations around Carlisle City Centre, Brampton Town Centre, Longtown Town Centre and Kingstown Industrial Estate.</p> <p>The successful 'Cumbrian Sustainable Warmth' consortium bid has received £19,955,000 funding from the UK Government to address fuel poverty, improve energy efficiency and carbon savings. The funding aims to boost the local economy to retrofit a target of 1,310, mainly private sector homes, with energy efficiency measures, including low-carbon heating across Cumbria.</p>
<p>11 Delivering the Green Spaces Strategy and supporting the delivery of the Local Cycling and Walking Infrastructure Plan (LCWIP)</p>	<p>The City Council has responded to the County Council's consultation and submitted suggestions and plans for priority walking and cycling routes. The City Council will be represented at the final review of the LCWIP on 23 February.</p>
<p>12 Developing the new Cumbria Waste Strategy</p>	<p>JMT considered the draft Interim Joint Municipal Waste Management Strategy for Cumbria at its meeting on 25 October 2021. The strategy has not been formally signed off and will continue to be maintained as a live, working document given the current uncertainty of LGR and the many unknown impacts arising from the Government's Waste and Resources Strategy (Environment Act 2021). The Strategy is led by the County Council as the designated Waste Disposal Authority.</p>
<p>13 Supporting the delivery of the Carlisle Cultural Framework</p>	<p>A draft framework has been presented to the culture group for discussion and the feedback from partners will help develop a final version.</p>

Business & Transformation Panel Performance Dashboard Quarter 3 2021/22

Key	
↓	Performance is deteriorating (compared to same period last year)
↑	Performance is improving (compared to same period last year)
→	No change in performance (compared to same period last year)
✗	Off target
▲	Close to target (within 5%)
✓	On target

On Target?	New Code	Measure	Performance Q3 2021/22	Performance Q3 2020/21	Trend	Target	Comments
✗	CSe14	Actual car parking revenue as a percentage of car parking expenditure	109.6%	73.9%	↑	146.0%	Revenue £325k under target
✓	CSu04	Percentage of Council Tax collected	84.0%	83.1%	↑	83.1%	
✓	CSu05	Percentage of NNDR collected	79.7%	77.3%	↑	77.3%	
✓	CSu06	Proportion of direct social media messages on Facebook and Twitter responded to within 24 hours (work days)	100.0%	100.0%	→	100%	
✓	CSu07	Customer Services - Respond to customer emails within 48hrs	99%	94.0%	↑	90%	
N/A	CSu08	Customer Services - Calls answered within 1 minute	N/A	N/A	N/A	80%	Unable to measure so far due to temporary telephony system in place while staff worked from home.
N/A	CSu09	Customer Services - visitors served within 10 minutes	N/A	100.0%	N/A	90%	Unable to measure so far due to the Customer Contact Centre being closed. Reporting will be possible later in the year.
✓	FR01	Actual net spend as a percentage of annual net budget.	58.1%	53.3%	↓	62.3%	
✓	FR02	Percentage of all invoices paid within 30 working days	99.1%	98.9%	↑	98%	
✗	FR03	Average number of working days lost due to sickness absence per FTE (full-time equivalent) employee.	8.9	6.2	↓	6.2	See separate report at BTSP on 24/02/22
✓	FR04	Percentage of return to work interviews completed in five working days of returning to work.	76.0%	75.0%	↑	75.4%	
✓	GRS05	Proportion of Temporary Event Notices licences processed within 1 working day.	100%	100%	→	100%	66 applications in the Quarter

Business and Transformation Scrutiny Panel

Item
A.8

Meeting Date: 24/02/2022
Portfolio: Cross-cutting
Key Decision:
Policy and Budget Framework No
Public / Private Public

Title: Overview Report
Report of: Overview and Scrutiny Officer
Report Number: OS.06/22

Purpose / Summary:

This report provides an overview of matters related to the Scrutiny Panel's work. It also includes the latest version of the work programme.

Recommendations:

Members are asked to:

- Note the items within Panel remit on the most recent Notice of Key Executive Decisions
- Note the current work programme

Tracking

Executive:	Not applicable
Scrutiny:	BTSP 24/02/22
Council:	Not applicable

1. Notice of Key Decisions

1.1. The most recent Notice of Key Executive Decisions was published on 21 January 2022. This was circulated to all Members and is available on the CMIS section of the Council's webpages. The following items fall within the remit of this Panel:

Items that are included in the Panel's work programme:

- None

Items that are not included in the Panel's work programme:

- Heat Decarbonisation Plan
- Review of Car Parking to further support city centre recovery
- Citadels Project

2. References from the Executive

2.1. None

3. Progress on resolutions from previous meetings

3.1. The following table sets out the meeting date and resolution that requires following up. The status is presented as either "completed", "pending" (date expected), or "outstanding". An item is considered outstanding if no update or progress has been made after three panel meetings. All the completed actions will be removed from the list following the meeting.

	Meeting date	Minute reference	Action	Status
1	07/10/21	BTSP 76/21	2) That the Corporate Director of Finance and Resources provides the Panel with information on the budget for the Gateway 44 Project and the projected return on capital.	Complete
2	07/12/21	BTSP 92/21	2) That the Corporate Director of Economic Development provide the Panel with information on the use of S.106 funding (Affordable Homes commuted Sums) to bring empty properties back into use, specifically: - would all of the money be used to bring empty properties back into use; - how many houses were brought back into use; - who were payments made to.	Complete
3	07/12/21	BTSP 93/21	2) That the HR Manager circulate the next quarter return to work figures to the Panel as soon as they were available.	Complete
4	07/12/21	BTSP 94/21	2) That the Policy and Performance Officer provide the Panel with further information on the Test and Trace Support payments and how the additional work was staffed.	Complete

5	06/01/22	BTSP 07/22 (2)	That Corporate Director of Finance and Resources provided the Panel with a written response to the following: - Was the Council was liable for unpaid Business Rates and any losses that the Lanes may experience. - What the Rural Services Grants covered.	
6	06/01/22	BTSP 12/22	2) That an updated ICT Services Project Status report be submitted to the Panel in three months time.	Complete

4. Contribution to the Carlisle Plan Priorities

4.1. The overview and scrutiny of the Carlisle Plan items that fall within the remit of this Panel contribute to ongoing policy development.

Contact Officer: Rowan Jones

Ext: 7257

**Appendices
attached to report:**

1. Draft Scrutiny Panel Work Programme 2021-22

Note: in compliance with section 100d of the Local Government Act 1972 the report has been prepared in part from the following papers:

- None

CORPORATE IMPLICATIONS:

LEGAL –

PROPERTY SERVICES -

FINANCE –

EQUALITY – This report raises no explicit issues relating to the public sector Equality Duty

INFORMATION GOVERNANCE –

APPENDIX 1: Draft Scrutiny Panel Work Programme 2021-22

BTSP Date	Title	Lead Officer	Type of Scrutiny
03/06/2021	End of Year Performance Report	Gary Oliver	Monitoring
	Financial Update on the Impact of Covid-19	Alison Taylor	Monitoring
	Sands Centre Project Monitoring Report	Darren Crossley	Monitoring
	Outturn Reports	Steven Tickner	Monitoring
	Sickness Absence - end of year report 2020/21	Gary Oliver	Monitoring
15/07/2021	Update on IT projects	D.Strong/ M.Kelly	Monitoring
	Business Rates Outturn 2020/21	Alison Taylor	Monitoring
	Future Scrutiny Arrangements	Rowan Jones	Policy develop't
	Draft Carlisle Plan	Steven O'Keefe	Policy develop't
26/08/2021	Medium Term Financial Plan	Alison Taylor	Policy develop't
	Asset Management Plan and Annual Property Survey	Mark Walshe	Policy develop't
	Capital Investment Strategy	Alison Taylor	Policy develop't
	Performance Report Q1	Gary Oliver	Monitoring
	Sickness Absence Q1	G. Oliver/ B. McRoy	Monitoring
	External Audit Report - Action Plan, recommendations	Alison Taylor	Monitoring
	Outcome of Old Fire Station Tender (EX.78/21) - call-in	Darren Crossley	Call- in
07/10/2021	Budget monitoring Q1 2021/22	Steven Tickner	Monitoring
	Squad working	Darren Crossley	Policy develop't
	Commercialisation Strategy T&F group report	Alison Taylor	Policy develop't
	Sands Centre Project Monitoring Report	Darren Crossley	Monitoring
	Civic Centre Re-instatement and Development	Darren Crossley	Monitoring
	Update on IT projects - Part B report	D.Strong/ M.Kelly	Monitoring
	Emerging agile working policy/ findings of staff survey	Darren Crossley	Policy develop't
07/12/2021	Budget Setting	Alison Taylor	Budget
	Performance Report Q2	Gary Oliver	Monitoring
	Sickness Absence Q2	Gary Oliver	Monitoring
	Budget monitoring Q2 2021/22	Steven Tickner	Monitoring
06/01/2022	Budget Setting (Incl. Treasury Management Strategy Statement)	Alison Taylor	Budget
	Future Scrutiny T&F group report	Rowan/ Darren	Policy develop't
	Update on IT projects - Part B report	Jason Gooding	Monitoring
24/02/2022	Performance Report Q3	Gary Oliver	Monitoring
	Sickness Absence Q3	Gary Oliver	Monitoring
	Squad working	Darren Crossley	Policy update
	Talkin Tarn Management Arrangements	Luke Leathers	
	Sands Centre Project Monitoring Report	Darren Crossley	Monitoring
	Chancerygate Annual KPI Report	Mark Walshe	
	Budget monitoring Q3 2021/22	Steven Tickner	Monitoring
31/03/2022	Scrutiny Annual Report	Rowan Jones	Policy update
	Corporate Projects	Jason Gooding	Monitoring
	Corporate Risk Register	Darren Crossley	Monitoring
	Sands Centre Project Monitoring Report	Darren Crossley	Monitoring
	LGR - Programme Clarity	Jason Gooding	Policy develop't
	Update on IT Projects – Part B	Laura Griffiths	Monitoring

