

# Public Document Pack



Monitoring Officer  
**Christopher Potter**

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## Agenda

Name of Meeting	<b>CORPORATE SCRUTINY COMMITTEE</b>
Date	<b>TUESDAY 8 NOVEMBER 2022</b>
Time	<b>5.00 PM</b>
Venue	<b>COUNCIL CHAMBER, COUNTY HALL, ISLE OF WIGHT</b>
Committee Members	CLLrs R Quigley (Chairman), C Quirk (Vice-Chairman), D Adams, W Drew, J Lever, M Lilley, J Medland, J Robertson and P Spink
Co-opted Members	Cameron Palin (IWALC) (Voting)
	Democratic Services Officer: Megan Tuckwell democratic.services@iow.gov.uk

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### 1. **Apologies and Changes in Membership (If Any)**

To note any changes in membership of the Committee made in accordance with Part 4B paragraph 5 of the Constitution.

### 2. **Minutes** (Pages 5 - 8)

To confirm as a true record the Minutes of the meeting held on 11 October 2022.

### 3. **Declarations of Interest**

To invite Members to declare any interest they might have in the matters on the agenda.

### 4. **Public Question Time - 15 Minutes Maximum**

Members of the public are invited to make representations to the Committee regarding its workplan. Questions may be asked without notice, but to guarantee a full reply at the meeting a question must be put (including the name and address of the questioner) in writing or by email to [democratic.services@iow.gov.uk](mailto:democratic.services@iow.gov.uk), no later than two clear working days before the start of the meeting. The deadline for written questions is Thursday, 3 November 2022.



Details of committee meetings can be viewed on the Council's [website](#). This information may be available in alternative formats on request. Please note the meeting will be recorded and the recording will be placed on the website (except any part of the meeting from which the press and public are excluded). Young people are welcome to attend Council meetings however be aware that the public gallery is not a supervised area.

5. **Progress Update** (Pages 9 - 10)

To receive an update on the progress against the outcomes arising from previous meetings, and to provide an update on any outstanding actions.

6. **Committee's Workplan:**

(a) **Forward Plan** (Pages 11 - 20)

To identify any items contained within the Council's forward plan which would benefit from early consideration by scrutiny, either before the Cabinet makes a decision or to monitor post-implementation, and should therefore be included in the Committee's work programme. The forward plan can be viewed online [here](#).

(b) **Committee's Work Programme 2022-25** (Pages 21 - 28)

To note the content of the current work programme, and to consider the inclusion of any additional items. Members of the public are invited to submit in writing to the Committee possible items for inclusion in its workplan.

7. **Impact of the Cost-of-Living Crisis** (Pages 29 - 34)

To monitor the support being given to the Island community as a result of the increase in household bills.

8. **Quarterly Performance Report - Quarter 2 2022-23** (Pages 35 - 104)

To receive a copy of the report to Cabinet on 10 November 2022, and to consider the performance measures for quarter 2 of 2022-23.

9. **Pre-Decision Scrutiny:**

To consider the reports identified from the Forward Plan (due to be published on 2 November 2022) prior to the decisions by the Cabinet.

(a) **To dispose of Council-owned employment land at Kingston Marine Park, East Cowes**

To consider the item as discussed by the Committee on 11 October 2022.

(b) **Wightcare Options Review**

To consider the review as discussed by the Committee on 10 May 2022 and Cabinet on 12 May 2022.

10. **Members' Question Time**

A question may be asked at the meeting without prior notice but in these circumstances there is no guarantee that a full reply will be given at the meeting. To guarantee a reply, a question must be submitted in writing or by email to [democratic.services@iow.gov.uk](mailto:democratic.services@iow.gov.uk) no later than 5pm on Friday 4 November 2022.

CHRISTOPHER POTTER  
Monitoring Officer  
Monday, 31 October 2022

## Interests

If there is a matter on this agenda which may relate to an interest you or your partner or spouse has or one you have disclosed in your register of interests, you must declare your interest before the matter is discussed or when your interest becomes apparent. If the matter relates to an interest in your register of pecuniary interests then you must take no part in its consideration and you must leave the room for that item. Should you wish to participate as a member of the public to express your views where public speaking is allowed under the Council's normal procedures, then you will need to seek a dispensation to do so. Dispensations are considered by the Monitoring Officer following the submission of a written request. Dispensations may take up to 2 weeks to be granted.

Members are reminded that it is a requirement of the Code of Conduct that they should also keep their written Register of Interests up to date. Any changes to the interests recorded on that form should be made as soon as reasonably practicable, and within 28 days of the change. A change would be necessary if, for example, your employment changes, you move house or acquire any new property or land.

If you require more guidance on the Code of Conduct or are unsure whether you need to record an interest on the written register you should take advice from the Monitoring Officer – Christopher Potter on (01983) 821000, email [christopher.potter@iow.gov.uk](mailto:christopher.potter@iow.gov.uk), or Deputy Monitoring Officer - Justin Thorne on (01983) 821000, email [justin.thorne@iow.gov.uk](mailto:justin.thorne@iow.gov.uk).

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## **Notice of recording**

Please note that all meetings that are open to the public and press may be filmed or recorded and/or commented on online by the council or any member of the public or press. However, this activity must not disrupt the meeting, and if it does you will be asked to stop and possibly to leave the meeting. This meeting may also be filmed for live and subsequent broadcast (except any part of the meeting from which the press and public are excluded).

If you wish to record, film or photograph the council meeting or if you believe that being filmed or recorded would pose a risk to the safety of you or others then please speak with the democratic services officer prior to that start of the meeting. Their contact details are on the agenda papers.

If the press and public are excluded for part of a meeting because confidential or exempt information is likely to be disclosed, there is no right to record that part of the meeting. All recording and filming equipment must be removed from the meeting room when the public and press are excluded.

If you require further information please see the council guide to reporting on council meetings which can be found at <http://www.iwight.com/documentlibrary/view/recording-of-proceedings-guidance-note>

All information that is recorded by the council is held in accordance with the Data Protection Act 2018. For further information please contact Democratic Services at [democratic.services@iow.gov.uk](mailto:democratic.services@iow.gov.uk)



## Minutes

Name of meeting	<b>CORPORATE SCRUTINY COMMITTEE</b>
Date and Time	<b>TUESDAY 11 OCTOBER 2022 COMMENCING AT 5.00 PM</b>
Venue	<b>COUNCIL CHAMBER, COUNTY HALL, ISLE OF WIGHT</b>
Present	Cllrs C Quirk (Vice-Chair, in the Chair), C Critchison, W Drew, J Lever, M Lilley, J Robertson and P Spink
Co-opted	Cameron Palin (IWALC)
Also Present	Cllr J Bacon
	Sharon Betts, Hayley Holden, Christopher Potter, Paul Thistlewood, Justin Thorne and Megan Tuckwell
Also Present (Virtual)	Cllrs D Andre and C Jarman
	Christopher Ashman, Simon Bryant, Steve Crocker, Claire Shand and Melanie White
Apologies	Cllrs R Quigley and J Medland

### 27 Apologies and Changes in Membership (If Any)

Cllr Richard Quigley gave his apologies, therefore the vice-chairman, Cllr Chris Quirk, took the chair. Cllr Claire Critchison was in attendance as a substitute for Cllr David Adams. Cllr John Medland was absent.

### 28 Minutes

RESOLVED:

THAT the minutes of the meeting held on 8 September 2022 be confirmed as a true record.

### 29 Declarations of Interest

Cllr Michael Lilley declared an interest in minute item 35, Responding to Climate Change and Enhancing the Biosphere, as trustee of Wight Community Energy.

### 30 Public Question Time - 15 Minutes Maximum

No public questions were received.

### **31 Progress Update**

The chairman presented the report which provided an overview of the progress against actions and outcomes from previous meetings. Attention was drawn to the request by the committee at its meeting held in January 2022 for an item relating to Floating Bridge to be included in the workplan after the outcome of the mediation was known. It was agreed that the Cabinet Member for Transport and Infrastructure and the Director of Neighbourhoods would be contacted for an update. Reference was made to the request by the committee at its meeting held in July 2022 to receive a report on the future structure of the Housing Team. It was agreed that the Chief Executive would be contacted for an update.

RESOLVED:

THAT the progress report be noted.

### **32 Committee's Workplan:**

#### **32a Forward Plan**

The committee were invited to identify any item contained within the published forward plan that would benefit from early consideration within the committee's own workplan or one of the policy and scrutiny committees. The adoption of the Newport Harbour Masterplan Supplementary Planning Document (due for decision in November 2022), the disposal of potential housing site(s) in East Cowes, and the disposal of council-owned employment land at Kingston Marine Park (due for decision in January 2023) were identified, and it was advised that the workplan would be updated accordingly.

RESOLVED:

THAT the forward plan be noted.

#### **32b Committee's Work Programme 2022-25**

Consideration was given to the committee's work programme for 2022-25. The Committee agreed the scoping document relating to the workplan item on the Council's Performance Management Framework which would be discussed at the July 2023 meeting.

RESOLVED:

THAT the work programme be noted.

### **33 Freedom of Information**

Consideration was given to the report which outlined how the council managed its statutory duty for processing requests made under the Freedom of Information Act 2000 and analysed the number of requests for information received and the council's overall performance. Discussion took place regarding statutory obligations, general enquiries, business-as-usual comparative data, response times, resource implications, and request patterns. The Cabinet Member for Climate Change, Environment, Heritage, Human Resources and Legal and Democratic Services was requested to give consideration to the quarterly performance report showing data

relating to the response times, and to look into supplying the data showing the numbers of Freedom of Information requests dealt with on a service basis.

RESOLVED:

THAT the report be noted.

### **34 Procurement Strategy**

Consideration was given to the council's revised Procurement Strategy 2022-2025 prior to its submission to Cabinet on 13 October 2022, and the Cabinet Member for Strategic Finance, Transformational Change and Corporate Resources presented the Strategy which set out the council's procurement vision, aims and objectives over the next three years in relation to procurement and contract management activity. Comments were raised in relation to value for money, and following discussion the report was welcomed and endorsed.

RESOLVED:

THAT the strategy be supported.

### **35 Responding to Climate Change and Enhancing the Biosphere**

The Cabinet Member for Climate Change, Environment, Heritage, Human Resources and Legal and Democratic Services presented the report which outlined the actions being taken regarding the delivery of the activities in the Corporate Plan relating to responding to climate change and enhancing the biosphere. Concerns were raised around the allocation of funds to upgrade the heating system and windows at County Hall, and the Cabinet Member was requested to provide a breakdown of the funding of the phase 3 works as contained in the report's section on the public sector decarbonisation fund. Questions were raised regarding job creation, renewable energy, sustainability goals, plans to work with town, parish and community councils, battery storage, the development of the biosphere steering committee, and electric vehicle charging points. Attention was drawn to the strategies listed in paragraph 16 of the report, relating to Council projects currently contributing to the delivery of key activities, and whether these require inclusion in scrutiny workplans at an appropriate stage.

RESOLVED:

THAT the report be accepted.

### **36 Members' Question Time**

No written questions were received.

Cllr Michael Lilley asked an oral question regarding the current legal position of the lease arrangements for the former Ryde Arena (ice rink). It was confirmed that a written response would be sought and be circulated to all members of the committee.

CHAIRMAN

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## Corporate Scrutiny Committee - Progress on Actions & Outcomes

Meeting Date	Agreed Action	Responsibility	Update	Actioned
<b>Outstanding Actions</b>				
11 January 2022	<b>Work Programme 2022-23</b> An item relating to Cowes Floating bridge to be included in the workplan after the outcome of the mediation was known.	Committee	Further request for a written update from the Cabinet Member for Infrastructure, Highways PFI and Transport on progress was raised at 11 October 2022 committee meeting	
12 July 2022	<b>Provision of Affordable Housing</b> A report be submitted to the Committee on the future structure of the Housing Team.	Chief Executive	Further request for the Chief Executive to provide a structure chart for the Housing Team was raised at 11 October 2022 committee meeting	
October 2022	<b>Responding to Climate Change and Enhancing the Biosphere</b> A request to provide a breakdown of the funding of the phase 3 works to County Hall as contained in the section on the public sector decarbonisation fund	Cabinet Member for Climate Change, Environment, Heritage, Human Resources and Legal and Democratic Services		
	<b>Member's Question Time</b> A question on the current legal position of the lease arrangements for the former Ryde Arena. A written response would be sought from the relevant Cabinet Member and Director and circulated to the Committee			
<b>Actions Completed (Since Last Meeting)</b>				

6 September 2022	<b>Forward Plan and Committee's Workplan</b> The Committee would include in its workplan a review of the Performance Management Framework which was due to be undertaken in October 2023.	Scrutiny Officer/ Committee	Scoping document to be agreed by the Committee at its 11 October 2022 meeting.	Oct-22

## Isle of Wight Council Forward Plan – October 2022 – Version 2 and (where relevant) Notice of Intention to Hold Part of Meeting in Private Session

The Forward Plan is a list of all matters that are due to be considered no earlier than 28 clear working days from the date of this notice by the appropriate Decision Making Body or individual including those deemed to be key decisions.

The plan also gives notice of which decisions (if any) that may be made in private with the exclusion of press and public where for example personal or commercially sensitive information is to be considered in accordance with the Local Authorities (Executive Arrangements)(Meetings and Access to Information(England) Regulations 2012.

A list of all Council Members can be found on the Council's web site from this link

The Leader of the Council (also responsible for Strategic Oversight) is Cllr Lora Peacey-Wilcox.

Other members of the Cabinet are:

Deputy Leader and Cabinet Member for Digital Transformation, Housing, Homelessness and Poverty - Cllr Ian Stephens

Cabinet Member for Infrastructure, Highways PFI and Transport - Cllr Phil Jordan

Cabinet Member for Children's Services, Education and Lifelong Skills - Cllr Debbie Andre

Cabinet Member for Levelling-Up, Regeneration, Business Development and Tourism - Cllr Julie Jones-Evans

Cabinet Member for Adult Social Care and Public Health - Cllr Karl Love

Cabinet Member for Planning and Enforcement - Cllr Paul Fuller

Cabinet Member for Strategic Finance, Transformational Change and Corporate Resources – Cllr Chris Jarman

Cabinet Member for Climate Change, Environment, Heritage, Human Resources, Legal and Democratic Services - Cllr Jonathan Bacon

Cabinet Member for Community Protection, Regulatory Services and Waste – Cllr Karen Lucioni

\* Please note that any items highlighted in yellow are changes or additions from the previous Forward Plan

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
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Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p><b>Procurement 2022-2025</b></p> <p>Approval of new Procurement Strategy</p>	<p>Cabinet</p> <p>Cabinet Member for Climate Change, Environment, Heritage, Human Resources and Legal and Democratic Services</p> <p>Date 1<sup>st</sup> added: 3 August 2022</p>	<p>13 Oct 2022</p>		<p>The strategy has been through a period of internal and external consultation. External consultees include Chamber of Commerce and FSB.</p>	<p>Open</p>
<p><b>Annual Progress Report on Housing Strategy Action Plan</b></p> <p>A Progress Report against the housing strategy action plan since the adoption of the 5-Year housing strategy in 2020</p>	<p>Cabinet</p> <p>Date 1<sup>st</sup> added: 3 November 2021</p>	<p>13 Oct 2022</p>		<p>Call-over and housing governance groups</p>	<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p><b>Isle of Wight Domestic Abuse and Sexual Violence Commissioned Services Re-Commissioning update</b></p> <p>The Isle of Wight Domestic Abuse and Sexual Violence Integrated Services contract provides specialist domestic abuse, sexual violence and perpetrator programme services to Island residents.</p> <p>The Domestic Abuse portfolio transferred to Public Health on 1st April 22. We are seeking to reschedule the date of re-commissioning this contract following discussion between co-funders of the contract and exploration of the options available in order to:</p> <ul style="list-style-type: none"> <li>- carry out a comprehensive needs assessment to determine the provision needed going forward by different populations on the Island</li> <li>- develop the new specification based on the outcomes of the needs assessment</li> <li>- ensure the quality of services to people experiencing domestic abuse on the Island remain consistent and in place</li> <li>- take into account any legacy and learning from the impact of Covid</li> </ul>	<p>Cabinet</p> <p>Cabinet Member for Adult Social Care, Public Health</p> <p>Date 1<sup>st</sup> added: 7 September 2022</p>	<p>13 Oct 2022</p>			<p>Part exempt The content of the report or appendices may be commercially sensitive</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p><b>Additional Spend Within the Commissioned Substance Misuse Treatment Contract</b></p>	<p>Cabinet Cabinet Member for Adult Social Care, Public Health Date 1<sup>st</sup> added: 7 September 2022</p>	<p>13 Oct 2022</p>		<p>Plans to spend the grant allocation have been developed collaboratively with the substance misuse provider, probation, police and housing commissioners. Plans to commission the work have been developed in consultation with housing commissioners and IWC procurement team.</p>	<p>Open</p>
<p>National funding to support the delivery of the National Drugs Strategy From Harm to Hope has been allocated to all local authorities in England to increase the capacity and quality of substance misuse services. It is anticipated that the Council will receive up to an additional £973,234 over the next 3 years from the Office of Health Improvement &amp; Disparities (OHID) plus an additional £212,399 from the Rough Sleepers Initiative (RSI). This report seeks approval for the additional spend under the existing Substance Misuse Treatment contract and for delegated authority to the Director of Public Health to approve additional spend on an annual basis.</p>	<p>Cabinet Cabinet Member for Infrastructure, Highways PFI and Transport Date 1<sup>st</sup> added: 7 September 2022</p>	<p>13 Oct 2022</p>		<p>Public consultation conducted via press publication and street notices</p>	<p>Open</p>
<p><b>Hawthorn Meadows TRO Proposal - The Isle of Wight Council (Various Streets, East Cowes) (Traffic Regulation Order No 1 2022</b></p>	<p>TRO proposal in Hawthorn Meadows residential development off Saunders Way in East Cowes, as part of a S38 adoption agreement.</p>				

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p><b>The adoption of the Newport Harbour Masterplan Supplementary Planning Document</b></p> <p>Whether to adopt the draft Newport Harbour Masterplan as a supplementary planning document</p>	<p>Cabinet</p> <p>Cabinet Member for Levelling Up, Regeneration, Business Development and Tourism</p> <p>Date 1<sup>st</sup> added: 7 September 2022</p>	<p>10 Nov 2022</p>			<p>Open</p>
<p><b>Wightcare Options Review</b></p> <p>To review the business model options of Wightcare following a review of the service with a formal options analysis providing a recommended way forward for the service that is financially viable and sustainable for the future.</p>	<p>Cabinet</p> <p>Date 1<sup>st</sup> added: 7 September 2022</p>	<p>10 Nov 2022</p>			<p>Open</p>
<p><b>Local Council Tax Support Scheme</b></p> <p>Every year local authorities are required to undertake a review of their scheme to ensure it still meets local needs as well as financial impacts. Any potential changes require full consultation with residents and the final decision made at Full Council for implementation on the 1 April every year for the statutory provisions to be undertaken.</p>	<p>Cabinet</p> <p>Full Council</p> <p>Cabinet Member for Strategic Finance, Transformational Change and Corporate Resources</p> <p>Date 1<sup>st</sup> added: 7 September 2022</p>	<p>10 Nov 2022</p>	<p>18 Jan 2023</p>		<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p><b>Quarterly Performance Monitoring Report (QPMR) Quarter 2 2022-23</b></p> <p>To provide a summary of progress against Corporate Plan activities and measures for the period July to Sept 2022. To inform Cabinet of areas of particular success, issues requiring attention and remedial activity in place to deal with these. To provide a report on the financial position of the council for the same period</p>	Cabinet	10 Nov 2022			Open
<p><b>Newport &amp; Ryde Commercial Frontages Design Guide Supplementary Planning Document (SPD)</b></p> <p>To decide whether to adopt the 'Newport &amp; Ryde Commercial Frontages Design Guide' as a Supplementary Planning Document (SPD) to be used as a material consideration when determining planning applications.</p>	<p>Date 1<sup>st</sup> added: 7 September 2022</p> <p>Cabinet</p> <p>Cabinet Member for Planning and Enforcement</p> <p>Date 1<sup>st</sup> added: 4 October 2022</p>	10 Nov 2022		<p>Various including direct consultation with public and town parish &amp; community councils by HAZ team in preparing the document and also stakeholder consultation as part of formal SPD process</p>	Open



Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p><b>To dispose of Council-owned employment land at Kingston Marine Park, East Cowes</b></p> <p>To consider options for disposal for the KMP site arising from an analysis of interest from an EOI marketing exercise held during Sept/Oct 22</p>	<p>Cabinet</p> <p>Cabinet Member for Strategic Finance, Transformational Change and Corporate Resources</p> <p>Date 1<sup>st</sup> added: 4 October 2022</p>	<p>10 Nov 2022</p>		<p>Local councillor</p>	<p>Part exempt Appendix summarising appraisal of responses to EOI issued in Sept 2022 – responses were submitted as commercial in confidence</p>
<p><b>Bereavement Services Business Model</b></p> <p>To review and agree the new business model for bereavement service including a mid-year review of fees to address rising utility costs</p>	<p>Cabinet</p> <p>Cabinet Member for Community Protection, Regulatory Services and Waste</p> <p>Date 1<sup>st</sup> added: 7 September 2022</p>	<p>10 Nov 2022 <b>ABANDONED</b></p>			<p>Open</p>
<p><b>Island Planning Strategy</b></p> <p>As the Draft IPS was not agreed on 5 October, Full Council is to specify its objections and to formally refer the matter back to the Cabinet.</p>	<p>Full Council</p> <p>Date 1<sup>st</sup> added: 17 March 2022</p>	<p>16 Nov 2022</p>		<p>Internal and External Full public consultation</p>	<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p><b>Appointment of Chief Executive</b></p> <p>To consider the recommendation of the Appointments and Employment Committee regarding the appointment of a new Chief Executive.</p>	<p>Full Council</p> <p>Cabinet Member for Climate Change, Environment, Heritage, Human Resources and Legal and Democratic Services</p> <p>Date 1<sup>st</sup> added: 4 October 2022</p>	<p>16 Nov 2022</p>		<p>Internal and external stakeholders contributed to the interview process</p>	<p>Open</p>
<p><b>School Funding Formula &amp; Budget Setting 2023/24</b></p> <p>Following the Department for Education (DfE) Dedicated Schools Grant (DSG) release in December, this report sets the local school funding formula and associated wider DSG budget for 2023/24.</p>	<p>Cabinet</p> <p>Date 1<sup>st</sup> added: 7 September 2022</p>	<p>12 Jan 2023</p>			<p>Open</p>
<p><b>Review of the Public Health Partnership Function between Isle of Wight Council and Hampshire County Council.</b></p> <p>To provide an update on the Public Health Partnership with Isle of Wight Council, specifically on progress against the remaining recommendations from the 2018 review which had not been met at the time of the formal partnership.</p>	<p>Cabinet</p> <p>Cabinet Member for Adult Social Care, Public Health</p> <p>Date 1<sup>st</sup> added: 3 November 2021</p>	<p>12 Jan 2023</p>			<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p><b>The Isle of Wight Council (Various Streets, Ryde) (Traffic Regulation) Order No.2 2022 and The Isle of Wight Council (Residents' Parking Places) Order No.1 2022</b></p> <p>TRO proposal in Ryde and Binstead, as part of the District 3 TRO review.</p>	<p>Cabinet</p> <p>Cabinet Member for Infrastructure, Highways PFI and Transport Date 1<sup>st</sup> added: 4 October 2022</p>	<p>12 Jan 2023</p>			<p>Open</p>
<p><b>The Isle of Wight Council (Various Streets, Nettlestone and Seaview) (Traffic Regulation) Order No1 2022</b></p> <p>TRO proposal in Nettlestone and Seaview, as part of the District 3 TRO review.</p>	<p>Cabinet</p> <p>Cabinet Member for Infrastructure, Highways PFI and Transport Date 1<sup>st</sup> added: 4 October 2022</p>	<p>12 Jan 2023</p>			<p>Open</p>
<p><b>Disposal of potential housing site(s) in East Cowes</b></p> <p>To confirm the granting of an option to dispose , subject to securing planning permission, on one or both of the council owned development sites known as Maresfield Rd and Albany</p>	<p>Cabinet</p> <p>Cabinet Member for Levelling Up, Regeneration, Business Development and Tourism Date 1<sup>st</sup> added: 6 July 2022</p>	<p>12 Jan 2023</p>		<p>East Cowes Waterfront Implementation Group and local member</p>	<p>Part exempt Yes – appendix summarising appraisal of responses to EOI issued in April 2022 – responses were submitted as commercial in confidence</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p><b>To approve the terms of a new land hire agreement with IW Festival Ltd for the staging of the IW Festival at Seaclose Park.</b></p> <p>To approve the terms of a new land hire agreement for the staging of the IW Festival by the organiser for the period 2023 to 2028</p>	<p>Cabinet</p> <p>Cabinet Member for Strategic Finance, Transformational Change and Corporate Resources</p> <p>Date 1<sup>st</sup> added: 4 October 2022</p>	<p>12 Jan 2023</p>		<p>Local councillor</p>	<p>Part exempt Appendix summarising appraisal of approach to concluding terms as contains comparison with other sites that must remain commercial in confidence</p>

## Corporate Scrutiny Committee - Workplan 2022-25

The committee is responsible for Scrutiny functions in respect of decisions and activities within the remit of the council, the Cabinet, Cabinet members, officers, and any functions not otherwise expressly delegated to another Scrutiny committee

Date	Agenda Items	Description & Background	Lead Officer/Cabinet Member
8 November 2022	Impact of Cost of Living Crisis	To monitor the support being given to the Island Community as a result of the increase in household bills.	Cabinet Member for Strategic Finance, Transformational Change, and Corporate Resources Cabinet Member for Children's Services, Education and Lifelong Skills
	Disposal of Council-owned employment land at Kingston Marine Park, East Cowes	To consider options for disposal for the KMP site arising from an analysis of interest from an EOI marketing exercise held during Sept/Oct 22 prior to decision at Cabinet	Cabinet Member for Strategic Finance, Transformational Change and Corporate Resources
	Wightcare Business Unit – Business Model Development	To consider the review undertaken of the Wightcare Business Unit, as discussed by the Committee on 10 May 2022 and Cabinet on 12 May 2022, and due for completion by September 2022.	Cabinet Member for Adult Social Care and Public Health Cabinet Member for Strategic Finance, Transformational Change, and Corporate Resources
	Quarterly Performance Monitoring Report Quarter 2 2022-23	To consider the performance measures for Quarter 2 of 2022-23	Cabinet Member for Strategic Finance, Transformational Change, and Corporate Resources
	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee
10 January 2023	Draft budget proposals 2023- 24	To comment on outline budget proposals.	Leader and Strategic Oversight / Cabinet Member for Strategic Finance, Transformational Change and Corporate Resources

Bereavement Services Business Model	To consider the position relating to the proposed new business model for bereavement services as discussed by the Committee on 10 May 2022 and Cabinet on 12 May 2022. Item to be considered with the draft budget proposals.	Cabinet Member for Community Protection, Regulatory Services and Waste
IW Community Safety Partnership Annual Report 2021-22	Slipped from November 2022. To consider the annual report of the partnership in accordance with the Committee's statutory function to review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions.	Cabinet Member for Community Protection, Regulatory Services and Waste
Fees and Charges	To consider a report on the lines of enquiry agreed by the Committee at its meeting on 12 April 2022.	Cabinet Member for Strategic Finance, Transformational Change and Corporate Resources
Economic Recovery	To monitor the actions being taken with regard to the delivery of the key activity identified in the Corporate Plan relating to economic recovery.	Cabinet Member for Regeneration, Business Development and Tourism
The adoption of the Newport Harbour Masterplan Supplementary Planning Document	To consider the draft Newport Harbour Masterplan as a supplementary planning document prior to decision at Cabinet	Cabinet Member for Levelling Up, Regeneration, Business Development and Tourism
Disposal of potential housing site(s) in East Cowes	To consider the granting of an option to dispose, subject to securing planning permission, on one or both of the council owned development sites known as Maresfield Rd and Albany prior to decision at Cabinet	Cabinet Member for Levelling Up, Regeneration, Business Development and Tourism
Cancellation of the Tour of Britain	To consider the implications of the cancellation of the Tour of Britain that was due to take place 11 September 2022.	Cabinet Member for Strategic Finance, Transformational Change, and Corporate Resources Cabinet Member for Levelling Up, Regeneration, Business Development and Tourism

	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee
7 February 2023	Budget proposals for 2023-24	To comment on draft budget proposals.	Leader and Strategic Oversight / Cabinet Member for Strategic Finance, Transformational Change and Corporate Resources
	Asset Management/Property Rationalisation	To consider a report on the lines of enquiry agreed by the Committee at its meeting on 12 April 2022	Cabinet Member for Strategic Finance, Transformational Change and Corporate Resources
	Quarterly Performance Monitoring Report Quarter 3 2022-23	To consider the performance measures for Quarter 3 of 2022-23	Cabinet Member for Strategic Finance, Transformational Change, and Corporate Resources
	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee
7 March 2023	Scrutiny Annual Report	To review the work of Scrutiny and make recommendations for improvements where appropriate.	Chairman of the Corporate Scrutiny Committee
	The Council's Policy Framework	To consider a report on the lines of enquiry agreed by the Committee at its meeting on 10 May 2022	Leader and Strategic Oversight / Cabinet Member for Strategic Finance, Transformational Change and Corporate Resources
	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee
9 May 2023	Consultations and Community Engagement	To consider a report on the lines of enquiry agreed by the Committee at its meeting on 10 May 2022	Cabinet Member

	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee
June 2023	Partnership Arrangements	To consider a report on the lines of enquiry agreed by the Committee at its meeting on 10 May 2022	Leader and Strategic Oversight / Cabinet Member for Strategic Finance, Transformational Change and Corporate Resources
	Quarterly Performance Monitoring Report Quarter 4 2022-23	To consider the performance measures for Quarter 4 of 2022-23	Cabinet Member for Strategic Finance, Transformational Change, and Corporate Resources
	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee
July 2023	Capital Programme/ Capital Strategy	To consider a report on the lines of enquiry agreed by the Committee at its meeting on 10 May 2022	Cabinet Member for Strategic Finance, Transformational Change and Corporate Resources
	Performance Management Framework	To consider a report on the lines of enquiry agreed by the Committee at its meeting on 6 September 2022.	Cabinet Member for Strategic Finance, Transformational Change and Corporate Resources
	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee
September 2023	Corporate Complaints Annual Report 2022-23	To consider the annual complaints report to ensure that this is helping to drive service improvement through lessons learnt.	Cabinet Member
	Quarterly Performance Monitoring Report Quarter 1 2023-24	To consider the performance measures for Quarter 1 2023-24	Cabinet Member for Strategic Finance, Transformational Change, and Corporate Resources



	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee
October 2023			
	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee
November 2023	IW Community Safety Partnership Annual Report 2022-23	To consider the annual report of the partnership in accordance with the Committee's statutory function to review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions.	Cabinet Member for Community Protection, Regulatory Services and Waste
	Quarterly Performance Monitoring Report Quarter 2 2023-24	To consider the performance measures for Quarter 2 2023-24	Cabinet Member for Strategic Finance, Transformational Change, and Corporate Resources
	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee
January 2024	Draft budget proposals 2024- 25	To comment on outline budget proposals.	Leader / Cabinet Members / Section 151 Officer
	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee

February 2024	Budget proposals for 2024-25	To comment on draft budget proposals	Leader / Cabinet Members / Section 151 Officer
	Quarterly Performance Monitoring Report Quarter 3 2023-24	To consider the performance measures for Quarter 3 2023-24	Cabinet Member for Strategic Finance, Transformational Change, and Corporate Resources
	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee
March 2024	Scrutiny Annual Report	To review the work of Scrutiny and make recommendations for improvements where appropriate.	Chairman of the Corporate Scrutiny Committee / Scrutiny Officer
	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee
May 2024			
	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee
June 2024	Quarterly Performance Monitoring Report Quarter 4 2023-24	To consider the performance measures for Quarter 4 2023-24	Cabinet Member for Strategic Finance, Transformational Change, and Corporate Resources

	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee
July 2024			
	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee
September 2024	Corporate Complaints Annual Report 2023-24	To consider the annual complaints report to ensure that this is helping to drive service improvement through lessons learnt.	Cabinet Member for Strategic Finance, Corporate Resources and Transformational Change / Director of Corporate Services
	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee
October 2024			
	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee
November 2024	IW Community Safety Partnership Annual Report 2023-24	To consider the annual report of the partnership in accordance with the Committee's statutory function to review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions.	Cabinet Member for Community Protection, Regulatory Services and Waste / Director of Neighbourhoods

	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee
January 2025	Draft budget proposals 2025-26	To comment on outline budget proposals.	Leader / Cabinet Members / Section 151 Officer
	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee
February 2025	Draft budget proposals 2025-26	To comment on draft budget proposals	Leader / Cabinet Members / Section 151 Officer
	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee
March 2025	Scrutiny Annual Report	To review the work of Scrutiny and make recommendations for improvements where appropriate.	Chairman of the Corporate Scrutiny Committee / Scrutiny Officer
	Forward Plan	To identify any items due to be determined that would benefit from pre- or post-decision scrutiny.	Committee



## Committee report

Committee	<b>CORPORATE SCRUTINY COMMITTEE</b>
Date	<b>8 NOVEMBER 2022</b>
Title	<b>COST OF LIVING CRISIS</b>
Report of	<b>STATUTORY SCRUTINY OFFICER</b>

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### BACKGROUND

1. The Committee requested an overview of the actions being taken by the Council to the Island Community in connection with the cost of living crisis. This paper sets out a summary of actions and this information has been supplied by the Director of Regeneration and the Assistant Director, Access, Resources and Business Development, Hampshire County Council and Isle of Wight Council, Children's Services Department

### OUTLINE OF ACTIONS

#### General overview

2. Following so closely on from the COVID -19 pandemic the impacts of the war in Ukraine, notably inflation in day to day living costs and energy prices, provides major challenges for Island businesses and residents.
3. Recovery planning from the impacts of the pandemic has had to pivot toward how the council and partner organisations might support our community to mitigate the worst effects of the cost of living challenges people are facing.
4. Working together and providing co-ordination and effective communication of the various support measures available, in much the same way as took place during the pandemic, has been the councils biggest role to date.
5. This work has been led by an Internal officer anti-poverty group, reporting to the deputy leader and the Covid -19 recovery cell comprising key partner organisations, updating the Island Health and Well Being board. The actions taken to date include:
  - Management and distribution of the government "Household support fund" including the establishing of 3 community pantries

- Collation, publication and regular updating of a “compendium” of the wide range of support and advice available to islanders experiencing challenges dealing with debt, fuel poverty, food support, and promoting general well being at [Cost of living \(iow.gov.uk\)](http://iow.gov.uk)
  - Further information and support at Advice directory for the Isle of Wight - Islefinit
  - Warm spaces offer at our main libraries and co-ordination and promotion of local warm space initiatives offering heated spaces and wrap around advice and support
  - Mobile hub – as part of the “Living Well” service an outreach advice service travelling to more remote parts of the island , focusing on places without defined “warm spaces”
  - Funding of training for Energy Help mates – the council has provided grant funding to the Footprint trust to provide training for volunteers to help an advise people with fuel costs and accessing energy efficiency measures
  - Support for the “Winter is coming” event information event held on 14th October
  - Planning for “Food security and well being” event to be held on 18th November addressing mapping of food based initiatives across the island and consideration of need for, scope of, further support
  - Communications campaign throughout the winter highlighting areas of concern, potential advice and support available and signposting to that support
6. The need for any further action will be kept under review and the Council’s response will continue to be informed by the “Cost of Living hub” operated by the LGA

### Household Support Fund

7. On 26th May 2022, the government announced an extension to the Household Support Fund as targeted financial support for those in need over the Autumn and Winter period. Guidance and grant determinations were confirmed on 30th September 2022. Although this has been announced as an extension, unallocated funds from previous grant rounds are unable to be carried forward due to a change in the spend criteria, namely the removal of ringfenced proportions of the fund to certain household compositions.
8. The conditions of the Household Support Fund extension differ from the previous two rounds of funding in that there is no determination as to which household composition receives funding, although DWP have stated that assistance should be focussed on households that are not in receipt of other government financial assistance. This may include households not currently in receipt of DWP welfare benefits.

9. The Isle of Wight's share of the Household Support Fund is £1,131,576.08, to be spent between 1st October 2022 and 31st March 2023.
10. Subject to decision by Cabinet, and working closely with partners, the Council intends to allocate funding to a range of support that will ensure a variety of households benefit. This is likely to include:
- food vouchers for groups including foster carers, care leavers, gateway card holders, those in receipt of housing benefit and adults with learning difficulties
  - Working with Adult Social Care and Housing Needs alongside the Living Well and Early Help Service to establish a Mobile Food Hub that will cover the Island providing a hot meal and warm space for any resident in need.
  - Additional funding for Citizens Advice to continue to help families pay fuel bills, and the help through crisis line.
  - Funding to ensure community pantries have sufficient food, and to establish new community pantries on the Island.
  - Discretionary grants for schools such that they can support families in need.
  - A community grant fund to enable local projects and initiatives to be funded across the Island.
  - A fund to support residents with exceptional housing costs.
11. A summary of the support offered to IOW residents using the April – September 2022 Household Support Fund allocation is attached.

#### APPENDICES ATTACHED

Appendix 1 – Household Support Fund 21 April – 30 September 2022 key achievements

Contact Point: Paul Thistlewood, Statutory Scrutiny Officer ☎ 821000 ext 6321  
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PAUL THISTLEWOOD  
Statutory Scrutiny Officer

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## Household Support Fund 2 1<sup>st</sup> April – 30<sup>th</sup> September 2022 Key Achievements

The Isle of Wight Council's share of the £421million Household Support Fund 2 was £1,131,576.08 and in the six-month period from 1<sup>st</sup> April – 30<sup>th</sup> September 2022 was spent in full. The range of support offered included:

### Easter holiday food vouchers

Just under 5,000 eligible households with children were issued food vouchers covering the two-week school Easter holiday period, at a rate of £15 per child, per week.

### Isle of Wight Food Voucher Scheme

Over 3,200 applications were individually checked and processed by a small team within Revenues and Benefits, with 52% of applicants issued with a food voucher. A further 2,000 vouchers values at £125 each were sent directly to eligible pensioners that had not applied by the end of the scheme.

### Community Grants

Grants totalling just under £325,000 were awarded to 31 different community / voluntary groups and town, parish, and community councils, providing support to 14,000 households across the Island, many of which were households with children under the age of 19. Support funded through these grants included covered food parcels, air fryers / microwaves, school uniforms, bedding and the purchase of a community washing machine which is set to provide ongoing assistance to the Ventnor community.

### Community Pantries

Each of the three community pantries on the Island was provided with top-up funding for them to use for the purchase of food. We also funded a contract with Bidfood which will enable the pantries to bulk buy non-perishable foods at wholesale prices for several months to come.

### Citizens Advice

Citizens Advice were awarded a total of £74,000 which enabled them to assist over 200 households with food and utility costs, along with wider essentials such as insolvency fees clearing priority / non-priority debt including utility and water arrears. Total debts of £226,351.39 were cleared for 25 households by paying either the £90 Debt Relief Order fee or settling larger fuel arrears once all other avenues had been exhausted.

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## Cabinet report

Date	<b>10 NOVEMBER 2022</b>
Title	<b>PERFORMANCE AND FINANCE REPORT – QUARTER ENDED 30 SEPTEMBER 2022</b>
Report of	<b>CABINET MEMBER FOR STRATEGIC FINANCE, CORPORATE RESOURCES AND TRANSFORMATIONAL CHANGE</b>

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### EXECUTIVE SUMMARY

1. The purpose of this report is to:
  - a) provide a summary of progress against Corporate Plan activities and measures for the period July to September 2022 (unless otherwise stated and shown in detail at appendices 1-10)
  - b) inform Cabinet of areas of particular success, issues requiring attention and remedial activity in place to deal with these
  - c) provide a report on the financial position of the council for the same period (shown in appendices 11 and 12)

### RECOMMENDATION

2. That Cabinet approves the Performance and Finance Report for the Quarter ended 30 September 2022, and the priority report detail as set out in appendices 1-10, together with the council's financial position as set out at 11-12.

### BACKGROUND

3. On 17 November 2021, Full Council approved a Corporate Plan which set out the council's vision and strategic priorities for the period 2021 to 2025 and the performance metrics from that plan are the ones included within the appendices to this report.
4. This is the second quarterly report based on the new Corporate Plan. Because of this some of the new measures that are required to evidence its delivery are still in construction at this time and will be introduced to the report when data becomes available. These measures are clearly indicated within the relevant appendices.
5. The report contains an appendix for each Cabinet portfolio (1 to 10) an increase since the previous report following a Cabinet reorganisation and for each financial report (11 to 12)

## CORPORATE PRIORITIES AND STRATEGIC CONTEXT

6. Ongoing management and monitoring of performance data, the council's strategic risk profile and financial situation is required to support the successful delivery of council priorities. As such, this report provides the Cabinet (and subsequently the council's scrutiny function) with the necessary information to record achievements, challenge areas of underperformance and to account for it to the wider community.

### Provision of affordable housing for Island Residents

7. Whilst this report has no direct impact on the provision of housing for Island Residents it will play an important part on reporting on the progress towards the delivery of key activities concerned with that outcome. Details of progress on Housing activities can be seen in Appendix 7 (Levelling Up, Regeneration, Business Development and Tourism) of this report.

### Responding to climate change and enhancing the biosphere

8. Details on the progress toward the delivery of the [Council's Climate and Environment Strategy](#) as well as the impact of the decision on the Island's designation as a [UNESCO Biosphere](#) and the biodiversity, environment, and sustainable growth of the area designated can be found in Appendix 8 (Climate Change, Environment, Heritage, Human Resources and Legal & Democratic Services) of this report.

### Economic Recovery and Reducing Poverty

9. Progress towards Economic Recovery and the reduction of poverty is a key outcome for the Isle of Wight Council, and this is reflected in the Corporate Plan 2021-25. As such, each appendix to this report contains relevant details around activities contributing toward this priority.

### Impact on Young People and Future Generations

10. The decisions the Council makes now not only affect current residents, but may have long term impacts, both positive and negative, on young people and future generations. These impacts may not immediately be apparent or may not emerge for a number of years or decades. Impacts will be interrelated across the various domains of young people's lives from housing, to education, employment or training, health, and the environment.
11. The United Nations Conventions on the Rights of the Child (UNCRC) in 1989, in particular article 12, places a duty for children and young people to have an active voice in decision making on matters that affect them. We value the views of our young people. Incorporating coproduction and consultation with young people into our decision-making process is a robust way of ensuring young people's views are taken into consideration. Participation workers experienced in coproduction can support engagement with the Youth Council, our Island children, and wider groups of young people to ensure the voice of young people is sought, heard, and acted upon on important matters that will affect them.
12. Appendix 5 – Childrens Services, Education and Lifelong Skills contains detailed information regarding this priority

13. UN Sustainability Objectives - The United Nations (Department of Economic and Social Affairs) have outlined 17 Sustainable Development Goals (SDGs), which are an urgent call for action by all countries in a global partnership. They recognize that ending poverty and other deprivations must go together with strategies that improve health and education, reduce inequality, and spur economic growth – all while tackling climate change and working to preserve our oceans and forests. In support of this, we have mapped each Performance Measure and Aspiration, or Activity as outlined in the 2021-25 Corporate plan against the most appropriate / relevant SDG.

The 17 Goals are:

- (1) End poverty in all its forms, everywhere
- (2) End hunger, achieve food security and improved nutrition and promote sustainable agriculture
- (3) Ensure healthy lives and promote well-being for all at all ages
- (4) Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
- (5) Achieve gender equality and empower all women and girls
- (6) Ensure availability and sustainable management of water and sanitation for all
- (7) Ensure access to affordable, reliable, sustainable and modern energy for all
- (8) Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
- (9) Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
- (10) Reduce inequality within and among countries
- (11) Make cities and human settlements inclusive, safe, resilient and sustainable
- (12) Ensure sustainable consumption and production patterns
- (13) Take urgent action to combat climate change and its impacts
- (14) Conserve and sustainably use the oceans, seas and marine resources for sustainable development
- (15) Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss
- (16) Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
- (17) Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development

#### Corporate Aims

14. This report links to the key objectives, activities and performance measures as laid out in the latest [Corporate Plan 2021 - 2025](#).

#### CONSULTATION

15. The council manages its performance through a framework of discussion at all levels across the authority on a routine basis and escalates issues and risks to the corporate management team and members. Cabinet members, Corporate Management Team and Directorate staff have been involved in discussions around performance against the measures contained within this report and attached appendices. Otherwise, this paper is a factual report on progress and no other consultation is required.

## SCRUTINY COMMITTEE

16. The report will be reviewed by Corporate Scrutiny Committee on 8 November 2022

## FINANCIAL / BUDGET IMPLICATIONS

17. The Corporate Plan forms a key part of the budgeting and service planning process for the council; it takes account of existing finance and resources and sets out the key priorities and outcomes that the council wishes to achieve. This report will include reference to any implications on the council's financial position arising from activity and performance outlined in the report.

## SUMMARY POSITION OF Q2 2022/23

### Revenue – 2022/23

The net revenue budget for 2022/23 is £161.2m. The original budget was approved at Full Council on 23 February 2022 with on-going savings totalling £3m.

At the end of the second quarter the council is forecasting a balanced budget. However, this includes a number of significant pressure areas being forecast in both Adults and Children's Social Care; Leisure Centre income; energy costs across all service areas; and an estimated pressure for the pay award. This pressure is being offset by savings in treasury management costs, concessionary fares and the use of the Corporate and Covid contingencies which are in place to manage in-year financial shocks and the legacy impact of the Covid-19 pandemic.

It should also be noted that there is a considerable risk to this forecast position as the financial year progresses and the impact of further inflationary and demand pressures due to the current economic climate.

The main variances against the budget are set out in the following table:

<b>Key Items</b>	<b>Forecast Variance £m</b>
<b>Main Pressure Areas:</b>	
Adult Social Care - Care Packages	3.106
Children's Services - Care Packages	2.812
Leisure - Mainly income	0.899
Energy Costs - all service areas	1.022
Pay Award - based on current employer offer	2.700
Miscellaneous Items	-0.451
<b>Main Savings Against Budget:</b>	
Corporate Finance - Treasury Management savings	-1.902
Concessionary Fares	-0.657
<b>Total Net Pressure</b>	<b>7.529</b>
Contribution from Corporate Contingency	-4.862
Contribution from Covid Contingency	-2.883
<b>Net Total Forecast Variance Against Budget (saving) -0.1%</b>	<b>-0.216</b>

See Appendix 11 for a more detailed Revenue Budget Monitor

## Capital 2022/23

The total capital budget for 2022/23 is £47.3m. As at quarter two the council is forecasting actual expenditure of £38.2m. There is forecast net slippage in spending in the current financial year of £9.1m from 2022/23 into future years (i.e., simply representing budgeted spending that is forecast not to take place in 2022/23 but will now fall into 2023/24). There is also a forecast overspend of £0.9m against the total programme, however, given the current economic conditions and delays caused to projects during the pandemic there is a significant risk that further cost pressures will become apparent and will be reported in future reports as the impact becomes clearer.

To bring the capital programme back into balance, additional funding allocated for the Rights of Way Scheme (£300k) and the budget for Tree Planting (£500k) have been put on hold pending a full review of the capital programme as part of the budget process to revise the current year's capital programme and set the future years capital programme  
See Appendix 12 for a more detailed Capital Budget Monitor

## General Reserves 2022/23

General Reserves at the end of quarter two indicates a balance of £12.0m. This is consistent with the revised medium term financial strategy and includes the £1m transferred from last financial year (which is will be confirmed upon completion of the audit process for 2021/22). This takes no account at this stage of the further impact of new emerging inflationary pressures described above.

## LEGAL IMPLICATIONS

18. The council has a statutory requirement under the Local Government Act 1999 to achieve 'best value' in its delivery of its services. The authority must make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency, and effectiveness. The quarterly performance report forms part of such arrangements, thereby assisting the council to comply with legal and statutory requirements.

## EQUALITY AND DIVERSITY

19. The council as a public body is required to meet its statutory obligations under the Equality Act 2010 to have due regard to eliminate unlawful discrimination, promote equal opportunities between people from different groups and to foster good relations between people who share a protected characteristic and people who do not share it. The protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and the protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. It is not considered that there are any direct equality and diversity implications arising from this report.

## OPTIONS

20. Option 1: Cabinet does not approve the Performance and Finance Report – Quarter ended 30 September 2022 and the priority report detail as set out in appendices 1-10 and the financial information set out in appendices 11 to 12

21. Option 2: Cabinet approves the Performance and Finance Report – Quarter ended 30 September 2022 and the priority report detail as set out in appendices 1-10 and the financial information set out in appendices 11 to 12

## RISK MANAGEMENT

22. A detailed analysis of the performance and the summary risk position of each corporate portfolio is provided in appendices 1-10

23. Without the production of the QPMR there would be no overall view available on delivery against the Corporate Plan 2021-25

## EVALUATION

24. Option 2 is recommended in that from the information provided in the report and appendices, Cabinet approves the Performance and Finance Report – Quarter ended 30 September 2022 and the priority report detail as set out in appendices 1-10, and the financial information set out in appendices 11 to 12.

## APPENDICES ATTACHED

Corporate Plan priority reports for:

- Appendix 1: Leader and Strategic Oversight
- Appendix 2: Strategic Finance, Transformational Change & Corporate Resources
- Appendix 3: Adult Social Care and Public Health
- Appendix 4: Deputy Leader, Digital Transformation Housing Provision & Housing Needs
- Appendix 5: Children's Services Education and Lifelong Skills
- Appendix 6: Planning and Enforcement
- Appendix 7: Levelling Up, Regeneration, Business Development and Tourism
- Appendix 8: Climate Change, Environment, Heritage, Human Resources & Legal & Democratic Services
- Appendix 9: Highways PFI, Infrastructure and Transport
- Appendix 10: Community Protection, Regulatory Services and Waste

Financial Reports

- Appendix 11: Revenue budget monitor – Quarter 2 2022/23.
- Appendix 12: Capital budget monitor – Quarter 2 2022/23.

Other Reports

- Appendix 13: Corporate Complaints Review

## BACKGROUND PAPERS

[Corporate Plan 2021-25](#)

[United Nations Sustainable Development Goals](#)

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WENDY PERERA  
*Interim Chief Executive*

(CLLR) CHRIS JARMAN  
*Cabinet Member for Strategic Finance, Corporate  
Resources and Transformational Change*



# Appendix 1 - 2022/23 Q2

## LEADER AND STRATEGIC OVERSIGHT

**Cabinet Member:** Councillor Lora Peacey Wilcox

**Portfolio Responsibilities:**

- Strategic Oversight
- Integrated Care System
- County Deals and Evolution
- Civic Affairs and Events
- Communications and Design
- Covid Recovery

### Service Updates - Key Aspirations and Ongoing Business

Quarter 2 saw the death of Queen Elizabeth II on 8<sup>th</sup> September 2022. As a mark of respect during the national period of mourning, any meetings which were not operationally essential were cancelled. This included Full Council, Audit Committee and Planning Committee. The flags at County Hall were set to half mast, where they remained throughout the period.

Books of condolence were opened across the island to allow residents to pay their respects and signs were erected in Church Litten to indicate where floral tributes could be laid with bins provided to dispose of any cellophane wrappings.

Crowds gathered in St Thomas' Square, Newport, to watch the High Sheriff of the Isle of Wight, Mrs Kay Marriott, read The Proclamation announcing the start of His Majesty, King Charles III's reign. The reading was followed by the singing of the first verse of the National Anthem.

As the period of mourning led to the cancellation of the island leg of Tour of Britain cycle race, the Isle of Wight Council, Ryde Town Council, Ryde Rowing Club and New Carnival CIC instead exhibited some of the work which was set to feature at the event due to the support of the Appley Day organisers. A prize giving ceremony was held at Ryde Rowing Club.

At the end of September, the Leader and Chief Executive attended the 'Islands Forum,'. This was a new forum created for UK Islands to work together on shared opportunities and challenges and the first forum took place in Orkney. The forum was held at the Research and Innovation Campus in Stromness and was chaired by cabinet office minister for intergovernmental relations Nadhim Zahawi. Representatives attended from the Isles of Scilly, Rathlin (off the coast of Antrim in Northern Ireland), and Anglesey (off Wales), as well as from Shetland, Western Isles, Argyll and Bute and Highland and North Ayrshire Councils, and of course the Isle of Wight. The focus for the first forum was 'Net Zero' and we had the opportunity to see the work that Orkney was delivering in renewables, marine energy, low carbon technologies, offshore wind turbines and green hydrogen.

Public consultations that have taken place during Quarter 2, include:

- **Traffic Regulation Orders** – The council is currently part-way through an island wide review of traffic regulation orders. The current proposal mainly covers the Southern side of the island and have been drawn up from suggestions made since 2014. The plans were agreed with the police before consulting with town and parish council and local elected members t the end of 2021. All the current live proposals are within District 5 (Ventnor, Wroxall, Chale, Niton and Whitwell) and remain open for public feedback until 28<sup>th</sup> October 2022. This consultation supports UN Sustainability Goal 9.

## Strategic Risks

Achieving the vision for the Island		
Assigned to: Chief Executive		
Inherent Score	Target Score	Current Score
14 RED	6 GREEN	12 RED
Previous scores		
Jul 22	Mar 22	Nov 21
12 RED	12 RED	12 RED
Risk score is consistent		

Dealing with threats to business continuity (including cyber incidents)		
Assigned to: Assistant Chief Executive and Director of Strategy		
Inherent score	Target score	Current score
12 RED	6 LOW	9 AMBER
Previous scores		
Jul 22	Mar 22	Nov 21
9 AMBER	9 AMBER	9 AMBER
Risk score is consistent		

# Appendix 2 - 2022/23 Q2

## STRATEGIC FINANCE, TRANSFORMATIONAL CHANGE AND CORPORATE RESOURCES

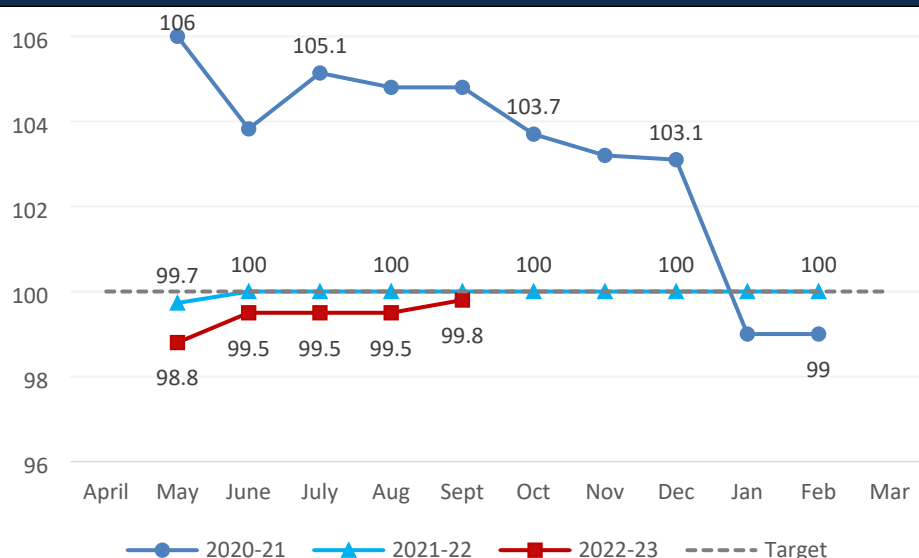
**Cabinet Member:** Councillor Chris Jarman

**Portfolio Responsibilities:**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Finance</li> <li>• Business Centre</li> <li>• Benefits and Grants</li> <li>• Audit</li> <li>• Treasury Management</li> </ul> | <ul style="list-style-type: none"> <li>• Transformational Change</li> <li>• Property and Asset Management</li> <li>• Commercial Property Investments</li> <li>• Leasing</li> <li>• Procurement and Contract Management</li> <li>• Business Intelligence</li> </ul> |
|---|--|

### Performance Measures

**Percentage of predicted revenue outturn compared to budget**



**Aim:** Revenue Outturn is below 100 percent

**UN Sustainable Development Goal:** 8

**Most Recent Status:** September 2022

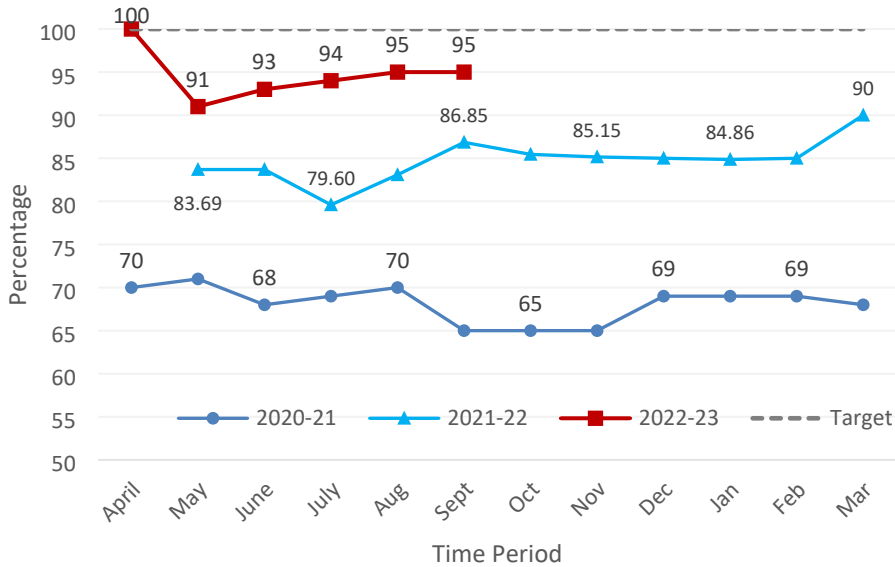
**GREEN**

**Previous Status:** June 2022

**GREEN**

- As at the end of quarter 2 we are forecasting a balanced budget. However, this includes several significant pressures relating to adults & children’s social care, leisure income, energy costs and the anticipated pay award.
- Some of the pressures outlined above have already been offset from savings in treasury management and concessionary fares to leave a total net forecast pressure of £7.5m
- We are planning to utilise the corporate and Covid contingencies as previously agreed offset this net pressure to reach a balanced position at year end.

**Percentage of forecast revenue income (fees & charges) compared to budget**



**Aim:** Revenue income is above 100 percent

**UN Sustainable Development Goal:** 8

**Most Recent Status:** September 2022

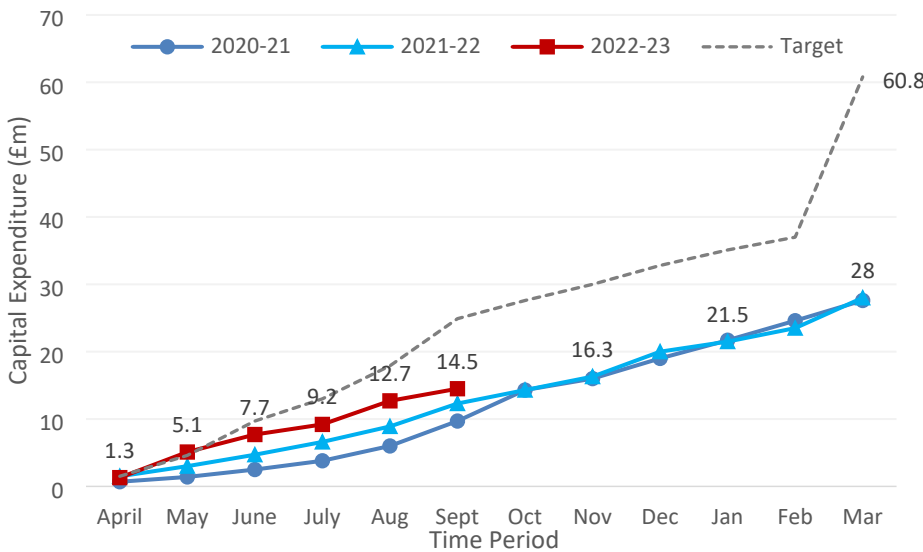
**AMBER**

**Previous Status:** June 2022

**RED**

- Fees and charges are forecast to be under achieved by approx. £1.2m in 2022/23.
- This is due to the slow post Covid recovery of leisure income especially one card subscriptions, as well as other smaller shortfalls from the floating bridge and heritage services
- This pressure forms part of the overall pressure as contained in the previous chart and will therefore be offset by the use of the Covid Contingency to enable a balanced budget to be achieved at year end

**Value of cumulative capital expenditure compared to profiled budget**



**Aim:** Capital expenditure is within/under budget

**UN Sustainable Development Goal:** 8

**Most Recent Status:** September 2022

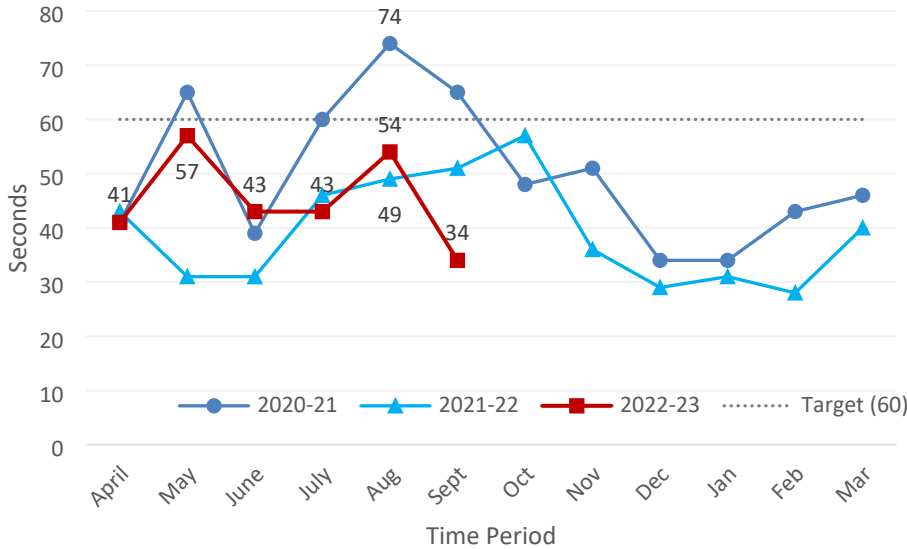
**GREEN**

**Previous Status:** June 2022

**GREEN**

- We are currently forecasting net slippage of around £9m from this year’s capital programme although at least half of this is related to the housing elements of the programme which are still in the early stages of development.
- Capital challenge meetings have been held to more accurately profile spend with over £7m of budgets moved into future years.
- Project Managers are now starting to prepare bids for funding in 23/24 and onwards.

**Average time to answer calls to the contact centre**



**Aim:** Calls are answered within 60 seconds

**UN Sustainable Development Goal:** 16

**Most Recent Status:** September 2022

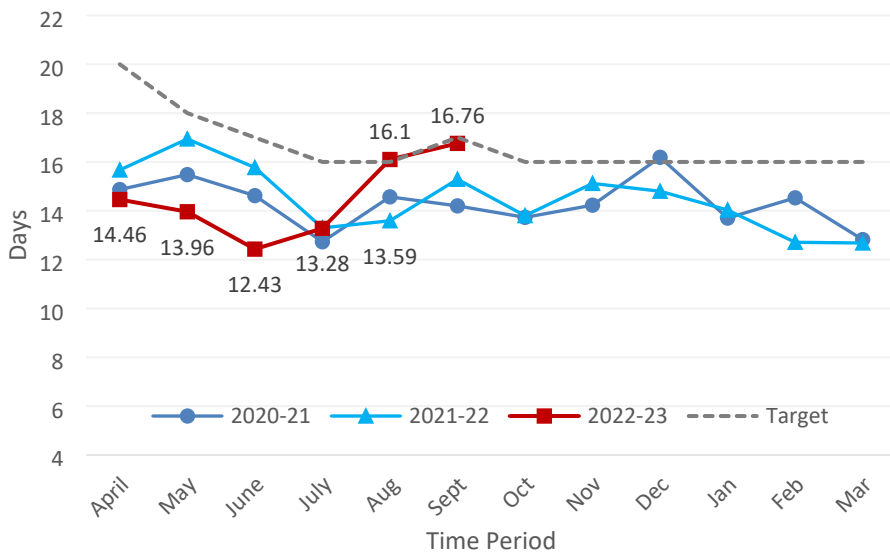
**GREEN**

**Previous Status:** June 2022

**GREEN**

- The average time to answer calls to the contact centre, while on average higher than during the same period last year, remains below our target of 60 seconds, as we did throughout 2021-22.
- The time to answer calls is impacted by staff sickness, as was the case in October last year, and an increase in activity as evidenced during the pandemic.
- Trends indicate we will see a decrease in time taken to answer calls as we enter Quarter 3, as we have for the previous two years. We can already see that the time taken to answer calls has dropped as of the end of Quarter 2.

**Average speed of processing new benefit claims**



**Aim:** Average speed of processing is below target

**UN Sustainable Development Goal:** 1

**Most Recent Status:** September 2022

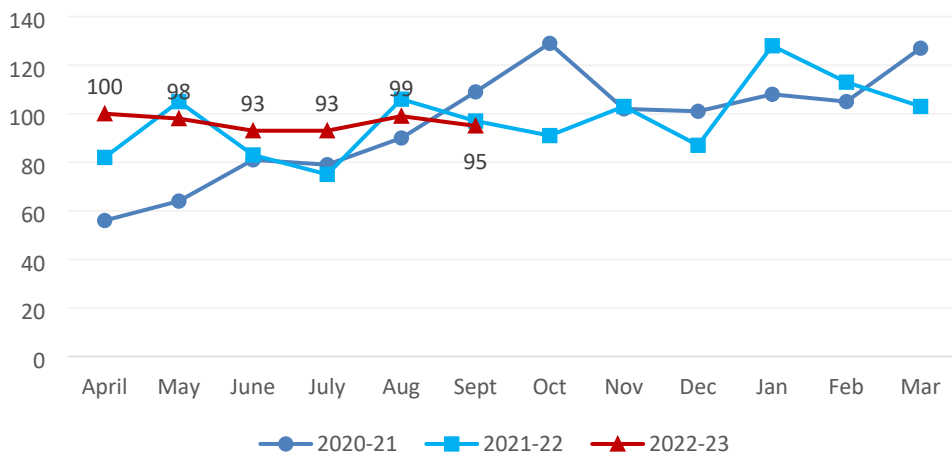
**GREEN**

**Previous Status:** June 2022

**GREEN**

- The number of cases for housing benefits and local council tax support continue to remain constant with most cases for local council tax support.
- The month of August is a busy month for annual leave; however, the new claims are being dealt with efficiently and on time.

### Number of FOI requests received



**Aim:** Not applicable

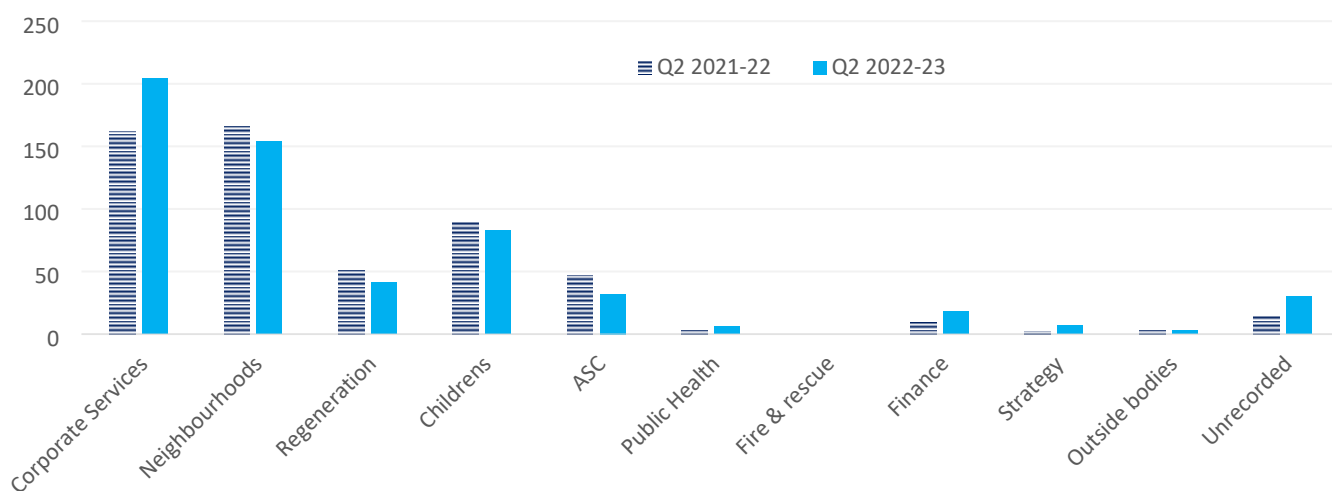
**UN Sustainable Development Goal:** 16

**Most Recent Status:** September 2022

**Monitoring Measure Only**

**Previous Status:** March 2022

**Monitoring Measure Only**



- The number of FOI requests received has remained relatively stable over the last 6 months, ranging between 93 and 100.
- The highest number of requests received are consistently within Corporate services and Neighbourhoods. Corporate have received a total of 204 requests to date this year, compared to 162 in the same period last year. Neighbourhoods however has seen a drop from 166 to 154 for the same period.
- Public Health, Strategy and Outside Bodies continue to receive a low level of requests, and Fire and Rescue is yet to receive a request this year.
- On average for quarter 2, 90 percent of requests have been processed on time (July was 94 percent, August was 90 percent, September was 85 percent)

### Service Updates - Key Aspirations and Ongoing Business

#### The following activity supports UN Sustainability Goal 3:

The recently appointed 'welfare officer' is having a positive impact, actively encouraging the take up of benefits, promoting discounts and disregards for council tax to ensure that residents can access the financial support they are entitled to. The energy rebate scheme closed on the 30th September with 55,565 payments being made to residents living in a property with a council tax band A-D. The discretionary energy rebate scheme remains open to 30 November and to date 199 households have received additional financial support.

#### The following activity supports UN Sustainability Goal 8:

A refreshed procurement strategy has now been completed, considering the key requirements set out in the council's corporate plan and is being presented to the October 2022 cabinet meeting for consideration.

Actions in relation to local market engagement are to be included in the new procurement strategy action plan. Once Cabinet approval has been secured, the action plan will enter delivery and regular reporting of progress against strategy intentions will be undertaken through the audit committee.

The annual survey findings were discussed at Corporate Management Team in June and July. Directors were provided with the feedback for their service area to enable them to discuss the results at their management team meetings and to agree actions to address concerns. The BIG action plan has also been refreshed to provide a greater emphasis on regular conversations with staff to discuss career development, learning, team well-being and the need to build relationships across the Council to prevent 'silo' working. Work has also progressed to address the issues of frontline workers receiving regular communications and access to learning. Discussions at the Managers' Conference in September and articles in the Vine have helped to keep all staff informed.

A pilot leadership programme was launched in July with 22 aspiring leaders across the organisation which will focus on self-managed learning and provide an opportunity for colleagues to share experience and knowledge, as well as hearing the leadership journeys of senior leaders. A date for next year's Council's awards event has been set for 7th July 2023 at Cowes Yacht Haven.

## Strategic Risks

<b>Lack of financial resource and the ability to deliver the council's in-year budget strategy</b>		
<b>Assigned to: Director of Finance and Section 151 Officer</b>		
<b>Inherent Score</b>	<b>Target Score</b>	<b>Current Score</b>
<b>16 RED</b>	<b>5 GREEN</b>	<b>5 GREEN</b>
<b>Previous scores</b>		
<b>Jul 22</b>	<b>Mar 22</b>	<b>Nov 21</b>
<b>5 GREEN</b>	<b>5 GREEN</b>	<b>9 AMBER</b>
<b>No change to risk score</b>		

<b>Lack of financial resource and the ability to deliver the council's medium-term financial strategy</b>		
<b>Assigned to: Director of Finance and Section 151 Officer</b>		
<b>Inherent Score</b>	<b>Target Score</b>	<b>Current Score</b>
<b>16 RED</b>	<b>9 AMBER</b>	<b>9 AMBER</b>
<b>Previous scores</b>		
<b>Jul 22</b>	<b>Mar 22</b>	<b>Nov 21</b>
<b>9 AMBER</b>	<b>9 AMBER</b>	<b>16 RED</b>
<b>No change to risk score</b>		

<b>Insufficient staffing capacity and skills</b>		
<b>Assigned to: Director of Corporate Services</b>		
<b>Inherent Score</b>	<b>Target Score</b>	<b>Current Score</b>
<b>16 RED</b>	<b>9 AMBER</b>	<b>10 RED</b>
<b>Previous scores</b>		
<b>Jul 22</b>	<b>Mar 22</b>	<b>Nov 21</b>
<b>10 RED</b>	<b>9 AMBER</b>	<b>9 AMBER</b>
<b>No change to risk score</b>		

**A change in organisational culture fails to keep a pace with the speed of organisational change, negatively impacting on the delivery of the required transformation to deliver the corporate plan**

**Assigned to: Director of Corporate Services**

<b>Inherent Score</b>	<b>Target Score</b>	<b>Current Score</b>
<b>16 RED</b>	<b>6 GREEN</b>	<b>6 GREEN</b>
<b>Previous scores</b>		
<b>Jul 22</b>	<b>Mar 22</b>	<b>Nov 21</b>
<b>6 GREEN</b>	<b>6 GREEN</b>	<b>6 GREEN</b>
<b>Risk score is consistent</b>		



# Appendix 3 - 2022/23 Q2

## ADULT SOCIAL CARE AND PUBLIC HEALTH

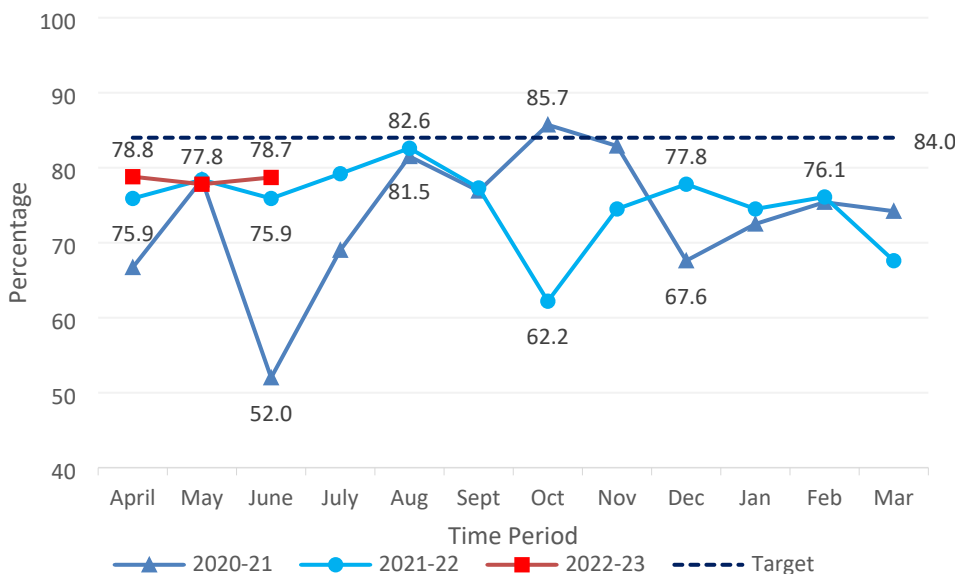
**Cabinet Member:** Councillor Karl Love

**Portfolio Responsibilities:**

- Community Care
- Residential Care
- Nursing Care
- Homecare
- Day Care
- Direct Payments
- Supported Living
- Learning Disability Homes
- Respite Care
- Resettlement
- Safeguarding
- Social Workers
- Family Working
- Healthy Lifestyles
- Domestic Abuse
- Early Help Services
- Obesity
- Social Health
- Substance Misuse
- 0-19 Services

### Performance Measures

**Proportion of older people (65+) still at home 91 days after discharge from hospital into reablement/rehabilitation services**



**Aim:** The percentage of people still at home 91 days after discharge is above 84 percent

**UN Sustainable Development Goal: 3**

**Most Recent Status:** September 2022

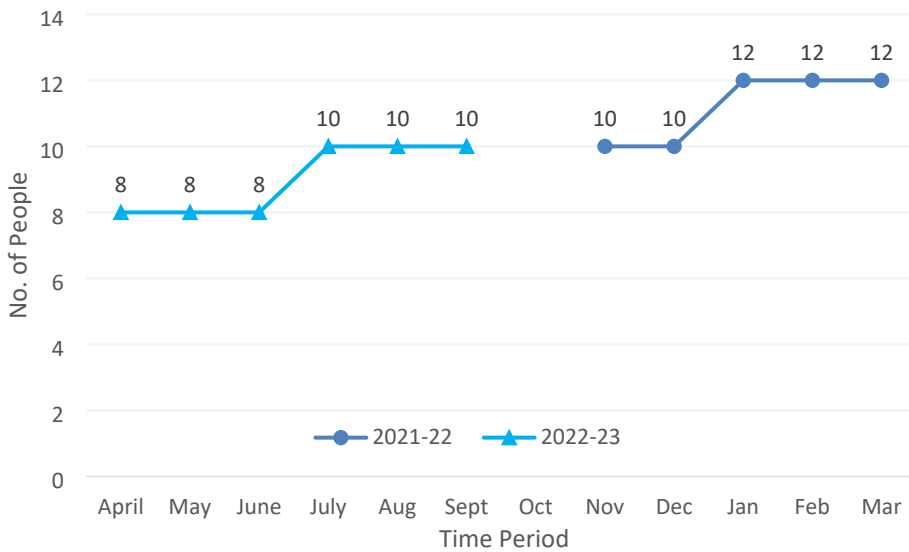
**Amber**

**Previous Status:** March 2022

**Amber**

- Please note that 91 days data will always be 3 months in arrears due to the nature of the measure
- We are currently below the target level of 84 percent of older people still at home 91 days after discharge, with an average 78.4 for quarter 1 of 2022-23
- We are seeing an increase in discharges where there is Long Term Need - This has resulted in people exceeding the normal 42-day window of Reablement by a considerable amount.

**Number of new ASC clients discharged from hospital progressing to short or long-term support at home, commissioned via Horizon.**



**Aim:** Monitoring Measure only

**UN Sustainable Development Goal:** 3

**Most Recent Status:** September 2022

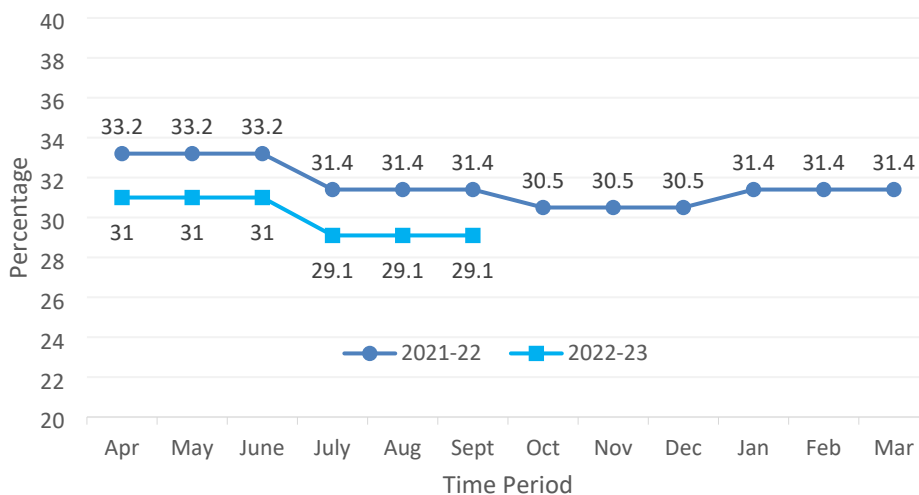
**Monitoring Measure Only**

**Previous Status:** March 2022

**Monitoring Measure Only**

- The number of people discharged from hospital is recorded one quarter in arrears, as the homecare package won't always start the same quarter as the discharge

**Proportion of people in receipt of care and support funded by the council supported to remain at home**



**Aim:** Monitoring Measure only

**UN Sustainable Development Goal:** 3

**Most Recent Status:** September 2022

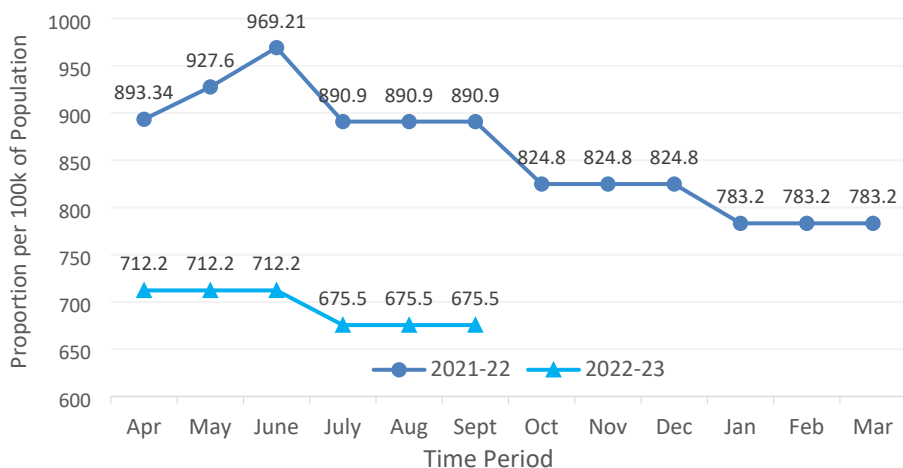
**Monitoring Measure Only**

**Previous Status:** March 2022

**Monitoring Measure Only**

- Due to the nature of the measure, this data will always be at least one month in arrears
- In the last 12 months, the proportion of people in receipt of care supported to remain at home has remained relatively consistent at an average 30.5 percent and this trend currently looks set to continue

**Rate of permanent admissions to residential & nursing care homes per 100k population (65+)**



**Aim:** Monitoring Measure only

**UN Sustainable Development Goal:** 3

**Most Recent Status:** September 2022

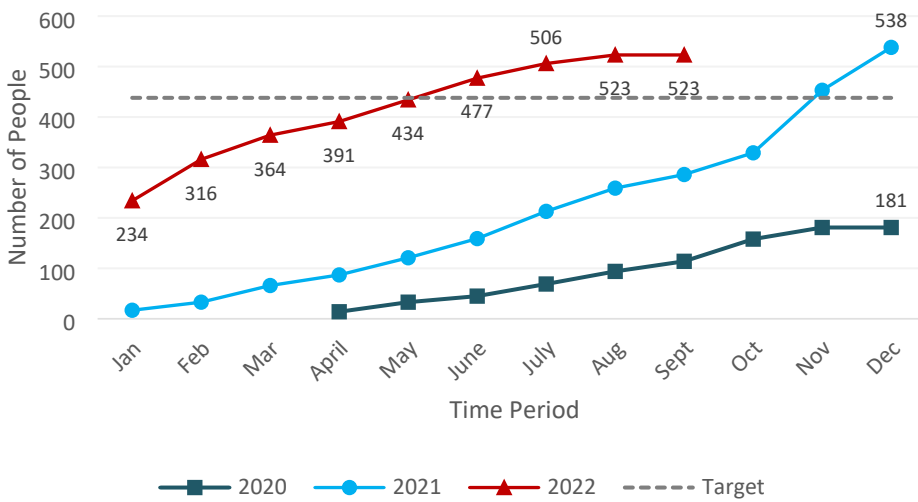
**Monitoring Measure Only**

**Previous Status:** June 2022

**Monitoring Measure Only**

- Due to the nature of the measure, this data will always be at least one month in arrears
- In line with the Care Close to Home strategy, the rate of permanent admissions is significantly lower than during the same period in the previous financial year
- This downward trend looks set to continue through quarter 3

**Smoking Quitters – number of people quitting nicotine at 4 weeks**



**Aim:** Number of people nicotine free reaches/exceeds the end of year target

**UN Sustainable Development Goal: 3**

**Most Recent Status:** September 2022

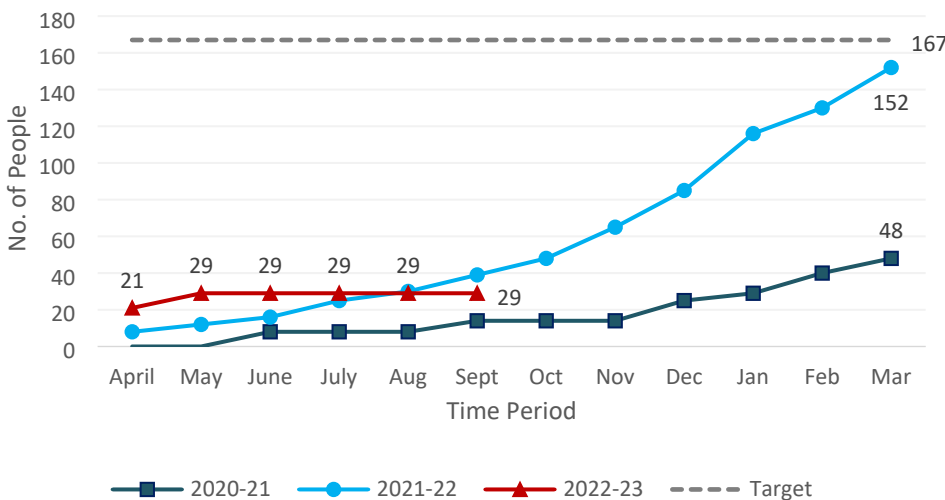
**GREEN**

**Previous Status:** June 2022

**GREEN**

- Please note: There can be a data lag of up to 6 weeks depending on when each quit date was set in the month
- This indicator includes those who have quit smoking nicotine with specialist support
- The contract year for the stop smoking service runs from the 1st January to 31st December.
- The target for 2022 was increased to 438, of which we have already achieved 119 percent.
- We are currently seeing an increase of 65 percent compared to the same time last year

**Number of people achieving weight loss of 5% of body weight in 12 weeks (in commissioned service)**



**Aim:** Number of people achieving 5 percent weight loss reaches/exceeds the end of year target

**UN Sustainable Development Goal: 3**

**Most Recent Status:** September 2022

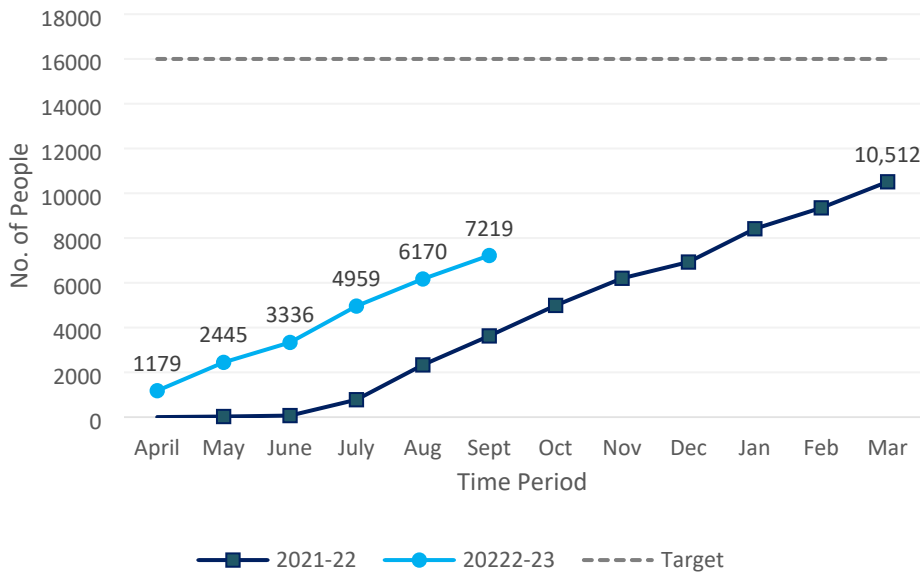
**AMBER**

**Previous Status:** June 2022

**AMBER**

- Weight management services and successful completions is a complex issue, we are now focusing the service on those most at risk and less likely to take up services or able to access through a commercial service.
- The data for Quarter 2 (July-September) will be updated in the subsequent quarter due to 12-week intervention
- The numbers are all tied to the enrolled/access date
- The number of people achieving 5% weight loss in Quarter 1 was 29, more than double the 13 achieved in the same period last year.

### Number of adults 25+ taking part in sport or physical activity



**Aim:** Number of Adults taking part in sport or physical activity reaches/exceeds 16,000 end of year target

**UN Sustainable Development Goal:** 3

**Most Recent Status:** September 2022

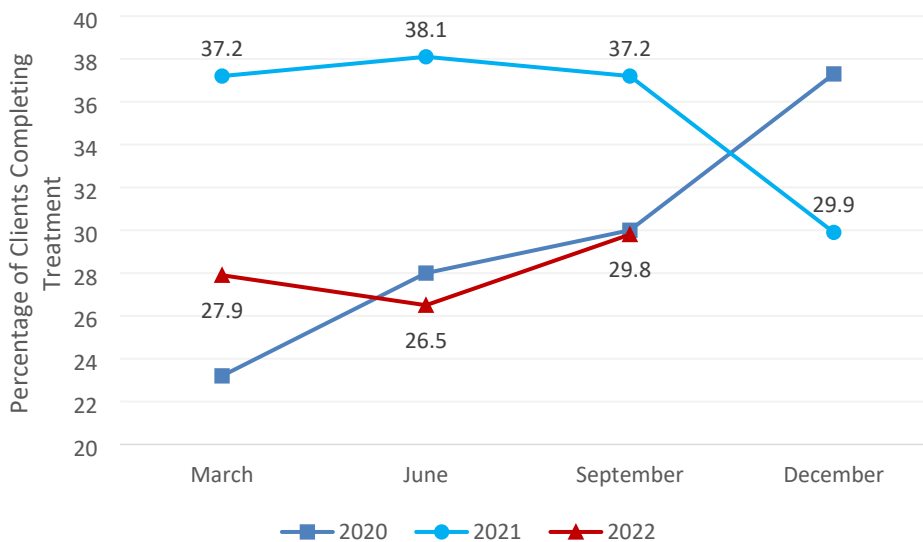
**Amber**

**Previous Status:** June 2022

**Amber**

- Figures for this year are substantially higher than for the same period last year, this is unsurprising given the easing of COVID restrictions and the increase in group activities available.
- There were reduced participants at parkrun during Quarter 2, most likely due to the school holidays.
- We are currently at 45 percent of the 16,000 end of year target
- Activities taking place include the parkrun and the CPD cycling training course

### Successful completion of alcohol treatments



**Aim:** Successful completion of treatment exceeds end of year target

**UN Sustainable Development Goal:** 3

**Most Recent Status:** September 2022

**AMBER**

**Previous Status:** June 2022

**AMBER**

- This figure is a percent on those in treatment therefore if more people access treatment the percent of completions may fall
- The data captured in National Drug Treatment Monitoring System shows only structured treatment outcomes. There are increasing numbers in treatment which can affect the overall percentage.
- A new programme has been launched for which the cycle is not yet complete, so the outcomes are yet to be recorded.
- The role of the drug and alcohol liaison nurse (DLAN) within the hospital has led to identifying patients who previously have not reached out for support, and often these patients are more complex so their treatment journey will be longer and more involved. The DALN has carried out 31 detoxes on the ward not all of which will be captured in this successful outcome indicator.
- True outreach and partnership working in the homelessness hub has also led to increased complexity in cases.
- The Substance misuse service locally is flexible and adapts to need, as a result they deliver a brief interventions pathway for non-dependent drinkers. This has seen 70 people access the BI pathway this quarter alone and there were 54 discharges and 43 percent of these were successful.

## Service Updates - Key Aspirations and Ongoing Business

### The following activity supports UN Sustainable Development Goal 3:

Community engagement activities have concluded, and the final draft is with the Carers Strategy Working group for final comment by Wednesday 21/09/2022. This will then enable the strategy to progress through formal decision-making structures for approval and adoption.

The support available for informal carers continues to be in place and includes a requirement for the provider, Cares IW, to ensure that they are actively promoting assessments for carers. Quarterly reporting is in place and shows increased support being offered to our Islands Carers. It is worth noting that the complexity of support is also increasing.

The Better Care Fund (BCF) for 2022/2023 has been approved by Cabinet and will be submitted in line with the central government requirements once approved by the Health and Well-Being Board.

The full review of the Regaining Independence Service is underway with a focus on greater levels of rehabilitation and reablement services being provided in peoples own homes.

The Gouldings refurbishment continues to progress in accordance with the anticipated timeline, and closure is still planned between 01/04/2023 - 31/10/2023. Staff will be redeployed during this period.

An independent audit of Adult social care safeguarding criteria took place in June and July 2022. Key strengths were identified, as well as areas of practice development. A follow up audit is planned in late September 2022 to look at progress in those areas for development.

Work continues with the Safeguarding Adults Board. This includes

- Safeguarding Workshop at the Adult Social Care and Housing Needs Conference in October.
- Media campaign for Adult Safeguarding Awareness Week in November
- Service user voice central to SAB conference
- Key feedback from ASC and partner agencies in SAB Learning Needs Analysis in November

Public Health are opening a second round of small grants to the voluntary sector for mental health and wellbeing as part of the aim to increase the role of the voluntary sector in delivering services to the community. Key partners are engaged at a strategic level in the Health and Wellbeing board and other partnerships as appropriate.

A Local Government Association (LGA) review of Public Health outcomes was undertaken to further understand how we can improve the health of the population, and the health and wellbeing strategy was finalised and signed off at the July meeting of the board. Further workshops are now being planned.

Public Health continue to collaborate with Energise Me and Sports Development to deliver the We Can Be Active programme of work. Conversations ongoing with those who work with older and vulnerable clients to increase physical activity.

The team have also undertaken the CLEAR assessment and established the training needs of maternity staff. We are working with partners in the Integrated Care Provider to support wider tobacco agenda and NHS Long Term Plan commitments.

The LGA review of Public Health's partnership with Hampshire County Council took place in September and the assessment was overall a positive one. An action plan is currently in development to address any points raised.

As part of the IW suicide prevention strategy, sector led improvement activity is being undertaken, and a presentation is due to the Health and Wellbeing board in November.

The substance misuse services continue to be closely monitored through contract management meetings, a robust performance management framework and quality reporting with positive outcomes, and increased national funding for the service was agreed at cabinet in October.

The new Domestic Abuse Partnership has met to implement the new Act. This is working well with wide engagement from partners.

## Strategic Risks

### Failure to recruit acceptable quality of professional practice across Adult Social Care (ASC) and Housing Needs

Assigned to: Director of Adult Social Care

Inherent score	Target score	Current score
14 RED	6 GREEN	6 GREEN
Previous scores		
Jul 22	Mar 22	Nov 21
8 AMBER	8 AMBER	8 AMBER
Reduction in risk score		

### Failure to identify and effectively manage situations where vulnerable adults are subject to abuse

Assigned to: Director of Adult Social Care and Assistant Director of Operations

Inherent score	Target score	Current score
16 RED	6 GREEN	11 AMBER
Previous scores		
Jul 22	Mar 22	Nov 21
11 AMBER	10 AMBER	10 AMBER
No change in risk score		

### Failure to secure the required outcomes from the integration of adult social care and health

Assigned to: Director of Adult Social Care

Inherent score	Target score	Current score
16 RED	6 GREEN	10 AMBER
Previous scores		
Jul 22	Mar 22	Nov 21
10 AMBER	10 AMBER	10 AMBER
No change to risk score		

### Independent Social Care Sector Sustainability (care Homes and Home Care)

Assigned to: Director of Adult Social Care

Inherent score	Target score	Current score
16 RED	6 GREEN	12 RED
Previous scores		
Jul 22	Mar 22	Nov 21
12 RED	12 RED	12 RED
No change to risk score		

<b>Additional demands placed upon the Isle of Wight Council and partners owing to pandemic flu or similar large-scale outbreaks</b>		
<b>Assigned to: Director of Public Health</b>		
<b>Inherent score</b>	<b>Target score</b>	<b>Current score</b>
<b>16 RED</b>	<b>12 RED</b>	<b>12 RED</b>
<b>Previous scores</b>		
<b>Jul 22</b>	<b>Mar 22</b>	<b>Nov 21</b>
<b>12 RED</b>	<b>16 RED</b>	<b>16 RED</b>
<b>No change to risk score</b>		

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# Appendix 4 - 2022/23 Q2

## DEPUTY LEADER, DIGITAL TRANSFORMATION, HOUSING, HOMELESSNESS AND POVERTY

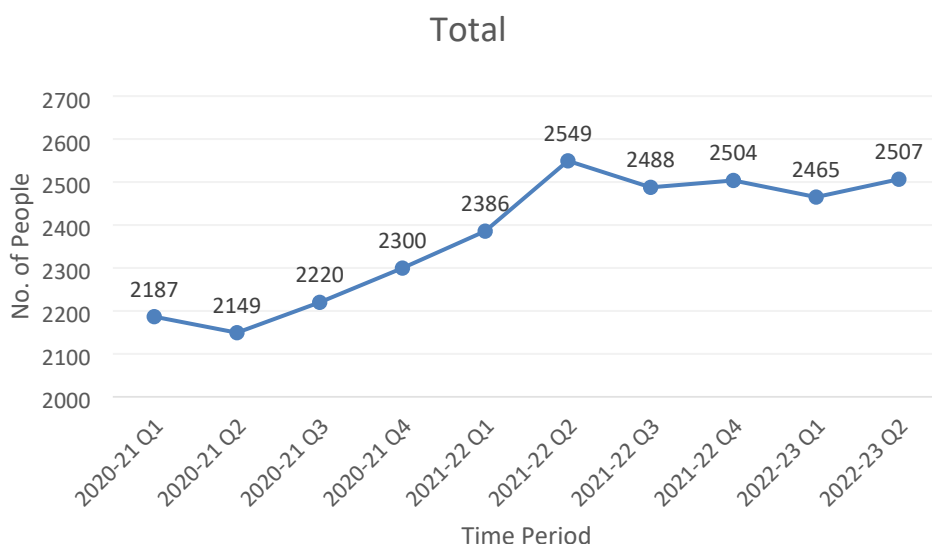
**Cabinet Member:** Councillor Ian Stephens

**Portfolio Responsibilities:**

- ICT Contracts
- Applications Development
- Digital Service
- Software Development
- Compliance and Infrastructure
- Desktop Support
- Telecommunications
- Homelessness
- Rough Sleeping
- Housing Related Support
- Housing Renewal and Enforcement
- Disabled Facilities Grant

### Performance Measures

**Average number of people on housing register per month in each of the bands**



**Aim:** Reduction in the number of people on each band of the housing register at month end

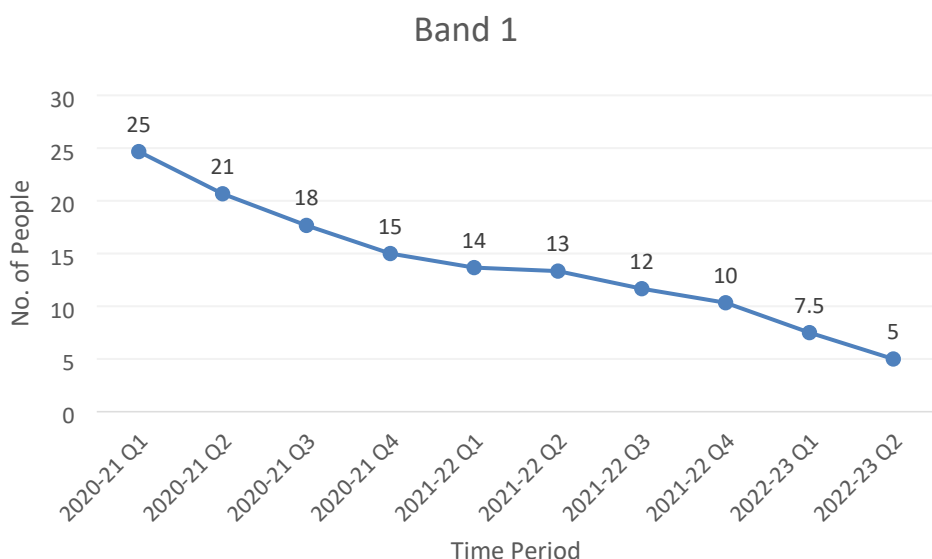
**UN Sustainable Development Goal:** 11

**Most Recent Status:** September 2022

**RED**

**Previous Status:** June 2022

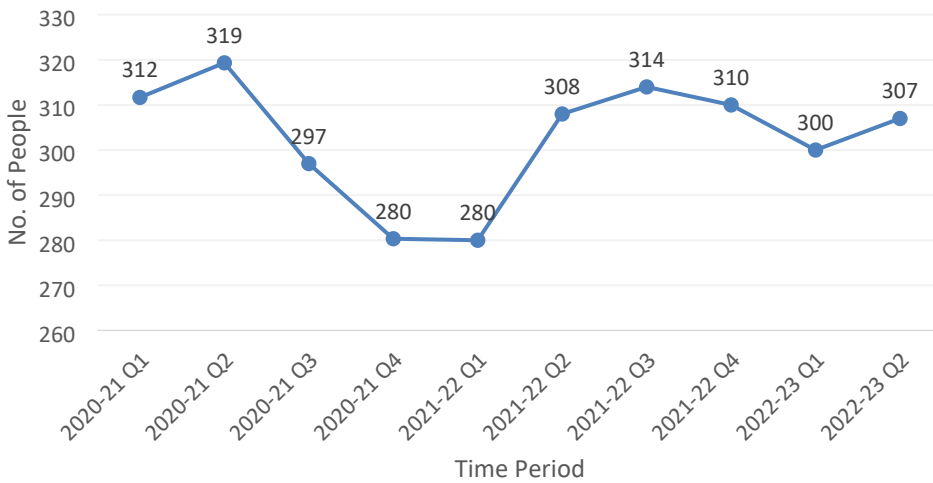
**RED**



Band 1 of the housing register includes those who meet the following criteria

- Urgent medical / welfare issues
- Multiples of Band 2

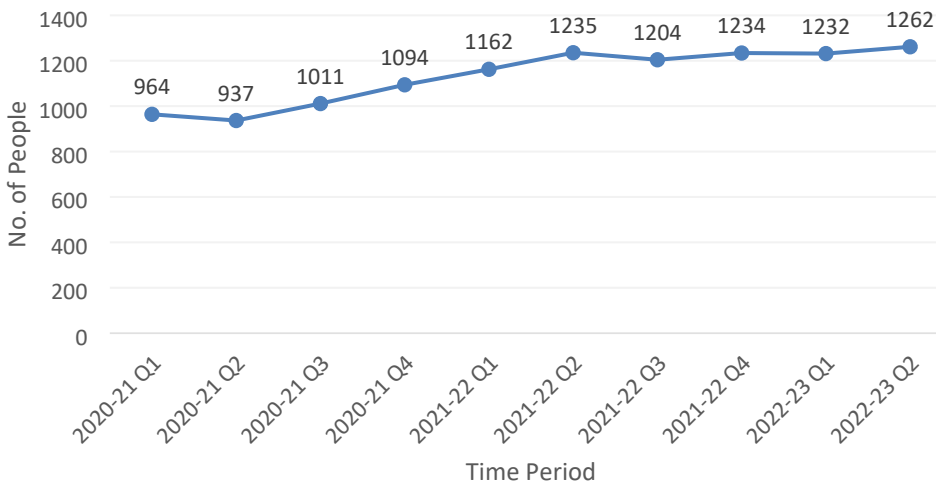
### Band 2



Band 2 of the housing register includes those who meet the following criteria

- Severe overcrowding (at least 2 bedrooms)
- Severe under-occupation (social housing tenants resident on the island)
- Applicants identified as being ready for 'move-on' accommodation
- Social housing tenants on the island vacating disabled adapted accommodation

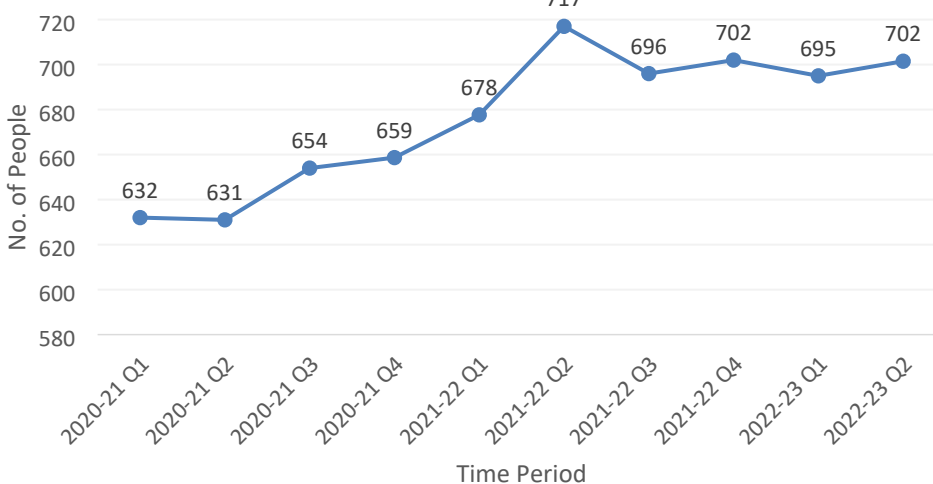
### Band 3



Band 3 of the housing register includes those who meet the following criteria

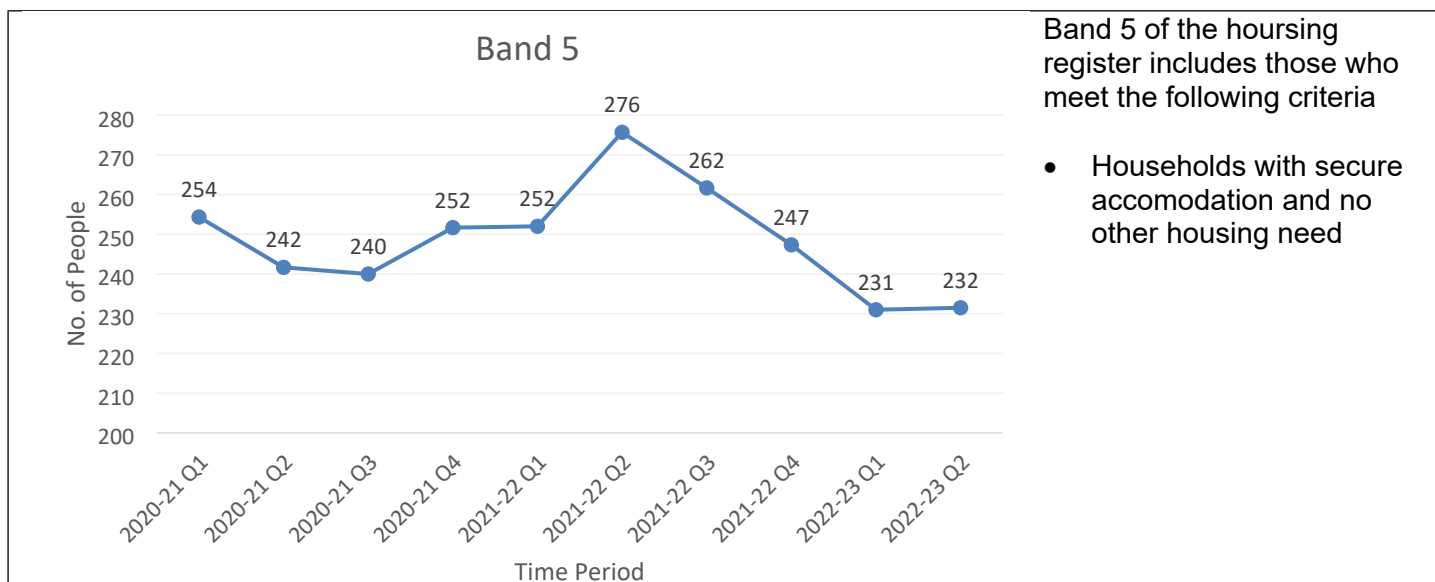
- Multiples of Band 4

### Band 4



Band 4 of the housing register includes those who meet the following criteria

- Homeless applicants
- Significant medical / welfare issues
- Hazardous property condition as defined by the Housing Renewal team
- Lacking or sharing amenities
- Households within insecure accommodation
- Minor overcrowding (1 bedroom)
- Minor under-occupation (private tenants or owner occupiers resident on the island)



Band 5 of the housing register includes those who meet the following criteria

- Households with secure accommodation and no other housing need

- Quarter 2 has seen a decrease in the number of people on the housing register from the same period last year (2507 compared to 2549 in quarter 2 2021), though this has increased from 2465 in quarter 1, with those on band 1 of the register (urgent medical/welfare issues) has dropping to a low of 5 people (average over the quarter)
- The highest proportion of people on the Housing register is consistently within band 3
- Applications are assessed and placed in one of five bands according to their housing needs. Within each band applications will be placed in priority date order, with the application with the oldest date having the highest priority. The date that is normally used is the date the housing need is assessed. Where circumstances change and move between bandings occur, the priority date will be changed to the date when the housing need was re-assessed.

#### Number & value of Disabled Facility Grants issued

- Aim:** Not Applicable
- UN Sustainable Development Goal:** 11
- This is a new measure, introduced as part of the 2021 Corporate plan, thus data is currently limited
- During Quarter 2, 77 grants were approved at a value of £609
- During Quarter 2, 62 grants were completed at a value of £523,000

#### Service Updates - Key Aspirations and Ongoing Business

##### The following activity supports UN Sustainable Development Goal 1:

At the end of quarter 2, the Rough Sleepers Accommodation Project is complete, ahead of the revised November end date. The housing delivery target for September 2022 has also been achieved. Going forward, a new acquisition strategy to acquire properties for council ownership is being prepared and is due for completion in October 2022.

We continue our consultation work with town and parish councils regarding specific sites such as ER Nettlestone, Pyle Street etc, and as of July 2022, planning has begun around Bay Place. A project team has also been set up to identify empty properties that are currently empty for reasons other than being a second or holiday home and could potentially be used for residential accommodation.

##### The following activity supports UN Sustainable Development Goal 8:

The Relocatable Homes scheme was approved by Cabinet in January 2022. The Supplementary Planning Documentation consultation is now complete and is due to be considered by Cabinet in October 2022. Flood risk assessments and site surveys are to be completed during quarter 3.

##### The following activity supports UN Sustainable Development Goal 9:

We are receiving regular updates from Wight Fibre regarding progress with their commercial investment with full fibre for the island, and in June 2022 they confirmed the programme is due for completion by December 2023.

**The following activity supports UN Sustainable Development Goal 11:**

The waiting list for Disabled Facilities grants remains in place, but we have recruited to a new post specifically to assist in grant application. The start date for the role is still to be confirmed, but we are confident that this will speed up the application process going forward and reduce waiting times.

**The following activity supports UN Sustainable Development Goal 16:**

The new website went live on the 12th May 2022 for the following services – Planning, Registrars, Fostering, Adult Social Care, Parking Services, and Adult Community Learning (including a new course booking system). There is a feedback mechanism for users of the new BETA website to allow for continued improvements/refinements to be undertaken.

The revised content and technical requirements to meet the council's statutory obligations under accessibility legislation are planned to be completed by the end of October 2022 for the Housing and Homelessness service, council tax and housing benefit service areas. The Waste & Recycling Service, along with their partner AMEY PLC, are scheduled for revised content and technical aspects to have been completed by the end of November 2022.

Work has commenced with Childrens Services as being the next major service area for review and which will be followed by the Human Resource Service/Recruitment service.

Preparations have also commenced for the decommissioning of the main website by April 2023 and remaining content transfer during the next phase of the project.

The council has taken a lead on co-ordination of information in conjunction with partners to support individuals with “cost of living” issues with a new single point of information and publicity campaign being launched in time for winter 22 Q3

## Strategic Risks

N/A

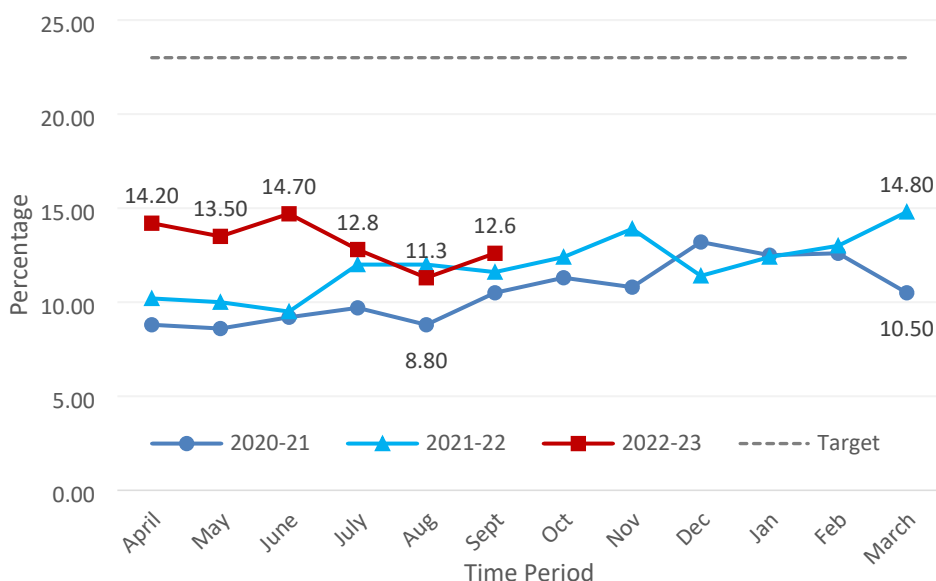
# Appendix 5 - 2022/23 Q2

## CHILDREN’S SERVICES, EDUCATION AND LIFELONG SKILLS

Cabinet Member: Councillor Debbie Andre	
<b>Portfolio Responsibilities:</b> <ul style="list-style-type: none"> <li>• Adoption</li> <li>• Fostering</li> <li>• Disabled Children Support</li> <li>• Respite Care</li> <li>• Early Help</li> <li>• Care Leavers</li> <li>• Safeguarding</li> <li>• Short Breaks</li> </ul>	<ul style="list-style-type: none"> <li>• Youth Service</li> <li>• Special Educational Needs</li> <li>• Alternative Education</li> <li>• Early Years Development</li> <li>• School Improvement</li> <li>• Schools</li> <li>• Asset Management</li> <li>• Home to School Transport</li> </ul>

### Performance Measures

**Percentage of children becoming the subject of Child Protection Plan for a second or subsequent time (within two years of the previous plans end date ).**



**Aim:** The percentage of children becoming subject of a second or subsequent plan remains below 23 percent

**UN Sustainable Development Goal: 3**

**Most Recent Status:** September 2022

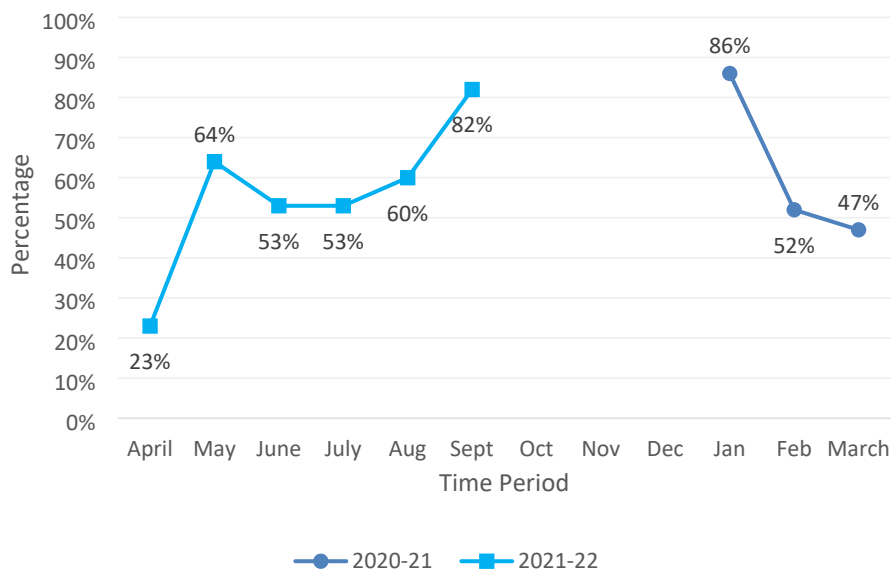
**GREEN**

**Previous Status:** June 2022

**GREEN**

- For children subject to a second or subsequent child protection plan within two years, each one is reviewed by the management team.
- The reason for the second or subsequent child protection plan is analysed with the majority being because of associated issues with the first child protection plan such as domestic abuse, adult substance misuse and/or adult mental health.
- We have seen a drop in the percentage during quarter 2 and remain well below the target of 23 percent, as we have for the last 2.5 years

### Percentage of early help cases closed with outcomes achieved



**Aim:** Increase in the percentage of cases closed with outcomes achieved

**UN Sustainable Development Goal:** 3

**Most Recent Status:** September 2022

**Monitoring Measure Only**

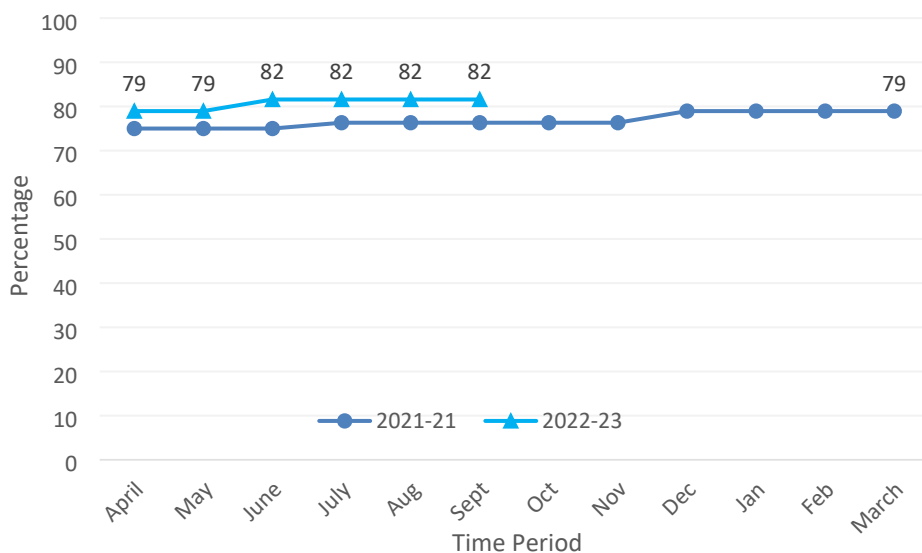
**Previous Status:** June 2022

**Monitoring Measure Only**

- This is a new measure introduced in the 2021 Corporate plan, and as such data is limited.
- There are various reasons for closure of Early Help cases, of which outcomes is one. The number of closed cases and of those with outcomes achieved is shown in the below table
- Many of the cases reported during this period were closed under the category of 'other', which makes it hard to distinguish whether outcomes have been achieved.

	Jan	Feb	Mar	April	May	June	July	Aug	Sep
<b>Cases Closed</b>	21	44	58	13	50	42	34	10	51
<b>Cases Closed with outcomes achieved</b>	18	23	27	3	32	22	18	6	42

### Percentage of primary schools graded as good or outstanding in the most recent inspection (not including schools with no inspection score)



**Aim:** Increase in the percentage of schools graded good or outstanding in the most recent inspection

**UN Sustainable Development Goal:** 4

**Most Recent Status:** September 2022

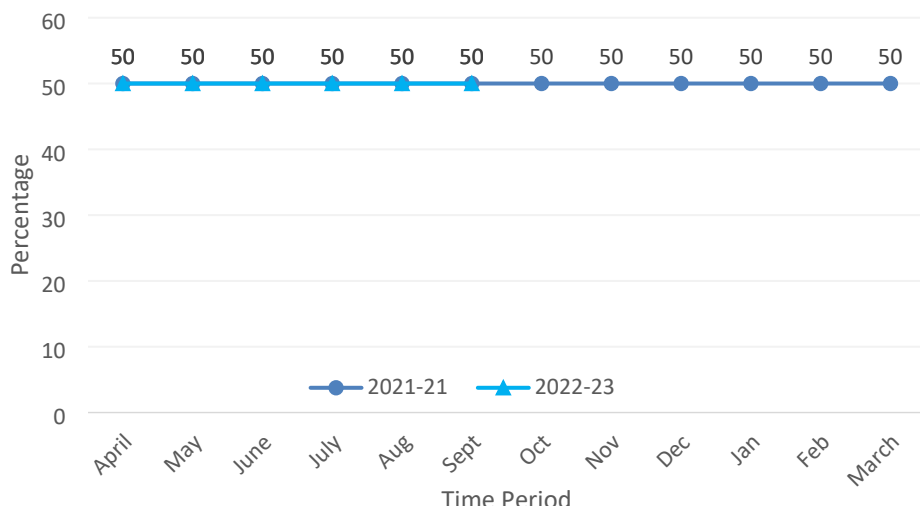
**Monitoring Measure Only**

**Previous Status:** March 2022

**Monitoring Measure Only**

- There were no inspections carried out during quarter 2 and as such, we remained stable at 82 percent
- This compares with 86 percent mean average for all English unitary authorities for the 2020/21 academic year

### Percentage of secondary schools graded good or outstanding in the most recent inspection



**Aim:** Increase in the percentage of schools graded good or outstanding in the most recent inspection

**UN Sustainable Development Goal:** 4

**Most Recent Status:** September 2022

**Monitoring Measure Only**

**Previous Status:** March 2022

**Monitoring Measure Only**

- There were no inspections carried out in quarter 2, as in quarter 1. As such the percentage of secondary schools rated good or outstanding remained consistent at 50 percent for the last 2 years.
- This compares with 72 percent mean average for all English unitary authorities for the 2020/21 academic year.

### Percentage of all Isle of Wight LA Schools graded good or outstanding in most recent inspection

Schools	Inadequate	Requires Improvement	Good	Outstanding	Ungraded
48	0	10	38	0	0
	0.00%	21%	79%	0.00%	0.00%
	21%		79%		0.00%

**Aim:** Increase in the percentage of schools graded good or outstanding in the most recent inspection

**UN Sustainable Development Goal:** 4

**Most Recent Status:** September 2022

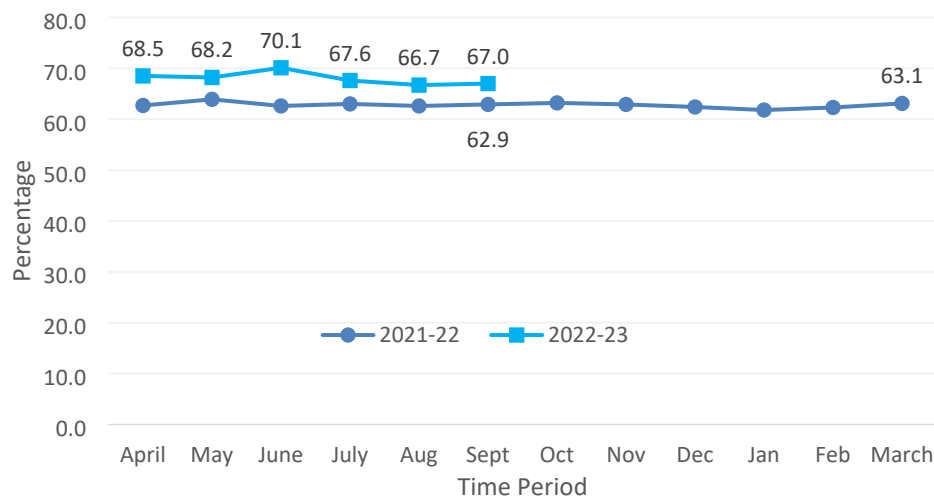
**Monitoring Measure Only**

**Previous Status:** March 2022

**Monitoring Measure Only**

- These results include schools not categorised as either Primary or Secondary. (The Bay CE School, Medina House Schools, St George’s School, and the Pupil Referral Unit all of which are currently rated as being “GOOD” by Ofsted)

### Percentage of care leavers in education, employment, or training



**Aim:** Increase in the percentage of care leavers in education, employment, or training

**UN Sustainable Development Goal:** 4

**Most Recent Status:** September 2022

**Monitoring Measure Only**

**Previous Status:** June 2022

**Monitoring Measure Only**

- While there is a general trend over quarter 2 (which includes a seasonal impact in terms of school leavers), the figure has been consistently above 60 percent since April 2021 and is 4.1 percent higher than at the same time last year.
- This data includes all care leavers aged over 16

### Service Updates - Key Aspirations and Ongoing Business

#### The following activity supports UN Sustainable Development Goal 3:

Every Cabinet and Committee report is now required to include a paragraph highlighting the impact on children and young people and future generations of any Council decision made by elected members. To coincide with this, Elected Members are considering allocating a dedicated time at Council meetings to enable the Youth Council to submit questions as the public can do.

Following the successful Have Your Say Day held earlier in the year where participation activities were held for 80 family members open to children with disability team, two further Have Your Say Weeks are being planned for the October 2022 and February 2023 half-terms, along with a Halloween Come Dine with Me Special.

The Participation Strategy and action plan has been updated with the findings from audits, surveys, feedback, and participation activities. Parents and children's views are part of all assessments and plans within the service. As part of our ongoing quality assurance framework, parents and carers views are sought as part of case auditing. The focus is on evidencing improvements in social work practice and service improvement because of participation of children and families.

The Early Help Strategy will be updated to include the development of our go further Family Hub developments. The Isle of Wight continues to be held as an exemplar model of best practice in relation to its Family Hubs and continues to participate and present to several national conferences, workshops, and seminars. The Isle of Wight also hosted a visit in Q2 to the Family Hub Network.

#### The following activity supports UN Sustainable Development Goal 4:

The School Places Plan for 2022 will be updated with the latest forecast pupil numbers by Autumn 2022. Scrutiny Committee for Children's Services has received an update earlier in September with an overview of pupil places within each planning area. Department of Education data will be available in October which will be scrutinised carefully to refine the school improvement programme.

The Isle of Wight has been selected to be one of 75 local authorities and awarded £2million to 2025 to develop a 'go further' Family Hub offer. A Trailblazer application from Isle of Wight Children's Services is currently being considered by the Department of Education.

#### The following activity supports UN Sustainable Development Goal 16:

The Lead Member for Children and Education was due to attend the Youth Council during quarter 2 but was unable to due to the Youth Council moving the date of the meeting, as such, this will be rescheduled. The Youth Council has met with the Office of the Police Crime Commissioner Youth Forum lead to establish a local Isle of Wight Forum.

## Strategic Risks

Failure to improve educational attainment		
Assigned to: Director of Children's Services		
Inherent score	Target score	Current score
16 RED	6 GREEN	10 AMBER
Previous scores		
Jul 22	Mar 22	Nov 21
10 AMBER	10 AMBER	10 AMBER



**No change to risk score**

<b>Failure to identify and effectively manage situations where vulnerable children are subject to abuse</b>		
<b>Assigned to: Director of Children's Services</b>		
<b>Inherent score</b>	<b>Target score</b>	<b>Current score</b>
<b>16 RED</b>	<b>5 GREEN</b>	<b>7 AMBER</b>
<b>Previous scores</b>		
<b>Jul 22</b>	<b>Mar 22</b>	<b>Nov 21</b>
<b>7 AMBER</b>	<b>7 AMBER</b>	<b>7 AMBER</b>
<b>No change to risk score</b>		

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# Appendix 6 - 2022/23 Q2

## PLANNING AND ENFORCEMENT

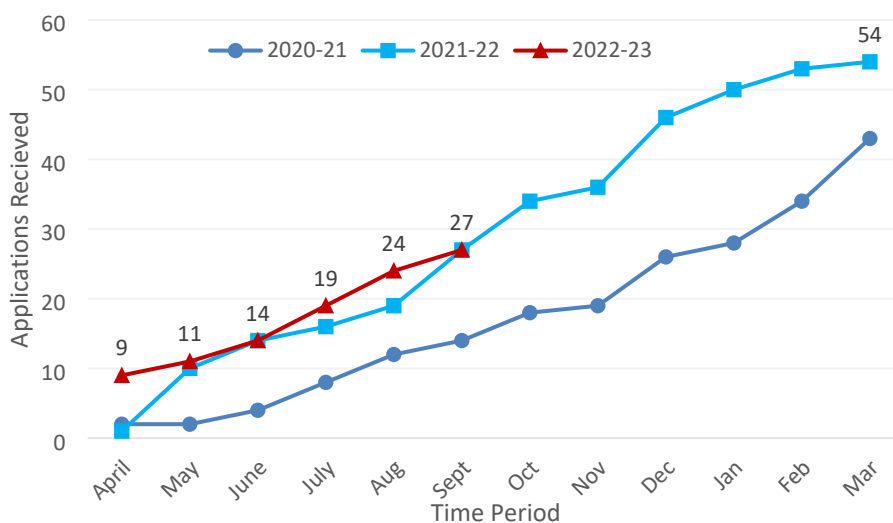
**Cabinet Member:** Councillor Paul Fuller

**Portfolio Responsibilities:**

- Island Planning Strategy
- Local Development Framework
- Planning Applications
- Planning Appeals
- Planning Enforcement
- Trees and Landscape Protection
- Building Control and Inspection

### Performance Measures

#### Number of major planning applications received



**Aim:** Not Applicable

**UN Sustainable Development Goal:** 12

**Most Recent Status:** September 2022

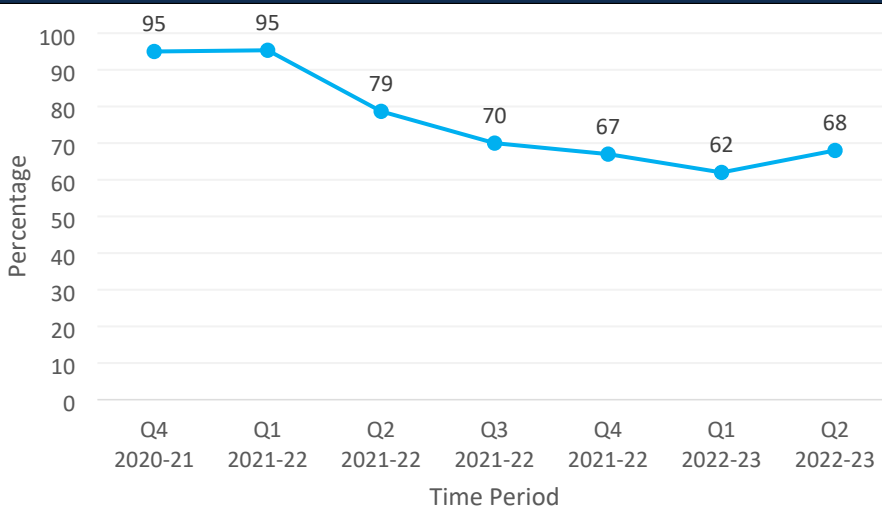
**Monitoring Measure Only**

**Previous Status:** March 2022

**Monitoring Measure Only**

- The number of major planning applications received up to now is the same as those received within the same period last year (27), and over double those received the year before (12 in 2020-21) during the pandemic.

#### Percentage of all planning applications processed within agreed timescales



**Aim:** The percentage of planning applications processed within agreed timescales is at/above 95 percent

**UN Sustainable Development Goal:** 12

**Most Recent Status:** September 2022

**Monitoring Measure Only**

**Previous Status:** March 2022

**Monitoring Measure Only**

- These figures do not include agreed upon extensions of time, which affects the percentage considered as 'on-time'
- Data on the breakdown between major, minor, and other planning applications will be available as part of the quarter 3 report

- Through 2021-22 there was a downward trend in the percentage of applications processed within timescales, but this is now beginning to pick up in 2022-23.

### **Service Updates - Key Aspirations and Ongoing Business**

#### **The following activity supports UN Sustainable Development Goal 9:**

A peer review was undertaken in May and the full report published in June can be viewed on the Council's website. The council committed to develop an action plan to deliver the recommendations of the peer review overseen by a working group of members, officers and wider stakeholders led by the Cabinet Member for Planning together with the Chairman of the Planning Committee and the Strategic Manager for Planning and Infrastructure. This action plan was completed and contains actions across a range of issues, with activities to be carried out up to the end of August 2023.

The Island Planning Strategy (IPS) went to Scrutiny in July and is planned for Cabinet and Full Council approval in October 2022, prior to undertaking a 6-week period of public representation.

Staff received Councillor feedback from the administration on the Island Planning Strategy and with ongoing Cabinet Member engagement, updated the policies within. The final version went to Corporate Scrutiny Committee (CSC) on 12<sup>th</sup> July. Councillors Fuller and Bacon have been working closely with the planning team to ensure that the content of the IPS reflects the key aims of the Corporate Plan.

A further informal session of CSC was held on the 10<sup>th</sup> August with staff providing support on potential recommendations and helping draft papers for the 6<sup>th</sup> September meeting, in addition to the Cabinet report for 8<sup>th</sup> September. Additional update sessions also took place on 25<sup>th</sup> August (Alliance Group briefing) and 30<sup>th</sup> August (Ryde Town Council briefing). Staff have been liaising with various cabinet members throughout the last 2 months.

## **Strategic Risks**

N/A

# Appendix 7 - 2022/23 Q2

## LEVELLING UP, REGENERATION, BUSINESS DEVELOPMENT AND TOURISM

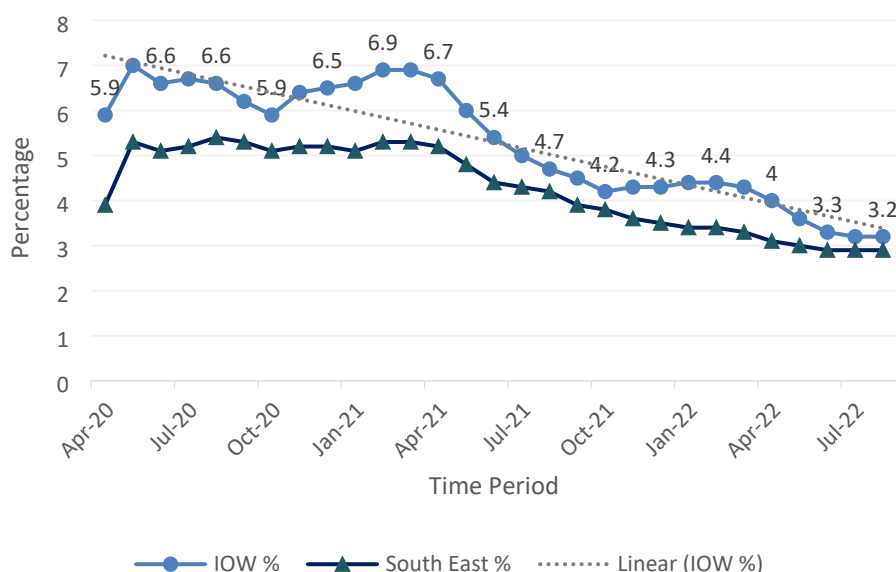
**Cabinet Member:** Councillor Julie Jones-Evans

**Portfolio Responsibilities:**

- Economic Development
- Events
- Regeneration Projects
- Levelling Up, SLEP
- Tourism
- Leisure Centres
- Sports Development

### Performance Measures

**Average number of out of work benefit claimants (per month)**



**Aim:** Reduction in the number of out of work benefit claimants

**UN Sustainable Development Goal:** 8

**Most Recent Status:** September 2022

**Monitoring Measure Only**

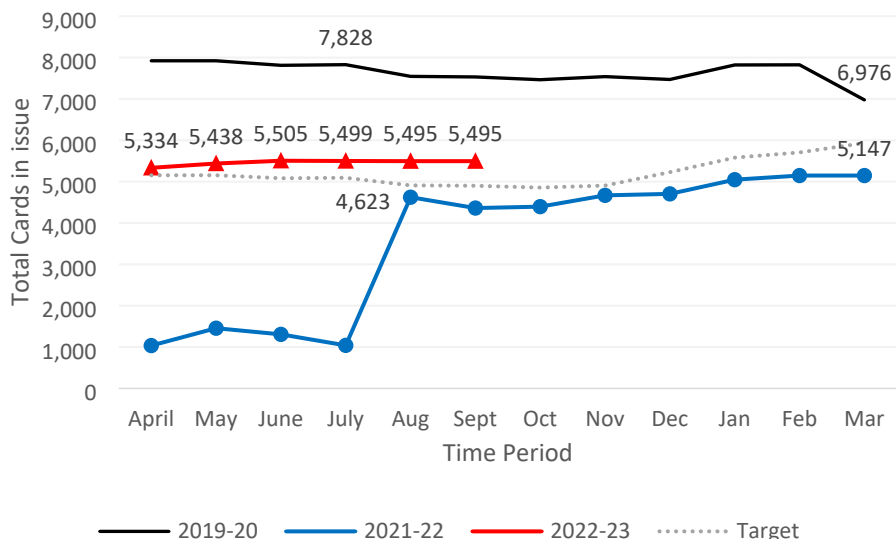
**Previous Status:** June 2022

**Monitoring Measure Only**

- The number of out of work benefit claimants dropped to a two-year low in July this year (3.2 percent of the working age population), a figure which has not been seen on the island since March 2020.
- We remain above the South East average of 2.9 percent, but below the England average of 3.7 percent
- The number of claimants on the IW is falling at a faster rate than regionally or nationally and this downward trend shows the island in a far healthier position that at the same time last year, when the claimant count stood at 4.7 percent for August 2021, indicating positive economic recovery as we continue to exit the pandemic
- The actual claimant count for 2021-22 and 2022-23 is shown in the below table

Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22
5370	4775	4290	4005	3770	3550	3365	3385	3395	3455	3460	3380	3145	2855	2856	2560	2565

### Total number of One Cards in issue



**Aim:** Increase in the number of One Cards in issue

**UN Sustainable Development Goal:** 3

**Most Recent Status:** September 2022

**GREEN**

**Previous Status:** June 2022

**AMBER**

- The number of One Cards (giving unlimited access to selected sports and leisure activities, subject to availability) in issue has seen a steady rise since the phased re-opening of facilities began in the 2021-22 financial year with the first accurate reflection of membership numbers appearing in September 2021 once the first post-Covid direct debits and cancellations have been processed.
- We have not yet returned to pre-Covid levels of membership (we are currently at 73 percent of membership as of September 2019), though over target and above the 4,361 membership of September 2021. This reflects the impact of sales campaigns around membership, along with investment at Medina Leisure.
- The council recognises the importance of leisure services to residents and visitors to the island and is carrying out a review of services in the light of the large increases in fuel costs and the overall impacts of the rise in the cost of living.

### Service Updates - Key Aspirations and Ongoing Business

#### The following activity supports UN Sustainable Development Goal 8:

A dedicated consultant has now been appointed to address viability and funding issues connected with Newport Harbour projects, and a project board has been established to support the next phase of development. The Supplementary Planning Documents will be considered by cabinet in quarter 3, and feasibility for the Cultural Centre on Newport Quay will be completed at the same time.

The Cabinet decision regarding a development partner for Venture Quays housing development is expected during quarter 3. The expression of interest exercise was completed in August 2022 confirming interest in the site for extra care development. Joint procurement with Adult Social Care for a provider/developer is expected to commence in quarter 3 subject to cabinet member agreement of this approach.

Due diligence on the property swap value of the former Shanklin Spa Hotel site has been completed by the Section 151 director of regeneration and is due for cabinet member sign-off in quarter 3 subject to this consideration and eventual disposal. The developer planning application is also expected to follow during quarter 3.

The council is receiving interest for space at Building 41 following soft marketing and promotion at the recent Chamber Business Expo. Training events delivered by Portsmouth University under "Business Boost" continue and the delivery of a mentoring programme via commission to Digital Island is to commence shortly. The Opening of the Digital Innovation Centre is now planned for November to allow for the IT and booking system to be properly up and running. The building is currently providing space to a local a company prior to relocation to Branstone Farm (to enable business continuity).

Works have been completed at Branstone Farm business park, and houses and business units are to be occupied from quarter 3.

The design and costing of Pier Street frontage is being undertaken by Island Roads, and this will inform the agreed final sales price and secure the comfort of the developer in the deliverability and approval of the scheme.

**The following activity supports UN Sustainable Development Goal 16:**

The Island Skills Board, a sub-group of the Economic Development Board, has now begun to meet and discuss key issues, with Terms of Reference agreed and an action plan finalised. This board is attended by both public and private sector providers, and in November will focus on tourism and hospitality sectors, with representatives from Visit Isle of Wight attending.

A summary of pipeline housing development opportunities funded by One Public estate was completed in June 2022 and the UK Shared Prosperity Fund investment plan was submitted on 1st August 2022 – we are currently awaiting government feedback on this proposal. The Government have also announced a new “rural” addendum (circa £500k) with bids required for submission by 30<sup>th</sup> November 2022.

## Strategic Risks

N/A

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# Appendix 8 - 2022/23 Q2

## CLIMATE CHANGE, ENVIRONMENT, HERITAGE, HUMAN RESOURCES, LEGAL AND DEMOCRATIC SERVICES

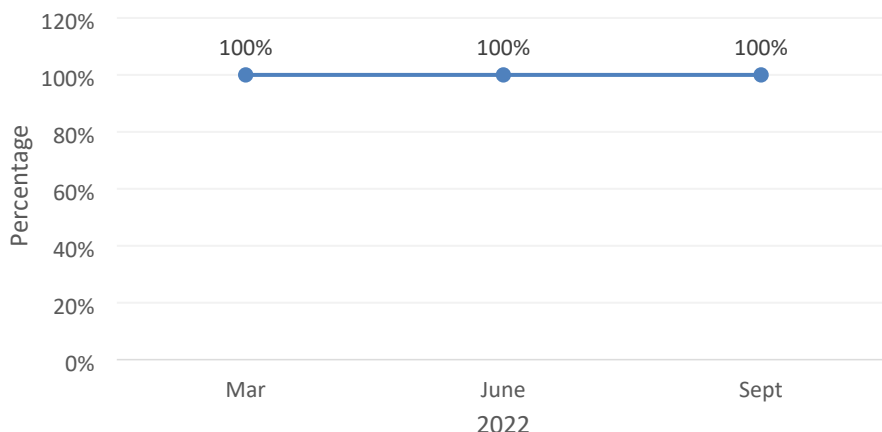
**Cabinet Member:** Councillor Jonathan Bacon

**Portfolio Responsibilities:**

- AONB
- Countryside Management
- Parks and Open Spaces
- Beach Huts
- Rights of Way
- Biosphere
- Climate Change and Environment
- Coastal Management
- Flood Policy and LLFA
- Allotments
- Playing Fields/Sports Grounds
- Amenity Land Hire
- Libraries
- Theatres
- Museums
- Archaeology
- Records Office
- Human Resources
- Elections
- Democratic Services
- Legal Services
- Learning and Development

### Performance Measures

**Percentage of council facilities using green energy only or on-site generation**



**Aim:** 100 percent of council facilities using green energy or onsite generation

**UN Sustainable Development Goal:** 13

**Most Recent Status:** September 2022

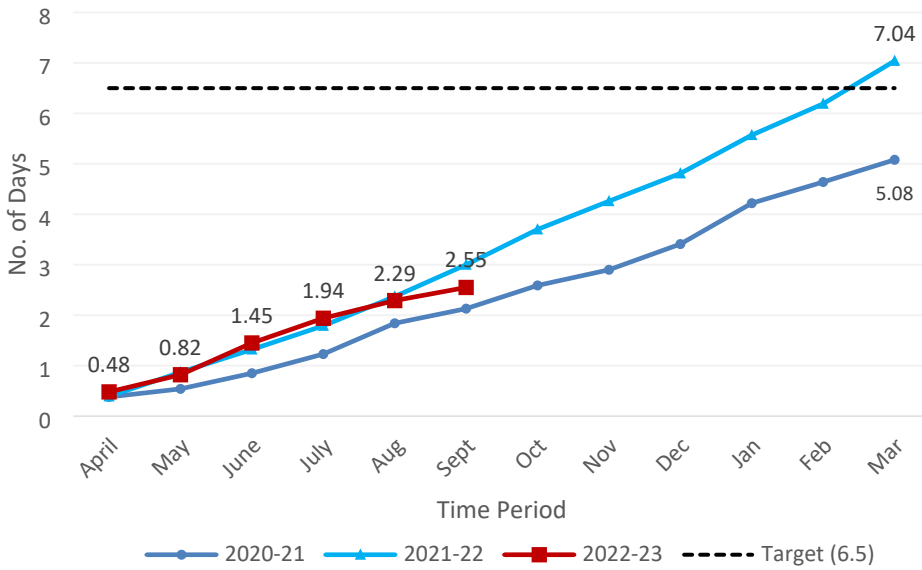
**GREEN**

**Previous Status:** June 2022

**GREEN**

- 100 percent of corporate buildings Up to 1<sup>st</sup> October 2022 when the contracts expire.
- All corporate buildings are supplied with green electricity and where applicable carbon offset gas. While some buildings benefit from renewable generation, grid connection is still necessary.
- New energy contracts will be in place on 1st October 2022, and it is unknown at this time as to whether these will be green/carbon offset as per existing contracts.
- During 2021/22, some 545 kilowatts peak of solar photovoltaic was installed on council buildings.

**Average working days lost to sickness per employee (Cumulative)**



**Aim:** Average Days lost to sickness is below the end of year target

**UN Sustainable Development Goal: 3**

**Most Recent Status:** September 2022

**GREEN**

**Previous Status:** June 2022

**GREEN**

- By the end of 2021-22, the cumulative average working days lost to sickness reached 7.04, 0.54 days over our target of 6.5 days, though below pre-pandemic levels of 7.68 at the end of 2019-20.
- By end of September 2022, we are at 2.55 days, which is lower than at the same time last year (2.37) but above the 1.84 of the 2020-21 year

**Service Updates - Key Aspirations and Ongoing Business**

**The following activity supports UN Sustainable Development Goal 4:**

The creation of a new Cultural Centre on land at Newport harbour includes the provision of a new Record Office. Consultants were commissioned to prepare a vision document for the proposal, and this was finalised mid-September and issued to all key stakeholders. A copy of the vision document was shared with the National Archive for their review and approval; they have since provided feedback on the record office element and this will be reflected as part of the next stage of design and feasibility work.

**The following activity supports UN Sustainable Development Goal 8:**

The recruitment & retention project concluded at the end of September 2022 which delivered refreshed recruitment documentation for managers, a new DBS checking service and creation of a centralised 'one stop shop' recruitment team. The new starter and induction processes have also been reviewed and updated. An options paper on the development of a job summaries library has been completed which will facilitate the launch of the next phase of the project. A review has also been undertaken of existing recruitment IT systems which has identified a business need to modernise these systems. A business case for a funding bid has been developed which will be considered as part of the budget setting exercise.

Methodology and timescale for the development of an island cultural strategy led by the island collection has been confirmed for completion by March 2023. The consultation on the strategy is already underway along with the Cultural conference scheduled for Quarter 3.

The partnership agreement with Shademakers (a leading carnival group in Europe, now based in Ryde) and IWC to support building renovation is in place, and the government High Street taskforce is offering its specialist support in repurposing derelict buildings with a particular focus on Sandown.

**The following activity supports UN Sustainable Development Goal 13:**

A programme of updated streetlighting to support the Dark Skies application is underway and the climate change team are discussing the draft application with the regulating body.

Of the ten Salix projects undertaken, all but one is now complete. The final element is the commissioning of the Air Source Heat Pump (ASHP) at the Heights Leisure Centre which slipped to September 2022 owing to water commissioning.

The County Hall decarbonisation project will commence in September 2022. A draft office move plan for staff areas which will need to be vacant whilst works are underway is in progress, pending more detailed information on timings from the contractor. A comms plan to keep staff and services informed is also underway.

Following the cabinet decision regarding how the Biosphere will be supported by the council, we are working on the development of a screening tool and have liaised with other Authorities to establish best practice for decision making. Additionally, IWC has now achieved the Bronze Climate Literacy award as an organisation and are planting the pathway to platinum status by 2025.

The Climate Change staff working group will seek to appoint Climate Ambassadors to support the development of carbon literacy activities across the council.

## **Strategic Risks**

N/A

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# Appendix 9 - 2022/23 Q2 INFRASTRUCTURE, HIGHWAYS PFI AND TRANSPORT

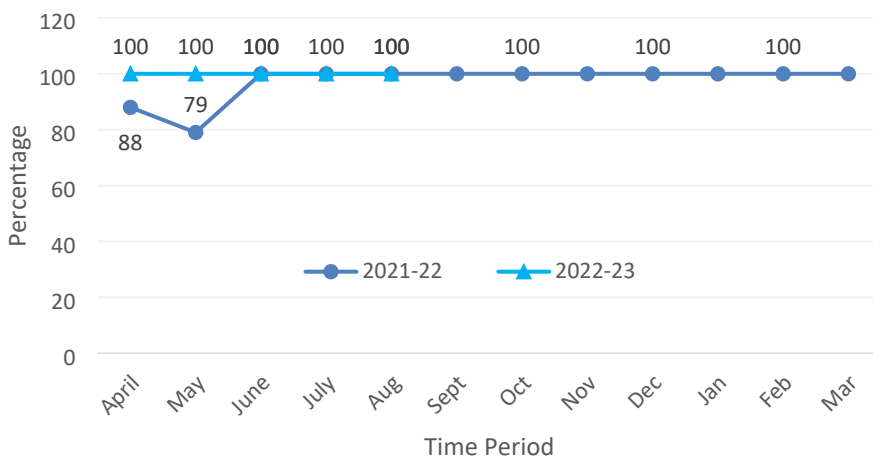
**Cabinet Member:** Councillor Phil Jordan

**Portfolio Responsibilities:**

- Parking Services
- Floating Bridge
- Harbours
- Concessionary Fares
- Subsidised Bus Services
- Highways PFI Contract
- Highways Authority

## Performance Measures

### Percentage of Category 1 Emergency Responses within 2 hours (hazardous potholes, fallen trees, street lighting etc.)



**Aim:** 100 percent Category 1 Emergency responses within two hours

**UN Sustainable Development Goal:** 9

**Most Recent Status:** September 2022

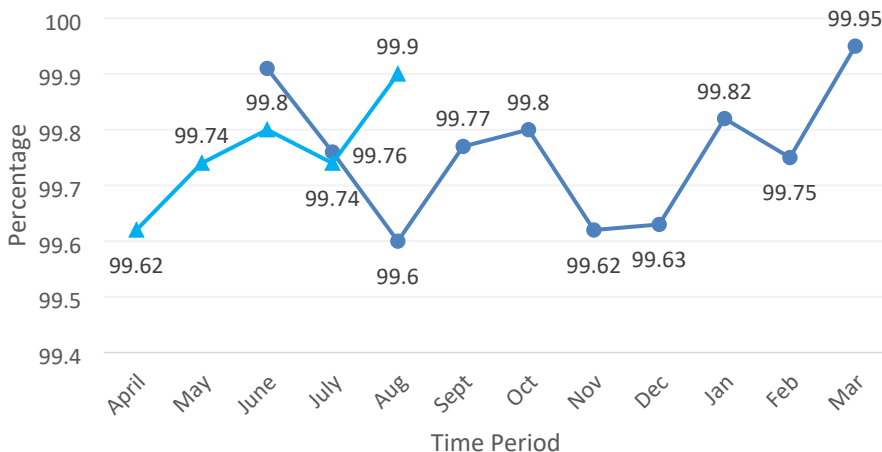
**GREEN**

**Previous Status:** June 2022

**GREEN**

- Emergency responses have maintained 100 percent timeliness since the end of Quarter 1 2021-22.
- Category 1 defects require remedial action within 2 hours to ensure the highway remains safe. 2-hour defects may include:
  - Potholes
  - Fallen Trees / Branches
  - Damaged Street furniture (vandalism or vehicular collision)
  - Street Light outage
  - Damaged Kerbing
  - Damaged Tactile Crossing

### Percentage of highways inspections undertaken (Sec 58 Highways Act Compliance)



**Aim:** 100 percent of highways inspections undertaken

**UN Sustainable Development Goal:** 9

**Most Recent Status:** September 2022

**GREEN**

**Previous Status:** June 2022

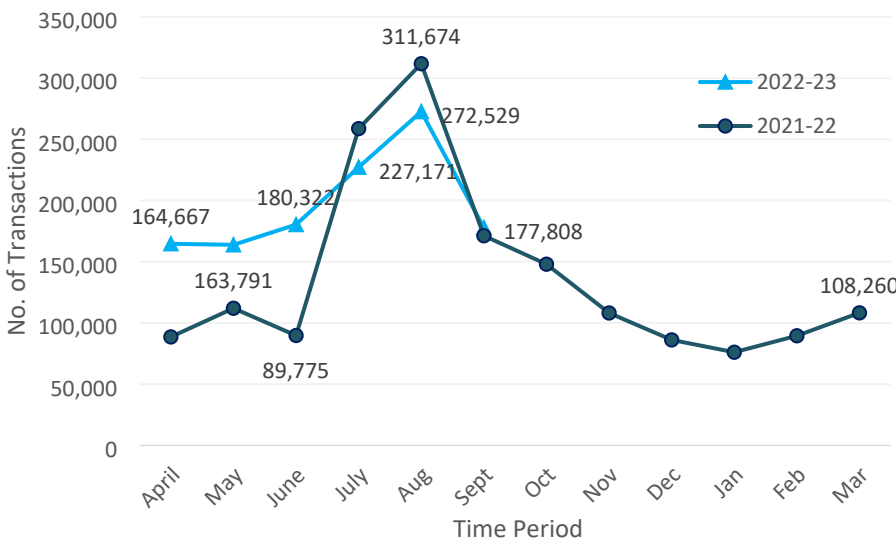
**GREEN**

- Currently IWC audits a percentage of Island Roads inspections to ensure the Island Roads District Stewards are identifying and rectifying defects in line with code of practice and contractual requirements.
- There were two inspections not done on time and this relates to two roads that require further investigation as these are routinely behind schedule.
- Island Roads had a target of 2,094 in August and have undertaken 2,092 in the timeframe expected. The average number of safety inspections per month is 2,102 with an average performance of 99.73%.

**Number of public transport users**

- **Aim:** Increase in number of public transport users
- **UN Sustainable Development Goal: 9**
- We are in the process of formalising a non-disclosure agreement with South Western Railways for data related to Islandline usage, so there is a delay in obtaining this data until the process is concluded
- We are awaiting an update from ferry service providers as relates to cross-Solent travel, and this is currently being followed up by the Highways and Transport Client team.

**Car parking utilisation**



**Aim:** Increase in car parking utilisation

**UN Sustainable Development Goal: 9**

**Most Recent Status:** September 2022

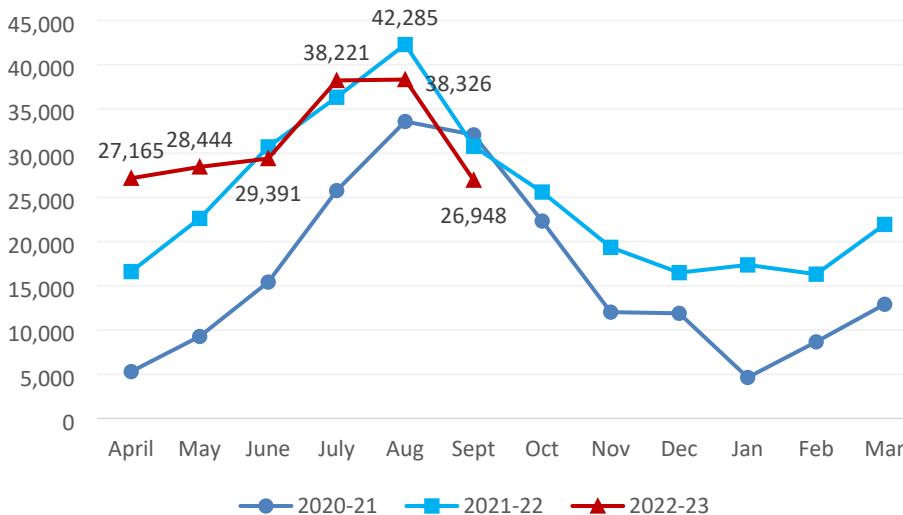
**GREEN**

**Previous Status:** June 2022

**AMBER**

- Quarter 2, while not having matched the high usage level during the same period last year, is now above target for the first time this year with parking income, excluding penalties, equalling £2,784,639 (the target for this point in the year was £2,779,446).
- This increased parking is likely impacted by the trial of one-hour free parking in Newport
- Trends suggest that we are likely to see a drop off in quarter 3 as we exit the summer months and the increased tourist traffic associated with the period

**Floating Bridge Number of Foot Passengers**



**Aim:** Increasing number of foot passengers

**UN Sustainable Development Goal: 9**

**Most Recent Status:** September 2022

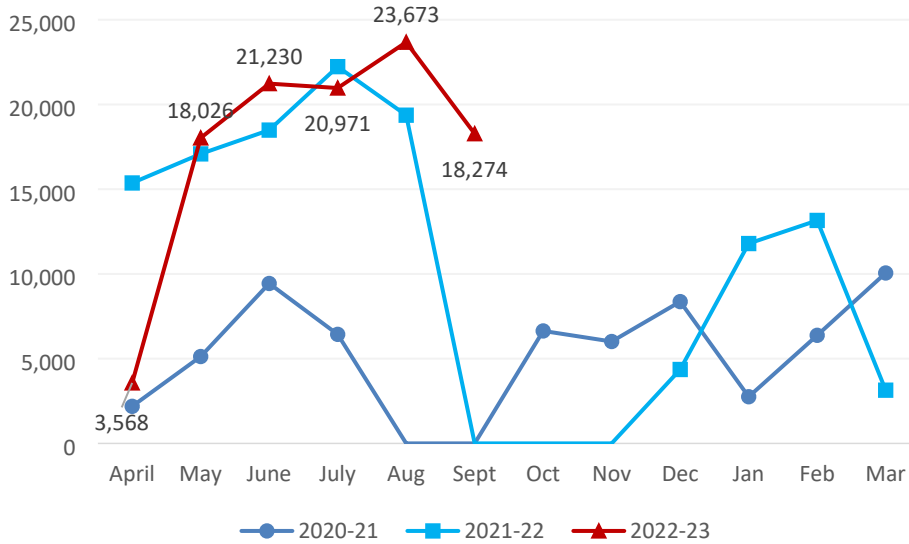
**Monitoring Measure Only**

**Previous Status:** June 2022

**Monitoring Measure Only**

- Quarter 2 saw a steep incline in the number of foot passengers using the floating bridge as is normal over the summer months due to increased tourism on the island, however foot traffic did not match the level for the same period last year (109,375 for quarter 2 of 2021-22 against 103,495 for 2022-23)
- There was minor service suspension during July due to staff shortages, but for August the bridge was fully operational.
- Barring unforeseen any circumstances, trends suggest that we will expect to see a decrease in numbers over quarter 3

**Floating Bridge Number of Vehicles**



**Aim:** Increasing number of vehicles

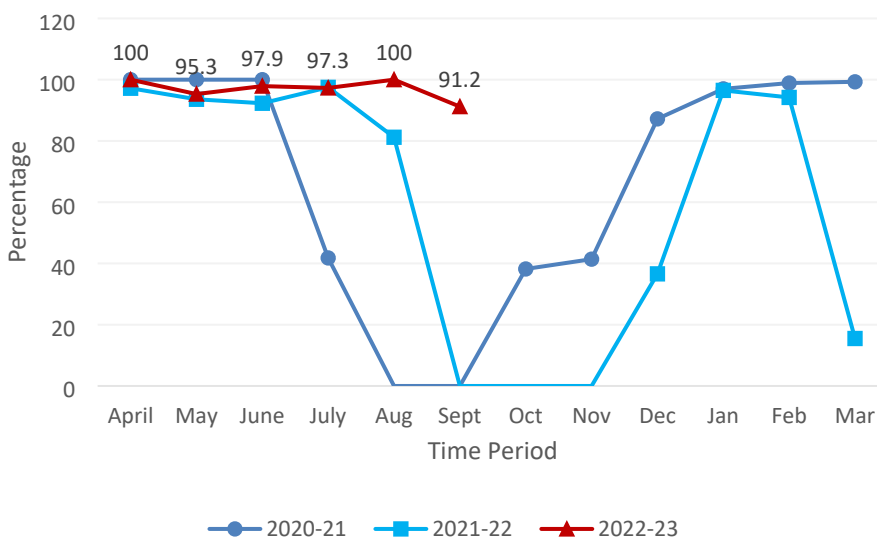
**UN Sustainable Development Goal:** 9

**Most Recent Status:** September 2022  
Monitoring Measure Only

**Previous Status:** June 2022  
Monitoring Measure Only

- The total number of vehicles seen during quarter 2 was 62,918 approximately 21,300 higher than in the same period in 2021-22 (41,600) while the bridge was out of service to vehicles between September and November.
- There was minor service suspension during July due to staff shortages, but for August the bridge was fully operational. During September service was suspended due to maintenance for one day, and for three days due to an electrical fault.
- It is expected that there will be a drop in floating bridge utilisation over quarter 3 as we exit the summer period.

**Floating Bridge hours operated as a percentage of scheduled hours**



**Aim:** High percentage of hours operated as a proportion of scheduled hours

**UN Sustainable Development Goal:** 9

**Most Recent Status:** September 2022  
Monitoring Measure Only

**Previous Status:** June 2022  
Monitoring Measure Only

- The floating bridge was operational for an average 96 percent of its scheduled hours during quarter 2, which is higher than during the same period last year (89.35 percent).
- Staff shortages were responsible for a minor service disruption in July, but the service has maintained full functionality throughout August. An electrical fault caused service suspension from 12:30 28<sup>th</sup> September until 14:00 1<sup>st</sup> October.

## Service Updates - Key Aspirations and Ongoing Business

### The below activity supports UN Sustainable Development Goal 9:

The mediation agreement for the contract dispute around Floating Bridge 6 has been successfully concluded and the Gateway 5 Review action plan has been fully delivered. A report setting out the options for resolving issues with chain clearances and vessel deviation were submitted to the Solent Local Enterprise Partnership.

The shortlisted options are:

- Chain system alterations
- Thrusters
- Continued use of the push boat

The replacement of Floating Bridge 6 with a new vessel remains a possible fall-back option.

On the basis that the Department of Transport (DfT) deadline for an Enhanced Bus Partnership has been removed and no funding allocated to the Isle of Wight, focus has shifted to the DfT Local Transport Fund requirements to have ongoing Network Review meetings with local bus operators, ahead of any decisions in respect of amendments to local bus services in April 2023. This is ongoing and the latest meeting held on 12 October.

We have received legal advice both on the Partnership document and the associated non-disclosure agreement, as such the intention is to have the draft revised accordingly, statutory consultation undertaken and for the final draft to be ready for Cabinet as soon as possible.

Major schemes at St Mary's, St Georges Way and Smallbrook have been completed, and other smaller capital schemes have been delivered, with the primary focus on safety. The next steps are to continue with commissioning other capital schemes which have been proposed in relation to drainage, bus infrastructure and accessibility. A summary report shall be produced to outline the schemes delivered, underway and due to be commissioned by November.

The completed draft of the Local Transport Plan (LTP) was issued to the project team in September to enable an initial review. However, due to the ongoing delay to the Department for Transport's guidance for new Local Transport Plans it has been agreed at the Major Highways Project Board, that further development of the LTP is paused. It was agreed that the risk was significant as the guidance could require the LTP to be redrafted and that if this was following public consultation, that this could mean that the consultation will need to be re-run at significant additional cost and delay.

Whilst we await the guidance, we will

- Share the draft with further colleagues internally for their input. This will cover both colleagues from Planning and the Climate & Environment Teams.
- Arrange graphic design input and arrangements for public consultation with colleagues in Comms, Media, and Graphics Design Team
- Provide a briefing and presentation to Cllr Jordan as Portfolio Holder, prior to Cabinet.

A draft report around potential improvements to the local traffic arrangements in the Undercliff area has been completed and Highways Team members have been to site to look at constraints and options for the community, but this work is on hold while the issues around the new undercliff footway partial closure are clarified and if possible resolved.



## Strategic Risks

**Failure of the Highways PFI contract resulting in significant financial and operational disruption for the council and its residents**

**Assigned to: Director of Neighbourhoods**

Inherent score	Target score	Current score
16 RED	5 GREEN	7 AMBER
Previous scores		
Jul 22	Mar 22	Nov 21
7 AMBER	8 AMBER	8 AMBER
No change in risk score		

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# Appendix 10 - 2022/23 Q2

## COMMUNITY PROTECTION, REGULATORY SERVICES AND WASTE

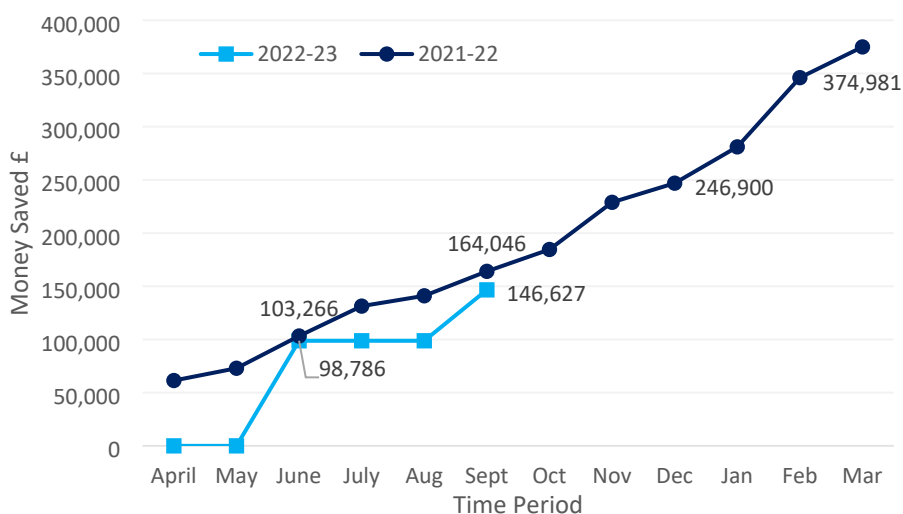
**Cabinet Member:** Councillor Karen Luccioni

**Portfolio Responsibilities:**

- Contingency and Emergency Planning
- Bereavement Services
- Celebratory and Registrars
- Coroner
- Licensing
- Environmental Health
- Trading Standards
- Community Safety
- Waste Disposal
- Waste Collection (Household, Schools and Trade)
- Forest Road Waste Recovery Park (MT Plant and Energy from Waste)
- Household Waste
- Recycling Centres
- Commercial Waste Recycling Centres
- Closed Landfill Sites
- Littering and Fly Tipping

### Performance Measures

**Amount of money saved to vulnerable consumers by trading standard interventions**



**Aim:** Increasing amount of money saved to vulnerable consumers by trading standards interventions

**UN Sustainable Development Goal:** 16

**Most Recent Status:** September 2022

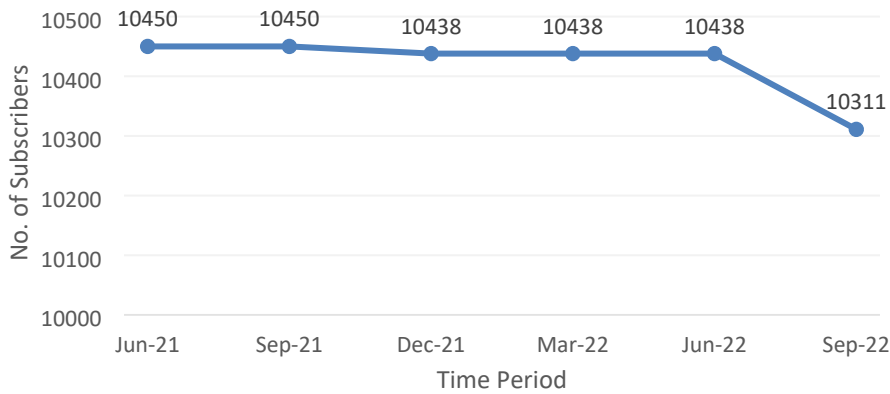
**Monitoring Measure Only**

**Previous Status:** March 2022

**Monitoring Measure Only**

- Complaints received involve reports of scams, product safety, weights and measures, animal health and counterfeit goods.
- IWC is now using a new national tool for Trading Standards to calculate the savings because of interventions, however this will mean reporting frequency will now be quarterly, rather than monthly.
- As at the end of quarter 2, we are £17,419 lower and at the same time in 2021-22.

### Total number of garden waste subscribers



**Aim:** Increasing number of garden waste subscribers

**UN Sustainable Development Goal:** 13

**Most Recent Status:** September 2022

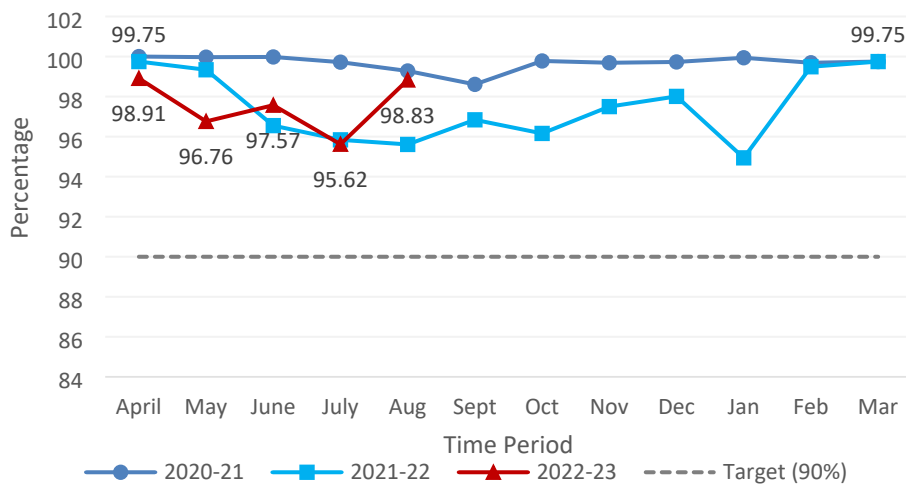
**Monitoring Measure Only**

**Previous Status:** June 2022

**Monitoring Measure Only**

- Once the service opened to subscribers in the spring, we saw a decrease in numbers due to cancelled subscriptions.
- It is likely that this drop in subscriptions has been impacted by the increased cost for a monthly collection of green waste from £72 to £96.
- Of the current 10,311 subscriptions in place, 9,331 were renewals, 965 were new sales, and 15 were multi-year subscriptions taken out prior to 2020

### Percentage of domestic waste diverted from landfill



**Aim:** 90 percent of domestic waste is diverted from landfill

**UN Sustainable Development Goal:** 13

**Most Recent Status:** September 2022

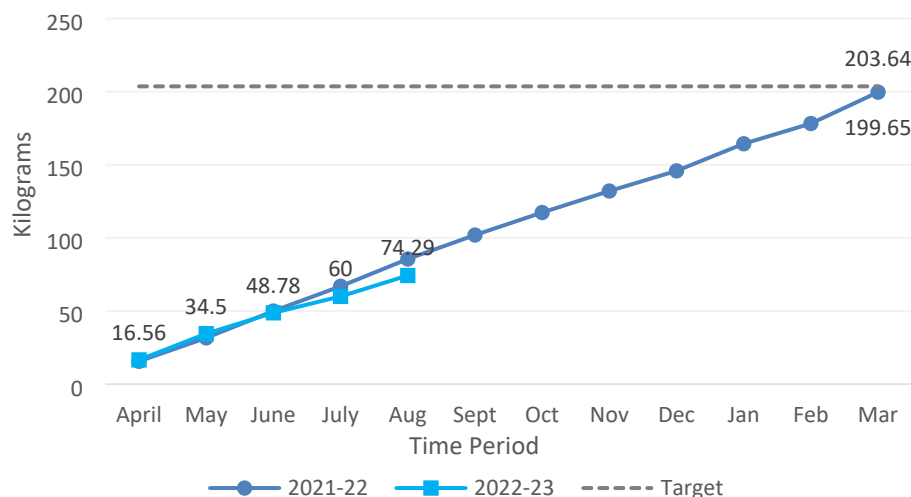
**GREEN**

**Previous Status:** June 2022

**GREEN**

- Diversion rates are currently higher than during the same period last year (98.83 for 2022-23 against 95.61 for 2021-22), with a year-to-date percentage of 97.71 (97.29 for the same period 2021-22)
- Rates remain well above the target 90 percent, as they have consistently throughout the last 2.5 years.

### Reduction in residual (LACW) household waste per person



**Aim:** Reduction in residual household waste per person is 203.64 kilograms by end of year

**UN Sustainable Development Goal:** 13

**Most Recent Status:** September 2022

**GREEN**

**Previous Status:** June 2022

**GREEN**

- The end of year target for the reduction in residual household waste has increased this year from 182.95 kilograms to 203.64 kilograms
- We are currently slightly below the same period last year in terms of reduction in kilograms for August (74.29 for 2022-23 and 85.57 for 2021-22)

### Service Updates - Key Aspirations and Ongoing Business

#### The following activity supports UN Sustainable Development Goal 11:

The community Safety Partnership is now operational and the Crime Reduction Unit is moving to a new model under the Police and Crime Commissioner from November 2022.

Standards continue to be enforced within the private sector housing market, and an extension to the existing licencing scheme had been scoped but is unlikely to be justified. A new white paper from the government concerning licensing of the private rented sector is soon due which will likely have an impact going forward.

#### The following activity supports UN Sustainable Development Goal 13:

The waste team have assessed the business case for purchasing a third vehicle to support the garden waste subscription service and crew to enable 5000 new visitors and have concluded that there is not sufficient market interest to justify the cost at this time. However, diversion of waste from landfill remains about 90 percent with contractual obligations in place to ensure zero-nonessential waste goes to landfill.

## Strategic Risks

### Failure of the Waste contract resulting in significant financial and operational disruption for the council and its residents

Assigned to: Director of Neighbourhoods

Inherent score	Target score	Current score
16 RED	5 GREEN	8 AMBER
Previous scores		
Jul 22	Mar 22	Nov 21
8 AMBER	8 AMBER	8 AMBER
No change to risk score		

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CABINET REVENUE BUDGET MONITOR - SEPTEMBER 2022

Portfolio/Service Area	Budget £000	Forecast Outturn £000	Forecast Pressure/- Saving £000	Comments
<b>Adult Social Care &amp; Public Health</b>				
ASC Care Packages	38,691	41,797	3,106	Various pressures across settings for care packages, in particular nursing, residential care and direct payments
ASC Other	13,962	13,503	-459	Various minor variances including staff vacancies
Public Health	1,640	1,640	0	Any net variance at year end is balanced by a transfer to or from the Public Health reserve
<b>Portfolio Total</b>	<b>54,293</b>	<b>56,940</b>	<b>2,647</b>	
<b>Children's Services, Education &amp; Lifelong Skills</b>				
Access Performance & Resources	4,465	5,132	667	Main pressure related to Home to School Transport - SEN and network ticket demand growth and HantsDirect increased costs due to higher activity
Children's & Families	23,545	26,357	2,812	Net pressure forecast in the various elements of the care budget - including high cost residential placements, purchased foster care placements, leaving care costs and home care
Education & Inclusion	1,445	1,500	55	Main pressure relates to SEN Statutory Assessment Team - agency and mediation being partially offset by staff vacancies
<b>Portfolio Total</b>	<b>29,455</b>	<b>32,989</b>	<b>3,534</b>	
<b>Digital Transformation, Housing, Homelessness &amp; Poverty</b>				
Housing Renewal	409	401	-8	No significant variances forecast to date.
ICT	6,297	6,086	-211	Various minor variances forecast including underspends on telecommunications and staffing
Housing Needs	2,854	2,878	24	No significant variances forecast to date.
<b>Portfolio Total</b>	<b>9,560</b>	<b>9,365</b>	<b>-195</b>	
<b>Climate, Environment, Heritage, HR, Legal &amp; Democratic</b>				
Amenities & Theatres	-343	-287	56	Various minor variances - main pressure relating to the theatre income
Libraries	963	1,022	59	Various minor variances forecast to date.
Museums/Archaeology/Records Office	508	609	101	Various minor pressures including museum income
Music Service	0	0	0	No variances forecast to date
Parks & Open Spaces/Countryside/Coastal Management	1,671	1,635	-36	No significant variances forecast to date.
Climate Change	67	68	1	No significant variances forecast to date
AONB	0	0	0	No variances forecast to date
HR	757	730	-27	No significant variances forecast to date.
Legal/Democratic/Elections & Land Charges	2,169	2,063	-106	Various minor variances forecast
Learning & Development	1,050	1,012	-38	Various minor variances forecast
	<b>6,842</b>	<b>6,852</b>	<b>10</b>	
<b>Infrastructure, Highways PFI, Transport</b>				
Car Parking	-4,873	-4,645	228	Main pressure relates to car parking income - mainly off-street parking and permits
Floating Bridge	660	812	152	Main pressure related to income
Harbours	-61	-45	16	No significant variances forecast to date.
Public Transport & Crossing Patrols	5,430	4,764	-666	Forecast underspend related to concessionary fares (reduction in passenger numbers)
Highways PFI Contract & Management	14,381	14,386	5	No significant variances forecast to date.
Shanklin Lift	-35	-24	11	No significant variances forecast to date.
	<b>15,502</b>	<b>15,248</b>	<b>-254</b>	
<b>Leader &amp; Strategic Partnerships</b>				
Chief Executive	873	807	-66	No significant variances forecast to date.
Civic Events	22	16	-6	No significant variances forecast to date
Communications	417	410	-7	No significant variances forecast to date.
<b>Portfolio Total</b>	<b>1,312</b>	<b>1,233</b>	<b>-79</b>	

Portfolio/Service Area	Budget £000	Forecast Outturn £000	Forecast Pressure/- Saving £000	Comments
<b>Planning &amp; Enforcement</b>				
Planning	1,067	1,059	-8	Various minor variances forecast
<b>Portfolio Total</b>	<b>1,067</b>	<b>1,059</b>	<b>-8</b>	
<b>Community Protection, Regulatory &amp; Waste</b>				
Emergency Planning	202	185	-17	No significant variances forecast to date.
Bereavement Services	-688	-730	-42	Additional forecast income is currently offsetting forecast increases in utility costs
Registrars & Coroners	709	810	101	Various pressures in Coroners Service
Regulatory Services	1,127	1,074	-53	Various variances forecast to date including underspends on staffing
Waste Contract	3,741	3,869	128	Various minor variances forecast
	<b>5,091</b>	<b>5,208</b>	<b>117</b>	
<b>Levelling Up, Regen, Bus. Development &amp; Tourism</b>				
Economic Development	391	385	-6	No significant variances forecast to date.
Events	-6	8	14	No significant variances forecast to date.
Regeneration	485	560	75	Various minor variances forecast
Leisure/Sports Development	56	1,335	1,279	Main pressure relates to leisure centres - income and utility costs
<b>Portfolio Total</b>	<b>926</b>	<b>2,288</b>	<b>1,362</b>	
<b>Strategic Finance, Transformational Change &amp; Corporate Resources</b>				
Corporate Finance Items	30,372	28,105	-2,267	Mainly savings forecast in treasury management interest charges and housing benefit overpayment recovery
Financial Management	2,138	2,114	-24	No significant variances forecast to date.
Strategic Land & Property Assets	-294	-333	-39	Various minor variances forecast
Shared Services	4,199	4,246	47	Various minor variances forecast
Procurement	302	299	-3	No significant variances forecast to date.
Org Change & Corporate Performance	427	408	-19	No significant variances forecast to date
Pan Management Company	8	8	0	No variances forecast to date
<b>Portfolio Total</b>	<b>37,152</b>	<b>34,847</b>	<b>-2,305</b>	
<b>Total</b>	<b>161,200</b>	<b>166,029</b>	<b>4,829</b>	
Estimated Impact of Pay Award (based on current offer)			<b>2,700</b>	
<b>Forecast Total Gross Overspend</b>			<b>7,529</b>	
Potential Call on Corporate Contingency			<b>-2,162</b>	To offset pressures in Children's Services placement costs and Floating Bridge
Potential Call on Covid Contingency			<b>-2,883</b>	To offset pressures in Adult Social Care caused by the legacy impact of measures put in place during the pandemic and the loss of leisure income which is largely the result of the pandemic
Potential Call on Corporate Contingency			<b>-2,700</b>	To offset pressure of the pay award
<b>Total Net Forecast Variance</b>			<b>-216</b>	Minor underspend of 0.2% forecast to date

**Notes:**

The forecast as outlined above includes the forecast un-funded pressure of c£1m for utility contract but does not yet include the impact of the newly announced cap on utility contracts of which takes effect from October to March.

The newly announced reversal of the National Insurance increase from 06 November has not yet been included in this forecast - funding provided for this in the finance settlement may be subject to a claw-back

Any in-year pressures that are expected to continue into future years budgets will require the identification of a permanent funding source



## CAPITAL PROGRAMME FORECAST - SEPTEMBER 2022

	In year 22/23 only			Total Scheme (incl previous and future years if relevant)			Notes
	Budget £	Forecast £	Variance under/(over) £	Budget £	Forecast £	Variance under/(over) £	
<b>Adult Social Care, Public Health</b>							
Residential and Community Care equipment replacement programme	62,964	62,964	0	62,964	62,964	0	Annual rolling programme of specialist equipment replacement in council run care and learning disability homes funded from Better Care Fund Govt. grant. Expected to spend fully in year.
Gouldings	16,000	16,000	0	2,132,308	2,132,308	0	Council funded refurbishment works originally allocated funding in 20/21. Construction was programmed to commence early in 2022 outside of winter peak pressures to provide en suite rooms and reablement facilities but this was delayed due to Covid. Some design works have commenced but the main phase of construction is now programmed for 2023. Tender values have exceeded the original budget so this has been supplemented from the Adelaide allocation.
Adelaide	0	0	0	338,363	338,363	0	Council funded refurbishment works to provide en suite rooms and reablement facilities, originally allocated funding in 2020/21 and programmed to commence construction in 2023 outside of winter peak pressures. This was delayed due to Covid with construction now programmed to commence in late 2024 following completion of the Gouldings project and will be dependent on remaining available budget.
Relocation of LD clients with complex needs - Brooklime House, Bluebell Meadows	0	0	0	1,583,981	1,583,981	0	NHS funded purchase and then adaptation works to Brooklime House providing accommodation for LD clients with complex needs. £177k is available in 23/24 for any further adaptations or capital maintenance required.
Relocation of Elmdon LD residents - Carisbrooke House	54,918	54,918	0	475,000	475,000	0	Remaining budget from NHS funded works to Carisbrooke House providing improved independent accommodation for LD clients previously accommodated at Elmdon. This is available for any further adaptations or capital maintenance required and the service has plans to spend fully in year.
Wightcare Digital switch over	118,282	118,282	0	500,000	500,000	0	5 year programme of Wightcare equipment digitalisation funded from Better Care Fund Govt grant.
Supported independent living	0	0	0	1,400,000	1,400,000	0	Approved budget for 23/24 and 24/25 to develop supported independent living facilities for adults with learning disabilities.
Lease home obligations	14,000	14,000	0	14,000	14,000	0	One off works beginning in 2022 to replace flooring at LD homes in line with terms of lease.
St Lawrence water supply	37,558	0	37,558	101,964	101,964	0	Final phase of council funded works to provide mains water to properties in St Lawrence. We are seeking clarification from Southern Water as to remaining works and timings so forecasting slippage until confirmed.
	<b>303,721</b>	<b>266,164</b>	<b>37,558</b>	<b>6,608,580</b>	<b>6,608,580</b>	<b>0</b>	

	In year 22/23 only			Total Scheme (incl previous and future years if relevant)			Notes
	Budget £	Forecast £	Variance under/(over) £	Budget £	Forecast £	Variance under/(over) £	
<b>Children's Services, Education and Lifelong Skills</b>							
Schools capital maintenance programme	4,109,600	3,392,120	717,479	4,109,600	4,109,600	0	Annual, grant funded rolling programme of capital condition works to schools. Whilst most of the funding has been committed to agreed projects, some remains uncommitted at this stage in the year and is shown here as slippage. This will reduce as it is allocated to agreed priorities.
Priority schools building programme	4,461,774	4,461,774	0	25,490,196	25,490,196	0	Grant funded programme of new schools builds which is largely complete with All Saints Freshwater continuing in 22/23.
Devolved formula capital	646,192	300,000	346,192	646,192	646,192	0	Annual programme of grant funding passported on to schools for capital works/equipment. Although the council is the accountable body for this funding, the schools control how and when it is spent and we are forecasting slippage based on previous years spend levels.
Healthy Pupils Capital Fund	3,268	3,268	0	103,025	103,025	0	Final phase of grants to schools now completed
Beaulieu House	192,983	192,983	0	345,974	345,974	0	5 year programme of council funded works to update and improve facilities at council run home
East Cowes Family Centre	8,836	8,836	0	10,000	10,000	0	One off grant funded works
New Island Learning Centre	0	2,367	-2,367	2,025,141	2,025,141	0	Final phase of council funded works to improve ILC
Foster carers adaptations	63,970	0	63,970	219,030	219,030	0	Council funded grant scheme available to foster carers to complete home adaptations/extensions where this will support children with additional needs or fostering of siblings. There are no commitments against this at the moment so we are forecasting slippage
	<b>9,486,622</b>	<b>8,361,347</b>	<b>1,125,275</b>	<b>32,949,157</b>	<b>32,949,157</b>	<b>0</b>	
<b>Digital Transformation, Housing, Homelessness and Poverty</b>							
Howard House	13,479	13,479	0	846,224	846,224	0	Final works of a £1m project of works to provide a homeless assessment hub at the former Barton School site which commenced in Feb 21. The IWC is contributing £500k to the overall project (including revenue spend) which levers in another £500k from Govt grant.
RSAP purchase of flats (match S106 funding to be added)	509,218	509,218	0	779,736	779,736	0	Grant funding announced in 2021, matched with funding from S106 balances. 5 properties have been identified and 3 completed in 21/22, with remaining 2 in the 1st quarter of 22/23. Refurbishment works may also be undertaken in 22/23 prior to the flats being occupied.
Disabled Facilities Grants	1,804,447	1,804,447	0	2,704,447	2,704,447	0	Annual programme of disabled facilities grants funded from the better care fund grant to enable people to remain independent in their own homes. Householders control appointment of contractors and timing of works (which continue to suffer delays due to material and contractors shortages) so some of the spend in 22/23 will be associated with approvals from 21/22. Similarly some approvals from 22/23 will not be completed until 23/24 so we have slipped £900k into 23/24 to cover these. The service is reporting an exceptionally high number of referrals this year along with increasing costs per application. Increases in costs are due both to the inflationary pressures on materials and construction and the complexity of referrals.

	In year 22/23 only			Total Scheme (incl previous and future years if relevant)			Notes
	Budget £	Forecast £	Variance under/(over) £	Budget £	Forecast £	Variance under/(over) £	
Housing Renewal and Well Being Grants	39,326	39,326	0	39,326	39,326	0	Annual programme of housing grants to top up DFGs and support other housing priorities also controlled by householders. Can be topped up from DFG budget as required.
Community housing fund	92,000	92,000	0	1,567,252	1,567,252	0	Grants to individuals and community groups to develop and support self build projects, funded from Govt grant and delivered in partnership with Community Action IOW. Timing of spend will depend on demand and delivery by self builders.
Housing equity capital	1,315,000	0	1,315,000	1,315,000	1,315,000	0	Start-up capital necessary for the housing company to become operational, plus direct funding to provide a subsidy for a programme of affordable housing delivery. Programme is in development so we are forecasting slippage until this is confirmed.
Affordable Housing (relocatables)	1,760,763	1,870	1,758,893	3,560,850	3,560,850	0	£3.6m housing project funded from a combination of revenue, borrowing and S106 contributions. Programme of works to be agreed, forecasting slippage until confirmed
Housing	5,000,000	0	5,000,000	40,000,000	40,000,000	0	Budget for provision of affordable homes funded from borrowing. As such projects will require individual business cases to be completed along with a financial assessment. These are in development so we are forecasting slippage until confirmed.
Compulsory purchase orders	0	0	0	750,000	750,000	0	Provision for compulsory purchase orders where appropriate to return housing into use. Funded from back to back sale of same properties. Budget is profiled into 23/24 as there are no plans for purchases at this time.
PSN Compliance	87,656	87,656	0	87,656	87,656	0	Annual programme of council funded works to ensure secure connectivity.
ICT rolling equipment replacement programme	315,458	315,458	0	315,458	315,458	0	Annual rolling programme of council funded ICT end user equipment replacement, currently procuring and expected to spend in qtrs 3 and 4.
Back up server/storage and firewall replacement	136,380	136,380	0	1,108,000	1,108,000	0	Final phase of programme of council funded ICT core software and equipment replacement. Currently procuring and expected to spend in quarters 3 and 4.
Corporate applications update	18,654	18,654	0	18,654	18,654	0	Annual rolling programme of council funded ICT application replacements (corporate functions, not service specific).
Switches in data centre	300,000	300,000	0	300,000	300,000	0	Replacement of hardware in data centre, currently reviewing to establish project costs which are thought to have changed due to material shortages and inflationary pressures
Lord Louis Library Circuits	3,551	3,551	0	3,551	3,551	0	New circuits to replace Thompson House network
Access systems/video conferencing	40,954	40,954	0	110,000	110,000	0	Final phase of establishment of council funded video conferencing facilities across key sites.
Cyber security back up solution	53,678	53,678	0	175,000	175,000	0	Capital element of wider, council funded project to ensure security of systems and information.
	<b>11,490,565</b>	<b>3,416,672</b>	<b>8,073,893</b>	<b>53,681,155</b>	<b>53,681,155</b>	<b>0</b>	

	In year 22/23 only			Total Scheme (incl previous and future years if relevant)			Notes
	Budget £	Forecast £	Variance under/(over) £	Budget £	Forecast £	Variance under/(over) £	
<b>Climate Change, Environment, Heritage, Human Resources and Legal and Democratic Services</b>							
Rights of Way	341,150	341,150	0	341,150	341,150	0	Annual programme of island wide rights of way improvement works, partially funded from transport grant which may be supplemented by S106 funding as appropriate. £200k of additional budget has been released for a prioritised workplan from the £500k allocated as a budget amendment.
Rights of Way - on hold	300,000	0	300,000				£300k on hold pending release
England Coast Path	241,040	241,040	0	241,040	241,040	0	First phase of grant award for England Coast Path just announced and with planned delivery of 31.3.2023.
Active Travel - Rew Lane	66,213	66,213	0	551,167	551,167	0	Final invoice due for Active Travel project to improve Rew Lane for pedestrians and cyclists, partially funded from Govt Grant.
Active Travel - Scarrots lane	79,200	79,200	0	79,200	79,200	0	Active Travel funding just announced for Scarrots Lane Project
West Wight Greenway	0	0	0	496,479	496,479	0	First phase of council funded works to establish a green way connection from Newport to the West Wight, with S106 contributions utilised where available. This is linked to a bid to the LUF so the extent of any works will be dependent on a successful outcome. Budget has been profiled into 23/24 until agreement with landowners and LUF bid is reached
Coastal defences	149,824	149,824	0	257,079	257,079	0	Minor council funded, capital maintenance works to various coastal defences (timber groynes/seawalls/etc). Although there is a planned programme of works, there is also an element of reactive work as a result of winter storms etc.
EA Coastal schemes match funding	10,000	10,000	0	40,951,633	40,951,633	0	Match funding set aside for EA coastal defences schemes. Profiled into future years until EA have completed their assessments and we have confirmation that they go ahead.
Beach huts	86,916	86,916	0	201,130	201,130	0	2nd phase of beach huts to be built at St Helens funded from income generated by scheme.
Downside Recreation ground drainage	12,085	12,085	0	90,000	90,000	0	Final phase of council funded works to improve drainage.
East Cowes Community library	15,000	15,000	0	100,000	100,000	0	Final grant to community library/hub, funded from S106
Public realm	225,856	225,856	0	150,856	150,856	0	Annual programme of council funded works to public realm including parks and car parks boundaries, play equipment and seafront facilities. There is also a new allocation of budget in 22/23 for beach safety boards and beach railings.
Tree planting - on hold	500,000	0	500,000	500,000	500,000	0	Tree planting budget from budget amendment pending release. Forecast slippage.
Lord Louis Library Roof	150,000	150,000	0	300,000	300,000	0	New budget for major repairs/replacement of Lord Louis Library roof.
Shanklin Cliff Lift	0	0	0	170,000	170,000	0	Repainting of lift shaft and replacement of lower canopy currently programmed for spring 23

	In year 22/23 only			Total Scheme (incl previous and future years if relevant)			Notes
	Budget £	Forecast £	Variance under/(over) £	Budget £	Forecast £	Variance under/(over) £	
	New Cultural Centre	10,000	10,000	0	730,000	730,000	
	<b>2,187,284</b>	<b>1,387,284</b>	<b>800,000</b>	<b>45,159,734</b>	<b>45,159,734</b>	<b>0</b>	
<b>Community Protection, Regulatory Services and Waste</b>							
New garden waste vehicle	0	0	0	350,000	350,000	0	New waste vehicle to meet additional demand, delivery programmed for 23/24.
Waste contract capital payments	2,083,330	2,083,330	0	63,851,876	63,851,876	0	Final phase of council funded capital works to Forest Road site and programmed purchase of replacement fleet. This has been delayed by contractors not being able to get on site during COVID19. We are forecasting milestone payments of around £2m in 22/23.
ASB and community safety CCTV	887	887	0	3,000	3,000	0	Minor project to purchase and deploy CCTV as required
Chapel refurbishment to replace seating, catafalque and other furnishings	48,309	48,309	0	98,309	98,309	0	New project programmed to commence in 2022/23 to replace chapel furnishings
	<b>2,132,526</b>	<b>2,132,526</b>	<b>0</b>	<b>64,303,185</b>	<b>64,303,185</b>	<b>0</b>	
<b>Infrastructure, Highways PFI, and Transport</b>							
Newport Harbour Walls and Quayside	35,000	35,000	0	1,578,618	1,578,618	0	Next phase of Council funded works to address Newport Harbour condition including dredging and walls. Surveys are now being updated ready for prioritisation against £590k budget in 23/24.
Old year integrated transport schemes	0	0	0	58,086	58,086	0	Slipped works from 19-20 programme of highways improvements funded from annual transport grant, completion profiled for 23/24
Highways Network Integrity Priority Works	1,299,550	1,299,550	0	2,616,148	2,616,148	0	Approved budgets for 22/23 and 23/24 focused on network integrity priorities. Delivery will depend on Island Roads capacity given all other transport related schemes. Funded mainly from annual transport capital grant.
Safety schemes - Small Brook junction	759,050	759,050	0	1,433,000	1,433,000	0	Slipped scheme from 20-21 to improve Smallbrook junction as no 1 safety priority across island. Funded mainly from annual transport capital grant and challenge fund grant and largely complete.
Safety schemes - Forest Road Junction	25,000	25,000	0	318,000	318,000	0	Safety scheme on Forest Road, funded from Challenge Fund Grant, first phase delivered in 21/22 with second phase programmed for 23/24 pending negotiations with land owners
Other safety schemes	198,661	198,661	0	433,500	433,500	0	Minor safety schemes funded from challenge grant identified across the island. Budget is profiled across 22/23 and 23/24
Highways PFI additional street lighting	95,000	95,000	0	95,000	95,000	0	Additional street lighting funded from reserve, procured but delivery will depend on island roads capacity.

	In year 22/23 only			Total Scheme (incl previous and future years if relevant)			Notes
	Budget £	Forecast £	Variance under/(over) £	Budget £	Forecast £	Variance under/(over) £	
Newport junctions	45,000	45,000	0	9,502,053	9,502,053	0	Programme of works to improve Newport junctions funded mainly by S31 grant. St Marys and St Georges are largely complete. Remaining element of scheme will be subject to report to cabinet so £600k has already been profiled into 23/24 and we are forecasting a further £535k as slippage until a decision is made.
Transforming Cities Fund - Ryde	9,366,971	9,366,971	0	10,095,123	10,595,123	-500,000	Programme of works to improve Ryde interchange, Pier, Railway Station and Bus Station as part of a wider cross Solent project headed by Portsmouth City Council. This is funded from Govt grant and levers in funding from partners. The works to the highways and bus interchange has commenced, and Ryde Pier has been instructed with work expected to commence in August 22 with completion in June 23. The works to the station will now be managed by the Council and are currently being procured. The project manager for this scheme is currently forecasting budget pressures which will be clearer once the station procurement is complete but at the moment is estimated to be around £500k.
Highways PFI Capitalised Unitary Charge	884,660	884,660	0	884,660	884,660	0	Annual capital element of PFI unitary charge funded as part of the overall PFI contract
Binstead Flood alleviation	170,000	0	170,000	170,000	170,000	0	Funding for flood alleviation works following Binstead flooding, working with EA to establish lead for project and timescales, forecasting slippage until EA confirm.
Car parking contactless/new machines	125,452	125,452	0	233,000	233,000	0	3 year programme to upgrade to contactless car parking payment meters. Project to introduce new meters has not been progressed so funding (from ITB grant) has been returned to highways
Car Parking equipment	27,000	27,000	0	27,000	27,000	0	Replacement of body worn cameras (delivered) and counting machine (procured and being built)
Solent Transport Bike Share	139,725	139,725	0	335,340	335,340	0	New grant funding stream announced via Southampton City Council Solent Transport Partnership
Dark Skies Initiative	49,453	49,453	0	49,453	49,453	0	Initiative to replace street lighting - has been procured but delivery will depend on Island Roads capacity
Ryde Safer Street CCTV	42,306	42,306	0	42,306	42,306	0	Grant funding for CCTV Ryde
FB6 CCTV	8,258	8,258	0	17,000	17,000	0	CCTV for FB6 funded from corporate resources.
FB6 spares	66,843	66,843	0	89,623	89,623	0	Stock of critical spares for FB6 purchased per recommendation in Govt review in order to minimise out of service time
FB6 chains	0	0	0	25,000	25,000	0	Approved budget for replacement chains in 24/25
	<b>13,337,929</b>	<b>13,167,929</b>	<b>170,000</b>	<b>28,002,911</b>	<b>28,502,911</b>	<b>-500,000</b>	

	In year 22/23 only			Total Scheme (incl previous and future years if relevant)			Notes
	Budget £	Forecast £	Variance under/(over) £	Budget £	Forecast £	Variance under/(over) £	
<b>Levelling Up, Regeneration, Business Development and Tourism</b>							
BAE site innovation hub (Building 41)	828,710	1,570,178	-741,468	1,850,000	1,850,000	0	BAE Building 41 development of innovation hub, currently programmed across 2 years. There will also be some additional ERDF grant for this project which will be added in once the capital/revenue split has been agreed. Grant is claimed in retrospect so is showing in the total scheme columns,
Branstone Farm	1,180,444	1,540,444	-360,000	4,771,766	5,131,766	-360,000	1st phase of build on former Branstone Farm site to develop business park and housing and infrastructure. Partially funded by Solent LEP grant. Works are programmed to be largely complete by September 2022 but are currently forecast to overspend by £360k.
Venture Quays Levelling up Fund	3,221,129	3,221,129	0	6,365,373	6,365,373	0	LUF grant with match funding from IWC and partners. Marine Engineering works are already underway with the first grant allocation made to Wight Shipyard, and a programme of works to the Columbine building, barrack building and public realm are being developed with delivery programmed to complete by April 24
Nicolson Road	5,000	5,000	0	1,955,000	1,955,000	0	Planning consent has been granted for Nicolson Road, and the site is currently being marketed.
Heritage High Streets	711,580	711,580	0	1,000,000	1,000,000	0	Match funding for Heritage High Streets works in Ryde and Newport leveraging in an additional £1m from Govt grant. Delivered in partnership with Town Councils. Awaiting spend profile information from the project manager and expect some of this budget to be moved into 23/24.
East Cowes Landslip	113,991	113,991	0	113,991	113,991	0	Project funding for works to remove and prevent further movement of East Cowes landslip. An initial allocation of funding has been made from the Regeneration budget, further funding is expected from a community contribution (£28k to be invoiced)
Brownfield Land Release Schemes	0	0	0	1,149,765	1,149,765	0	Grant and match funding to undertake necessary demolition and planning works to release brownfield land for disposal. Thompson House has now been vacated and services relocated, and the application for demolition submitted as the first site to be progressed in the delivery programme. Budget profiled in 23/24 until delivery programme agreed.
Other Regeneration Schemes	35,000	35,000	0	5,204,713	5,204,713	0	Budget available for other regeneration projects not yet released. Forecasting slippage until agreed
Camp Hill Infrastructure	388,169	388,169	0	1,030,000	1,030,000	0	Works funded from MOJ receipt. Drainage survey and some minor works have been delivered and funding drawn down from receipt. Street lighting is underway and has also been drawn down from receipt. £ 325k of drawn down funding is profiled in 23/24. Remaining receipt of £5.187m is held in reserve.
On street electric charging points	0	19,048	-19,048	81,496	81,496	0	£22k IOWC budget to install on street electric vehicle charging points which will lever in up to £67k of Govt grant. Grant is claimed in retrospect so is showing in the total scheme columns.
Changing Places	76,000	76,000	0	76,000	76,000	0	New grant funding announced to support provision of changing places in community locations

	In year 22/23 only			Total Scheme (incl previous and future years if relevant)			Notes
	Budget £	Forecast £	Variance under/(over) £	Budget £	Forecast £	Variance under/(over) £	
Medina heat and power	138,530	138,530	0	141,000	141,000	0	Additional funding to replace heat and power systems at Medina Leisure for more carbon neutral supplies, being delivered in conjunction with Salix decarbonisation project. Remainder of budget may be required for match funding for further phases so being retained for now.
Sales and marketing	74,800	74,800	0	74,800	74,800	0	Programme to improve marketing offer across island bus shelters postponed during COVID-19 now being finalised with island roads
Heights and Medina Pools dosing units	12,000	16,900	-4,900	12,000	16,900	-4,900	Replacement of units at both facilities, overspend will be covered from within service area.
Heights replacement pool filters	32,160	32,160	0	32,160	32,160	0	Replacement of unit at Heights Leisure Centre to be procured once issues with access and plant room available space have been resolved
	<b>6,817,513</b>	<b>7,942,929</b>	<b>-1,125,416</b>	<b>23,858,063</b>	<b>24,222,963</b>	<b>-364,900</b>	
<b>Strategic Finance, Transformational Change and Corporate Resources</b>							
Fleet vehicle replacement	196,316	196,316	0	196,316	196,316	0	Annual council funded programme to replace council fleet as necessary.
Strategic assets	355,023	355,023	0	355,023	355,023	0	Annual council funded programme to maintain council property portfolio.
County Hall Uninterruptable Power supply	160,000	160,000	0	250,000	250,000	0	Replacement of UPS to server room programmed to complete in 22/23, as first stage of upgrade, followed by replacement air conditioning. At this stage we believe costs will come in below budget and are estimating around £50k can be returned to corporate resources. However it may be prudent to retain this until air con costs are known
County Hall Service room air con	0	0	0	250,000	250,000	0	Air Con for service room, following installation of UPS. Budget is in 23/24 pending procurement and contract award
County hall replacement windows	0	0	0	676,302	676,302	0	Replacement windows in old building to improve insulation and heat retention. Being delivered in conjunction with Salix decarbonisation programme so budget is in 23/24 until procurement and contract award
Salix Decarbonisation grant	839,359	839,359	0	2,499,710	2,499,710	0	On going project to 'decarbonise' council buildings by installing solar panels and other carbon neutral energy sources. This is funded from Govt grant and will support our zero emissions ambitions.
County hall CCTV and security	17,500	17,500	0	17,500	17,500	0	Council funded works to improve access security at county hall.
	<b>1,568,199</b>	<b>1,568,199</b>	<b>0</b>	<b>4,244,851</b>	<b>4,244,851</b>	<b>0</b>	
<b>Total Programme</b>	<b>47,324,360</b>	<b>38,243,050</b>	<b>9,081,310</b>	<b>258,807,636</b>	<b>259,672,536</b>	<b>-864,900</b>	





Title **Corporate Complaints Review September 2022**

Report of Sharon Betts

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## 1. SUMMARY

2. The Local Government and Social Care Ombudsman's (LGSCO) annual review of complaints 2021-2022, was published on 27<sup>th</sup> July 2022.
3. The LGSCO review, details specific guidance to Local Authorities based on the outcomes of their investigations and their individual performance and referencing key focus areas to strengthen and support our commitment to complaint handling being Complaints Upheld; Compliance with Recommendations; Satisfactory Remedies provided by the Authority.
4. They remain keen to see that Local Authorities can demonstrate they are actively using complaints to learn more about performance and perceptions, and that learning, and outcomes are considered and disseminated to make positive changes to working practices. In addition, they are asking Local Authorities to consider how it prioritises and resources complaints, particularly in terms of capacity and visibility following a recent Ombudsman survey that revealed 55% of complaints teams are now doing more work with less resource, coupled with a general loss of experience and re-allocation of responsibilities across departments.

## 5. BACKGROUND

### 6. **Isle of Wight Council Corporate Complaints and Quality Outcomes**

7. Complaints can play a key part in supporting the scrutiny of public services when used as a resource to help councillors identify issues that are affecting local people.
8. The LGSCO provide a council performance map which places all council complaint statistics in a single, interactive hub which can be used by councillors to scrutinise the performance of the authority, it also allows comparisons to be made between similar councils. [www.lgo.org.uk/your-councils-performance](http://www.lgo.org.uk/your-councils-performance). The LGSCO suggests using the statistics they publish and considering the following:
9. **Complaints upheld** - how does the council compare against the national averages?
10. The LGSCO fully investigated 12 complaints between the 1<sup>st</sup> April and the 31 March 2022 on behalf of the Isle of Wight Council and upheld 67% of these, slightly higher than the national average of 64%. Whilst the number of complaints investigated is lower than last year, (18 in 2020/2021), the number upheld has increased from 39% (2020/2021) to 67% however due to the low numbers this is in fact an increase of 1 case from 7 to 8.
11. **Compliance with recommendations** - does your authority have a 100% compliance rate – if not, what is it doing to scrutinise complaints where it failed to comply?

12. Compliance rate for the Isle of Wight Council is 100% which is slightly higher than the national average
13. Whilst we have maintained our 100% compliance rate, compared to an average of 99% in other authorities, the LGSCO did issue a public report for one case where we failed to accept the findings and recommendations from the investigating officers draft decision, and this progressed to a public report. We did subsequently accept the findings and implemented the recommendations however if a complaint reaches a public interest report, resolution may not prevent it from proceeding if the LGSCO consider it has a wider implication for other local authorities or is of a significant topical nature.
14. We continue to highlight the importance of seeking proactive complaint resolution for any complaint and providing a resolution at any stage of an LGSCO investigation. They are typically receptive to such an approach, however, when an authority fails to implement their recommendations or disagrees with decisions or recommendations it is important to be mindful that they will consider a range of actions, including issuing a public interest report and opening a new investigation into the authority's failure to provide the agreed remedy.
15. **Satisfactory remedy provided by the authority:** how often does your authority do this, and how does it compare with others?
16. We fall slightly below the national average which indicates we could do more to actively resolve complaints before they reach the LGSCO
17. In not one of the 8 upheld cases had the council provided a satisfactory remedy before the complaint reached the Ombudsman and their investigations resulted in 7 recommendations to put things right for individuals and 4 recommendations for us to improve our services. This compares to an average of 12% in similar organisations.
18. The LGSCO encourages the early resolution of complaints and credits organisations that accept fault and find appropriate ways to put things right therefore we should be seeking to consider remedies at an earlier stage, acknowledging the complainant may choose to not accept the remedy we offer and progress to the LGSCO regardless.
19. It remains important that our complaints process seeks to capture and learn lessons from the complaints we receive with a view to improving outcomes for future complainants and other stakeholders. Key to establishing quality learning outcomes is understanding what has led to the complaint and why we have been unable to settle this at an informal stage. Similarly, we must promote an enabling role in the settlement of complaints and the early offer of remedies.

## 20. LGSCO Complaints – Isle of Wight/National Comparison

Year		19/20	20/21	21/22
<b>Category</b>				
<b>Complaints Upheld</b>	<b>Isle of Wight</b>	47%	39%	67%
	<b>National</b>	56%	63%	64%
<b>Compliance</b>	<b>Isle of Wight</b>	100%	100%	100%
	<b>National</b>	99%	99%	99%
<b>Satisfactory Remedies</b>	<b>Isle of Wight</b>	14%	0%	0%
	<b>National</b>	11%	10%	12%

## 21. PERFORMANCE STATISTICS

22. The Corporate Plan includes a performance indicator of a rolling twelve-month average number of stage 1 complaints made about council services per month. The baseline figure for 2022/23 is 50. Figures on the number of Stage 1 complaints received by the council are reported to Cabinet as part of its quarterly performance reports. The rolling 12-month average figure for July 2022 was 44 complaints.

23. Data relating to the statutory process for children’s services, and on complaints relating to the delivery of the Highways PFI contract by Island Roads is documented separately below.

**24. Island Roads**

Complaints Data for the period 1 April 2021 to 31 March 2022

Directorate/Service Area	Complaint Type	Number of Complaints	Total
Neighbourhoods - Island Roads	Communication	15	93
	Health & Safety	4	
	Speed of Service	2	
	Staff Behaviour	33	
	Standard of Service	31	
	Other Complaint	8	

25. Island Roads have adopted our complaints policy, and review complaints on a weekly basis with call handlers however the analysis of complaints and the process for logging learning outcomes is under consideration by the management team.

**26. Childrens Services – Statutory Complaints**

Complaints Data for the period 1 April 2021 to 31 March 2022

Directorate	Type of Representation	Number of Complaints	Total
Children’s Services	Complaint	20	36
	Pre-complaint (to Statutory Stage 1 Complaint)	10	
	Case Concern (to Statutory Stage 1 Complaint)	0	
	Joint complaint	0	
	Refused	3	
	Withdrawn	1	
	Case Concern	2	

27. General learning points and service improvements identified from social care complaints received in 2021/22 were comparable to previous periods, particularly around the importance of good communication. The service area incorporates learning from complaints in the response letter to the complainant by the senior manager, who also implements and monitors any required action. When a complaint is closed, all recommended actions are recorded on Hampshire’s complaints management system.

**28. Corporate Complaints (Excl Island Roads, ASC, and Children’s Services - Statutory)**

Complaints Data for the period 1 April 2021 to 31 March 2022 (ASC have their own process and that they report directly to the Health and Adult Social Care Scrutiny Sub Committee next due on 12<sup>th</sup> September 2022)

29. 394 new corporate complaints were logged during this period. Of these 72 have recorded learning outcomes (18%).

Directorate	Service Area*	Learning Outcomes	Number of Complaints	Total
Corporate Services	Adult Community Learning	0	1	60
	Blue Badge	2	2	
	Business Rates	2	6	
	Call Centre	2	2	
	Chief Executive	1	1	
	Council Complaints	0	1	
	Council Tax	27	34	
	Enforcement Service	3	3	
	Fleet Management	0	1	
	Help Centres	1	1	
	Housing Benefit	3	5	
	How to Pay the Council	1	1	
	Test & Trace Support Payment Scheme	0	1	
	Website	0	1	
Neighbourhoods	Bereavement Services	0	2	250
	Community Safety Services	0	1	
	Cowes Floating Bridge	0	4	
	Environment Officers	0	3	
	Environmental Health	0	5	
	Health & Safety at Work	0	1	
	Highways PFI	1	19	
	Household Waste & Recycling (All Waste Services)	0	136	
	Housing Enforcement	0	2	
	Housing Renewal	0	3	
	Leisure Services	0	3	
	Licensing	0	3	
	Newport Harbour	0	1	
	Parking Operations	0	31	
	Parking Services	0	9	
	Public Rights of Way	1	7	
Recreation Leisure & Public Spaces	1	20		
Children's Services **(Non-statutory complaints)	Childrens Complaints	0	5	35
	Chillerton & Rookley Primary School	0	3	

	Educational Psychology Service	0	1	
	Schools	0	7	
	Special Educational Needs (SEN)	0	18	
	Speech, Language, and Communication	0	1	
Regeneration	Corporate Estate Management	1	1	47
	Electric Vehicle Charge Points	1	1	
	Energy Initiatives	3	3	
	Planning Development	4	10	
	Planning Enforcement	17	31	
	Property Services – Building Management	0	1	
Strategy	Media Relations	1	1	2
	Website	0	1	

\* CRM service logged against

\*\* Figures represents all Children's Complaints logged via IWC and may include Statutory & Non- statutory complaints

*NB* There were no complaints recorded for Public Health during this period

### 30. Learning Outcomes

31. It is helpful to categorise each complaint to identify patterns and wider causes of specific issues rather than the immediate cause of a complaint. There were 111 complaints during the period that had an identifiable theme and where changes/improvements were made:

- **Communication (28)** Action taken to improve the wording of letters and terms and conditions and promotion of clear and accurate conversations
- **Staff training (42)** Action taken to deliver targeted training to address areas leading to complaint
- **Process improvement (41)** Action taken to improve response times, no longer issuing unnecessary forms when not required, additional checks for accuracy

32. It is also important to highlight good practice and where learning outcomes have led to improvements in service delivery. Below is an example that demonstrates how the recording of complaints, learning and actions can be used to improve customer outcomes:

33. **Complaint:** Customer complained regarding the poor service they had received from the Enforcement and Collection agency. Elements of complaint were why there are erroneous transfers of money, why there has been 2 accounts set up for one council tax debt in 2010 and why I was charged 2 separate compliance fees. Payments from the website and the information given to me are conflicting and/or missing

34. **Learning:** Identified lack of effective communications; the importance of flagging difficult or complex cases with a team leader; timeliness of moving cases across to enforcement, regular consideration of cases of a certain age to determine most effective and efficient way of managing these

35. **Action:** Regular team meetings are required to review cases; difficult cases to be highlighted to a team leader to discuss the way forward; team to ensure when sending any information out that the correct information is provided. Team training to improve effective

communications and subsequently the council tax recovery debt team now sits under the same line management as the enforcement team to facilitate better communications and timeliness of cases being progressed to enforcement.

### **36. Supporting Complaints and Service Improvement**

37. In their Annual Review, the LGSCO has asked the council to consider how it prioritises complaints, particularly in terms of capacity and visibility. It is seeking to promote properly resourced complaint functions that are well-connected and valued by service areas, management teams and elected members and that can provide valuable insight about how we are performing, detect themes and use that intelligence to improve service delivery.
38. The IW Council currently provides a designated role “complaint and investigations officer” within Adult Social Care and utilises a dedicated complaints team within Hampshire County Council for Childrens Services (statutory complaints). These service areas tend to receive complaints that are more complex and require more investigation than other service areas. There is no designated corporate complaints officer, this role was removed some time ago and responsibility for the co-ordination of stage 1 and 2 complaint responses moved to departmental Nominated Complaints Officer’s (NCO) and their deputies who undertake the administration of this in addition to their substantive posts. The Customer Support Team (CST) comprises of the Contact Centre Manager and a Team Leader who advise on stage 1 and 2 complaints, they also have responsibility for LGSCO liaison, the complaints and unacceptable behaviour policy and process, data provision and collection.
39. The LGSCO also highlighted dissatisfaction with timescale compliance in two cases and have asked us to consider how we might make improvement to reduce delays in the remedy process.
40. The two delays of particular concern relate to cases for children’s services and although one delay was minimal, the second saw a delay of nearly two months where difficulties arose securing an investigating officer and independent person. Childrens services have in place an implementation plan that addresses the need for an increase in their resource pool. Whilst it is not unusual to request an extension from the LGSCO, a maximum of two weeks is ordinarily deemed reasonable.
41. The CST will endeavour to obtain a response to the Ombudsman’s enquiries within the necessary timescale and ensure any Ombudsman recommendations are acted on regularly; however, it is the responsibility of the service area to manage their resource appropriately to ensure timescale compliance. To highlight the requirement, the CST will ensure that all email correspondence clearly states that remedies must be fully completed within the LGSCOs given timescale and what that timescale is. The Ombudsman has produced a simple guide to working with them, which explains how they work, how we can work together and expectations when working with the assessment and investigation teams. The guide is aimed at all levels whether that be an experienced officer who has dealt with the Ombudsman for many years, or an officer who is new to the role. The CST will circulate this to all NCO’s and Deputies.
42. There is still progress to be made in the recording of learning outcomes and tracking of service improvements made as a result of complaints. All complaints will have a learning outcome of some kind, even when the complaint is not upheld, managers should be reflective of the situation leading to the complaint and consider how things could have been done differently to avoid the complaint being raised at all and formally capture these considerations.
43. Complaint data was issued to PA’s and Directors in February and feedback on the format and content has now been incorporated into the complaint dashboard (previously referred to as the portal). Access for NCO’s and Deputy’s has been delayed due to testing, but we

anticipate this to be available towards the end of August providing immediate access and increased visibility of complaint data.

44. The LGSCO offered three online complaint courses last year which were attended by 35 staff including Island Roads, Managers from several service areas and NCOs. We are now exploring an e-learning module with the Learning and Development Team that will expand our existing complaints module to create content that reflects our own policies and processes. Individuals can still however, enrol on the LGSCO complaint handling course for a fee of £45.

#### **45. Summary**

46. There were no outcomes or recommendations from the meeting of the Scrutiny Committee on 12<sup>th</sup> October 2021. However, the target set at the November 2020 Scrutiny Committee has been met:

- Increasing the target for resolving complaints at Stage 1 from 50% by 2022 to 90%.

The current percentage of complaints resolved at Stage 1 is 92% as of 31<sup>st</sup> March 2022

47. The Council regularly reviews its complaints policy and has clear objectives relating to improving service delivery by identifying learning outcomes. The Corporate Management Team acknowledge that learning outcomes from our customers should be at the heart of service delivery, their views and comments are important to us and are therefore actively making improvements that will allow us to improve and develop our services to better serve our residents.
48. Overall, we have maintained a consistent performance in respect of complaints received and those referred for investigation by the LGSCO, however the areas for improvement remain recording learning outcomes and using complaints to drive a culture of learning, reflection, and improvement and putting things right when we find something has gone wrong, rather than wait for the complaint process to conclude before doing this

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