

Public Document Pack



Monitoring Officer
Christopher Potter

County Hall, Newport, Isle of Wight PO30 1UD
Telephone (01983) 821000

Agenda

Name of Meeting	CORPORATE SCRUTINY COMMITTEE
Date	TUESDAY 12 SEPTEMBER 2023
Time	5.00 PM
Venue	COUNCIL CHAMBER, COUNTY HALL, ISLE OF WIGHT
Committee Members	Cllrs J Robertson (Chairman), P Spink (Vice-Chairman), R Downer, W Drew, S Ellis, J Lever, R Quigley, C Quirk and K Love
Co-opted Members	Simon Cooke (IWALC), Vacancy (HALC)
	Democratic Services Officer: Megan Tuckwell democratic.services@iow.gov.uk

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 July 2023.

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 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, 7 September 2023.



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. Page 1

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 - 22)

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 23 - 30)

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. To approve the scope of a future agenda item relating to Maintenance and Restoration of Listed Buildings.

7. **Pre-Decision Scrutiny - Children's Services Future Arrangements** (Pages 31 - 32)

To consider the proposed arrangements for the termination of the Children's Services partnership with Hampshire County Council and potential options for future service delivery ahead of its consideration by Cabinet at its meeting on 14 September 2023.

8. **Pre-Decision Scrutiny - Housing Affordability Supplementary Planning Document (SPD)** (Pages 33 - 94)

To consider the Housing Affordability Supplementary Planning Document, prior to its consideration by the Cabinet at its meeting on 14 September 2023.

9. **Quarterly Performance Monitoring Report Q1 2023-24** (Pages 95 - 176)

To consider the Council's performance measures for Quarter 1 of 2023-24, prior to its consideration by the Cabinet at its meeting on 14 September 2023.

10. **Corporate Complaints Annual Report 2022-23** (Pages 177 - 188)

To consider the annual complaints report to ensure that service improvements are being driven through lessons learnt.

11. **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 no later than 5pm on Friday 8 September 2023.

CHRISTOPHER POTTER
Monitoring Officer
Monday, 4 September 2023

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, or Deputy Monitoring Officer - Justin Thorne on (01983) 821000, email justin.thorne@iow.gov.uk.

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



Minutes

Name of meeting	CORPORATE SCRUTINY COMMITTEE
Date and Time	TUESDAY 11 JULY 2023 COMMENCING AT 5.00 PM
Venue	COUNCIL CHAMBER, COUNTY HALL, ISLE OF WIGHT
Present	CLLRS J ROBERTSON (CHAIRMAN), D ADAMS, R DOWNER, W DREW, S ELLIS, J LEVER, R QUIGLEY, C QUIRK AND K LOVE
Also Present	CLLRS D ANDRE, J BACON, J JONES-EVANS AND P JORDAN, C JARMAN Debbie Downer, Laura Gaudion, Dawn Lang, Wendy Perera, Christopher Potter, Natalie Smith, Megan Tuckwell, Richard Vaughan, Melanie White, and Simon Wiggins
Also Present (Virtual)	CLLR K LUCIONI Stuart Ashley, Christopher Ashman, Claire Shand and Chris Ward

11 Apologies and Changes in Membership (If Any)

CLLR DAVID ADAMS WAS IN ATTENDANCE AS A SUBSTITUTE FOR CLLR PETER SPINK. CLLR CHRIS QUIRK WAS ABSENT.

12 Minutes

RESOLVED:

THAT THE MINUTES OF THE MEETING HELD ON 6 JUNE 2023 BE CONFIRMED AS A TRUE RECORD.

13 Declarations of Interest

CLLR SUZIE ELLIS DECLARED AN INTEREST IN MINUTE ITEM 17, PRE-DECISION SCRUTINY - AMALGAMATION OF CHILLERTON AND ROOKLEY PRIMARY SCHOOL WITH GODSHILL PRIMARY SCHOOL, AS AN ASSOCIATE SCHOOL GOVERNOR AT BOTH SCHOOLS.

14 Public Question Time - 15 Minutes Maximum

NO PUBLIC QUESTIONS WERE RECEIVED.

15 Progress Update

THE CHAIRMAN PRESENTED THE REPORT WHICH PROVIDED AN OVERVIEW OF THE PROGRESS AGAINST ACTIONS AND OUTCOMES FROM PREVIOUS MEETINGS.

Reference was made to the request of the committee in January 2023 to receive a copy of the review of leisure centres once it had been completed. It was confirmed that the review was underway and was on track to be completed in Autumn 2023.

Reference was made to the request of the committee in February 2023 to receive a copy of the signed heads of agreement in relation to the proposed disposal of Kingston Marine Park. It was confirmed that this would be circulated to the committee once complete.

The chairman advised that he had discussed with the Leader the formal request made by members of the committee in March 2023 to view the confidential Floating Bridge settlement and advised that a response would be provided.

It was advised that a written response had been provided to the oral question raised by Cllr Karl Love at meeting held in June 2023 in relation to the financial settlement for the Floating Bridge, and whether compensation would be used to replace the vessel. It was confirmed that the settlement figure was ringfenced and could be used to replace the vessel should that event occur.

An update was sought relating to the arrangements for an all-councillors briefing on the delivery of affordable housing, as agreed by the committee at its meeting in June 2023. It was advised that two sessions were being planned for September 2023, one relating to the finances around accommodation and housing and the second focusing on the programmes which were underway.

The chairman advised that he had discussed with the Chief Executive and the Cabinet Member the request made by members of the committee in June 2023 to receive more frequent finance reports. It was agreed that quarterly reporting remained the most appropriate.

RESOLVED:

THAT the progress report and updates be noted.

16 Committee's Workplan:

16a Forward Plan

16b Committee's Work Programme 2023-25

Consideration was given to the committee's work programme and the scoping document for a future agenda item on Domestic Violence Perpetrator Programmes. 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. It was suggested that the Housing Affordability Supplementary Planning Document (SPD), due to be considered by the Cabinet in September 2023, be added to the committee's work programme.

RESOLVED:

THAT the forward plan, and the current work programme, be noted.

17 Pre-Decision Scrutiny - Amalgamation of Chillerton & Rookley Primary School with Godshill Primary School

Consideration was given to the report which sought the Cabinet's approval to publish a Public Notice to the amalgamate Godshill Primary School and Chillerton and Rookley Primary School, through the closure of Chillerton and Rookley Primary School with effect from the 31 December 2023. Questions were raised in relation to the process in place for those pupils on roll at Chillerton and Rookley Primary School and whether the home-to-school transport arrangements had been considered. Concerns were raised around the timeliness of the decision, and the level of detail provided in the report as it related to alternative options. It was recommended that future reporting on school place planning should include objective detail and narrative which clearly outlined the alternative options which had been explored and the reasons as to why those alternatives were not taken forward.

RESOLVED:

THAT the report to Cabinet be considered and noted.

18 Pre-Decision Scrutiny - Empty Property Strategy

The Director of Adult Social Care and Housing Needs presented the report which sought the Cabinet's approval to adopt the updated Empty Property Strategy (Residential) for 2023-2028, which aimed to bring long-term empty properties back into use; to increase the supply of homes and to reduce the detrimental impact of empty properties on communities. The committee expressed support for the document, and discussion took place regarding the potential resource implications that may arise in order to deliver the strategy.

RESOLVED:

THAT the report to Cabinet be considered and noted.

19 Pre-Decision Scrutiny - Acquisition Strategy

Consideration was given to the report which sought the Cabinet's approval to adopt the Acquisition Strategy (Homeless Accommodation) for 2023-2026, which set out the council's approach to purchase properties to directly provide temporary accommodation. It was advised that the strategy had been considered by the Policy and Scrutiny Committee for Neighbourhoods and Regeneration at its meeting held on 6 July 2023, where a number of comments had been raised, particularly in relation to the level of detail and the lack of specific timeframes contained within the strategy. The committee made comments in relation to the potential resource implications that may arise in order to deliver the strategy, and it was confirmed that this would be addressed at the all-councillors briefing sessions on the delivery of affordable housing.

RESOLVED:

THAT the report to Cabinet be considered and noted.

20 Capital Programme / Capital Strategy

The Director of Finance and Section 151 Officer presented the report which provided details on the capital programme and the capital strategy. Comments were made in relation to interest rates and the impact on the councils borrowing, treasury management, the debt maturity profile, future solutions, and roadblocks.

RESOLVED:

THAT the report be considered and noted.

21 Performance Management Framework

The Cabinet Member for Finance, Climate Change and Biosphere presented the report which provided an update on the research, findings, and work programme in place to improve the performance management processes within the council. The report was welcomed, and the committee requested to review the matter again when the new processes had been embedded. It was agreed that a progress update would be provided in early 2024.

RESOLVED:

THAT the report be considered and noted.

22 Members' Question Time

No questions were received.

CHAIRMAN

Corporate Scrutiny Committee - Progress on Actions & Outcomes

Meeting Date	Agreed Action	Responsibility	Update	Actioned
Outstanding Actions				
10 January 2023	Forward Plan The committee requested a copy of the review of leisure centres once it has been completed.	Cabinet Member for Economy, Regeneration, Culture and Leisure	Update from 11 July meeting: Still anticipate the review being ready in autumn time	
7 February 2023 Page 9	Asset Management/ Property Rationalisation The heads of agreement in relation to the proposed disposal of Kingston Marine Park be circulated to the committee once they are signed.	Cabinet Member for Economy, Regeneration, Culture and Leisure	Update from 11 July meeting: Talks continue to be underway and the signed terms would be circulated to the committee when available	
	Cowes Floating Bridge The committee to determine the scope of the request to view the confidential delegated decision with the reasons for this and the outcome being sought together with the Councillors wishing to view the papers.	Deputy Leader and Cabinet Member for Adult Services and Housing, Public Health, and Homelessness	Update from 11 July meeting: The Chairman to meet with the Leader so that a formal response can be provided	
11 July 2023	Acquisition Strategy Cllr Adams asked a question on modular housing, it was advised a written response would be provided outside of the meeting.	Deputy Leader and Cabinet Member for Adult Services and Housing, Public Health, and Homelessness	Awaiting response to the questions on modular housing	
Actions Completed (Since Last Meeting)				
9 May 2023	IW Community Safety Partnership Annual Report 2021-22 Request was made to scope the topic of Perpetrator Programmes	Scrutiny Officer	Item has been added to the workplan for November 2023.	Jul-23

6 June 2023	<p>Forward Plan The Strategic Manager for Housing to deliver a presentation to all councillors (to include details on affordable purchase, affordable rental, leasing, and mobile homes) in order for the scope of any potential task and finish group to be established.</p>	Deputy Leader and Cabinet Member for Adult Services and Housing, Public Health, and Homelessness	A housing finance briefing took place on 17 August 2023. A second housing briefing session is scheduled to take place on 21 September 2023.	Aug-23
	<p>Members Questions Cllr Love raised a question in relation to the financial settlement for the Floating Bridge, and whether the compensation would be used to replace the vessel. It was confirmed that a written response would be provided.</p>	Cabinet Member for Highway PFI, Transport and Infrastructure	A response was provided and read out at the committee meeting on 11 July 2023.	Jul-23

Isle of Wight Council Forward Plan – August 23

The Forward Plan is a list of all Key Decisions 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.

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 Adult Services and Housing, Public Health and Homelessness - Cllr Ian Stephens

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

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

Cabinet Member for Economy, Regeneration, Culture and Leisure - Cllr Julie Jones-Evans

Cabinet Member for Planning, Coastal Protection and Flooding - Cllr Paul Fuller

Cabinet Member for Finance, Climate Change and Biosphere - Cllr Jonathan Bacon

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

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

**Any decisions that are intended to 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, will require the publication of specific notices, including the reason(s) for the meeting to be held in private.

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?
Island Planning Strategy 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.	Full Council Date 1 st added: 17 March 2022	17 May 2023		Internal and External Full public consultation	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>Lease of Browns Golf Course</p> <p>The previous tenant gave notice to end their period of tenancy just prior to the summer break. The authority has made every attempt to advertise this opportunity in time, so the facility could be open for the summer at the request of members. There was some interest, and a successful candidate has been appointed. A decision is required now that the leases have been produced, to award this 5 year lease</p>	<p>Cabinet Member for Economy, Regeneration, Culture and Leisure</p> <p>Councillor Julie Jones-Evans</p> <p>Date 1st added: 1 August 2023</p>	<p>Not before 30th Aug 2023</p>	<p>Leaders authority - Browns Lease_Redacted</p>	<p>Advertisement of the opportunity</p>	<p>Part exempt Confidential Appendix - The financial details of the lease are commercially confidential because of the competitive process</p>
<p>Adoption of EV Chargepoint Infrastructure Strategy</p> <p>Following a period of public consultation, an Electric Vehicle Charging Infrastructure Strategy has been developed. This provides detail on the roll out of public chargepoints and associated policies to ensure that a lack of charging infrastructure does not act as a barrier to electric vehicle ownership.</p>	<p>Cabinet</p> <p>Cabinet Member for Infrastructure, Highways PFI and Transport (Archived 19 May 2023)</p> <p>Date 1st added: 2 May 2023</p>	<p>14 Sep 2023</p>		<ol style="list-style-type: none"> 1. Public – via public consultation 2. Stakeholders – via public consultation 3. Town, Parish or Community Councils – via webinars 4. Internal Council Services – direct contact on technical issues 	<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>QPMR Q1 - 2023-24</p> <p>To provide a summary of progress against Corporate Plan activities and measures for the period January 2022 to March 2023. 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>	<p>Cabinet</p> <p>Cabinet Member for Finance, Climate Change and Biosphere Date 1st added: 31 May 2023</p>	<p>14 Sep 2023</p>			<p>Open</p>
<p>Local Bus Service Enhanced Partnership Plan and Scheme</p> <p>To seek approval for the proposed Local Bus Service Enhanced Partnership Plan and Scheme with Southern Vectis, based on the recently adopted Bus Services Improvement Plan.</p>	<p>Cabinet</p> <p>Cabinet Member for Transport and Infrastructure, Highways PFI and Transport Strategy Date 1st added: 5 June 2023</p>	<p>14 Sep 2023</p>		<p>N/A</p>	<p>Open</p>

Page 3

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>Housing Affordability Supplementary Planning Document (SPD)</p> <p>Seeking formal adoption of the 'Housing Affordability Supplementary Planning Document (SPD)' following a period of public consultation that will take place in June/July 2023. The principle of preparing and adopting a Housing Affordability SPD was agreed at the Housing Members Board in April 2023.</p>	<p>Cabinet</p> <p>Cabinet Member for Planning, Coastal Protection and Flooding</p> <p>Date 1st added: 5 June 2023</p>	<p>14 Sep 2023</p>		<p>Statutory consultation to be undertaken in line with planning legislation for 6 week period to include key stakeholders and the public with targeted consultation to RSLs and developers providing affordable housing.</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>Better Care Fund 2023-2025</p> <p>The Better Care Fund (BCF) programme supports the Isle of Wight Council (IWC) and Integrated Care Board (ICB) to successfully deliver integrated working that best supports Island residents. The requirements of the BCF are set by NHS England (NHSE), including details on financial and contractual arrangements. The Cabinet is asked to note the 2022/23 BCF end of year submission and to approve the work undertaken to date and to delegate to the Director for Adult Social Care and Housing Needs for the Isle of Wight (IWC) and the ICB (Isle of Wight place) Place Director authority to further develop the BCF 2023 – 2025 templates in line with the national guidance and deadlines.</p>	<p>Cabinet</p> <p>Deputy Leader and Cabinet Member for Adult Services and Housing, Public Health and Homelessness Date 1st added: 5 July 2023</p>	<p>14 Sep 2023</p>		<p>Stakeholders - LA, ICB</p>	<p>Open</p>
<p>School Place Planning</p> <p>Update on school place planning.</p>	<p>Cabinet</p> <p>Cabinet Member for Children's Services, Education and Lifelong Skills Date 1st added: 1 February 2023</p>	<p>14 Sep 2023</p>	<p>School Place Planning</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>Children's Services - Future Arrangements</p> <p>To confirm the arrangements for the termination of the Children's Services Partnership with Hampshire and consider potential options for future service delivery.</p>	<p>Cabinet</p> <p>Date 1st added:</p>	<p>14 Sep 2023</p>	<p>None</p>	<p>Partnership stakeholders Internal Council Services</p>	<p>Open</p>
<p>Isle of Wight Youth Justice Plan</p> <p>It is a statutory requirement for all Youth Justice Services to complete an annual Youth Justice Plan. This plan is written in accordance with the Youth Justice Board guidance using their standard template.</p> <p>One of the requirements under Regulation 4 of the Local Authorities (Functions and Responsibilities) (England) Regulations 2000¹, is for this plan to be signed off by full council (section 5.28 of the guidance)</p>	<p>Full Council</p> <p>Cabinet Member for Children's Services, Education and Lifelong Skills</p> <p>Date 1st added: 1 August 2023</p>	<p>20 Sep 2023</p>	<p></p>	<p>N/A</p>	<p>Open</p>
<p>Disposal of potential housing site(s) in East Cowes</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 (archived 19 May 2023)</p> <p>Date 1st added: 6 July 2022</p>	<p>12 Oct 2023</p>	<p></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>Housing Strategy 2020 – 2025 Action Plan Progress Report 2023</p> <p>To provide Cabinet with progress the council and its partners have made against the Housing Strategy action plan since adoption in October 2020.</p>	<p>Cabinet</p> <p>Deputy Leader and Cabinet Member for Adult Services and Housing, Public Health and Homelessness</p> <p>Date 1st added: 1 August 2023</p>	<p>12 Oct 2023</p>	<p>Housing Strategy 2020 – 2025 Action Plan Progress Report 2023</p>		<p>Open</p>
<p>Local Council Tax Support</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 ahead of the finance Full Council for implementation on the 1 April every year for the statutory provisions to be undertaken.</p>	<p>Cabinet</p> <p>Cabinet Member for Finance, Climate Change and Biosphere</p> <p>Date 1st added: 5 July 2023</p>	<p>9 Nov 2023</p>		<p>Public/Service Users Stakeholders Town, Parish & Community Councils Internal Council Services</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>Adoption of three LCWIPs (East Cowes & Whippingham; Cowes, Gurnard & Northwood; Brading, Bembridge & St Helens) as a Supplementary Planning Documents (SPD)</p> <p>Following a period of public consultation, Cabinet to be asked to adopt three separate Local Cycling and Walking Infrastructure Plans (LCWIP) for East Cowes & Whippingham; Cowes, Gurnard & Northwood; and Brading, Bembridge & St Helens as Supplementary Planning Documents (SPD) that post adoption can be used as a material consideration in planning decisions.</p>	<p>Cabinet</p> <p>Cabinet Member for Levelling Up, Regeneration, Business Development and Tourism (archived 19 May 2023) Date 1st added: 1 March 2023</p>	<p>11 Jan 2024</p>		<p>Prior to the cabinet decision, a formal 6 week public consultation in the LCWIPs will have taken place in line with Planning legislation for the adoption of SPDs, including consultation with a number of statutory consultees</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>Local Council Tax Support</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>Full Council</p> <p>Cabinet Member for Finance, Climate Change and Biosphere Date 1st added: 5 July 2023</p>	<p>17 Jan 2024</p>		<p>Consultation to be undertaken if decision is made to make changes to the scheme for 8 weeks. Each claimant will be written to advising them of the changes, advice sent through the anti-poverty meetings, online survey via questionnaire explaining the proposals and likely impact – paper survey on request, People Matter consulted, Age Friendly Group provided with details, letter to the Parish Councils, Letter sent to the police commissioner and fire authority. www.iwight.com Press releases. Face to face communication at customer service points. The council's Facebook and Twitter sites (weekly promotions). Information on the front page of iwight.com</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>The adoption of the Newport Harbour Masterplan Supplementary Planning Document</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 (archived 19 May 2023) Date 1st added: 7 September 2022</p>	<p>8 Feb 2024</p>			<p>Open</p>
<p>Determination of School Admission Arrangements for 2025/26</p> <p>To determine the Isle of Wight Council's school admissions arrangements for 2025/2026.</p>	<p>Cabinet</p> <p>Cabinet Member for Children's Services, Education and Lifelong Skills Date 1st added: 5 July 2023</p>	<p>8 Feb 2024</p>			<p>Open</p>
<p>Determine School Academic Year/Term Dates for 2025/2026</p> <p>To seek approval from the Cabinet on the determination of the pattern of school term and holiday dates for the school year 2025/2026.</p>	<p>Cabinet</p> <p>Cabinet Member for Children's Services, Education and Lifelong Skills Date 1st added: 5 July 2023</p>	<p>14 Mar 2024</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>Post 16 Transport Policy Statement 2024</p> <p>To seek Cabinet approval for the Post 16 Transport Policy Statement which applies to the 2024 academic year. The Post 16 policy statement must be published annually by 31 May each year.</p>	<p>Cabinet</p> <p>Cabinet Member for Children's Services, Education and Lifelong Skills</p> <p>Date 1st added: 5 July 2023</p>	<p>9 May 2024</p>			<p>Open</p>

This page is intentionally left blank

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
6 September 2023 - INFORMAL	Cyber Security	To receive a response and discussion on the questions posed before considering what further actions require the attention of the committee	Cabinet Member for Regulatory Services, Community Protection, Waste and ICT Director of Corporate Services
12 September 2023	Pre-Decision Scrutiny - Children's Services - Future Arrangements	To consider the proposed arrangements for the termination of the Children's Services Partnership with Hampshire and potential options for future service delivery ahead of its consideration by Cabinet at its meeting on 14 September 2023.	Chief Executive
	Pre-Decision Scrutiny - Housing Affordability Supplementary Planning Document (SPD)	To consider the Housing Affordability Supplementary Planning Document ahead of it going to Cabinet on 14 September 2023.	Cabinet Member for Planning, Coastal Protection and Flooding
	Quarterly Performance Monitoring Report Quarter 1 2023-24	To consider the Council's performance measures for Quarter 1 of 2023-24	Cabinet Member for Finance, Climate Change, and Biosphere
	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 for Finance, Climate Change, and Biosphere
	Committee's Workplan	a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25	Committee

10 October 2023	Pre-Decision Scrutiny - Draft Island Planning Strategy	To review the draft Island Planning Strategy ahead if it going to Cabinet on 9 November 2023	Cabinet Member for Planning, Coastal Protection and Flooding
	Pre Decision Scrutiny - Disposal of potential housing site(s) in East Cowes	To consider the option to dispose, subject to securing planning permission, on one or both of the council owned development sites known as Maresfield Rd and Albany	Cabinet Member for Economy, Regeneration, Culture and Leisure
	Carbon Offsetting	To consider the councils approach to carbon offsetting.	Cabinet Member for Finance, Climate Change, and Biosphere
	Scams and Fraud Prevention	To consider the councils approach and partnership working in regard to scam and fraud prevention.	Cabinet Member for Regulatory Services, Community Protection, Waste and ICT
	Committee's Workplan	a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25	Committee
7 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 Regulatory Services, Community Protection, Waste and ICT
	Perpetrator Programme	To consider what work is ongoing to reduce perpetrators reoffending.	Cabinet Member for Regulatory Services, Community Protection, Waste and ICT
	Quarterly Performance Monitoring Report Quarter 2 2023-24	To consider the Council's performance measures for Quarter 2 of 2023-24	Cabinet Member for Finance, Climate Change, and Biosphere
	Committee's Workplan	a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25	Committee

9 January 2024	Draft budget proposals 2024- 25	To comment on outline budget proposals.	Leader / Cabinet Members / Section 151 Officer
	Committee's Workplan	a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25	Committee
6 February 2024	Budget proposals for 2024-25	To comment on draft budget proposals	Leader / Cabinet Members / Section 151 Officer
	Pre Decision Scrutiny - 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 Economy, Regeneration, Culture and Leisure
	Quarterly Performance Monitoring Report Quarter 3 2023-24	To consider the Council's performance measures for Quarter 3 of 2023-24	Cabinet Member for Finance, Climate Change, and Biosphere
	Committee's Workplan	a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25	Committee
12 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
	Policy Framework Annual Review	To review the Council's list of policies to ensure that they are being reviewed and refreshed timely and effectively.	Cabinet Member for Finance, Climate Change, and Biosphere
	Committee's Workplan	a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25	Committee
7 May 2024			

	Committee's Workplan	a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25	Committee
June 2024	Quarterly Performance Monitoring Report Quarter 4 2023-24	To consider the Council's performance measures for Quarter 4 of 2023-24	Cabinet Member for Finance, Climate Change, and Biosphere
	Committee's Workplan	a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25	Committee
July 2024			
	Committee's Workplan	a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25	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 Finance, Climate Change, and Biosphere
	Committee's Workplan	a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25	Committee
October 2024			
	Committee's Workplan	a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25	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 Regulatory Services, Community Protection, Waste and ICT
	Committee's Workplan	a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25	Committee
January 2025	Draft budget proposals 2025-26	To comment on outline budget proposals.	Leader / Cabinet Members / Section 151 Officer
	Committee's Workplan	a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25	Committee
February 2025	Draft budget proposals 2025-26	To comment on draft budget proposals	Leader / Cabinet Members / Section 151 Officer
	Committee's Workplan	a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25	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
	Policy Framework Annual Review	To review the Council's list of policies to ensure that they are being reviewed and refreshed timely and effectively.	Cabinet Member for Finance, Climate Change, and Biosphere

	Committee's Workplan	a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25	Committee
--	-----------------------------	--	-----------

Appendix 1

CORPORATE SCRUTINY COMMITTEE - WORKPLAN SCOPING DOCUMENT

TOPIC	Maintenance and Restoration of Listed Buildings
PROPOSED COMMITTEE DATE	9 January 2024
BACKGROUND	<p>There is a statutory duty for the owners of listed buildings to maintain them. For example:</p> <ul style="list-style-type: none"> • Around 11 years ago when Shanklin Theatre & Community Trust acquired Shanklin Theatre from the IOW Council it had a backlog of £2,500,000 of essential maintenance. • When the Trust purchased the old Shanklin Library building it had leaking roofs, rotten woodwork, and when the gas heating system was inspected it was condemned.
FOCUS FOR SCRUTINY	<ul style="list-style-type: none"> • What listed buildings does the Council still own? • When was each one last inspected/surveyed to identify required maintenance? • What is the cumulative value of already identified repairs/restoration to Council owned Listed Buildings? • What other building does the Council still own? • Are condition reports and schedules of required works available for these buildings? • Is there a policy in place regarding the maintenance and restoration of listed buildings?
EXPECTED BENEFITS/ OUTCOMES	The committee to make any recommendations or suggestions for improvement.
APPROACH	Committee Report
WITNESSES/ EVIDENCE REQUIRED	Director of Regeneration Cabinet Member for Finance, Climate Change, and Biosphere
LINKS TO CORPORATE PLAN	<p>Core values Our purpose is to work with and support the Island's community, finding ways to help it to satisfy its needs independently or to provide services directly where necessary. We value:</p> <ol style="list-style-type: none"> 1. Being community focused: This means, wherever possible, putting the needs of our residents first. 2. Working together: This means engaging realistically with partners to make the most of integrated working, helping communities to help themselves and being a strong council team that delivers on these values. 3. Being effective and efficient This means being the best that we can be in how we organise and deliver our services, using all our limited resources wisely and carefully, getting on with things where we can. 4. Being fair and transparent This means making decisions based on data and evidence and in an open and accountable way.

This page is intentionally left blank



Agenda Item Introduction

Committee	CORPORATE SCRUTINY COMMITTEE
Date	12 SEPTEMBER 2023
Topic	CHILDREN'S SERVICES FUTURE ARRANGEMENTS

BACKGROUND

The Isle of Wight Council entered a partnership with Hampshire County Council in 2013 following Ofsted judging the Isle of Wight children's services to be inadequate and with a failing schools' system. The partnership delivered positive results which led to the Island's first Ofsted judgement of 'good', in 2018. Since then, children's services on the Isle of Wight have continued to gain strength and are in a secure position. Cabinet is due to consider the arrangements for the termination of the Children's Services Partnership with Hampshire and consider potential options for future service delivery at its meeting on 14 September 2023.

FOCUS FOR SCRUTINY

The role of the committee is not to act as a 'shadow Cabinet'. Its function is to ensure that the principles of decision making have been complied with:

- taking into account all relevant considerations and ignoring those which are irrelevant
- compliance with finance, contract and all other procedure rules
- due consultation and proper advice is taken, and alternative options considered before decisions are reached
- impartiality and an absence of bias or pre-determination
- any interests are properly declared
- decisions are properly recorded and published
- decisions are proportionate to the desired outcome
- respect for human rights and equality impacts
- a presumption in favour of transparency and openness
- clarity of aims and desired outcomes
- due consideration of all available options
- reasons are given for decisions

OUTCOME

Does the committee support the proposed recommendations, or wish to report any comment to Cabinet?

APPROACH

To review the Cabinet report once published.

Contact Point: Melanie White, Statutory Scrutiny Officer, ☎ 821000 ext 8876
e-mail melanie.white@iow.gov.uk



Agenda Item Introduction

Committee	CORPORATE SCRUTINY COMMITTEE
Date	12 SEPTEMBER 2023
Topic	PRE-DECISION SCRUTINY - HOUSING AFFORDABILITY SUPPLEMENTARY PLANNING DOCUMENT (SPD)

BACKGROUND

The Council are seeking formal adoption of the 'Housing Affordability Supplementary Planning Document (SPD)' following a period of public consultation that took place in June/July 2023. The principle of preparing and adopting a Housing Affordability SPD was agreed at the Housing Members Board in April 2023 and will be brought to Cabinet for approval on 14 September 2023.

FOCUS FOR SCRUTINY

The role of the committee is not to act as a 'shadow Cabinet'. Its function is to ensure that the principles of decision making have been complied with:

- taking into account all relevant considerations and ignoring those which are irrelevant
- compliance with finance, contract and all other procedure rules
- due consultation and proper advice is taken, and alternative options considered before decisions are reached
- impartiality and an absence of bias or pre-determination
- any interests are properly declared
- decisions are properly recorded and published
- decisions are proportionate to the desired outcome
- respect for human rights and equality impacts
- a presumption in favour of transparency and openness
- clarity of aims and desired outcomes
- due consideration of all available options
- reasons are given for decisions

OUTCOME

Does the committee support the proposed recommendations, or wish to report any comment to Cabinet?

APPROACH

The Cabinet report to be submitted to the committee.

DOCUMENTS ATTACHED

Report to Cabinet on 14 September 2023 – Adoption of the Housing Affordability Supplementary Planning Document (SPD)

Appendix 1: Housing Affordability SPD

Appendix 2: Summary of consultation responses

Appendix 3: Schedule of changes to the Housing Affordability SPD

Appendix 4: Stage one equality impact assessment (EqIA)

Contact Point: Melanie White, Scrutiny Officer, ☎ 821000 ext 8876
e-mail melanie.white@iow.gov.uk



Cabinet Report

Date	14 SEPTEMBER 2023
Title	ADOPTION OF THE 'HOUSING AFFORDABILITY' SUPPLEMENTARY PLANNING DOCUMENT (SPD)
Report of	CABINET MEMBER FOR PLANNING, COASTAL PROTECTION & FLOODING

EXECUTIVE SUMMARY

1. The purpose of this report is to consider the adoption of the 'Housing Affordability Supplementary Planning Document (SPD)' following a consultation exercise undertaken by the Isle of Wight Council.
2. Since the adoption of the Core Strategy in 2012 the housing market on the island has changed dramatically due to a number of issues including the impact of the pandemic, significant reductions in the number of properties available within the rented sector, increased build costs and low numbers of affordable housing completions. These issues have combined to present an extremely challenging market that has seen the affordability and availability of property decline for many island residents.
3. The content of the Housing Affordability SPD focuses on ensuring that the mix of affordable housing products coming forward from new development and the details used to inform such a mix are reflective of the current housing market on the island and continue to align with adopted policy.
4. It should be noted that an SPD cannot change adopted policy (as currently set out in Core Strategy policy DM4) so it cannot alter the percent of affordable housing required, change the policy thresholds for when it is required or require deeper discounts from market value. Such policy changes can only be undertaken as part of a new local plan, which will be through the Island Planning Strategy (IPS). Given the ongoing delays to the IPS, the SPD is seen as a stepping stone in advance of new affordable housing policy being taken forward.
5. The report recommends the adoption of the Housing Affordability Supplementary Planning Document as it aligns with one of the key priorities within the Corporate Plan. The adoption of the Housing Affordability SPD will result in the local planning authority being able to use the document as a material consideration when determining planning applications.

RECOMMENDATION

6. That the 'Housing Affordability Supplementary Planning Document' attached as Appendix 1 to this report be formally adopted; and
7. That any final editorial and presentational changes to the supplementary planning document are delegated to the Strategic Manager for Planning in consultation with the Cabinet Members for Planning, Coastal Protection & Flooding and Adult Services & Housing, Public Health & Homelessness. These changes will not alter the meaning of the document and will be restricted to grammatical, presentational and typographical errors.

BACKGROUND

Housing Affordability

8. The IWC's current affordable housing policy is DM4 (Locally Affordable Housing) within the Core Strategy, which was adopted in 2012. The policy requires 35% of qualifying developments to be provided as on-site affordable housing.
9. Given the time that has elapsed since the adoption of the Core Strategy, and the circumstances currently present in the island housing market, an up to-date-appraisal of the market situation and the type of affordable housing most needed on the island has taken place, with a view to capturing the outcomes in an SPD.
10. Using average household income levels for the Isle of Wight it is estimated that 96% of households are unable to afford median property prices, and 85% are unable to afford the entry-level, lower quartile costs. 46% of new households are unable to afford the lower quartile rent of £550pcm ([Local Housing Needs Assessment 2022](#)).
11. In 2022, the affordability ratio of average house prices to average earnings on the Island was 9.31, based on an average house price of £256,000. This compares to affordability ratios in Portsmouth and Southampton of 7.3 and 7.4 respectively. In 2012 the affordability ratio on the island was 6.8.
12. Since 2015/16 there has also been limited delivery of affordable housing on the island. In the last 7 years, 330 affordable homes have been completed on the island, only 13% of total completions, The table below shows the annual provision over the last 7 years on the island.

Year	Total new homes completed	Affordable homes completed	% of completions as AH
2021/22	490	114	23%
2020/21	445	123	28%
2019/20	253	6	2.4%
2018/19	350	0	0%
2017/18	360	18	5%
2016/17	321	34	10.6%
2015/16	417	35	8.4%
Total	2,636	330	13%

13. Given this challenging situation, there is a need to make interventions in the housing market where appropriate, including by facilitating new operators and new products to provide greater choice and delivery.
14. In March and April 2023 respectively, the Housing Programme Officer Board and Housing Members Board agreed that Planning Services should prepare a draft Housing Affordability SPD for public consultation.
15. Public and stakeholder consultation took place for 6 weeks during June and July (see paragraphs 25-29 for more detailed information) and revisions have been made to the document to address some of the comments made (see Appendices 2 and 3).
16. The guidance within the final Housing Affordability SPD provides further detail of how the local planning authority will implement Core Strategy policy DM4 in the context of the current housing market, and in advance of a new local plan being adopted.

SPD adoption process

17. The national planning policy framework (NPPF) sets out that SPDs are 'documents which add further detail to the policies in the Local Plan. They can be used to provide further guidance for development on specific sites, or on particular issues, such as design. SPDs are capable of being a material consideration in planning decisions but are not part of the development plan'.
18. SPDs are subject to statutory preparation procedures under regulations 11 to 14 of the [Town and Country Planning \(Local Planning\) \(England\) Regulations 2012](#).
19. For an SPD to come into force it must be agreed and formally adopted by the council's Cabinet. Once adopted the SPD will then be capable of being used a material consideration, where relevant, in the determination of planning applications. The proposed SPD can be found as the first background paper link.

CORPORATE PRIORITIES AND STRATEGIC CONTEXT

20. The [Corporate Plan 2021 - 2025](#) sets out the administration's key areas for action, aspirations and key activities. The specific key area for action and aspirations relevant to the Housing Affordability SPD are:

Key area for action:

- Provision of affordable housing for island residents
- Economic recovery and reducing poverty.

Aspirations:

- (1) We will ensure that we listen to people. We will do so by holding consultations in which we will have a proper discussion with residents about issues;
- (18) Promote the building of affordable supported social retirement housing to ensure resident maintain their independence for as long as possible;
- (23) Housing that is created must be housing fit for purpose. We will prioritise truly affordable housing for island residents, meaning housing that is not just affordable to rent or buy but affordable to live in and maintain;

- (27) All council decisions must be considered with regard to their impact on young people and future generations;

Provision of affordable housing for island residents

21. The Housing Affordability SPD will introduce guidance to try and help address some of the challenges that are apparent in meeting the island's affordable housing needs. The document will help to ensure all that is possible is being done through the planning process to deliver an appropriate mix of affordable housing.
22. Therefore adopting the SPD to be used as a material consideration in the determination of planning applications will make a positive contribution towards securing the type of affordable housing that can benefit island residents.

Economic Recovery and Reducing Poverty

23. Providing affordable housing that meets the needs of island residents is a key tool in helping to address poverty reduction. Development of sites across the island that includes an appropriate mix of affordable housing can also be a catalyst for economic recovery.

Impact on Young People and Future Generations

24. The provision of affordable housing that meets the needs of island residents will have a positive impact on young people and future generations by providing affordable places for families to live.

CONSULTATION

25. The Draft Housing Affordability SPD was agreed by both the Housing Programme Officer Board and the Housing Members Board prior to public consultation.
26. In line with regulations 11 to 14 of the Town and Country Planning (Local Planning) (England) Regulations 2012, the local planning authority then undertook a 6-week consultation on the draft SPD (which was longer than the minimum statutory requirement for such a consultation). This took place from Friday 16 June 2023 until Friday 28 July 2023.
27. A summary of responses from the statutory consultation period is attached in Appendix 2. A number of factual changes and updates have been made to the Housing Affordability SPD as a result of the comments received and these are set out in Appendix 3.
28. The presentation and chronology of the document have been revised to address comments received and to ensure that the content of the guidance is clear and unambiguous.
29. The SPD also recognises 'Rentplus' as a compliant affordable housing product that can contribute to the mix of affordable housing products across the island.

SCRUTINY COMMITTEE

30. The proposed adoption of the Housing Affordability SPD is being considered by Corporate Scrutiny Committee on 12 September 2023 and any recommendation(s) from Corporate Scrutiny will be reported verbally to the Cabinet meeting.

FINANCIAL / BUDGET IMPLICATIONS

31. It is considered that there will be no direct financial / budget implications arising from adopting the Housing Affordability SPD.

LEGAL IMPLICATIONS

32. Supplementary planning documents should be prepared only where necessary and in line with paragraph 153 of the NPPF.
33. If adopted the SPD will add further detail to the policies already in the Island Plan Core Strategy. The SPD will be a formal document that will be a material consideration in planning decisions, but not part of the development plan.

EQUALITY AND DIVERSITY

34. 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 sexual orientation.
35. A stage one equality impact assessment (EqIA) has been undertaken in connection with the proposed SPD (see Appendix 4).
36. It is considered that the SPD itself will not have a negative impact on any of the protected characteristics. This is because the status of the document is such that higher level policy and legislation is also required to be considered as part of the determination of any planning application, which would take account of our legal duties under equality legislation.

PROPERTY IMPLICATIONS

37. It is considered that there will be no direct property implications, although any decisions over the future of council owned land will need to consider relevant planning policy that would include the SPD once adopted.

OPTIONS

38. The options are set out as follows:
 - a) To adopt the Housing Affordability Supplementary Planning Document attached as Appendix 1; or

- b) To further amend and then adopt the Housing Affordability Supplementary Planning Document; or
- c) To not adopt the Housing Affordability Supplementary Planning Document;
- d) To delegate any final editorial and presentational changes to the draft supplementary planning document to the Strategic Manager for Planning in consultation with the Cabinet Member for Planning, Coastal Protection & Flooding. These changes will not alter the meaning of the document and will be restricted to grammatical and typographical errors.

RISK MANAGEMENT

39. The main risk of not adopting the Housing Affordability SPD is that the local planning authority will not be able to use the guidance within the document as a material consideration when determining planning applications. This would mean that the further detail of how the local planning authority will implement Core Strategy policy DM4 in the context of the current housing market could not be used on a consistent basis when making planning decisions. By adopting the Housing Affordability SPD this risk is mitigated as far as reasonably practicable.

EVALUATION

40. The adoption of the Housing Affordability SPD will result in the council being able to use the guidance within the document, which aligns closely with key Corporate Plan objectives, as a material consideration when making planning decisions.

APPENDICES

- 41. Appendix 1: Housing Affordability SPD
- 42. Appendix 2: Summary of consultation responses
- 43. Appendix 3: Schedule of changes to the Housing Affordability SPD
- 44. Appendix 4: Stage one equality impact assessment (EqIA)

BACKGROUND PAPERS

45. Island Plan Core Strategy: <https://www.iow.gov.uk/azservices/documents/2776-Core-Strategy-Adopted-March-2012-updated-web-links-May-2013-with-cover.pdf>

Contact Point: James Brewer, Planning Team Leader Policy & Delivery
☎ 821000 extension 8567 e-mail james.brewer@iow.gov.uk

ASHLEY CURZON
*Assistant Director
of Regeneration*

(CLLR) PAUL FULLER
*Cabinet Member for Planning,
Coastal Protection & Flooding*

Housing Affordability

Supplementary Planning Document (SPD)

September 2023



Page intentionally left blank

Foreword

To be added

Cllr Paul Fuller, Cabinet Member for Planning, Coastal Protection and Flooding

Cllr Ian Stephens, Deputy Leader and Cabinet Member for Adult Services and Housing, Public Health and Homelessness

Page intentionally left blank

Contents

1. Introduction and the current housing context on the Island

2. Why an SPD is required

3. The Process of Affordable Housing Provision

4. Guidance on how the LPA will apply its current planning policy on affordable homes

5. Monitoring and review

Appendix 1: Current national planning practice guidance and policy on affordable homes including First Homes

Appendix 2: Current local planning policy on affordable homes

Appendix 3: Future local planning policy on affordable homes

Appendix 4: Example of IOW Local Connection Criteria

Page intentionally left blank.

1. Introduction and the current housing context on the Island

- 1.1 The Island Planning Strategy (IPS) is currently being prepared and once adopted will replace the Island Plan Core Strategy 2012. Preparing and adopting a local plan takes time and the IPS still has a number of formal stages to go through, including an examination in public, prior to being adopted.
- 1.2 The local planning authority's (LPA) affordable housing policy is currently provided by Core Strategy Policy DM4 `Local Affordable Housing`. National guidance has been amended since the adoption of the Core Strategy and updated evidence has been collected. It is considered that a new Supplementary Planning Document (SPD) will give guidance on how the LPA will implement Policy DM4 in the current context.
- 1.3 This SPD will provide guidance on the types of affordable housing and the target mix being sought on sites. The SPD specifically supports the implementation of **Core Strategy Policy DM4 criteria 3 and 4**. This SPD will work alongside the existing Affordable Housing Contributions SPD that came into force in 2017 and sets out when we ask developers to provide financial contributions towards affordable housing and how much those contributions will be.
- 1.4 Specific areas covered in this document include: -
 - An explanation of the affordable housing process from gaining planning permission through to the occupation of dwellings;
 - Clarification on the sources of data that will be used to inform local affordable housing requirements (size, tenure, level of market discount);
 - An updated commentary on the Policy DM4 target mix of 70% social/affordable rented and 30% intermediate tenures;
 - The types of affordable housing the council will require developers to provide when delivering on-site affordable properties;
 - The discount from the market value the Council will seek on First Homes;

- 1.5 This document will be adopted as a Supplementary Planning Document (SPD) and will be capable of being a material consideration in the determination of planning applications.

The current housing context

The housing situation has fundamentally changed on the Island over the last couple of years which has resulted in a very challenging market for many island residents wanting to rent or purchase a home.

One key change has been the severe reduction in the number of homes available to rent on the Island - from an average of 350 homes per month being available up until December 2019, this rapidly reduced by around 85% to around 60 homes per month by October 2021 and has continued to fall.

It is estimated that at least a third of the island private rental market, or around 5,000 properties, have been sold privately over the past couple of years and this trend is continuing. Rising interest rates and no significant fall in house prices are also affecting both the rental and sales markets.

Whilst many of the market factors affecting the housing market are outside of the control of the Council, the IWC is committed to do whatever it can to try and tackle some of the issues apparent on the island.

- 1.6 The Island has a high level of home ownership with 70% of homes owned compared to 63% in England. By comparison, the proportion of social rented properties is much lower on the island at 11%, compared to 14% in Hampshire and 18% in England. Privately rented properties form around 17% of total properties, the same level as in England but higher than the 13% in Hampshire (IOW Affordable Housing Assessment 2022). These proportions have stayed relatively static over the past 15 years.
- 1.7 Using the household income profile for the Isle of Wight (as shown in Table 1), it is estimated that 96% of households are unable to afford median property prices, and 85% are unable to afford the entry-level,

lower quartile costs. 46% of new households are unable to afford the lower quartile rent of £550pcm.

Table 1: House prices and affordability

	Lower Quartile	Median
Open market property price	£188,000	£255,000
Income needed (15% deposit and 4x loan to income multiplier)	£39,950	£54,188
Proportion of island households unable to afford	85%	96%

Source: Table 81 HNA, 2022

- 1.8 On the Island, the average cost of a new build dwelling is £373,663, an increase of 96.9% since 2010 (HM Land Registry Open Data, January 2022). Property prices, although cheaper than many areas of the South East, remain unaffordable for many local households. Many Island residents find they are unable to purchase a first home, particularly working age islanders. Median annual household income on the island in 2021 was £27,500 (Local Housing Needs Assessment, May 2022).
- 1.9 In 2021, the affordability ratio of average house prices to average earnings on the Island was 10.00, based on an average of all house prices¹ of £255,000 (Local Housing Needs Assessment 2022). This compares to affordability ratios in Portsmouth and Southampton of 7.44 and 7.43 respectively (Local Government Association, 2021). Note: affordability ratios vary from year to year and declined on both the island and the two cities in 2022.
- 1.10 A contributory factor to affordability on the island is considered to be second homes and holiday homes. This contributes to inflated prices and further limits housing availability.
- 1.11 The HNA, 2022 identifies that 372 homes per year are needed to meet affordable housing need for rent on the island and 117 dwellings per year for affordable home ownership. based on an overall housing need of 667 dwellings per annum (the standard methodology number at the time the HNA was undertaken).

¹ This figure is an average of all types of housing including new build and so is lower than the average cost of new build dwellings, which have a premium, used in paragraph 4.2.

Affordable Housing Delivery on the Island

- 1.12 Since 2015/16 there has been limited delivery of affordable housing on the island. In the last 7 years, 330 affordable homes have been completed on the island, only 13% of total completions, The table below shows the annual provision over the last 7 years on the island.

Table 2 Affordable Housing Completions 2015-2022

Year	Total new homes completed	Affordable homes completed	% of completions as AH
2021/22	490	114	23%
2020/21	445	123	28%
2019/20	253	6	2.4%
2018/19	350	0	0%
2017/18	360	18	5%
2016/17	321	34	10.6%
2015/16	417	35	8.4%
Total	2,636	330	13%

Source: IOW Authority Monitoring Reports

- 1.13 However the last two Authority Monitoring Reports for 2020/21 & 2021/22 identified that 123 and 114 affordable housing units (or 28% & 23%) respectively of total completions were delivered, a large increase on the previous 5 years. This is more consistent with levels achieved between 2011 and 2015 when 140 dwellings per annum were achieved on average. This however is well short of the identified need of 372 affordable dwellings per annum.
- 1.14 A lack of affordable housing provision and a high demand means just over 2,300 individual households have been identified as being within the most urgent housing need bands for rented properties. The table below sets out how this translates into different dwelling sizes.

Table 3 Housing Need by Property Size

Bedroom Need	1 bed	2 beds	3 beds	4+ bed	Total
Band 1	2	2	0	1	5
Band 2	177	40	33	37	287
Band 3	671	356	218	58	1,303
Band 4	258	270	143	35	706
Total	1,108	668	394	131	2,301

Table 2: Island Homefinder Band A to Band D statistics, May 2023

1.15 The [Affordable Housing Assessment 2019](#) identifies that no size of property would be considered to be 'affordable' at 80% of market value. Island Affordable Rent levels are identified as:

- 1-bed: 70% market rent or Local Housing Allowance (LHA), whichever is the lowest
- 2-bed: 70% market rent or LHA, whichever is the lowest
- 3-bed: Up to 65% for working families or capped at 50% for low income
- 4-bed: 50% market rent (capped rent)

1.16 The HNA identifies a requirement for different tenure types across the Island. There is a range of information available to use as a starting point to help determine an appropriate combination of general market housing and affordable housing types in any planning application to ensure it contributes to meeting identified needs. These are set out in [SPD guidance point AH1](#) in Section 4 below.

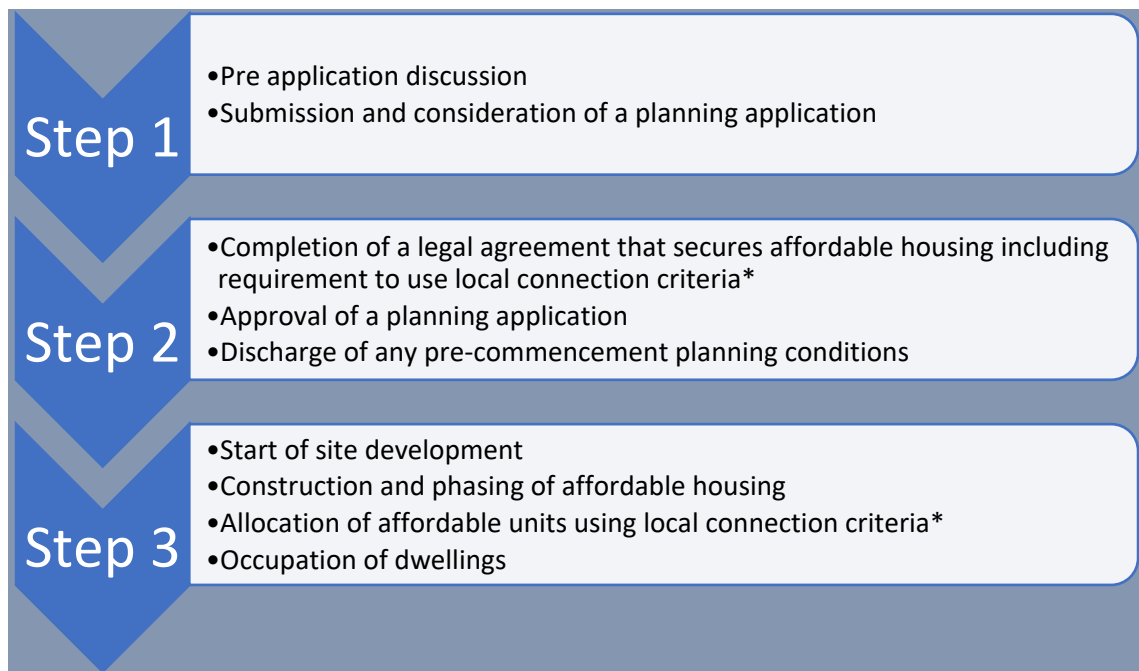
2. Why an SPD is required

- 2.1 In light of the challenges around delivering affordable homes on the Island and the importance of meeting the Island's affordable housing needs, the Council wishes to provide clarity on how it will apply its current planning policy on affordable homes.
- 2.2 It is intended that this guidance, in advance of a new local plan being adopted, will help to ensure that all that is possible is being done through the planning process to deliver an appropriate mix of affordable homes.

3. The Process of Affordable Housing Provision

3.1 Affordable housing is in short supply and applicants, depending on their circumstances, generally face a wait to secure a property. The main steps that need to be completed before a property is occupied are set out in Figure 1 below.

Figure 1 Process of Affordable Housing Provision



* See Appendix 4 for an example of the local connection criteria used to allocate affordable homes on the island

3.2 Once a planning application is registered, it is then assessed by a planning officer and a report is written setting out its acceptability and compliance with local plan policies including Policy DM4 `Locally Affordable Housing`.

3.3 After consideration of the report, if the planning application is to be approved, a legal agreement may be required. The legal agreement ensures that provisions like affordable housing and their timing are committed and agreed before permission is granted and a development commences.

3.4 Once the affordable housing units are developed, they are advertised for occupants on the Island Homefinder scheme. The Island Homefinder scheme is operated by IOWC, Vectis Housing Association, Sovereign Housing Association and Southern Housing. This Scheme offers the available properties and applicants can apply for the property of their

choice providing they meet the stated eligibility criteria. Available properties are advertised on the website by each partner to the scheme. An applicant can apply for as many properties as they wish. The relevant Housing Association shortlists applicants in order of Island Homefinder band, and properties are allocated in order of the shortlist to those applicants that meet the local connection criteria (see Appendix 4) that is set out in the legal agreement forming part of the planning permission.

- 3.5 It should be noted that some types of affordable housing, for example Shared Ownership homes funded with grant from Homes England, cannot be subject to any occupancy restrictions.
- 3.6 The Council also acknowledge that there are other routes to deliver additional affordable housing over and above that secured as 'policy compliant' through Section 106 agreements. This can be delivered by Registered Providers using grant. Where necessary, flexibility will be applied within a Section 106 agreement to maximise the ability to deliver additional and 100% affordable schemes.

4. Guidance on how the LPA will apply its Affordable Housing Policies

- 4.1 The LPA will use the guidance set out in this SPD when it is relevant to determining planning applications. The following guidance should be considered before permission is sought.

SPD Guidance AH1

- 4.2 The LPA expects that the most up to date and relevant information will be used by applicants when considering an appropriate mix of affordable properties on qualifying sites (as defined in Policy DM4 – see Appendix 2).

SPD Guidance AH1: How can an applicant demonstrate how their proposal contributes to meeting local housing needs and therefore benefits the local community?

Applicants will be encouraged to engage with the Council at pre-application stage to receive a clear steer on the expected make-up of any on-site affordable homes.

The Council will use the following sources of data, when available, to inform its view on what the appropriate mix of on-site affordable housing should be:

- a) the Island Homefinder register (IWC);
- b) Adopted neighbourhood plans;
- c) Parish level housing needs surveys completed after 2018;
- d) IOW Housing Needs Assessment (HNA) 2018 & Local Housing Needs Assessment 2022;
- e) Affordable Housing Assessment 2019 (IWC).

Submissions that do not provide the expected make-up of on-site affordable homes at pre-application / application stage should submit an evidenced justification as to why this cannot be achieved. Such justification will be scrutinised more closely by the LPA during the determination process and should clearly set out the site-specific constraints and reasons why an alternative make-up is being proposed.

SPD Guidance AH1 supporting information

- 4.3 The Local Housing Needs Assessments of 2018 & 2022 identify the need for a range of tenure types within the different areas across the Island. A number of documents can help to inform on the most appropriate mix to meet housing needs on the island. These include the Island Homefinder register; adopted neighbourhood plans; Parish level housing needs surveys completed after 2018; Housing Needs Assessment (HNA) 2018 and the HNA update 2022 (GL Hearn) and the Affordable Housing Assessment 2019 (IWC).
- 4.4 The information in these sources should be combined and will be used as the starting point in determining an appropriate mix of general market housing and affordable housing types to contribute to meeting identified needs. Applicants can also engage with Registered Providers prior to and during the planning application process to help guide the mix and specification of homes.
- 4.5 Adopted [Neighbourhood Plans](#) as of August 2023 are:
- Bembridge NP, 2014
 - Brading NP, 2015
 - Brighstone NP, 2016
 - Gurnard NP, 2017
 - Freshwater NP, 2018
- 4.6 Town, Parish, and Community councils, with or without neighbourhood plans, are encouraged to undertake local housing needs surveys in order to help inform the housing mixes being sought at the local level. This would be particularly beneficial where there is no local data or where existing information is out of date. With agreement of all parties, the carrying out of local housing needs surveys could be funded by developers. Regular updates to any completed surveys would ensure that the data remains as relevant as possible.

SPD Guidance AH2

- 4.7 Affordable housing needs vary across the island and between different settlements. However, it is clear that the majority of affordable need is for social or affordable rent, and this is reflected in **SPD guidance point AH2**. The other types of affordable housing vary, and new products are emerging. Each of these address different housing needs. The make-up of this mix in different settlements on the island should be informed by a site by site appraisal, taking in the latest available information. Consideration should include addressing the housing needs of older people.

SPD Guidance AH2 On-Site Affordable Housing Requirements

To help the Council tackle the increased need for affordable homes on the Island and address the specific challenges it currently faces, particularly in relation to the provision of social or affordable rent, it will need to consider whether the target mix of affordable housing types set out in Policy DM4 remain the most appropriate.

The evidence that the Council has collected to inform the Island Planning Strategy indicates that of the 35% affordable housing on qualifying sites, a target split of 80/20, rather than the 70/30 target split set out in the adopted Island Plan Core Strategy would better meet the current needs of the island housing market.

Therefore, the LPA may consider that the following target mix could be more appropriate:

- a) 80% social or affordable rent, and
- b) 20% to be other affordable housing products

SPD Guidance AH2 supporting information

- 4.8 Proposals for the affordable housing element of a development site are expected to take account of the information set out in the data sources in **SPD guidance point AH1**. Achieving the right balance in affordable housing provision will vary across the island and from site to site depending on its characteristics. Pre application discussions with the

council are strongly advised in order to discuss the suitability of any proposals in a given location. Proposals should ideally be informed by a site appraisal based on a local housing needs survey and agreed with the council. Development will be expected to deliver 35% affordable housing on-site in line with Core Strategy policy DM4 and national policy. However, proposals that can deliver more than the 35 per cent requirement will be welcomed.

- 4.9 The level of need for social and affordable rented properties has changed significantly since the Island Plan Core Strategy was adopted in 2012, with a substantial increase evidenced in the Local Housing Needs Assessment 2022. In light of this, the LPA will consider being adaptable to the target mix the LPA wishes to achieve across the island over the plan period to reflect the current position, increasing the amount sought to 80% of affordable housing. Other affordable products have consequently been reduced to 20%.
- 4.10 Where part of a dwelling results from the affordable housing calculation, the figure will be rounded to the nearest unit i.e., if it is 0.5 units or more it will be rounded up to the nearest unit. Where it is below 0.5 units it will be rounded down to the nearest unit.

For example, on a site of **120 homes** the following would be the target mix using the criteria set out in Guidance point AH2:

- i. **78** market sale homes, **42** affordable homes (35% in line with Policy DM4)
 - ii. Of the **42** affordable homes:
 - a. **34** x social/affordable rent;
 - b. **8** x other affordable housing products, which could include First Homes, discounted market sales or other intermediate tenures such as shared ownership.
- 4.11 The council recognise 'Rentplus' as an affordable housing product and that this can contribute to the mix of affordable housing products across the island. Tenants pay a discounted rent (80% of open market rent) for a minimum of 5 years to save towards the purchase of the house. The option to purchase comes after 5, 10, 15 or 20 years which is agreed at the start of the process and a 10% deposit is gifted when tenants are ready to purchase.

- 4.12 It is not expected that all onsite affordable housing will be provided through the Rentplus model, or other Rent to Buy models that may be available. Whilst the council is keen to facilitate new affordable housing products on the island, it is conscious of the need to maintain a varied supply and mix of affordable housing and home ownership.
- 4.13 First Homes² are designed to allow people to get on the housing ladder in their local area. It is considered that First Homes could contribute to providing a solution for local islanders buying their first home and/or for key workers. The role these play in providing for affordable housing on the island will vary and housing providers are encouraged to discuss this provision in pre-application discussions.
- 4.14 In line with government guidance, the Council will expect that any First Homes included as part of the mix will be discounted by a minimum of 30% against market value.

² See Appendix 1

5. Monitoring and review

- 5.1 This SPD will provide guidance to the LPA and applicants and will operate until Core Strategy policy DM4 is replaced by policy in the new Island Planning Strategy, or it is updated to reflect new government planning guidance or policy. New supplementary guidance will be produced to supplement new planning policies if it is required and permitted by new government guidance in place at the time.
- 5.2 The mix of market and affordable housing will be monitored each year in the Authority Monitoring Report as well as the affordable housing mix. A commentary against guidance points AH1 and AH2 will be provided.

Appendix 1: Current national planning practice guidance and policy on affordable homes (including First Homes)

Planning Practice Guidance (paragraph 006 ref ID: 67-006-20190722) describes affordable housing need as an estimate of *“the current number of households and projected households who lack their own housing or live in unsuitable housing and who cannot afford to meet their housing needs in the market”*.

The NPPF paragraphs 62 and 63 set out that: *‘The size, type and tenure of housing needed for different groups in the community should be assessed and reflected in planning policies (including, but not limited to, those who require affordable housing...)’*.

‘Where a need for affordable housing is identified, planning policies should specify the type of affordable housing required...’ applying the definition in Annex 2 to the framework’.

The definition of affordable housing in the NPPF Annex 2 is:

‘Housing for sale or rent, for those whose needs are not met by the market (including housing that provides a subsidised route to home ownership and/or is for essential local workers); and which complies with one or more of the following definitions:

a) Affordable housing for rent: *meets all of the following conditions: (a) the rent is set in accordance with the Government’s rent policy for Social Rent or Affordable Rent, or is at least 20% below local market rents (including service charges where applicable); (b) the landlord is a registered provider, except where it is included as part of a Build to Rent scheme (in which case the landlord need not be a registered provider); and (c) it includes provisions to remain at an affordable price for future eligible households, or for the subsidy to be recycled for alternative affordable housing provision. For Build to Rent schemes affordable housing for rent is expected to be the normal form of affordable housing provision (and, in this context, is known as Affordable Private Rent).*

b) Starter homes: *is as specified in Sections 2 and 3 of the Housing and Planning Act 2016 and any secondary legislation made under these sections. The definition of a starter home should reflect the meaning set out in statute and any such secondary legislation at the time of plan-preparation or decision-making. Where secondary legislation has the effect of limiting a household’s eligibility to*

purchase a starter home to those with a particular maximum level of household income, those restrictions should be used.

c) Discounted market sales housing *is that sold at a discount of at least 20% below local market value. Eligibility is determined with regard to local incomes and local house prices. Provisions should be in place to ensure housing remains at a discount for future eligible households.*

d) Other affordable routes to home ownership *- housing provided for sale that provides a route to ownership for those who could not achieve home ownership through the market. It includes shared ownership, relevant equity loans, other low cost homes for sale (at a price equivalent to at least 20% below local market value) and rent to buy (which includes a period of intermediate rent). Where public grant funding is provided, there should be provisions for the homes to remain at an affordable price for future eligible households, or for any receipts to be recycled for alternative affordable housing provision or refunded to Government or the relevant authority specified in the funding agreement.'*

First Homes

In May 2021, the Government published guidance on 'First Homes' a specific kind of discounted market sale housing which meets the definition of 'affordable housing' for planning purposes in a Written Ministerial Statement.

First Homes must:

- i. be discounted by a minimum of 30% against the market value; and,
- ii. after the discount has been applied, the first sale of the home must be at a price no higher than £250,000; and
- iii. be sold to a person who meets the First Homes eligibility criteria as set out below:
 - o A purchaser (or, if a joint purchase, all the purchasers) of a First Home should be a first-time buyer as defined in paragraph 6 of schedule 6ZA of the Finance Act 2003 for the purposes of Stamp Duty Relief for first-time buyers.
 - o Purchasers of First Homes, whether individuals, couples or group purchasers, should have a combined annual household income not exceeding £80,000 (or £90,000 in Greater London) in the tax year immediately preceding the year of purchase.

A purchaser of a First Home should have a mortgage or home purchase plan to fund a minimum of 50% of the discounted purchase price.

First Homes are not a requirement or mandatory and so might be suitable on a scheme on the island but equally might not be. It is expected that any First Homes (remaining in perpetuity) will be secured through section 106 planning agreements.

Appendix 2: Current local planning policy on affordable homes

Core Strategy Policy DM4 is set out below:

DM4 Locally Affordable Housing

The Council will seek to deliver around 1,790 affordable homes over the plan period. Development proposals will be expected to:

1. Provide 35% of the development as on-site affordable housing, based on developments of 15+ units in Key Regeneration Areas and 10+ units elsewhere.
2. Provide financial contributions towards affordable housing for developments of 1-14 units in Key Regeneration Areas and 1-9 units in Smaller Regeneration Areas and rural areas.
3. Deliver a target mix of 70% of affordable housing to be social/affordable rented and 30% for intermediate tenures.
4. Demonstrate how the proposals benefit the community.

The Council will support proposals for rural exception sites that would deliver affordable housing outside of identified settlement boundaries, where a local need can be demonstrated and there is no reasonable prospect of other sites meeting the identified local need. To take account of changing economic circumstances, if a developer is unable to provide the required 35% affordable housing, the Council will require an open-book assessment of the development viability to demonstrate what level of affordable housing is viable for the site. The contribution towards affordable housing will be set out in the Planning Obligations SPD

Policy DM4 provides guidance on the provision of affordable housing in the planning application process. The policy is supplemented by an Affordable Housing Contributions SPD which came into force in March 2017. This sets out the parameters for collecting a 3% financial contribution from qualifying development for the provision of affordable housing, expanding on criterion 2 of policy DM4.

This new SPD `Housing Affordability` supplements criteria 3 and 4 of policy DM4 which seeks a) target mix of 70% of affordable housing to be social/affordable rented and 30% a mix of intermediate tenures and b) information on how the proposals benefit the community. This additional guidance will allow new development coming forward in advance of the adoption of the new Island Planning Strategy to best meet the island's housing needs and reflect changing circumstances in the housing market.

Appendix 3: Future local planning policy on affordable homes

A new Island Planning Strategy (IPS) is being prepared. Its next stage will be Regulation 19 consultation as the Plan enters its formal stages of preparation. Following a period for representations, a public examination will be held.

New affordable housing policy in the IPS will take account of the latest evidence in the Affordable Housing Needs Assessment 2022 and updated information on affordability and viability.

New policy will seek to achieve a good mix of housing types to maximise meeting as many needs of the island population as possible, as well as requiring 'island affordable' properties that are at a deeper discount from market value. This Housing Affordability SPD cannot introduce those deeper discounts as it cannot write 'new policy' that does not conform with adopted local and national policy.

Appendix 4: Example Local Connection criteria

Local connection means, in the following order of priority: -

- (a) A person living in the Parish of xx who has an appropriate housing need because such person's family size has increased.
- (b) A person living in the Parish of xx who wishes to transfer to a smaller property to release large accommodation to the housing market or rented housing sector.
- (c) A person living in the Parish of xx who wishes to transfer to a similar sized property.
- (d) A person who has previously lived in the Parish of xx for 5 or more years up to the age of 16.
- (e) A person who has for a minimum of 3 years prior to the purchase or occupation of any dwelling been in full or part-time employment (excluding seasonal employment) in the Parish of xx.
- (f) A person who has for up to 3 years prior to the purchase or occupation of any dwelling been in full or part-time employment (excluding seasonal employment) in the Parish of xx or has accepted an unconditional offer of full or part time employment (excluding seasonal employment) in the Parish of xx;
- (g) A person living in an adjoining ward who is subject to a planned management transfer based on medical welfare grounds.
- (h) A person living on the Isle of Wight who has an appropriate housing need because such person's family size has increased.
- (i) A person living on the Isle of Wight and who wishes to transfer to a smaller property to release large accommodation to the housing market or rented housing sector.
- (j) A person living on the Isle of Wight who wishes to transfer to a similar sized property.
- (k) A person who has lived on the Isle of Wight for 5 or more years up to the age of 16.
- (l) A person who has for a minimum of 3 years prior to the purchase or occupation of any dwelling been in full or part-time employment (excluding seasonal employment) on the Isle of Wight.
- (m) A person who has for up to 3 years prior to the purchase or occupation of any dwelling been in full or part-time employment (excluding seasonal employment) on the Isle of Wight or has accepted an unconditional offer of full or part time employment (excluding seasonal employment) on the Isle of Wight.

- (n) A person living on the Isle of Wight who is registered on Island Home Finder.
- (o) A person living on the Isle of Wight or any person the Council and the Affordable Housing Provider approve.

This page is intentionally left blank

Appendix 2 Housing Affordability SPD summary of consultation comments

Draft Housing Affordability Supplementary Planning Document Consultation under regulations 11 to 14 of the Town and Country Planning (Local Planning) (England) Regulations 2012

The consultation ran from **16 June until 28 July 2023**. A total of **28 representations** were received and the summary of comments can be found below.

Representations	Number	Support	Object	No Comment	General Comment	Summary of Comments	Officer comments / changes to SPD
Statutory Consultees							
<i>Warren Lever (Hampshire CC)</i>	HASPD22	✓				<p>Support its key aims and ambitions. and express the support for this policy work from the Public Health Team.</p> <p>We show support for its aims to create a clear approach for affordable housing through the plan led system.. This SPD will provide a clear framework for affordable housing provision on the Island.</p> <p>where possible affordable housing measures are targeted to assist those in areas of the greatest need and provide a much-needed step towards housing security.</p> <p>We understand that housing quality and design is possibly covered in other policies and documents but the aim for tenure blind design of both.</p>	Comments noted

Appendix 2 Housing Affordability SPD summary of consultation comments

						While this SPD focuses on provision, we would suggest there is always a benefit to reiterating these aims as part of an affordable housing SPD.	
<i>Jonathan Shavelar – Natural England</i>	HASPD24	✓		✓		No detailed comments to make and agree with the conclusion of the Draft ES.	Comments noted
<i>Guy Robinson – Historic England</i>	HASPD27			✓		We do not consider it necessary for Historic England to provide detailed comments on this SPD at this time.	Comments noted
Parish/Town Councils							
<i>Cllr Brodie (Community councillor for Pan and Barton)</i>	HASPD9				✓	<p>Considers section 3 to be clear and agrees with the listed data sources. Also agrees the document is easy to read.</p> <p>The ratios preferred are 5-10% First Homes, 80% of the total social/affordable rent and 10-15% other affordable tenures. Also believes that even with a 30% discount on 'First Homes' would not address the housing needs due to the median annual income being not enough to be able to purchase.</p> <p>Expresses that we should build council housing which we have permission from the budget from 2022 to do. And agrees that any first homes on the island should</p>	<p>Comments noted</p> <p>80/20 split is proposed in guidance point AH2 – the 20% split can be flexible in terms of what proportion of First homes may or may not form part of that 20%. The potential for deeper discounts on First Homes can be assessed through emerging local plan (including viability assessment).</p> <p>Comments noted but outside the scope of the SPD in relation to the council as landowner building homes.</p>

Appendix 2 Housing Affordability SPD summary of consultation comments

						be discounted by a minimum of 30% against the market value	
<i>Northwood Parish Council</i>	HASPD18	✓				Support the document	Comments noted
<i>Fishbourne Parish Council</i>	HASPD19	✓				<p>General support but The Council must ensure that it can deliver off site affordable housing. Why has Social and affordable housing been lumped together.</p> <p>What effect will first time homes have on the wider viability?</p> <p>Use Brownfield land to enable construction.</p> <p>Developers should pay for viability assessments.</p>	<p>There is no distinction between social and affordable housing in the NPPF definition or the Core Strategy, and this SPD cannot override the NPPF or adopted local plan policy.</p> <p>First Homes no longer a requirement but optional for schemes given potential impacts on viability.</p> <p>Affordable Housing Contributions SPD (para 3.30) already requires developers to pay for any AH viability assessments undertaken by the LPA.</p>
<i>Shalfleet Parish Council</i>	HASPD20				✓	In the SEA it states 'under Characteristics of the effects of the area likely to be affected, it states several times that 'there are no effects'. It is felt that this is inaccurate and would override what matters to people.	In Table 6.1 of the SEA, where 'There are no effects' is listed against 'Characteristics of the effects and of the area likely to be affected' (a) to (d) and (f) to (g), this relates to the fact that the SPD is not introducing new policy that will either increase/decrease the amount of AH required from development or change the locations that any AH would be considered policy compliant. The SEA focuses solely on the effects of the SPD, not existing adopted policy.
<i>East Cowes Town Council</i>	HASPD26		✓			The document doesn't clearly explain that it sits alongside other SPD's that relate to affordable housing as both have relevance to DM4	Reference added in para 1.3 to the Affordable Housing Contributions SPD

Appendix 2 Housing Affordability SPD summary of consultation comments

					<p>In figure 1 it should read "Submission of a planning application"</p> <p>In step 2 the stages are the wrong way round and Discharge of pre-commencement conditions. Should be added as a stage.</p> <p>The document implies an actual requirement of affordable housing will be required, which goes significantly beyond the NPPF.</p> <p>If the IW Council wants to require developers to use its pre-application service, they really need to check whether this can be made compulsory within existing planning law.</p> <p>Will the IOW council support T&P Councils with their housing needs surveys? And how much would the surveys be rely on?</p> <p>It is clear from the wording within this new SPD that we won't have a new Island Planning Strategy until at least the forthcoming changes to the National Planning Policy Framework are released.</p>	<p>Figure 1 adjusted accordingly to better reflect the stages of the process.</p> <p>Figure 1 adjusted accordingly to better reflect the stages of the process.</p> <p>The SPD supplements Policy DM4 of the Core Strategy that requires affordable housing from qualifying sites</p> <p>Wording adjusted to encourage pre-application discussions.</p> <p>Old paragraph 6.5 / New paragraph 4.6 wording adjusted to reflect the position in relation to local housing needs surveys.</p> <p>Comments noted</p>
--	--	--	--	--	--	---

Appendix 2 Housing Affordability SPD summary of consultation comments

					<p>How are the Council going to increase the house building on the island to address the low numbers of the amount of affordable housing that is being built.</p> <p>The targets in the tables seem very unrealistic</p> <p>The SPD can't write new policy, so it can't change the housing numbers that are detailed in the Core Strategy, but it can be clearer about the affordable housing provision that the Council requires across the Island.</p>	<p>Comments noted but not applicable to the content of the SPD.</p> <p>Comments noted and agreed.</p>
Public Comments						
SH	HASPD5	✓				<p>Supports the SPD but stresses that there should be more provision for Key worker housing to fill hard to fill roles of them roles. But to also reinstate the Council as a Landlord</p> <p>Comments noted although direct provision of a particular type of affordable housing is beyond the scope of the SPD.</p>
Fran Osman-Newbury	HASPD7	✓				<p>The document is clear and basic to understand. An alternative could be to work with housing associations to build more affordable housing for renting and agrees that social and affordable housing should remain a priority for the lowest incomes and like this ambition, however its felt the council (Planning committee) are not</p> <p>Comments noted.</p>

Appendix 2 Housing Affordability SPD summary of consultation comments

						<p>proactive enough in granting permissions.</p> <p>In agreement of the approach to policy AH2 on first homes but don't think a blanket % and should depend on the circumstances of the purchaser and rules should be in place for resale.</p>	<p>First Homes, as defined by Government, require a minimum discount from market value to qualify as a First Home. Different discounts beyond the 30% would be supported if they came forward in schemes.</p>
Sue Macleod	HASPD8				✓	<p>Some general support for the SPD but Local housing needs should be on parish/local level and a parish level housing need survey can identify the local needs for affordable housing and should be the main driving force, the blanket approach will not be relevant to different areas of the island.</p> <p>Its felt the document is clear and easy to understand and the sources of data could be used now.</p> <p>Agrees with the approach for AH2 but not AH1.</p> <p>The Council needs to activate their housing company</p>	<p>Comments noted – the LPA has to plan on an island wide basis, but recognises the value of locally derived data, i.e. local housing needs surveys. In Guidance AH1 the SPD makes specific reference to these being a key source of information when determining what the make up of affordable housing is for a particular scheme.</p> <p>Comments noted.</p> <p>Comments noted.</p> <p>Comments noted but beyond the scope of the SPD and Local Planning Authority.</p>
Hilary Benns	HASPD10				✓	<p>Local housing needs should be given the most weight in</p>	<p>Comments noted.</p>

Appendix 2 Housing Affordability SPD summary of consultation comments

						<p>consideration of developments. And agree that 'First Homes' on the island should be discounted by a minimum of 30 per cent against market value.</p> <p>No major development should be permitted without any form of social or affordable housing for the lowest incomes. And something needs to be in place to ensure that these homes stay affordable after the sale by first occupants.</p> <p>The % stated on some of the approaches are unclear</p>	<p>Existing Core Strategy Policy DM4 requires provision of affordable housing from major development.</p> <p>Clarifications added.</p>
Carl Donoclift	HASPD11	✓				<p>General support for the document however felt not many people knew this document existed</p>	<p>Comments noted – consultation was undertaken with a wide range of stakeholders, including IWALC and also a press release / press notice.</p>
John Prickett (IW Community Led Housing project, Community Action Isle of Wight)	HASPD12	✓				<p>Considers Section 3 and in particular Figure 1 to be clear. I also consider the local connection criteria reproduced in Appendix 2 to be clear. The overall document is very comprehensive and draws on useful statistical data.</p> <p>Parish Level Housing Needs Surveys are very useful tools for assessing local need and shows a smarter picture of what is</p>	<p>Comments noted.</p> <p>Old paragraph 6.5 / New paragraph 4.6 wording adjusted to reflect the position in relation to local housing needs surveys.</p>

Appendix 2 Housing Affordability SPD summary of consultation comments

					<p>needed but is costly, requires a lot of resource and has no funding.</p> <p>The relative popularity and affordability of products such as Shared and other Low Cost Home Ownership offers varies dependant on many factors, whereas Social or Affordable rent is a constant need.</p> <p>The ranges of other tenure types are good options but each of them do have some negatives alongside the positives. RentPlus could be an aspirational option - worth trying.</p> <p>First home exception sites could reduce the availability of affordable rents. And market housing is needed.</p>	<p>Comments noted.</p> <p>Comments noted – the SPD aims to provide sufficient flexibility so that a wide range of affordable housing products could be delivered, depending on local circumstances.</p> <p>Noted – however First Homes exception sites are set out in government guidance and this SPD cannot override that.</p>
Emma Cox	HASPD13	✓			<p>I found the document easy to read and appreciated the clarifications throughout its length, negating the need to have several documents open to achieve full understanding.</p> <p>Its felt that data should be reviewed at regular stages when an application takes longer to decide to ensure that the affordable housing</p>	<p>Comments noted.</p> <p>Comments noted – S106 agreements that secure AH from sites are signed at the end of the determination process so can reflect any latest position, subject to compliance with adopted policy.</p>

Appendix 2 Housing Affordability SPD summary of consultation comments

					<p>being built continues to be affordable for island needs.</p> <p>Parish level housing needs surveys should be carried out every 2/3 years to reflect changing needs. The council should support parishes to design a template so that all parishes are doing the same.</p> <p>I am pleased that the developer is requested to fund a local housing survey where one is not available. Although it states that the LPA will request evidenced justification as to why developers cannot achieve affordable property levels I would request that this evidence be tested by the LPA and not taken on trust. It seems strange to me that evidence throughout the planning process provided by developers is taken as read and not checked by the LPA.</p> <p>I would prefer the statement said, "affordable social rented housing". Private landlords do not always give long term</p>	<p>Old paragraph 6.5 / New paragraph 4.6 wording adjusted to reflect the position in relation to local housing needs surveys.</p> <p>As set out in the Affordable Housing Contributions SPD, any AH viability evidence submitted is evaluated by a third party, e.g. District Valuer.</p> <p>Comments noted however under current national and local policy (which an SPD cannot change) affordable rented</p>
--	--	--	--	--	---	--

Appendix 2 Housing Affordability SPD summary of consultation comments

						<p>secured tenancies and this can be detrimental to those people living month to month with no security of home.</p> <p>The LPA should be as flexible to the mix of types of tenures i.e. first homes, social renting, Rentplus etc as to the varying needs of the people require. It might be preferable to have a sliding scale 25% first homes 30% discount or 20% first homes 35% discount, depending on the overall market value of the home depending on its location on the island.</p> <p>we have brownfield sites across the Island, and they may require additional investment to make them suitable for development.</p>	<p>properties meet the definition of affordable housing.</p> <p>Comments noted and agreed on flexibility issue. First Homes removed as a requirement on all schemes to allow a more flexible approach across products.</p> <p>Comments noted but beyond the scope of the SPD.</p>
Charles Glover-Short (Southern housing group)	HASPD14	✓			✓	<p>In general, we consider section 3 to be clear and understandable. reference to local connection, it is important to note that Shared Ownership housing funded with grant from Homes England is not permitted to be subject to any occupancy restrictions. The majority of s106 affordable</p>	<p>Comments noted and new paragraph 3.5 added to reflect this point</p>

Appendix 2 Housing Affordability SPD summary of consultation comments

					<p>housing is not grant funded and this is therefore not an issue. However, this is likely to be an issue where the whole site is to be delivered by a Registered Provider (RP) as affordable housing with the use of grant.</p> <p>Increased partnership working between the Council and RPs - including the supply of Council land to RPs at low or nil cost</p> <p>Whilst the data sources are agreed with its felt further data should be included.</p> <p>Housing surveys can be useful but its suggested to include guidance on local surveys and the frequency with which they should be updated.</p> <p>Whilst we generally support the approach outlined in paragraphs 6.12 & 6.13, we suggest making specific reference to additional flexibility relating to housing mix and percentages</p> <p>Generally support social and affordable housing but there is a need for flexibility over the percentages to ensure that the tenure is split for a scheme.</p>	<p>Comments noted.</p> <p>Guidance point AH1 now references that other site specific constraints and reasons may influence mix being put forward.</p> <p>Old paragraph 6.5 / New paragraph 4.6 wording adjusted to reflect the position in relation to local housing needs surveys.</p> <p>Comments noted however the SPD cannot provide a further required split between social and affordable rented as this would need to be introduced through new policy that has been viability tested.</p>
--	--	--	--	--	--	---

Appendix 2 Housing Affordability SPD summary of consultation comments

						<p>Housing associations rely on grants to develop wholly affordable schemes</p> <p>Paragraph 1.4, the sixth bullet point “where it” has been repeated twice.</p> <p>- paragraph 2.1, we believe the first quote from the Planning Practice Guidance (PPG) is taken from Paragraph: 019 Reference ID: 2a-019-20190220. However, the wording isn’t an exact match. We suggest including the paragraph ID number to ensure users of the SPD can review the relevant PPG guidance and to ensure the SPD is as user friendly as possible.</p>	<p>Bullet has been deleted</p> <p>Revision made to paragraph 2.1 (which now appears as Appendix 1) to include reference.</p>
Dawn Osborne	HASPD15		✓			<p>We need social housing urgently!!!</p> <p>Not more private!!!</p>	Comments noted.
Jan Re	HASPD16				✓	<p>Housing associations should turn empty properties around sooner it would help greatly</p>	Comments noted but beyond the scope of the SPD
David Fisher	HASPD17				✓	<p>it is very difficult to get advice, help and affordable land to build a small house om</p>	Comments noted but beyond the scope of the SPD
B Hobbs	HASPD21		✓		✓	<p>The draft proposal does not address the current, or future,</p>	Comments noted – the scope of the SPD is to provide guidance on the implementation of existing policy.

Appendix 2 Housing Affordability SPD summary of consultation comments

						<p>housing situation for the majority of local islanders.</p> <p>It is essential all properties involved in such developments remain 'affordable' throughout their lifespan. But there is a dire shortage of all social and affordable homes. Could a clause be added for the Council to buy back at affordable scale if no qualifying island purchases.</p> <p>The affordable stated in this draft is NOT AFFORDABLE to the majority of working Islanders.</p> <p>The council should build more social housing, but social housing should not allowed to be purchased.</p>	<p>The SPD cannot introduce new policy that requires deeper discounts from market value that are different to those set out in the NPPF.</p> <p>Comments noted but beyond the scope of the SPD.</p>
Daniel Crawford (Sovereign)	HASPD23				✓	<p>Broadly support the aims and spirit of the island and the draft SPD the document has been presented as forming planning policies and an SPD should build upon this and give more detailed guidance.</p> <p>Section 3 is a clear outline of the process of affordable housing but feels it could go further with other routes of delivery.</p>	<p>Comments noted and multiple changes made to reflect the fact that the SPD is guidance on implementing existing policy rather than new policy.</p> <p>Comments noted and new paragraph 3.5 added to reflect this point</p>

Appendix 2 Housing Affordability SPD summary of consultation comments

					<p>Policy AH1 does provide a wide source of data but would encourage applicants to engage with registered providers – Could this be included in the text?</p> <p>There is a level of support to deliver social and affordable housing on the island this should be on a site by site basis as could end up with sites being all rented products and limit other routes of affordable housing. Further viability tests need doing on the SPD.</p> <p>50% discount would be a more affordable alternative but this would need to be evidenced and tested</p>	<p>New paragraph 4.4 amend to include reference to engagement with RPs</p> <p>Comments noted and SPD aims to provide flexibility to bring forward AH mixes that respond to local circumstances if backed up by data/evidence.</p> <p>Comments noted however any deeper discounts over and above NPPF definition need to be tested through local plan process.</p>
Peter Griffiths (Home consultancy Ltd)	HASPD25				<p>✓</p> <p>Careful thought needs to be given to the local connection criteria</p> <p>This SPD should supersede the currently adopted one to cover requirements of DM4 – having two provides uncertainty.</p> <p>6.2 and 6.6 needs removing as it is not in line with DM4 so would it holds very limited weight in the determination of applications.</p> <p>The policy of a 25% First Homes split can be introduced but the</p>	<p>Comments noted – LCC has been used consistently within S106 agreements.</p> <p>Reference added to highlight that this SPD will work in parallel with existing AH Contributions SPD.</p> <p>AH1 and AH2 reworded to reflect the fact they are guidance on the implementation of existing policy rather than new policy.</p> <p>Requirement for 25% First Homes on all sites removed to allow flexibility.</p>

Appendix 2 Housing Affordability SPD summary of consultation comments

					<p>80/20 split has not been tested through the examination process and therefore cannot be introduced through an SPD.</p> <p>Rentplus is an organisation not a product.</p> <p>6.13- Viability could be more specific.</p> <p>Development industries should be aware of the full range of affordable housing product. Also, the terms should be clarified within the document and all routes of home ownership explained.</p> <p>Look at what can be delivered through Discount Market Sale (DMS). DMS can be sold at a discount exactly the same as First Home. We do not consider that there is a need to introduce First Homes (until the new NPPF whenever it is published formally requires it)</p>	<p>Comments noted.</p> <p>These paragraphs have been removed as they duplicate existing Policy DM4 and AH Contributions SPD. Appendix 1 provides lists of AH products and definitions as per NPPF.</p> <p>Comments noted and see earlier comment re: removal of requirement for 25% First Homes.</p>
Jamie Roberts – Tetlow Kind Planning	HASPD28	✓		✓	<p>Welcomes the recognition of Rentplus in AH1 but it needs rewording to make clear the list of data sources is not exhaustive.</p> <p>Proposed policy wording change to Policy AH1 point iii to</p>	<p>Comments noted and Policy DM4 and AH1 provide flexibility for other data to be utilised and justified.</p> <p>Bullet (iii) now last paragraph of AH1 and sentence added to reflect that any</p>

Appendix 2 Housing Affordability SPD summary of consultation comments

					<p>emphasise flexible approach. iii) The starting point for the Council's consideration of the expected tenure mix of on-site affordable homes at the pre-application / application stage is set out in Policy AH2</p> <p>A more flexible approach to First Homes is needed on the IoW and that the LHNA should be updated to take account the deposit requirements.</p> <p>Paragraph 6.11 should be reworded to state: The Council recognises Rentplus as an affordable housing product and that this can contribute to the 20% other affordable housing category that meets the definition of both 'affordable housing' for rent, and 'other affordable routes to home ownership' as defined at Annex 2 of the NPPF".</p> <p>Paragraph 6.12 to read: The Council accepts that there may be exceptional circumstances in limited cases where a flexible approach towards the delivery of affordable housing is required. recognises that there may be exceptional circumstances where</p>	<p>alternative can be put forward and justified on a site specific basis.</p> <p>Requirement for 25% First Homes on all sites removed to allow flexibility.</p> <p>Paragraph 4.1 (previously 6.11) has been reworded to reflect the position that Rentplus is recognised as an affordable housing product that can contribute to the mix, removing reference to '20% other'.</p> <p>Paragraph has ben removed as duplicated information in Policy DM4 and AH Contributions SPD.</p>
--	--	--	--	--	--	---

Appendix 2 Housing Affordability SPD summary of consultation comments

					<p>it is not viable to deliver 35% affordable housing;.</p> <p>The proposed Policy SPD AH2 should be amended to make it clear that the mix is a 'starting point' for consideration. The policy should read: "On qualifying sites, development proposals are expected to provide 35% as on-site affordable housing. This should include the following mix: The affordable housing should deliver an appropriate mix of tenures that responds to local need and circumstances, taking the following mix as a starting point:</p> <p>I I) 25% affordable home ownership dwellings (such as First Homes discounted by a minimum of 30% against the market value; discount market sale; other affordable routes to home ownership)</p> <p>II II) Of the remaining properties, a target mix of:</p> <p>a. 80% affordable housing for rent (social or affordable rent)</p>	<p>AH2 has been revised to remove requirement for First Homes on all sites and to reflect the fact the document is guidance on how the LPA may choose to implement existing policy.</p>
--	--	--	--	--	---	---

Appendix 2 Housing Affordability SPD summary of consultation comments

						<p>with discounts in line with the Affordable Housing Assessment 2019 (AHA).</p> <p>b. 20% to be other affordable housing products (which can include Rent plus rent to buy) with the mix of unit sizes informed by SPD Policy AH1. Any First Homes included as part of the mix should be discounted by a minimum of 30% against market value</p> <p>III) Proposals should be supported by a local housing survey.</p>	

Appendix 3: Schedule of changes to the Housing Affordability SPD

The following table sets out the changes made to the consultation draft and are listed in document order.

Document reference	Change	Reason
Introduction	Addition of opening context paragraphs	To provide context of the housing market
Paragraph 1.1	Rewording to clarify status of IPS	To reflect latest position in relation to draft IPS
Paragraphs 1.2 & 1.3	Minor wording changes including reference to existing Affordable Housing SPD that this new SPD works in parallel with	For clarity
Paragraph 1.4 bullet 5	Change from 'require' to 'seek'	To align with later changes on First Homes in section 4
New paragraphs 1.6 to 1.16	In the Draft SPD, Section 4 'the current housing context' has been moved into section 1	To provide greater context at the start of the document
Table 2 Affordable Housing completions 2015-22	Correction to AH completions in 2020/21	Factual correction
Section 2	New paragraphs 2.1 & 2.2	To provide detail on why an SPD is required
Figure 1	Adjustment to some wording of stages	For clarity and to ensure the correct chronology of process
New paragraphs 3.5 & 3.6	Additional content to highlight possible restrictions on grant funded housing and that additional AH over and above policy requirement can be delivered in certain ways	For clarity and to avoid ambiguity
Old Section 5	In the Draft SPD, section 5 has now been moved to Appendix 3, with old paragraph 5.3 being deleted	To avoid confusion within the SPD and paragraph 5.3 not necessary as relates to future policy
Old Section 6, New Section 4	Title of section changed	For clarity
Old Section 6, New Section 4	Multiple changes from Policy SPD to SPD Guidance	To reflect the fact that the document is guidance on how the LPA will implement existing policy
Old paragraph 6.1 New paragraph 4.1	Rewording from policies to guidance	To reflect the fact that the document is guidance on how the LPA will implement existing policy
Old paragraph 6.2 New paragraph 4.2	Minor rewording and addition of reference to definition of 'qualifying sites'	For clarity and consistency
Guidance AH1 (previously Policy AH1)	Rewording of guidance including: <ul style="list-style-type: none"> • Change of title to a question; • Encourage rather than expect pre-app; 	For clarity and to remove duplication of supporting information

	<ul style="list-style-type: none"> • Reordering to move old bullet (ii) to top of guidance • Removal of paragraph under bullet (e) as duplication of bullet (c) and guidance wording • Removal of second paragraph under bullet (e) as duplication of paragraph 4.5 	
New paragraph 4.4	Split of previous paragraph and addition of reference to engagement with RPs to inform AH mix	To highlight that applicants can speak to RPs about AH throughout the planning process
Old paragraph 6.4 New Paragraph 4.5	Change of date referenced	To provide up to date position
Old paragraph 6.5 New paragraph 4.6	Rewording to reflect the decision to undertake a local housing needs survey rests with the TP&CCs, and to refer to developers funding the completion of surveys (with agreement) and that regular updates are recommended.	For clarity and to set guidelines for completion.
Old paragraph 6.6 New paragraph 4.7	Rewording from policies to guidance	To reflect the fact that the document is guidance on how the LPA will implement existing policy
Guidance AH2 (previously policy AH2)	<p>Rewording of guidance to include:</p> <ul style="list-style-type: none"> • First two paragraphs added to provide a link to the current context and ongoing evidence collection • Removal of requirement for First Homes to always form part of any AH mix • Rewording of sentence before bullets (a) and (b) to reflect the SPD is guidance and not new policy • Removal of sentence after bullet (b) as duplication of AH1 • Move of First Homes text to new paragraph 4.13 • Removal of bullet (iii) as duplication of AH1 • Removal of reference to discounts in line with AHA 	<p>For clarity and to remove duplication of supporting information</p> <p>In relation to the removal of First Homes to form part of any mix, this is to ensure maximum flexibility in AH provision as FH may not be appropriate, or impact viability, on some sites to the detriment of other AH products.</p> <p>FH remain an AH product that can be brought forward but are not mandatory (in line with government guidance).</p> <p>Deeper discounts can only be introduced through new policy (having been through local plan viability assessment) not SPD</p>

Old paragraph 6.8 New paragraph 4.9	Rewording to reflect the SPD is guidance on the implementation of existing policy	
Old paragraph 6.9 New paragraph 4.10	Revised to reflect the fact that First Homes are not a requirement on all sites but may form part of any mix instead and deeper discounts can't be secured through SPD	To align with changes to Guidance AH2
Old paragraph 6.10 New paragraph 4.14	Re-ordering of paragraphs	For clarity
Old paragraph 6.11 New paragraph 4.11	Revision to identify Rentplus as an affordable housing product rather than specifically an ownership product	To provide maximum flexibility in the delivery of affordable housing
New paragraph 6.11	New paragraph to provide further context around Rentplus	To align with changes to paragraph 4.10
Old paragraphs 6.12 and 6.13	Deleted from SPD	Duplication of existing Core Strategy wording
Old paragraphs 7.1 & 7.2 New paragraphs 5.1 & 5.2	Minor wording changes and deletion from 5.2 of local housing survey reporting	To align with previous changes to the SPD relating to the document being guidance not policy and also local housing surveys being at the discretion of TP&CCs
Appendix 1	Addition of wording relating to the definition of First Homes	To coordinate national policy guidance and definitions in one place in the document
New Appendix 2	Inclusion of existing adopted policy	For clarity
New Appendix 3	Inclusion of emerging policy direction	For context

This page is intentionally left blank

Stage 1 Equality Impact Assessment – Initial Screening

Assessor(s) name(s):	James Brewer, Planning Policy Manager
Directorate/School name:	Regeneration
Date of Completion:	24 August 2023

Name of Policy/Strategy/Service/Function Proposal**HOUSING AFFORDABILITY SPD****The Aims, Objectives and Expected Outcomes:**

Since the adoption of the Core Strategy in 2012 the housing market on the island has changed dramatically due to a number of issues including the impact of the pandemic, significant reductions in the number of properties available within the rented sector, increased build costs and low numbers of affordable housing completions. These issues have combined to present an extremely challenging market that has seen the affordability and availability of property decline for many island residents.

The content of the Housing Affordability SPD focuses on ensuring that the mix of affordable housing products coming forward from new development and the details used to inform such a mix are reflective of the current housing market on the island and continue to align with adopted policy.

The expected outcome of Housing Affordability SPD is that if Cabinet agree to adopt as a Supplementary Planning Document, the document will be used as a material consideration in the determination of planning applications by the Isle of Wight Council.

Please delete as appropriate:

- This is a new policy/strategy/service/council/school function proposal
- ~~This is a proposal for a new, changed or removed policy/strategy/service/council/school function~~

Key Questions to Consider in Assessing Potential Impact

Will the policy /strategy/service/council/school function proposal have a negative impact on any of the protected characteristics or other reasons that are relevant issues for the local community and/or staff?	Yes/No
Has previous consultation identified this issue as important or highlighted negative impact and/or we have created a “legitimate expectation” for consultation to take place? A legitimate expectation may be created when we have consulted on similar issues in the past or if we have ever given an indication that we would consult in such situations	Yes/No

Appendix 4: Housing Affordability SPD EqIA August 2023

Do different groups of people within the local community have different needs or experiences in the area this issue relates to?	Yes/No
Could the aims of these proposals be in conflict with the council's/school's general duty to pay due regard to the need to eliminate discrimination, advance equality of opportunity and to foster good relations between people who share a protected characteristic and people who do not?	Yes/No
Will the proposal have a significant effect on how services, council or schools function/s is/are delivered?	Yes/No
Will the proposal have a significant effect on how other organisations operate?	Yes/No
Does the proposal involve a significant commitment of resources?	Yes/No
Does the proposal relate to an area where there are known inequalities?	Yes/No
<p>If you answer Yes to any of these questions, it will be necessary for you to proceed to a full Equality Impact Assessment after you have completed the rest of this initial screening form.</p> <p>If you answer No to all of these questions, please provide appropriate evidence using the table below and complete the evidence considerations box and obtain sign off from your Head of Service/Headteacher.</p>	

Protected Characteristics	Positive	Negative	No impact	Reasons
Age			X	<p>The Housing Affordability SPD will be a material consideration in the determination of planning applications. All planning applications are required to be determined in general conformity with national planning policy and guidance.</p> <p>There are no aspects of the document that would have positive or negative impacts on the opportunities for equality for this group.</p>
Disability			X	<p>The Housing Affordability SPD will be a material consideration in the determination of planning applications. All planning applications are required to be determined in general conformity with national planning policy and guidance.</p> <p>There are no aspects of the document that would have positive or negative impacts on the opportunities for equality for this group.</p>
Gender Reassignment			X	<p>The Housing Affordability SPD will be a material consideration in the determination of planning applications. All planning applications are required to be determined in general conformity with national planning policy and guidance.</p>

Appendix 4: Housing Affordability SPD EqIA August 2023

				There are no aspects of the document that would have positive or negative impacts on the opportunities for equality for this group.
Marriage & Civil Partnership			X	<p>The Housing Affordability SPD will be a material consideration in the determination of planning applications. All planning applications are required to be determined in general conformity with national planning policy and guidance.</p> <p>There are no aspects of the document that would have positive or negative impacts on the opportunities for equality for this group.</p>
Pregnancy & Maternity			X	<p>The Housing Affordability SPD will be a material consideration in the determination of planning applications. All planning applications are required to be determined in general conformity with national planning policy and guidance.</p> <p>There are no aspects of the document that would have positive or negative impacts on the opportunities for equality for this group.</p>
Race			X	<p>The Housing Affordability SPD will be a material consideration in the determination of planning applications. All planning applications are required to be determined in general conformity with national planning policy and guidance.</p> <p>There are no aspects of the document that would have positive or negative impacts on the opportunities for equality for this group.</p>
Religion / Belief			X	<p>The Housing Affordability SPD will be a material consideration in the determination of planning applications. All planning applications are required to be determined in general conformity with national planning policy and guidance.</p> <p>There are no aspects of the document that would have positive or negative impacts on the opportunities for equality for this group.</p>
Sex (male / female)			X	<p>The Housing Affordability SPD will be a material consideration in the determination of planning applications. All planning applications are required to be determined in general conformity with national planning policy and guidance.</p> <p>There are no aspects of the document that would have positive or negative impacts on the opportunities for equality for this group.</p>

Appendix 4: Housing Affordability SPD EqIA August 2023

Sexual Orientation			X	<p>The Housing Affordability SPD will be a material consideration in the determination of planning applications. All planning applications are required to be determined in general conformity with national planning policy and guidance.</p> <p>There are no aspects of the document that would have positive or negative impacts on the opportunities for equality for this group.</p>
--------------------	--	--	---	---

Are there aspects of the proposal that contribute to or improve the opportunity for equality?	Yes/No
--	---------------

Evidence Considered During Screening	
<p>The Housing Affordability SPD has been subject to an equalities impact assessment which demonstrates that no negative impacts on the protected characteristics are expected from the adoption or use of the document as a material consideration in the determination of planning applications.</p>	
Head of Service sign off & date:	Ollie Boulter 25 August 2023



Agenda Item Introduction

Committee	CORPORATE SCRUTINY COMMITTEE
Date	12 SEPTEMBER 2023
Topic	QUARTERLY PERFORMANCE REPORT – Q1 2023-24

BACKGROUND

Each quarter Cabinet is provided with a summary of progress against Corporate Plan activities and measures, to inform Cabinet of areas of particular success, issues requiring attention and remedial activity in place to deal with these. The Corporate Scrutiny Committee have the opportunity to review the content of these reports and can make recommendations to Cabinet for their consideration in determining any action, if any, to be taken in response.

FOCUS FOR SCRUTINY

As detailed in the councils Performance Management Framework, the role and responsibility of scrutiny is to:

- Hold the Executive to account for performance outcomes
- Provide constructive challenge on progress against performance targets/ outcomes
- Inspect, examine, and enquire into performance data and reporting
- Identify, suggest, and make recommendations to the Executive on the possible courses of action that may assist in securing successful outcomes
- Encourage resident engagement in the performance of the council.

APPROACH

A Committee report to be submitted.

DOCUMENTS ATTACHED

Quarterly Performance Report – Q1 2023-24

- Appendix 1: Leader, Strategic Oversight and External Partnerships
- Appendix 2: Adult Services and Housing, Public Health, and Homelessness
- Appendix 3: Transport and Infrastructure, Highways PFI and Transport Strategy
- Appendix 4: Children's Services, Education and Lifelong Skills
- Appendix 5: Economy, Regeneration, Culture and Leisure
- Appendix 6: Planning, Coastal Protection and Flooding
- Appendix 7: Regulatory Services, Community Protection, Waste, and ICT
- Appendix 8: Finance, Climate Change and Biosphere
- Appendix 9: Revenue Draft Outturn Report 2022-23
- Appendix 10: Capital Draft Outturn Report 2022-23
- Appendix 11: Revenue Budget Monitor - Q 1 2023-24
- Appendix 12: Capital Budget Monitor - Q 1 2023-24

Contact Point: Melanie White, Statutory Scrutiny Officer
☎ 821000 ext 8876, e-mail melanie.white@iow.gov.uk



Cabinet report

Date **14 SEPTEMBER 2023**

Title **PERFORMANCE REPORT – QUARTER ENDED 30 JUNE 2023**

Report of **CABINET MEMBER FOR FINANCE, CLIMATE CHANGE AND BIOSPHERE**

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 April to June 2023 (unless otherwise stated and shown in detail at appendices 1-12)
- b) inform Cabinet of areas of success, issues requiring attention and remedial activity in place to deal with these.

This report reflects the performance position as at the 30 June 2023 and therefore refers to the Cabinet members and portfolios at that time. Any changes to the Cabinet and responsibilities, after June 2023, will be reflected in the Q2 2023/2024 report.

Performance Exceptions

The following areas are drawn from the attached appendices for particular attention:

- The average number of people on the housing register (all bands) remains red at 2501 people. This is slightly lower than the same period last year (2507) (Appendix 2).
- The floating bridge continued to operate consistently in Q1, with an average of 99.8 percent operation during scheduled hours (Appendix 3).
- The number of out of work benefit claimants dropped over quarter 1 and sits at 3.3 percent. This remains above the South East average of 2.8 percent, but below the England average of 3.7 percent (Appendix 5).
- The number of One Cards in issue has dropped from Green to Amber, although total numbers remain above the volumes issued in the previous 2 years. The decrease in issue is linked to seasonal trends (Appendix 5).
- The number of major planning applications received during quarter 1 is lower than the same time last year (8 in 2023/24 compared to 14 in 2022/23). This is however in line with a national trend in reduction of submissions (Appendix 6).

- The percentage of planning applications determined within the agreed extension of time remained steady over quarter 1 with an average of 33 percent, this is much lower than 2021-22 which had an average of 94 percent (Appendix 6).

RECOMMENDATION

2. That Cabinet approves the Performance Report for the Quarter ended 30 June 2023, and the priority report detail as set out in appendices 1-12.

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.

CORPORATE PRIORITIES AND STRATEGIC CONTEXT

4. 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

5. 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 5 (Economy, Regeneration, Culture and Leisure) of this report.

Responding to climate change and enhancing the biosphere

6. 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 (Finance, Climate Change and Biosphere) of this report.

Economic Recovery and Reducing Poverty

7. 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

8. 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 several 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.
9. The United Nations Conventions on the Rights of the Child (UNCRC) in 1989, 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.
10. Appendix 4 – Childrens Services, Education and Lifelong Skills contains detailed information regarding this priority.
11. 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.

Corporate Aims

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

CONSULTATION

13. 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

14. The report will be reviewed by Corporate Scrutiny Committee on 12 September 2023.

FINANCIAL / BUDGET IMPLICATIONS

15. The Corporate Plan forms a key part of the budgeting, directorate, 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 Q4 (DRAFT OUTTURN) 2022/23

Revenue 2022/23

16. The net revenue budget for 2022/23 is £160.5m. The original budget was approved at Full Council on 23 February 2022 with on-going savings totalling £3m.

17. At this stage the accounts are still in draft until approved by the conclusion of the audit process later in the year. At the end of financial year, the council is provisionally reporting an overall saving against the budget of £2.4m (1.5%). Once the position is finalised, the S151 Officer plans, under delegated authority to transfer the saving to supplement the General Fund Reserve (£1m), the Transformation Reserve (£1m) and the Revenue Reserve for Capital (£0.4m) in order to mitigate against further inflationary rises, provide for one-off costs associated with the 2023-24 Organisational Review and to support further capital investment next year and future years where there is a substantial "capital gap" between funding and need.

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

Key Items	Draft Outturn Variance £m
Main Forecast Pressure Areas:	
Adult Social Care - total net pressure	3.2
Children's Services - total net pressure	1.6
Main Forecast Savings Against Budget:	
Corporate Finance - Treasury Management savings & Housing Benefit overpayment recovery	-4.0
Concessionary Fares	-0.7
ICT - telecommunications & staffing	-0.5
NNDR S31 Grant Adjustments	-0.6
Miscellaneous Items	-1.4
Net Total Draft Saving Against Budget (1.5%)	-2.4
Transfer to General Fund Reserve	1.0
Transfer to Transformation Reserve	1.0
Transfer to Revenue Reserve for Capital	0.4
Total	0.0

19. See Appendix 9 for a more detailed Draft Revenue Outturn Report

Capital 2022/23

20. The total capital budget for 2023/23 is £33.5m with a draft outturn position of actual expenditure of £28.9m. There is slippage in spending of £4.6m from 2022/23 into future years (i.e., simply representing budgeted spending that has not taken place in 2022/23 but will now fall into 2023/24).

21. See Appendix 10 for a more detailed Draft Capital Outturn Report

General Reserves 2022/23

22. General Reserves at the end of quarter four indicates a draft balance of £13.0m and assumes the year end transfer of £1m as outlined above.

SUMMARY POSITION OF Q1 2023-24

Revenue – 2023-24

23. The net revenue budget for 2023/24 is £178.7m. The original budget was approved at Full Council on 22 February 2023 with on-going full year savings totalling £4.5m.

24. At the end of the first quarter the council is forecasting a potential pressure of £3.5m before the use of contingencies. The key pressure areas are Adults and Children's Social Care, and the underachievement of income relating to leisure centres, parking, and planning. This pressure is being partially offset by savings in concessionary fares and treasury management. The shortfall in leisure centre income relates to the legacy impact of Covid and will be offset using the Covid Contingency resulting in a net total forecast pressure of £2.9m.

25. 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.

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

Key Items	Forecast Variance £m
Main Forecast Pressure Areas:	
Adult Social Care - total net pressure	1.6
Children's Services - total net pressure	2.4
Leisure - income	0.5
Parking Income	0.3
Planning Income	0.3
Main Forecast Savings Against Budget:	
Corporate Finance - Treasury Management savings & Housing	
Benefit overpayment recovery	-0.7
Concessionary Fares	-0.6
Miscellaneous Items	-0.4

Total Net Pressure	3.4
Contribution from Covid Contingency	-0.5
Net Total Forecast Variance Against Budget (1.6%)	2.9

27. See Appendix 11 for a more detailed Revenue Budget Monitor

Capital 2023/24

28. As at quarter one the total capital budget for 2023/24 is £39.6m. The council is forecasting expenditure of £39.6m and therefore the capital programme remains fully funded.

29. See Appendix 12 for a more detailed Capital Budget Monitor

General Reserves 2023/24

30. General Reserves at the end of quarter one indicates a balance of £13.0m. This is consistent with the revised medium term financial strategy and includes the £1m transferred from last financial year (which will be confirmed upon completion of the audit process for 2022/23). This takes no account at this stage of the further impact of new emerging cost pressures described above.

LEGAL IMPLICATIONS

31. 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 decide 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 requirements.

EQUALITY AND DIVERSITY

32. 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

33. Option 1: Cabinet does not approve the Performance Report – Quarter ended 30 June 2023 and the priority report detail as set out in appendices 1-12

34. Option 2: Cabinet approves the Performance Report – Quarter ended 30 June 2023 and the priority report detail as set out in appendices 1-12

RISK MANAGEMENT

35. A detailed analysis of the performance and the summary risk position of each corporate portfolio is provided in appendices 1-12
36. Without the production of the QPMR there would be no overall view available on delivery against the Corporate Plan 2021-25

EVALUATION

37. Option 2 is recommended in that from the information provided in the report and appendices, Cabinet approves the Performance Report – Quarter ended 30 June 2023 and the priority report detail as set out in appendices 1-12.

APPENDICES ATTACHED

Corporate Plan priority reports for:

- Appendix 1: Leader, Strategic Oversight and External Partnerships
- Appendix 2: Adult Services and Housing, Public Health, and Homelessness
- Appendix 3: Transport and Infrastructure, Highways PFI and Transport Strategy
- Appendix 4: Children's Services, Education and Lifelong Skills
- Appendix 5: Economy, Regeneration, Culture and Leisure
- Appendix 6: Planning, Coastal Protection and Flooding
- Appendix 7: Regulatory Services, Community Protection, Waste, and ICT
- Appendix 8: Finance, Climate Change and Biosphere
- Appendix 9: Revenue Draft Outturn Report 2022-23
- Appendix 10: Capital Draft Outturn Report 2022-23
- Appendix 11: Revenue Budget Monitor - Q 1 2023-24
- Appendix 12: Capital Budget Monitor - Q 1 2023-24

BACKGROUND PAPERS

[Corporate Plan 2021-25 - https://iow.moderngov.co.uk/documents/s5213/Appendix 1.pdf](https://iow.moderngov.co.uk/documents/s5213/Appendix 1.pdf)

[United Nations Sustainable Development Goals - https://sdgs.un.org/goals](https://sdgs.un.org/goals)

Contact Point: Emma Bruce, Transformation and BI Manager – Organisational Intelligence

☎ 821000 e-mail: emma.bruce@iow.gov.uk

WENDY PERERA
Chief Executive

(CLLR) JONATHAN BACON
*Cabinet Member for Finance, Climate
Change and Biosphere*

This page is intentionally left blank

Appendix 1 - 2022/23 Q1

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
- Transformational Change

Service Updates - Key Aspirations and Ongoing Business

Public consultations that have opened during Quarter 1 are:

- **Customer experience survey** – Review of customer service approach and customer experience. Consultation commences 5 June and remains open.
- **Draft Housing Affordability Supplementary Planning Document** – This document updates the information that needs to be considered and provided, relating to planning applications involving the provision of affordable housing on the island. Consultation commenced 16 June and remains open.
- **Planning statement of community involvement** – This sets out how and when the council will seek the views of local people, businesses, and key organisations on local planning matters. Consultation commences 30 June and remains open.

Public consultations that have closed during Quarter 1 are:

- **Medina House School consultation** – This included information about the proposals to increase the agreed place number. Consultation commenced 07 April and closed 19 May.
- **Wightcare feedback survey** – This asked for feedback into the packages of service offered by Wightcare. Consultation commenced 6 April and closed 18 May.
- **Newport and Ryde Local Cycling and Walking Infrastructure Plan Supplementary Planning Document** – Consultation commenced in the previous quarter and closed 28 April.
- **Electric vehicle charging infrastructure strategy** – Consultation commenced in the previous quarter and closed 21 April.

Strategic Risks

Achieving the vision for the Island

Assigned to: Chief Executive

Inherent Score	Target Score	Current Score (June 23)
14 HIGH	6 LOW	12 HIGH
Previous scores		
Mar 23	Dec 22	Sep 22
12 HIGH	12 HIGH	12 HIGH
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 (June 23)
12 HIGH	6 LOW	9 MEDIUM
Previous scores		
Mar 23	Dec 22	Sep 22
9 MEDIUM	9 MEDIUM	9 MEDIUM
Risk score is consistent		

Ability to manage the impact of the cost-of-living crisis (CoLC) on the council's activities and sustain service delivery		
Assigned to: Chief Executive		
Inherent score	Target score	Current score (June 23)
12 HIGH	6 LOW	12 HIGH
Previous scores		
Mar 23	Dec 22	Sep 22
12 HIGH	N/A	N/A
New risk		

Appendix 2 - 2023/24 Q1

ADULT SERVICES AND HOUSING, PUBLIC HEALTH, AND HOMELESSNESS

Cabinet Member: Councillor Ian Stephens

Portfolio Responsibilities:

- Community Care
- Residential Care
- Nursing Care
- Home Care
- Direct Payments
- Day Care
- Supported Living
- Learning Disability Homes
- Respite Care
- Resettlement
- Safeguarding
- Social Workers
- Family Working
- Tobacco Control
- Domestic Abuse
- Early Help Services
- Obesity
- Sexual Health
- Substance Misuse
- 0-19 Services
- Homelessness
- Rough Sleeping
- Housing Related Support
- Housing Renewal and Enforcement
- Disabled Facilities Grant
- Transformational Change

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

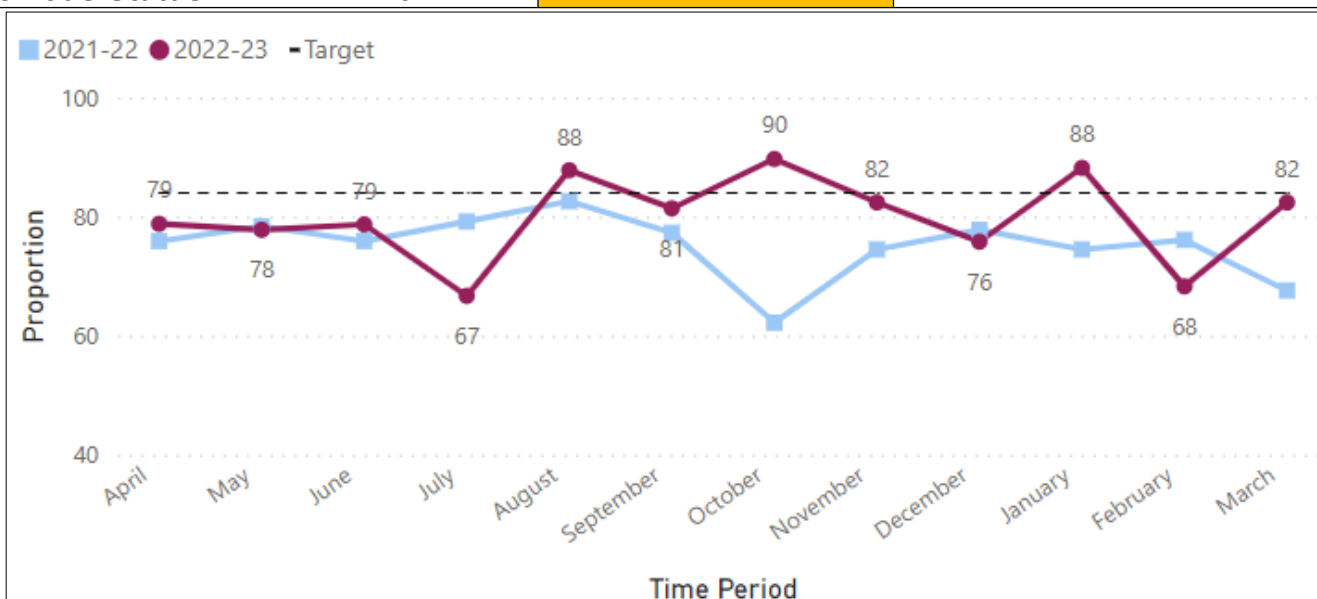
UN Sustainable Development Goal: 3

Most Recent Status: March 2023

AMBER

Previous Status: December 2022

AMBER



- Please note that 91 days data provided by Adult Social Care (ASC) Performance reporting will always be three months in arrears, due to the nature of the measure.
- Of the 13 people in March that were not at home after 91 days, 9 people died, 1 was readmitted and 3 were placed in residential care.

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

Aim: Monitoring Measure only

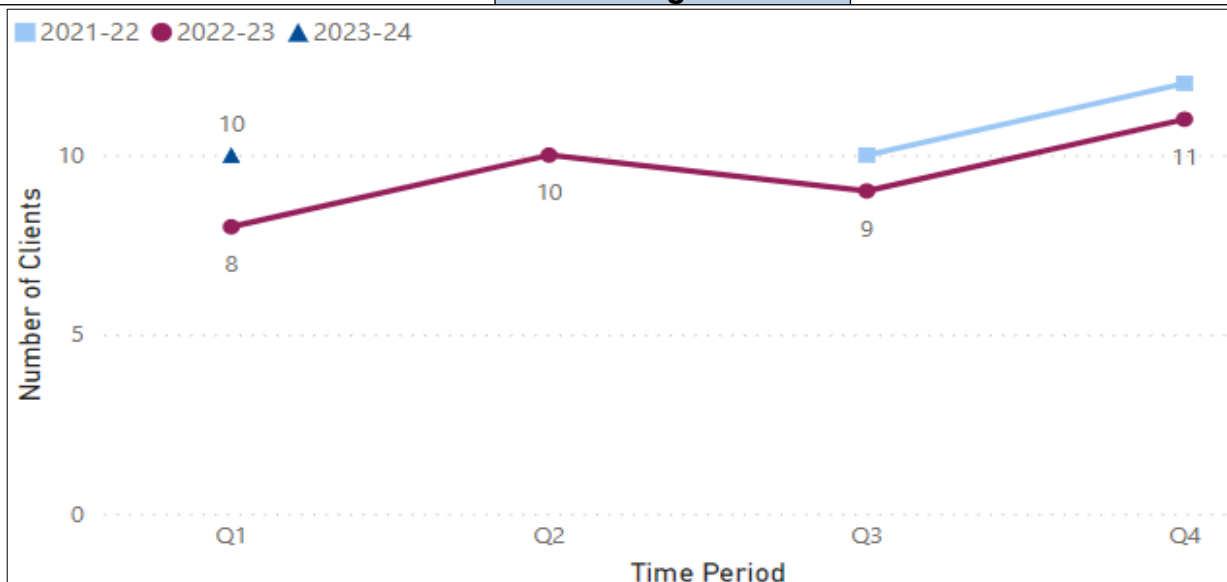
UN Sustainable Development Goal: 3

Most Recent Status: June 2023

Monitoring Measure

Previous Status: March 2023

Monitoring Measure



- Data from Horizon.
- 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

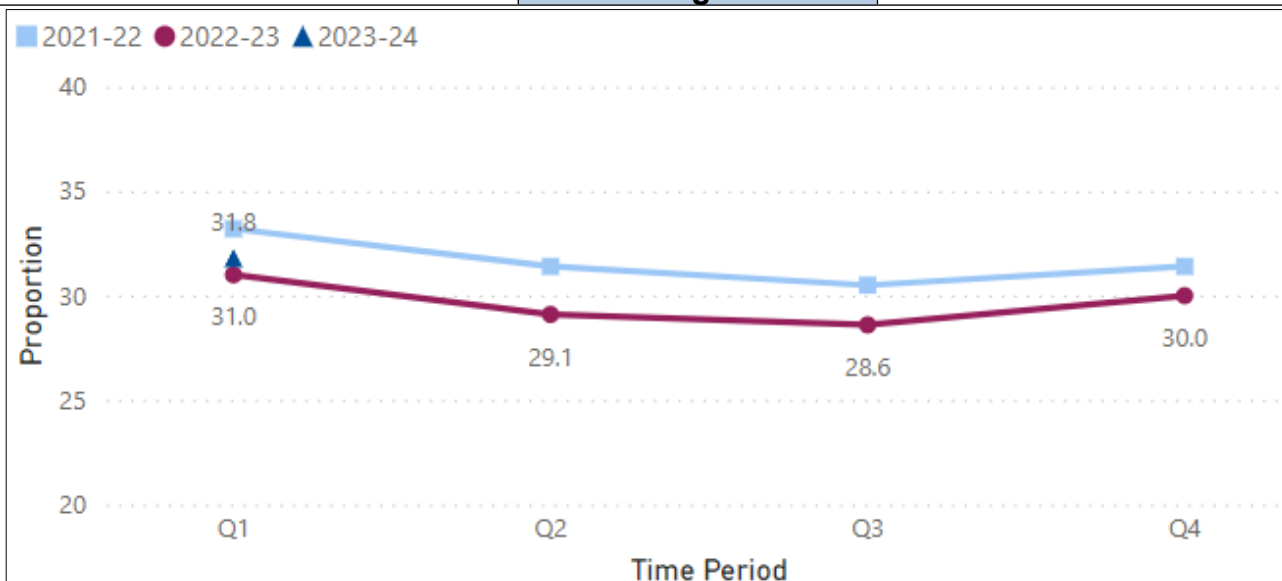
UN Sustainable Development Goal: 3

Most Recent Status: June 2023

Monitoring Measure

Previous Status: March 2023

Monitoring Measure



- This figure has remained fairly consistent over a number of years, and will be linked with the capacity which the market has available.

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

Aim: Monitoring Measure only

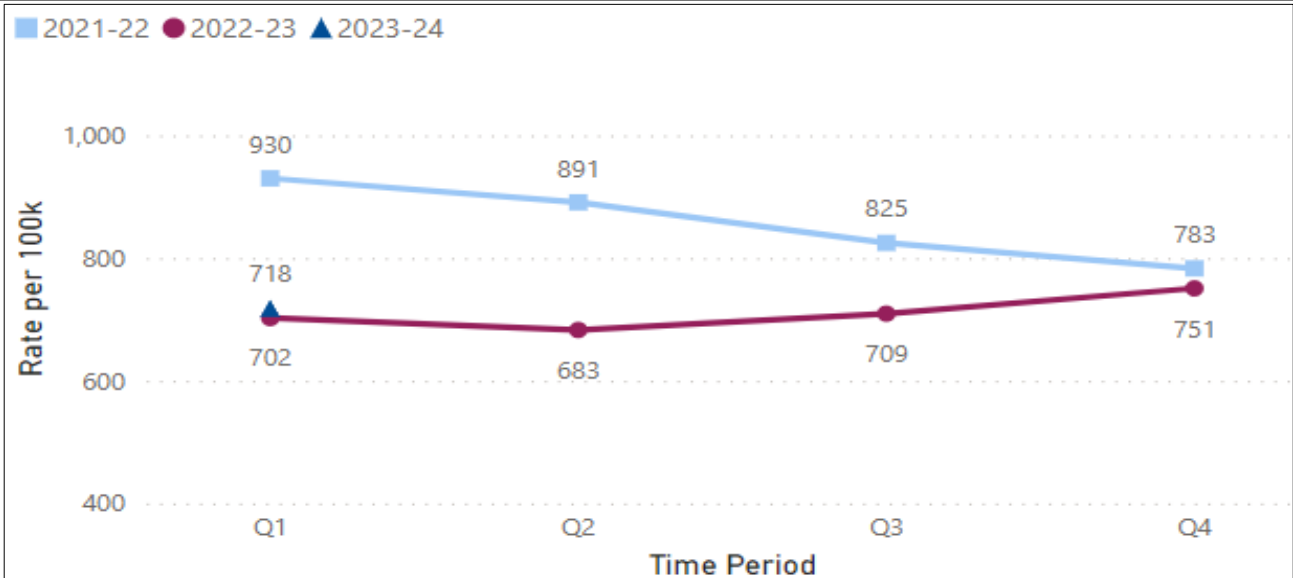
UN Sustainable Development Goal: 3

Most Recent Status: June 2023

Monitoring Measure

Previous Status: March 2023

Monitoring Measure



- This figure is in line with this time last year. This is also reflected in the measure for the percentage of people in their own homes remaining stable.

Smoking Quitters – number of people quitting smoking at 4 weeks

Aim: Number of people quitting smoking at 4 weeks reaching end of year target

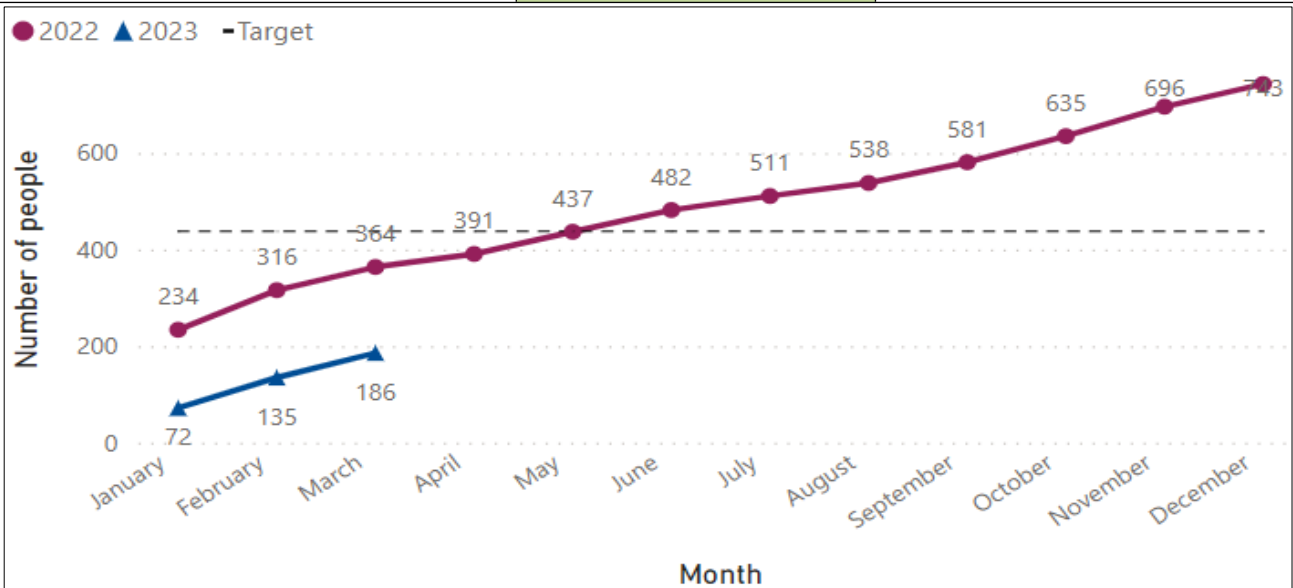
UN Sustainable Development Goal: 3

Most Recent Status: March 2023

GREEN

Previous Status: December 2022

GREEN

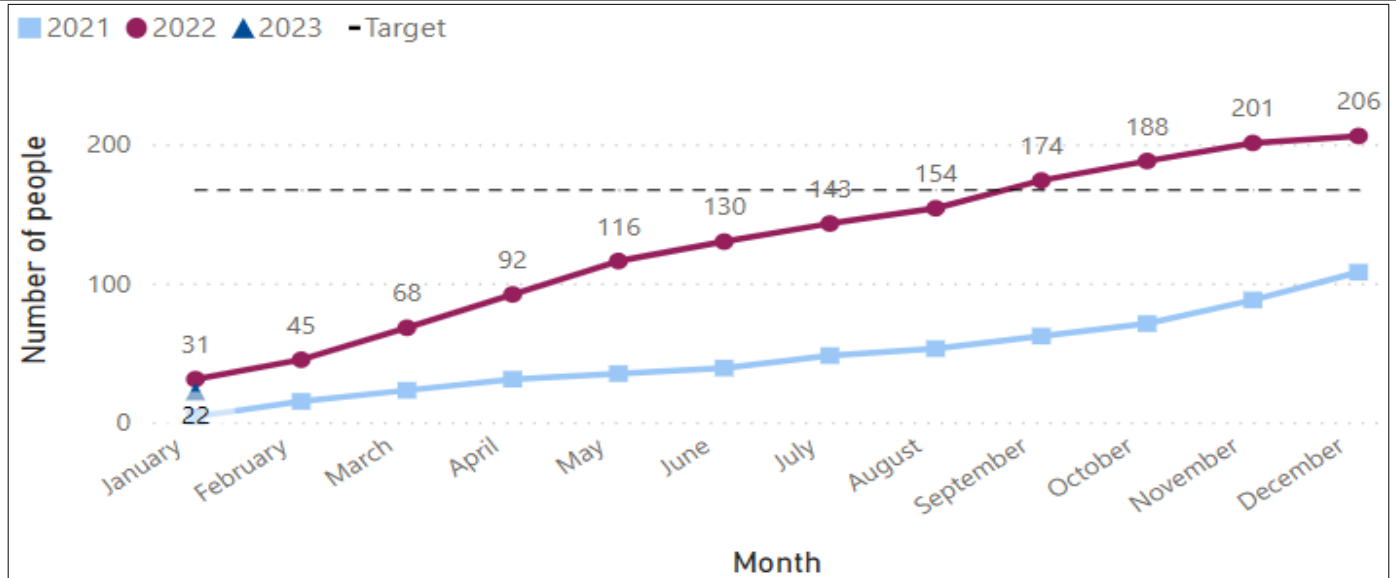


- Data not yet available. Please note: There can be a data lag of 6 weeks.
- This indicator includes those who have quit smoking with specialist support.
- The contract year for the stop smoking service runs from 1 January to 31 December.

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: March 2023	AMBER
Previous Status: December 2022	GREEN

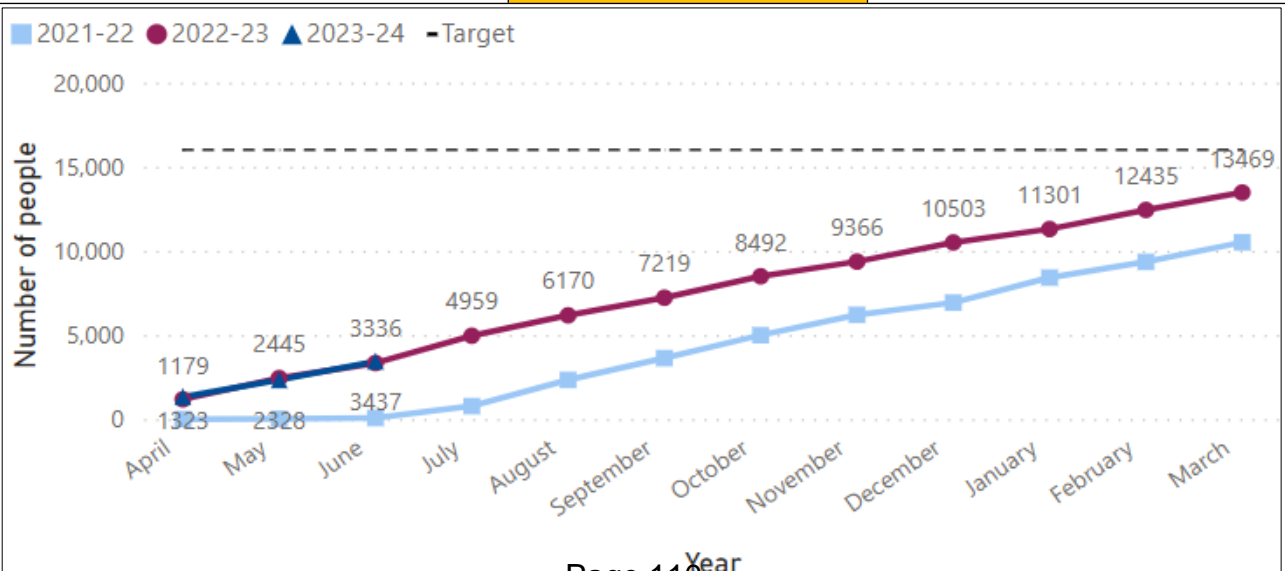


- The yearly target is per calendar year (January-December).
- In contract year 2 (calendar year 2022) the Tier 2 Weight Management provider, Healthy Lifestyles Isle of Wight, supported 208 residents to achieve weight loss of 5% of their body weight (or more).
- The Tier 2 Weight Management contract stopped taking on new referrals from the 1 February 2023 due to the early exit of the Tier 2 Weight management contract. A new Tier 2 Weight Management service will commence on the 1 July 2023.

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: June 2023	AMBER
Previous Status: March 2023	AMBER



- Activities taking place include the parkrun and the CPD cycling training course, although there was no CPD in June.
- By the end of quarter 1, we had achieved 21 percent of our target (16,000).

Number of juniors and young people (under 25) taking part in sport and play activity

Aim: Number of juniors taking part in sport or physical activity increases

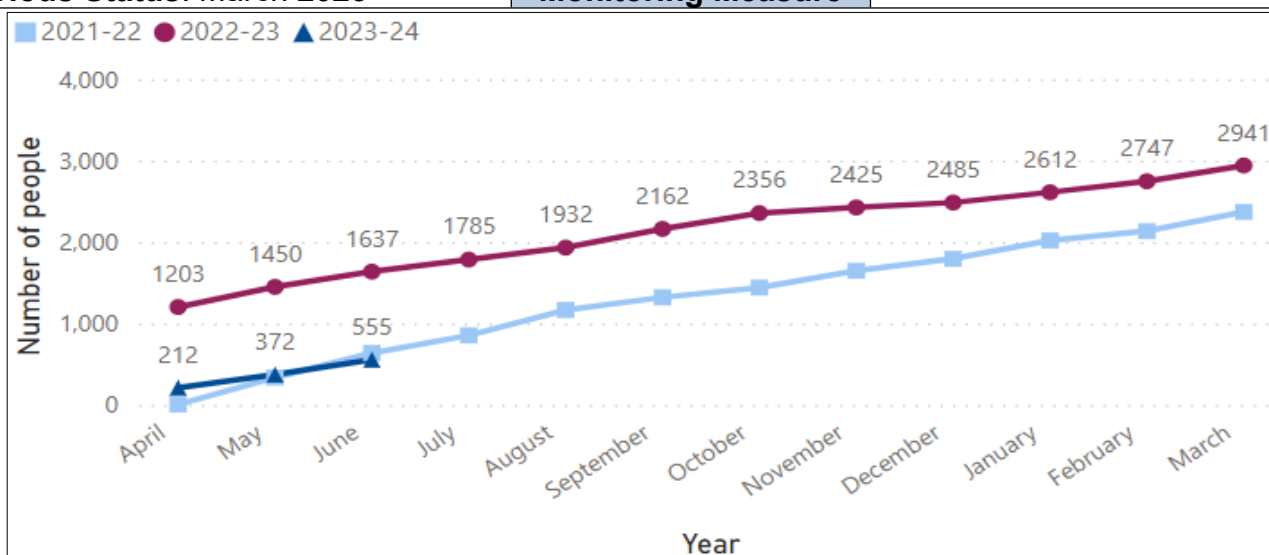
UN Sustainable Development Goal: 3

Most Recent Status: June 2023

Monitoring Measure

Previous Status: March 2023

Monitoring Measure



- Activities taking place in schools include junior parkrun, Duke of Edinburgh Award and Bikeability, although no Duke of Edinburgh Award activity took place in June.

Successful completion of alcohol treatments

Aim: Successful completion of treatment exceeds end of year target

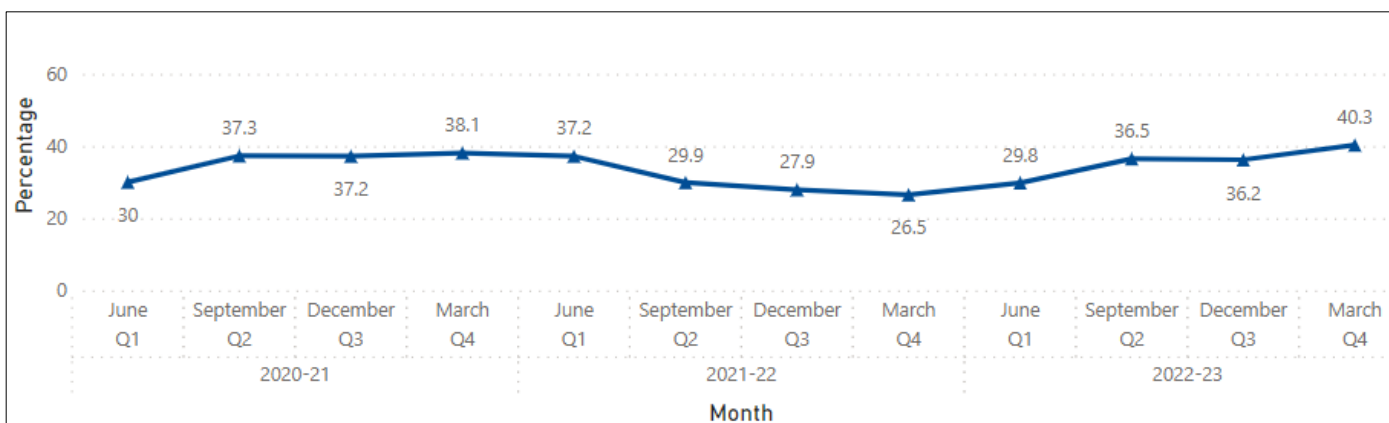
UN Sustainable Development Goal: 3

Most Recent Status: March 2023

GREEN

Previous Status: December 2022

GREEN



- The data captured in the National Drug Treatment Monitoring System shows only structured treatment outcomes. There are increasing numbers in treatment which can affect the overall percentage.
- The data shows an increase on the previous quarter and the baseline (26.5 percent) and is evidence of effective intervention pathway to support in alcohol treatment. This is also in the context of increasing numbers in treatment evidencing both increased reach as well as increased need.

- Quarter 1 2023/24 data is expected to be published in September 2023.

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

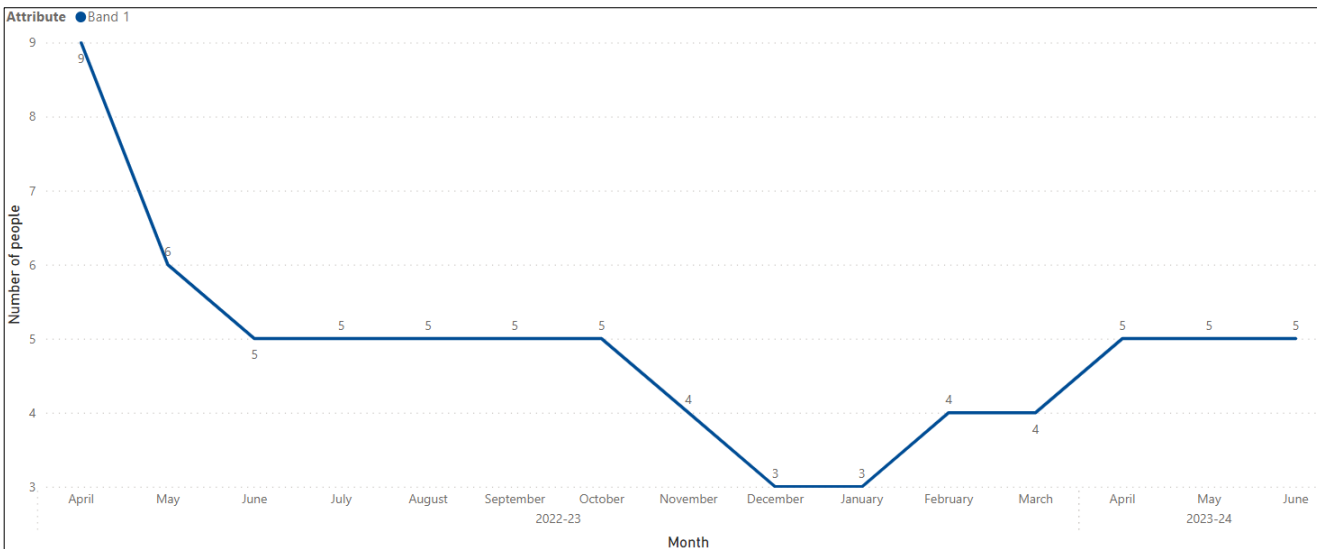
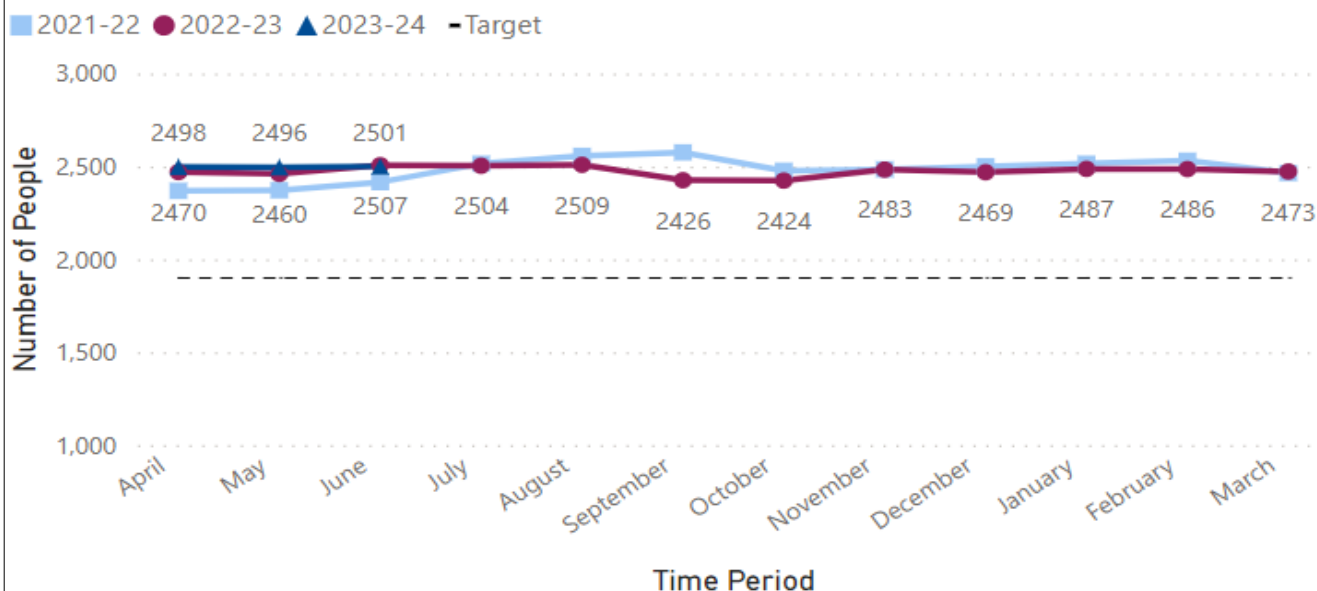
Most Recent Status: June 2023

RED

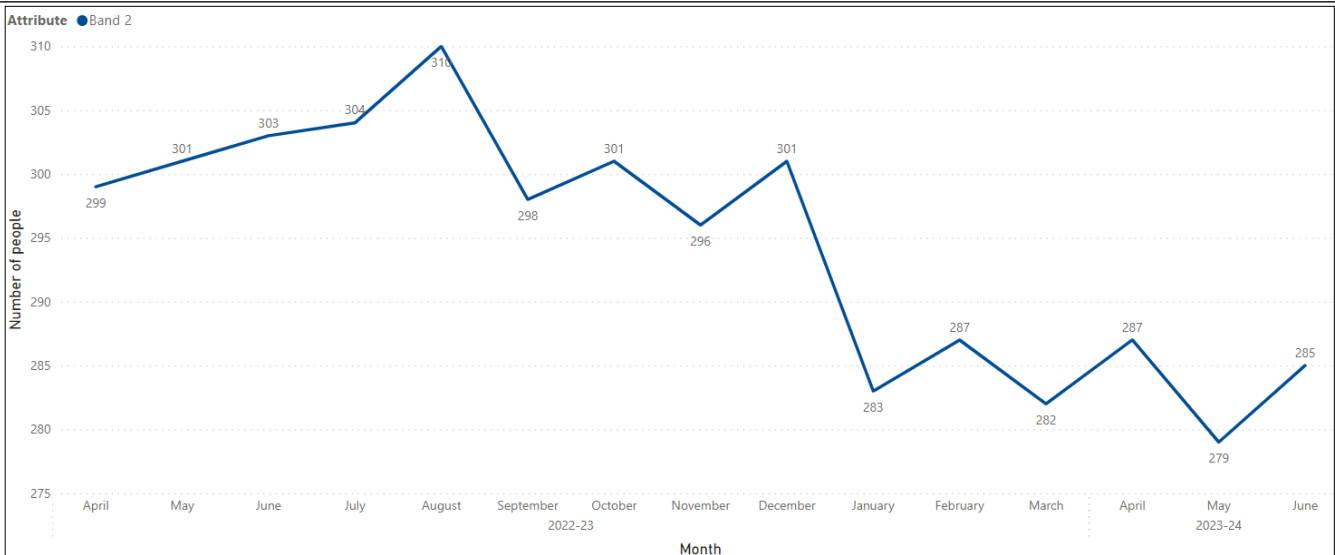
Previous Status: March 2023

RED

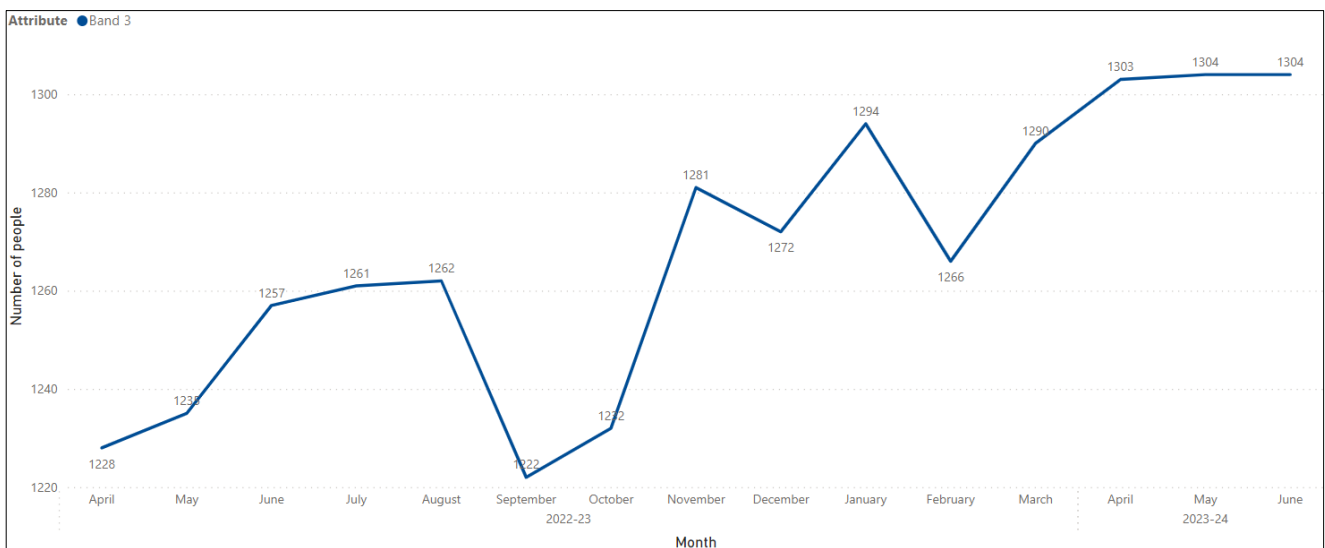
Average number of people on the housing register



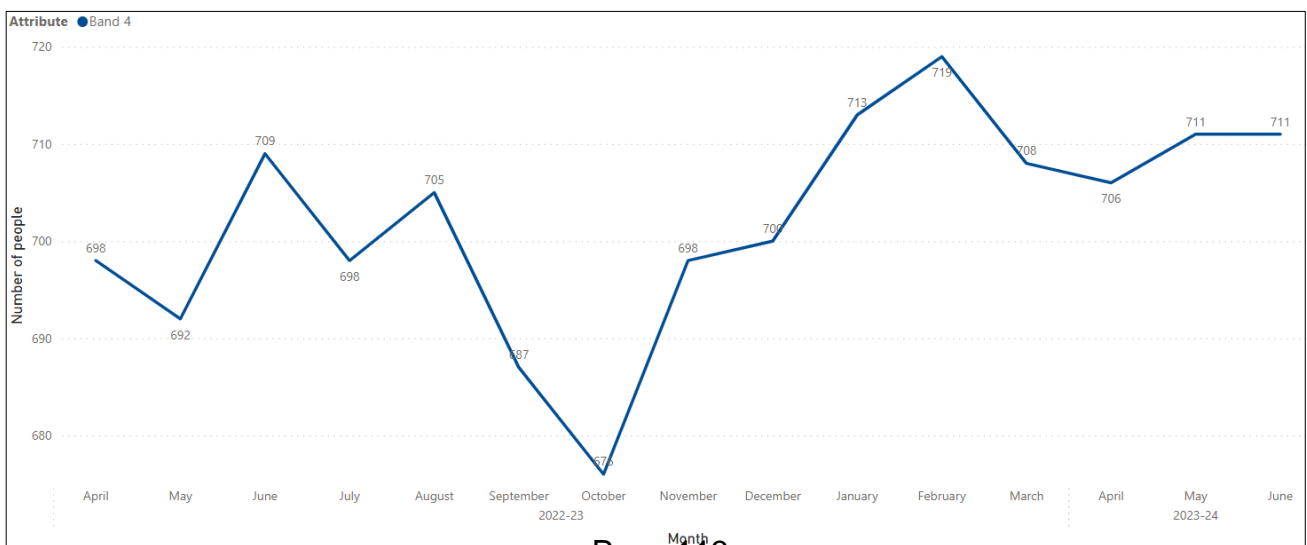
- Band 1 of the housing register includes those who meet the following criteria:
 - Urgent medical / welfare issues
 - Multiples of Band 2



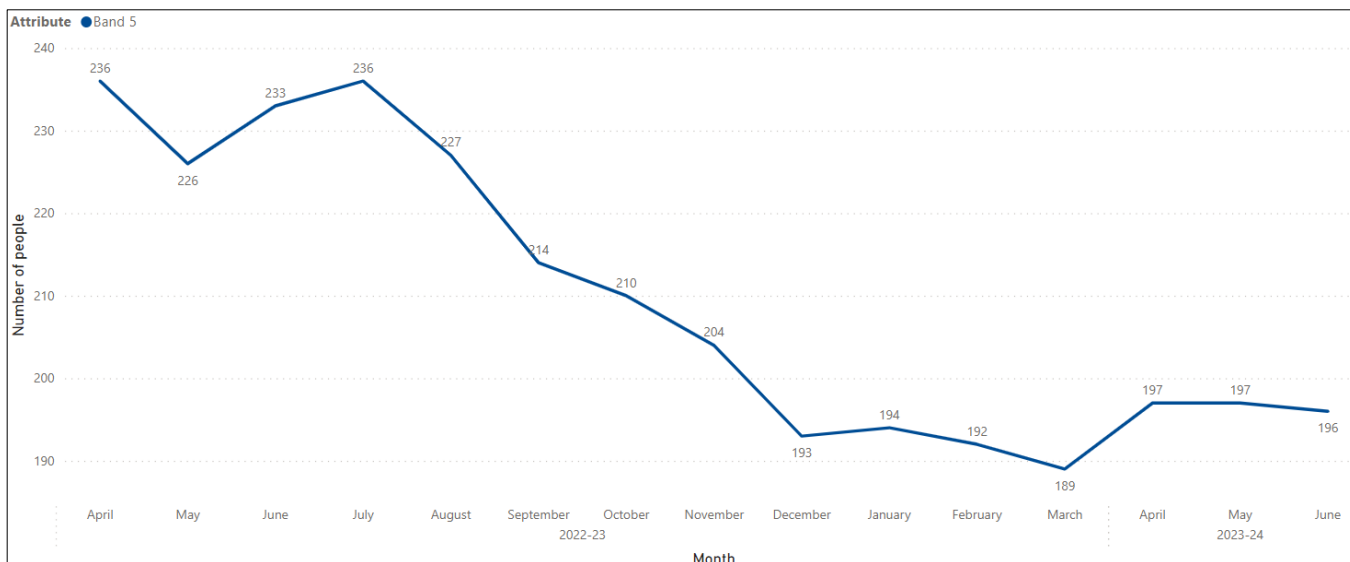
- Band 2 of the housing register includes those who meet the following criteria:
 - Severe overcrowding (at least 2 bedrooms)
 - Severe under-occupation (social housing tenants resident on the island)
 - Applicants identified as being ready for 'move-on' accommodation
 - Social housing tenants on the island vacating disabled adapted accommodation



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

Number of households prevented from becoming homeless

Aim: Monitoring Measure only

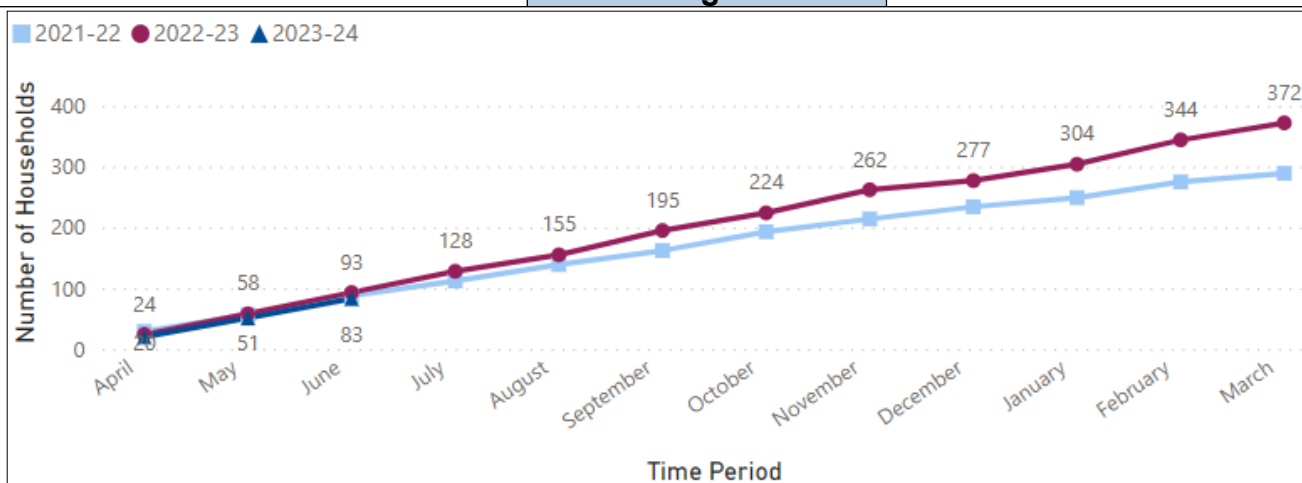
UN Sustainable Development Goal: 1

Most Recent Status: June 2023

Monitoring Measure

Previous Status: March 2023

Monitoring Measure



- This figure is slightly lower than this time last year. The number of approaches is up on last year, but market acceptances are down.

Number of households in temporary accommodation

Aim: Monitoring Measure only

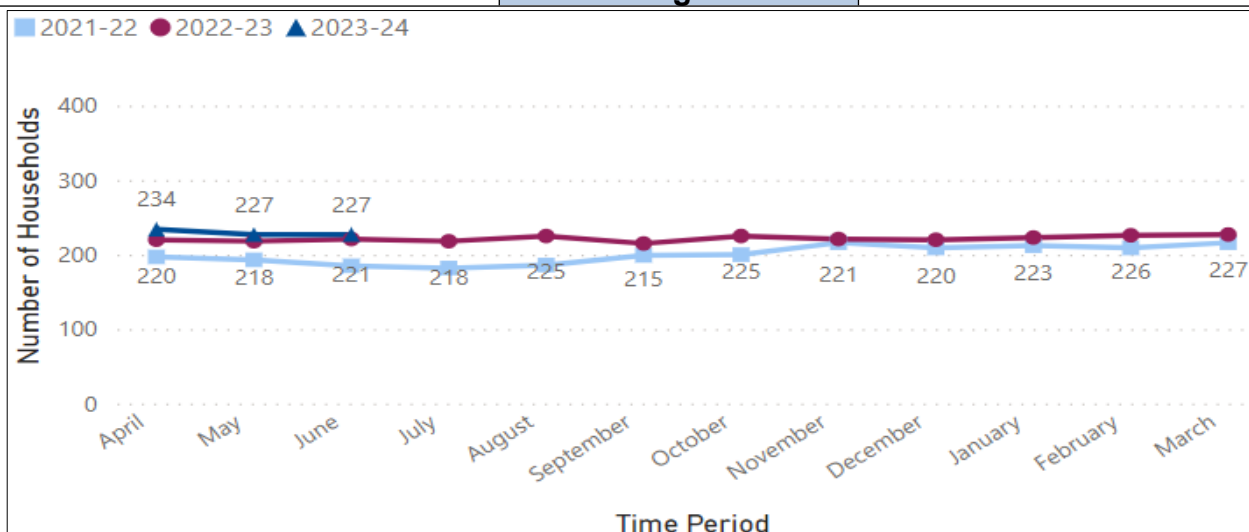
UN Sustainable Development Goal: 1

Most Recent Status: June 2023

Monitoring Measure

Previous Status: March 2023

Monitoring Measure



- June sees the number of households in temporary accommodation remain the same at 227 (June 2022 = 221).
- June saw a decrease in the number of households in Bed and Breakfast (32 compared to 33 in May) with 4 families with children included in this count.

Number & value of Disabled Facility Grants approved

Aim: Monitoring Measure only

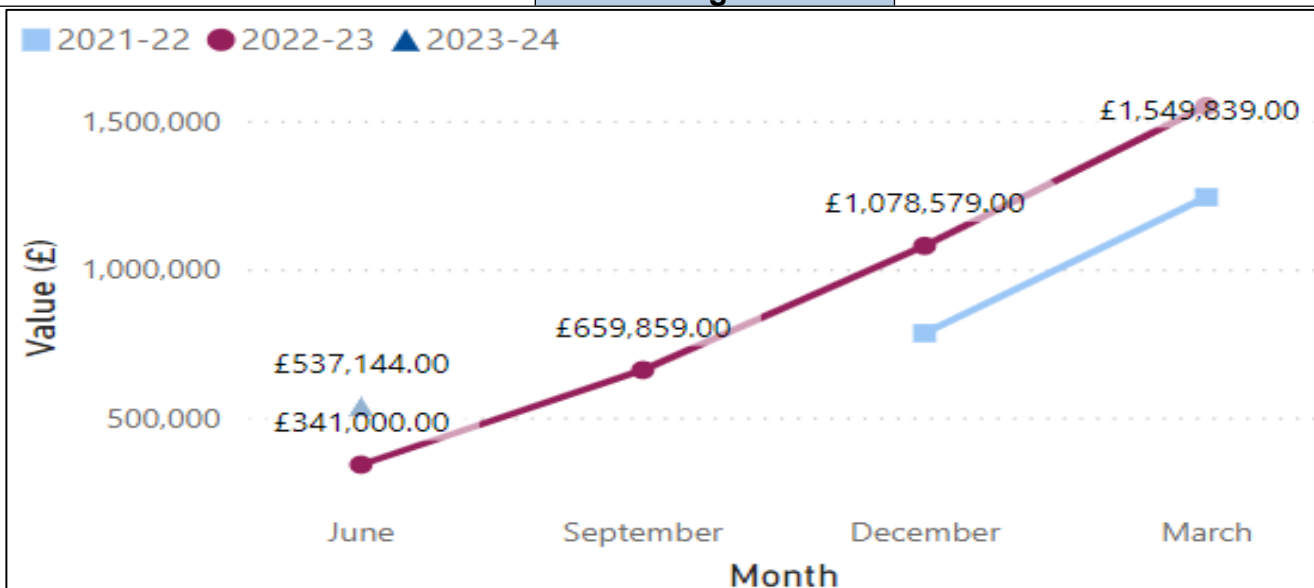
UN Sustainable Development Goal: 11

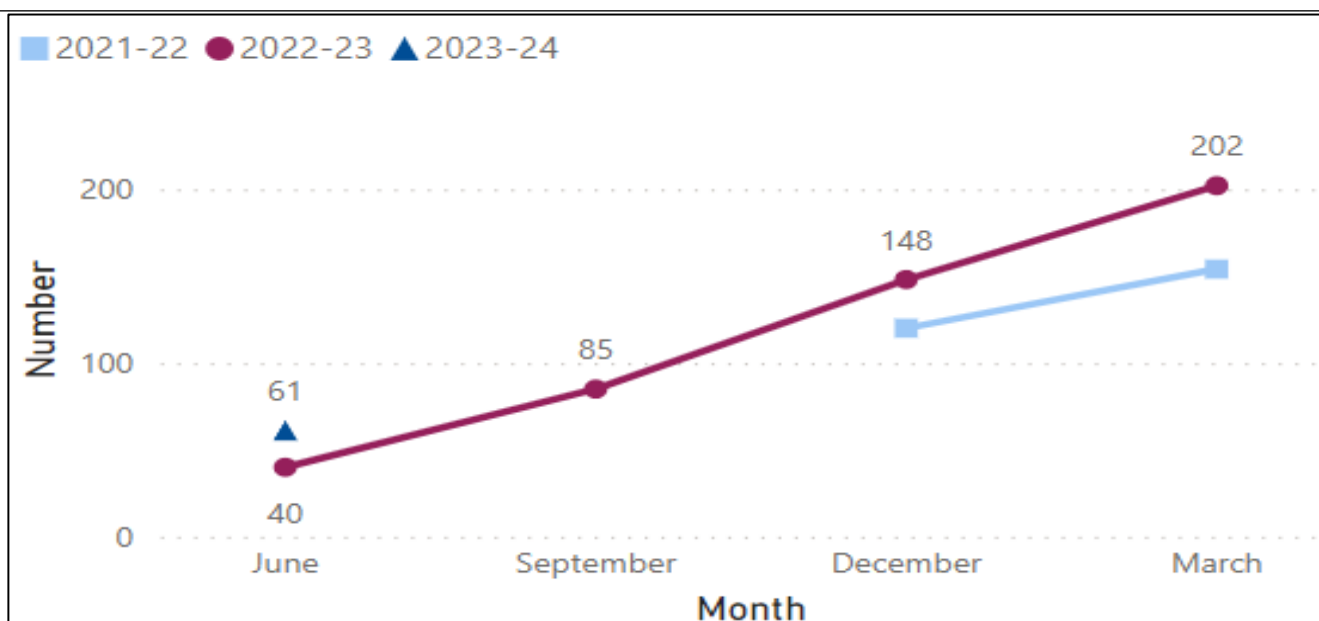
Most Recent Status: June 2023

Monitoring Measure

Previous Status: March 2023

Monitoring Measure





- During quarter 1, 61 grants were approved.
- Coupled with the carried forward approved amount from 2022/23 the current live approved value of cases is just over £1.5m.

Service Updates - Key Aspirations and Ongoing Business

The following activity supports UN Sustainable Development Goal 1:

Acquisition Strategy drafted and to be submitted to Cabinet in July 2023.

Empty Property Strategy is being updated, and this will include a review of data and an action plan to ensure issues addressed. This is due to go to Housing Members Board in June and Cabinet in July 2023.

Pipeline list of current sites produced and work ongoing to review the wider asset base.

The following activity supports UN Sustainable Development Goal 3:

Workshops are taking place with the current extra care housing residents, a survey to all Island residents who are aged 50+ is currently live and will close in early July. The consultation phase of the Independent Living Strategy which also includes survey of professionals' experience of extra care housing is well underway. It is anticipated that the draft version of the strategy will be completed by the end of the summer 2023.

Carers strategy adopted and launched during Carers week June 2023. Work will be undertaken with residents, who are carers, to develop a robust action plan to support implementation and sustainability.

Waiting list has been reduced significantly for Disabled Facility Grants (DFG) (currently 6). Highest ever demand with 23/24 commitment to date currently at £3 million, approx. £100,000 of referrals being received each month. Expected end of year commitment is likely to be £4 million. Budget is £2.3million. The new grant support officer post is working well.

A builder/supplier event was held to increase supply chain and capacity for DFGs – this was well received.

Public Health developed a Healthy Places workplan and will facilitate consideration of health and wellbeing through partnership working with council colleagues including those led by Regeneration, Transport

Focus Groups to put people at the centre of an impactful Smoking in Pregnancy campaign for the Island have concluded and findings are being used to inform the design of campaign assets and appropriate communications channels.

Public Health have successfully awarded the Tier 2 Adult Behavioural Weight Management Service contract to Thrive Tribe. Thrive Tribe is a specialist, experienced provider of well-being improvement services, taking an innovative approach including traditional weight management, a digital offer and innovative physical activity. The service will go live on the 1 July 2023.

An older adult's public health plan focusing on falls prevention, and communications to older adults about a range of issues or opportunities to support people to remain healthy as they age.

IWC in partnership with Hampshire, Portsmouth, Southampton, and NHS England are commissioning a new Integrated Sexual and Reproductive Health Service from 1st April 2024. This is for an integrated service that prioritises prevention and ensures that our residents have timely access to the high-quality, effective, and efficient services to improve and manage their sexual and reproductive health through the delivery of a fully integrated, cost-effective sexual and reproductive health service model, accessed by a digital single point of access and clinical front door.

A newly constituted Health and Care Partnership for the IOW is in place including all key partners. The format of the board includes a part held in public and a workshop approach to discuss solutions for the Island. There is a strong governance structure and work programme to enable delivery of the signed off plan. The IOW system is represented on both the Integrated Care Board (ICB) and Integrated Care Partnership (ICP). The ICP is co-chaired by the Director of Public Health

The Isle of Wight Mental Wellbeing Plan has been finalised and presented at Scrutiny and the Health and Wellbeing Board. It is to be taken in its final publishable form to the Mental Health and Suicide Prevention Partnership (MHSP) at the beginning of July. The Isle of Wight Suicide Prevention Plan has also been finalised and presented to Scrutiny and the Health and Wellbeing Board. The Mental Health Communications Plan continues to be delivered marking Mental Health Awareness Week and Men's Health Week with targeted campaigns centred on the 5 Ways to Wellbeing. The Mental Health Alliance and MHSP held a face-to-face meeting in April which successfully brought partners together to discuss priorities and facilitate links across services/support. We continue to work with partners to develop a trauma informed approach as well as working across the system to develop and embed the co-occurring conditions pathways.

Inclusion Community Substance Misuse Service – continues to adapt to need, including increase in demand for alcohol support through structured brief intervention. Homeless navigator role and Drug and Alcohol nurse - positive influence on partnership working and provision of service to people who are often vulnerable and have complex need. Increased need for inpatient detox. treatment is being met from additional national funding. Partnership working continues to be a focus e.g., working with pharmacies to provide opiate replacement; working with NHS Trust colleagues to develop improved pathway of care for those with co-occurring conditions (mental ill-health and substance misuse); working with prisons to ensure better continuity of care.

Sexual and Reproductive Health: The Solent NHS Trust Systems Thinking roll out on the Island is in progress to implement a clinical front door to improve service outcomes, quality, and efficiency. Data will be monitored to ensure equitable access to improve outcomes for groups at higher risk of poor sexual and reproductive health outcomes. We are currently working with partners to scope the Health Education England (HEE) funded workforce development project to improve wider

workforce sexual and reproductive health training for Island professionals, with a focus on sustainability and train the trainer model.

Mandatory HMO licensing, non-licenced HMO standards activity/investigations and Minimum Energy Efficiency Standards enforcement activities are ongoing.

Private sector housing standards investigation/enforcement activity is ongoing with a priority/risk waiting list. This includes enforcement action where necessary.

A new Bill is currently going through parliamentary process relating to housing. Additional decent homes standards legislation is expected but not yet confirmed.

Attendance at Landlords Fayre was undertaken to discuss decent homes standards and energy efficiency, this was well received.

The following activity supports UN Sustainable Development Goal 11:

The Isle of Wight Domestic Abuse Partnership Board continues to strengthen, with engagement and commitment from key partners to develop a new domestic abuse strategy for the Island. There has been significant progress on the requirements of the Domestic Abuse Act (2021) including enabling the survivor voice in shaping strategy and services.

Contracts have been awarded for new domestic abuse services to commence on 1 October 2023 and mobilisation is underway. These services will provide support for victims/survivors of domestic abuse (including refuge and alternative accommodation) as well as a service supporting change in people using abusive behaviours.

The following activity supports UN Sustainable Development Goal 16:

The Voluntary sector are active members of the reconstituted Health and Care partnership and continue to be members of the Health and Wellbeing Board

Building on The Isle of Wight Mental Wellbeing Plan the statutory Suicide Prevention Plan has now been developed. These plans have strong voluntary sector representation.

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 (June 23)
14 HIGH	6 LOW	8 MEDIUM
Previous scores		
Mar 23	Dec 22	Sep 22
8 MEDIUM	8 MEDIUM	8 MEDIUM
Risk score is consistent		

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 (June 23)
16 VERY HIGH	6 LOW	8 MEDIUM
Previous scores		
Mar 23	Dec 22	Sep 22
8 MEDIUM	11 MEDIUM	10 MEDIUM
No change to 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 (June 23)
16 VERY HIGH	5 LOW	5 LOW
Previous scores		
Mar 23	Dec 22	Sep 22
5 LOW	10 MEDIUM	10 MEDIUM
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 (June 23)
16 VERY HIGH	6 LOW	9 MEDIUM
Previous scores		
Mar 23	Dec 22	Sep 22
12 HIGH	12 HIGH	12 HIGH
Reduction in risk score		

**Additional demands placed upon the Isle of Wight Council and partners owing to pandemic flu or similar large-scale outbreaks
Assigned to: Director of Public Health**

Inherent score	Target score	Current score (June 23)
16 VERY HIGH	12 HIGH	12 HIGH
Previous scores		
Mar 23	Dec 22	Sep 22
12 HIGH	12 HIGH	12 HIGH
Risk score is consistent		

Appendix 3 – 2023/24 Q1

TRANSPORT AND INFRASTRUCTURE, HIGHWAYS PFI AND TRANSPORT STRATEGY

Cabinet Member: Councillor Phil Jordan	
Portfolio Responsibilities: <ul style="list-style-type: none"> • Parking Services • Floating Bridge • Harbours 	<ul style="list-style-type: none"> • Concessionary Fares • Subsidised Bus Services • Highways PFI Contract • Highways Authority

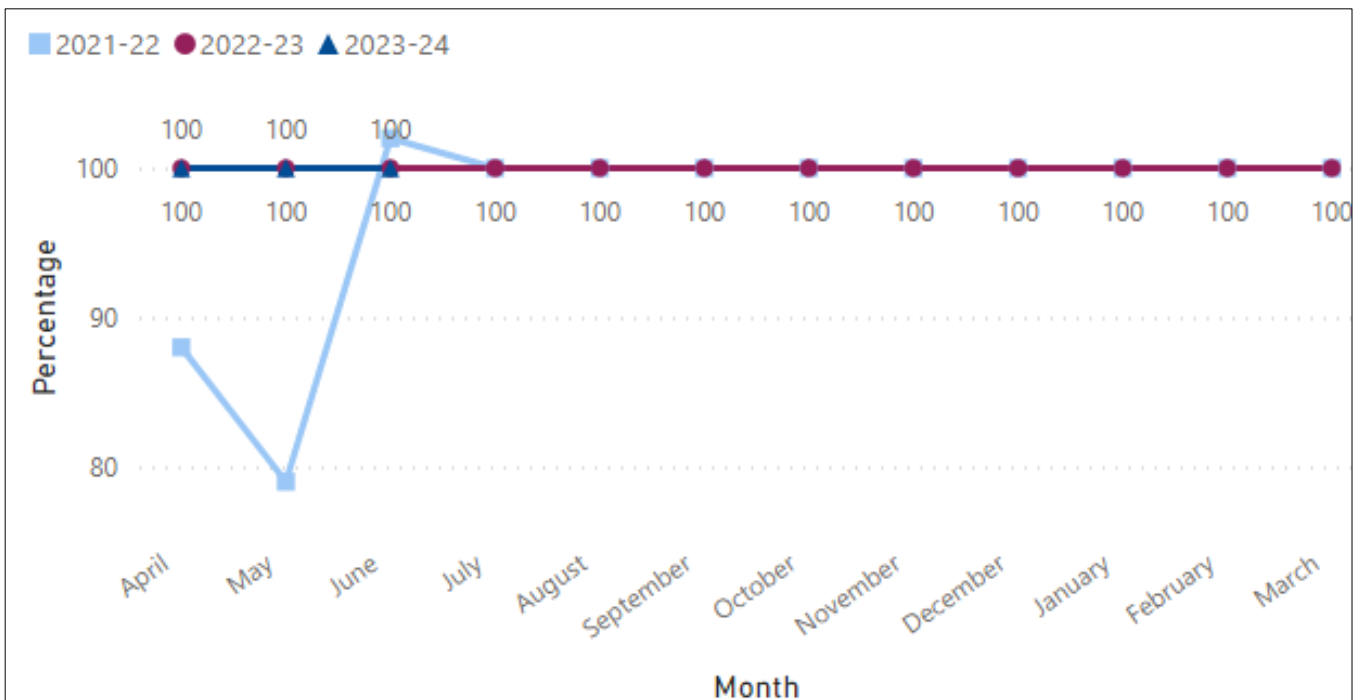
Performance Measures

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

Aim: 100 percent Category 1 Emergency Responses within 2 hours.

UN Sustainable Development Goal: 9

Most Recent Status: June 2023	GREEN
Previous Status: March 2023	GREEN



- Data for this measure is provided by Island Roads.
- Emergency responses have maintained 100 percent timeliness since June 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 or Tactile Crossings

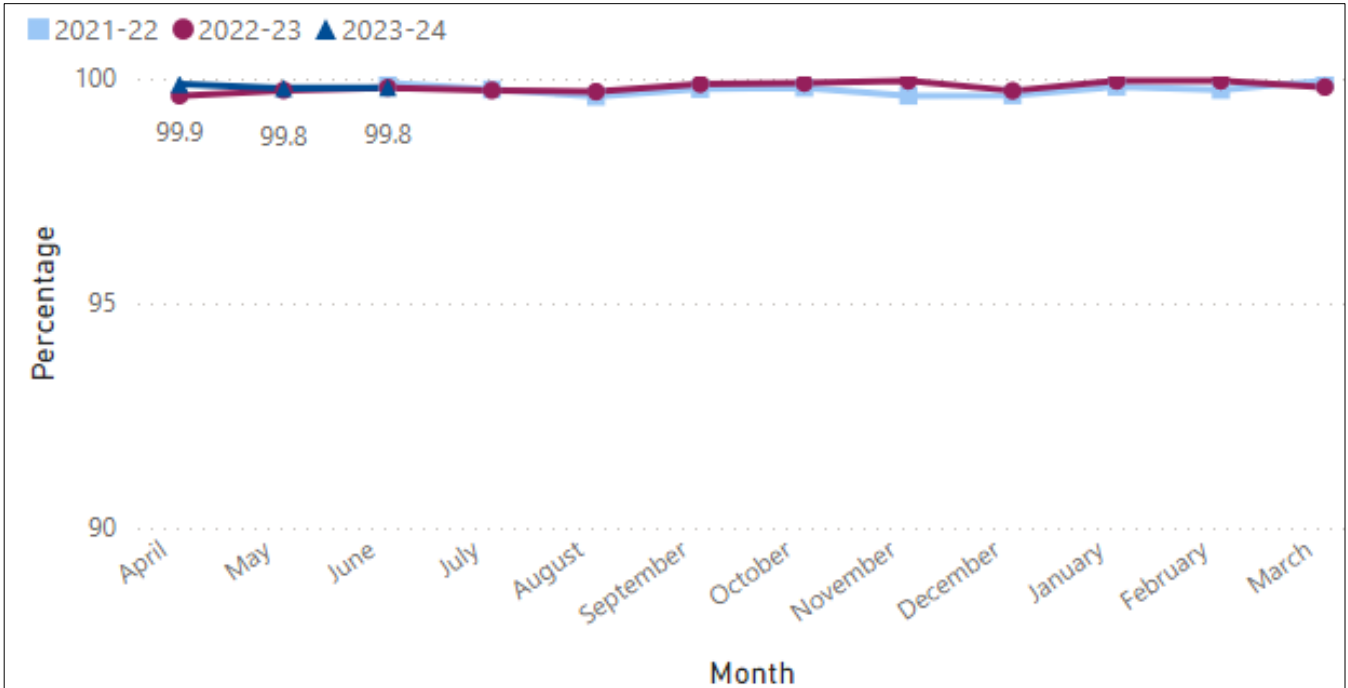
- Category 1 defects are notified to Island Roads and recorded in their asset management system 'Confirm'. These are reviewed for compliance with contract by Commercial Manager.
- Island Roads have attended 322 Category 1 defects in quarter 1.

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: June 2023	GREEN
Previous Status: March 2023	GREEN



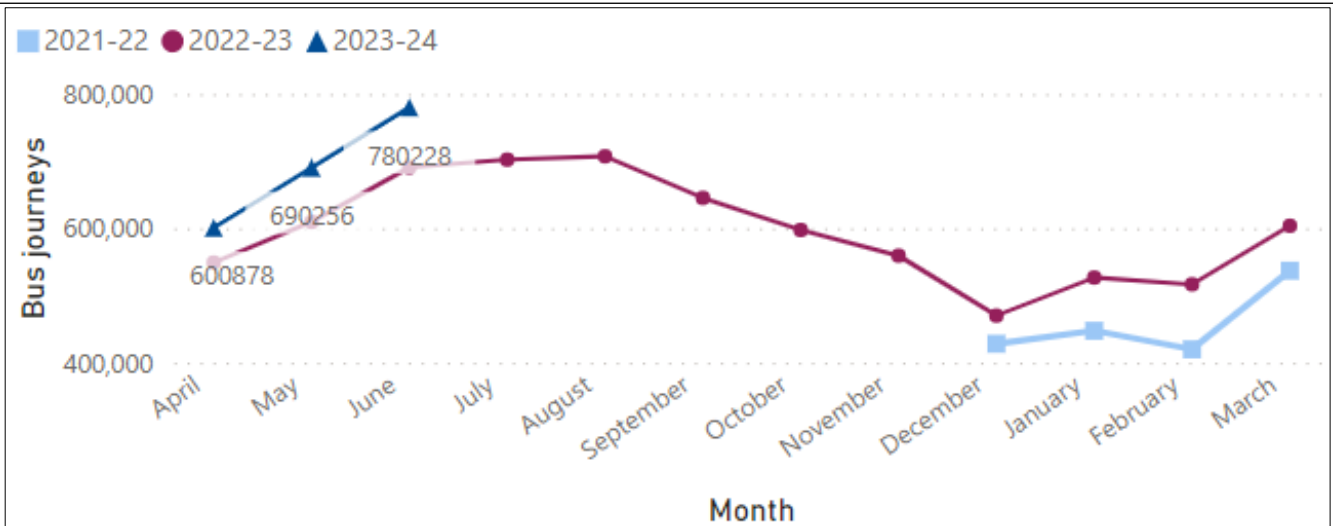
- Currently the Isle of Wight Council audits a percentage of Island Roads inspections to ensure the Island Roads District Stewards are identifying and rectifying defects in line with the code of practice and contractual requirements.
- There were two inspections not completed on time and this relates to two roads that require further investigation as these are routinely behind schedule.
- Island Roads have a target of 1,990 in June and have undertaken 1,986 in the timeframe expected. The average number of safety inspections per month is 2,111 with an average performance of 99.8 percent

Number of public transport users

Aim: Increase in the number of public transport users

UN Sustainable Development Goal: 9

Most Recent Status: June 2023	Monitoring Measure
Previous Status: March 2023	Monitoring Measure



- Data for Bus travel on the island is provided by Southern Vectis
- 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 relating 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

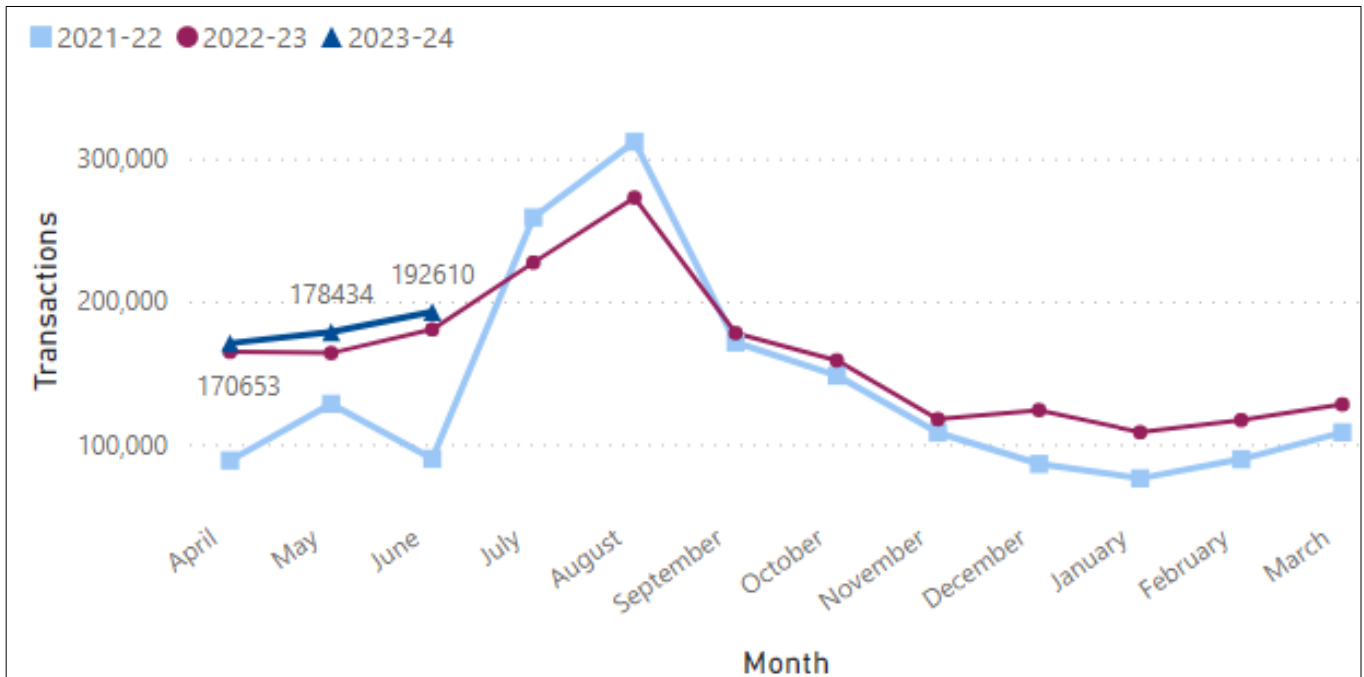
UN Sustainable Development Goal: 9

Most Recent Status: June 2023

Monitoring Measure

Previous Status: March 2023

Monitoring Measure



- Pay and Display transaction data is extracted from the Flowbird (ticket machine manufacturer), back-office communications system (Smartfolio) and PayByPhone transactions data comes from our PayByPhone back-office system.
- Quarter 1 shows car parking utilisation above the same period last year, with the expected increase over the summer period.

Floating bridge number of foot passengers

Aim: Increasing number of foot passengers

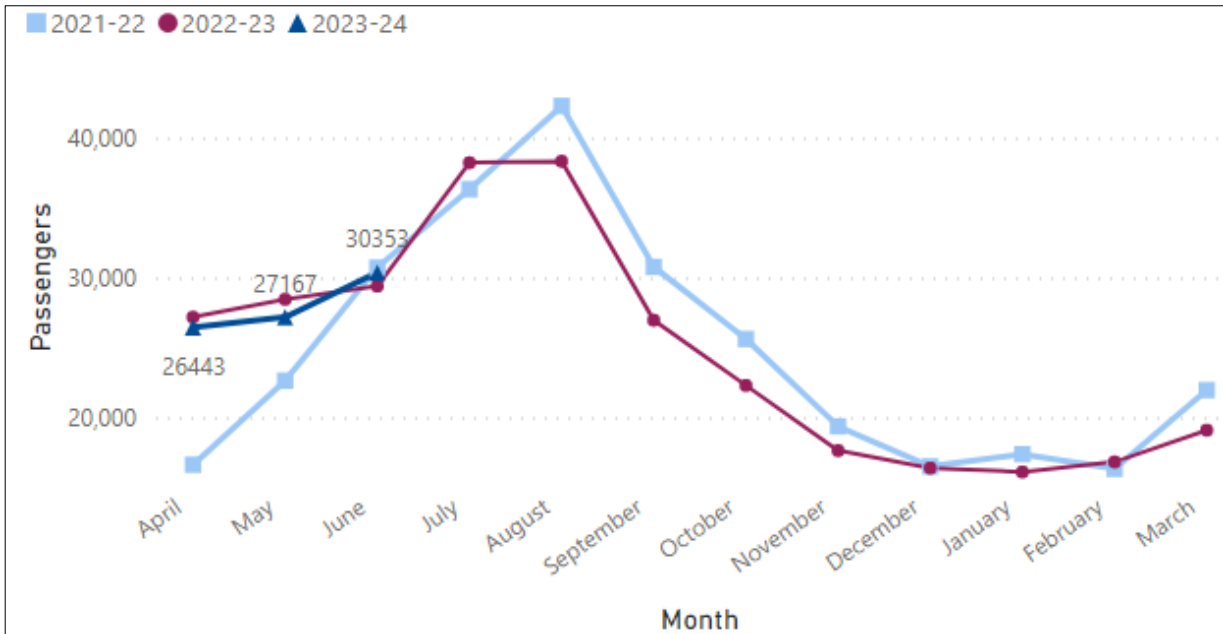
UN Sustainable Development Goal: 9

Most Recent Status: June 2023

Monitoring Measure

Previous Status: March 2023

Monitoring Measure



- Floating bridge data shows that quarter 1 saw an increase in the number of foot passengers using the service, however foot traffic did not match the level for the same period last year (83,963 for quarter 1 of 2023/24 against 85,000 for 2022/23).
- Service was suspended from 4 May 19:30 until 12:30 on 5 May and from 16:30 on 20 May to 20:00 on 22 May owing to generator problems. Service was suspended for 1 hour on 22 June.
- Barring any unforeseen circumstances, trends suggest that we can expect numbers to pick up over the summer months

Floating bridge number of vehicles

Aim: Increasing number of vehicles

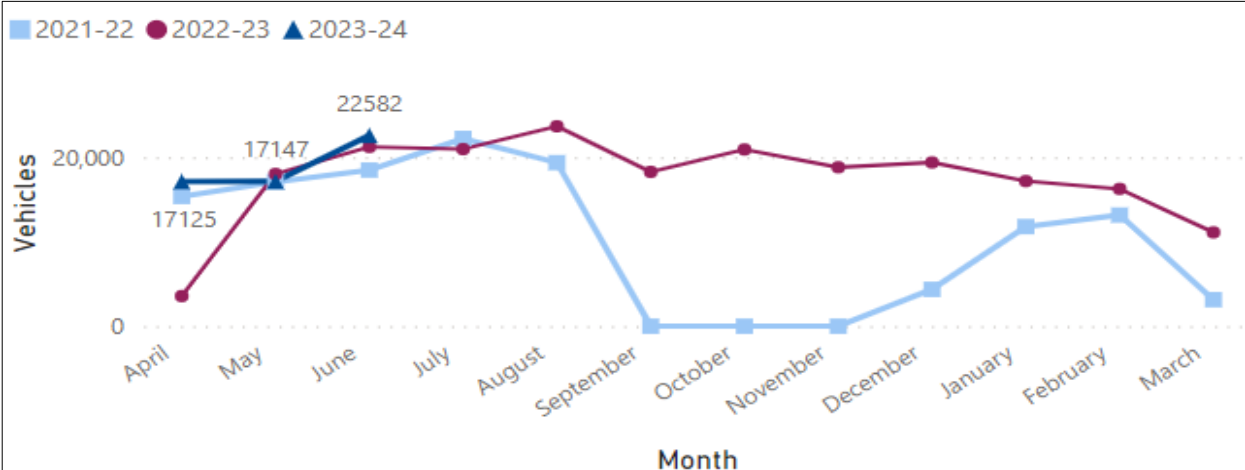
UN Sustainable Development Goal: 9

Most Recent Status: June 2023

Monitoring Measure

Previous Status: March 2023

Monitoring Measure



- The total number of vehicles seen during quarter 1 was 56,854 compared to 42,824 for the same period last year

Floating bridge hours operated as a percentage of scheduled hours

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

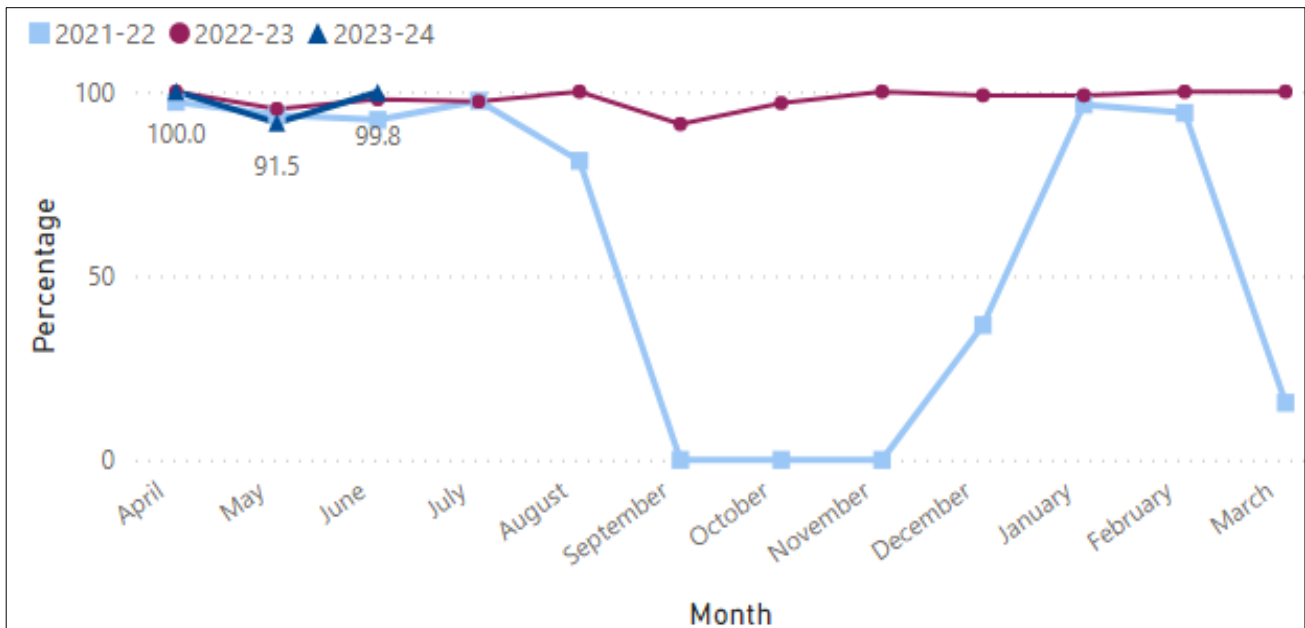
UN Sustainable Development Goal: 9

Most Recent Status: June 2023

Monitoring Measure

Previous Status: March 2023

Monitoring Measure



- The floating bridge was operational for an average 97.1 percent of its scheduled hours during quarter 1, this was slightly lower than during the same period last year (97.7 percent).

Service Updates - Key Aspirations and Ongoing Business

The following activity supports UN Sustainable Development Goal 8:

No progress with the Island Wide Parking Strategy this quarter.

The following activity supports UN Sustainable Development Goal 9:

The floating bridge continues to provide a reliable service and has operated at 100% in March and April and at 91.1% in May.

The Council has now commissioned locally based consultants 3S Business Services to review the two remaining issues which impact the efficiency and operation of Floating Bridge 6: -

- The failure to be able to operate at all states of the tide whilst maintaining the chain clearance of tide height plus 1.5m – they will work with the council and a specialist Computation Fluid Dynamic (CFD) supplier to populate a CFD model to replicate the dynamics of Floating Bridge 5 and Floating Bridge 6; this will be combined with a review all previous work and reports on the issue.

- Review the operation of Floating Bridge 6 in terms of vehicles, foot passengers and cyclists queuing, paying, loading, and unloading – they will review the operation and available information and identify if and how this could be improved to increase the number of crossings per hour.

The work is expected to take six months and should be concluded in December 2023; at this point they will provide a comprehensive paper setting out above findings and recommendations for the council's consideration and approval.

As agreed at the Major Highways Project Board it was agreed that the final draft of the Local Transport Plan 4 (LTP4) for ratification of Cabinet and the subsequent public consultation is deferred until the Department for Transport's (DfT) long-awaited guidance to Local Transport Authorities has been received (or at least the consultation version). This has meant that little progress has been made since March 2023, though the draft LTP4 is with the Graphics Team to revise so that it is an appropriate format for publicising the document. Likewise further advice has been sought from the DfT, though there are no confirmed timescales for the release of the guidance at this time.

Further Active Travel England (ATE) Capability funding received and currently procuring consultancy support for the development of a Local Cycling and Walking Infrastructure Plan (LCWIP) for the Bay Area (Sandown, Shanklin & Lake). The development of the LCWIP is due to commence in autumn 2023.

Work on producing an annual report highlighting key improvements and successes of the Transport Infrastructure Partnership is ongoing with discussions focusing on operational matters.

The draft Enhanced Bus Partnership Plan and Scheme have been finalised; these are currently out for statutory consultation due to end on 28 July. This is to ensure it is ratified and published by 30 September to align with the conditions of the Bus Service Improvement Plan+ funding.

The council continues to provide challenge where any non-compliance of contractual standards are identified. Several new contractual disagreements have surfaced because of these challenges, but these have since been resolved without compromise from the council. A list of historic disagreements has been compiled and initial conversations have been held to understand all parties' positions. Discussions are ongoing whilst simultaneously obtaining legal advice on the priority issues.

Several safety-based highways improvements schemes are currently in the development stages. Progress has been slower than anticipated due to several factors, including resources being required to develop a safer route scheme for the A3056 to secure funding from Department for Transport (DfT) and the highway design capacity within Island Roads.

The Highways team are in the process of developing options for the community to consider. While issues highlighted by local parish councils remain under active consideration, some potential solutions could also have a significant negative impact on the area if treated in isolation. As such a considerable investment in time is required to develop viable options holistically. Although some progress has been made with this work, particularly in relation to Niton village centre, it has proved impossible to make significant progress with so many urgent safety issues needing the attention of the Highway's Authority (HA) during the last year. Unfortunately, there have been no relevant funding opportunities during this period to enable the HA to fund further capacity to accelerate the delivery this work.

There are no updates on the strategic infrastructure and capacity review this quarter.

The following activity supports UN Sustainable Development Goal 11:

In relation to the Island Wide Speed Assessment project, whilst there remains an issue of resource, a further summary report has been commissioned with Island Roads, which is due imminently. The purpose of the subsequent summary report is to collate outcomes/recommendations into a single document for Cabinet in the autumn to review, to help inform their decision on whether to support the development of an implementation plan covering specific speed limit schemes, which is then likely to spread over several years.

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 (June 23)
16 VERY HIGH	5 LOW	9 MEDIUM
Previous scores		
Mar 23	Dec 22	Sep 22
7 MEDIUM	7 MEDIUM	7 MEDIUM
Increase in risk score		

This page is intentionally left blank

Appendix 4 – 2023/24 Q1

CHILDREN’S SERVICES, EDUCATION AND LIFELONG SKILLS

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

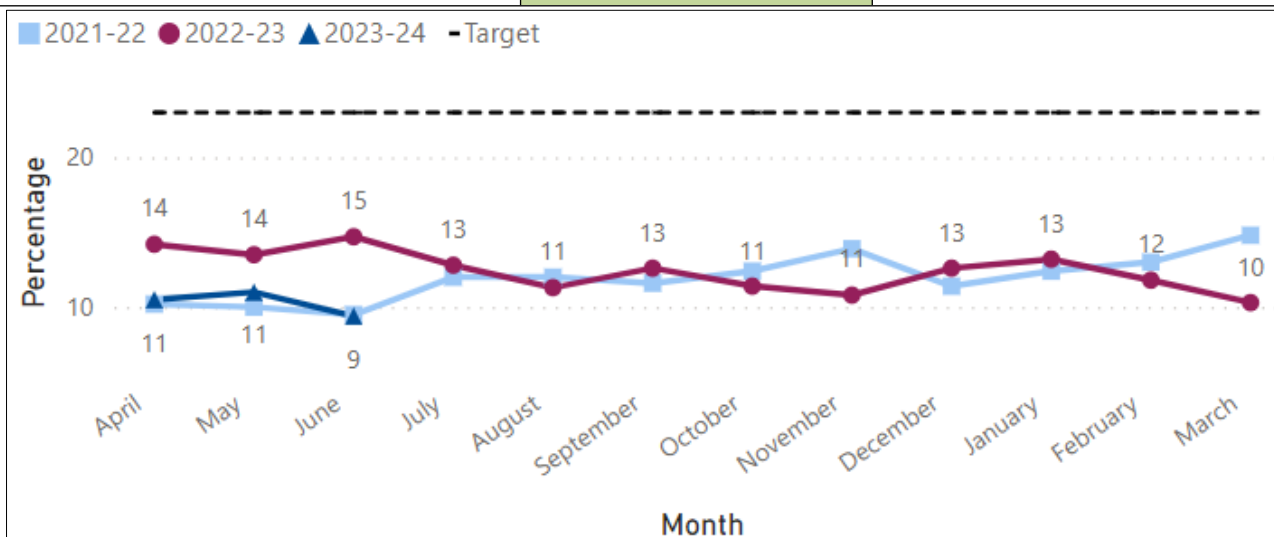
Performance Measures

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: June 2023	GREEN
Previous Status: March 2023	GREEN

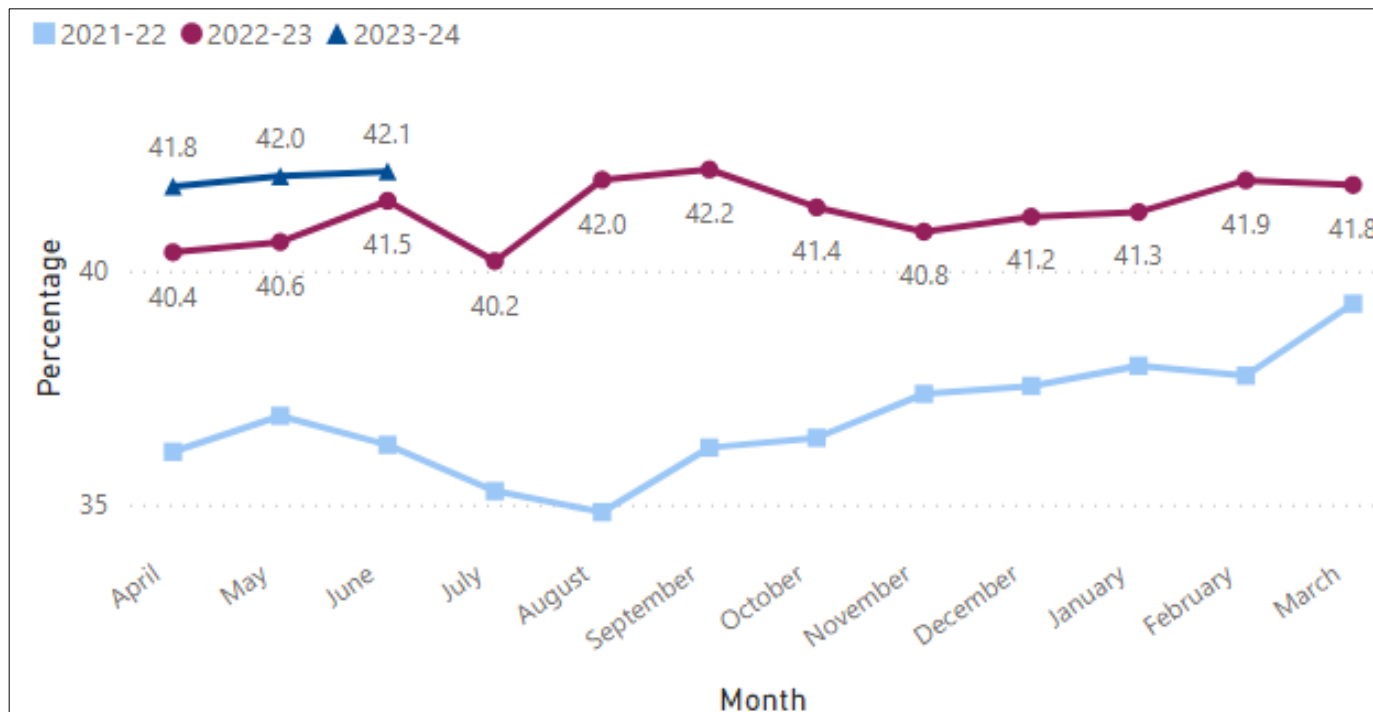


- The management team reviews each case of a child who is subject to a second or subsequent child protection plan within two years to ensure that the response from the social care teams and Independent Reviewing Service is proportionate, and to provide assurance that there were no missed opportunities for earlier intervention or support.
- The reason for the second or subsequent child protection plan is analysed; 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.

Percentage of children with a referral within 12 months of a previous referral

Aim: The percentage of children with a referral within 12 months is below 30 percent target
UN Sustainable Development Goal: 3

Most Recent Status: June 2023	Monitoring Measure
Previous Status: March 2023	Monitoring Measure

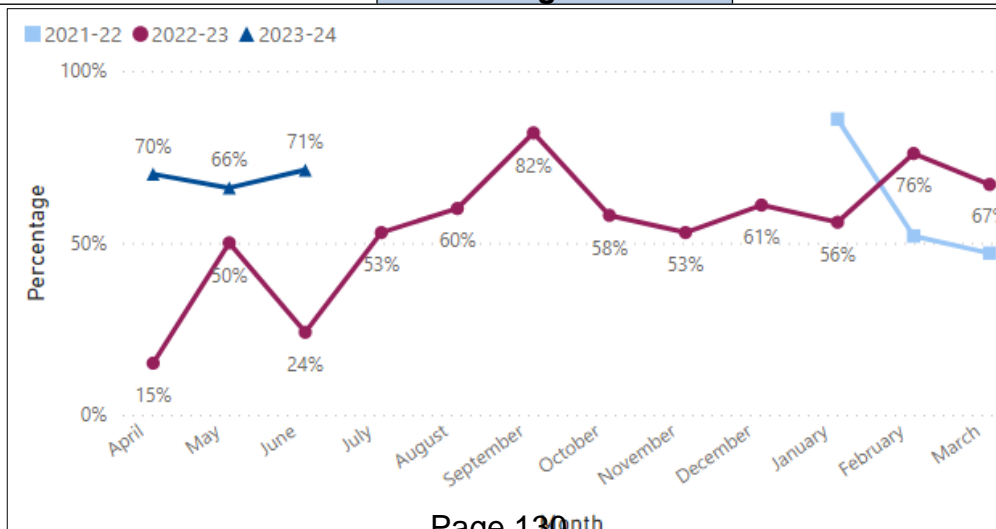


- Unlike other local authorities, the Multi-Agency Safeguarding Hub (MASH) counts all re-referrals to ensure a more accurate view rather than only counting those re-referrals that originally progressed to an authorised completed assessment.
- Additional corporate investment was made to increase the number of frontline social workers to prepare and respond to this rise in demand, although recruitment of qualified social workers remains challenging both regionally and nationally.

Percentage of early help cases closed with outcomes achieved

Aim: The percentage of children with a referral within 12 months is below 30 percent target
UN Sustainable Development Goal: 3

Most Recent Status: June 2023	Monitoring Measure
Previous Status: March 2023	Monitoring Measure



- There are assorted 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.

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

Aim: Increase in the number of schools graded good or outstanding in the most recent inspection.

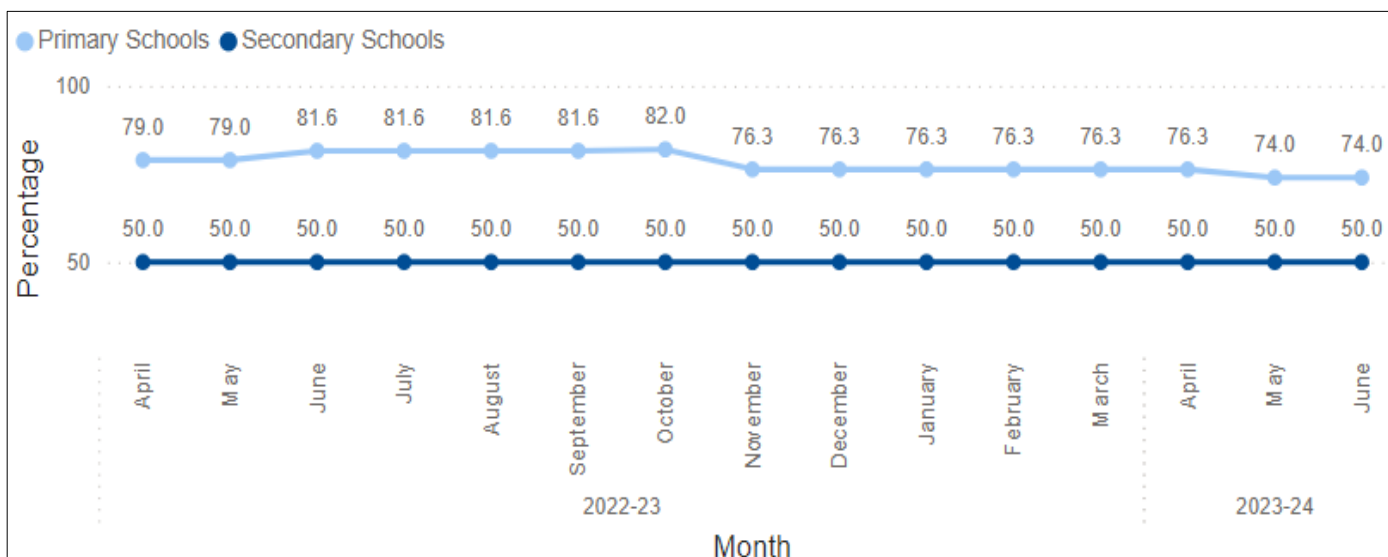
UN Sustainable Development Goal: 3

Most Recent Status: April 2023

Monitoring Measure

Previous Status: June 2023

Monitoring Measure



- No further secondary school inspections have taken place that have had reports published as of June 2023
- The Bay All Through School inspection report was published in April 2023, the school was graded good.
- Four further primary inspections were published during this period, Newport, St Blasius and Freshwater and Yarmouth all judged to be good. Greenmount was judged to be RI. New leadership is in place in Greenmount from September and a collaboration has been established between Greenmount and Gatten and Lake Primary School. This collaboration will secure rapid improvement at Greenmount.

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

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

UN Sustainable Development Goal: 3

Most Recent Status: April 2023

Monitoring Measure

Previous Status: June 2023

Monitoring Measure

Schools	Inadequate	Requires Improvement	Good	Outstanding	Ungraded
49	0	13	36	0	0
	0.00%	26.00%	74.00%	0.00%	0.00%
	26.00%		74.00%		0.00%

Percentage of care leavers in education, employment, or training (all care leavers aged over 16)

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

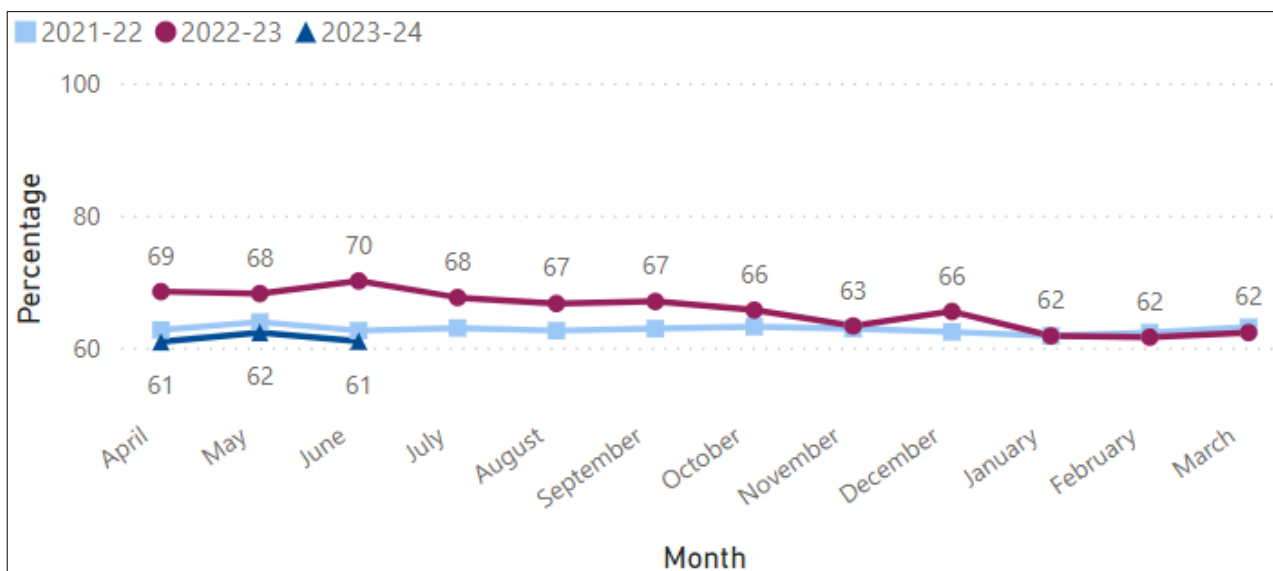
UN Sustainable Development Goal: 3

Most Recent Status: June 2023

Monitoring Measure

Previous Status: March 2023

Monitoring Measure



- The team continue to support young people access University providing role models to other young people.

Number of Post 16 Not in Education, Employment or Training

Aim: Decrease in the percentage of post 16 not in education, employment, or training

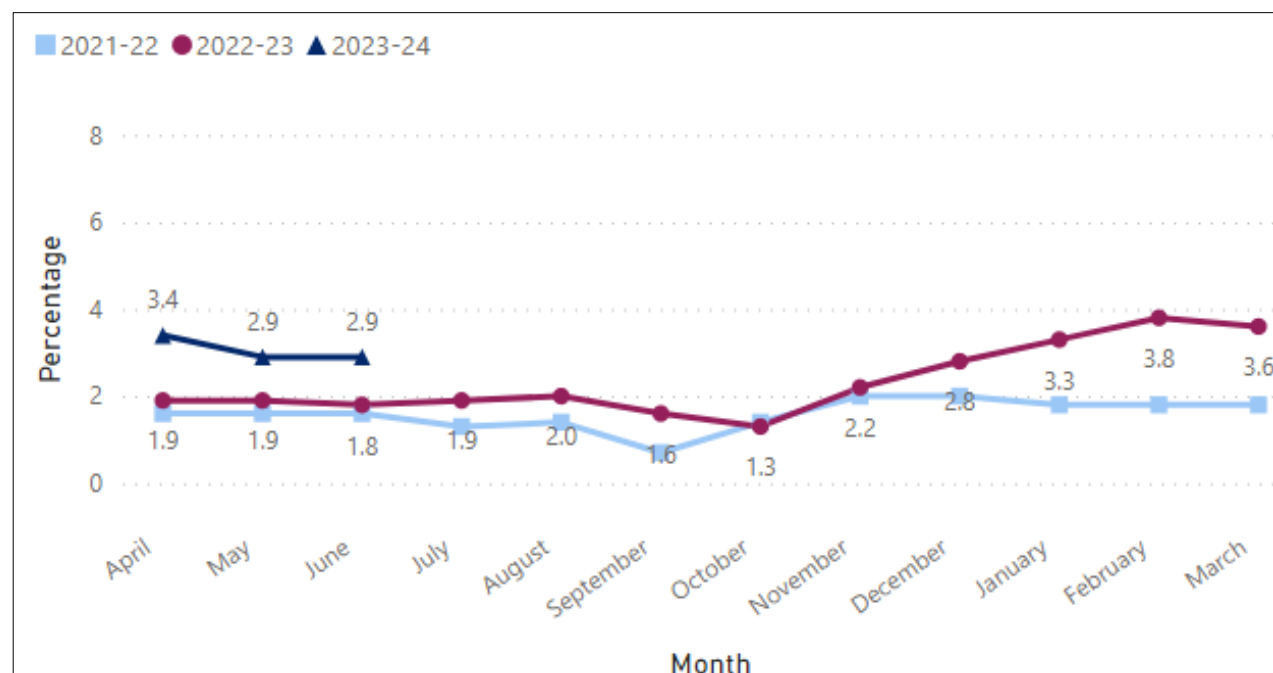
UN Sustainable Development Goal: 3

Most Recent Status: June 2023

Monitoring Measure

Previous Status: March 2023

Monitoring Measure



- The Department for Education uses a combined measure of young people 16-18 who are either NEET or Unknown and publishes an annual average across the 3-month period December-February.
- Island Futures monitor young people's post 16 destinations (years 12 and 13) and provide careers, education, employment, or training support to young people identified as NEET.

Service Updates - Key Aspirations and Ongoing Business

The following activity supports UN Sustainable Development Goal 3:

Participation has continued to progress in children's services this quarter with Come Dine with Us continuing and an activity at Robin Hill to engage with our Care experienced parents and their children. Elected members joined us for the annual star awards which celebrated the educational achievements of our children looked after and was a very positive event for all concerned.

We had a presentation of our Bright Spots Children in Care Survey with Coram Voice which was well attended by Officers and Elected Members and now further work is being undertaken to complete an action plan. The Bright Spots Your Life Beyond Care Survey has been received and plans are in place to share the findings of this in September.

HYPE has continued to meet, and plans are in place for them to begin to attend corporate parenting board. A care experienced young person has also been recruited to sit on fostering panel.

The Transforming SEND (TSEND) work continues apace with all workstreams on track to deliver against targets. Impower has been commissioned to work with the Isle of Wight as part of the Safety Valve deal and their work is guided by a steering group that includes IoW parent voice. The process for the special school build is underway and on track to open in 2027. The sufficiency strategy and self-evaluation against the Ofsted framework are underway and are being further informed by the feedback from the Alternative Provision Thematic Review inspection (of Hampshire learning transfers) that took place in June.

The Family Hub programme continues with its implementation plan with a full launch of all family hub sites planned for September 2023. The Isle of Wight hosted a visit from Dame Andrea Leadsom, in June, who requested to visit the local authority as one of the chosen LAs to receive funding for Family Hubs, and as a Trailblazer authority. Dame Leadsom had the opportunity to visit a main hub site in Ryde, meet with children and their families and receive a full briefing from the Programme Team plus other LA teams and partner agencies.

The quality assurance programme continues with monthly casefile auditing and CFMT auditing of the audits to consider the quality of both the audit and the casework. Effective management oversight is tested as part of this process.

Children continue to be supported to live safely at home, when safe to do so including the progression of reunification plans for children. For those children in care suitable placements are made.

A review of the Social Care system implementation is started on 10 July 2023 to understand the progress and set a clear go live date.

Workstreams have begun to progress some Modernising Placement Programme (MPP) work on the Isle of Wight. Work continues to draw up a business case to progress MPP further.

Adopt South have continued to be successful with finding adoptive parents for the island's children and children have continued to move to adoptive families in a timely way. One island child has been formally matched and placed with their new adoptive family this quarter and plans are progressing with a match for three island siblings to an island adoptive family. The end of quarter 1 has seen all island children either matched or with a family identified.

The following activity supports UN Sustainable Development Goal 4:

The paper outlining a comprehensive place planning strategy that sought approval for a period of public consultation was ready for the June Cabinet meeting however was withdrawn between Pre-Cabinet and Cabinet.

A new paper seeking that Cabinet approves the publication of a Public Notice that achieves the amalgamation of Godshill Primary School and Chillerton and Rookley Primary School through the closure of Chillerton & Rookley Primary School with effect from the 31 December 2023 is being taken to the July Cabinet.

The Youth Council has appointed a new Chair and Vice Chair with nominated portfolio leads. The Chair and Transport lead met with managers at the ferry companies and Southern Vectis to challenge them on the cost and availability of transport on and off and around the island. They continue to meet monthly with attendance increasing. A new logo has been developed and social media is now used to promote the work of the Youth Council and to increase membership. The iwight.com webpages for the Youth Council have been updated. Two Youth Council on the road meets were hosted in 6th forms to promote membership.

The Youth Council has invited speakers from a range of organisations to question them on topics of their interest. 'Out On The Island' introduced their work to the Youth Council. Ryde Town Council and ASPIRE asked to come along to ask the Youth Council their advice on how Ryde Town Council could set up their own town youth council. The High Sheriff was invited to explain the role and to look to develop a share approach to promoting literacy amongst children. Fusion attended to explain the planned changes around NHS services especially improvements to CAMHS. South Wight Area Youth and Youth for Christ were invited to highlight their work with young people and to encourage them to nominate young people from their organisations to be part of the Youth Council. Membership of the British Youth Council has been paid for and reinstated and contact made with the regional network to be included. The Youth MP was supported recently to attend the British Youth Council national conference.

The Youth MP has not been added to corporate parenting board membership at this time as work continues to be ongoing to arrange for care experienced young people to be present at the board. When this has occurred, they can be asked about the Youth MP joining but the presence of care experienced young people is currently taking priority.

Work on school's performance is ongoing, with a continued focus of all involved on raising academic outcomes. The addition of significant training through the safety valve programme to better support children with SEND needs to be carefully balanced against that needed to ensure that children's progress against KPIs continues to improve, so that overload of schools and headteachers can be avoided.

Strategic Risks

Failure to improve educational attainment.		
Assigned to: Director of Children’s Services		
Inherent score	Target score	Current score (June 23)
16 VERY HIGH	6 LOW	10 MEDIUM
Previous scores		
Mar 23	Dec 22	Sep 22
10 MEDIUM	10 MEDIUM	10 MEDIUM
Risk score is consistent		

Failure to identify and effectively manage situations where vulnerable children are subject to abuse.		
Assigned to: Director of Children’s Services		
Inherent score	Target score	Current score (June 23)
16 VERY HIGH	5 LOW	9 MEDIUM
Previous scores		
Mar 23	Dec 22	Sep 22
9 MEDIUM	7 MEDIUM	7 MEDIUM
No change in risk score		

This page is intentionally left blank

Appendix 5 – 2023/24 Q1

ECONOMY, REGENERATION, CULTURE AND LEISURE

Cabinet Member: Councillor Julie Jones-Evans

Portfolio Responsibilities:

- Economic Development
- Events
- Regeneration Projects
- Levelling Up, SLEP
- Tourism
- Leisure Centres
- Sports Development
- Events
- Libraries
- Theatres
- Museums
- Archaeology
- Records Office
- Allotment's
- Playing Fields/Sports Grounds
- Amenity Land Hire

Performance Measures

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

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

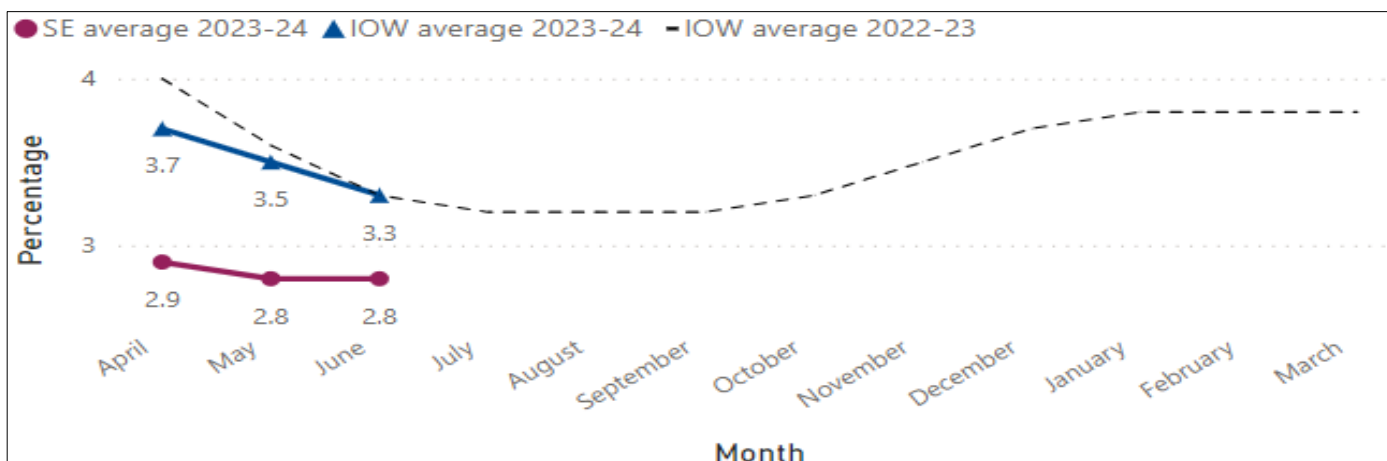
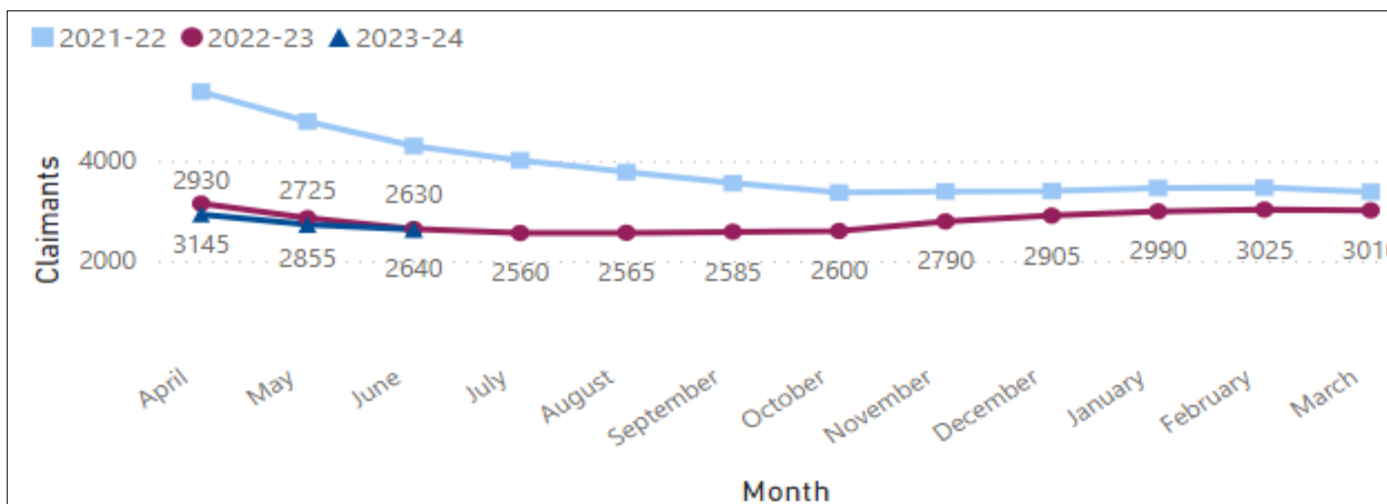
UN Sustainable Development Goal: 8

Most Recent Status: June 2023

Monitoring Measure

Previous Status: March 2023

Monitoring Measure



• Labour market data from Office of National Statistics shows that the number of out of work

benefit claimants dropped over quarter 1 and is at the same rate as at the end of quarter 1 2022/23 (3.3 percent).

- We remain above the South East average of 2.8 percent, but below the England average of 3.7 percent.

Total number of One Cards in issue

Aim: Increase in the number of One Cards in issue

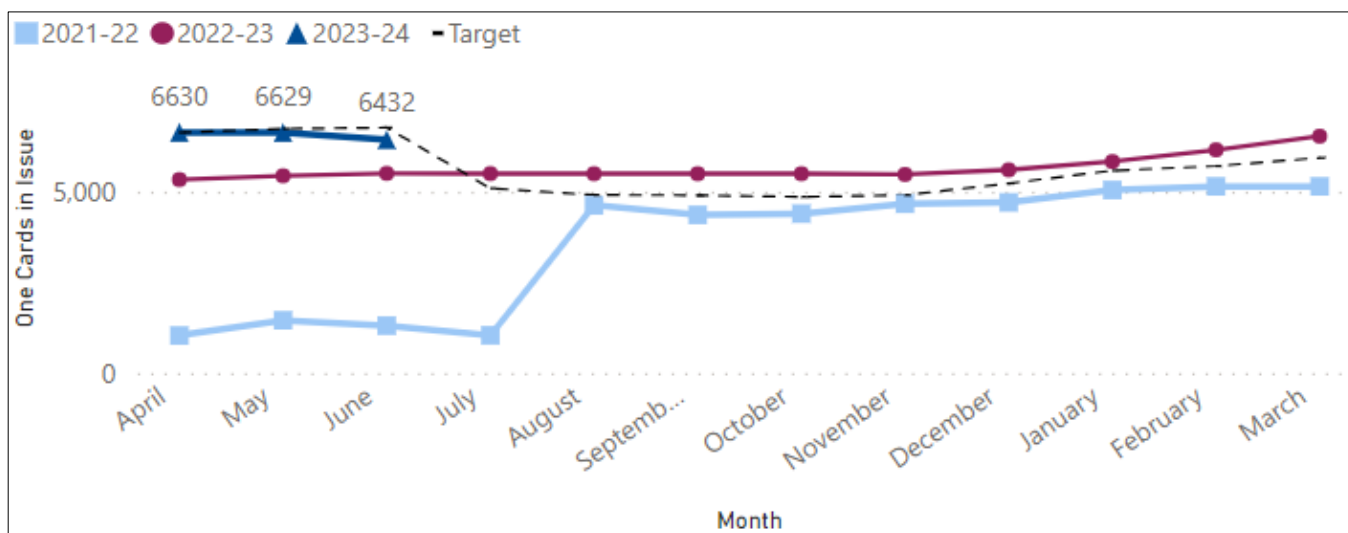
UN Sustainable Development Goal: 3

Most Recent Status: June 2023

AMBER

Previous Status: March 2023

GREEN



- Data from Leisure Facilities shows the number of One Cards (giving unlimited access to selected sports and leisure activities, subject to availability) in issue has remained above the volume seen over the previous two financial years.
- Over quarter 1 we have begun to see the expected seasonal decrease – the good weather can impact memberships as people choose to exercise outside.
- 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 1:

Thompson House demolition in progress and will be complete by the end of June 23. Registered Providers engaged in conversations about Thompson House.

Options agreement being produced for Berry Hill.

Variation for Weston School agreed and to be remarketed.

The following activity supports UN Sustainable Development Goal 4:

Under the UK Shared Prosperity Fund the delivery of the ‘Skills 4 Work’ programme is in the final stages of being agreed and the programme has begun supporting people into work – full launch September 2023.

An application for Museum Estate and Development Fund (MEND) funding to support renovation of Dinosaur Isle has reached Stage 2.

The feasibility study for the Newport cultural centre, including a potential new home for the records office is underway with report expected October 2023.

The following activity supports UN Sustainable Development Goal 8:

External legal advice sought in relation to East Cowes land confirmed need to undertake a further procurement exercise for land. Preference identified for Extra Care housing on site known as Land at Maresfield and potential for other residential (or mixed use) on Land known as Albany. Procurement process estimated at 3 months once out to tender in July 2023.

An Outline Business Case completed for Nicholson Road outlining options for bringing forward site for development when market conditions improve. Funding gap of circa £8 m identified to fund initial infrastructure with Levelling Up next round of funding being a possible source. Preferred option from OBC is to partner with an anchor tenant and discussions to be progressed with potential tenants take this forward and identify potential funding options.

Wightfibre have started their works in Camphill to bring gigabit internet to the estate. There is ongoing discussion with Island Roads towards a schedule of further works being progressed.

Development of a place plan for the Bay area in conjunction with the three local town councils is progressing well.

Several press releases were made as part of continued public engagement, these included the National Gallery's visit to the island and the Isle of Wight hosting Coburg councillors in celebration of the 40th year twinning anniversary.

The following activity supports UN Sustainable Development Goal 11:

Heritage High St action zone funded public realm improvement projects in Ryde and Newport going through detailed design with expected physical delivery in early 2024.

Once detailed designs for Sustainable Drainage Systems (SuDS) schemes are confirmed, associated utility diversion costs / ongoing maintenance obligations to be agreed and formalised with Southern Water.

Shopfront and repurposing work at Wadhams in St James square commenced June 2023. Three further shopfront improvements are planned for Newport.

Three shopfront improvements in Ryde are at contractor stage with physical works commencing September 2023. Two further shops with planning permission are proceeding to tender.

Strategic Risks

N/A

This page is intentionally left blank

Appendix 6 – 2023/24 Q1

PLANNING, COASTAL PROTECTION AND FLOODING

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
- Coastal Management
- Flood Policy and LLFA
- Town, Parish & Community Council Liaison

Performance Measures

Number of major planning applications received

Aim: Not applicable

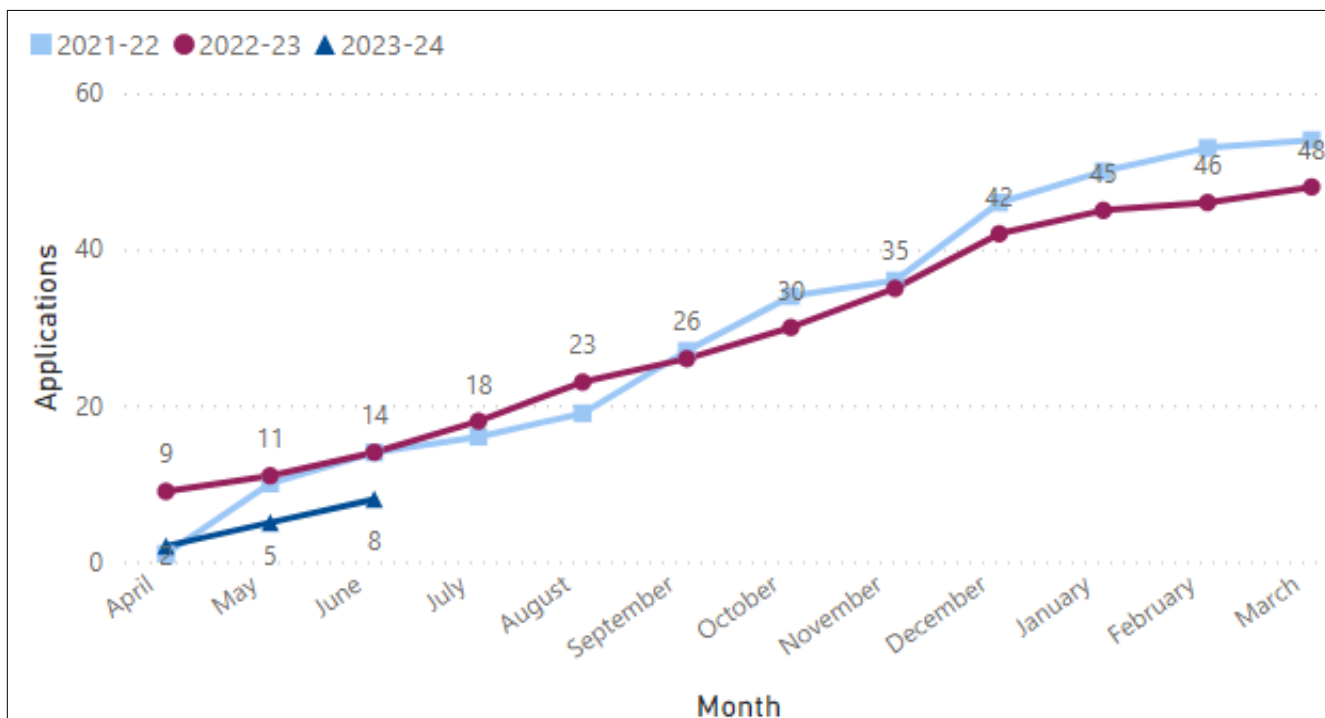
UN Sustainable Development Goal: 12

Most Recent Status: June 2023

Monitoring Measure

Previous Status: March 2023

Monitoring Measure



- We have received fewer major applications up to the end of June, compared to the same time last year (8 in 2023/24 compared to 14 in 2022/23).
- This is in line with the national trend showing a reduction in submissions.

Planning applications dealt with in timescales, including those that do not have a mutually agreed timescale

- The percentage of planning application decisions issued in time, remained consistent over quarter 1 with an average 93.6 percent.
- Of the 309 decisions issued over the quarter, only 18 were out of time (5.8 percent)

	Percentage of decisions issued in time	Total number of decisions issued	Total number of decisions issued in time	Total number of decisions issued within agreed extension	Decisions out of time
Apr-23	94	84	58	21	5
May-23	93	106	63	36	7
Jun-23	94	109	69	34	6

Percentage of all planning applications processed within agreed timescales

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

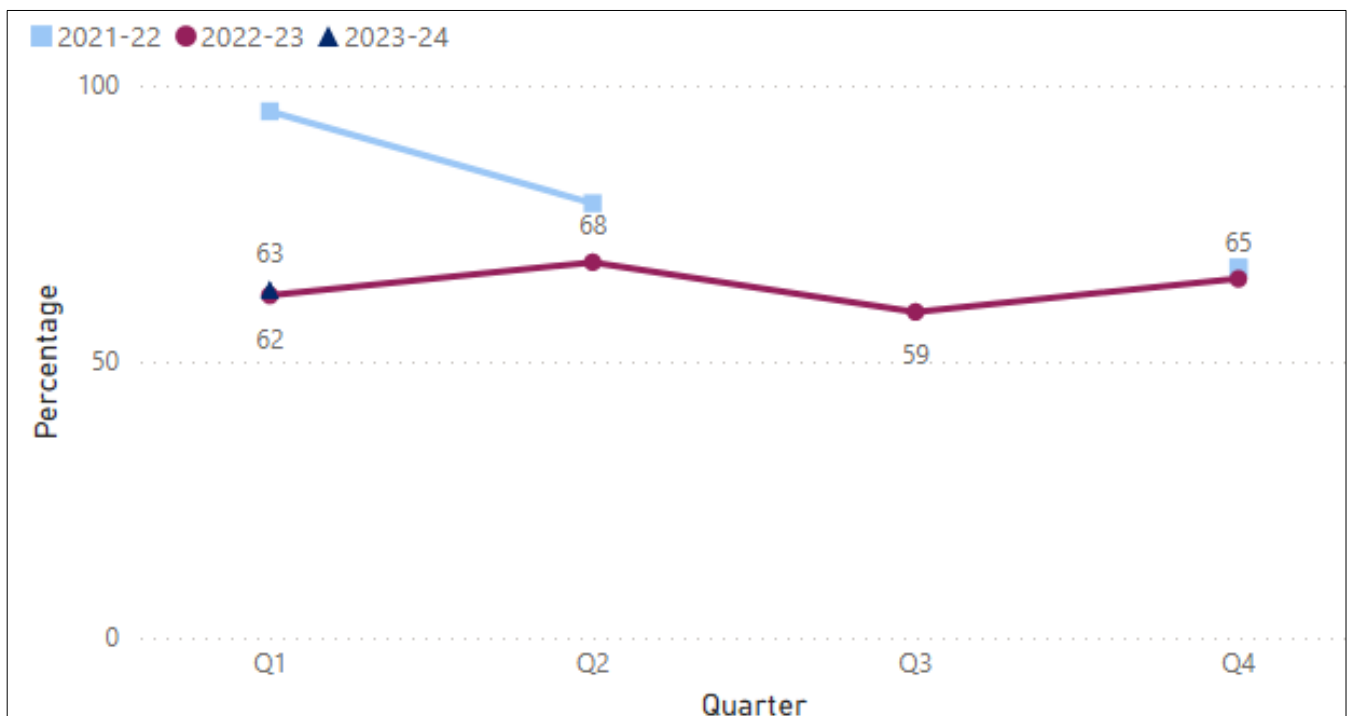
UN Sustainable Development Goal: 12

Most Recent Status: June 2023

Monitoring Measure

Previous Status: March 2023

Monitoring Measure



- Please note, this graph does not include agreed upon extensions of time, which affects the percentage considered as 'on-time'.
- The IWC target of applications is 95 percent, however we are within minimum government thresholds before intervention (60 percent for major and 70 percent for non-major over a two-year rolling period).

Percentage of planning applications determined within agreed extension of time

Aim: Not applicable

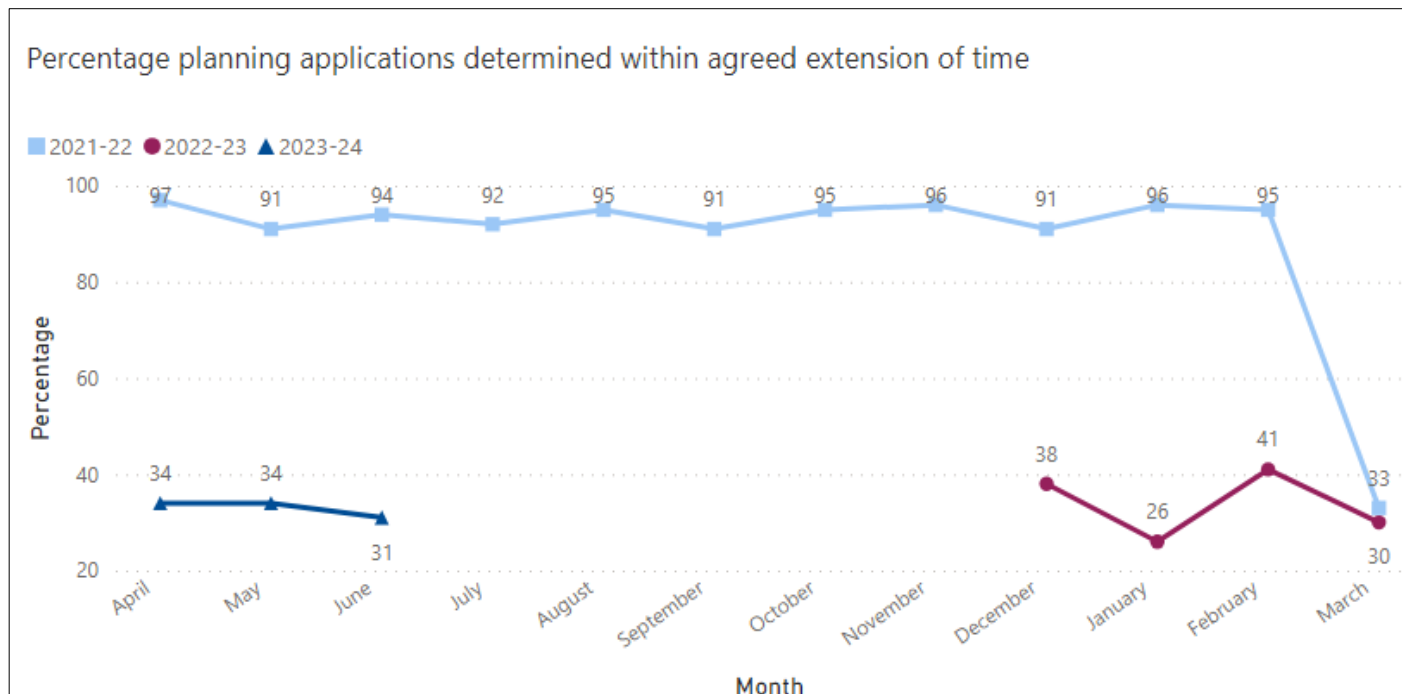
UN Sustainable Development Goal: 12

Most Recent Status: June 2023

Monitoring Measure

Previous Status: March 2023

Monitoring Measure



- The percentage of applications determined within the agreed extension of time has remained steady over quarter 1 but remains lower than 2021-22 figures.

Service Updates - Key Aspirations and Ongoing Business

The following activity supports UN Sustainable Development Goal 9:

A verbal update from the Leader was provided at a Full Council meeting in May 2023, giving the Cabinet’s position on taking the draft Island Planning Strategy forward.

The approach agreed by Cabinet was to await the revisions to national planning policy and guidance, following the Government’s consultation and statements on the matter.

The revisions to national planning policy and guidance which the Government had advised would be published in the ‘spring’ of 2023 are still awaited. The indication within the trade, which is yet to be confirmed by Department of Levelling Up, Housing and Communities (DLUHC), is that these changes are unlikely to happen until the end of 2023 and that other factors may further influence the timescales (such as party conference season and the ongoing deliberation with the Levelling Up and Regeneration Bill, given that there are significant amendments tabled).

Progress against the planning department improvement action plan was reported to the Policy & Scrutiny Committee for Neighbourhoods and Regeneration in advance of its July meeting.

	Interventions for 22/23	Completed
Progressing the local plan	4	2
Improving our pre-application advice offer	9	3

Improving our Development Management function	5	0
Improving our Enforcement function	9	7
Improving trust, learning and customer service	8	8

Significant progress was made against the interventions programmed in 22/23 (some of which spilled into quarter 1 of 23/24) in the Improving our Enforcement function workstream, notably the adoption of a new Enforcement Strategy by Cabinet in May and its implementation.

A draft new Statement of Community (SCI) was published for consultation (although there is no statutory requirement to do so) on 30 June and will run until 4 August 2023. Following any subsequent changes, the SCI will be brought into force at the earliest opportunity.

A customer survey has been prepared during quarter 1 and is planned to be launched on 18 July.

At its meeting on 26 June the Planning Services Improvement Steering Group resolved to prioritise the Improving our pre-application advice offer and Improving our Development Management function workstreams as priorities for 23/24.

Strategic Risks

Failure of coastal defences (where the policy is to “hold the line”) resulting in high risk to people, property, infrastructure and land, significant impact on communities and the council finances. The Isle of Wight Council has a vested responsibility for controlling coastal erosion under the Coast Protection Act 1949.

Assigned to: Director of Neighbourhoods

Inherent score	Target score	Current score (June 23)
16 VERY HIGH	13 HIGH	13 HIGH
Previous scores		
Mar 23	Dec 22	Sep 22
15 VERY HIGH	N/A	N/A
Reduction in risk score		

Appendix 7 – 2023/24 Q1 REGULATORY SERVICES, COMMUNITY PROTECTION, WASTE AND ICT

Cabinet Member: Councillor Karen Lucioni

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
- ICT Contracts
- Applications Development
- Digital Service
- Software Development
- Compliance and Infrastructure
- Desktop Support
- Telecommunications

Performance Measures

Amount of money saved to vulnerable consumers by trading standard interventions

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

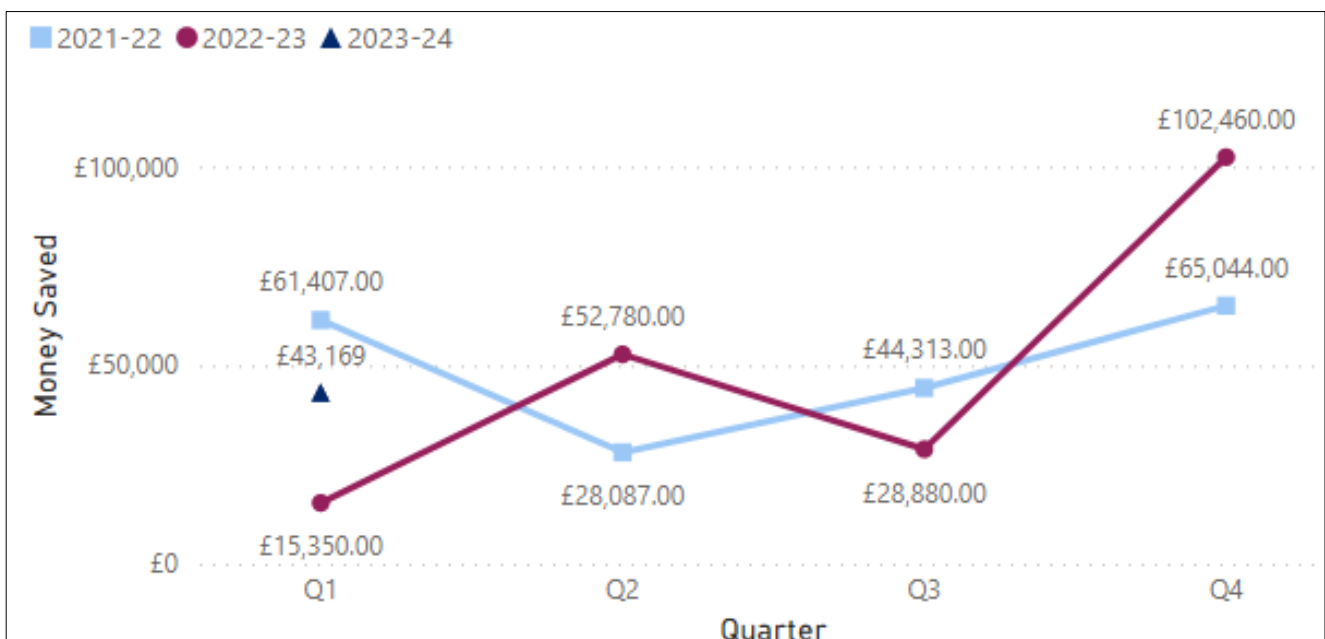
UN Sustainable Development Goal: 16

Most Recent Status: June 2023

Monitoring Measure

Previous Status: March 2023

Monitoring Measure



• This data is provided by the Isle of Wight Council Trading Standards Service.

- In quarter 1, 8 events were attended to promote advice, there were 10 Scam hub referrals, and 14 requests were responded to directly regarding financial abuse.
- A total £43,169 was saved over the quarter, nearly three times the value for the same period last year (£15,350).

Total number of garden waste subscribers

Aim: Increasing the number of garden waste subscribers

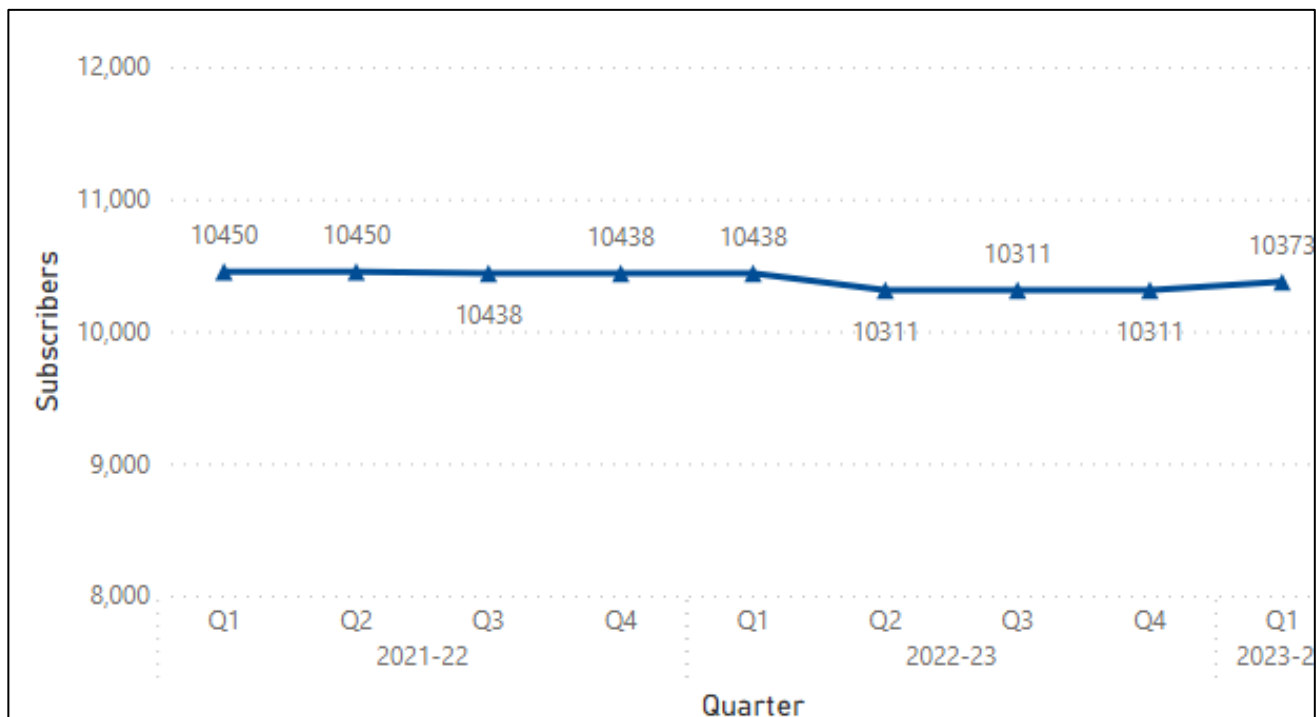
UN Sustainable Development Goal: 13

Most Recent Status: June 2023

Monitoring Measure

Previous Status: March 2023

Monitoring Measure



- The number of subscribers has increased slightly from 10311 in quarter 4 to 10373 in quarter 1.

Percentage of domestic waste diverted from landfill

Aim: 90 percent of domestic waste is diverted from landfill

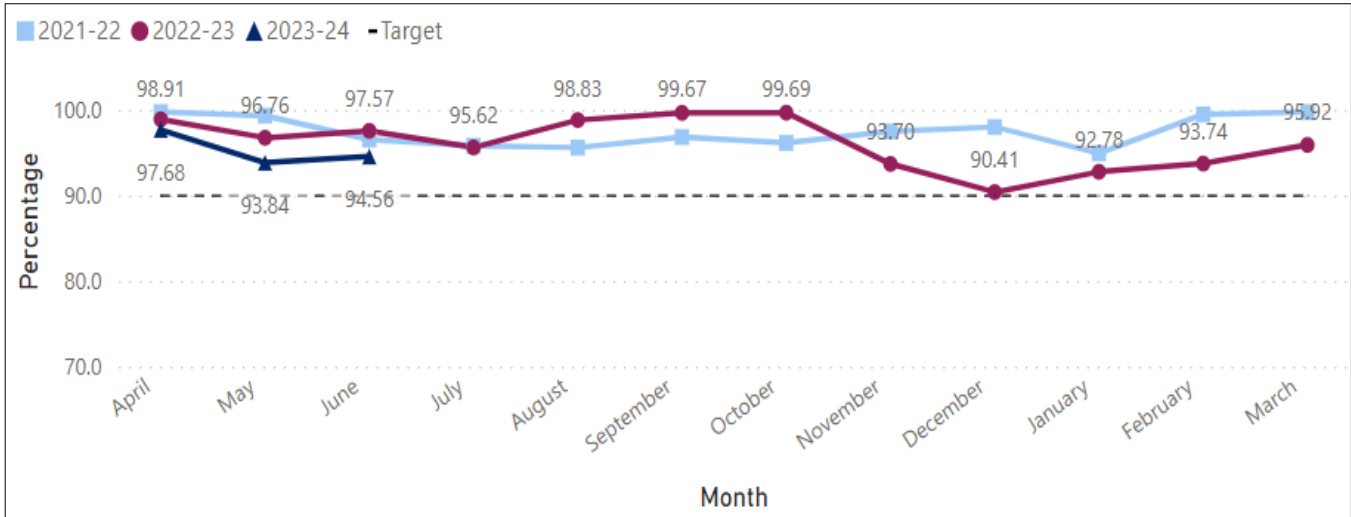
UN Sustainable Development Goal: 13

Most Recent Status: June 2023

Monitoring Measure

Previous Status: March 2023

Monitoring Measure



- Diversion rates are slightly lower than during the same period last year (94.56 for 2023/24 against 97.57 for 2022/23).
- Rates remain well above the target 90 percent, as they have consistently throughout the last three years.

Reduction in residual (LACW) household waste per person

Aim: Reduction in residual household waste per person is 181.19 kilograms by end of year

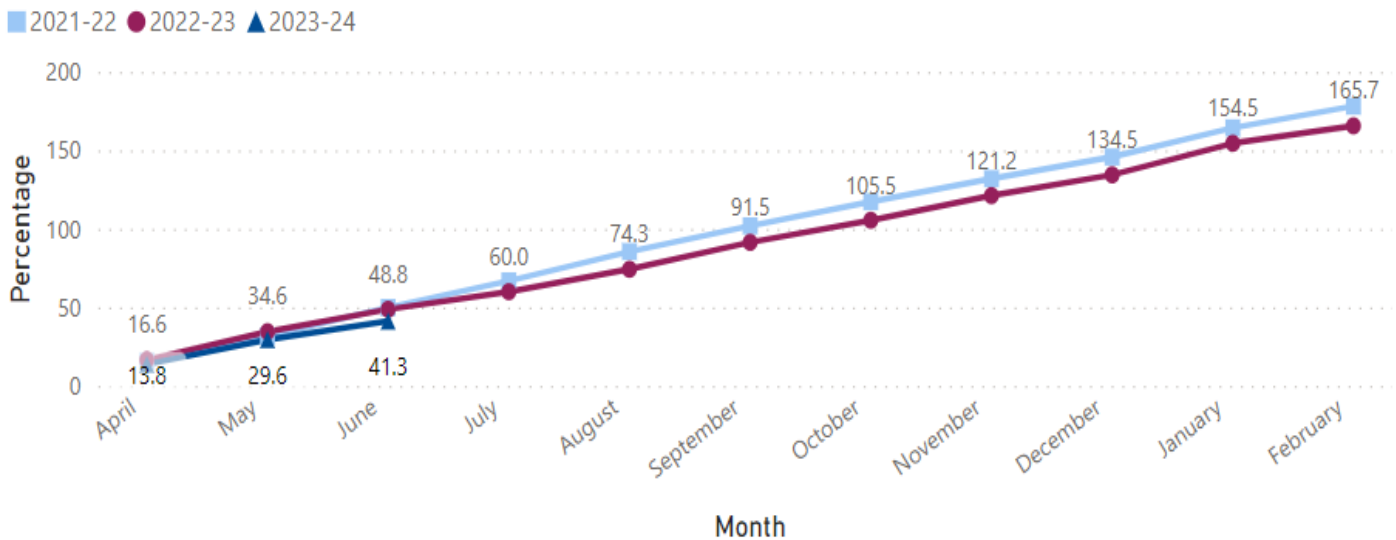
UN Sustainable Development Goal: 13

Most Recent Status: June 2023

GREEN

Previous Status: March 2023

GREEN



- The end of year target for the reduction in residual household waste has reduced this year from 203.64 kilograms to 181.19 kilograms.
- We are currently below the same period last year in terms of reduction in kilograms for May (41.3 for 2023/24 and 48.8 for 2022/23).

Number of fly-tip incidents and actions taken (cumulative)

Aim: Not applicable

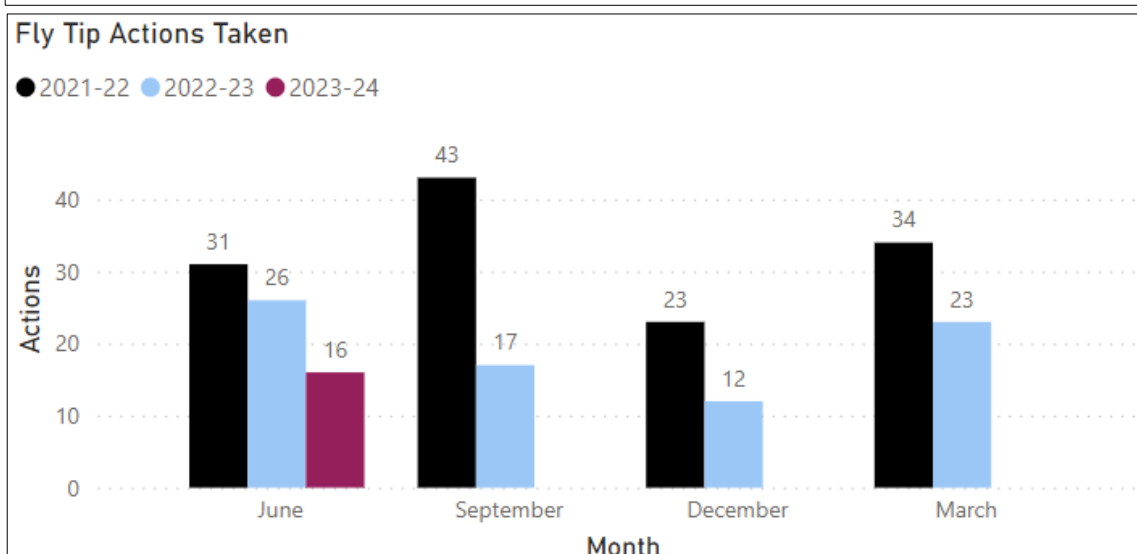
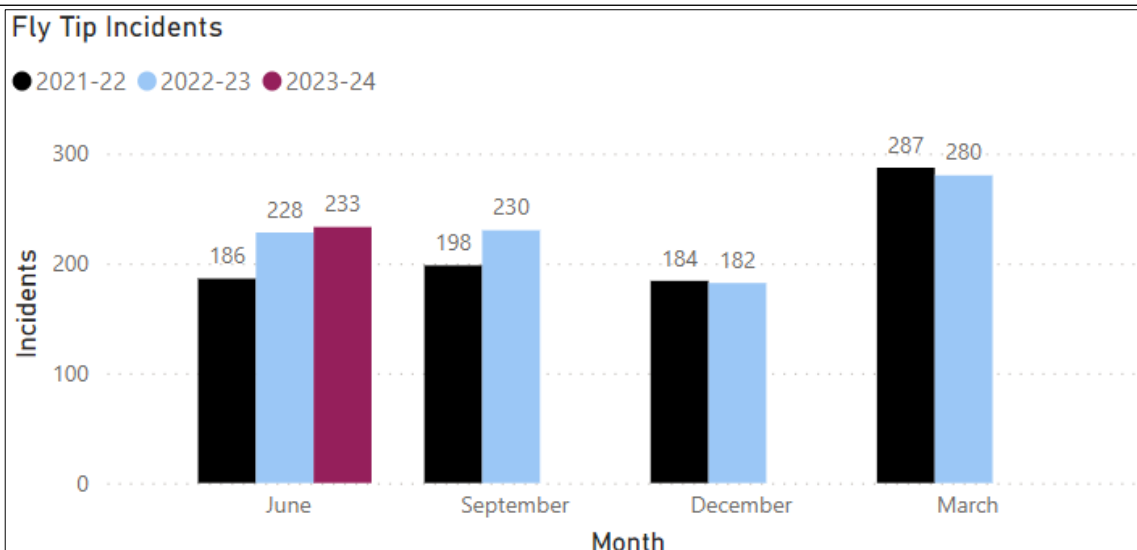
UN Sustainable Development Goal: 13

Most Recent Status: June 2023

Monitoring Measure

Previous Status: December 2022

Monitoring Measure



- Fly-tip incident data is provided by Island roads and actions data by Environmental Health
- Of the 233 incidents in quarter 1, 161 were black bags and other household waste.
- Of the 16 actions, there were 3 fixed penalty notices issued and paid in the quarter.

Service Updates - Key Aspirations and Ongoing Business

The following activity supports UN Sustainable Development Goal 11:

Environmental Health inspection programme is on track as to where we expect to be, following the recovery period. The internal audit has been completed with some exception reporting and recommendations. At the beginning of the quarter the team were involved with an outbreak investigation. This has now been passed to the Health and Safety Executive. The event season has now started, and officers are busy 7 days a week.

Trading Standards have saved £43,169 through interventions. This was achieved through a mixture of direct referrals to the Service including scams and financial abuse, along with referrals from the national Scams Hub. In addition, we have installed call blockers at identified vulnerable consumer's homes who have been victims of scams, and this has been a mixture of units obtained from the national team and our own units. The Service has several large investigations ongoing at present with significant financial detriment to residents.

Further enforcement action has been taken around illegal vapes with a quantity of unsafe ones being seized from a local premise. Underage Sales test purchasing enforcement has also been carried out including working with the Police on 'Operation Sceptre' for knives, alcohol and vapes at the IW Festival and a separate vapes test purchasing operation. The festival was compliant with this and with the Weights and Measures checks that were conducted at the bars on site, however, our test purchasing outside of the event and on the separate operation with retailers across the island has shown some non-compliances that we are in the process of following up.

The licensing service undertook a joint exercise with the Vehicle Operator and Services Agency (VOSA) and the police around our taxi trade and compliance of vehicles.

The licensing service has had a considerable increase of Temporary Event Notifications.

The Community Safety Partnership (CSP) annual strategic assessment and partnership plan has been presented to the Scrutiny Committee. Work has started on the next Strategic Assessment for 2022/23 data.

The Counter Terrorism Local Profile has been delivered by Counter Terrorism Policing South East (Low risk). The situational risk assessment and partnership plan has been updated, presented to the Prevent Partnership Board and circulated to partners. Prevent referrals are being received with few cases progressing to channel.

The Violence Reduction Unit (VRU) has now transferred back to the Police and Crime Commissioner. This is being merged with Pan Hampshire work on the new serious violence duty which places a new requirement (from Jan 23) on the CSP and specified partners (including the Local Authority) to reduce serious violence. A Strategic Needs Assessment, Strategy and Partnership plan will need to be produced.

The following activity supports UN Sustainable Development Goal 13:

Waste Target A in the Waste Public Private Partnership Contract minutes the reduction of household waste per person. The 2023/24 target is less than 181.19kg per capita. The year to date (April) weight per capita is 13.78kg.

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 (June 23)
16 VERY HIGH	5 LOW	8 MEDIUM
Previous scores		
Mar 23	Dec 22	Sep 22
8 MEDIUM	8 MEDIUM	8 MEDIUM
Risk score is consistent		

This page is intentionally left blank

Appendix 8 – 2023/24 Q1

FINANCE, CLIMATE CHANGE AND BIOSPHERE

Cabinet Member: Councillor Jonathan Bacon

Portfolio Responsibilities:

- AONB
- Countryside Management
- Parks and Open Spaces
- Beach Huts
- Rights of Way
- Biosphere
- Climate Change and Environment
- HR
- Elections
- Democratic Services
- Legal Services
- Workforce – Learning and Development
- Finance
- Business Centre
- Benefits and Grants
- Audit
- Treasury Management
- Transformational Change
- Property & Asset Management
- Commercial Property Investments
- Leasing
- Procurement and Contract Management
- Business Intelligence

Performance Measures

Percentage of predicted revenue outturn compared to budget

Aim: Revenue Outturn is below 100 percent

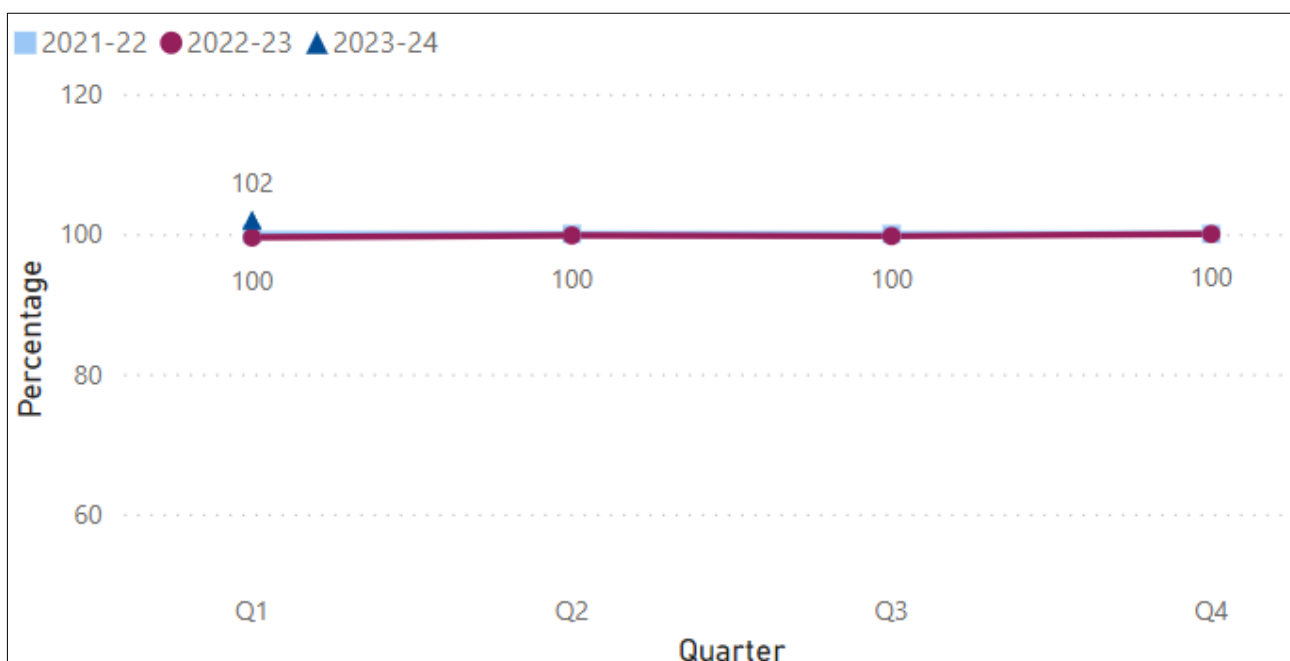
UN Sustainable Development Goal: 8

Most Recent Status: June 2023

RED

Previous Status: March 2023

GREEN



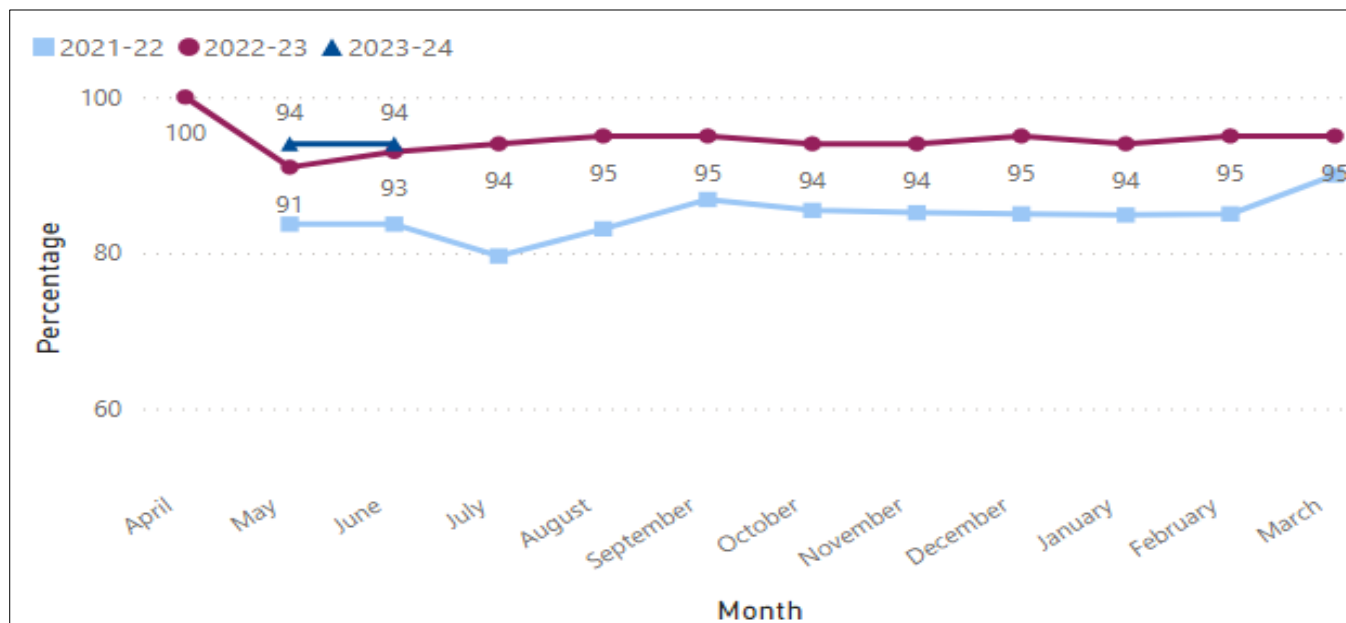
- Data provided by the Council Financial Service.
- The current revenue budget is £178.7m and the forecast outturn is £182.2m resulting in a forecast overspend before reliance on transfers from contingencies, of £3.5m. After the planned use of contingencies, the forecast overspend is £2.9m, Key pressure areas include Adults & Childrens Social Care, and income shortfalls from Leisure Centres, parking, and planning.

- Plans to mitigate these pressures are being put in place by Directors to achieve a balanced budget position at year end.

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

Aim: Revenue income is above 100%
UN Sustainable Development Goal: 8

Most Recent Status: June 2023	AMBER
Previous Status: March 2023	AMBER

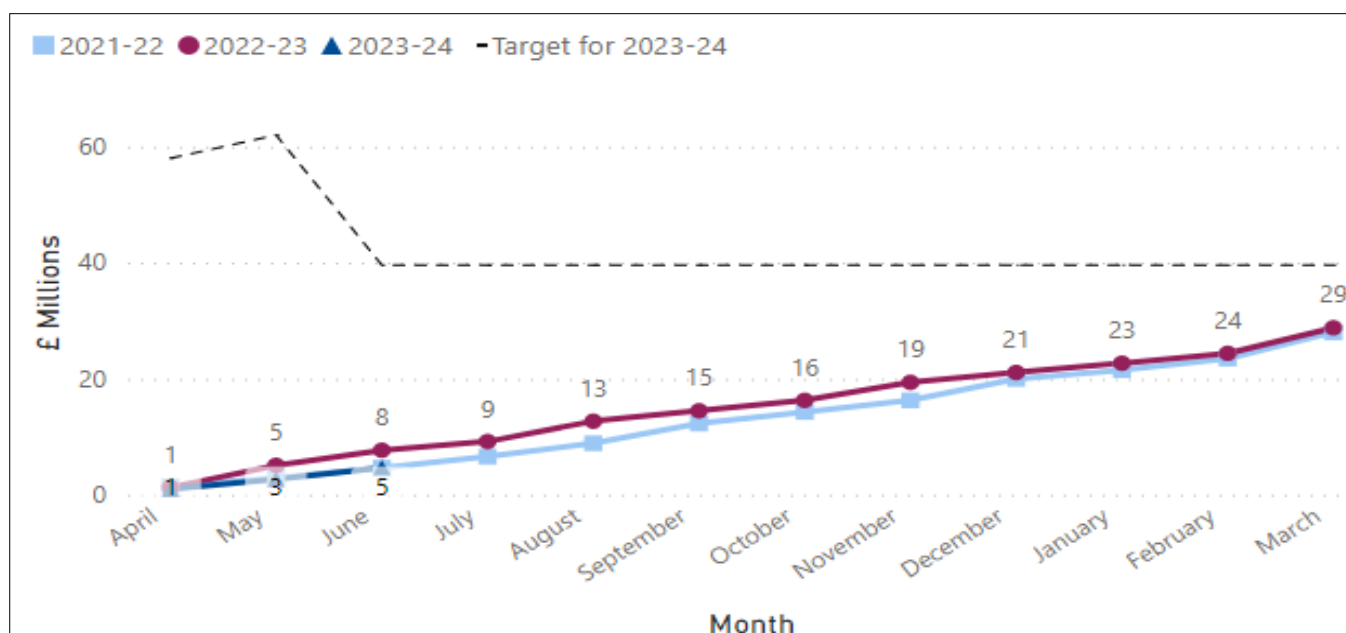


- Data provided by the Council Financial Service.
- No narrative provided

Value of cumulative capital expenditure compared to profiled budget

Aim: Capital expenditure is within or under budget
UN Sustainable Development Goal: 8

Most Recent Status: June 2023	GREEN
Previous Status: March 2023	GREEN



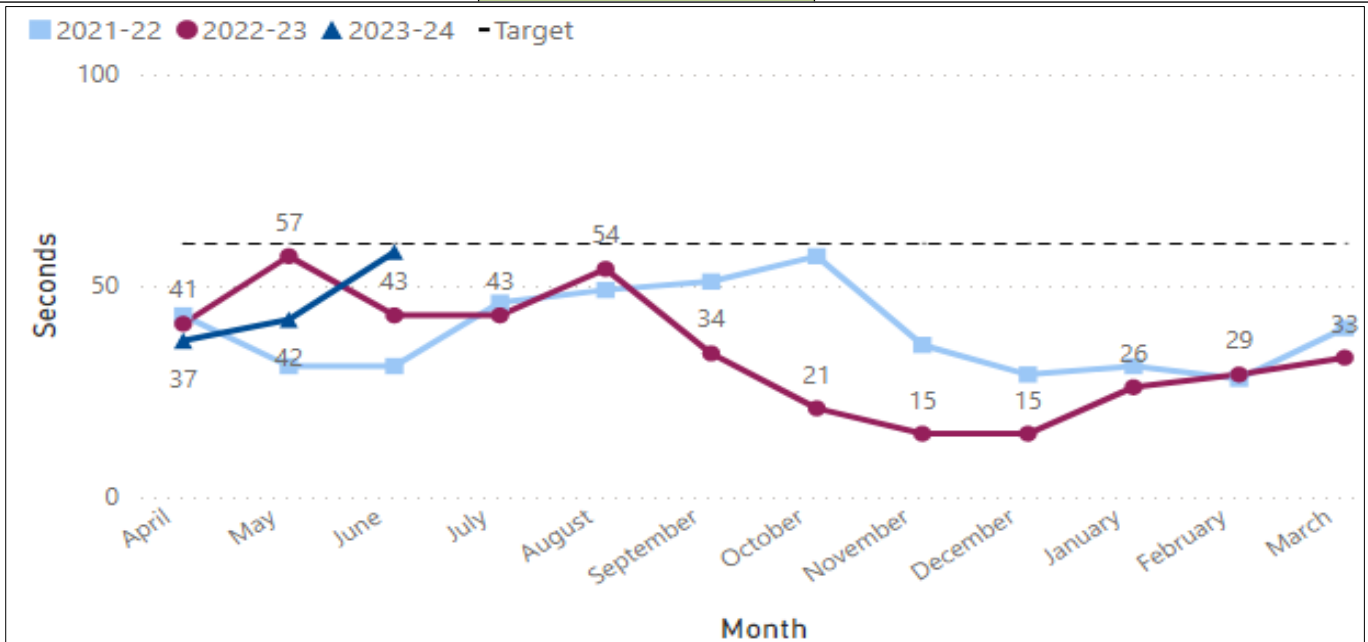
- Data provided by the Council Financial Service.
- Work with project managers to profile budgets in line with delivery plans has commenced but will be subject to further adjustments as contracts are tendered and delivery targets agreed with successful contractors.
- As at quarter 1 the capital programme remains fully funded.

Average time to answer calls to the contact centre

Aim: Calls are answered within 60 seconds

UN Sustainable Development Goal: 16

Most Recent Status: June 2023	RED
Previous Status: March 2023	GREEN



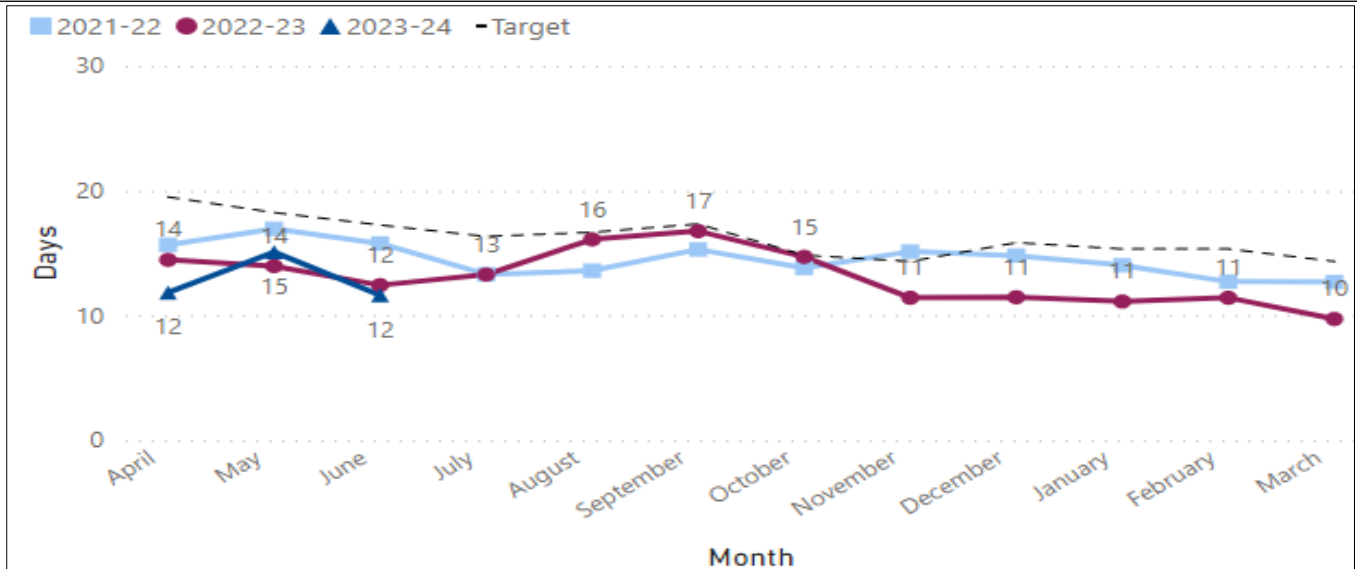
- All telephony data is extracted directly from the Avaya Content Management System (CMS) supervisor system.
- June saw an increase in the number of calls received into the contact centre for revenues, benefits and housing enquiries which is reflective of the cost-of-living crisis. Residents were seeking support and guidance on financial matters which in turn increased the call talk time and subsequently impacted the average speed of answer to 58 seconds.

Average speed of processing new benefit claims

Aim: Benefit new claims are processed within the average target of 16 days.

UN Sustainable Development Goal: 16

Most Recent Status: June 2023	GREEN
Previous Status: March 2023	GREEN



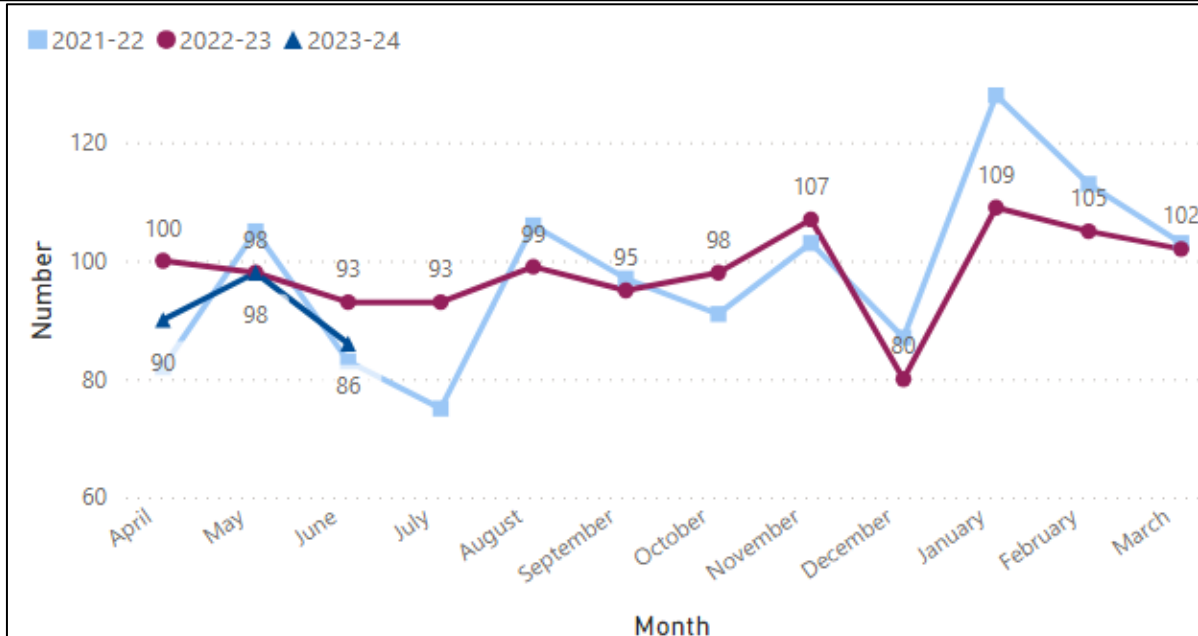
- Data provided by the Council Benefits team.
- There has been a continual flow of new claims which in the main are for local council tax support.
- The team are doing well with the new claims as well as the additional work required to support claims such as universal credit information and changes to claim data being received. They remain below the annual target of 16 days.

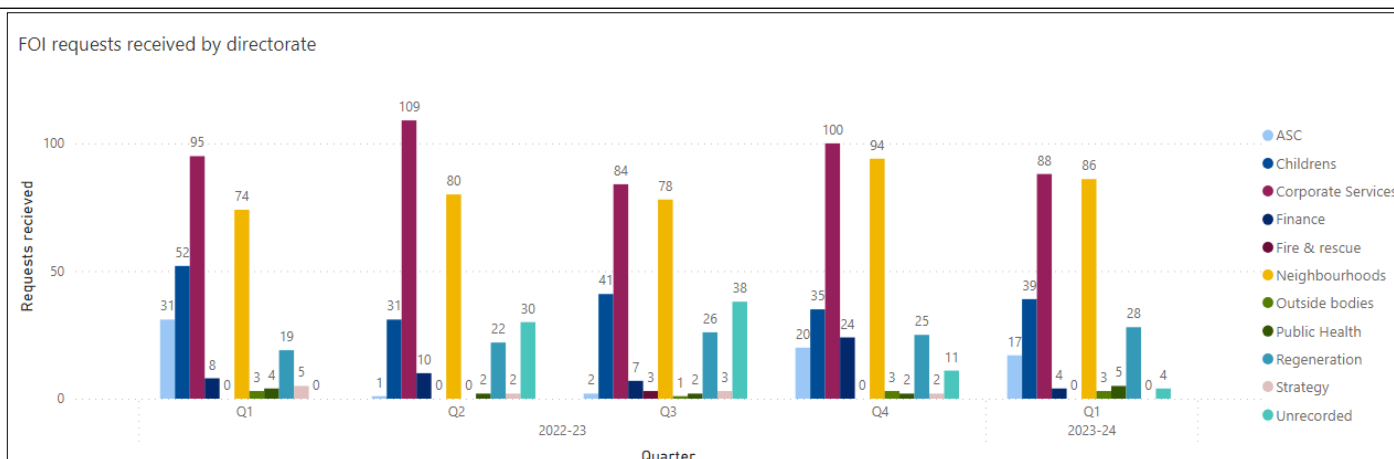
Number of FOI requests received

Aim: Not applicable

UN Sustainable Development Goal: 16

Most Recent Status: June 2023	Monitoring Measure
Previous Status: March 2023	Monitoring Measure



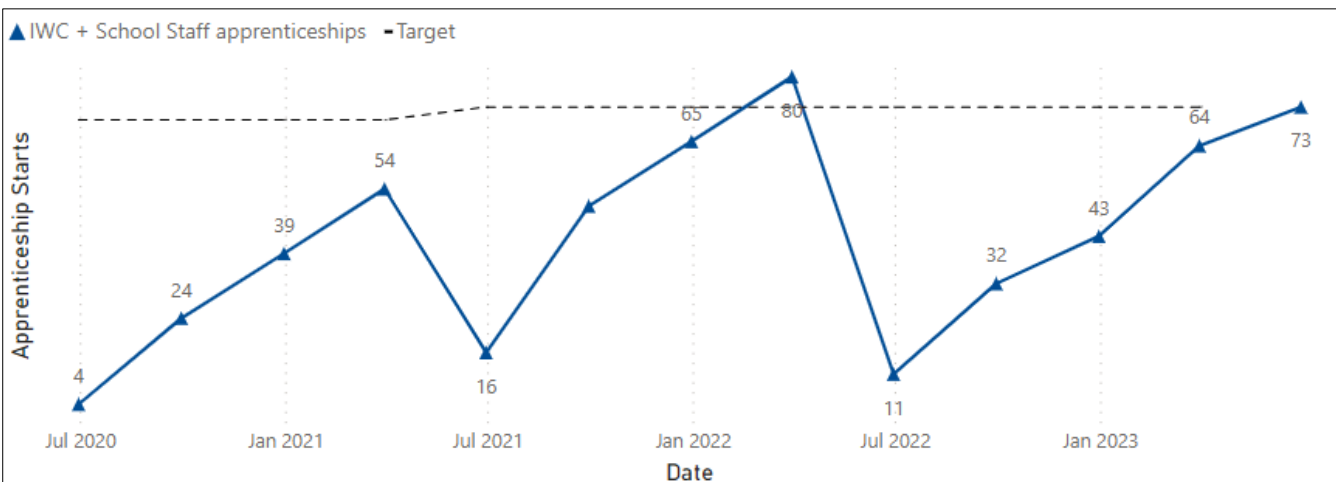


- The number of FOI requests logged in the Customer Resource Management (CRM) system has dropped over quarter 1, remaining below 100
- Of the 86 FOIs received in June: ASC received 2, Children’s Services received 12, Corporate Services received 31, Neighbourhoods received 31, Public Health received 2, Regeneration received 7 and a further request was received but the directorate was not recorded.
- On average for quarter 1, 90.3 percent of requests have been processed on time (April was 92 percent, May was 87 percent, and June was 92 percent)

Isle of Wight Council use of Apprenticeship Levy

Aim: Increased number of apprentices signed on
UN Sustainable Development Goal: 16

Most Recent Status: June 2023	Monitoring Measure
Previous Status: March 2023	Monitoring Measure



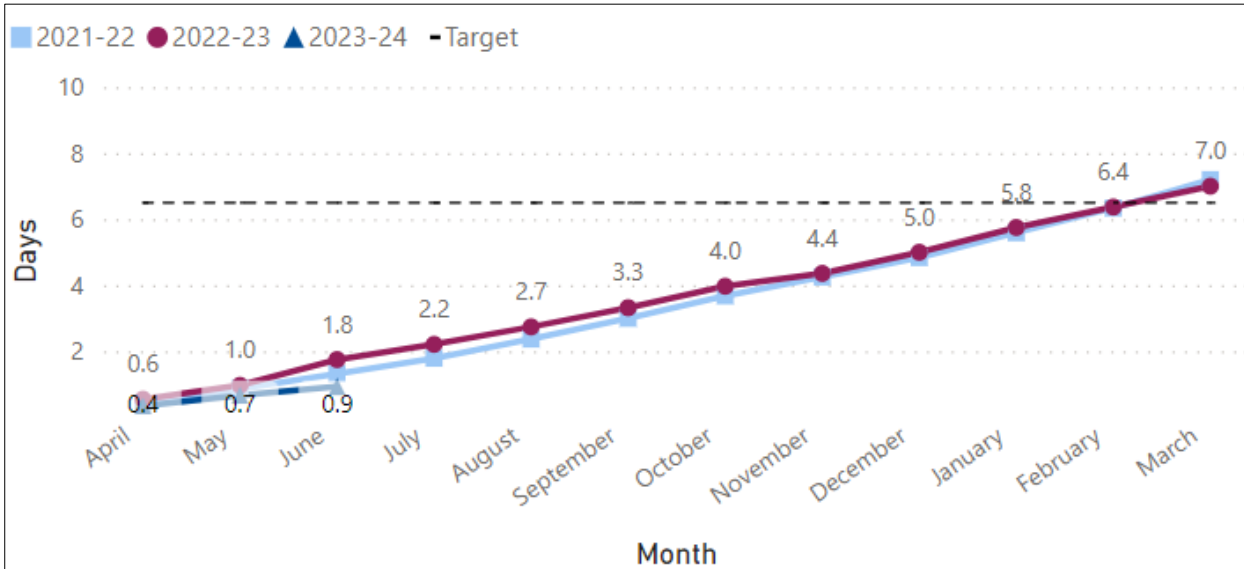
- Apprenticeship data is provided by Workforce Learning and Development.
- The Isle of Wight Council Public Sector Apprenticeship Report has now been submitted for 2022-23.
- This year council staff, and school data was able to be reported on separately, in the return for greater transparency, as well as providing more precise data on apprenticeship numbers in maintained schools. Due to this change the Isle of Wight Council are now recorded by Government as having exceeded the 2.3 percent (informal) target again for 2022-23 with 2.48 percent

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: June 2023	GREEN
Previous Status: March 2023	GREEN



- The latest outturn for quarter 1 is lower than the same period from the previous two financial years (2021/22 and 2022/23). It is still higher than 2020/21, but this year was exceptional due to the impact of the pandemic.
- It is too early in the year to forecast, as retrospective (late) entries to absence data can significantly affect figures.
- As with the previous year there is a continuing trend of an increasing number of employees having 4 or more absences (policy trigger), Mental Health related absence and long-term absences.
- Detailed analysis is provided in the Quarterly People Management CMT paper.

Service Updates - Key Aspirations and Ongoing Business

The following activity supports UN Sustainability Goal 3:

The benefits team are continuing to process new claims within an average of 13 days and changes to claims within 5 days to ensure that monies are received as soon as resident’s circumstances have changed thereby ensuring that they receive the correct entitlement to benefits and that monies are paid in a timely manner.

As a result of the cost-of-living crisis, landlords are increasing their rents. Unfortunately, the Local Housing Allowance rates have again been frozen by government (last increased 01/04/2020), so this is having an adverse effect on the finance of claimants as there is a shortfall in benefit being paid compared to the rental charge. As such the benefits team are supporting the most vulnerable cases with awards of discretionary housing payments. To date the team have received 145 applications and paid out £57k from the total annual allocation of £225,653.00. There was no

increase in funding for DHP funding from the DWP for 2023/24 so every consideration is having to be given to those most vulnerable who are experiencing exceptional circumstances.

Although the Local Council Tax scheme is now more generous this year with a maximum reduction of 70% being introduced from 1 April (65% last year), the benefits team have already received 104 applications for exceptional hardship payments, compared to 91 for the same period last year) and have processed 59 applications and awarded £8,512.02.

Residents who do not qualify for Local Council Tax Support but who are struggling financially can apply for financial support via the Council Tax Discretionary Reduction (CTDR) scheme. Again, the number of applications for financial support have increased with 25 applications being received in the first quarter of 23/24 compared to 15 for the same period last year and to date the team have allocated £7973.39 to council tax accounts.

The alternative energy rebate schemes have now closed. 1211 applications were received across the two schemes of which 1125 were paid totalling £362,200.00. Members of the revenues team joined forces with 'Pan Together' colleagues to promote the schemes at the Pan Community Centre and local school to encourage take up of the government funding.

The following activity supports UN Sustainability Goal 8:

The health and safety team have been working on new auditing procedures for stress risk assessments and will be introducing these to services over the summer to ensure that stress risk assessments are being undertaken correctly and the appropriate support is in place for employees.

The next phase in the work to improve the availability of absence information to the organisation is nearing completion. Currently sickness reports are being produced periodically in a PDF format, but the enhancement will soon see absence reports accessible digitally via Power BI. The absence report will be part of a suite of reports being developed by HR which includes sickness, workforce profile, recruitment, and information on Occupational Health referrals.

The project with Southampton City Council (SCC) and Portsmouth City Council (PCC) to automate HR appointment services is moving forward, but still at the early stages of discovery and planning within SCC. Additional resources have been recruited in readiness for the initial meeting between the three organisations scheduled for August.

In May, three apprentices from the Council took part in the Local Government Apprentice of the Year competition. They represented the Council well and the experience gave the apprentices the opportunity to meet other apprentices in Local Government roles and to undertake a series of tasks throughout the day to encourage innovation and collaboration.

This year the Learning and Development team are targeting areas with more specific programmes. They are supporting workforce planning across all directorates with the identification of career pathways and need for succession planning. IT and Data roles will be a particular focus for this year as they support the delivery of the Digital Strategy and the draft Data Strategy.

A Leaders and Manager Conversation took place at the end of March with the theme of the need to be 'Customer focussed'. The session was led by the chief executive and leaders. Managers were asked to explore what being customer focused meant to them (both external facing and internal facing services) and to consider changes in service delivery that ensured the customer was at the heart of service delivery. The feedback gathered will inform a refreshed Customer Charter. The next conversation will take place on 17th July and will be centred on the theme of 'Working

Together'. As we embed the new organisational framework, teams will need to work collaboratively, actively supporting each other to achieve joint outcomes.

An innovative new leadership programme supporting 18 developing leaders working across the organisation concluded in May. The programme was a departure from the usual leadership development course based on content, instead the programme was built on the principles of self-managed learning. The group presented their learning to the chief executive and corporate management team and signed up to a leadership charter committed to supporting a culture within the council that supports peer learning and collaboration, taking pride in the work they do and striving for success.

The Long Service event was held on the 9 June where by 2 members of staff were recognised for 40 years' service and 13 members of staff for 25 years' service. Both the Leader and the Chief Executive presented certificates and glassware and thanked colleagues for their commitment and hard work.

Due to the delay in the corporate plan refresh and the organisational review the staff survey with now take place later in the year. This information will inform the refresh of the People and Organisational Development Strategy in October 2023

The following activity supports UN Sustainable Development Goal 12:

Delivering of home energy efficiency grant schemes is ongoing within the available resources. Current schemes on the Island are Ecoflex and Warmer Homes Consortium. Activities undertaken are primarily signposting activities for these schemes delivered by partners.

There are plans to recruit an energy efficiency officer to enable sign-off of Ecoflex applications approval and to work on the new fuel poverty grant scheme following successful bid for capital funding (£500k).

Scottish and Southern Electricity Network (SSEN) has accepted the evidence base for additional network capacity which was produced by the Regeneration Consultancy under SSEN commission.

SSEN are now carrying out an options appraisal, including looking at futureproofing for net zero, pending a decision on investment by the end of 2023. The report recommends that the immediate need is for an additional 132kV interconnector at a cost of £55m.

The following activity supports UN Sustainability Goal 13:

The preprocurement planning prompts commissioners to consider climate, environment, and UNESCO biosphere impact and to build appropriate criteria into procurement documentation. Work is ongoing as part of the climate and environment programme delivery board action plan to consider how to develop guidance for commissioners, on what to include in specifications and how specialist support to tender evaluations could be provided.

The team have spoken with Chale, Niton, Whitwell, Brighstone and Shorwell parish council members regarding their concerns about the enforceability of private lighting and future planning applications.

The team have responded setting out the planning process relating to current plan and the Draft Island Planning Strategy (IPS) in respect of dark skies as follows:

- The draft IPS contains policy EV12 ‘Dark Skies’.
- The proposed Dark Skies Park boundary on the Draft IPS map follows that of the AONB boundary in the south west of the island (copy attached).
- At present the draft IPS is paused in terms of its preparation due to imminent changes to national planning policy at government level, however we expect this to start to move forward into the formal plan making stages towards the end of this year.
- Once the draft IPS moves into the formal plan making stages and is passing through independent examination, some weight can start to be given to the draft policies in decision making.
- As and when the draft IPS is formally adopted by the council as our new ‘local plan’, the policies can be given full weight in planning decision making.
- At this stage, a more detailed document called a Supplementary Planning Document (SPD) could be prepared that leverages the Dark Skies policy in the IPS.
- SPDs provide more detail information on issues and topics, often including technical detail and guidance that doesn’t fit comfortably into policy.
- Any preparation of an SPD would include a minimum 6-week period of consultation on a draft.
- The approach of adopting a policy in the IPS and then following up with an SPD would provide the greatest amount of weight to both the policy and SPD in planning decision making (and the greatest ability to robustly defend any reasons for refusal based on that policy and SPD).

The team are working through the updated criteria guidance issued in May 2023 for applications and supporting documentations.

Awaiting street lighting management plan from Highways for the proposed dark skies area.

Strategic Risks

Lack of financial resource and the ability to deliver the council’s in-year budget strategy		
Assigned to: Director of Finance and Section 151 Officer		
Inherent score	Target score	Current score (June 23)
16 VERY HIGH	5 LOW	5 LOW
Previous scores		
Mar 23	Dec 22	Sep 22
5 LOW	5 LOW	5 LOW
Risk score is consistent		

Lack of financial resource and the ability to deliver the council’s medium-term financial strategy
Assigned to: Director of Finance and Section 151 Officer

Inherent score	Target score	Current score (June 23)
16 VERY HIGH	9 MEDIUM	9 MEDIUM
Previous scores		
Mar 23	Dec 22	Sep 22
9 MEDIUM	9 MEDIUM	9 MEDIUM
Risk score is consistent		

Insufficient staffing capacity and skills

Assigned to: Director of Corporate Services

Inherent score	Target score	Current score (June 23)
16 VERY HIGH	9 MEDIUM	12 HIGH
Previous scores		
Mar 23	Dec 22	Sep 22
12 HIGH	10 HIGH	10 HIGH
No change to risk score		

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

Inherent score	Target score	Current score (June 23)
16 VERY HIGH	6 LOW	8 MEDIUM
Previous scores		
Mar 23	Dec 22	Sep 22
8 MEDIUM	6 LOW	6 LOW
No change to risk score		

CABINET REVENUE BUDGET MONITOR - DRAFT OUTTURN 2022-23

Portfolio/Service Area	Budget £000	Draft Outturn £000	Pressure/- Saving £000	Comments
Adult Social Care & Public Health				
ASC Care Packages	40,820	45,467	4,647	Various pressures across settings for care packages, in particular nursing, residential care and direct payments
ASC Other	15,440	13,986	-1,454	Various savings mainly related to staff vacancies
Public Health	850	847	-3	
Portfolio Total	57,110	60,300	3,190	
Children's Services, Education & Lifelong Skills				
Access Performance & Resources	4,682	5,459	777	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	25,688	26,640	952	Net pressure in the various elements of the care budget - including high cost residential and supported accommodation placements, purchased foster care placements and leaving care costs
Education & Inclusion	1,510	1,493	-17	Main pressure relates to SEN Statutory Assessment Team - agency and mediation being offset by staff vacancies
Strategic Development	253	138	-115	Various minor variances relating to income and maintenance costs of ex-school sites
Portfolio Total	32,133	33,730	1,597	
Digital Transformation, Housing, Homelessness & Poverty				
Housing Renewal	368	310	-58	No significant variances
ICT	6,388	5,854	-534	Various minor variances including underspends on telecommunications and staffing
Housing Needs	2,898	2,899	1	Pressures in B&B costs offset by use of grant and reserves
Portfolio Total	9,654	9,063	-591	
Climate, Environment, Heritage, HR, Legal & Democratic				
Amenities & Theatres	-454	-376	78	Various minor variances - main pressure relating to the theatre income
Libraries	1,035	1,023	-12	No significant variances
Museums/Archaeology/Records Office	562	598	36	Various minor pressures including museum income
Music Service	0	0	0	No variances
Parks & Open Spaces/Countryside/Coastal Management	1,791	1,726	-65	Various minor variances
Climate Change	72	75	3	No significant variances
AONB	0	0	0	No variances
HR	809	793	-16	No significant variances
Legal/Democratic/Elections & Land Charges	2,283	2,353	70	Various minor variances
Learning & Development	1,079	1,067	-12	No significant variances
	7,177	7,259	82	
Infrastructure, Highways PFI, Transport				
Car Parking	-4,596	-4,556	40	Main pressure relates to car parking income - mainly off-street parking and permits
Floating Bridge	925	925	0	Main pressure related to income - funded from contingency as planned
Harbours	78	74	-4	No significant variances
Public Transport & Crossing Patrols	5,430	4,684	-746	Underspend related to concessionary fares
Highways PFI Contract & Management	14,189	14,085	-104	Various minor variances
Shanklin Lift	-25	-11	14	No significant variances
	16,001	15,201	-800	

Portfolio/Service Area	Budget £000	Draft Outturn £000	Pressure/- Saving £000	Comments
Leader & Strategic Partnerships				
Chief Executive	818	471	-347	Main variances include savings on staffing and project costs
Civic Events	21	11	-10	No significant variances
Communications	442	411	-31	No significant variances
Portfolio Total	1,281	893	-388	
Planning & Enforcement				
Planning	1,162	1,107	-55	Various minor variances
Portfolio Total	1,162	1,107	-55	
Community Protection, Regulatory & Waste				
Emergency Planning	211	174	-37	No significant variances
Bereavement Services	-671	-646	25	Various minor variances
Registrars & Coroners	752	806	54	Various pressures in Coroners Service
Regulatory Services	1,213	1,144	-69	Various variances including underspends on staffing
Waste Contract	3,754	3,901	147	Various minor variances
	5,259	5,379	120	
Levelling Up, Regen, Bus. Development & Tourism				
Economic Development	463	416	-47	No significant variances
Events	-35	-28	7	No significant variances
Regeneration	521	463	-58	Various minor variances
Leisure/Sports Development	1,181	1,094	-87	Main pressure related to leisure centres income funded from contingency as planned
Portfolio Total	2,130	1,945	-185	
Strategic Finance, Transformational Change & Corporate Resources				
Corporate Finance Items	21,397	17,390	-4,007	Mainly savings in treasury management interest charges and housing benefit overpayment recovery
Financial Management	2,265	2,056	-209	Various minor variances
Strategic Land & Property Assets	-506	-858	-352	Various minor variances
Shared Services	4,652	4,560	-92	Various minor variances forecast
Procurement	324	307	-17	No significant variances
Org Change & Corporate Performance	446	393	-53	Various minor variances
Pan Management Company	21	21	0	No variances
Portfolio Total	28,599	23,869	-4,730	
Sub-Total	160,506	158,746	-1,760	
NNDR S31 Grant adjustments		-605	-605	
Total	160,506	158,141	-2,365	
Transfer to General Fund Reserve			1,000	
Transfer to Transformation Reserve			1,000	
Transfer to Revenue Reserve for Capital			365	
Net Final Position			0	

CAPITAL PROGRAMME DRAFT OUTTURN 2022/23

	In year 22/23 only			Total Scheme (incl previous and future years if relevant)			Notes
	Budget £	Outturn £	Variance under/(over) £	Budget £	Forecast £	Variance under/(over) £	
Adult Social Care, Public Health							
Residential and Community Care equipment replacement programme	32,964	29,459	3,505	32,964	32,964	0	A small amount of grant funded slippage will be carried forward to support the ongoing programme of equipment replacement
Gouldings	82,000	58,605	23,395	2,132,308	2,132,308	0	A small of slippage will be carried forward to support the refurbishment project which has no awarded the main construction contract
Adelaide	0	0	0	338,363	338,363	0	Any works will be programmed once the Gouldings has reopened and scope will depend on the final budget position of the Gouldings project
Brooklime House	6,208	6,208	0	1,590,189	1,590,189	0	Capital project complete, a small of grant is held in reserve for on going maintenance works
Relocation of Elmdon LD residents - Carisbrooke House	0	0	0	475,000	475,000	0	£55k is available for any further adaptations or capital maintenance required in 23/24.
Wightcare Digital switch over	118,282	117,372	910	500,000	500,000	0	A small amount of grant funded slippage will support the project due to complete in 23/24
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. Funded from Better Care Fund.
Lease home obligations	14,000	12,876	1,124	14,000	14,000	0	A small of amount of grant funded slippage will be available for further works required under the lease agreement
St Lawrence water supply	0	0	0	101,964	101,964	0	£37k is programmed for 23/24 dependent on remaining works to be completed by Southern Water
	253,454	224,520	28,934	6,584,788	6,584,788	0	
Children's Services, Education and Lifelong Skills							
Schools capital maintenance programme	3,328,277	2,954,053	374,225	3,328,277	3,328,277	0	Grant funded slippage will be reprogrammed into 23/24
Priority schools building programme	4,596,774	4,522,151	74,623	25,490,196	25,490,196	0	Grant funded slippage will be reprogrammed into 23/24
Devolved formula capital	646,192	335,842	310,350	646,192	646,192	0	Grant funded slippage will be reprogrammed into 23/24
Healthy Pupils Capital Fund	3,268	3,268	0	103,025	103,025	0	Final phase of grants to schools now completed
Beaulieu House	78,568	72,775	5,793	365,974	365,974	0	Small amount of slippage which will support ongoing works
East Cowes Family Centre	8,836	0	8,836	10,000	10,000	0	Grant funded slippage will be reprogrammed into 23/24
New Island Learning Centre	2,367	2,367	1	2,027,508	2,027,508	0	Project now complete
Foster carers adaptations	0	0	0	223,015	223,015	0	£163k is available in 23/24
	8,664,282	7,890,456	773,826	32,194,187	32,194,187	0	
Digital Transformation, Housing, Homelessness and Poverty							
Howard House	19,028	19,027	0	851,773	851,773	0	Project to provide accommodation to support homelessness complete
RSAP purchase of flats	409,218	405,600	3,618	779,736	779,736	0	Small amount of grant funded slippage which will support ongoing works completing in 23/24

	In year 22/23 only			Total Scheme (incl previous and future years if relevant)			Notes
	Budget £	Outturn £	Variance under/(over) £	Budget £	Forecast £	Variance under/(over) £	
	Disabled Facilities Grants	1,293,773	1,598,842	-305,069	1,293,773	1,293,773	
Housing Renewal and Well Being Grants	160,084	139,548	20,536	160,084	160,084	0	Small amount of grant funded slippage which will support on going grant offer
Fuel Poverty grants	0	0	0	548,266	548,266	0	New 23/24 scheme to offer grants to household in fuel poverty
Community housing fund	316,000	162,018	153,982	1,567,252	1,567,252	0	Timing of spend depends on demand and delivery by self builders so grant funded slippage will support the on going programme
Housing equity capital	0	0	0	1,315,000	1,315,000	0	Budget profiled in 23/24
Housing	0	0	0	40,000,000	40,000,000	0	Budget profiled in future years
Brownfield Land Release Schemes	0	0	0	1,149,765	1,149,765	0	Budget profiled in future years
Revolving Housing Loans	0	0	0	2,400,000	2,400,000	0	Housing project profiled in 23/24
Medina Avenue	0	0	0	650,000	650,000	0	Housing project profiled in 23/24
Emergency Housing HMO	0	0	0	680,000	680,000	0	Housing project profiled in 23/24
Compulsory purchase orders	0	0	0	750,000	750,000	0	Budget profiled in future years
PSN Compliance	87,656	23,430	64,226	87,656	87,656	0	Small amount of slippage which will support ongoing works
ICT rolling equipment replacement programme	315,458	313,231	2,227	315,458	315,458	0	Small amount of slippage which will support ongoing replacement programme
Back up server/storage and firewall replacement	236,380	200,096	36,284	1,208,000	1,208,000	0	Small amount of slippage which will support ongoing works
Corporate applications update	18,654	7,850	10,804	18,654	18,654	0	Small amount of slippage which will support ongoing works
Switches in data centre	0	0	0	798,400	798,400	0	Programme of works over next 5 years for replacement of hardware in data centre commencing in 23/24
Lord Louis Library Circuits	3,551	3,551	0	3,551	3,551	0	Completed
Data Centre Infrastructure	0	0	0	661,750	661,750	0	Programme of works over next 5 years to replace key components of hardware commencing in 23/24
Cyber security back up solution	0	0	0	823,000	823,000	0	Capital element of wider, council funded project to ensure security of systems and information. Commenced in 21/22, next element of spend forecast in 23/24 due to procurement issues.
	2,859,802	2,873,193	-13,391	56,062,118	56,062,118	0	
Climate Change, Environment, Heritage, Human Resources and Legal and Democratic Services							
Rights of Way	202,483	197,928	4,556	202,483	202,483	0	Small amount of slippage which is contractually committed
England Coast Path	148,593	188,540	-39,947	216,124	216,124	0	Budget in 23/24 will be reprofiled to cover variance
Active Travel	132,213	4,652	127,562	617,167	617,167	0	Final invoice due for Active Travel project to improve Rew Lane for pedestrians and cyclists, partially funded from Govt Grant and other external funding.
Active Travel - Scarrots lane	0	0	0	79,200	79,200	0	Active Travel funding announced for Scarrots Lane Project. We are going back to DFT with a redesign (the original bid was for £1.8m) so this has been reprofiled to spend in 23/24.

	In year 22/23 only			Total Scheme (incl previous and future years if relevant)			Notes
	Budget £	Outturn £	Variance under/(over) £	Budget £	Forecast £	Variance under/(over) £	
West Wight Greenway	0	0	0	496,479	496,479	0	Budget has been profiled into 23/24 until agreement with landowners and LUF bid is reached.
Coastal defences	16,250	16,250	0	569,824	569,824	0	There has been some minor spend this year but the remainder of the budget has been profiled to spend in 23/24.
EA Coastal schemes match funding	9,800	9,800	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.
Coastal monitoring	349,563	349,563	0				Annual monitoring funded by grant and delivered by New Forest District Council
Beach huts	6,916	1,600	5,316	201,130	201,130	0	Small amount of slippage will support on going project
Downside Recreation ground drainage	12,085	0	12,085	90,000	90,000	0	Final phase of council funded works will be slipped to 23/24
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	77,045	79,513	-2,469	77,045	77,045	0	Budget from 23/24 will be reprofiled to cover variance
Lord Louis Library Roof	561	561	0	387,404	387,404	0	Contract has been awarded but commencement was delayed pending budget setting so the budget is profiled to spend in 23/24.
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.
New Cultural Centre	10,000	10,000	0	160,000	160,000	0	New match funding which may be required to pump prime &/or support a bid to the National Lottery Fund, profiled in 23/24 until plan developed.
Ryde Cultural Venue	56,563	56,563	0	1,969,458	1,969,458	0	New scheme to provide a new cultural centre in Ryde
Whitegates Pontoon	0	0	0	85,000	85,000	0	New scheme to refurbish pontoons and handover to Cowes Harbour
Cothey Bottom Roof	0	0	0	250,000	250,000	0	New scheme to complete works to roof
Appley Tower	0	0	0	40,000	40,000	0	New scheme to provide match funding for grant
	1,037,072	929,970	107,102	46,662,947	46,662,947	0	
Community Protection, Regulatory Services and Waste							
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	812,170	1,271,160	63,851,876	63,851,876	0	Slippage to fund final phases of Forest Road contract which is expected to be commissioned in July 23
ASB and community safety CCTV	887	638	249	3,000	3,000	0	Small amount of slippage to fund on going equipment purchases
Chapel refurbishment to replace seating, catafalque and other furnishings	0	0	0	98,309	98,309	0	New project programmed to commence in 2023/24 to replace chapel furnishings.
	2,084,217	812,808	1,271,409	64,303,185	64,303,185	0	
Infrastructure, Highways PFI, and Transport							
Newport Harbour Walls and Quayside	12,065	12,065	0	1,578,618	1,578,618	0	Small amount of spend in 22/23 but the majority of the remaining budget is profiled for 23/24

	In year 22/23 only			Total Scheme (incl previous and future years if relevant)			Notes
	Budget £	Outturn £	Variance under/(over) £	Budget £	Forecast £	Variance under/(over) £	
Highways Network Integrity Priority Works	808,097	670,478	137,620	2,404,735	2,404,735	0	Slippage will be reprofiled to fund contractual commitments
Safety schemes - Small Brook junction	749,050	482,185	266,865	1,423,000	1,423,000	0	Slippage will be reprofiled to fund contractual commitments
Safety schemes - Forest Road Junction	25,000	22,727	2,273	318,000	318,000	0	Slippage will be reprofiled to fund contractual commitments
Other safety schemes	6,961	40,687	-33,726	242,800	242,800	0	Budget from 23/24 will be reprofiled to cover variance
Highways PFI additional street lighting	0	0	0	95,000	95,000	0	Programmed for delivery in 23/24
Newport junctions	45,000	49,094	-4,094	9,502,053	9,502,053	0	Budget from 23/24 will be reprofiled to cover variance
Transforming Cities Fund - Ryde	6,449,834	4,787,566	1,662,268	10,472,644	10,472,644	0	Slippage will be reprofiled to fund contractual commitments
Highways PFI Capitalised Unitary Charge	930,490	930,490	0	930,490	930,490	0	Annual capital element of PFI unitary charge funded as part of the overall PFI contract
Binstead Flood alleviation	0	0	0	170,000	170,000	0	Funding for flood alleviation works following Binstead flooding, working with EA to establish lead for project and timescales, currently profiled in 23/24.
Car parking contactless/new machines	68,452	65,876	2,576	233,000	233,000	0	Small amount of slippage to fund on going equipment purchases
Car Parking equipment	20,000	19,955	45	20,000	20,000	0	Small amount of slippage to fund on going equipment purchases
Solent Transport Bike Share	223,560	223,560	0	335,340	335,340	0	New grant funding stream announced via Southampton City Council Solent Transport Partnership
Dark Skies Initiative	49,453	50,000	-547	49,453	49,453	0	Budget from 23/24 will be reprofiled to cover variance
Ryde Safer Street CCTV	42,306	38,173	4,133	42,306	42,306	0	Small amount of slippage to fund on going equipment purchases
S3056 safety scheme	0	0	0	2,521,000	2,521,000	0	Mostly grant funded scheme profiled in 23/24
Advanced design	0	0	0	33,000	33,000	0	Active travel funding for advanced design profiled in 23/24
FB6 CCTV	8,743	8,743	0	17,485	17,485	0	CCTV for FB6 funded from corporate resources.
FB6 spares	51,159	30,593	20,566	89,138	89,138	0	Small amount of slippage to fund on going equipment purchases
FB6 chains	0	0	0	25,000	25,000	0	Approved budget for replacement chains in 24/25
	9,490,169	7,432,192	2,057,977	30,503,063	30,503,063	0	
Levelling Up, Regeneration, Business Development and Tourism							
BAE site innovation hub (Building 41)	1,776,496	1,761,798	14,698	1,850,000	1,850,000	0	Small amount of slippage which will support the on going project
Branstone Farm	1,480,444	1,453,419	27,026	5,071,766	5,121,766	-50,000	Small amount of slippage which will be required to fund retentions and snagging works. Still forecasting an overspend against the project in total
Venture Quays Levelling up Fund	2,852,874	2,789,842	63,032	7,485,883	7,485,883	0	Small amount of grant funded slippage which will be reprofiled into 22/23
Nicolson Road	3,441	4,712	-1,272	903,344	903,344	0	Budget from 23/24 will be reprofiled to cover variance
Heritage High Streets	111,227	12,258	98,970	991,442	991,442	0	Grant funded slippage will be reprogrammed into 23/24

	In year 22/23 only			Total Scheme (incl previous and future years if relevant)			Notes
	Budget £	Outturn £	Variance under/(over) £	Budget £	Forecast £	Variance under/(over) £	
	Other Regeneration Schemes	0	0	0	19,168,381	19,168,381	
East Cowes Landslip	100,092	97,602	2,489	113,991	113,991	0	Small amount of slippage which will support the on going project
Camp Hill Infrastructure	388,169	287,836	100,333	1,030,000	1,030,000	0	Slippage will be reprofiled to fund contractual commitments
On street electric charging points	39,002	39,002	0	122,348	122,348	0	Grant funding accrued for spend in 22/23
Changing Places	76,000	0	76,000	76,000	76,000	0	Approval obtained to slip grant funding
Shared prosperity Fund	0	0	0	12,908	12,908	0	Grant funding for Town Centres and High Streets
Medina heat and power	53,112	53,112	0	141,000	141,000	0	Budget profiled in 23/24 may be utilised to match fund a grant bid for Dinosaur Isle
Sales and marketing	4,800	3,668	1,132	74,800	74,800	0	Small amount of slippage which will support the on going project
AONB Removing Barriers	56,181	54,393	1,788	56,181	56,181	0	Grant funded slippage which will be retained until we can establish if this needs to be repaid
Heights and Medina Pools dosing units	19,000	19,449	-449	19,000	19,000	0	Replacement of units at both facilities, overspend will be covered from within service area.
Heights replacement pool filters	0	0	0	32,160	32,160	0	Budget in 23/24 being reviewed to establish if it will be sufficient
	6,960,838	6,577,091	383,747	37,149,203	37,199,203	-50,000	
Strategic Finance, Transformational Change and Corporate Resources							
Fleet vehicle replacement	7,000	7,000	0	7,000	7,000	0	Annual programme of fleet vehicle replacement, remaining budget is profiled into 23/24.
Strategic assets	345,259	358,278	-13,019	345,259	345,259	0	Budget from 23/24 will be reprofiled to cover variance
County Hall Uninterruptable Power supply	189,272	189,071	201	231,072	231,072	0	Small amount of slippage which will support on going work
County Hall Service room air con	50,000	612	49,388	200,000	200,000	0	Small amount of slippage which will support on going work
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	1,541,126	1,573,208	-32,081	3,501,477	3,501,477	0	Budget from 23/24 will be reprofiled to cover variance
County hall CCTV and security	0	0	0	17,500	17,500	0	Budget profiled in 23/24
	2,132,657	2,128,169	4,488	4,978,609	4,978,609	0	
Total Programme	33,482,490	28,868,399	4,614,092	278,438,100	278,488,100	-50,000	

This page is intentionally left blank

REVENUE BUDGET MONITOR - QUARTER 1 2023/24

Portfolio/Service Area	Budget £000	Forecast Outturn £000	Forecast Pressure/- Saving £000	Comments
Adult Services, Housing, Public Health & Homelessness				
ASC Care Packages	43,363	45,642	2,279	Pressures in all types of care settings and shortfall in mitigation of budget pressures
ASC Other	11,926	11,211	-715	Various savings mainly related to staff vacancies and use of contingency
Housing	3,120	3,110	-10	No significant variances forecast to date
Public Health	333	333	0	Any net variance at year end is balanced by a transfer to or from the Public Health Reserve
Portfolio Total	58,742	60,296	1,554	
Children's Services, Education & Lifelong Skills				
Access, Performance & Resources	5,591	5,805	214	Main pressure related to Home to School Transport
Children & Families	25,032	27,188	2,156	Net pressure forecast in various elements of the care budget - including growth in residential care, supported accommodation, leaving care costs, S15 and Support for looked after children and secure remand placements being slightly offset by in house and purchased foster care placements
Education & Inclusion	1,721	1,705	-16	No significant variances forecast to date
Strategic Development	252	251	-1	No significant variances forecast to date
Portfolio Total	32,596	34,949	2,353	
Finance, Climate Change & Biosphere				
Parks/Open Spaces/Countryside	1,617	1,662	45	No significant variances forecast to date
Climate Change	107	103	-4	No significant variances forecast to date
Legal/Democratic/Elections/Land Charges	2,336	2,350	14	No significant variances forecast to date
Shared Services	4,609	4,961	352	Mainly utility costs of corporate buildings
HR/Learning & Development	1,847	1,844	-3	No significant variances forecast to date
Procurement	321	328	7	No significant variances forecast to date
Corporate Finance Items	39,618	38,902	-716	Mainly savings forecast in treasury management interest charges and housing benefit overpayment recovery
Financial Management	2,676	2,621	-55	No significant variances forecast to date
Strategic Land & Property Assets	-517	-660	-143	Mainly pressure from utility costs
Business Intelligence	405	403	-2	No variances forecast to date
Pan Management Company	0	0	0	No variances forecast to date
Portfolio Total	53,019	52,514	-505	
Economy, Regeneration, Culture & Leisure				
Amenities/Allotments/Theatres	-192	-172	20	No significant variances forecast to date
Libraries	1,023	998	-25	No significant variances forecast to date
Museums/Archaeology/Records Office	583	621	38	No significant variances forecast to date
Events	-35	-35	0	No variances forecast to date
Leisure/Sports Development	-15	988	1,003	Pressures in relation to Leisure Centre income and utility costs

Portfolio/Service Area	Budget £000	Forecast Outturn £000	Forecast Pressure/- Saving £000	Comments
Economic Development	414	415	1	No significant variances forecast to date
Regeneration	425	656	231	Mainly shortfall on leasing income across various Regen projects
Portfolio Total	2,203	3,471	1,268	
Transport, Infrastructure., Highways PFI & Transport Strategy				
Car Parking	-5,130	-4,837	293	Mainly shortfall in off street parking and all Island parking permits
Floating Bridge	583	562	-21	No significant variances forecast to date
Harbours	58	27	-31	No significant variances forecast to date
Public Transport & Crossing Patrols	5,325	4,765	-560	Saving on concessionary fares
Highways PFI & Contract Management	15,358	15,332	-26	No significant variances forecast to date
Shanklin Lift	-25	14	39	Shortfall in income
Portfolio Total	16,169	15,863	-306	
Leader, Strategic Oversight & External Partnerships				
Civic Events	11	12	1	No variances forecast to date
Communications	440	439	-1	No significant variances forecast to date
Misc	2,721	2,716	-5	No significant variances forecast to date
Portfolio Total	3,172	3,167	-5	
Planning, Coastal Protection & Flooding				
Planning/Building Control	836	1,104	268	Pressure forecast in planning income
Trees & Landscape	91	93	2	No significant variances forecast to date
Coastal Management	120	120	0	No variances forecast to date
Portfolio Total	1,047	1,317	270	
Regulatory Services, Community Protection ,Waste & ICT				
Emergency Planning	209	203	-6	No significant variances forecast to date
ICT	6,421	6,346	-75	No significant variances forecast to date
Bereavement Services	-1,023	-882	141	Mainly pressure in utility costs
Registrar & Coroners	789	825	36	No significant variances forecast to date
Regulatory Services	1,171	1,168	-3	No significant variances forecast to date
Waste Contract	4,204	4,197	-7	No significant variances forecast to date
Portfolio Total	11,771	11,857	86	
Utility inflation to be allocated	0	-1,226	-1,226	Inflation to be allocated to service areas above
Forecast Total (before use of Contingency)	178,719	182,208	3,489	
Leisure Income - shortfall funded from Covid contingency pending review	0	-576	-576	
Net Forecast Total	178,719	181,632	2,913	Forecast net overspend 1.6%

CAPITAL BUDGET MONITOR - Qtr 1 2023/24

	In year 23/24 only			Total Scheme (incl previous and future years if relevant)			Notes
	Budget £	Outturn £	Variance under/(over) £	Budget £	Forecast £	Variance under/(over) £	
Adult Social Care, Housing, Public Health and Homelessness							
Residential and Community Care equipment replacement programme	83,505	83,505	0	83,505	83,505	0	Annual programme of equipment replacement
Gouldings	1,541,395	1,541,395	0	2,132,308	2,132,308	0	Refurbishment project which has recently commenced, majority of spend will be in 23/24 with retentions and possible minor works in 4/25
Adelaide	0	0	0	338,363	338,363	0	Any works will be programmed once the Gouldings has reopened and scope will depend on the final budget position of the Gouldings project
Carisbrooke House	54,918	54,918	0	475,000	475,000	0	£55k of ringfenced grant funding is available for any further adaptations or capital maintenance
Wightcare Digital switch over	100,910	100,910	0	500,000	500,000	0	Project due to complete in 23/24
Supported independent living	0	0	0	1,400,000	1,400,000	0	Approved budget 24/25 to develop supported independent living facilities for adults with learning disabilities. Funded from Better Care Fund.
Lease home obligations	1,124	1,124	0	14,000	14,000	0	A small amount of grant funded slippage available for further works required under the lease agreement
St Lawrence water supply	37,558	0	37,558	101,964	64,406	37,558	No further information has been received from Southern Water so this remaining budget is forecast to be an underspend in 23/24.
Howard House office accommodation	60,000	60,000	0	60,000	60,000	0	Project to provide office accommodation adjacent to Howard House
RSAP purchase of flats	103,618	103,618	0	779,736	779,736	0	Small amount of grant funded slippage which will support ongoing works completing in 23/24
Disabled Facilities Grants	1,794,931	1,794,931	0	1,794,931	1,794,931	0	Annual grant funded programme
Housing Renewal and Well Being Grants	210,452	210,452	0	210,452	210,452	0	Small amount of grant funded slippage which will support on going grant offer
Fuel Poverty grants	148,266	148,266	0	548,266	548,266	0	New scheme with budget profiled over 23/24 and 24/25 to offer grants to household in fuel poverty
Community housing fund	248,186	248,186	0	1,567,252	1,567,252	0	Timing of spend depends on demand and delivery by self builders so grant funded slippage will support the on going programme over the next few years
Housing equity capital	0	0	0	1,315,000	1,315,000	0	Budget profiled in 24/25 until delivery programme agreed and then funding can be brought forward
Housing	1,150,000	1,150,000	0	39,150,000	39,150,000	0	Budget profiled over next 3 years but can be brought forward once delivery programme is agreed
Brownfield Land Release Schemes	135,000	135,000	0	1,149,765	1,149,765	0	Grant funding to release brownfield sites including Thompson House
Revolving Housing Loans	0	0	0	2,400,000	2,400,000	0	Housing project profiled in 24/25 but can be bought forward
Medina Avenue	0	0	0	650,000	650,000	0	Housing project profiled in 24/25 but can be bought forward
Emergency Housing HMO	480,000	480,000	0	680,000	680,000	0	One property has been identified and is profiled for acquisition in 23/24 with the remaining budget profiled in 24/25
Refugee Housing	2,179,000	2,179,000	0	2,179,000	2,179,000	0	Grant funded scheme with match funding from borrowing. A number of properties have been profiled for acquisition in 23/24
Compulsory purchase orders	0	0	0	750,000	750,000	0	Budget available for any back to back purchase and resale
	8,328,863	8,291,306	37,558	58,279,542	58,241,984	37,558	
Children's Services, Education and Lifelong Skills							
Schools capital maintenance programme	3,640,781	3,640,781	0	3,640,781	3,640,781	0	Annual grant funded programme of capital maintenance works to schools
Priority schools building programme	267,304	267,304	0	25,422,049	25,422,049	0	Retention amounts on PSBP builds

	In year 23/24 only			Total Scheme (incl previous and future years if relevant)			Notes
	Budget £	Outturn £	Variance under/(over) £	Budget £	Forecast £	Variance under/(over) £	
Devolved formula capital	1,134,568	1,134,568	0	1,134,568	1,134,568	0	Grant funding passported to schools
Beaulieu House	140,208	140,208	0	365,974	365,974	0	On going refurbishment works
East Cowes Family Centre	8,836	8,836	0	10,000	10,000	0	Grant funding
Family Hubs	55,330	55,330	0	55,330	55,330	0	Grant funding
Foster carers adaptations	0	0	0	223,015	223,015	0	£163k is available currently programmed in 24/25 but can be bought forward
	5,247,027	5,247,027	0	30,851,717	30,851,717	0	
Regulatory Services, Community Protection, Waste and ICT							
New garden waste vehicle	0	0	0	350,000	350,000	0	New waste vehicle if required to meet additional demand, currently profiled in 24/25 but can be brought forward if required.
Waste contract capital payments	1,963,794	1,963,794	0	63,851,876	63,851,876	0	£1.3m contractual payment for replacement of plant and vehicles as well as slippage to fund final phases of Forest Road contract which is expected to be commissioned in July 23
ASB and community safety CCTV	249	249	0	3,000	3,000	0	Small amount of slippage to fund on going equipment purchases
Chapel refurbishment to replace seating, catafalque and other furnishings	98,309	98,309	0	98,309	98,309	0	New project programmed to commence in 2023/24 to replace chapel furnishings.
Ryde Safer Street CCTV	4,133	4,133	0	4,133	4,133	0	Small amount of slippage to fund on going equipment purchases
Newport Safer Streets CCTV	30,837	30,837	0	30,837	30,837	0	New grant funded project
PSN Compliance	84,226	84,226	0	84,226	84,226	0	Annual programme of works required to maintain compliance
ICT rolling equipment replacement programme	1,078,827	1,078,827	0	1,078,827	1,078,827	0	On going replacement programme of mainly desktop equipment
Back up server/storage and firewall replacement	36,284	36,284	0	1,208,000	1,208,000	0	Small amount of slippage which will support ongoing works
Corporate applications update	50,804	50,804	0	50,804	50,804	0	Annual programme of replacement as required
Switches in data centre	318,000	318,000	0	798,400	798,400	0	Programme of works over next 5 years for replacement of hardware in data centre
Data Centre Infrastructure	89,000	89,000	0	661,750	661,750	0	Programme of works over next 5 years to replace key components of hardware
Cyber security back up solution	78,678	78,678	0	823,000	823,000	0	Capital element of wider, council funded project to ensure security of systems and information profiled across future years
	3,833,142	3,833,142	0	69,043,163	69,043,163	0	
Planning, Coastal Protection and Flooding							
Coastal defences	78,006	78,006	0	569,824	569,824	0	Programme of minor works to maintain sea defences in key locations
Ventnor Esplanade Urgent works EA scheme	3,500,000	3,500,000	0	32,000,000	32,000,000	0	Urgent works to Ventnor seawall reimbursed from EA which has commenced on site. The urgent works will be followed by further phase when agreement is reached by the EA.
EA Coastal schemes match funding	0	0	0	8,951,633	8,951,633	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.
Binstead Flood alleviation	0	0	0	170,000	170,000	0	Funding for flood alleviation works following Binstead flooding, working with EA to establish lead for project and timescales, currently profiled in 24/25 but can be bought forward
	3,578,006	3,578,006	0	41,691,457	41,691,457	0	

	In year 23/24 only			Total Scheme (incl previous and future years if relevant)			Notes
	Budget £	Outturn £	Variance under/(over) £	Budget £	Forecast £	Variance under/(over) £	
Transport, Infrastructure, Highways PFI, and Transport Strategy							
Newport Harbour Walls and Quayside	50,000	50,000	0	1,578,618	1,578,618	0	On going works to maintain harbour structures, design budget profiled for 23/24 with actual works profiled for 24/25
Active Travel - Mews Lane	127,562	127,562	0	617,167	617,167	0	Externally funded programme of works completing in 23/24
Active Travel - Scarrots lane	79,200	79,200	0	79,200	79,200	0	Active Travel funding announced for Scarrots Lane Project. We are going back to DFT with a redesign (the original bid was for £1.8m) so this has been reprofiled to spend in 23/24.
Active Travel Ryde Pedestrianisation	668,350	668,350	0	668,350	668,350	0	Active travel funding for Ryde - contract not yet awarded so an accurate profile of spend will be developed once this is completed
Public realm	118,297	118,297	0	118,297	118,297	0	Annual programme of works
Cowes The Cut	60,000	60,000	0	60,000	60,000	0	S106 funded project
Wootton Rec Multi-use path	15,000	15,000	0	15,000	15,000	0	S106 funded project
Shanklin Cliff Lift	0	0	0	170,000	170,000	0	Repainting of lift shaft and replacement of lower canopy currently profiled in 2024/25 but can be bought forward if work commences earlier
Highways Network Integrity Priority Works	1,735,110	1,735,110	0	1,735,110	1,735,110	0	Annual programme of works which will be dependent on Island Roads capacity to deliver. Reprofiling is therefore likely as IR commitments are confirmed throughout the year.
Safety schemes - Small Brook junction	266,865	266,865	0	1,423,000	1,423,000	0	Final payments to be made, project complete
Safety schemes - Forest Road Junction	269,393	269,393	0	318,000	318,000	0	Phase 1 complete, phase 2 to commence
Other safety schemes	196,274	196,274	0	242,800	242,800	0	Annual programme of works
Highways PFI additional street lighting	95,000	95,000	0	95,000	95,000	0	Programmed for delivery in 23/24
Newport junctions	100,000	100,000	0	9,502,053	9,502,053	0	Budget for design works in 23/24 with a further £1m in 24/25 pending agreement on priorities
Transforming Cities Fund - Ryde	5,126,291	5,126,291	0	10,677,336	10,677,336	0	On going programme at Ryde Pier/Station expected to complete in 23/24 with retentions paid 24/25
Highways PFI Capitalised Unitary Charge	766,310	766,310	0	766,310	766,310	0	Annual capital element of PFI unitary charge funded as part of the overall PFI contract
Car parking contactless/new machines	139,621	76,000	63,621	233,045	169,424	63,621	On going programme of renewal which has forecast an underspend of transport grant funding of around £63k
Solent Transport Bike Share	111,780	111,780	0	335,340	335,340	0	New grant funding stream announced via Southampton City Council Solent Transport Partnership, expected to complete in 23/24
S3056 safety scheme	640,000	640,000	0	2,521,000	2,521,000	0	Mostly grant funded scheme with design and commencement in 23/24 and remainder of spend profiled for 24/25
Advanced design	33,000	33,000	0	33,000	33,000	0	Active travel funding for advanced design profiled in 23/24
On street electric charging points	26,148	26,148	0	89,000	89,000	0	Grant funded scheme with claims made in retrospect
FB6 spares	35,766	0	35,766	110,189	74,424	35,766	Small amount of transport grant funded slippage which is currently forecast as an underspend
FB6 chains	0	0	0	25,000	25,000	0	Approved budget for replacement chains in 24/25
	10,659,966	10,560,580	99,386	31,412,815	31,313,429	99,386	
Economy, Regeneration, Culture and Leisure							
BAE site innovation hub (Building 41)	14,698	54,667	-39,969	1,847,786	1,887,755	-39,969	Retention sums due in 23/24, checking on breakdown of overspend which may require adjusting with revenue funding
Branstone Farm	27,026	136,398	-109,373	5,044,740	5,154,113	-109,373	Retention sums in 2023/24, overspend is forecast but will depend on final assessment of shared costs with partners

	In year 23/24 only			Total Scheme (incl previous and future years if relevant)			Notes
	Budget £	Outturn £	Variance under/(over) £	Budget £	Forecast £	Variance under/(over) £	
Venture Quays Levelling up Fund	2,499,496	2,499,496	0	7,485,883	7,485,883	0	On going project of works to Columbine, Victoria Barracks and public realm currently forecast within budget. However tenders received for the Barracks refurbishment have come back over budget so we are currently investigating whether this can be managed within the funding envelope
Nicolson Road	48,727	48,727	0	903,344	903,344	0	Remaining budget for further planning requirements
Heritage High Streets	915,550	915,550	0	991,442	991,442	0	Grant funded programme delivered in conjunction with Town councils and funding partners. We are currently checking with partners to see if some budget needs to be reprofiled into 24/25 so this may be adjusted later in the year.
Other Regeneration Schemes	0	0	0	19,168,381	19,168,381	0	Other regeneration schemes not yet commenced, profiled in 24/25
East Cowes Landslip	16,388	16,388	0	113,991	113,991	0	Small amount of slippage which is being retained to support any next steps in the on going project
Camp Hill Infrastructure	225,333	225,333	0	1,030,000	1,030,000	0	On going programme funded by grant
Changing Places	76,000	76,000	0	0	0	0	Approval obtained to slip grant funding
Shared prosperity Fund	12,908	12,908	0	12,908	12,908	0	Grant funding for Town Centres and High Streets
Queensgate	101,534	101,534	0	101,534	101,534	0	S106 funded project
Lord Louis Library Roof	386,843	386,843	0	387,404	387,404	0	Contract has been awarded but commencement was delayed pending budget setting so the budget is profiled to spend in 23/24.
New Cultural Centre	150,000	150,000	0	160,000	160,000	0	New match funding which may be required to pump prime &/or support a bid to the National Lottery Fund, profiled in 23/24 until plan developed.
Ryde Cultural Venue	500,000	500,000	0	1,969,458	1,969,458	0	New scheme to provide a new cultural centre in Ryde, spend is profiled across 23/24 and 24/25 but will be adjusted once delivery is clearer following tender and contract award.
Whitegates Pontoon	85,000	85,000	0	85,000	85,000	0	New scheme to refurbish pontoons and handover to Cowes Harbour
Cothey Bottom Roof	250,000	250,000	0	250,000	250,000	0	New scheme to complete works to roof, not yet tendered so may need to be reprofiled once a contract is awarded
Appley Tower	40,000	40,000	0	40,000	40,000	0	New scheme to provide match funding for grant
Medina heat and power	84,969	84,969	0	140,551	140,551	0	Budget profiled in 23/24 may be utilised to match fund a grant bid for Dinosaur Isle
Sales and marketing	71,132	71,132	0	74,800	74,800	0	On going programme, pending planning
Brown clubhouse	32,160	32,160	0	32,160	32,160	0	Works to clubhouse as a result of a condition survey prior to grant of lease. A initial budget allocation has been made from within the existing capital programme and costs in addition to the available budget will be covered from corporate reserves
	5,537,764	5,687,106	-149,342	39,839,381	39,988,723	-149,342	
Finance, Climate Change and Biosphere							
Rights of Way	121,556	121,556	0	121,556	121,556	0	Annual programme of works
England Coast Path	27,584	27,584	0	216,124	216,124	0	Grant funded programme
West Wight Greenway	80,558	80,558	0	496,479	496,479	0	Delivery is pending agreement with landowners as well as any required planning consents and capacity of suitable contractors
AONB Removing Barriers	1,788	1,788	0	56,181	56,181	0	Grant funded slippage which will be retained until we can establish if this needs to be repaid
Beach huts	85,316	85,316	0	201,130	201,130	0	Awaiting outcome of final negotiations
Downside Recreation ground drainage	12,085	12,085	0	90,000	90,000	0	Final phase of works in 23/24
Fleet vehicle replacement	489,316	489,316	0	489,316	489,316	0	Annual programme of fleet vehicle replacement
Electric vehicle charging points	65,000	65,000	0	125,000	125,000	0	Charging points for electric fleet

	In year 23/24 only			Total Scheme (incl previous and future years if relevant)			Notes
	Budget £	Outturn £	Variance under/(over) £	Budget £	Forecast £	Variance under/(over) £	
Strategic assets	225,518	225,518	0	225,518	225,518	0	Annual programme of works
County Hall Uninterruptable Power supply	42,001	42,001	0	231,072	231,072	0	Final invoices due
County Hall Service room air con	249,388	249,388	0	250,000	250,000	0	Works commencing shortly
County hall replacement windows	676,302	676,302	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	321,381	321,381	0	3,654,939	3,654,939	0	On going grant funded decarbonisation of council buildings
County hall CCTV and security	17,500	17,500	0	17,500	17,500	0	Budget profiled in 23/24
	2,415,291	2,415,291	0	6,851,116	6,851,116	0	
Total Programme	39,600,059	39,612,457	-12,398	277,969,191	277,981,589	-12,398	

This page is intentionally left blank



Agenda Item Introduction

Committee	CORPORATE SCRUTINY COMMITTEE
Date	12 SEPTEMBER 2023
Topic	CORPORATE COMPLAINTS ANNUAL REPORT

BACKGROUND

The Corporate Scrutiny Committee receive the Corporate Complaints Report on an annual basis to ensure that service improvement is being driven through lessons learnt.

Adult Social Care and Children's Services annual complaints reports are dealt with by the relevant policy and scrutiny committee.

FOCUS FOR SCRUTINY

- How does the Isle of Wight Council compare against the national averages for complaint statistics?
- Is the way that the Council handles complaints leading to improvements in service delivery?
- Has further training been undertaken to address the low-level of reported and recorded learning outcomes arising from complaints?
- What learning outcomes and actions have come out of the 2022-23 year?
- The Councils Complaints Policy is due to be reviewed in October 2023, what is the review process?

APPROACH

Committee report to be provided.

DOCUMENTS ATTACHED

Appendix 1 – Corporate Complaints Annual Scrutiny Report

Contact Point: Melanie White, Statutory Scrutiny Officer
☎ 821000 ext 8876, e-mail melanie.white@iow.gov.uk

This page is intentionally left blank



Committee report

Committee	CORPORATE SCRUTINY COMMITTEE
Date	12 SEPTEMBER 2023
Title	CORPORATE COMPLAINTS ANNUAL SCRUTINY REPORT
Report of	DIRECTOR OF CORPORATE SERVICES

SUMMARY

1. The Local Government and Social Care Ombudsman's (LGSCO) annual review of complaints 2022-2023, was published on 26th July 2023.
2. Now in its tenth year, the LGSCO's annual review of complaints offers a unique insight into the health of local government services in England.
3. The Ombudsman's annual complaints statistics support the difficulties, nationally, many people face in key areas of their lives – how their children are educated, how elderly relatives are cared for, and the houses they call home. Their report details the common issues seen nationally over the past 12 months, with key areas of concern including Special Educational Needs and Disabilities provision for children and young people, Adult Care Services, and Housing.
4. In the Ombudsman's first report in 2014, Education and Children's Services complaints made up just 17% of the complaints the Ombudsman received. This ever-growing area now makes up nearly a quarter (24%) of the organisation's workload, and sees the average uphold rate of complaints investigated tipping 84%. In comparison the figure for the Isle of Wight Council is 27% with an uphold rate of 50% broadly in line with our overall percentage of complaints upheld.

BACKGROUND

Isle of Wight Council Corporate Complaints and Quality Outcomes

5. Over the past two years, the LGSCO have reviewed their processes to ensure they maximise the resources they have available. One outcome of this is they are more selective about the complaints they look at in detail, prioritising where it is in the public interest to investigate. This has resulted in changes in uphold rates where they are now less likely to carry out investigations on 'borderline' issues. This has resulted in a higher proportion of fault being reported overall.

6. The LGSCO statistics focus on three key areas that help us assess the council's commitment to putting things right when they go wrong:

Complaints upheld:

7. Complaints are upheld when the LGSCO find fault in our actions, including where we have accepted fault before investigation.
8. The LGSCO fully investigated 13 complaints between the 1st of April 2022 and the 31st of March 2023 on behalf of the Isle of Wight Council and upheld 54% of these, which is considerably lower than the national average of 72% for similar authorities.
9. The number of complaints investigated has increased by 1 this year, in comparison to 12 in 2021/2022, however it is encouraging to see the number upheld has decreased from 67% (2021/2022) to 54%, particularly where we know the LGSCO has reviewed its processes and are finding a higher proportion at fault overall.

Compliance with recommendations:

10. The LGSCO will recommend ways for organisations to put things right when faults have caused injustice and they will monitor compliance with those recommendations. Failure to comply should be rare and a compliance rate below 100% is a cause for concern.
11. We have maintained a 100% compliance rate, compared to an average of 99% in similar authorities. This is based upon a total of 5 compliance outcomes for the period between 1 April 2022 to 31 March 2023.
12. It is important to seek proactive complaint resolution for any complaint that has been passed to the LGSCO for investigation, a resolution can be provided 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.

Satisfactory remedy provided by the authority:

13. In these cases, the organisation upheld the complaint and the LGSCO were satisfied with our proposal to put things right. They continue to encourage the early resolution of complaints and credit organisations that accept fault and find appropriate ways to put things right.
14. In not one of the 7 (0%) upheld cases had the council provided a satisfactory remedy before the complaint reached the Ombudsman and their investigations resulted in 9 recommendations to put things right for individuals and 5 recommendations for us to improve our services. This compares to an average of 13% in similar organisations.

15. The LGSCO recommendations include:
 - The Council will share the decision with relevant staff.
 - The Council agrees to review its section 42 safeguarding procedure...
 - The Council will arrange a briefing note or staff training...
16. The LGSCO encourages the early resolution of complaints and credits where we 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.
17. There were no public reports issued this year.

Complaints Data: for the period 1 April 2022 to 31 March 2023

18. The Adult Social Care (ASC) Complaints and Investigation Officer submits a quarterly report for the adult social care service board which reflects on the lessons learned from complaints, how these have been adopted in practice and the impact this has for individuals and their experience. At the end of an investigation, it is expected that the investigating officer completes a 'lessons learned' form which details notable practice, key learning messages, improvements made to practice process and systems, and evidence of quality assurance.
19. Complaints logging and processing for Children's Services is also slightly different in that under our strategic partnership, the statutory complaints process is operated by Hampshire County Council, and we therefore only have direct access to data that relates to Education or corporate complaints that have been received for Childrens Social Care. Additionally, Island Roads manage their own complaints, and data for these is maintained by them.

Island Roads

Complaints Data for the period 1 April 2022 to 31 March 2023

Directorate	Service Area	Number of Complaints	Upheld	Learning Outcomes
Neighbourhoods	Island Roads	410	-	0

20. Island Roads have adopted our complaints policy, and review complaints on a weekly basis with their call handlers. The Highways PFI team have agreed with Island Roads Services Limited (IRSL) that effective from August 2023 they will review all complaints jointly with Ringway Island Roads to identify learning outcomes that can be reported and shared with CMT and reported to the Cabinet.

Childrens Services – Statutory Complaints

Complaints Data for the period 1 April 2022 to 31 March 2023

Directorate	Service Area	Number of Complaints	Upheld	Learning Outcomes
Children's Services	Children's Services (Statutory)	35	30	10

*Complaints upheld/partially upheld figure includes those upheld across 3 complaint stages

21. A total of 114 representations were received by the Children's Services Complaints Team in this reporting period. This is an increase of 37.4% (31) from 83 in the 2021/22 period. 'Parents' continue to be the group most likely to make a complaint to Children's Services at 63% with the highest category for why complaints are made being 'Quality of Service', at 19 (38%). The second and third reasons for Children's Social Care (CSC) complaints are 'Conduct of Worker' and 'Poor Communication' with 17 (33%) and 5 (10%) respectively. 100% of the actual outcomes achieved during the reporting period for CSC stage one complaints were either 'Apology & Explanation' 24 (47%) or 'Explanation' 27 (53%). 88% of all CSC complaints upheld had some form of remedial action completed, however there is an expectation this number should be 100%.
22. For the reporting period 2022/23 key themes and trends were identified, leading to the following main recommendations being included:
 - **Communication strategy update within Children & Families** – In response to areas of improvement within communication
 - **All of the Children's Services Directorate to take a strengths-based approach to resolution of complaints** – To build on the successful pilot scheme of responding to complaints on the phone or in a meeting.
 - **Share and utilise Unreasonable Contact and Customer Behaviour (URCCB) and Complainants Behaviour Policy (CBP)** – To recognise the zero-tolerance approach both Councils have to abusive behaviour and the need to support staff.
 - **Increased timescale compliance** – To reflect the need for improvements in response times.

Adult Social Care – Statutory Complaints

Complaints Data for the period 1 April 2022 to 31 March 2023

Directorate	Service Area	Number of Complaints	Upheld	Learning Outcomes
Adult Social Care & Community Wellbeing	Adult Services	56	16	30

*Total number of complaints received in the reporting year 56. 30 dealt with in formal process. 26 resolved informally.

23. A 'reflection and learning framework' is completed for every formal complaint. ASC is proactive in sharing and implementing the lessons learnt from the complaints it receives, ensuring all staff are clear about the action they need to take to reduce the potential for repeated failings. The following sample demonstrates some of the learning identified and improvement delivered across the adult social care department resulting from complaints during 2022 / 2023.

- An improved Single Point of Commissioning process to prevent excess charges submitted by providers being authorised and processed.
- A new standard operating procedure (SOP), together with a review of existing SOPs, at The Gouldings.
- A process to maintain oversight and monitoring of prime provider issues.
- Reflective learning sessions to (i) strengthen professional curiosity and (ii) the need to identify and report risk, alongside the relaunch of the updated Hoarding Guidance and the ASC Self-Neglect and Hoarding Toolkit.
- A news article published in the ASC Toolkit with links to the Third-Party Top Up policy and associated documentation to support staff to refresh their knowledge and practice in this area.

Corporate Complaints

(Excluding Island Roads, ASC, and Children's Services - Statutory)

Complaints Data for the period 1 April 2022 to 31 March 2023

24. 397 new corporate complaints were logged during this period. Of these 247 have recorded learning outcomes. This an increase from 2022/2023 from 18% to 62%

Directorate	Service Area*	Number of Complaints	Upheld	Learning Outcomes	Total
Financial Management	Financial Management	1	1	1	1
Corporate Services	Blue Badge	6	0	0	99
	Business Rates	4	4	4	
	Chief Executive	1	1	1	
	Council Tax	58	39	47	
	Energy Rebate	13	5	7	
	Enforcement Service	3	2	3	

	Housing Benefit	8	6	8	
	Human Resources	2	1	1	
	Local Council Tax Support	1	1	1	
	Website	2	0	0	
	Wightbid	1	1	1	
Neighbourhoods	Coroner's Office	3	0	0	224
	Cowes Floating Bridge	5	2	2	
	Environmental Health	9	8	0	
	Highways PFI	5	1	5	
	Household Waste & Recycling (All Waste Services)	135	27	92	
	Housing Enforcement	4	1	0	
	Housing Renewal	5	2	0	
	Leisure Services	2	2	1	
	Library Services	2	2	2	
	Parking Services	14	7	8	
	Parking Operations	15	9	7	
	Public Rights of Way	2	2	0	
	Recreation Leisure & Public Spaces	22	11	5	
	Ryde Harbour	1	0	0	
Children's Services (Non-statutory complaints) **	Childrens Complaints	6	3	6	28
	Schools	5	0	4	
	Special Educational Needs (SEN)	15	6	13	

Regeneration	Corporate Estate Management	2	0	2	44
	Electric Vehicle Charge Points	1	1	1	
	Planning Development	15	5	10	
	Planning Enforcement	24	4	13	
	Planning Services SMT	1	0	1	
	Strategic Asset Management	1	0	0	
Public Health	Public Health – Living Well	1	0	1	1

* CRM service logged against

** Figures represent all Children’s Complaints logged via IWC and may include Statutory & Non- statutory complaints

Learning Outcomes

25. 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 248 complaints during the period that had an identifiable theme and where changes/improvements were made:

- Communication (49) Action taken to improve the wording of letters and terms and conditions and promotion of clear and accurate conversations.
- Staff training (132) Action taken to deliver targeted training to address areas leading to complaint.
- Process/Service improvement (66) Action taken to improve response times, no longer issuing unnecessary forms when not required, additional checks for accuracy.

26. 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:

27. **Complaint:** Customer complained regarding the number of recovery notices and bills received for their council tax leading to confusion that their situation was getting worse with no way of addressing it. The process for issuing bills and recovery notices is mainly automated. The customers payment pattern, as well as changes in their circumstances, led to them receiving a high volume of these communications from us. The system was unable to keep up

with account changes and by the time some of the letters arrived to the customer, the account information was already out of date.

28. **Learning:** Deal with arrears in a more holistic way, with reference to the full situation to not cause customer confusion. Need to consider if an information leaflet or similar should be included with benefit changes to support customer understanding.
29. **Action:** Feedback to recovery Team Leader to address the process in dealing with all balances in full as one approach. Review the Local Council Tax Support notifications and what can be set up to improve the information we send to our customers.

Supporting Complaints and Service Improvement

30. In their annual review the LGSCO continue to encourage the council to utilise complaints as a valuable source of intelligence and insight that has the potential to be transformational and support service improvements. These insights can indicate a problem with a specific area of service delivery or, more broadly, provide a perspective on an organisation's culture and ability to learn.
31. They continue to develop a joint complaint handling code with the Housing Ombudsman service that will provide a standard for organisations to work to and will consult on the code and its implications prior to launch. In addition, they continue to offer a training programme that includes practical interactive workshops that help participants develop their complaint handling skills. They can also offer tailored support and bespoke training to target specific issues that we might identify. Whilst we have not offered these courses through the Learning and Development team this year, individuals can book them directly through the LGSCO. The Learning and Development team will look to offer these again in 2023/2024.
32. The LGSCO are keen that we respond to their enquiries within the specified timescale. There will undoubtedly be occasions when we will not be able to meet these deadlines and in these circumstances, we can request an extension. However, the LGSCO do ask that this is requested in good time and only once.
33. The Customer Support Team (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. A link to the

guide is available on the Corporate Complaints intranet page Corporate Complaints Information [Corporate Complaints Information](#)

34. We have seen a significant improvement in the logging of learning outcomes by many service areas, and all Directorates have achieved between 55 and 100% of complaints with recorded learning outcomes. 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.

Directorate	Number of Complaints	Number of Learning Outcomes	Learning Outcomes %
Financial Management	1	1	100%
Corporate Services	99	74	75%
Neighbourhoods	224	122	55%
Children's Services (Non-statutory complaints)	28	23	82%
Public Health	1	1	100%
Regeneration	44	27	61%
Total	397	247	62%

35. Complaint data incorporating learning outcomes is circulated to Directors monthly. The data is 2 months in arrears to allow for complaints within the stage 1 response timescales (20 days) and stage 2 (20 days) to be included. It provides timely visibility of where learning outcomes have been recorded and where entries have yet to be completed and allows for consideration to be given to changes in process or policies.
36. Complaint data is also now accessible directly by Nominated Complaints Officer (NCO's) and Deputy's through a complaint portal developed by the Software Development team and CST. This means that complaints data can be extracted by the relevant NCO for individual services as and when required.
37. A list of departmental NCO's and Deputies is available on the Corporate Complaints intranet page [Corporate Complaints Information](#). The list will assist staff in receipt of complaints to find the appropriate NCO or Deputy for the service and will also provide a means for managers to ensure their NCOs are up to date.
38. Amendments have been made to improve complaint response templates. These now set to a standard font of 'Arial 12' and broadly follow the format used by the LGSCO. These are available on the Corporate Complaints webpage [Corporate Complaints Information](#) This should help to ensure that all

points have clearly been responded to and make our responses easier for our customers to follow and understand.

39. The CST in conjunction with the Learning and Development team have revised the current complaint handling module to reflect the council's own policies and procedures more accurately [Course: Handling Complaints](#)
40. Overall, we have maintained an improved performance in respect of complaints received and those referred for investigation by the LGSCO, however we should aim to continue to improve the recording and quality of learning outcomes and the use of complaints data to drive a culture of learning and reflection. We must also continue to promote an enabling role in the settlement of complaints and the early offer of remedies.

Contact Points:

Sharon Betts, Director of Corporate Services/Business Centre Manager

☎ 821000 e-mail Sharon.Betts@iowgov.uk

Cate Sheen, Contact Centre Manager

☎ 821000 e-mail cate.sheen@iow.gov.uk

SHARON BETTS/ CLAIRE SHAND
Director of Corporate Services

CLLR JONATHAN BACON
*Cabinet Member for Finance, Climate
Change and Biosphere*