

# 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

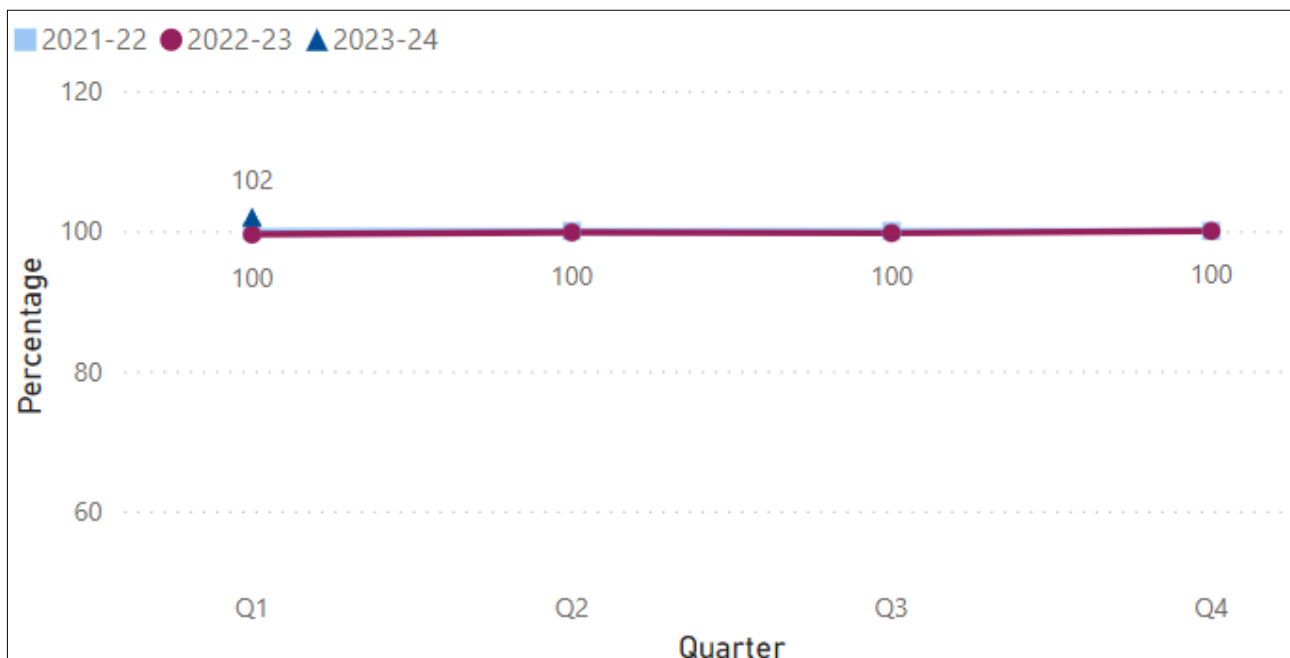
**UN Sustainable Development Goal:** 8

**Most Recent Status:** June 2023

**RED**

**Previous Status:** March 2023

**GREEN**



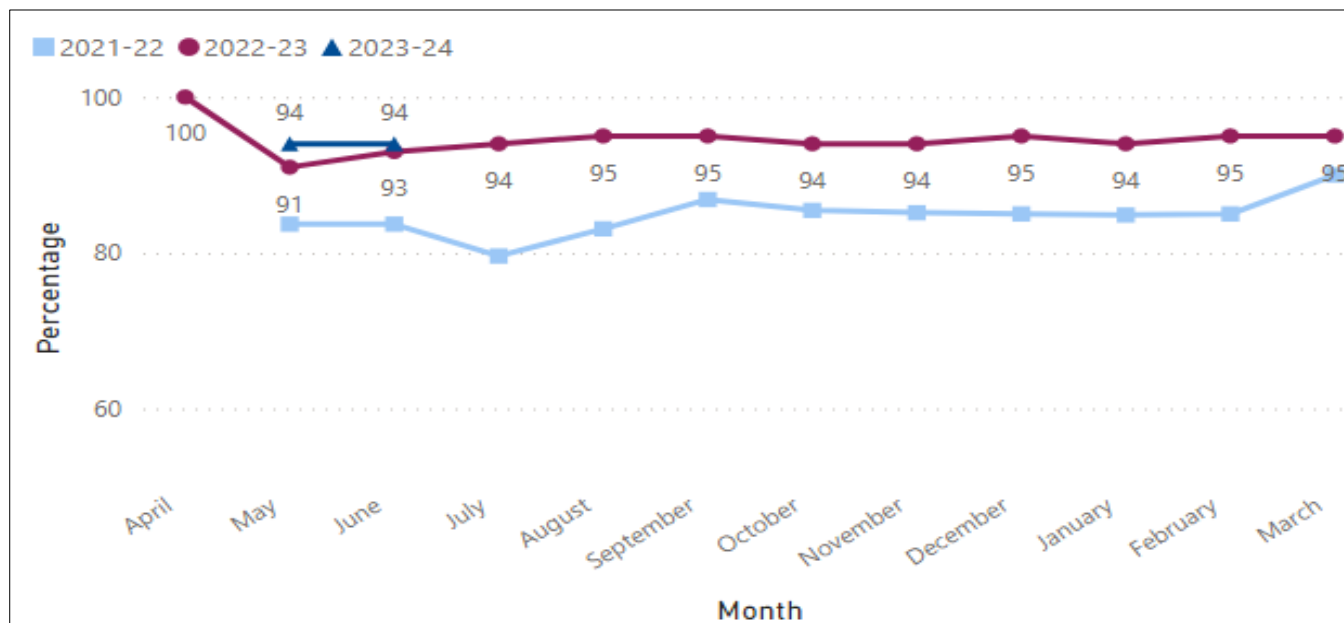
- Data provided by the Council Financial Service.
- The current revenue budget is £178.7m and the forecast outturn is £182.2m resulting in a forecast overspend before reliance on transfers from contingencies, of £3.5m. After the planned use of contingencies, the forecast overspend is £2.9m, Key pressure 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

<b>Most Recent Status:</b> June 2023	<b>AMBER</b>
<b>Previous Status:</b> March 2023	<b>AMBER</b>

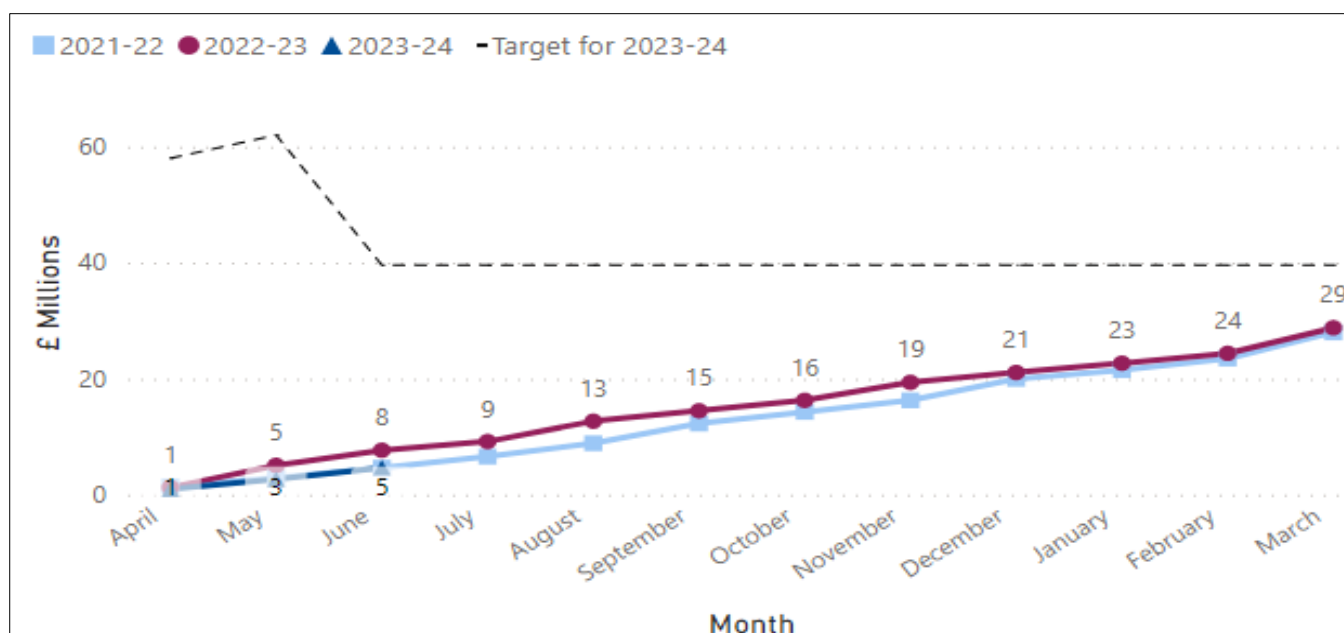


- Data provided by the Council Financial Service.
- No narrative provided

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

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

<b>Most Recent Status:</b> June 2023	<b>GREEN</b>
<b>Previous Status:</b> March 2023	<b>GREEN</b>



- 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.

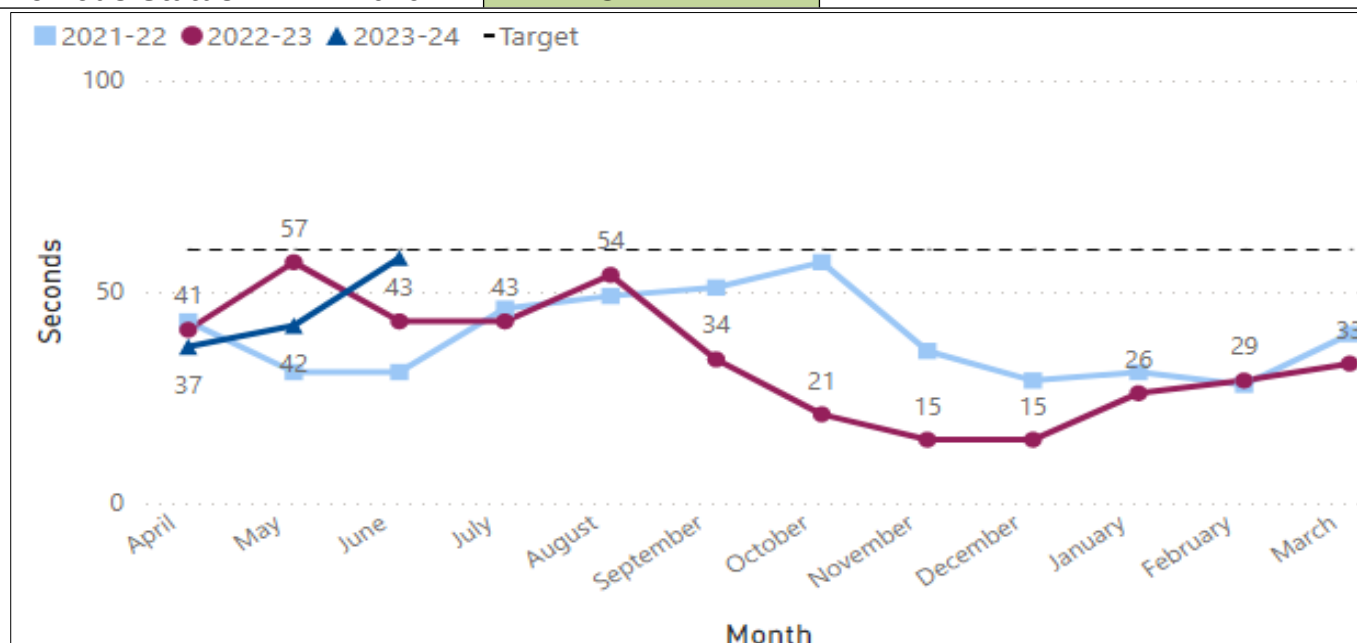
### Average time to answer calls to the contact centre

**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.

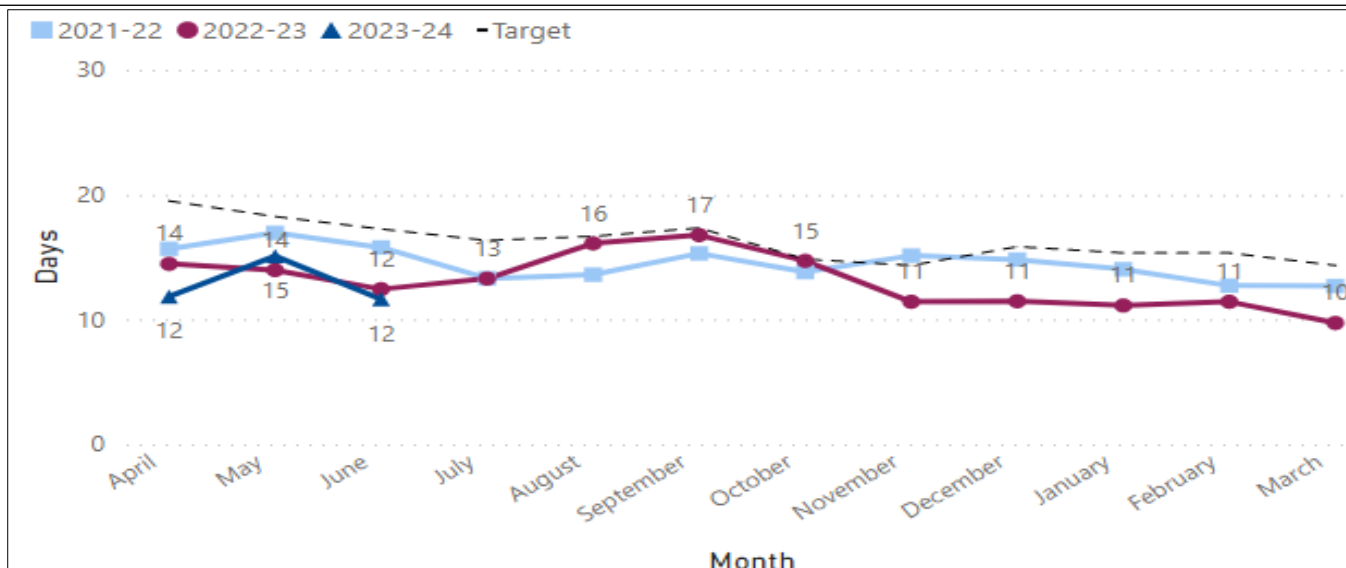
### Average speed of processing new benefit claims

**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.

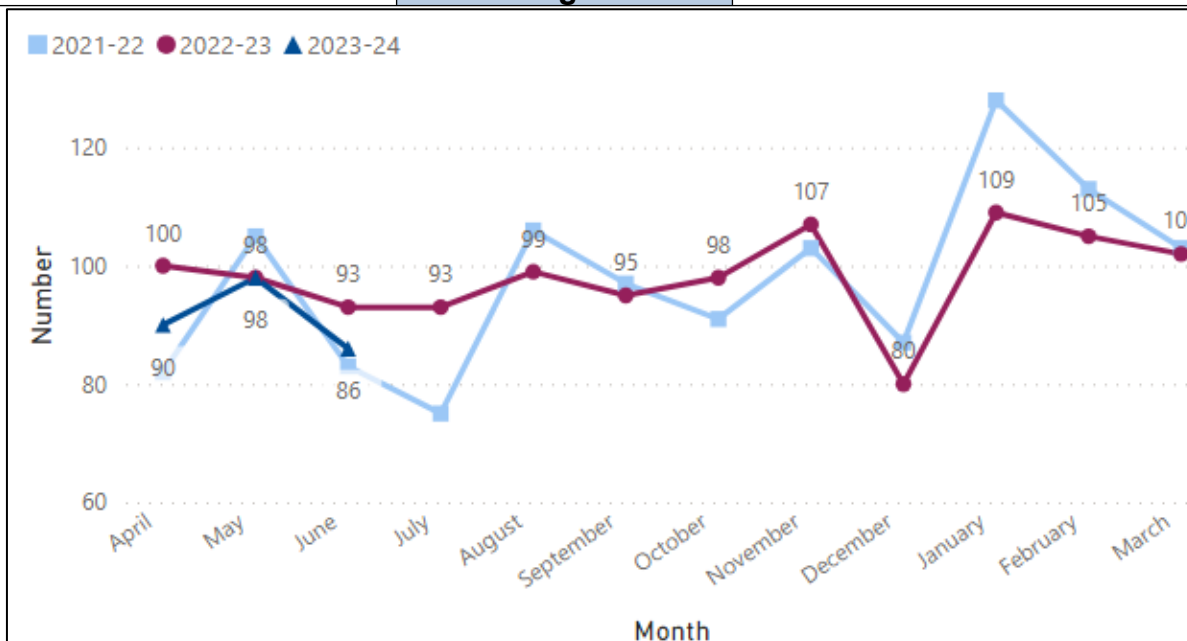
**Number of FOI requests received**

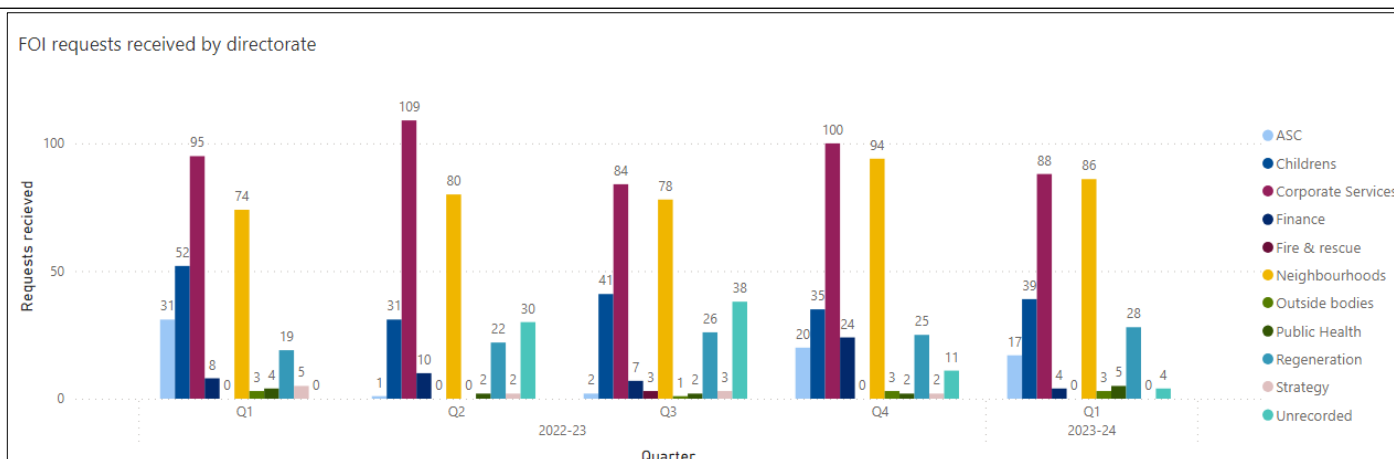
**Aim:** Not applicable

**UN Sustainable Development Goal:** 16

**Most Recent Status:** June 2023    **Monitoring Measure**

**Previous Status:** March 2023    **Monitoring Measure**



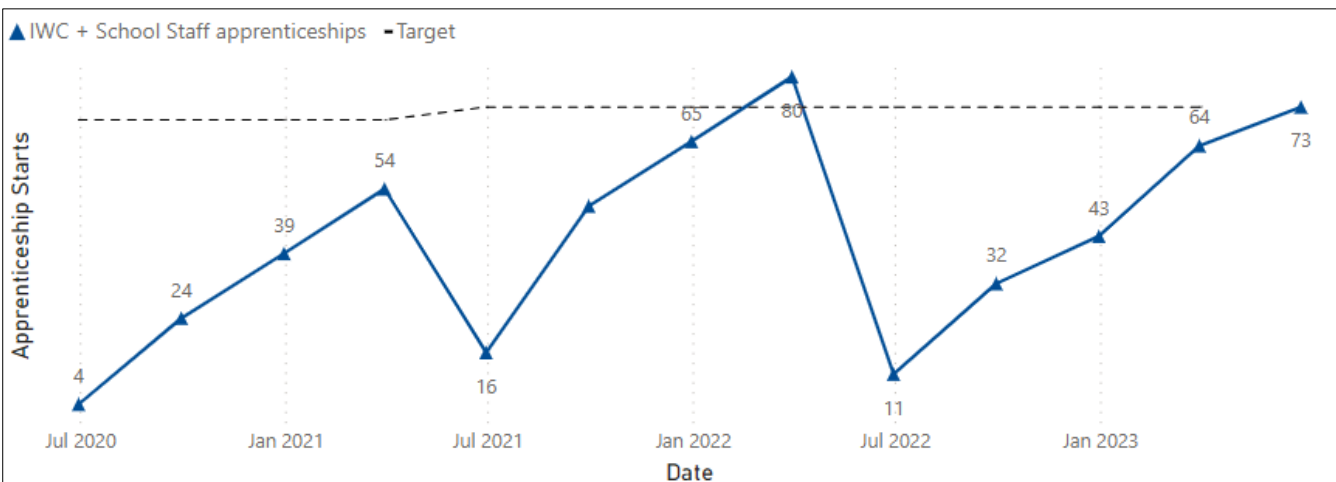


- The number of FOI requests logged in the Customer Resource Management (CRM) system has dropped over quarter 1, remaining below 100
- Of the 86 FOIs received in June: ASC received 2, Children’s Services received 12, Corporate Services received 31, Neighbourhoods received 31, Public Health received 2, 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

<b>Most Recent Status:</b> June 2023	<b>Monitoring Measure</b>
<b>Previous Status:</b> March 2023	<b>Monitoring Measure</b>



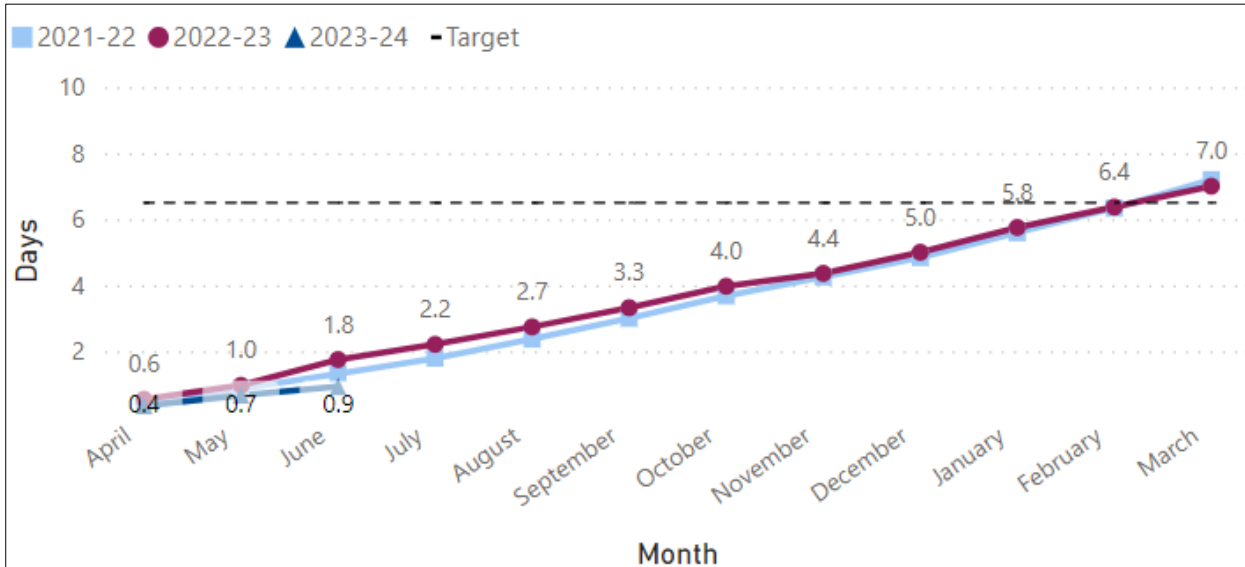
- Apprenticeship data is provided by Workforce Learning and Development.
- The Isle of Wight Council Public Sector Apprenticeship Report has now been submitted for 2022-23.
- This year council staff, and school data was able to be reported on separately, in the return for greater transparency, as well 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

<b>Most Recent Status:</b> June 2023	<b>GREEN</b>
<b>Previous Status:</b> March 2023	<b>GREEN</b>



- 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

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

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

Inherent score	Target score	Current score (June 23)
16 VERY HIGH	9 MEDIUM	9 MEDIUM
<b>Previous scores</b>		
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
<b>Previous scores</b>		
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
<b>Previous scores</b>		
Mar 23	Dec 22	Sep 22
8 MEDIUM	6 LOW	6 LOW
No change to risk score		