

# Appendix 8 – 2023/24 Q2

## 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

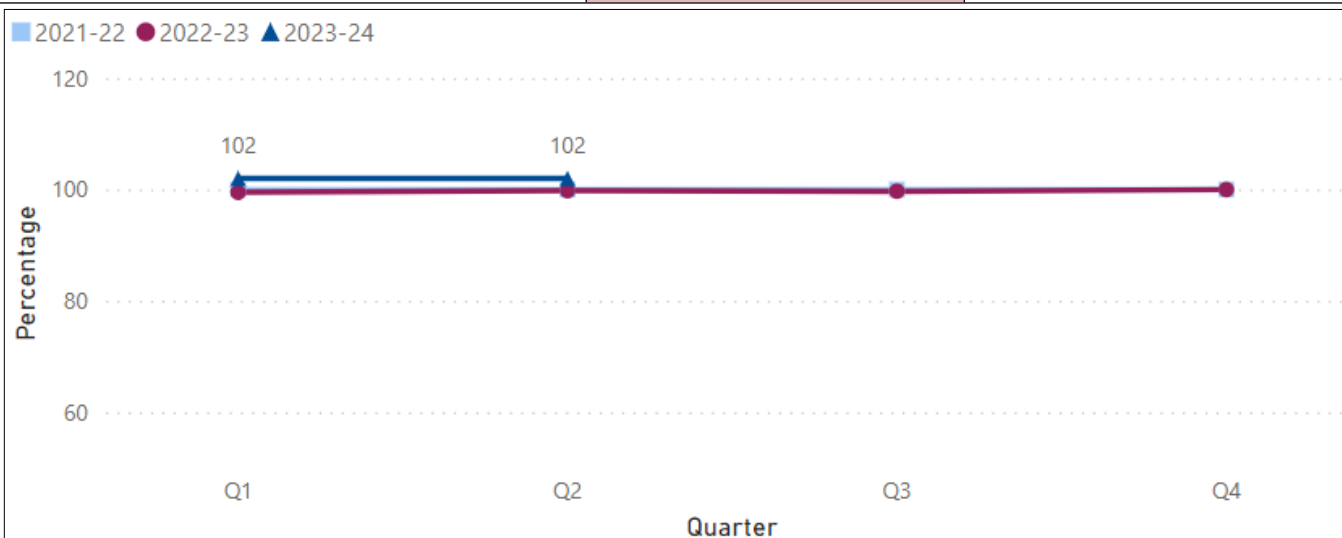
**UN Sustainable Development Goal:** 8

**Most Recent Status:** September 2023

**RED**

**Previous Status:** June 2023

**RED**



- The current revenue budget is £178.7m and the forecast outturn is £184.4m resulting in a forecast overspend before reliance on transfers from contingencies of £5.6m.
- After the planned use of contingencies, the forecast overspend to be managed is £3.2m.
- The key pressure areas relate to Adults and Children’s Social care

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

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

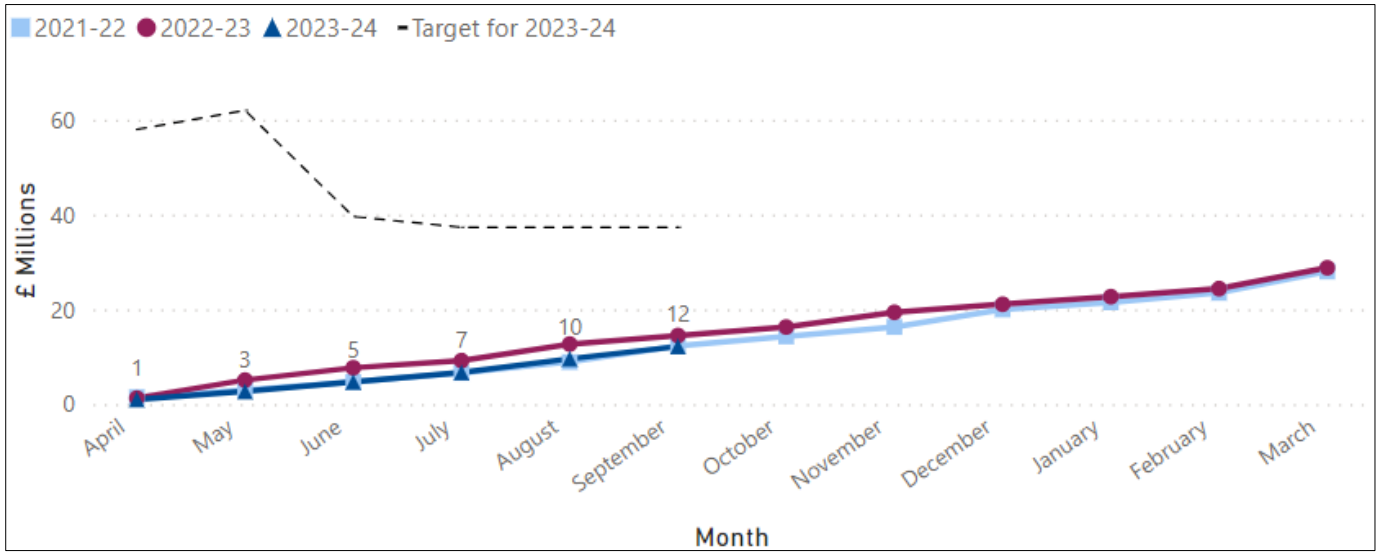
**UN Sustainable Development Goal:** 8

**Most Recent Status:** September 2023

**GREEN**

**Previous Status:** June 2023

**GREEN**



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

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

**UN Sustainable Development Goal:** 16

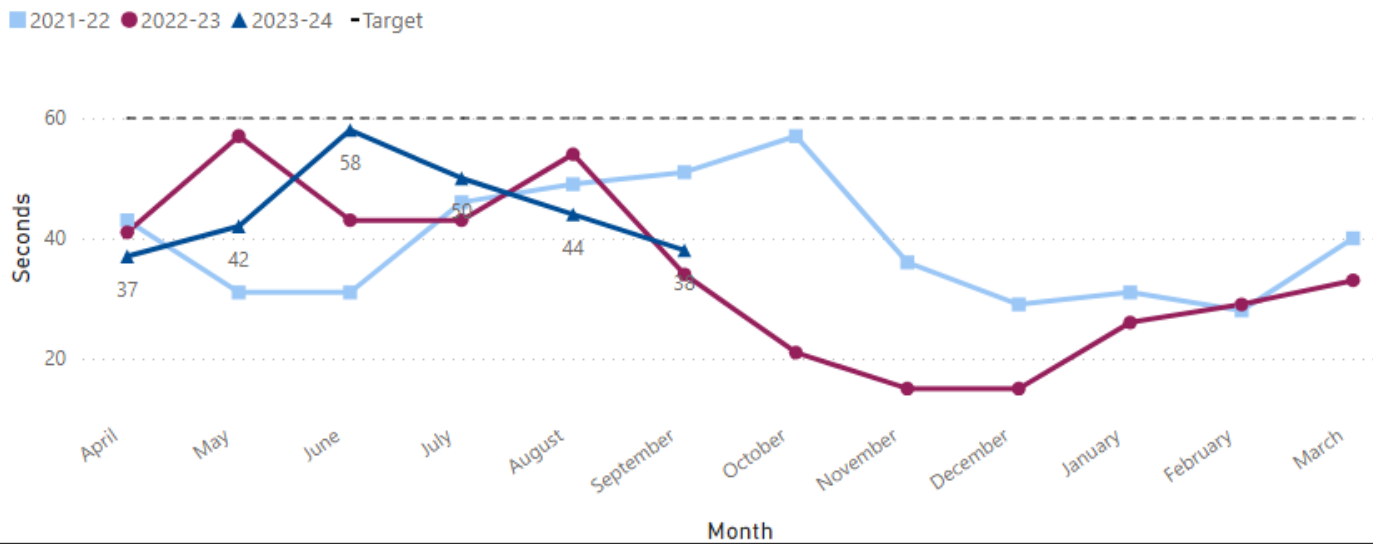
**Most Recent Status:** September 2023

**GREEN**

**Previous Status:** June 2023

**RED**

Average time to answer calls to the contact centre



- All telephony data is extracted directly from the Avaya Content Management System (CMS) supervisor system.

**Average speed of processing new benefit claims**

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

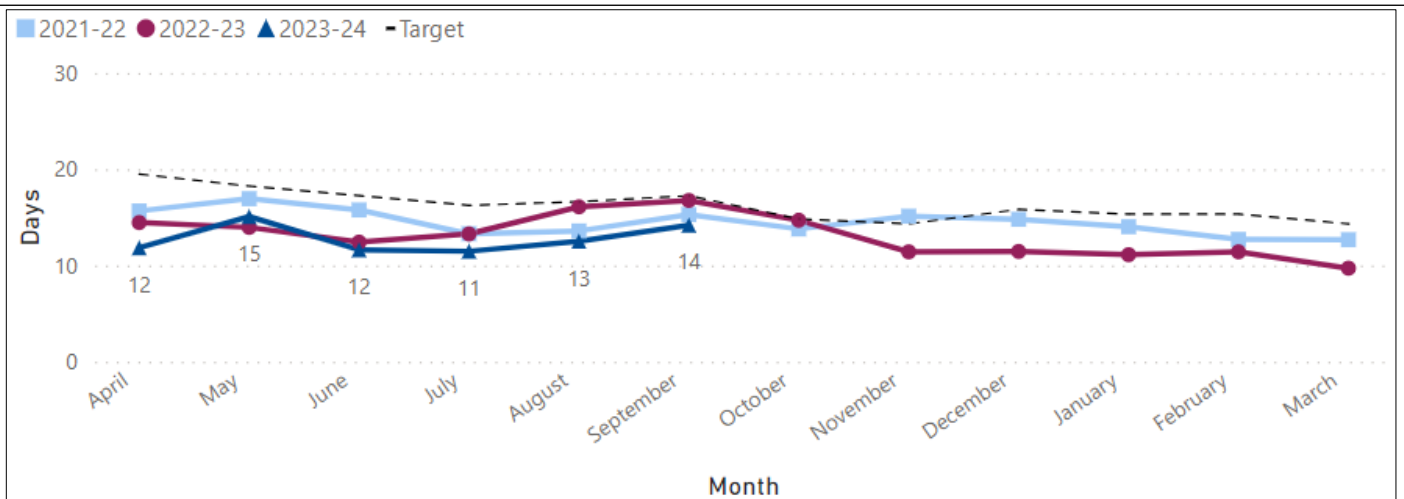
**UN Sustainable Development Goal:** 16

**Most Recent Status:** September 2023

**GREEN**

**Previous Status:** June 2023

**GREEN**



- Data provided by the Council Benefits team.
- An extremely high volume of new claims was received in July in comparison to previous months and previous years, as normally this would be a quieter time of year. This reduced to normal levels for August.

**Number of FOI requests received**

**Aim:** Not applicable

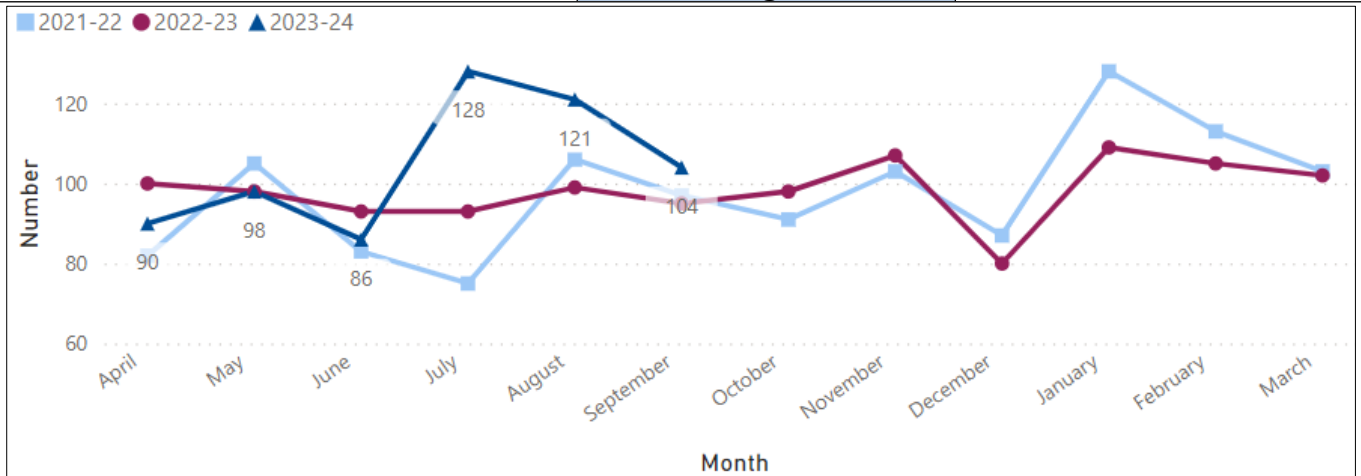
**UN Sustainable Development Goal:** 16

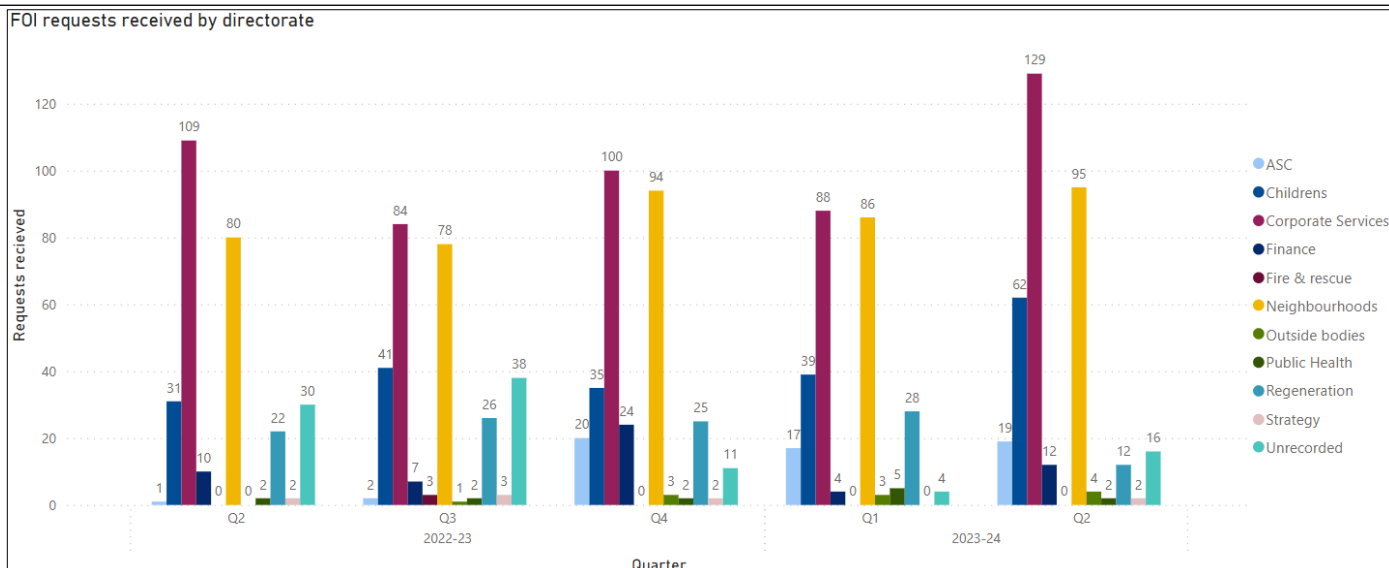
**Most Recent Status:** September 2023

**Monitoring Measure**

**Previous Status:** June 2023

**Monitoring Measure**





- The number of FOI requests logged in the Customer Resource Management (CRM) system has risen over Q2, with a total of 353.
- On average for Q2, 90.6 percent of requests have been processed on time (July was 92 percent, August was 95 percent, and September was 85 percent)

### Isle of Wight Council use of Apprenticeship Levy

**Aim:** Increased number of apprentices signed on

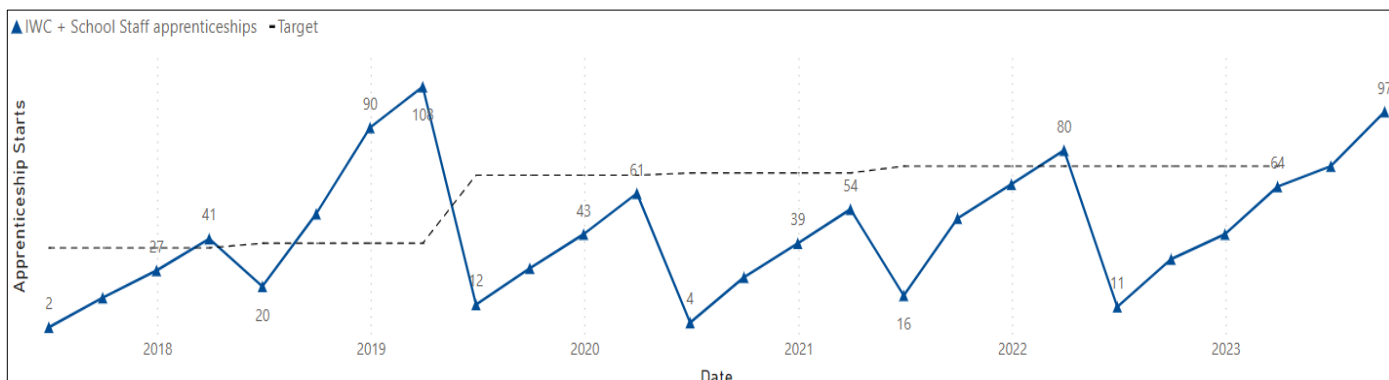
**UN Sustainable Development Goal:** 16

**Most Recent Status:** June 2023

**Monitoring Measure**

**Previous Status:** March 2023

**Monitoring Measure**



- Apprenticeship data is provided by Workforce Learning and Development.
- This quarter we received our Apprenticeship Maturity Report from the LGA which followed a self-assessment process. This has been benchmarked to all other local authorities both regionally and nationally. The Isle of Wight are in the upper quartile in comparison with all local authorities for its achievements against Public Sector target performance.
- The survey covered:
  1. Leadership, Culture and Engagement
  2. Procurement and Provider Management
  3. Workforce Development
  4. Implementation
  5. The Apprentice Experience
  6. Maintained Schools

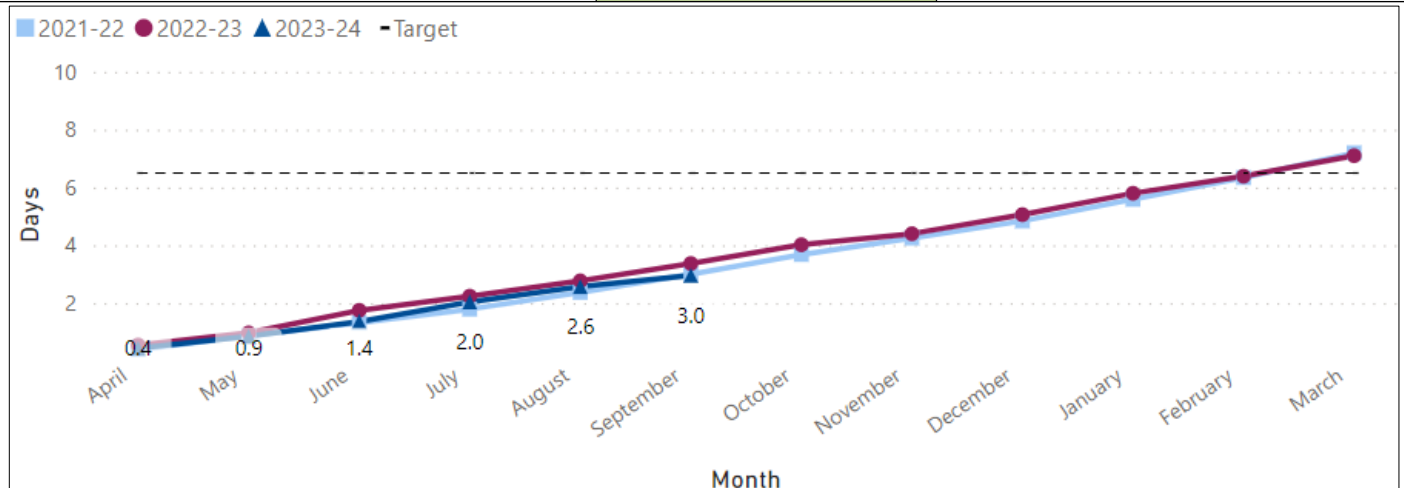
- The Isle of Wight Council achieved ‘Mature or Maturing’ rating in all these areas – the assessment model being on a scale from Early, Developing, Maturing, Mature and Sustainable. In all areas we have ‘Sustainable’ elements. An action plan will be developed to address areas for improvement (especially around the apprenticeship experience), and this will be monitored by the Apprenticeship Board.

**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> September 2023	<b>GREEN</b>
<b>Previous Status:</b> June 2023	<b>GREEN</b>



- Overall, the average working days lost per employee rate is performing better than the previous year. Whilst currently at the same level as 2021-22 we expect the rate to rise for August due to late entry and be closer to the same period last year.
- The key influencing factors are an increase in long term absence compared to last year and an increase in the number of mental health absences which is now higher than the previous three financial years. Both factors are linked as mental health related absences currently make up 53.5 percent of long-term absences which is significantly higher than in previous years. The data suggests that this is related to personal reasons more so than work related. Increased proactive communication for managers and staff on the support available is recommend mitigating these rises, and further accelerated intervention may be necessary given the trend. Further and ongoing reorganisations are likely to increase the risk of mental health absence and it is recommended that communications relating to mental health support are scaled up at key points in reorganisation and managers are reminded to offer support to staff.
- Flu absences generally start to increase from November and currently they are following a similar trend to the previous year which saw a significant spike starting in November. Flu vaccinations will be an important factor in mitigating the rise. Covid 19 remains as one of the key causes of infections absence, but rates are lower than in previous years.
- Predicting year end performance is difficult this early in the year. If the rate of mental health related and long-term absence continues to increase, then it is likely to be higher than previous results. This could be made worse by a simultaneous increase in flu absence if this year follows the same trend as last year or the prevalence of the new covid strain.

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

The Local Council Tax Support Scheme (PCTS) consultation launched in August to see residents' views on the scheme for working age applicants for the forthcoming financial year 2024-25. The consultation closed on 20 September and did not propose any changes to the current scheme, whereby the maximum level of financial support available is 70% of the charge. It is a requirement that all council taxpayers are consulted each year on the local scheme.

The Local Government and Social Care Ombudsman (LGSO) annual review of complaints 2022-23 was published on 26 July. The LGSO investigated 13 complaints during the year and upheld 54 percent of these, which is considerably lower than the national average of 72 percent for similar authorities. The Ombudsman was also satisfied that the council had successfully implemented his recommendations in 100 percent of cases.

The customer survey conducted by the contact centre revealed that our customers value a quick response to enquiries made at the first point of contact, with a response that provides clear guidance and support around what to do next. These considerations will form part of the customer charter that is in the process of being refreshed.

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

Our Apprenticeships lead took part in a self-assessment process called the Apprenticeship Maturity Model lead by the Local Government Association (LGA). The report, which has been received, shows the Isle of Wight Council maturity in each of six pillars: Leadership Culture and Engagement, Procurement and Provide Management, Workforce Development, Implementation, the Apprentice Experience and Maintained Schools. Each pillar is assessed on a five-point scale from 'Early' to 'Sustainable', and the council has sustainable work in all six pillars. The recommendations from this report will form the basis of the apprenticeship development plan which will report into the quarterly Apprenticeship Board. We currently have 132 people on apprenticeship programmes across the council.

Colleagues from ICT, Business Centre, Learning and Development and Human Resources attended a workshop from the Isle of Wight College around hosting students on T-level placements. We are awaiting further information to host five or six students later this year.

The council's updated wellbeing policy has now been signed off and published. World Mental Health Day is being celebrated on 10 October.

A paper was presented to the Corporate Management Team (CMT) on 5 September with regards to the refresh of the People and Organisational Development Strategy. CMT have agreed to engage a partner organisation to assist with workshops and a survey which will engage staff and leaders in understanding the present culture of the organisation, the ideal future culture, and carriers to achieving this. The work is planned to begin in January 2024. This will inform a new organisational development plan from March 2024.

**The following activity supports UN Sustainable Development Goal 12:**

The council has applied to be part of Scottish and Southern Electricity Networks (SSEN) Local Area Planning (LAEP) process which is fully funded by SSEN. We were successful and the island will be the first to benefit from SSEN's LAEP process.

A meeting was held with SSEN and the chief executive of Ofgem to discuss the Islands needs. SSEN will be required to undertake detailed options appraisal work before the £55m investment in a new interconnector can be improved.

A meeting took place with the South West Energy Hub who are able to provide advice, guidance and delivery on energy projects. Further discussion is to be had with the Department for Energy Security and Net Zero (DESNZ).

**The following activity supports UN Sustainability Goal 13:**

Carbon Literacy training continues, with courses fully booked.

The Climate and Sustainable Development Impact Assessment training has taken place for council staff. The impact assessment will be included in the first decision papers from November.

The May 2023 guidance for Dark Skies application and supporting documentation has been reviewed and some additional information is being sought. The Street Light Management Plan from Highways, that includes the proposed dark skies area, is still awaited.

## Strategic Risks

<b>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</b>		
Inherent score	Target score	Current score (October 23)
16 VERY HIGH	5 LOW	9 MEDIUM
Previous scores		
August 23	June 23	March 23
9 MEDIUM	9 MEDIUM	5 LOW
No change in risk score		

<b>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</b>		
Inherent score	Target score	Current score (October 23)
16 VERY HIGH	9 MEDIUM	9 MEDIUM
Previous scores		
August 23	June 23	March 23
9 MEDIUM	9 MEDIUM	9 MEDIUM
Risk score is consistent		

<b>Insufficient staffing capacity and skills Assigned to: Director of Corporate Services</b>		
Inherent score	Target score	Current score (October 23)
16 VERY HIGH	9 MEDIUM	12 HIGH

<b>Previous scores</b>		
<b>August 23</b>	<b>June 23</b>	<b>March 23</b>
<b>12 HIGH</b>	<b>12 HIGH</b>	<b>12 HIGH</b>
<b>Risk score is consistent</b>		

<b>A change in organisational culture fails to keep a pace with the speed of organisational change, negatively impacting on the delivery of the required transformation to deliver the corporate plan.</b>		
<b>Assigned to: Director of Corporate Services</b>		
<b>Inherent score</b>	<b>Target score</b>	<b>Current score (October 23)</b>
<b>16 VERY HIGH</b>	<b>6 LOW</b>	<b>8 MEDIUM</b>
<b>Previous scores</b>		
<b>August 23</b>	<b>June 23</b>	<b>March 23</b>
<b>8 MEDIUM</b>	<b>8 MEDIUM</b>	<b>8 MEDIUM</b>
<b>Risk score is consistent</b>		