

AGENDA

Meeting: Overview and Scrutiny Management Committee

Place: Kennet Room - County Hall, Bythesea Road, Trowbridge, BA14 8JN

Date: Tuesday 26 September 2023

Time: 10.30 am

Please direct any enquiries on this Agenda to Ben Fielding - Senior Democratic Services Officer of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225 718656 or email benjamin.fielding@wiltshire.gov.uk

Press enquiries to Communications on direct lines 01225 713114/713115.

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Membership:

Cllr Graham Wright (Chairman)
Cllr Christopher Williams (Vice-Chairman)
Cllr Richard Britton
Cllr Ruth Hopkinson
Cllr Jon Hubbard
Cllr Tony Jackson
Cllr Bob Jones MBE
Cllr Johnny Kidney

Cllr Gordon King
Cllr Jerry Kunkler
Cllr Tony Pickernell
Cllr Pip Ridout
Cllr Jo Trigg
Cllr Tony Trotman
Cllr Iain Wallis

Substitutes:

Cllr Steve Bucknell
Cllr Clare Cape
Cllr Ernie Clark
Cllr Brian Dalton
Cllr Gavin Grant

Cllr Dr Nick Murry
Cllr Tom Rounds
Cllr Jonathon Seed
Cllr Ian Thorn

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AGENDA

1 **Apologies**

To receive details of any apologies or substitutions for the meeting.

2 **Minutes of the Previous Meeting** (*Pages 5 - 12*)

To approve and sign the minutes of the meeting held on 27 July 2023.

3 **Declarations of Interest**

To receive any declarations of disclosable interests or dispensations granted by the Standards Committee.

4 **Chairman's Announcements**

To receive any announcements through the Chair.

5 **Public Participation**

The Council welcomes contributions from members of the public.

Statements

If you would like to make a statement at this meeting on any item on this agenda, please register to do so at least 10 minutes prior to the meeting. Up to 3 speakers are permitted to speak for up to 3 minutes each on any agenda item. Please contact the officer named on the front of the agenda for any further clarification.

Questions

To receive any questions from members of the public or members of the Council received in accordance with the constitution.

Those wishing to ask questions are required to give notice of any such questions in writing to the officer named on the front of this agenda no later than 5pm on **Tuesday 19 September** in order to be guaranteed of a written response. In order to receive a verbal response, questions must be submitted no later than 5pm **Thursday 22 September**. Please contact the officer named on the front of this agenda for further advice. Questions may be asked without notice if the Chairman decides that the matter is urgent.

Details of any questions received will be circulated to Committee members prior to the meeting and made available at the meeting and on the Council's website.

6 **Financial Year 2023/24 - Quarter One Revenue Budget Monitoring** (*Pages 13 - 56*)

To receive the Financial Year 2023/2024 - Quarter One Revenue Budget Monitoring report of the Chief Executive, considered by Cabinet on 12 September 2023 as well as a report from the Financial Planning Task Group, following its meeting on 8 September 2023.

7 **Financial Year 2023/24 - Quarter One Capital Budget Monitoring** (*Pages 57 - 114*)

To receive the Financial Year 2023/2024 - Quarter One Capital Budget Monitoring report of the Chief Executive, considered by Cabinet on 12 September 2023 as well as a report from the Financial Planning Task Group, following its meeting on 8 September 2023.

8 **Performance and Risk Report 2023-24 - Quarter One** (*Pages 115 - 148*)

To receive the Quarter One - Performance and Risk Report 2023-24, considered by Cabinet on 12 September 2023 as well as the Financial Planning Task Group, on 8 September 2023.

9 **Wiltshire Council Annual Complaints Report 2022-23** (*Pages 149 - 182*)

To receive the Annual Wiltshire Council Complaints Report 2022-23.

10 **Council Tax Reduction Scheme** (*Pages 183 - 202*)

To receive a report on proposed changes to the Council Tax Reduction Scheme for consultation and approach to Council Tax charges for long term empty properties considered by Cabinet on 12 September 2023 as well as the Financial Planning Task Group, on 8 September 2023.

11 **Task Group Update** (*Pages 203 - 210*)

To receive updates on recent activity on the following Task Groups:

- Financial Planning Task Group
- Evolve Programme Task Group

12 **Forward Work Programme** (*Pages 211 - 234*)

To receive updates from the Chairmen and Vice-Chairmen of the Select Committees in respect of the topics under scrutiny in their areas, including any recommendations for endorsement by the Management Committee.

13 **Date of Next Meeting**

To confirm the date of the next meeting as 15 November 2023.

14 **Urgent Items**

Any other items of business which the Chairman agrees to consider as a matter of urgency.

Overview and Scrutiny Management Committee

MINUTES OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE MEETING HELD ON 26 JULY 2023 AT THE KENNET ROOM - COUNTY HALL, TROWBRIDGE BA14 8JN.

Present:

Cllr Graham Wright (Chairman), Cllr Christopher Williams (Vice-Chairman), Cllr Richard Britton, Cllr Ruth Hopkinson, Cllr Jon Hubbard, Cllr Tony Jackson, Cllr Gordon King, Cllr Tony Pickernell, Cllr Jo Trigg, Cllr Tony Trotman, Cllr Iain Wallis and Cllr Tom Rounds (Substitute)

Also Present:

Cllr Gavin Grant, Cllr Nick Botterill and Cllr Ian Blair-Pilling.

16 **Apologies**

Apologies for absence were received from Councillors Johnny Kidney, Cllr Bob Jones MBE, Cllr Jerry Kunkler and Cllr Pip Ridout.

Councillor Pip Ridout arranged for Councillor Tom Rounds to attend the meeting in her absence.

17 **Minutes of the Previous Meeting**

The minutes of the meeting held on 23 May 2023 were presented for consideration, it was;

Resolved:

To approve and sign as a true and correct record of the minutes of the meeting held on 23 May 2023.

18 **Declarations of Interest**

There were no declarations of interest.

19 **Chairman's Announcements**

The Chairman noted that on 11th July, he, and some of the other select committee chairs and vice-chairs discussed the approach to scrutiny engagement on the annual budget for next year. It was agreed that overall last year's scrutiny process was successful, and this view has also been echoed by the Financial Planning Task Group and the Executive.

One area that it was felt could be improved was the timing of scrutiny's engagement. This, as in previous years, was only possible once the final proposed budget was circulated in mid-January. It was felt that scrutiny could have more impact on the council's sound financial management with earlier sight of the likely pressures and options for the coming year. Earlier engagement could take the form of some focused meetings in the Autumn looking at the key budget areas, the forecast pressures and what options are being considered for addressing them.

The Chairman confirmed that he had written to the Leader, Cabinet Member for Finance and Section 151 Officer to ask for their support in making this happen and looked forward to their response and would report back in due course. The Chairman also added that he had requested a briefing on contracts.

The Chairman welcomed Cllr Richard Britton to the Overview and Scrutiny Management Committee.

20 **Public Participation**

There were no questions or statements submitted by members of the public.

21 **Year End Revenue Financial Outturn Position 2022/23**

The Chairman noted that in agenda was a report which set out the year end revenue position for the Council as of 31 March 2023 for the financial year 2022/23. The report provided detail of the final position for services and provides details of variances against budgets following the quarter three budget monitoring reported to Cabinet on 31 January 2023. The overall variances for the financial year could be seen in Appendix A. The report was considered by Financial Planning on 7 July and Cabinet on 11 July.

Cllr Gavin Grant, Vice-Chairman of the Financial Planning Task Group stated that the Task Group had found the report to be a satisfactory piece of work, with a small overspend and that all officers and Cabinet Member should be congratulated for delivering such an outturn. Cllr Grant drew attention to big areas of expenditure for the Council which included the Adult Social Care recoverability of debt, the revenue accounts of Adult Social Services, Education and Skills, and Families and Children's Services. Furthermore, though it was not an area for immediate concern, the Delegated Schools Grant could see an occurrence of escalating levels of debt. The report also provided a summary of the High Needs Block. Cllr Grant also drew reference to Table 15, the savings summary with 87.9% of savings achieved of the target to date, with pressures cited which had allowed for the delivery of these performances, such as over expenditure and inflation. It was also suggested that the Task Group had not looked at implications of service delivery and risk, with it suggested that this duty could sit with the Select Committees and Overview and Scrutiny Management Committee.

Cllr Nick Botterill, Cabinet Member for Finance, Development Control and Strategic Planning stated that he took comfort that the overall budgets were

under control notwithstanding some areas of extremes, such as the debt in Adult Social Care, which has had to be provided for following the methodology change of how payments are made. It was referenced that inflation was a big threat and was lasting longer than anticipated, with the Council having a robust way of approaching the issue. Reference was also made to some transfers to reserves which had been highlighted within the paper.

The following comments were made by Andy Brown, Deputy Chief Executive and Section 151 Officer, who stated that the paper reported an encouraging position, though there was an overspend of £1.8million. In addition, it was referenced that regarding Adult Social Care, Wiltshire Council had now moved to gross payments and collecting care provider contributions. The officer noted that regarding the debt against property, officers had been prudent with a conservative estimate and that only in the future it would the size of the debt be known, with this being an area Overview and Scrutiny might want to investigate. It was stated that savings and resources were in positive positions, with earmarked reserves enabling investment and transformation to take place. The Dedicated Schools Grant was highlighted as an area of concern, with Wiltshire Council's deficit growing with no clear sign of how the annual deficit would be addressed nationally.

The following comments were received by Members of the Committee, including a question raised in relation to the variance of data included in Table 2 of the report, the summary position 2022/23 final year end position, with it suggested that that the Capital Programme had been pushed out to reduce the capital financing costs to allow the revenue budget to be brought back in line. It was suggested that the process was not clear on how decisions had been taken and to what extent the deferred capital spend was used to improve the reserves position. It was suggested by the Cabinet Member and the Section 151 Officer that there had not been a manipulation of the capital programme to suit revenue need and furthermore that there was a governance process in place for deferment, which could only be agreed by Cabinet rather than officers. The officer further noted that the underlying issue was regarding the profiling of spending and when it gets spent, with this being an area that Wiltshire Council had not been good at with it down to individual project managers to profile. The officer acknowledged that a positive impact of not spending was that the funds would come through in revenue form, with interest receivable, thus significantly improving the budget due to rising interest rates. It was also suggested by the officer that there had been a disconnect between profiling and Treasury, with there being a need to be more aligned with what is allocated and what is spent. It was hoped that the Quarter One report to Cabinet would show profiling improvements. It was further clarified by officers that a number of factors had impacted on the revenue figure including higher interest rates and profile borrowing.

The Section 151 Officer stated that when the capital programme budget of £307million was approved, it was known that this would not be spent, with the profiled spend dropping from £269million and further down to £172million, with only £128million spent as it was known that Wiltshire Council historically only spends around £120million to £150million a year. It was stated that the unspent

money would be shifted into later years and would then be spent over a more reasonable period, with the Maltings Development cited as an example. The Cabinet Member noted that the Council was gradually getting better at profiling with an explanation provided as to how profiling might be used to provide greater efficiency for the taxpayer.

At the conclusion of discussion, it was,

Resolved:

The Overview and Scrutiny Management Committee agreed:

- 1. To note the general fund revenue budget outturn position for the financial year 2022/23**
- 2. the Dedicated Schools revenue budget outturn position for the financial year 2022/23;**
- 3. the Housing Revenue Account outturn position for the financial year 2022/23;**
- 4. the contributions to and from earmarked reserves as planned;**
- 5. the final year end position of savings delivery.**

22 Year End Capital Investment Programme Financial Outturn Position 2022/23

The Chairman noted that in the agenda was a report which set out the year end position of the Capital Programme for the council for the financial year 2022/23, including the movements from the original budget, final scheme slippage and how the programme has been funded. The report provided an update on the significant programmes that had been delivered and those that had been reprogrammed into future years. The report was considered by Financial Planning on 7 July and Cabinet on 11 July.

Cllr Gavin Grant, Vice-Chairman of the Financial Planning Task Group raised the following points, including but not limited to in relation to Stone Circle with attention to drawn to where other local authorities had got into difficulty due to the inter-relationship with companies formed under the council. Cllr Grant noted that the housing market was a dynamic market and there was concern that should the assets move in an adverse way it would deliver an asset below the value of the loans that enabled it to happen. Reference was also drawn to changes of the Stone Circle governance structure and the outstanding issue of the scrutiny of that structure. Cllr Grant also referred to the HRA account and the inter-relationship with the capital programme in terms of the general capital outturn position and that the Task Group had requested training to better understand this. Furthermore, it was suggested that there was a wider discussion to be had in relation to the adjustment of capital budgets in the year and that the profiling of capital programmes would more likely sit with the Overview and Scrutiny Management Committee rather than the Task Group.

Cllr Nick Botterill, Cabinet Member for Finance, Development Control and Strategic Planning stated that Stone Circle now had a new governance structure and in relation to points raised about such examples of Croydon and Thurrock, Wiltshire Council was not looking at the purchase of trading assets but rather owning a number of residential properties.

The following comments were received by Members of the Committee but were not limited to that the scrutiny of Stone Circle was an area which wasn't looked at enough with a need to investigate such scrutiny. The Monitoring Officer, Perry Holmes, noted that a governance review had been carried out in September 2021 and as a result major suggestions had been implemented. Further reference was also drawn to the role of the Stone Circle Shareholders Group, which had been established.

Further points raised included reference towards the positive Overview and Scrutiny culture at Wiltshire Council, which was seen to be in advance of other local authorities. The Section 151 Officer, Andy Brown provided assurance in relation to Wiltshire Council's exposure to loans, with £22million of capital loans having been issued though these had been backed out against properties which had been acquired, with it likely that the loan value would increase due to the Council looking to possess a further 250 residential units. The Officer also stated that he was comfortable with the level of exposure and that this was different to other local authorities which had invested heavily and exposed themselves by over-investing in commercial and retail outlets rather than housing.

Additional comments were raised in relation to the High Needs block funding and an underspend of £2.3million, to which officers suggested that though work had been committed in the budget, the money had not been spent this year due to slippage. The officer agreed to provide the Cllr Hubbard with a breakdown of the high needs spending.

At the conclusion of discussion, it was,

Resolved:

The Overview and Scrutiny Management Committee agreed:

- 1. To note the capital programme, end of year spend position of £128.380m for financial year 2022/23 and the £39.438m of capital programme slippage approved by Cabinet to be rolled forward into future financial years.**
- 2. The Chair and Vice-chair of OS Management Committee to explore options for scrutiny engagement on the council's Stone Circle wholly owned companies and to bring proposals back to Committee.**

23 Treasury Management Outturn Report 2022/23

The Chairman noted that in the agenda was the Annual Outturn Report, which reviewed the council's Treasury Management activities for the year. The report

was considered by Financial Planning on 9 June, Cabinet on 13 June and Full Council on 18 July.

The following comments were made by Andy Brown, Deputy Chief Executive and Section 151 Officer, with an overview provided that when the budget was approved, authority was then delegated to the Section 151 Officer to act within the parameters of the Treasury Strategy. The Officer stated that he found comfort that this item was on the agenda to be discussed. Furthermore, the Officer stated that Wiltshire Council had a transparent approach compared to other councils, with training also being undertaken by officers to gain a clearer understanding of the detailed and prescriptive terms. Also, due to Wiltshire Council reporting on its Treasury Management Outturn position, this would allow for benchmarking against other councils to aid discussions and make improvements.

Cllr Gavin Grant, Vice-Chairman of the Financial Planning Task Group noted the strong inter-relationship between the Capital Programme and Treasury Management, with added importance due to reasons including the movement of interest rates and the cost of borrowing. Cllr Grant noted as within the earlier discussion regarding revenue accounts, if the Council is in a cash rich position, through good treasury management there is an opportunity to earn money through the shift in interest rates. Cllr Grant stated that the Task Group had no issues with the explanation of market movement, with reference also drawn to the investment in the CCLA fund, which though the numbers looked mildly alarming, once the investment matured the Council would be in a positive position. In relation to Capital outturns and HRA, the Task Group noted a need to have a better understanding. Cllr Grant also stated that the Council had an outstanding Funds Team, which Members should be grateful for and proud of.

The following comments were received by Members of the Committee but were not limited to how prescriptive the nature of reporting was and who set the prescribed requirements. It was clarified by the Officer that CIPFA (The Chartered Institute of Public Finance and Accountancy) set the standards for reporting as well as the Code for Treasury Management. Furthermore, it was outlined that every council must abide by the Treasury Management Code.

Cllr Nick Botterill, Cabinet Member for Finance, Development Control and Strategic Planning drew attention to paragraph 26 of the report, which outlined the Council's average debt rates and average life of debt, with it noted that the average rate was 3.41% lower this year and average life of debts 18.87 years. Therefore, suggesting that the Council was not overly vulnerable to rising interest rates on its own debt.

At the conclusion of discussion, the Chairman thanked the Officer for his interest in scrutiny. After which, it was,

Resolved:

The Overview and Scrutiny Management Committee agreed:

- 1. To note that the content of the report was in line with the Treasury Management Strategy 2022/23.**

24 **Management Committee Task Groups**

A report was received on the Task Groups and Panels established by the Management Committee.

Evolve Programme Task Group

Cllr Jon Hubbard, Chairman of the Evolve Programme Task Group and Cllr Ruth Hopkinson, Member of the Evolve Programme Task Group provided a verbal update to the Committee. The update covered that the Board had decided to postpone the introduction of the new payroll element of the programme until the start of the financial year, that staffing had now returned to a required level and that training was taking place to teach teams about the new work that they would be doing.

It was also noted that most of the system would be put in place in autumn, and that the correct decision had been made to defer the payroll element as to swap focus mid-stream could have disturbed the workflow. Reference was drawn to the procurement system and how problems had been encountered. It was stated that the whole scrutiny process had been exemplary, especially with the officers who had been transparent and willing to discuss problems. It was noted that the Task Group would follow the project through to its completion in April, with a wash up meeting likely to take place in May as well as potential work relating to the benefits profile.

Financial Planning Task Group

Cllr Gavin Grant, Vice-Chairman of the Financial Planning Task Group noted that though it was not customary for Task Groups to adopt a Vice-Chairman, the Financial Planning Task Group had chosen to do so.

At the conclusion of discussion, the Chairman thanked the Task Groups, Members and Officers for their work. After which it was,

Resolved:

The Overview and Scrutiny Management Committee agreed:

- 1. To note the update on the Task Group activity provided.**
- 2. To note the Financial Planning Task Group's forward work plan.**

25 **Forward Work Programme**

The Committee considered the forward work programmes for each select Committee, as well as updates from the Chairman for each Select Committee.

Comments were received in relation to the Environment Select Committee Forward Work Plan looking at the status of updates on Rights of Ways. Additionally, the Committee congratulated Cllr Jon Hubbard who had been asked by the Independent Group at the LGA to be the Deputy Chairman of the Children and Young People's Board.

At the conclusion of discussion, it was,

Resolved:

The Overview and Scrutiny Management Committee agreed:

- 1. To note the updates on select committee activity and approve the Overview and Scrutiny Forward Work Programme.**

26 **Date of Next Meeting**

The date of the next meeting was confirmed as 26 September 2023.

27 **Urgent Items**

There were no urgent items.

(Duration of meeting: 10.30 am - 12.35 pm)

The Officer who has produced these minutes is Ben Fielding - Senior Democratic Services Officer of Democratic Services, direct line 01225 718656, e-mail benjamin.fielding@wiltshire.gov.uk

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Wiltshire Council

Cabinet

12 September 2023

Subject: Financial Year 2023/24 - Quarter One Revenue Budget Monitoring

Cabinet Member: Cllr Nick Botterill - Cabinet Member for Finance, Development Management and Strategic Planning

Key Decision: Non-Key

Executive Summary

This report informs members of the first quarterly revenue budget monitoring forecast for the financial year 2023/24 based on the position at the end of June 2023. It also provides an update on the Medium Term Financial Strategy (MTFS) and budget gap for the financial year 2024/25 and beyond.

Quarter One Revenue Budget Monitoring

Quarter one budget monitoring forecasts are based on information known as at 30 June 2023. These are early forecasts and will be subject to movement during the year as more certainty arises and less estimation is required, particularly on areas such as income, service demand and inflationary pressures.

The net budget set by Full Council for 2023/24 is £465.874m. The 2023/24 budget ensures that vital services to the residents, businesses and communities of Wiltshire continue to be provided and the council deliver on the commitments set out in the Business Plan. The budget includes over £26m of savings that need to be delivered in 2023/24.

The quarter one position forecasts a small net overspend for the year of £0.311m. As we are early in the year and the forecast is small it is proposed at this stage that the variance be managed within the financial year and no proposal is made to fund it from reserves.

This position will need to be carefully monitored as there are a number of risks that the council are exposed to, including sustained higher inflation than budgeted, the 2023/24 pay award, increased demand and higher package costs in People Services, SEND transport and underachievement of income across Place services.

For quarter one it is forecast that these pressures in services can be mainly offset by activity in corporate services through finance and investment income and Levies and the overachievement of income in Leisure Services due to the earlier than forecast delivery of the saving from VAT changes confirmed by HMRC.

MTFS Update

This report also includes a high-level update and outlines to members the latest forecast position in respect to the Budget 2024/25 and the MTFS following the setting of the 2023/24 budget in February 2023.

It sets out the changes in assumptions and funding since the budget was set, including an assessment of the ongoing impact of variances identified in the quarter one budget monitoring process that cannot be contained.

The Council set a balanced MTFs for 2024/25 and 2025/26, however it is now estimated that the financial gap facing the authority over the next 2 years stands at just over £7m.

Further updates will be required as risks and forecasts become more certain, and work will be required to identify action and savings required to balance the budget.

The report also sets out the high-level timescales and key dates that will be required to set a balanced budget for the 2024/25 financial year.

Proposals

Cabinet is asked to recommend to Full Council:

- a) to move the £0.382m income budget associated with saving from increased retained share of funding from Business Rates for Council Assets from Assets to the Business Rates Retention Scheme in the Funding section; and
- b) to increase the Government Grants budget in Funding to recognise the additional Market Sustainability Improvement Fund of £2.773m and increase the net budget in Adults by the same amount.

These 2 proposals will increase the Council's Net Budget to £469.029m

Cabinet is asked to approve:

- a) the transfer of £0.772m of Ukrainian funding from the home office to be used to support pupils in Wiltshire schools until 31st March 2024;
- b) the transfer of Education and Skills reserves totalling £0.656m to reflect the estimated usage in year especially where schemes are based on the academic year including joint commissioning with the ICB; and
- c) the transfer of Families and Children's reserves totalling £0.328m to reflect the estimated usage in year, these all relate to grant funded schemes which straddle more than one financial year.

Cabinet is asked to note:

- a) the current revenue budget is forecast to overspend by £0.311m by the end of the financial year;
- b) the current forecast savings delivery performance for the year; and
- c) the updated MTFs position and revised gap of £7.344m by 2025/26.

Reason for Proposals

To inform effective decision making and ensure sound financial management as part of the Councils overall control environment.

To inform Cabinet on the forecast revenue financial position of the Council for the financial year 2023/24 as at quarter one (30 June 2023), including delivery of approved savings for the year.

To inform Cabinet on the current position for the setting of the 2024/25 budget, it begins the process and focus for setting plans and resources for providing the services and support that will be essential for the continued delivery of a financially sustainable council and effective, quality public services for the residents of Wiltshire.

Terence Herbert
Chief Executive

Andy Brown
Corporate Director of Resources & Deputy Chief Executive (S.151 Officer)

Wiltshire Council

Cabinet

12 September 2023

Subject: Financial Year 2023/24 - Quarter One Revenue Budget Monitoring

Cabinet Member: Cllr Nick Botterill – Cabinet Member for Finance, Development Management and Strategic Planning

Key Decision: Non-Key

Purpose of Report

1. To advise Members of the Revenue Budget Monitoring position 2023/24 quarter one (30 June 2023) for the financial year 2023/24 with suggested actions as appropriate.
2. To inform Members of the latest assumptions for the 2024/25 budget and the updating of the Medium-Term Financial Strategy (MTFS) since the budget was set back at Full Council in February 2023.
3. To inform Members of the latest financial position leading into the setting of the 2024/25 budget and the key dates in that will ultimately lead to the proposal of a balanced budget for 2024/25.

Relevance to the Council's Business Plan

4. Budget monitoring and reporting supports effective decision making and the alignment of resources and financial performance to the Council's priorities and objectives as laid down in the Business Plan.
5. Providing updates on the MTFS and budget for future years supports effective decision making and the alignment of resources to the Council's priorities and objectives as laid down in the Business Plan.

Background

Revenue Budget Monitoring 2023/24 – Quarter One

6. The Council approved a net budget for 2023/24 of £465.874m at its meeting on 21 February 2023.
7. This is the first report for the financial year and includes a summary of the movements to the original budget since it was set by Full Council in February 2023. This summary can be seen in Appendix A.
8. The following paragraphs focus on forecast full year variances against the approved budget based on information as at 30 June 2023. They also set out the underlying pressures currently estimated within the service areas.

9. The forecasts at this stage of the year are early and subject to movement during the year as more certainty arises and less estimation is required. They are however forecasts for known items and commitments and estimates for the remainder of the financial year. The current economic position and volatility introduces additional risk that forecasts move during the year due to continued high inflation indices.
10. There have been some structure changes since the budget was presented to Cabinet in February 2023, which are summarised below. The Original Budget column has been adjusted to reflect the new structure, but the total original budget remains unchanged. Significant changes have been highlighted in the table below.

Corporate Director	Old Structure	New Structure	Explanation
Corporate Director People	Living and Ageing Well Whole Life Pathway Education & Skills Family & Children Services	Adult Services Adult Services Public Health Education & Skills Family & Children Services	Merged to Adult Services Merged to Adult Services Moved from Chief Executive Directorates
Corporate Director Resources	Finance Assets & Commercial Development Information Services Procurement & Commissioning	Finance Assets HR&OD Transformation & Business Change Information Services Commissioning	Name change Moved from Chief Executive Directorates Moved from Chief Executive Directorates Procurement moved to within Finance
Chief Executive Directorates	Public Health Legal & Governance HR&OD Transformation & Business Change Corporate Directors & Members	Legal & Governance Corporate Directors & Members	Moved to Corporate Director People Moved to Corporate Director Resources Moved to Corporate Director Resources
Corporate	Movement on Reserves Capital Financing Corporate Costs Corporate Levies	Movement on Reserves Finance & Investment Income & Expense Corporate Costs Corporate Levies	Name change

Main Considerations for the Council

Revenue Budget

11. The following elements of this report reflect the management responsibility in line with the current management structure. The breakdown of the projected year end position is set out in table 1 below.

Table 1 – Summary forecast for Quarter One 2023/24

	Original Budget	Revised Budget	Forecast	Variance
	<u>A</u> £m	<u>B</u> £m	<u>C</u> £m	D (C-B) £m
Corporate Director People				
Adult Services	178.684	177.764	179.953	2.189
Public Health	0.862	0.561	0.561	-
Education & Skills	29.269	29.268	30.817	1.549
Family & Children Services	62.723	64.284	63.884	(0.400)
TOTAL PEOPLE	271.538	271.877	275.215	3.338
Corporate Director Resources				
Finance	6.367	6.367	6.367	-
Pensions	-	-	-	-
Assets	16.799	17.221	17.603	0.382
HR&OD	3.573	3.590	3.390	(0.200)
Transformation & Business Change	0.533	0.533	0.533	-
Information Services	11.808	11.808	11.517	(0.291)
Commissioning	3.405	2.748	3.762	1.014
TOTAL RESOURCES	42.485	42.267	43.172	0.905
Corporate Director Place				
Highways & Transport	40.634	40.254	40.254	-
Economy & Regeneration	2.520	2.520	2.520	-
Planning	3.396	3.396	3.046	(0.350)
Environment	48.283	48.485	48.775	0.290
Leisure Culture & Communities	6.880	6.581	5.511	(1.070)
TOTAL PLACE	101.713	101.236	100.106	(1.130)
Chief Executive Directorates				
Legal & Governance	9.964	10.168	10.276	0.108
Corporate Directors & Members	3.147	3.147	3.207	0.060
TOTAL CEX DIRECTORATES	13.111	13.315	13.483	0.168
Corporate				
Movement on Reserves	2.457	2.457	2.457	-
Finance & Investment Income & Expense	25.043	25.195	22.749	(2.446)
Corporate Costs	4.034	4.034	4.034	-
Corporate Levies	5.493	5.493	5.351	(0.142)
TOTAL CORPORATE	37.027	37.179	34.591	(2.588)
TOTAL GENERAL FUND	465.874	465.874	466.567	0.693
Funding				
General Government Grants	(77.393)	(77.393)	(77.393)	-
Council Tax	(332.187)	(332.187)	(332.187)	-
Collection Fund Surplus	(6.850)	(6.850)	(6.850)	-
Business Rates Retention Scheme	(49.444)	(49.444)	(49.826)	(0.382)
TOTAL FUNDING	(465.874)	(465.874)	(466.256)	(0.382)
TOTAL VARIANCE	(0.000)	-	0.311	0.311

Overview of Quarter One Monitoring

12. Overall, the quarter one report forecasts a net overspend of £0.311m. This is the first report of the year 2022/23 and details of the significant variances within service areas are included below.
13. As reported as part of setting the budget in February 2023 the Pay Award for 2023/24 was budgeted for at 4.5%. Based on the increasing cost of living seen nationally it is likely that the actual pay award will be more than this. The employers first, full and final offer of £1,925 per employee and 3.88% for HAY graded employees is an average increase across all council staff of around 5.8% for 2023/24, which would be an additional pressure of £2m.
14. Nationally, unions have rejected this offer and negotiations continue. This pay award pressure has not been included within service forecasts. As part of the outturn report for 2022/23 an earmarked reserve was prudently set aside for £2m to mitigate the pressure for 2023/24 and alongside this the Extended Leadership Team have been working on saving proposals to mitigate the pay award pressure on the base budget.
15. These proposals will deliver a permanent solution for the 2023/24 pay award pressure in 2024/25 and the part year effect combined with the draw down from the pay award reserve will be used to meet the pressure in 2023/24. The actual pressure, savings proposals and drawdown from the pay award reserve will be confirmed and presented in the services in future reports.
16. Inflation is currently running circa 2% higher than the average CPI increase estimated and included in the 2023/24 budget. Services are managing these pressures through contract negotiations or where the pressure is not able to be managed, have reported the pressure in the service forecast for 2023/24 and the MTFS update.
17. In addition, the Council is seeing increasing demand and package costs in People Services largely from complex cases, pressure in SEND Transport and an underachievement of income for fees and charges across Place services. For quarter one it is forecast that these pressures in services can be offset by savings in Corporate services on Financing and Investment Income and Levies and the overachievement of income in Leisure Services due to the earlier than forecast delivery of the saving from VAT changes confirmed by HMRC.

Corporate Director – People

Table 2 – Forecast as at Quarter One 2023/24 Corporate Director People Position

		<i>Original Budget</i>	<i>Revised Budget</i>	<i>Forecast</i>	<i>Variance</i>
		<u>A</u> £m	<u>B</u> £m	<u>C</u> £m	D (C-B) £m
Corporate Director People					
Adult Services	Gross	259.282	263.725	269.730	6.005
	Income	(80.598)	(85.961)	(89.777)	(3.816)
	Net Exp	178.684	177.764	179.953	2.189
Public Health	Gross	21.516	22.345	22.405	0.060
	Income	(20.654)	(21.784)	(21.844)	(0.060)
	Net Exp	0.862	0.561	0.561	-
Education & Skills	Gross	142.634	148.193	149.682	1.489
	Income	(113.365)	(118.925)	(118.865)	0.060
	Net Exp	29.269	29.268	30.817	1.549
Families & Children Services	Gross	68.239	69.800	69.400	(0.400)
	Income	(5.516)	(5.516)	(5.516)	-
	Net Exp	62.723	64.284	63.884	(0.400)
TOTAL PEOPLE	Gross	491.671	504.063	511.217	7.154
	Income	(220.133)	(232.186)	(236.002)	(3.816)
	Net Exp	271.538	271.877	275.215	3.338

Adult Services: Budget £177.764m, £2.189m overspend

18. The Adult Services forecast overspend of £2.189m includes £0.500m of unachievable savings.
19. Whole Life Pathway is forecasting an overspend of £2.040m as a result of a number of extremely high-cost packages coming through for existing and new service users. The customers that are being referred to the service are increasing in complexity with a notable increase in the people who have autism and mental health needs. Work is being done to determine the reasons for this increase in package costs and level of demand over that budgeted.
20. Living & Ageing Well is also projecting an overspend position. The overspend of £0.757m is due to increased package costs in ongoing support and as a result of unachievable savings. These savings, £0.300m Wiltshire Care Home Efficiency and £0.200m Day Services Utility, have faced delays in contract negotiations. The savings will be made in full over the 2 years, but the timing is likely to all be in 2024/25. Commissioning are looking at options for mitigating this saving in 2023/24.
21. The Reablement Service is forecasting a £0.122m underspend due to staff vacancies. The service continues to have recruitment difficulties and has had to use locums to cover long standing vacancies to maintain safe levels of staff. However, recruitment is more recently proving successful, and it is hoped it will continue to improve. The remaining underspends totalling £0.486m in Housing & Migration and Safeguarding and Prevention are also as a result of underspends on staffing budgets.

22. On 28 July 2023 the government announced the Market Sustainability and Improvement Fund – Workforce Fund. There will be a further £570 million of ringfenced funding given across 2023/24 and 2024/25 to local authorities to improve and increase adult social care provision, with a particular focus on workforce pay. This additional funding will support more workforce and capacity within the adult social care sector. Funding is expected to have the same flexibility as the Market Sustainability and Improvement Fund we already receive to meet local pressures. Wiltshire Councils allocation is £2.773m and will therefore increase our net budget by this amount which will require approval by Full Council.

Public Health: Budget £0.561m, nil variance

23. Public Health are forecasting to be on budget on the council budget funded services. In 2023/24 the Public Health Grant is £18.602m. This is being spent on activities such as the Public Health Nursing service, Drug and Alcohol Substance Use services, Sexual Health services, Domestic Abuse services for Wiltshire and a wide range of health improvement services such as health improvement coaches. In addition, an estimated draw of £1.027m from the Public Health reserve will be required to fund these activities as planned as well as an estimated draw of £0.180m from the Domestic Abuse reserve. Public Health have achieved the £0.616m of savings in the budget for 2023/24.

Education & Skills (School Effectiveness, SEND & Inclusion): Budget £29.268m, £1.549m overspend

24. The services in this area fulfil numerous statutory duties with a mixture of local authority and Dedicated Schools Grant (DSG) funding. The majority of the local authority funded services are forecast to largely be aligned with budget. The largest exceptions are outlined below.

25. Where eligible, 5–16-year-old school children with an Education, Health and Care Plan (EHCP) can take up free school transport. The forecast expenditure for school transport for learners with an EHCP is £1.608m overspent representing 9.5% of the SEND transport budget. The travel savings of £0.500m have been achieved to date following route planning and re-contracting. The budgeted numbers of pupils are not significantly different from forecast however the average unit cost has increased from a budgeted £8,743 to a forecast £9,797 per pupil. It must be stressed that this is a very early forecast including estimates of future inflation and demand prior to the September contracts and placements being finalised for all children.

26. Premature retirement costs for schools are forecast to overspend by £0.218m where restructure costs are funded for schools in deficit.

27. Recruitment difficulties that services have faced this year have resulted in projected underspends for both Targeted and SEND and Inclusion service areas (£0.343m underspend). Recruitment is ongoing.

28. MTFS savings in this service total £1.141m. The majority of these are fully achieved or on track however, central government announced increases in early years funding and local authority new sufficiency duties for 9 months to 2 year old children and extensions to the current 2 year old children funding. The DfE launched a consultation around the extension of the early years entitlements in July and it is

likely resource is required to support this programme of change. More will be known around new expectations in due course.

29. Cabinet is requested to approve the draw from reserves to fund the following estimates of activity:
- a. Ukrainian Education Funding £0.772m
 - b. Primary Mental Health Joint Commissioning £0.222m
 - c. Grants which straddle more than one financial year £0.169m
 - d. Use of reserve to manage planned savings £0.100m
 - e. Short breaks for families - £0.055m
 - f. SEND Inspection preparation activity in year £0.110m

Families & Children Services: Budget £64.284m, £0.400m underspend

30. This service protects, cares for and supports vulnerable children and families with the greatest needs, including children in care, disabled children, and those at risk of harm and a demand driven service area.
31. The budgeted number of children in care for 2023/24 financial year is 464. The actual number of children in care is 451 (June 2023) which is within the service set target range of 407-469. The proportion of children and young people in external residential placements has increased by 1% (equivalent 1 young person) while other placement types remain consistent.
32. The main factor causing budget pressure and overspend is the cost of individual residential placements, in the context of a national placement sufficiency crisis. Whilst Wiltshire has been able to keep the number of children in care stable due to its successful prevention work, other Local Authorities have not; meaning an overall increased demand for placements in a market that cannot meet the demand. This results in significant competition for placements and has led to the market increasing prices. This issue is being addressed within the government's reforms and strategy Stable Homes, Built on Love, but this is yet to see impact. The main strategy to reduce residential placement costs is the new contract that will deliver residential placements in Wiltshire, as previously approved by Cabinet. This provider is expected to commence delivery of these placements from October this year. It is likely we will need to expand this contract further.
33. There are a number of over 18 young people who are supported as care leavers (and included in the table below) and the length of time these young people remain supported and the price of their packages of care are also leading to a significant cost pressure.
34. In addition, the national social work recruitment and retention challenge continues. A specific workforce strategy is in place and remains a priority. As part of this campaign, Wiltshire is committed to "growing its own" social workers so a greater number of staff on the ASYE (Assessed and Supported Year in Employment) for newly qualified social workers are employed. The result of this approach is that these staff are at the beginning of their careers and there are reduced salary costs. Despite agency spend of £1.392m, there is a net forecast underspend across all teams of £0.856m. This reflects the challenge in recruiting high calibre agency staff to manage the permanent vacancies, rather than a lack of desire to recruit. Creative approaches, such as recruiting non social work qualified staff to support work temporarily are adopted.

Table 3 - Comparison of planned and Quarter One Childrens Placements

	Budgeted Number of Children & Young People	Current Number of children 2023/24 as at Q1
Mainstream In House Foster Carer Payment	237	279
Independent Fostering Agency (includes some over 18s)	101	78
External Residential Placements (includes some over 18s)	44	39
16 - 25 Support & Accommodation/ Leaving Care (majority over 18s)	43	42
Staying Put (All over 18s)	40	29
CiC Placements & Fostering	464	467
Special Guardianship	295	318
Residence Orders	6	4
Adoption Allowances	31	22
Total Permanence non CiC	332	344
0-17 years SEND Residential	146	113

35. Placement saving plans are on-going but are offset by significant budgetary pressures which lead to a forecast overspend of £1.117m for social care placements largely for support and accommodation costs of 16 to 25 year old young people. This is partially offset by a forecast underspend of £0.553m for SEND social care placements. 57% of our children are placed with in house foster carers, the target being 65%. The recruitment of foster carers remains a challenge, despite best efforts. This is due to a national sufficiency crisis in the placement market. This challenge applies to independent fostering agencies also, meaning that more children are being placed in residential care which have significantly increased in unit cost post pandemic. A placement sufficiency strategy action plan is in place, led and reviewed monthly by the Director to ensure tight grip on the progress and spend in this area. Wiltshire have been successful in their stage 1 bid of the Department for Education Fostering Recruitment and Retention programme, progressing to stage 2. The outcome of this will be known in mid-October 2023, and if successful should support the increase of in house foster carers, reducing the budget pressures and need to use residential placements.

Table 4 - Comparison of planned and Quarter One Childrens Placements Average Weekly Prices

	2023/24 Budgeted Weekly Price £	2023/24 Average Forecast Weekly Price £	Forecast Price Variance £
Mainstream In House Foster Carer Payment	421	479	58
Independent Fostering Agency (includes some over 18s)	896	961	65
External Residential Placements (includes some over 18s)	3,800	4,800	1,000
16 - 25 Support & Accommodation/ Leaving Care (majority over 18s)	613	1,006	393
Staying Put (All over 18s)	184	348	164
CiC Placements & Fostering			
Special Guardianship	151	159	8
Residence Orders	188	179	(9)
Adoption Allowances	202	209	7
Total Permanence non CiC			
0-17 years SEND Residential	630	602	(28)

36. Assumptions made around increases in special guardianship and adoption orders have not come to fruition presenting a forecast underspend of £0.271m in these areas. It is possible these areas could still increase as per budget planning assumptions the impact of which would be the forecast underspend reduces whilst there is a positive counter effect on the placements budget.

37. Young people can be supported as Care Experienced young people until 25 years, and we are seeing higher numbers of young people choosing to be supported for longer periods due to the current challenging economic climate, which is resulting in additional support and accommodation placement costs, leading to a forecast overspend of £0.165m. Work is on-going to ensure consistent support and for all young people. These additional burdens are not funded by central government and despite additional MTFS growth in this area, the length of time young people are supported continues to grow and push costs up. Market expansion and sufficiency in this area is being explored including more preparation for independent living placements within Wiltshire.

Table 5 - Budgeted and Current Spend forecasts of Children & Young People in Care

	2023/24 Budget £'m	2023/24 Forecast Spend as at Q1 £'m	Forecast Variance £'m
Mainstream In House Foster Carer Payment	6.614	5.880	(0.734)
Independent Fostering Agency (includes some over 18s)	4.711	4.653	(0.059)
External Residential Placements (includes some over 18s)	8.622	9.477	0.855
16 - 25 Support & Accommodation/ Leaving Care (majority over 18s)	1.355	2.521	1.167
Staying Put (All over 18s)	0.379	0.267	(0.112)
CiC Placements & Fostering	21.681	22.798	1.117
Special Guardianship	2.969	2.743	(0.225)
Residence Orders	0.053	0.038	(0.015)
Adoption Allowances	0.276	0.245	(0.031)
Total Permanence non CiC	3.298	3.027	(0.271)
0-17 years SEND Residential	4.798	4.245	(0.553)

38. The council provides placements for unaccompanied asylum-seeking children (UASC) and current numbers of these young people under 18 years of age are 40. In addition to this we have 73 unaccompanied asylum-seeking young people who are care experienced. Based on our quota of 0.1% of Wiltshire's population we should be taking 106 UASC who are under 18 years of age from the National Transfer Scheme (NTS) scheme so we can expect a further 66, although the timing of this is unclear at this point. This is in addition to any spontaneous arrivals. Grant funding is available for under 18s is a daily rate which on average, covers support and accommodation costs. Regional arrangements may change in this and the next few financial years.

39. New Home Office guidance for unaccompanied minors travelling from Ukraine, means that they will be eligible for a private fostering service up until they are 18 (the mainstream service is up to 16). We have 28 children subject to private fostering arrangements at this time. Home Office funding has been provided to contribute to the cost of supporting these children.

40. Total savings approved for 2023/24 are £1.110m for this service, and due to factors described above, delivery of these is challenging. Robust delivery plans are in place and two staff savings, within the families and childrens service, risk rated as red have mitigations proposed for 2023/24 until these savings are achieved in full in 2024/25.

41. Cabinet is requested to approve the draw from reserves to fund the following estimates of grant funded activity which will take place in this financial year.

- a. National Assessment and Accreditation System (NAAS) £0.099m
- b. Supporting Families Grant £0.210m
- c. Client Level Data Flows Support Grant £0.019m

42. A number of small other variances comprise the balance of the forecast underspend.

Corporate Director - Resources

Table 6 - Forecast as at Quarter One 2023/24 Corporate Director Resources Position

		<i>Original Budget</i>	<i>Revised Budget</i>	<i>Forecast</i>	<i>Variance</i>
		<u>A</u> £m	<u>B</u> £m	<u>C</u> £m	<u>D (C-B)</u> £m
Corporate Director Resources					
Finance	Gross	80.550	80.632	80.632	-
	Income	(74.183)	(74.265)	(74.265)	-
	Net Exp	6.367	6.367	6.367	-
Assets	Gross	23.185	23.618	23.878	0.260
	Income	(6.386)	(6.397)	(6.275)	0.122
	Net Exp	16.799	17.221	17.603	0.382
HR&OD	Gross	5.706	5.706	5.506	(0.200)
	Income	(2.133)	(2.116)	(2.116)	-
	Net Exp	3.573	3.590	3.390	(0.200)
Information Services	Gross	12.229	14.656	14.365	(0.291)
	Income	(0.421)	(2.848)	(2.848)	-
	Net Exp	11.808	11.808	11.517	(0.291)
Commissioning	Gross	5.217	3.413	4.040	0.627
	Income	(1.812)	(0.665)	(0.278)	0.387
	Net Exp	3.405	2.748	3.762	1.014
Transformation & Business Change	Gross	0.539	0.539	0.539	-
	Income	(0.006)	(0.006)	(0.006)	-
	Net Exp	0.533	0.533	0.533	-
TOTAL RESOURCES					
	Gross	129.159	131.097	131.493	0.396
	Income	(86.674)	(88.830)	(88.321)	0.509
	Net Exp	42.485	42.267	43.172	0.905

Finance: Budget £6.367m, nil variance

43. Overall, Finance is forecasting a nil variance for quarter one. Accountancy has additional resources in place to support the ongoing work on managing the backlog of work associated with the Statement of Accounts and Audit, and this pressure is being offset by vacancies in other teams across Finance.

44. Revenues & Benefits have been awarded £0.676m grant for the Council Tax Support Fund in 2023/24 and the majority of this grant will be used to provide additional support for households already receiving council tax support by way of an additional discount of up to £25 per household. The remainder, estimated at £0.300m has been earmarked for the 2023/24 discretionary hardship relief scheme. This scheme supports low-income households struggling to pay their council tax, with existing debts and already in receipt of Council Tax Reduction support. It is recommended that Cabinet approve that any balance of grant in 2023/24 is transferred to the

Council Tax Hardship Relief reserve to provide support in future years. This will be formally requested in a future report.

45. The council received £2.524m grant for the Energy Bill Support Scheme (EBSS) in 2022/23 which it continues to administer on behalf of government and passport on. This scheme provides a one off £400 non repayable support payment for eligible households that were facing increased energy costs but had not received any other support payment to help with their bills between 1st October 2022 and 1st March 2023. Government extended the deadline on the scheme, and this is now expected to close in September 2023. New Burdens grant of £0.105m is due to be received in 2023/24 to cover the administration costs of the scheme.

46. Revenues and Benefits Subsidy is forecasting a small net pressure of £0.070m, above the pressure built into the budget for 2023/24 for supported living accommodation costs with non-registered providers. The Council is only able to claim the rent element from Government and must cover the cost of support direct. Supported Living is used to support vulnerable people, including those with Drug and Alcohol addictions and help them transition back into the community.

Assets: Budget £17.221m, £0.382m overspend

47. The forecast overspend is in relation to the 2023/24 increased retained share of funding from Business Rates for Council Assets. This saving is forecast to be achieved by the Council but is reported under Funding and not in the service. It is requested that Cabinet recommend to Full Council to move the additional income budget associated with this saving to the Business Rates Retention Scheme in the Funding section. This will increase the overall Net Budget of the council but is fully funded by the additional income from Business Rates.

48. Overall the rest of the service is forecasting a nil variance at quarter one, although pressures are starting to present, and mitigations are being identified to manage them should they crystallise.

49. Due to increased inflation and demand, the maintenance budget is already under pressure and early indications based on the first quarter spend is that the budget will overspend. There are multiple variables that impact the maintenance spend aside from inflation, including the availability of materials, contractor capacity, weather and condition of the buildings that have both favourable and adverse financial impacts. It is therefore extremely difficult to forecast with confidence the impact at this early stage.

50. As part of 2023/24 budget, a saving proposal in relation to income generation from letting space at County Hall was approved for £0.313m. To date there has been little demand for this and opportunities continue to be progressed but there is a risk this will not deliver as originally planned. In addition, the NHS has recently withdrawn from the ICB lease agreement which will also impact on income for 2023/24.

51. The above pressures are being mitigated and managed at present by holding vacancies, an underspend against Business Rates from revaluations and one-off unbudgeted income from across the rural and operational estate.

Human Resources & Organisational Development: Budget £3.590m, £0.200m underspend

52. An underspend of £0.200m has been forecast, largely due the redeployment of staff to support key capital and transformational programmes such as Evolve and Adult Social Care.
53. In addition, the pilot of a new training provision has reduced costly demand resulting in a current underspend. With the introduction of the new Oracle system and improved talent management it is anticipated demand will increase for future years.

Information Services: Budget £11.808m, £0.291m underspend

54. The service is carrying several vacancies, particularly in the Applications Team and has forecast staff savings from vacancies of £0.097m. This is based on assumptions around when posts are recruited and is subject to change if positions cannot be filled as seen in 2022/23 and if alternative approaches are taken for example the use of agency staff or consultants.
55. An external contractor, PGMC has been contracted by the service to ensure that the Council is benefiting from the most competitive phone tariffs that are available. At quarter one it is estimated that this will lead to an underspend against budget of approximately £0.194m, this assumes that usage remains at current levels and does not increase.
56. The service is currently working through a number of contract renegotiations for network maintenance contracts, applications and Microsoft Support, which could deliver further savings in 2023/24. It is too early to forecast at this stage with confidence, in part due to the service seeing an increase in usage and demand for additional licences which offset the savings. This is being monitored closely and will be updated when the position becomes more certain.
57. The delay with the implementation of Oracle will require Oracle and SAP systems to be dual run for 2023/24. Details are still be worked through, but the current assumption is that this can be managed within budget allocations in Information Services and Corporate where the budget was increased to cover the new operating model, which also will be delayed.

Commissioning Budget £2.748m, £1.014m overspend

58. In light of the 2022/23 outturn overspend position a base budget review has been undertaken. The outcome has identified pressure across the service in terms of staffing establishment not fully funded and identified income budgets that will not be delivered.
59. A priority is to maintain capacity to deliver a functional commissioning service to support People services. Income sources are mainly derived from Government grants e.g. Improved Better Care Fund, and whilst these have not been allocated, funds will be reviewed with a potential for in year allocations to be made to bridge the forecast gap.

Housing Revenue Account: £0.450m variance against budget for transfer to reserves

60. The Housing Revenue Account is a ringfenced account, and for 2023/24 the budget was set to transfer a surplus of £2.113m to the housing revenue account reserve. Due to the pressures and mitigation set out below the quarter one forecast is showing a transfer to reserves of £1.663m, which is £0.450m less than budget.
61. Rents are forecast to be lower than budget in 2023/24 due to higher numbers of void dwellings. The service has been working hard to address this issue and performance against this objective is being closely monitored by officers.
62. The service has been using external contractors as part of efforts to help clear the voids backlog, however this has driven up costs on HRA operations maintenance spend.
63. These pressures are offset in part by vacancy savings across the service and an underspend against repairs contracts as the current contracts are winding down and new contracts are not due to mobilise until October 2023. This will not impact the planned maintenance works for tenants.
64. A review of depreciation methodology is being undertaken to ensure assets are being depreciated in line with the assets' life. The outcome of the review may result in a different depreciation charge for 2023/24, and an update will be provided once the review has completed.

Corporate Director – Place

Table 7 - Forecast as at Quarter One 2023/24 Corporate Director Place Position

		Original Budget	Revised Budget	Forecast	Variance
		A	B	C	D (C-B)
		£m	£m	£m	£m
Corporate Director Place					
Highways & Transport	Gross	55.537	55.157	55.932	0.775
	Income	(14.903)	(14.903)	(15.678)	(0.775)
	Net Exp	40.634	40.254	40.254	(0.000)
Economy & Regeneration	Gross	3.749	3.749	3.749	-
	Income	(1.229)	(1.229)	(1.229)	-
	Net Exp	2.520	2.520	2.520	-
Planning	Gross	10.083	10.083	9.563	(0.520)
	Income	(6.687)	(6.687)	(6.517)	0.170
	Net Exp	3.396	3.396	3.046	(0.350)
Environment	Gross	59.562	59.804	59.014	(0.790)
	Income	(11.279)	(11.319)	(10.239)	1.080
	Net Exp	48.283	48.485	48.775	0.290
Leisure Culture & Communities	Gross	20.885	21.785	21.930	0.145
	Income	(14.005)	(15.204)	(16.419)	(1.215)
	Net Exp	6.880	6.581	5.511	(1.070)
TOTAL PLACE					
	Gross	149.816	150.578	150.188	(0.390)
	Income	(48.103)	(49.342)	(50.082)	(0.740)
	Net Exp	101.713	101.236	100.106	(1.130)

65. As shown above the £49.342m of Place & Environment revised budget is derived from income, the table below breaks this down further by department.

Table 8 – Place Income Budgets by Department

Service	Department	Fees & Charges, Other Income £'m	Grants, Contributions, Recharges £'m	Total Income Budgets £'m
Highways & Transport	Highways	4.932	0.016	4.948
	Car Parking	8.379	-	8.379
	Passenger Transport	0.452	1.124	1.576
		13.763	1.140	14.903
Economy & Regeneration	Enterprise Network	1.244	-	1.244
	Major Projects	-	(0.207)	(0.207)
	Economic Regeneration	-	0.192	0.192
		1.244	(0.015)	1.229
Planning	Building Control	1.156	-	1.156
	Development Management	4.597	-	4.597
	Local Land Charges	0.884	-	0.884
	Spatial Planning	-	0.050	0.050
	6.637	0.050	6.687	
Environment	Public Protection	0.828	0.018	0.846
	Natural & Historic Environment	0.055	0.017	0.072
	Waste	10.398	0.003	10.401
		11.281	0.038	11.319
Leisure Culture & Communities	Leisure	13.130	1.491	14.621
	Libraries & Heritage	0.350	0.233	0.583
		13.480	1.724	15.204
TOTAL PLACE		46.405	2.937	49.342

66. Fees & Charges income is difficult to forecast as it is influenced by many different factors outside of the council's control and can fluctuate in year. For quarter 1, forecasts are largely based on budget or in line with 2022/23 outturn unless the actual position over the first quarter of the year was significantly different to profile. This is the case for Leisure Centre operations, Waste Recycling, Street works and Planning which is explained in more detail below.

Highways & Transport: Budget £40.254m, nil variance

67. The Highways and Transport service is managing several emerging pressures to report a nil variance at quarter one. Due to the delay to the start of the street scene contract and the significant rainfall, additional grass cutting was undertaken to meet highways visibility standards. Alongside this the new maintenance contract has commenced and the first quarter is showing spend pressures, which are largely due to type of works currently being undertaken and is expected to even out.

68. In finalising the Trowbridge Service Devolution & Asset Transfer Package, negotiations concluded with the Down cemetery transfer delayed to 2024/25, the £0.090m saving in relation to this element will therefore not be achieved in 2023/24. Stretch income targets for Car Parking are being closely monitored, at present income is below target although use of the car parks has increased; accordingly it is too early to forecast with any accuracy. The saving proposal to advertise on bus shelters approved in 2022/23 for £0.100m will be delayed further, in line with the Public Transport review.

69. The above pressures are being managed by a forecast increased income from Street works. In addition, the service has vacancy savings for the first quarter of the year from difficulties with recruiting and retaining staff. The service is actively recruiting as this is key to delivering business priorities and capital improvement programmes.
70. The Council has been awarded a Bus Service Improvement Plan PLUS (BSIP PLUS) grant of £2.1m for 2023/24 and 2024/25. This funding is to improve, enhance and support bus services and assist contractors facing commercial failure to ensure services are maintained.
71. A key condition of the grant is that the Council cannot reduce its Public Transport budgets in this period, and delivery of the savings proposals for 2023/24 and 2024/25 will therefore be delayed until 2025/26. This will allow the Council to review its Public Transport policy and ensure a sustainable and financially viable network for 2025/26. The savings impacted for 2023/24 total £0.448m and there is a further £0.142m for 2024/25, relating to the review, repatterning and reduction of less well used bus services, out of area services and the removal of Saturdays from supported services timetable. The pressure from delaying the savings will be covered in 2023/24 and 2024/25 by the Extended Rights to Travel grant of £0.635m. These changes are also included with the MTFs update later in the report.
72. The Passenger Transport services continues to be under significant inflationary pressure when tendering contracts due to their early termination by contractors. This is affecting both school and public transport contracts. For public transport contracts it is possible to use the BSIP PLUS grant to cover the cost of the increase.

Planning: Budget £3.396m, £0.350m underspend

73. Planning is reporting a net underspend position of £0.350m largely due to an underspend on staffing. A full-service restructure is being undertaken in 2023/24 following on the outcome of the Planning Peer Review earlier this year. The restructure will address structural and capacity issues across the service and will help to resolve recruitment and retention difficulties, reducing reliance on agency staff.
74. Income achievement continues to be a pressure in 2023/24, with the first quarter showing underachievement across Development Management, Building Control and Local Land Charges. Development Management is forecast to improve in the last quarter with the expected increase in government set planning application fees.
75. In addition, ongoing pressures exist on appeals and legal costs (agency workers and counsel advice) budgets. This continues to be a risk area for the service and is being monitored closely.

Environment: Budget £48.485m, £0.290m overspend

76. Environment services is forecasting a net overspend of £0.290m, primarily relating to Waste services. A shortfall of £1.080m against income is forecast due to the national economic position and its impact on volumes and sales income from the sale of recyclable waste materials. As seen in previous financial years this income is

extremely volatile and hard to predict. The forecast is based on the actuals received for April to June and an average for the remainder of the year.

77. Due to Government changes in legislation and guidance issued in June 2023, charging for DIY waste at Household Recycling Centres (HRCs) will no longer be allowed. This impacts directly on the savings target that was agreed for 2022/23 for charging of £0.100m which was not delivered and delayed to 2023/24 and the 2024/25 savings proposals for phase two of charging for £0.600m. There may also be an indirect impact on the saving proposal in 2024/25 for the reduction to HRCs opening hours of £0.200m, as this was in part based on a reduction in demand at HRCs as a result of charging.

78. The above pressures are being mitigated by a £0.790m saving across the Waste management contracts largely due to tonnages being less than budgeted and a better rate than forecast for Landfill tax. Indexation pressure for 2023/24 is currently being managed by this reduced tonnage. The table below shows the forecast tonnages and rates for the significant Waste contracts against the budgeted position, which are the main cost drivers for the Waste service.

Table 9 – Waste contracts

Service:	Tonnes			£/Tonne *			Budget F'cast Variance due to Price/Tonnes £'m
	Budget setting F'cast (T)	Current Yr End F'cast (T)	Var (T)	£/Tonne (Budget Setting)	£/Tonne (Forecast)	Var (£)	
	Waste Transfer Stations, Materials Recovery Facility and two Household Recycling Centres	81,600	72,615	(8,985)	72.953	81.695	
Composting services	39,700	40,000	300	34.900	37.760	2.86	0.043
Treatment & disposal of residual waste (inc street sweepings)	20,300	16,247	(4,053)	112.680	142.920	30.24	(0.070)
Tax payable on all waste sent to landfill	34,300	30,166	(4,134)	104.340	102.100	(2.24)	(0.476)
Energy from waste landfill diversion contract.	50,000	50,000	0	143.423	146.947	3.52	(0.003)
Mechanical biological treatment Landfill diversion contract.	58,850	57,700	(1,150)	177.218	179.436	2.22	(0.065)

* £/T excludes income

Leisure Culture & Communities: Budget £6.581m, £1.070m underspend

79. The net underspend of £1.070m in Leisure Culture & Communities is largely due to a forecast overachievement of Leisure Centre operations income of £1.215m due to the change in VAT treatment. This brings forward the saving proposal from 2025/26 of £1.172m and is included in the MTFs update below.

80. The library service is forecasting an overspend of £0.145m on staffing due to difficulties meeting the corporate 6.5% vacancy factor and the use of relief staff to ensure Libraries open. The service has been through a peer challenge and is working towards a service review and restructure to address this.

Chief Executive Directorates

Table 10 - Forecast as at Quarter One 2023/24 Chief Executive Directorates Position

		<i>Original Budget</i>	<i>Revised Budget</i>	<i>Forecast</i>	<i>Variance</i>
		<u>A</u> £m	<u>B</u> £m	<u>C</u> £m	D (C-B) £m
Chief Executive Directorates					
Legal & Governance	Gross Income	12.851 (2.887)	13.015 (2.847)	13.915 (3.639)	0.900 (0.792)
	Net Exp	9.964	10.168	10.276	0.108
Corporate Directors & Members	Gross Income	3.161 (0.014)	3.161 (0.014)	3.221 (0.014)	0.060 -
	Net Exp	3.147	3.147	3.207	0.060
TOTAL CEX DIRECTORATES	Gross Income	16.012 (2.901)	16.176 (2.861)	17.136 (3.653)	0.960 (0.792)
	Net Exp	13.111	13.315	13.483	0.168

Legal & Governance: £10.168m, £0.108m overspend

81. The overspend position in Legal and Governance is a result of the continued increased use of agency staff in legal services due to recruitment issues, and increased Coroners costs as a result of price increases. However, this is offset in part by income being higher than anticipated across the service and underspends in staffing budgets. The planned saving of £0.050m in Communications, currently reported as red, is being covered in year by staff vacancies and options are being looked at for a permanent replacement saving.

Corporate Directors and Members: Budget £3.147m, £0.060m overspend

82. The forecast overspend of £0.060m is due to the non-delivery of the vacancy factor.

Corporate Expenditure

Table 11 - Forecast as at Quarter One 2023/24 Corporate Position

		<i>Original Budget</i>	<i>Revised Budget</i>	<i>Forecast</i>	<i>Variance</i>
		<u>A</u> £m	<u>B</u> £m	<u>C</u>	<u>D (C-B)</u> £m
Corporate					
Movement on Reserves	Gross Income	2.457 -	2.457 -	2.457 -	- -
	Net Exp	2.457	2.457	2.457	-
Finance & Investment Income & Expense	Gross Income	29.513 (4.470)	29.665 (4.470)	27.219 (4.470)	(2.446) -
	Net Exp	25.043	25.195	22.749	(2.446)
Corporate Costs	Gross Income	5.105 (1.071)	5.105 (1.071)	5.105 (1.071)	- -
	Net Exp	4.034	4.034	4.034	-
Corporate Levies	Gross Income	8.150 (2.657)	8.150 (2.657)	8.508 (3.157)	0.358 (0.500)
	Net Exp	5.493	5.493	5.351	(0.142)
TOTAL CORPORATE	Gross Income	45.225 (8.198)	45.377 (8.198)	43.289 (8.698)	(2.088) (0.500)
	Net Exp	37.027	37.179	34.591	(2.588)

Finance & Investment, Income & Expenditure: Budget £25.195m, £2.446m underspend

83. The final value of capital spend funded by borrowing figure for 2022/23 sets the Minimum Revenue Provision charge for year 2023/24. As a result of the slippage in the 2022/23 capital programme there is a £2.549m MRP underspend in 2023/24.
84. A treasury management decision to borrow £80m was made in March 2022 and based on the current cashflow forecast the council will not need to borrow again in 2023/24. Interest payable and interest receivable budgets were realigned as part of 2023/24 budget setting and are currently forecast on budget however it should be noted that interest rates are currently higher than forecast, which could see an overachievement on interest receivable income. The level of cash the Council holds also influences the amount of interest received, and a full cashflow review will be undertaken for the quarter two budget monitoring position to provide an update on any expected variance. Loan interest from Stone Circle and Wiltshire College are included within the current forecast. An overspend of £0.198m has been forecast for Monkton Park financing costs in line with 2022/23 final year end position due to higher-than-expected interest rates and this will need to be reviewed alongside rate changes as the year progresses.
85. An underspend is forecast on asset disposal costs for quarter one of £0.085m based on forecast activity on asset sales to the end of the financial year. A £0.010m underspend has also been forecast against the cost of asset valuations based on the number of properties to be valued.

Corporate Costs: Budget £4.034m, nil variance

86. The current forecast spend on Salisbury inquest is £0.050m for 2023/24, the budget has been forecast online as it will be recommended that any underspend against budget is transferred to the Inquest reserve at year end to cover any future liability.

Corporate Levies: Budget £5.493m, £0.142m underspend

87. An overachievement of £0.500m of income is forecast for the retained income from Renewable Energy Business rates, which is offsetting forecast pressures largely on Pension Deficit lump sum payment and the Care Leavers discretionary Council Tax support scheme.

Dedicated Schools Grant – Total Grant £452.297m, £13.743m forecast net overspend

88. The overall in year forecast for dedicated schools grant (DSG) is an overspend of £13.743m which is an improvement of £1.155m from the original anticipated deficit position associated with the High Needs element of DSG. The council will be submitting a revised DSG Management Plan and will include an update on this plan and the financial impact in the next budget monitoring report.

Table 12 – DSG Block Summary

	DSG Allocation from the DfE £m	Wiltshire Transfers £m	Current Annual Budget £m	Forecast Outturn £m	Forecast Outturn Variance £m	% Variance
Early Years Block	32.485	0.180	28.665	28.699	0.033	0.12%
Schools Block	346.293	(1.717)	344.577	344.543	(0.034)	(0.01)%
High Needs block	70.918	1.797	76.714	90.365	13.650	17.79%
Central Block	2.600	(0.260)	2.340	2.433	0.093	3.96%
Overall	452.297	0.000	452.297	466.039	13.743	3.04%
Planned transfer to DSG reserve (representing overspending placement budgets)					14.898	
Net year end forecast movement to the DSG reserve following transfer					(1.155)	

89. As shown in Table 12, the forecast total outturn results in a net £13.743m increase in the DSG deficit which will result in a forecast cumulative year end deficit of £48.992m.

Table 13 – Impact on the Dedicated schools Grant Deficit Reserve

	Total 2023/24 FY £'m
Balance Brought Forward from 2022/23	35.249
Early Years Adjustment (prior year)	
Planned drawdown from reserve	14.898
Forecast Variance 2023/24	(1.155)
Balance Cfdw 2023/24	48.992

90. A statutory override for DSG deficits is currently in place until the end of the 2025/26 financial year. The statutory override, whilst in place, protects the council from having to make good any DSG deficit from its own reserves. As it currently stands, local authorities will need to demonstrate their ability to cover DSG deficits from their available reserves from 2026/27 onwards.
91. The reason for the overall spend above grant continues to be driven by demand from parents and schools for statutory support for vulnerable children with SEND, reflected in increased numbers of education health and care plans (EHCPs.) The number of EHCPs at the end of quarter one 2022/23 was 4,456; quarter one in 2023/24 is 5,165; an increase of 709 plans (15.9%). This includes a significant amount of post pandemic processing. Additionally, increased numbers of post 16 learners (926 / 17.9%) continue to put pressure on the budget as the impact of the 2014 Act when the local authority duty to provide support to learners up to the age of 25 years was introduced.
92. The council has a long-term recovery plan centred around inclusion which is being implemented in partnership with schools however the deficit lies with Wiltshire Council whilst the recovery plan is delivered. Through the recovery plan a range of activity is taking place.
- a. the transformation board have approved a proposal to invest £1.6m into recovery to prioritise the sustainability of the high needs system and align with the work of the Delivering Better Value (DBV) programme.
 - b. Wiltshire is taking steps to address the demand for specialist placements; significant council investment in the System of Excellence and new Special School places in the north of the county, the 150-place free special school in the south, expansion of specialist places within our schools and the flexible use of capital receipts by the council to fund a series of projects to facilitate change both internally and to influence partners. These and the savings planned from them do not lead to a balanced position within the 10-year recovery period. Savings are limited by many external factors and include a parent's legal right to state parental preference and recourse to a tribunal.
 - c. Officers are regularly meeting with school leaders to progress plans through the High Needs Recovery Group, reporting the position and recovery plan to Schools Forum. School Leaders have raised the profile of the funding challenges with Wiltshire's MPs who have been supportive and in turn, been asked to raise with central government at a meeting in Westminster in September 2023.
 - d. Councils nationally have an estimated £2.3bn in high needs funding deficits. The Department for Education currently has two programmes for supporting councils with DSG deficits. The Delivering Better Value in SEND (DBV) Programme is to support those councils with substantial deficits. Those authorities with more significant deficits, have been enrolled in the DfE "Safety Valve" programme.

Savings Delivery 2023/24

93. For 2023/24 a large amount of savings were required to deliver a balanced revenue budget totalling £26.099m (with £14.424m budgeted for 2024/25 and £10.697m budgeted for 2025/26). The 2023/24 savings are already reflected in the revenue budget aligned to services and must be met in full or they will result in an overspent position by the year end and will have a direct impact on the scale of savings to be delivered in future years. As such, a significant risk remains should there be a shortfall in the saving achieved. It is therefore critical to continue robust monitoring of the revenue budget and reporting the achievement of the savings required.
94. Following detailed monitoring by each manager responsible for a revenue budget saving, it is possible to quantify the amount and status of savings and the inherent risks associated with them. The deliverability of these proposals is monitored and reported directly to the Corporate Leadership Team (CLT). The assessment on the deliverability of the savings at the end of quarter one 2023/24 is shown in the tables below, and these assessments are included in the General Fund figures set out in this report.
95. For 2023/24 of the £26.099m savings targets £6.236m (23.89%) is assessed as having been fully achieved as at the end of June. £15.736m (60.29%) is forecast to be achieved by the end of the year. £2.039m (7.81%) is considered to be have some deliverability risk, being that they may be achieved this year. This leaves £2.088m (8%) which are not currently forecast to be achieved by the end of the year showing significant risk. These are included as overspends within the service forecasts. A table showing saving achievement at service level is shown in Appendix B and a table providing further detail on the proposals categorised as significant risk is shown in Appendix C.
96. The delivery of savings remains a focus for the Council and the status of the undelivered savings is considered as part of the future year financial planning processes to ensure the budget remains robust and deliverable and any undelivered saving adversely affects any budget gap in future years if not addressed or mitigated on an on-going basis.
97. Based on the review of savings and to inform the MTFs, some savings are re-profiled and £0.900m are removed to represent the pressure associated with forecast delivery assumptions. The details for this is included within the MTFs section.

Table 14 - Savings delivery BRAG rating by year 2023/24-2025/26

Directorate	2023/24 Budgeted Savings Target £'m	Blue £'m	Green £'m	Amber £'m	Red £'m
		<i>Fully Achieved</i>	<i>On Track</i>	<i>Some Risk</i>	<i>Significant Risk</i>
Increment Freeze	0.454	0.000	0.454	0.000	0.000
Chief Executive	1.767	1.298	0.127	0.292	0.050
Corporate	5.011	0.019	4.992	0.000	0.000
People	8.706	0.893	6.768	0.343	0.702
Place	6.730	1.817	2.608	1.347	0.958
Resources	3.431	2.209	0.787	0.057	0.378
Total £'m	26.099	6.236	15.736	2.039	2.088
% of total Budget		23.89%	60.29%	7.81%	8.00%

Directorate	2024/25 Budgeted Savings Target £'m	Blue £'m	Green £'m	Amber £'m	Red £'m
		<i>Fully Achieved</i>	<i>On Track</i>	<i>Some Risk</i>	<i>Significant Risk</i>
Chief Executive	0.205	0.000	0.155	0.050	0.000
Corporate	1.428	0.000	1.428	0.000	0.000
People	8.493	0.248	7.913	0.209	0.123
Place	3.583	0.000	2.149	0.492	0.942
Resources	0.715	0.070	0.576	0.019	0.050
Total £'m	14.424	0.318	12.221	0.770	1.115
% of total Budget		2.20%	84.72%	5.34%	7.73%

Directorate	2025/26 Budgeted Savings Target £'m	Blue £'m	Green £'m	Amber £'m	Red £'m
		<i>Fully Achieved</i>	<i>On Track</i>	<i>Some Risk</i>	<i>Significant Risk</i>
Chief Executive	0.640	0.000	0.640	0.000	0.000
Corporate	(1.400)	0.000	(1.400)	0.000	0.000
People	7.338	0.000	7.338	0.000	0.000
Place	3.504	0.000	2.374	1.090	0.040
Resources	0.615	0.000	0.365	0.000	0.250
Total £'m	10.697	0.000	9.317	1.090	0.290
% of total Budget		0.00%	87.10%	10.19%	2.71%

Capital Receipts Flexibilities 2022/23

98. The government allows Local Authorities to fund transformational activity that is designed to deliver ongoing revenue savings and/or transform service delivery to reduce costs or reduce demand for services in the future. This is known as Capital Receipts flexibilities. It is important that any Local Authority using this flexibility is transparent in reporting its plans and the individual projects that are to be funded or

part funded and report the previous years' activity and whether the planned savings and/or service transformation have been or are being delivered as planned.

99. At part of budget setting the council planned to use £1m of Capital Receipts to fund transformational activity across the council in areas of priority such as Adults Transformation, Family and Children's Transformation and Customer Experience. For this financial year this funding solution will be used to fund elements of the Transformation and Business Change team costs, supporting the transformation programmes across the council.

Reserves Position and Forecast

Table 15 - Reserves Summary

Reserve	Opening Balance 2023/24 £m	Projected Closing Balance 2023/24 £m	Projected Closing Balance 2024/25 £m	Projected Closing Balance 2025/26 £m
General Fund	28.056	28.056	28.056	28.056
Latent Demand	7.794	4.366	2.961	2.838
Collection Fund Volatility	9.470	14.792	15.147	14.572
Public Health	6.964	5.937	5.235	4.661
Homes for Ukraine	13.231	6.627	0.023	0.023
Transformation	10.962	8.462	6.462	5.762
Business Plan Priority	3.844	1.739	1.021	1.021
Pay Award	2.000	-	-	-
PFI's	5.198	5.048	4.898	4.898
Insurance	3.019	3.045	2.019	2.019
Accommodation Needs	10.000	8.000	6.000	4.000
Other Earmarked	21.772	16.267	14.324	13.633
Total Earmarked	94.254	74.283	58.089	53.427
Schools Balances	14.148	14.148	14.148	14.148
DSG	(35.249)	(48.992)	(60.065)	(70.649)
TOTAL	101.209	67.495	40.227	24.981

100. Reserves are an important element of the Council's finances, and a sufficient level of balances should be held, to mitigate risks within the budget and operations of the Council.
101. The level of general fund reserves and earmarked reserves (excluding DSG) held by the Council were increased as part of the final financial year end position for 2022/23 to bring the level of the reserves up to the value that was set out in risk assessed level of reserves required to support the council's budget for 2023/24 and included in the budget report in February 2023. This will provide additional capacity and resilience to support the financial position in 2023/24, support the financial risks within the budget and allow lead in time for transformation and to reshape services to deliver on-going financial resilience and sustainability.

102. The Transformation reserve will provide funding for transformational activity across the council. The use of this reserve is overseen by the Transformation Executive Board, who agree the prioritisation of the activity and agree the funding.
103. The significant aspects of financial risk within the budget for 2023/24 are in part mitigated by earmarked reserves set aside for both Latent Demand and Pay Award. £2m has been set aside in a specific pay award reserve to support the expected pressure in these costs for 2023/24 alongside this the Extended Leadership Team are developing permanent staff saving proposals to meet the pressure in 2024/25. The Latent Demand reserve has been available for demand that presents over and above the metrics included in the budget. £3.217m is included within the 2023/24 budget funded by the reserve, £1.527m has been planned for future years leaving a balance of £2.838m which will continue to be available should any additional demand present either during the remainder of this year or next financial year.

Medium Term Financial Strategy (MTFS) and Budget 2023/24 Update

104. The budget set by Full Council in February 2023 balanced the current 2023/24 financial year successfully with a Net Budget of £465.874m and the Medium MTFS set out funding assumptions and savings proposals to balance the budget for the following 2 years.
105. This has put the Council in a strong position for 2024/25 budget setting but it is important to formally review the assumptions within the estimates and it is important to do this early, considering the financial position and risks highlighted in the budget monitoring position reported in the above paragraphs. These mainly relate to increased demand, income achievement the ongoing cost of living and with inflation in 2023/24 being higher and staying higher for longer than originally forecast.
106. The table below provides the MTFS position that was reported to Council in February 2023 when the budget was approved. It shows the balanced budget across the MTFS period.

Table 16 - MTFS February 2023

MTFS Model	2023/24 £m	2024/25 £m	2025/26 £m
Net Service Spend	465.372	479.709	490.744
Council Tax Requirement	(290.422)	(301.098)	(312.333)
Social Care Levy	(41.765)	(48.489)	(48.489)
Rates Retention	(49.444)	(50.244)	(51.044)
Collection Fund (surplus) / deficit	(6.850)	-	-
Specific Grants	(76.891)	(79.878)	(78.878)
Total Funding	(465.372)	(479.709)	(490.744)
GAP	-	-	-

107. To balance the budget a number of savings proposals were agreed by Council and have been included in the MTFS, the table below set outs the total of savings in each.

Table 17 - MTFS Model Savings February 2023

MTFS Model	2023/24	2024/25	2025/26
	£m	£m	£m
Savings Total	26.099	14.424	10.697

108. As part of the quarterly budget monitoring process a review of the assumptions used within the medium-term financial planning model has been carried out and updates made to both the assumptions and amounts within the model. Due to the pressures presenting in 2023/24 there is now a forecast budget gap for the next financial year (2024/25) and currently estimated to be £5.541m. This is shown in the table below and an explanation of the movements is included in the below paragraphs along with detail of further risks that are not able to be quantified at this stage with confidence but may come forward.

Table 18 - MTFS High Level Review Quarter One 2023/24

MTFS SUMMARY HIGH LEVEL REVIEW QUARTER 1 2023/24	2023/24	2024/25	2025/26	Total
	£'m	£'m	£'m	£'m
Approved MTFS 2023/24 Budget Setting:				
Spending		479.709	490.744	
Funding		(479.709)	(490.744)	
Annual Gap		-	-	-
Adjustments coming through from High Level MTFS Review				
Contract Inflation				
Overall increase in inflation assumptions	2.009	1.171	0.317	3.497
Pay Award				
Increase in Pay Award 2023/25 from 4.5% to 5.8% (based on £1,925 and HAY grade 3.8%)	2.000	-	-	2.000
Demand				
Increase Demand Assumptions updated with Qtr. 1 Forecast	0.431	0.830	0.890	2.151
Increase in Additional Pressures Assumptions updated with Qtr. 1 Forecast	0.604	0.313	-	0.917
Increase Income assumptions updated with Qtr. 1 Forecast 2023/24	(0.635)	-	-	(0.635)
Reprofiling of Savings	(0.724)	0.142	0.582	-
Non Delivery of Savings	0.463	0.937	0.014	1.414
New Staff Savings to meet Pay Away 2023/24	(2.000)			(2.000)
Revision to the Bottom Line MTFS July 2022	2.148	3.393	1.803	7.344
Annual Funding Gap	2.148	3.393	1.803	7.344
Cumulative Funding Gap		5.541	7.344	

109. Inflation is currently running at about 2% higher than the 2023/24 budget setting assumption and is now forecast to stay higher for longer. The original assumptions were based on CPI at 6% for 2023/24, 2% for 2024/25 and 2% for 2025/26. The Bank of England forecast at quarter one was 8.2%, 3.4% and 1.1% respectively for those years.
110. An initial assessment has been carried out which is showing a pressure of £3.497m across the current MTFS period from additional inflation (excluding pay), which is largely in Waste and SEND Transport. The working assumption is that Public Transport contract inflation above that currently within the MTFS will be covered by the new grant BSIP Plus in 2023/24 and 2024/25. Assessments are yet to be completed for some significant areas where further detail and more certainty is required, including MBT and Lakeside waste contracts, Highways contracts, which were reprocured for 2023/24, SEND Transport for future years, Adult Services, IT and Assets. These will be updated in quarter two and are likely to increase the inflationary pressure and estimated budget gap.

111. During the budget setting process the national pay award assumption was an increase of 4.5% for the current year's budget and 2.5% for both 2024/25 and 2025/26. The employers full and final offer for 2023/24 of £1,925 per employee and 3.8% for HAY grades has been assessed and results in an average increase of 5.84% and creates an additional pressure of approximately £2m. Although unions have rejected this offer and negotiations continue this is being used as the base increase for the quarter one update, with future pay awards in the financial assumptions remaining at 2.5% at this stage. The Extended Leadership Team have been working on saving proposals to mitigate the likely 2023/24 pay award pressure and these have been updated in the MTFS to show a balanced position overall for the 2023/24 pay award.
112. At quarter one additional demand is presenting in support for care leavers placements of £1.990m and to a lesser extent £0.161m demand for the independent visitors scheme for children in care - initial assessment is an increase of £2.151m across the MTFS period.
113. In addition to these, pressures in the contract prices of SEND transport are presenting an estimated pressure of £1.608m and inflationary uplift in children in care placements and care leavers support and accommodation of £0.938m – initial assessment is £2.538 across the MTFS period.
114. Further to these financial estimates, the following risks are being considered in the MTFS and are highlighted as pressures.
- a. the requests from schools and parents for EHCP assessments continues to grow and this demand means the statutory SEND service need to consider their structures based on new caseloads. Wherever possible demand will be consumed however, the legal duties around timeliness and quality must be considered in conjunction with the preparation for the changes from the national SEND Review and inspection preparation where additional resource may be required to implement recommendations of the SEND Peer Review such as expanded engagement of young people with SEND.
 - b. An exercise in mapping all the service plan risks and activities including preparation for inspections across People services that require engagement from the Performance and Systems and Targeted service teams is currently underway. At the end of which a clear picture of resourcing needs that will support their delivery is anticipated and this may require additional resource.
 - c. Investment from the transformation reserve for the Families and Children transformation (FACT) is currently funding pilots in Westbury and Warminster alongside other county wide early help schemes with a view to keeping numbers of children in care and the cost of care low in Wiltshire. The outcome of the pilot will have recommendations and all partners will be asked to consider sustaining the invest to save approach and benefits that early help and prevention agendas bring.
 - d. In February 2023, the government launched a consultation "Stable Homes Built on Love: Implementation Strategy and Consultation" targeted on children's social care reform, funding of £200m over 2 years has been announced at national level however, it is not yet clear how much funding

Wiltshire will receive or, the scope of the reforms. It is assumed that any pressure associated this strategy will be funded by the national funding at this stage however, the view of the ADCS is that this is insufficient.

115. The substantial changes required over the next three years to comply with the Environment Act 2021 continues to be developed, however at this stage there is still insufficient detail from Government to fully evaluate the financial implications and impact on existing and future waste contracts, including long term landfill diversion contracts. The working assumption continues to be that pressures arising from the Act will be covered by Government under New Burdens funding or via new funding streams as part of the proposed schemes.
116. National changes to the operation of the Local Enterprise Partnerships are likely to result in a TUPE transfer of staff, where the new arrangements switch significant responsibilities to Local Authorities. Government have confirmed they will provide some revenue funding to local authorities in 2024/25 to deliver the functions currently delivered by LEPs. Details of this support will be confirmed in due course, and funding beyond 2024/25 will be subject to future Spending Review decisions.
117. Government have deferred the Extended Producer Responsibility (EPR) from October 2024 until October 2025, and at this stage the financial implications are not included in MTFS. The council currently spends £8m per annum collecting and managing packaging waste and depending on the allocation basis of the funding there could be a saving for the Council in future years. The timing for consistency in recycling collections which included mandatory separate food waste collection and free of charge garden waste collection is still unconfirmed and has major implications on the service and financial planning.
118. A pressure of £0.820m has been added into the MTFS from 2024/25. This is the on-going resource requirements to support the continued delivery of the Adults Payment to Provider project, which incorporates the Net to Gross project, the roll out of the Provider Portal and Payments on Account projects as part of the Adult Social Care Transformation Programme. It is being funded during 2023/24 through the transformation reserve. These requests were approved by the Transformation Executive Board in May 2023.
119. A £0.217m pressure has been included under Families & Children services for Care Leavers statutory duty to 25 years as detailed in the service narrative above, as more Care Leavers are receiving support for longer.
120. £0.192m pressure has been added to Legal and Governance for the ongoing pressure in coroners for body removals service.
121. A net saving of £0.095m has been updated in the MTFS for Corporate Levies from the increased income for Renewable Energy Business Rates of £0.500m offset by increases for Pension deficit lump sum payment of £0.205m and the additional cost for funding for Care Leavers Discretionary Council Tax Support Fund of £0.200m.
122. The value of capital spend funded by borrowing that is set within the Capital Programme has a direct impact on revenue as it sets the minimum revenue provision (MRP) charge for the following financial year. For quarter one effort has been focused on reviewing and reprofiling the capital programme to ensure it is realistic

and deliverable. This review is on-going, and the programme finalised for quarter two will be used as a basis to calculate and update the MRP requirement for the 2024/25 budget. This updated programme will also be used to inform decisions on the cashflow forecast and borrowing requirements so that Interest Payable and Interest Receivable can be updated for quarter two. This review will include the financing requirement for Monkton Park which is presenting a pressure in 2023/2024 due to the increase in interest rates.

123. An income budget for £0.635m has been added to Passenger Transport service budget to recognise the Extended Rights to Travel grant income. Fees and charges income streams are showing underachievement at quarter one as reported within the service area variance narrative, most significantly in Waste Recycling, Planning services and Car Parking. Stretch Income budgets were applied for the 2023/24 budget. It is too early to reliably forecast income at this stage of the year, and fees and charges income budgets will therefore be reviewed and updated in quarter two. It should be recognised that this is a risk area and could create further pressure on the 2024/25 and 2025/26 budgets.
124. As part of the quarter one review all savings proposals have been reviewed and risk rated. Savings in Passenger Transport for 2023/24 and 2024/25 totalling £0.590m need to be reprofiled for delivery into 2025/26 to enable the Council to secure £4.2m of Bus Service Improvement Plan PLUS (BSIP PLUS) grant. This funding is to improve, enhance and support Bus services and assist contractors experiencing commercial failure to ensure services are maintained.
125. A key condition of the grant is that the Council cannot reduce its Public Transport budgets in this period. The savings relate to the review, repatterning and reduction of less well used bus services, out of area services and the removal of Saturdays from supported services timetable.
126. In contrast to this the Leisure Centre operations income savings for £1.172m for the change in VAT treatment of some income can be brought forward from 2025/26 to 2023/24 as HMRC have now accepted this position.
127. At quarter one five savings proposals have been highlighted as unable to proceed. A change in Government legislation and guidance means that charging for DIY waste at Household Recycling Centres (HRCs) will no longer be permitted. This impacts directly on the 2022/23 savings target for charging at HRCs phase one of £0.100m and the 2024/25 savings proposals for phase two of charging for £0.600m. There may also be an indirect impact on the saving proposal in 2024/25 for the reduction to HRCs opening hours of £0.200m, as this was in part based on a reduction in demand at HRCs as a result of introducing charging.
128. A saving proposal in Transformation to look at alternative funding options for the Business Insight Hub for £0.391m needs to be reversed as no sustainable options have been identified. For 2023/24 the team will be funded by the Transformation reserve.
129. Within Education and Skills a saving for £0.123m in relation to the second year of a staffing review will not be achieved due to the academisation proposals made in the white paper in December 2022.

130. The above paragraphs set out the progress of the MTFs and impact on the budget gap, and assumptions will continue to be updated as we progress through the budget setting process. The key date above all else is the Council Meeting on 20 February 2024, and prior to that the Cabinet meeting on 6 February 2024 which will set out the Cabinet’s final budget proposals in order to set a balanced budget. Papers will be made available early to allow consultations and scrutiny to take place during January.

Budget 2023/24 Key Timescales:

Activity / Meeting	Date
Cabinet – Draft Budget Proposals published	Early January 2024
Overview & Scrutiny Management Committee	24 January 2024
Statutory consultation with Businesses	January 2023
Cabinet – Final Budget Proposals	6 February 2024
Overview & Scrutiny Management Committee	2 February 2024
Full Council Budget & Council Tax setting	20 February 2024

Overview and Scrutiny Engagement

131. Regular reports are taken to Overview & Scrutiny relating to the Council’s financial position. This report is being considered at the meeting of Financial Planning Task Group on 8 September 2023 and Overview and Scrutiny Management Committee on 26 September 2023.

Safeguarding Implications

132. None have been identified as arising directly from this report.

Public Health Implications

133. None have been identified as arising directly from this report.

Procurement Implications

134. None have been identified as arising directly from this report.

Equalities Impact of the Proposal

135. None have been identified as arising directly from this report. As the MTFs process progresses any savings and mitigations identified to address any budget gap will be supported by relevant equalities impact assessments.

Environmental and Climate Change Considerations

136. None have been identified as arising directly from this report.

Risks that may arise if the proposed decision and related work is not taken

137. If the Council fails to take actions to address forecast shortfalls, overspends or increases in its costs it will need to draw on reserves. The level of reserves is limited and a one-off resource that cannot be used as a long-term sustainable strategy for financial stability.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

138. Ongoing budget monitoring and management, of which this report forms part of the control environment, is a mitigating process to ensure early identification and action is taken. Risks associated with service delivery and the level of reserves will be raised as and when proposals are brought forward as part of the budget setting process.

Financial Implications – Section 151 Officer Commentary

139. This report is the first report for the 2023/24 financial year and the forecast as at quarter one indicates a broadly balanced budget. This includes an estimate on the pay award for 2023/24, and although the negotiations continue the employers offer can once again be used as the minimum level of cost that will be experienced in the Council's budget. This will be formally reported by services in the Q2 report and is estimated will be £2m over the base budget.
140. Knowing this the council's Extended Leadership Team have acted quickly to formulate mitigation plans to ensure this additional cost is contained. This will be through a mix of staffing saving plans and a use of the reserve prudently set aside at the end of last financial year. The critical point is ensuring a £2m ongoing saving is found before April 2024 will be delivered.
141. As stated in the report the ongoing cost of living crisis has seen the levels of inflation remain stubbornly high. Although there are signs these are now falling, the report clearly demonstrates that the Council is exposed to higher price rises than budgeted, and this has a knock-on effect into later financial years.
142. The MTFs has been updated in light of the ongoing levels of inflation and reflects an increase in the financial gap the Council will have to close in order to balance its budget in future years. This is in the context that this is a relatively smaller gap than in previous years, £7m by 2025/26, and the Council yet again is demonstrating a strong delivery in savings with over 84% being delivered in this financial year and forecasts covering the next 2 financial years showing the vast majority of savings already put forward are on course.
143. There is a significant level of uncertainty and risk contained within this forecast. Whilst officers have worked hard to ensure the significant savings programme of £26m in this financial year is achieved, with % of being delivered high, there is the possibility that further savings not yet delivered fail to be delivered either at all or by their original time frame. In addition, ongoing persistent high inflation, rising service demand and falling income levels could all add further pressure to the current forecast.
144. Therefore, although there are no specific management actions proposed at this time the council's Extended Leadership Team will be ensuring close scrutiny and

challenge of the forecasts with ongoing mitigating actions to ensure the Council remain in a balanced position over the coming months.

145. The deficit on the DSG continues to present a significant risk to the Councils financial future resilience given the uncertainty over the Government's current override, which will end in March 2026.
146. Although the Council has sufficient reserves to cover the cumulative deficit, as forecast in table 16, the annual deficit, which is currently forecast to be circa £10m a year, is unsustainable. The cumulative deficit will have to be made good by other reserves held by the Council and the annual deficit either reduced or covered by other general fund savings to the same value. The Council is working closely with the DFE to address this issue through its Delivering Better Value (DBV) programme.

Legal Implications

147. None have been identified as arising directly from this report.

Workforce Implications

148. If the Council fails to take actions to address in-year forecast shortfalls, overspends or increases in its costs it may need to implement further spend controls, or if the position is deemed critical unplanned service rationalisation may be required. This could impact on the workforce and may include changes to roles or redundancies. Ongoing budget monitoring and management, of which this report forms part of the control environment, is a mitigating process to ensure early identification and action is taken.
149. The pay award for 2023/24 is now expected to be agreed above the amount budgeted for. The Extended Leadership Team have been working proactively to identify permanent staff savings to address the pay award pressure. These proposals will deliver a permanent solution for the 2023/24 pay award pressure in 2024/25 and vacancies are being held where they are able to, to mitigate the pressure in 2023/24 and ensure that the impact on staff is minimised.

Options Considered

150. Budget monitoring forms part of the financial control environment and it is important to provide reporting on all aspects of financial management and performance to Cabinet and the public, including delivery to plans, variances and risks and impacts.

Conclusions

151. The report supports effective decision making, ensures a sound financial control environment and ensures members are updated on the latest position for the budget for 2023/24. This position has informed the proposed budget for 2024/25.

Andy Brown – Corporate Director of Resources and Deputy Chief Executive (S.151 Officer)

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1 September 2023

Appendices

Appendix A: Revenue Budget Movements
Appendix B: Savings Delivery Targets by Service
Appendix C: Savings Delivery Targets 2023/24 with Significant Risk

Background Papers

The following documents have been relied on in the preparation of this report:

Year End Revenue Financial Outturn Position 2022/23 – Cabinet, 11 July 2023
[Agenda for Cabinet on Tuesday 11 July 2023, 10.00 am | Wiltshire Council](#)

Budget 2023/24 and Medium Term Financial Strategy 2023/24 to 2025/26
[Agenda for Council on Tuesday 21 February 2023, 10.30 am | Wiltshire Council](#)

Appendix A – Revenue Budget Movements

	2023-24 Original Budget	Budget movements approved by CLT Quarter 1	Revised Budget M03
	£m	£m	£m
Corporate Director People			
Adults Services	176.866	0.898	177.764
Public Health	0.862	(0.301)	0.561
Education & Skills	29.269	0.000	29.269
Families & Children Services	64.541	(0.257)	64.284
Corporate Director Resources			
Finance	6.367	0.000	6.367
Pensions	0.000	0.000	0.000
Assets & Commercial Development	16.799	0.422	17.221
Information Services	11.808	0.000	11.808
Commissioning	3.405	(0.657)	2.748
HR&OD	3.573	0.017	3.590
Transformation & Business Change	0.533	0.000	0.533
Corporate Director Place & Environment			
Highways & Transport	40.634	(0.380)	40.254
Economy & Regeneration	2.520	0.000	2.520
Planning	3.396	0.000	3.396
Environment	48.282	0.203	48.485
Leisure Culture & Communities	6.881	(0.301)	6.580
Chief Executive Directorates			
Legal & Governance	9.964	0.204	10.168
Corporate Directors & Members	3.147	0.000	3.147
Corporate			
Movement on Reserves	2.457	0.000	2.457
Finance & Investment Income & Expense	25.043	0.152	25.195
Corporate Costs	4.034	0.000	4.034
Corporate Levies	5.493	0.000	5.493
General Fund Budget	465.874	0.000	465.874
HRA	0.000	0.000	0.000
Total	465.874	0.000	465.874
WC Funding			
General Government Grants	(77.393)	0.000	(77.393)
Council Tax	(339.037)	0.000	(339.037)
Business Rates Retention Scheme	(49.444)	0.000	(49.444)
Total Funding	(465.874)	0.000	(465.874)
Total	0.000	0.000	0.000

Appendix B – Savings Delivery Targets 2023/24 by Service

Directorate	Service	2023/24 Budgeted Savings Target £'m	Blue £'m	Green £'m	Amber £'m	Red £'m
			<i>Fully Achieved</i>	<i>On Track</i>	<i>Some Risk</i>	<i>Significant Risk</i>
Increment Freeze	Increment Freeze	0.454	0.000	0.454	0.000	0.000
Increment Freeze Total		0.454	0.000	0.454	0.000	0.000
Chief Executive	HR&OD	0.231	0.154	0.077	0.000	0.000
	Legal & Governance	0.540	0.154	0.050	0.286	0.050
	Public Health	0.616	0.616	0.000	0.000	0.000
	Transformation & Business Change	0.380	0.374	0.000	0.006	0.000
Chief Executive Total		1.767	1.298	0.127	0.292	0.050
Corporate	Corporate Costs	1.419	0.019	1.400	0.000	0.000
	Capital Financing	3.592	0.000	3.592	0.000	0.000
Corporate Total		5.011	0.019	4.992	0.000	0.000
People	Education & Skills	1.141	0.260	0.643	0.123	0.115
	Families & Children's Services	1.110	0.523	0.450	0.050	0.087
	Adults	6.455	0.110	5.675	0.170	0.500
People Total		8.706	0.893	6.768	0.343	0.702
Place	Car Parking	0.250	0.000	0.000	0.190	0.060
	Economy & Regeneration	0.255	0.000	0.255	0.000	0.000
	Environment	1.159	0.109	0.039	0.711	0.300
	Highways & Transport	3.539	1.708	0.868	0.365	0.598
	Leisure Culture & Communities	1.470	0.000	1.446	0.024	0.000
	Planning	0.057	0.000	0.000	0.057	0.000
Place Total		6.730	1.817	2.608	1.347	0.958
Resources	Assets & Commercial Development	1.886	1.205	0.246	0.057	0.378
	Finance	0.550	0.550	0.000	0.000	0.000
	Information Services	0.629	0.088	0.541	0.000	0.000
	Procurement & Commissioning	0.366	0.366	0.000	0.000	0.000
Resources Total		3.431	2.209	0.787	0.057	0.378
Grand Total		26.099	6.236	15.736	2.039	2.088

Appendix C – Savings Delivery Targets 2023/24 with Significant Risk

Directorate	Service	Head of Service	Budget Challenge - Description of Saving	23/24 Budget £'m	Significant issues £m
Resources	Assets & Commercial Development	Strategic Asset & Facilities Management	County Hall ICB/CCG - extra above budget for CCG	0.065	0.065
Resources	Assets & Commercial Development	Strategic Asset & Facilities Management	Old County Hall 2nd Floor Wing Asda end	0.099	0.099
Resources	Assets & Commercial Development	Strategic Asset & Facilities Management	County Hall AWP	0.214	0.214
Place	Environment	Waste Services	Positive income performance from recycling material sales, in excess of current forecasts - strictly a one off saving for 23/24, as market volatility remains a concern (HIGH RISK).	0.150	0.150
Place	Highways & Transport	Passenger Transport	Charge for temporary bus shelter closures -We are able to charge utilities and other companies when bus shelters are out of commission due to roadworks.	0.020	0.020
Place	Highways & Transport	Passenger Transport	Transfer monies from the government pot to home to school transport budget for Ukrainians - The figure of £180k may change dependent upon the number of Ukraine's in residence. This figure is accurate as at Oct 22	0.180	0.040
Place	Highways & Transport	Passenger Transport	To review and repattern those bus services that are less well used, following a permanent change in travel habits, post covid. WAS 'Services with a £7.00 per passenger subsidy or above - To review and repattern these services in a different way, in order to continue providing some sort of service to most - The general public will not like some of the changes and a proportion would be left with no service'	0.140	0.140
Place	Highways & Transport	Highways Operations	Trowbridge Service delegation (Streetscene, Markets, Burials) assumes in place from 1st April 23	0.364	0.090
Place	Highways & Transport	Passenger Transport	Service bus's carrying out of county / non designated / non-essential shoppers - A reduction / repatterning and in some cases cessation of services that have the least impact upon public transport users - There will be resistance to this from the public, but there will in most cases be a viable alternative. There may be an environmental impact as more cars will be driven to schools.	0.208	0.208
Place	Highways & Transport	Passenger Transport	Remove Saturdays from supported services timetables	0.100	0.100
People	Education & Skills	Helean Hughes	Staff Savings from 22-23 MTFS	0.115	0.115
People	Families & Children's Services	Kat McJanet	PAUSE Co-ordinator	0.025	0.025
People	Families & Children's Services	Tamsin Stone	1x Conference & Reviewing Officer post (CP Chair)	0.062	0.062
People	Adults	Living & Ageing Well	Day Services Utility	0.200	0.200
People	Adults	Living & Ageing Well	Wiltshire Care Home Efficiency	0.300	0.300
Chief Executive	Legal & Governance	Communications	Rationalise Communication roles	0.050	0.050
Place	Environment	Waste	Stretch Income Targets for Place Services	0.150	0.150
Place	Car Parking	Car Parking	Stretch Income Targets for Place Services	0.250	0.060
Total Significant Issues					2.088
Total 2023/24 Budgeted Savings Target					26.099
Significant Issues as a % of total 2023/24 Budgeted Savings Target					8.00%

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Financial Planning Task Group Update

Financial Year 2023/24 - Quarter One Revenue Budget Monitoring

Purpose

1. To update Overview and Scrutiny Management Committee on the discussions of the Financial Planning Task Group on 8 September 2023 regarding the Financial Year 2023/24 - Quarter One Revenue Budget Monitoring.

Background

2. The Financial Planning Task Group (FPTG) is a standing task group reporting to the Overview and Scrutiny Management Committee.

Membership

3. The membership of the task group is as follows:

Cllr Gavin Grant (Vice-chairman)
Cllr Gordon King
Cllr Charles McGrath
Cllr Pip Ridout (Chairman)
Cllr Ian Thorn

Terms of Reference:

4. The terms of reference of the task group are:
 - a) To review the council's draft Financial Plan, Medium-Term Financial Strategy (4-year financial model) and Treasury Management Strategy, reporting its findings to OS Management Committee.
 - b) To undertake regular monitoring of the council's capital and revenue budgets (including the delivery of savings), ensuring that mid-year trends and developments are considered when the council's Financial Plan is updated.
 - c) To undertake ongoing review of the council's financial position, including the monitoring of reserves, investments, debt, and financial risks.

- d) Where they materially affect the council's overall financial position, to consider the council's:
 - i. approach to strategic procurement
 - ii. major contracts
 - iii. financial investment in, and liability to, its wholly owned subsidiaries.
- e) To help develop the council's approach to the annual budget setting cycle, including the specific contribution of Overview and Scrutiny.
- f) To bring regular reports to OS Management Committee, highlighting key financial developments and risks for further discussion.

Financial Year 2023/24 - Quarter One Revenue Budget Monitoring

The Task Group met on 8 September 2023 to discuss the reports going to Cabinet on 12 September 2023, also present were:

Cllr Nick Botterill	Cabinet Member for Finance, Development Management and Strategic Planning
Cllr Rich Rogers	Portfolio Holder for Contracts Procurement and Commissioning
Andy Brown	Corporate Director Resources & Deputy Chief Executive (S151 Officer)
Lizzie Watkin	Director Finance
Sarah Rose	Head of Finance Adults & Health

Observing:

Cllr Graham Wright	Chairman, OS Management Committee
Cllr Chris Williams	Vice-Chairman, OS Management Committee
Cllr Jerry Kunkler	Chairman, Environment Select Committee

Treasury Management Outturn Report 2022/23

Issue (Page and paragraphs numbers refer to the reports)	Further information / Comments
Risk of equal pay claims	Each year when the accounts are developed there is an assessment of the council's liabilities. There are no issues around equal pay within the council. However, any future legal decisions on equal pay may have an impact but there are no concerns at the moment. Other councils do have these issues, but they are historical.
Impact of continuing high inflation, particularly staff pay	The staff pay assumptions were based on a forecast for inflation of 3%-4%. If inflation stays high the base budget can be uplifted. Actual staff pay costs will be clearer in the autumn.

	<p>This year, and based upon the employers offer, there are enough funds to deal with the award. Next year if inflation stays high then there could be an overspend position which has to be addressed in some other way i.e., savings or increasing income.</p>
Inflation assumptions	<p>It is likely that inflation will begin to come down. The wholesale price of gas in October and the energy price cap will have a role to play in that decrease. It therefore cannot be predicted with any certainty; the council is looking to the experts when making future assumptions.</p>
Impact of inflation on planned savings	<p>There might be pressure where savings are related to maintaining a contract price, but some of this is outside of the control of the council. Any slip in targets will be addressed through mitigations.</p>
Use of agency staff	<p>Where possible the council is moving agency staff into permanent positions. In some areas, like social work, this has been relatively successful. This has though not resolved capacity issues. Still use of agency staff, but these costs are monitored and managed.</p>
Additional funding for market sustainability (para 22)	<p>A further £570 million of ringfenced funding has been given across 2023/24 and 2024/25 to local authorities to improve and increase adult social care provision, with a particular focus on workforce pay. This additional funding will support more workforce and capacity within the adult social care sector. There are ongoing discussions about how this will be allocated.</p>

Cllr Pip Ridout, Chairman of the Financial Planning Task Group

Report author: Simon Bennett, Senior Scrutiny Officer, 01225 718709
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Wiltshire Council

Cabinet

12 September 2023

Subject: Financial Year 2023/24 - Quarter One Capital Budget Monitoring

Cabinet Member: Cllr Nick Botterill – Cabinet Member for Finance, Development Management and Strategic Planning

Key Decision: Non-Key

Executive Summary

This report sets out the Capital Programme for 2023/24 as at 30 June 2023 for the first quarterly budget monitoring period. It includes the movements from the original budget set by Full Council in February 2023 to the revised programme and sets out how the programme is forecast to be financed. It provides an update on the significant schemes that are planned to be delivered and those that have been reprofiled to future years.

Quarter One Capital Budget Monitoring

The quarter one Capital Programme is based on information as at 30 June 2023. The report confirms the current forecast movement of approvals between years as schemes have been assessed and the spend profile recast.

Proposals

Cabinet is asked to recommend to Full Council to approve:

- a) the allocation of a £4.4m budget for Education provision in the North of the County to be funded by a mix of capital receipts, earmarked reserves and £1.7m of new borrowing.

Cabinet is asked to approve:

- a) the allocation of £0.500m budget to be funded by CIL funding for the River Park programme;
- b) the allocation of £10m CIL funding for Trowbridge Leisure Centre to replace borrowing, with no change in total budget allocation;
- c) the allocation of £10m budget to Highways & Transport for increased investment to be funded from borrowing released from Trowbridge Leisure Centre; and

- d) the virement of budget on the Salisbury Central Car Park & Maltings of £0.250m from Millstream Approach Bridge to Coach Park Redevelopment Riverside.

Cabinet is asked to note:

- e) The additional budgets added to the programme of £17.639m under Chief Finance Officer delegated powers;
- f) the removals of £0.396m budget in line with 2023/24 Grant award under Chief Finance Officer delegated powers;
- g) the budgets brought forward from future years into the 2023/24 programme totalling £13.876m under Chief Finance Officer delegated powers;
- h) the budgets reprogrammed from 2023/24 into future years totalling £69.998m under Chief Finance Officer delegated powers;
- i) Budget Movements between Schemes;
- j) the revised 2023/24 Capital Programme forecast as at quarter one of £189.376m;
- k) the capital spend as of 30 June 2023 of £26.047m; and
- l) the change in approach for Stone Circle Housing Company to set MRP aside from 2023/24 for the capital loan.

Reason for Proposals

To inform effective decision making and ensure sound financial management as part of the Councils overall control environment.

To inform Cabinet on the financial position of the Council on the 2023/24 capital programme as at quarter one (30 June 2023).

Terence Herbert
Chief Executive

Andy Brown
Corporate Director of Resources and Deputy Chief Executive (S.151 Officer)

Wiltshire Council

Cabinet

12 September 2023

Subject: Financial Year 2023/24 - Quarter One Capital Budget Monitoring

Cabinet Member: Cllr Nick Botterill – Cabinet Member for Finance, Development Management and Strategic Planning

Key Decision: Non-Key

Purpose of Report

1. To advise Members of the 2023/24 Capital Programme position as at quarter one (30 June 2023).

Relevance to the Council's Business Plan

2. Budget monitoring and reporting supports effective decision making and the alignment of resources and financial performance to the Council's priorities and objectives as laid down in the Business Plan.

Background

Capital Programme Monitoring 2023/24 Quarter One

3. Full Council approved a net capital programme budget for 2023/24 of £199.127m at its meeting on 21 February 2023. As part of the final year end position Cabinet approved the advancement of £10.311m from future years into 2022/23 and the transfer of £39.439m into 2023/24, which increased the 2023/24 Capital Programme to £228.255m.

Main Considerations for the Council

4. During quarter one the Chief Finance officer has authorised the addition of £17.639m budget under his delegated powers. These increases are set out in Appendix D section one and discussed later in the report. The increases have no effect on the net funding position of the programme or the approved borrowing level as they are funded by external sources such as grants, s106 contributions and Town and Parish Council contributions.
5. In addition, the Schools Maintenance and Modernisations budget has been reduced by £0.396m to align to the actual grant allocation for 2023/24 under Chief Finance Officer delegated powers.
6. The above changes increased the 2023/24 Capital Programme quarter one budget to £245.498m. A detailed budget movement by scheme is shown in Appendix A for Cabinet to review.

7. Capital schemes have been reviewed for quarter one and £69.998m has been reprogrammed into future years to align with forecast programme delivery. £13.876m has been brought forward from future years to support the delivery of accelerated projects, both adjustments have been actioned under Chief Finance Officer delegated powers. There are no negative financial, delivery or reputational implications to report from this re-programming.
8. The Capital Programme forecast for 2023/24 stands at £189.376m as of 30 June 2023, the budget has been revised to match forecast, the table below summaries the budget movements discussed. A detailed Capital Programme Quarter One Forecast by scheme is shown in Appendix B for Cabinet to review.

Table 1 – 2023/24 Q1 Capital Programme Amendments

	£'m
Capital Programme Approved by Full Council 21 February 2023	199.127
Amendments to Capital Programme Authorised as part of 2022/23 Year End to Note:	
Budgets brought forward from future years to the 2022/23 programme	(10.311)
Budgets reprogrammed from 2022/2023 into future years	39.439
Amendments to Capital Programme Authorised as part of Quarter One Review to Note:	
Budget removed from the programme	(0.396)
Additional budgets added to the programme	17.639
Capital Programme 2023/24 as at 31st March 2023	245.498
Budgets brought forward from future years to the 2023/24 programme	13.876
Budgets reprogrammed from 2023/2024 into future years	(69.998)
Capital Programme 2023/24 as at 30th June 2023	189.376

9. Historically Wiltshire Council's average annual Capital Programme spend is in the region of £100m, although spend was higher in 2023/23 at £128m. There are however some significant schemes included in the programme that are driving the higher budget level and these are detailed in the report below.
10. Shortages in supply chain in relation to materials, component parts, drivers and workforce is creating high risk with deliverability and price for capital projects. Whilst the cost of construction material prices have stabilised, prices are still considerably higher than they were two to three years ago and the availability of some key materials continues to be an issue. This is currently being managed within built in contingencies and for newer projects contingency percentages are being set at a higher rate. To assist with this pressure £1.191m budget was transferred to a corporate budget under Resources to help mitigate inflation pressures. As a result of movement to offset additional budget pressures at Porton Science Park and Hindon Stagger Depot during 2022/23, £0.198m of this budget remains.
11. The total capital expenditure as at quarter one is £26.047m, approx. 14% of the revised annual capital programme. Officers are still forecasting that these schemes will progress and be delivered according to the current forecasts in 2023/24. It should be noted that the spend figure does not include commitments.

12. As reported in the Year End Financial Outturn Position 2022/23 report the biggest implication from not delivering the capital programme as planned is linked to schemes funded by borrowing. This impacts on the Minimum Revenue Provision (MRP) budget within the Financing and Investment Income and Expenditure revenue budget which is set based on the programme for the previous financial year. As a result of the programme slippage seen during the 2022/23 year there is a £2.549m underspend on the Minimum Revenue Provision (MRP) budget in this financial year (2023/24).
13. The 2023/24 capital schemes funded by borrowing inform the Financing and Investment Income and Expenditure budget for 2024/25. If the programme is set too high and is not delivered at this level the revenue budget set aside will not be required and is diverted away from key services. The programme needs continuous review to ensure it is robust and achievable and to inform the 2024/25 budget setting process. A Capital Governance and Gateway process was implemented in 2022/23 and was initially integrated into the Asset Gateway Board. A recent review of the process has determined that the capital programme governance would be best service by its own Board. The first meeting of the Capital Investment Programme Board took place on 12 July 2023.
14. Budget additions and reprofiling, either slipping budget to future years or bringing budget forward from future years are detailed in Appendix D and have been done under Chief Finance Officer delegated powers. Budget movements requiring Cabinet or Full Council approval are included in the recommendations above and will be referenced specifically in the report.

People

15. The table below shows the Capital Programme 2023/24 quarter one at programme level for the People Directorate. The forecast stands at £33.745m and spend is currently at 20%.
16. The Capital Budget was set at £46.143m, after 2022/23 final year-end adjustments the revised budget was £53.031m. Full details of these movements can be found in the Year End Financial Outturn Position 2022/23 July Cabinet reports.
17. As part of the quarter one review, £0.849m of additional budgets have been added to the programme, and these additions are funded by grant and s106 contributions.
18. £0.396m Schools Maintenance and Modernisation budget has been removed to align the budget forecast with the actual DfE grant award for 2023/24.
19. The quarter one forecast is £33.745m, a total of £21.033m budget has been reprogrammed into future years and £1.294m budget has been brought forward from future years into 2023/24 to align budget with forecast.

Table 2 – 2023/24 Capital Programme, People Services

Scheme Name	Capital Programme Forecast and Spend 2023/2024 Quarter One		
	Forecast	Actual Spend	% Actual Spend to Revised Budget
	£m	£m	£m
Adult Services			
Sensory Stimulation & Development Play Equipment	0.020	0.000	0%
Disabled Facilities Grants	5.847	1.017	17%
Adult Services Total	5.867	1.017	17%
Education & Skills			
Access and Inclusion	0.137	0.000	0%
Basic Need	4.187	0.475	11%
Stonehenge School Replacement of Lower Block	4.749	1.385	29%
Devolved Formula Capital	0.609	0.000	0%
Early Years & Childcare	0.289	0.000	0%
Early Years Buildings	0.560	0.084	15%
Silverwood Special School	7.714	2.514	33%
SEND Special School Capacity & Alternative Provision	0.193	0.000	0%
High Needs Provision Capital Allowance	2.595	0.327	13%
Education & Skills Total	26.978	5.765	21%
Families & Children's Service			
Children's Homes	0.900	0.000	0%
Families & Children's Total	0.900	0.000	0%
Corporate Director - People	33.745	6.782	20%

Adult Services

20. The Disabled Facilities grant programme is a grant scheme for adaptations and facilities to enable disabled residents to stay in their home. In addition, it is used for other initiatives and programmes to deliver the same outcome, including the Optimising Care Initiative and Occupational Therapist Service to ensure clients are assisted to move to more suitable accommodation.
21. The budget has been increased by £0.714m to reflect the actual grant award for 2023/24 and a further £1.294m has been brought forward from future years to reflect the current expected delivery programme and the new projects approved by the Integrated Care Board. The forecast for the Disabled Facilities Grant programme is £5.847m. For 2023/24 £0.257m has been allocated to promote the use of technology to support people of all ages across the spectrum of care needs to live safely and independently in their own homes; £0.900m to purchase specialist alternative accommodation; £0.150m to refurbish more flats within the Councils homeless hostel to assist with early hospital discharge and to meet the needs of disabled homeless families and £0.216m for adaptations without delay.

Education & Skills

22. A total of £0.135m has been added to the programme to reflect actual 2023/24 grant awards and contributions. £0.396m has been removed from the Schools Maintenance and Modernisation programme to align the budget with the actual DfE grant award for 2023/24. A total of £20.667m budget has been transferred to future years to align to forecast.
23. The Access and Inclusion funding is used for multiple projects where adaptations are required to support the admission or continued attendance of individual pupils in mainstream schools. Several projects are scheduled to take place over the summer holidays and therefore complete this year. A sum of £0.030m has been reprofiled into 2024/25 which will be used to facilitate planned works at Stonehenge School in summer 2024.
24. The Basic Need capital scheme provides new schools and expansion at existing schools. Several large expansion projects are included in this programme, with the projects being managed directly by the schools themselves. Kingdown School, Warminster comprises some internal conversion work and provision of a new block. The project scoping work has been completed and the planning application is due to be submitted. Works will commence in the new academic year 2023/24.
25. Work at the Abbeyfield School, Chippenham, were due to complete for September 2025, however, numbers at the school have not grown as quickly as anticipated and so the delivery of the scheme has been delayed. Planning application has been submitted and survey works will continue.
26. The planned expansion works to Holt Primary School have been delayed to summer 2024 due to the on-site pre-school having gained time-limited lottery funding to replace a building. Site access is severely limited and restricts works to one contractor being on site at any given time. Design works will continue. As a result of the above, £4.906m has been reprofiled into future years.
27. The Schools maintenance and modernisation budget funds maintenance work and projects such as mobile classroom replacements. This year there will be over one hundred individual maintenance projects carried out including all the large, planned maintenance projects approved by Cabinet in March 2023. The modernisation funding is currently being used to replace old mobile classrooms at Holbrook and Studley Green Primary Schools with both projects due to complete this year. Design work has started on Grove Primary School. All remaining mobiles and Pratten huts have now been inspected to prioritise the schools to be include across a five year replacement programme. £2.749m has been reprofiled into future years in line with the delivery programme.
28. The replacement of Lower School at Stonehenge School commenced on site in October 2022 and is due to complete for September 2023. This will then be followed by the demolition of the original school block.
29. Early Years and Childcare capital is funded by s106 contributions. The service has a ten year plan to deliver projects with the service reliant on s106 funding to progress projects. This year a new provision is planned for Bradford on Avon as well as delivery

of two projects in Trowbridge. Schemes for Corsham/Rudloe, Bradley Road, Trowbridge, Chippenham, Malmesbury and Westbury will move to 2024/25. Therefore £0.954m has been reprofiled into future years.

30. Early Years Buildings funding provides the ongoing replacement of temporary buildings for early years children. The South Hills Nursery, Marden Vale, Calne has moved into their new accommodation. Demolition of the old buildings will take place this summer. £0.610m has been reprofiled into future years in line with the forecast programme.
31. The Silverwood build programme started construction in April 2022. This will deliver significant additional places for learners with SEND. Completion of the build programme has been delayed from June 2023 to April 2024 due to adverse ground conditions and construction design issues, £4.175m has therefore been reprofiled into future years.
32. As per the recommendation in this report, the Council is in negotiation to acquire new education provision in the north of the county. It is proposed to be funded by a mix of capital receipts, earmarked reserves and new borrowing. Initially the property would be used to provide education for 50 children who are unable to attend mainstream or specialist schools. This is called Alternative Provision (AP).
33. Section 19 of the Education Act 1996 states that 'Each Local Authority shall make arrangements for the provision of suitable education at school or otherwise than at school for those children of school age who, by reason of illness, exclusion from school or otherwise, may not for any period receive suitable education unless such arrangements are made for them.' A procurement exercise is planned to facilitate a registered AP provider to take students from January 2024. The property use would be extended in later years to include a range of vocational skills for learners.
34. There is considerable demand for offsite placements by schools and the LA for pupils on a short-term basis for the purposes of improving the pupils' behaviour to prevent permanent exclusion and reduce the need for multiple or long-term suspension from school. This demand has increased in recent years. Lack of sufficiency means that a significant number of pupils are suspended from school when the school might otherwise arrange AP for the learner at an earlier stage and prevent further escalation into more specialist high needs provision and pressure on the high needs block of the dedicated schools grant. This acquisition is expected to deliver significant reduction in the current annual deficit of the high needs block.
35. The SEND Special School Capacity and AP budget has been utilised to create circa 44 new specialist provision places across the county for the start of 2022/23 academic year.
36. A proportion of the High Needs Provision Capital Allowance has been allocated to a number of schemes to build capacity in both special schools and resource bases, with works already in train. Additional projects have been identified for delivery but will not take place in 2023/24, therefore £7.193m is to be profiled into future years.

Families & Childrens Service

37. The service purchased one property in 2022/23, which will be leased to an external provider to run as a residential children's home. The provider has been appointed, with final contracts due for signing by 1st September 2023. Refurbishment works are currently being reviewed with the provider, and they will commence alongside Ofsted registration and recruitment once the signing of contracts has been completed. The projected opening date will be confirmed upon receipt of the final signed contract. It has been agreed with the provider that the project team will work with them to locate and purchase a second property that will be leased and redeveloped as a residential children's homes. This is anticipated to be completed by the end of the current financial year, £0.366m has been reprofiled into future years.

Resources

38. The table below shows the Capital Programme 2023/24 quarter one at programme level for the Resources Directorate. The forecast stands at £48.538m and spend is currently at 16%.
39. The Capital Budget was set at £56.971m after 2022/23 final year-end adjustments the revised budget was £66.541m, full details of these movements can be found in the Year End Financial Outturn Position 2022/23 July Cabinet reports.
40. The quarter one forecast is £48.538m, a total of £18.720m budget has been reprogrammed into future years and £0.217m has been brought forward from future years to align budget with forecast.
41. Budget for £0.500m has been added to the programme for South Chippenham in line with the Cabinet report and resolutions in December 2022.

Table 3 – Capital Programme 2023/24, Resources

Scheme Name	Capital Programme Forecast and Spend 2023/2024 Quarter One		
	Forecast	Actual Spend	% Actual Spend to Revised Budget
	£m	£m	£m
Finance			
Corporate	0.198	0.000	0%
Evolve Project	6.698	1.446	22%
Finance Total	6.896	1.446	21%
Assets			
Affordable Housing including Commuted Sums	0.440	0.021	5%
Capital Receipt Enhancement	0.036	0.020	56%
Depot & Office Strategy	0.421	0.000	0%
Facilities Management Operational Estate	3.190	0.350	11%
Gypsies and Travellers Projects	0.142	0.005	4%
Porton Science Park	1.772	0.025	1%
Health and Wellbeing Centres - Live Schemes	2.606	0.422	16%
Non-Commercial Property Purchases	0.035	0.003	9%
North Wiltshire Schools PFI Playing Fields	0.300	0.000	0%
Property Carbon Reduction Programme	2.065	0.054	3%
Park & Ride Solar Panel Canopies	0.450	0.000	0%
Public Sector Decarbonisation Scheme Projects	0.023	0.000	0%
Facilities Management Investment Estate	0.384	0.031	8%
Social Care Infrastructure & Strategy	0.634	0.000	0%
Salisbury Resource Centre	0.825	0.000	0%
South Chippenham	0.300	0.010	3%
Assets Total	13.623	0.941	7%
Capital Loans			
Stone Circle Housing Company Loan	13.017	4.614	35%
Stone Circle Development Company Loan	5.797	0.000	0%
Capital Loans Total	18.814	4.614	25%
Information Services			
ICT Applications	3.878	0.330	9%
ICT Business as Usual	1.160	0.124	11%
ICT Other Infrastructure	0.927	0.159	17%
ICT Get Well	3.190	0.208	7%
Microsoft Cloud Navigator	0.050	0.013	26%
Information Services Total	9.205	0.834	9%
Corporate Director - Resources	48.538	7.835	16%

Finance

42. The Evolve programme will deliver the procurement and implementation of a new Enterprise Resource Planning (ERP) system for the Council. In November 2022 the new system, Oracle, was reprogrammed to extend the timeline from the original go-live date of April 2023 to November 2023 due to data migration challenges, particularly with the complexity of local government payroll data and internal and supplier capacity

and skills. The bulk of the programme is on target for a November commencement however a decision has been made to implement the payroll functions from April 2024, alleviating the pressures associated with delivering this aspect of the programme. £2.300m is to be reprofiled into future years as a result of deferred payroll milestones and a requirement for internal and external staffing resources and technical developments in 2024/25.

Assets

43. Capital Receipt Enhancement facilitates capital works to council owned assets to enhance value prior to being sold. A small portion of this budget is being used for works to Ashlea Resource Centre. £0.587m has been reprofiled into future years, as it is unlikely that a decision will be made regarding the future of the Blue Pool site to enable its demolition to take place in 2023/24.
44. The final project in the Phase One Depot Programme is the construction of a new depot in the southwest, Hindon Stagger. Planning permission is expected in the summer, at which point the projects will be tendered with a forecast start date in early 2024. The main part of the project will be delivered in 2024/25, £3m has therefore been reprofiled into future years.
45. The Facilities Management Operational Estate budget is for multiple projects that deliver essential capital maintenance works covering all areas and building types in the Operational Estate. There are seventy five projects scheduled for delivery in 2023/24 of which twenty six are currently underway. Additional projects will be scoped and delivered to resolve reactive and unforeseen problems across the estate. Notable projects this year that were added to the programme at budget setting for 2023/24 include works at the Arts Centre in Salisbury to carry out our listed building responsibilities, works to the Coroner's Court, Salisbury and energy efficiency improvement works to properties on the Gypsy & Traveller sites. £1.250m has been reprofiled into future years, this sum relates to the refurbishment of Salisbury Library and the replacement of Churchfields Depot roof, neither of which will be deliverable in 2023/24.
46. Work is currently progressing at one Gypsy and Traveller emergency stopping site. A planning application will be submitted for a new emergency stopping site in 2023/24, therefore £1.150m has been reprofiled into future years.
47. Phase Two of Porton Science Park was officially opened on 30 June 2023. The Business Support programme has facilitated thirty three SMEs in the Health and Life Sciences and Defence Technology Sectors providing over 12 hours of sector specific business support at exceptional value for money, generating £3.52 of GVA in the economy for every £1 invested. The majority of this budget is on track to be spent in the financial year and is required for fit-out for key tenants moving into the unfurnished "Grow On" space, final spend relating to the completion of the main building, and internal furniture, fixtures and equipment. A retention sum will need to be held for the main build contractor, £0.200m has therefore been reprofiled into future years.
48. Melksham Community Campus (Health and Wellbeing Centres) is in the final defects phase, with the site due to be signed off during in the summer and the building formally transferred to Leisure to operate and Assets to maintain. The refurbishment of

Melksham House is due to conclude at the end of 2023. Education has been confirmed as the end user of the facility, which will be used as a primary school for children with Social, Emotional, Mental Health and Wellbeing needs and alternative provision for secondary school students. Once the main house works are completed, certain adaptations to the outside areas of the sites will be made. These works are likely to complete in Spring 2024, therefore £1.353m has been profiled into future years.

49. The Property Carbon Reduction Programme has multiple projects underway to reduce the council's carbon emissions and generate utility cost savings from the property estate. Key projects will be carried out at county hall including the installation of glazing between the atrium and office spaces, and PV panels installed on the south east external wall and underside of the atrium roof. Across the library and leisure facilities LED lighting upgrades will be delivered this year. The council's storage facility Hawksworth in Westbury has been degassed with an Air Source Heat Pump installed. The grid capacity now exists to replace the gas heating and hot water system at Monkton Park offices with an Air Source Heat Pump, the conversion will be delivered later in 2023/24. Delivery of these projects has taken up a significant capacity of the team and so timescales are being extended to 2025/26, and £2m has therefore been profiled to future years.
50. Following Cabinet's decision in December 2022 to effect a mutually agreed exit from the Grant Determination Agreement with Homes England and to continue to work with southern landowners to develop a masterplanned scheme to the south of Chippenham, £0.500m was added to the Capital Programme. Work has continued with spend on fees to develop viability assessments and a masterplan. Work will continue now that the Local Plan has been made public. £0.200m has been reprofiled into future years.
51. Works to improve Salisbury Coach Park as part of the River Park development are due to be delivered by the Environment Agency towards the end of 2023/24. The capital allocation for this project is currently in 2025/26 and therefore needs to be brought forward. This can be authorised under Chief Finance Officer delegated powers. Design work and more detailed cost analysis have identified that the original cost for the project has increased, primarily due to inflation and this programme is forecast to overspend. Millstream Approach Bridge has a budget allocation of £0.250m in 2025/26, survey work has determined that the bridge repairs are not required. It is recommended that Cabinet approve the budget allocated for Millstream Approach Bridge of £0.250m is transferred to Salisbury Coach Park to cover the forecast increased costs.

Capital Loans to Stone Circle

52. This represents the capital loan funding to Stone Circle companies for 2023/24.
53. In total Stone Circle Housing company has acquired 92 properties as at the 31 March 2023 and has a Capital Loan balance of £22.007m and a working capital loan of £0.326m from Wiltshire Council. The Business Plan programme is based on acquiring 250 units by 2025/26 and the Council has allocated budget of £13.017m for further Loan advances in 2023/24.

54. Stone Circle Development Company is working on five development sites which will deliver 177 properties across Wiltshire, the Council has allocated £5.797m budget for 2023/24 for further Loan advances. As of the 31 March 2023 the company has a Capital Loan balance of £1.743m and a Working Capital Loan of £0.216m from Wiltshire Council.
55. The Stone Circle Housing company business plan for 2023/24 presented to the shareholder group on the 27 June 2023 has shown a change from the originally approved business plan. The breakeven and loan repayment period has significantly changed, for this reason the shareholder group has only approved year 2023/24 in the plan and will review the position again, given the prevailing level of interest rates and housing market, for activity in 2024/25.
56. In response to this the Council will now change its approach and begin to set aside MRP for the loan value until the company presents a revised Business Plan that demonstrates it can make loan repayments over the original business plan time frame.
57. This is to ensure financial sustainability for the Council to cover the risk that the company is not able to make loan repayments over the original timescales. This will impact on the 2024/25 revenue budget for MRP, if the full capital loan is drawn down in 2023/24 it will create an MRP pressure of £0.700m for 2024/25 providing the company can cover its interest payment in year and does not have to capitalise the interest. The Council has approved a capital loan of up to £57.264m, the MRP pressure for this amount would be £1.145m per year. This will need to be factored into the MTFS alongside other changes to capital financing and will be done as part of the quarter two update.

Information Services

58. The ICT capital programme is shown across Applications, Get Well, Other Infrastructure and Business as Usual and covers staff costs and project costs to deliver key infrastructure, applications, cost of replacing staff devices and for further digital transformation and activities and emerging fields like business intelligence.
59. Overall the ICT programme of work is on target and the key risks have been and continue to be challenges with recruiting and retaining staff, particularly since the cost of living crisis. Previously reported supply chain issues have subsided for the time being.
60. The Applications programme is implementing a new case management system for the Public Protection service which will enable customers to self-serve and the business to automate processes and provide mobile working for staff. The project remains on track and is due to go live in October 2023. The capital funded teams continue to deliver improvement to Council operations through in-house software developments, productivity and automation alongside supporting transformational programmes of work. The Customer Experience programme has seen upgrades to the 'MyWilts app' which have significantly improved the customer experience and efficiencies for Council staff and third-party contractors. £1.369m has been reprofiled into future years in line with forecast programme delivery.

61. Within the Business as Usual capital budget, the Devices for Personas project will replace the aging laptop estate. Phase 1 (2023) deployment delivered 1,100 laptops, with Phase 2 (1,000), commenced in July 2023 and Phase 3 planned thereafter. The project is on track to replace all laptop devices that are unsupported by Windows 11 by October 2025. £0.500m has been reprofiled into future years in line with programme delivery.
62. The Other Infrastructure budget line was implemented to cover miscellaneous ICT and technology equipment that required replacing across the Council. Hybrid meeting room equipment continues to be reviewed and updated as more people return to the office and feedback received. Audio visual equipment for use in the Council's democratic meetings including new microphones, cameras and internet streaming technologies have been provided in both the Council chamber and key cabinet meeting rooms. Orders have now been placed to replace audio visual equipment for Area Board meetings and the Coroners Court in Salisbury. Overall, the programme of work is on target.
63. The Get Well capital budget line funds Project 99 which was instigated to improve the failing server and network estate. It has delivered the vast majority of actions from the Phase 2 business case with a new monitoring system implemented. An order is now out for procurement to replace the Council's aged network infrastructure used in remote buildings such as Libraries, Leisure Centres, Depots and Respite Centres, with contract award anticipated in September 2023. The service has benchmarked itself against the Cyber Assessment Framework from the National Cyber Security Centre and are exploring recommended actions as a result. The print refresh project has achieved a reduction in printer numbers in hub buildings by approximately 50%. The final forty two printers were scheduled for August 2023, which will bring all printers up to standard for the next five years. Once disposal of the old ones is complete this project can be closed down. £0.500m has been reprofiled into future years in line with programme delivery.

Housing Revenue Account (HRA)

64. The table below shows quarter one capital programme summary position for the Housing Revenue Account. The forecast stands at £44.722m and spend is currently at 17%.
65. The Capital Budget was set at £30.580m, after 2022/23 final year-end adjustments the revised budget was £40.024m, full details of these movements can be found in the Year End Financial Outturn Position 2022/23 July Cabinet reports.
66. £4.012m has been added to phase 3.3 of the Council House build programme. This is DLUHC grant funding to support the purchase of housing for Ukranian and Afghani families.
67. The quarter one forecast is £44.722m, a net budget of £8.353m has been brought forward from future years to facilitate phase 3.4 of the Council House build programme. A total of £7.667m has been reprofiled into future years for refurbishment of stock and Highways road adoptions in line with current forecast delivery programme.

Table 4 – Capital Programme 2023/24, HRA

Capital Programme 2023/24 Quarter One					
Scheme Name	Revised Budget 2023/2024	Forecast	Variance	Budgets brought forward from future years to the 2023/24 programme (Section 2 Appendix B)	Budgets reprogrammed from 2023/2024 into future years (Section 3 Appendix B)
	£m	£m	£m	£m	£m
Housing Revenue Account					
Council House Build Programme	0.038	0.038	0.000	0.000	0.000
Council House Build Programme (Phase 2)	0.552	0.552	0.000	0.000	0.000
Council House Build Programme (Phase 3.1)	8.720	8.720	0.000	0.000	0.000
Council House Build Programme (Phase 3.2)	7.827	7.827	0.000	0.000	0.000
Council House Build Programme (Phase 3.3)	9.533	9.533	0.000	0.000	0.000
Council House Build Programme (Phase 3.4)	0.000	8.353	8.353	12.365	(4.012)
Refurbishment of Council Stock	12.766	9.199	(3.567)	0.000	(3.567)
Highways Road Adoptions	4.600	0.500	(4.100)	0.000	(4.100)
Total Housing Revenue Account	44.036	44.722	0.686	12.365	(11.679)

68. HRA Capital programme consists of two elements, the planned capital maintenance and the council house build programme. The planned capital maintenance of the existing housing stock covers bathrooms, kitchens, roofs, boilers etc. and the Council House Build programme, which has been split into different phases and is planned to deliver one thousand homes over the next ten years.
69. The Council House Programme is now in year four of ten, and will deliver eighty additional affordable homes to date, eighteen of which have been delivered this current year, with a further fifty completions programmed for 2023/24.
70. To date eighty homes have been delivered, three hundred and thirty nine are in the pipeline process of being built or acquired, with sixty eight homes currently planned for completion in 2023/24. The remaining five hundred and eighty one homes have sites currently identified as potential to be delivered within the programme.
71. The main contracts for the HRA Refurbishment of Council Stock are being retendered as they expire on the 30 September 2023. New contracts will commence on 1 October 2023. Until the new contracts are mobilised, it is challenging to provide an accurate forecast, and £3.567m has been reprofiled into future years.
72. £4.600m has been allocated for the adoption of roads and footpaths. £4.100m has been reprofiled into future years in line with the current works programme.

Place

73. The table below shows the quarter one capital programme summary position for Place Directorate. The forecast stands at £62.371m and spend is currently at 6%.
74. The Capital Budget was set at £65.433m, after 2022/23 final year-end adjustments the revised budget was £68.659m, full details of these movements can be found in the Year End Financial Outturn Position 2022/23 July Cabinet reports.

75. The quarter one forecast is £62.371m, a total of £18.566m budget has been reprogrammed into future years to align budget with forecast.

Table 5 – Capital Programme 2023/24, Place

Capital Programme Forecast and Spend 2023/2024 Quarter One			
Scheme Name	Forecast	Actual Spend	% Actual Spend to Revised Budget
	£m	£m	£m
Highways & Transport			
Churchyards & Cemeteries	0.028	0.000	0%
Parking Contactless Machines	0.254	0.000	0%
Fleet Vehicles	5.975	0.394	7%
Highway flooding prevention and Land Drainage schemes	0.016	0.013	81%
Integrated Transport	2.511	0.106	4%
Local Highways and Footpath Improvement Groups	1.621	0.032	2%
Structural Maintenance & Bridges	24.873	1.992	8%
Churchfields Depot Drainage and Traffic Management	0.063	0.000	0%
Passenger Transport RTP1	0.355	0.229	65%
Drainage Improvements	0.656	0.000	0%
Major Road Network M4 Junction 17	1.223	0.005	0%
A338 Salisbury Junction Improvements MRN	0.350	0.052	15%
A350 Chippenham Bypass (Ph 4&5) MRN	1.423	0.148	10%
A3250 Melksham Bypass LLM - Full Scheme	0.125	0.000	0%
Dunnes Lane Car Park, Castle Coombe	0.322	0.004	1%
Safer Roads Fund - A3102	1.750	0.008	0%
Highways & Transport Total	41.545	2.983	7%
Economy & Regeneration			
Chippenham Station HUB	0.109	0.000	0%
Corsham Mansion House	0.048	0.000	0%
Salisbury Future High Streets	4.367	0.059	1%
Trowbridge Future High Streets	7.848	0.738	9%
UK Shared Prosperity Fund Projects	0.565	0.000	0%
Carbon Reduction Projects	0.035	0.035	100%
Wiltshire Ultrafast Broadband	1.011	0.000	0%
Wiltshire Online	0.128	0.000	0%
Economy & Regeneration Total	14.111	0.832	6%
Environment			
Waste Services	1.030	0.131	13%
Housing Upgrade Grant (HUG2)	1.544	0.000	0%
Environment Total	2.574	0.131	5%
Leisure Culture & Communities			
Area Boards and LPSA PRG Reward Grants	0.400	0.000	0%
Fitness Equipment for Leisure Centres	0.650	0.000	0%
Libraries - Self Service	0.100	0.000	0%
Trowbridge Leisure Centre	0.826	0.003	0%
Leisure Requirements	2.060	0.018	1%
History Centre Reception and Performing Arts Library	0.105	0.000	0%
Leisure Culture & Communities Total	4.141	0.021	1%
Corporate Director - Place	62.371	3.967	6%

Highways & Transport

76. Parking Services have capital funding to deliver the replacement parking machine programme. A delay to the tender process delayed implementation however the project is now projected to deliver 135 machines in 2023/24.
77. Fleet provides the necessary vehicles for the council to carry out its services including provision of snow blowers, waste vehicles, carbon neutral pool car fleet, replacement electric vehicles, mini-buses, and vans. Orders have been placed for Waste vehicles in 2023/24 however due to long lead in times delivery of some vehicle has reprofiled into 2024/25, and £0.200m has therefore been reprofiled into future years.
78. The Integrated Transport programme is also funded by DfT grant and covers design and implementation of a range of safety engineering schemes and projects to improve economic growth, road safety and traffic management. This includes new and improvement works to existing signing, traffic signals, street furniture, crossings and cycleway/footway implementation and improvements.
79. The Local Highways and Footpath Improvement Groups schemes deliver numerous projects over the course of year. £0.015m has been added to the programme through town and parish council contributions.
80. Included within Highways & Transport are the Structural Maintenance and Bridges programmes. These are funded by grant from the Department for Transport (DfT) and the schemes cover maintaining, improving and renewing carriageways and footways including reconstruction, resurfacing, surface dressing and patching. The grant funding is also used for lighting column and traffic signal replacement and re-decking, resurfacing, masonry repair and strengthening of bridges. It ensures the renewal, repair and preventative maintenance of carriageway/footway and land drainage infrastructure to prevent flooding. £0.156m has been moved to Drainage Improvement and £0.016m to Highways Flooding Prevention and Land Drainage schemes. £3.739m has been added to the budget line from DfT for pothole grant funding and through town and parish contributions.
81. The local highway network in Wiltshire comprises over 2,700 miles of road and 3,700 miles of public rights of way. The condition of the network is important in terms of meeting Wiltshire Council's Business Plan priorities including improving road safety, enabling economic growth and promoting active, healthy lifestyles, and effective maintenance is essential to ensure the network's availability and resilience to meet the day to day needs of residents, businesses and visitors.
82. Winter 2022/23 has seen an unprecedented increase in potholes and carriageway defects. The hot dry summer followed by two prolonged periods of freezing road temperatures interspersed with significant rainfall has seen the condition of the highway network deteriorate more rapidly than predicted. This situation is not unique to Wiltshire and whilst the Government has provided additional grant funding to repair potholes cross the country, it is acknowledged further investment in preventative maintenance is required at a local level to mitigate risks in the longer term, and particularly over the next winter given the unseasonable weather extremes currently being experienced.
83. Following consideration of a range of options, an additional investment of £10m is recommended for highway maintenance focussing on preventative interventions. It is

recommended Cabinet approve the allocation of £10m CIL funding for Trowbridge Leisure Centre to release the £10m approved borrowing.

84. The Major Road Network schemes are progressing well. Scheme design continues for the A338 Salisbury Junction Improvements with construction due to commence in 2024/25. £0.841m has been reprofiled into future years to align with programme delivery. The A350 Melksham Bypass scheme is on hold pending the outcome of the National Highways M4 to Dorset Coast Connectivity Study, which is expected imminently. The next stage will be public consultation, £3.006m budget has therefore been reprofiled into future years. The A350 Chippenham Bypass (phase 4 and 5) scheme is currently in the process of procuring the construction contractor. Construction will commence in 2024/25 subject to DfT approval of full business case. Progress on the M4 Junction 17 is subject to DfT approval of the outline business case. Detailed design of the scheme will commence in 2023/24. £0.804m budget has been reprofiled into future years in line with the current programme.
85. Safer Roads Grant funding of £6.980m over three years has been secured for improvements to the A3102. £5.230m of this has been reprofiled into future years in line with the works programme.
86. The Salisbury River Park is a flood risk alleviation scheme, which seeks to reduce the flood risk to existing homes and businesses, create wildlife corridors and improve biodiversity by connecting green spaces, improve the recreational and amenity value of the area, and enable regeneration of key development sites. It is recommended Cabinet approve a CIL contribution of £0.500m to address inflation costs, particularly in respect to ground works, alongside factors outside of delivery partners control, such as ground contamination. A CIL contribution enables additional partner funding, including external Grant in Aid to be secured that would not otherwise be available to address the full cost, approximately £1m.

Economy & Regeneration

87. Salisbury Future High Street programme focuses on the Station Forecourt and Fisherton Street Gateway schemes in Salisbury to enhance the public realm and improve accessibility, making it easier, safer, and more convenient to travel into the city centre. In addition, a Heritage Living project will create a number of apartments in unoccupied spaces above shops and redevelop a vacant listed building.
88. Cost inflation and partner delivery issues have impacted the programme timescales for the Station Forecourt works, but detailed designs are being finalised and Network Rail approvals being arranged. Some elements have been moved out of scope to address cost inflation. The procurement strategy for construction is being developed which will also determine the onsite start date for the Station Forecourt. £3.561m has been reprofiled into future years for this element of the wider programme. The final construction price for the Fisherton Gateway Scheme is being finalised at which time the funding position will be reviewed with regard to scope and scale of site. A meet the Contractor event was held in July, with construction due to start in July 2023.
89. The Trowbridge Future High Streets Fund (FHSF) Programme will be spent across a range of projects aiming to strengthen the sustainability of Trowbridge Town centre by creating a more diverse offer and increasing footfall. Ensuring this long-term

sustainability involves maximising the use of some key buildings, bringing vacant retail units back into use, as well as improving connectivity, the public realm and active travel opportunities within the town centre. The programme is fully grant funded.

90. There has been good public and stakeholder engagement regarding the Highways and Public Realm projects with detailed design and further engagement scheduled for the coming months. Site one Church Street Works have completed, site two Castle Street works are underway and due for completion in the Autumn and design and consultation is taking place for site three Manvers Street and Wicker Hill with construction programmed for 2024.
91. The stage two construction contract has been awarded for the refurbishment works to Trowbridge Town Hall and the agreement for lease and asset transfer documents signed by the Trowbridge Town Hall Trust. The contractors commenced works on 28 August 2023 and are due to conclude in mid Spring 2025. The River Biss project is being managed by Wiltshire Wildlife Trust. Further public and stakeholder engagement has taken place and RIBA Stage three design and costings completed for the viewing platform and town bridge have been developed. The stage two construction contract has been awarded for the refurbishment works to Trowbridge Town Hall. The contractors commenced works on 29 August 2023 and are due to conclude in Spring 2025.
92. Both programmes are dealing with financial reprofiling, and slight programme delays because of inflation and supply chain pressures. Successful discussions with DLUHC has resulted in drawdown of grant and contingency, but the Council is still waiting for confirmation that the current requirement for grant funding to be defrayed by April 2024 will be extended to April 2025. Many of the associated projects will still be in construction beyond this date. A full update regarding the FHSF schemes will be reported at quarter two.
93. The UK Shared Prosperity Fund grant is supporting the programme management and delivery of the Housing Upgrade grant funding that will retrofit energy efficiency systems into homes under private ownership. The Invest in Wiltshire grant scheme, has £1.350m of funds available over 2023/24 and 2024/25 and has now launched for applications. Alongside grants for businesses, UKSPF will support the Community Conversations programme, and other revenue schemes such as Building Bridges have also commenced.

Environment

94. Waste Services includes numerous capital projects that fund the provision of essential assets such as recycling bins, black boxes, wheelie bins, and subsidised food waste digesters, as well as supporting one off projects to help deliver service changes at Household Recycling Centres (bag sorting and DIY waste disposal at HRCs), and the installation of emissions control equipment at a strategic waste treatment facility. Funding is also allocated to deliver compliance projects in respect of the council's closed landfill sites.
95. The service is in the process of reviewing requirements for the provision of Recycling Boxes and Wheelie bins to inform short and medium term strategy.

96. Capital spend continues to be reliant on the Environment Agency agreeing revised emissions control measures arising from the interpretation of new regulatory requirements for the waste treatment facility.
97. Consultants have provided a detailed technical assessment of short and medium term requirements for Closed Landfill Sites.
98. The Household Recycling Centre (HRC) schemes supports two revenue budget savings projects. Due to staff capacity issues these projects were not delivered in 2022/23, but now form part of the 2023/24 to 2025/26 medium term financial strategy. Full spend is anticipated in 2023/24 to generate savings.
99. A level of uncertainty regarding several budget lines for Waste will necessitate a wider reprofiling review at quarter two monitoring, in the interim £0.335m has been reprofiled into future years.
100. The Climate team were successful with a £3.622m Home Upgrade Grant Phase 2 bid from the Department of Energy, Security and Net Zero. The capital element has been added to the capital programme with £1.544m forecast for 2023/24 and £1.606m for 2024/25. This funding will enable one hundred and seventy five homes to be retrofitted with energy efficiency technology. Pending costs, there is the potential for up to two hundred and ten homes to be retrofitted with a £7m drawdown. The project has yet to spend as it is in the set-up phase. UK Shared Prosperity Funding is being used to fund a post for two years to support delivery of this scheme.

Leisure, Culture and Communities

101. The contract for the provision of fitness equipment has now been awarded and priority sites identified for implementation linked to pipeline projects. Based on the reprofiled programme £0.324m has been reprofiled into future years.
102. The Libraries capital funding is being used to develop innovative digital solutions and improvements to Library services and facilities. This includes upgrading Open+ in Calne & Devizes libraries, sharing of premises for small libraries and the installation of IT pods to support video-conferencing. Following the Peer Challenge in July 2023 a Library Strategy will be developed and further spend will be made on other areas of customer need and digital innovation over the next two years. As a result of this £0.356m has been reprofiled into future years.
103. Work to deliver a new Leisure Centre for Trowbridge is continuing. External consultants have completed Sport England's Strategic Outcomes Planning Model which has provided a robust, evidence led assessment of need. This process has identified the appropriate facility mix and location of the new provision to meet the Council's business plan objectives and core outcomes and the needs of the local community. The project is now in the process of appointing the design team to progress the project to concept and outline design phase.
104. It is recommended Cabinet approve the allocation of £10m CIL funding for Trowbridge Leisure Centre to release £10m approved borrowing. This can then be transferred to Highways and Transport for increased investment on the county network.

105. A planned pipeline of Leisure facility improvements has been developed and robust business cases established to generate greater usage of each facility, improve health and wellbeing and increase sustainability for the priority facilities. Design team consultants have been appointed to progress designs. Based on the current pipeline of projects £3.5m has been reprofiled into future years.
106. New capital funding was added to the programme in 20223/24 to merge the reception and help desk at the Wiltshire and Swindon History Centre to a single service point. In addition the Performing Arts Library is to be relocated to the ground floor of the History Centre. Works are due to take place in December 2023.

Capital Programme 2023/24 Funding

107. The Capital Programme for 2023/24 has been financed as shown in the table below as at quarter one. A detailed Capital Programme Quarter One Funding by scheme is shown in Appendix C for Cabinet to review.

Table 6 – Capital Programme 2023/24 Funding

Funding	£'m
Grants	65.339
Other Contributions	0.007
S106 Contributions	0.676
CIL Contributions	2.999
HRA	44.722
General Fund Receipts	1.245
Right To Buy Housing Receipts	0.190
Stone Circle Capital Loan	18.814
Borrowing	55.384
Total Capital Programme 2023/24	189.376

108. The Council bid for and receive grants from Government and third parties, and these come from various departments including Department for Transport, Homes England, Department for Business, Energy and Industrial Strategy, Department for Levelling Up, Housing and Communities and Department for Education.
109. In addition to grants, contributions are also used to finance the programme, and cover any third party non grant funding for example Section 106 (S106) developer contributions, Community Infrastructure Levy (CIL), contributions from private or public sector organisations.
110. The HRA finances its capital programme depending on sources available in that financial year with the aim of minimising borrowing. The new build programme financing has been delegated to the Corporate Director of Resources & Deputy Chief Executive (S151 officer) and the Director of Assets. Funding sources are the HRA Revenue and Capital Reserves, Right to Buy receipts, shared ownership receipts, commuted sums, grants, and as a last resort borrowing.
111. The General Fund borrowing total of £55.384m, together with historic council borrowing, will generate a Minimum Revenue Provision (MRP) charge, which is the amount councils have to statutorily set aside to repay the debt. For 2023/24 a revenue

underspend of £2.549m for MRP has been reported as a result of the 2022/23 capital programme year end position. As detailed in the report above the Council will change its approach for MRP for Stone Circle Housing company for 2023/24. This will impact on the 2024/25 revenue budget for MRP.

112. Interest payable and interest receivable budgets were realigned as part of 2023/24 budget setting and are currently forecast on budget however it should be noted that interest rates are currently higher than forecast, which could see an overachievement on interest receivable income. The level of cash the Council holds also influences the amount of interest received, and a full cashflow review will be undertaken for the quarter two budget monitoring position to provide an update on any expected variance.
113. The 2023/24 capital schemes funded by borrowing inform the Financing and Investment Income and Expenditure budget for 2024/25. The programme therefore needs to be deliverable to ensure that revenue budget is not set aside unnecessarily and diverted away from key services. This will be ensured through the new Asset Gateway process which will provide assurance through regular review and challenge of the capital schemes.
114. The Council brought forward into 2023/24 £3.028m of capital receipts from previous years and is forecasting to achieve £3.667m receipts from the disposal on assets in 2023/24, this includes Melbourne House. £1.245m of capital receipts are planned to be used to finance the capital programme, with a request to full Council to ringfence and use additional receipts for Education Provision in the North of the County. A further £1m has been set aside under Capital Receipts Flexibilities regulation to fund revenue costs of transformational projects.
115. Included within this report are two recommendations to Cabinet to allocate CIL funding. £10m to Trowbridge Leisure Centre to release borrowing to increase the Highways and Transport Budget for increased investment and £0.5m for Salisbury River Park to address increased costs and secure additional partner funding. The CIL strategic fund currently has £18m uncommitted funds.

Overview and Scrutiny Engagement

116. Regular reports are taken to Overview & Scrutiny relating to the Council's financial position. This report is being considered at the meeting of Financial Planning Task Group on 8 September 2023 and Overview and Scrutiny Management Committee on 26 September 2023.

Safeguarding Implications

117. None have been identified as arising directly from this report.

Public Health Implications

118. None have been identified as arising directly from this report.

Procurement Implications

119. None have been identified as arising directly from this report.

Equalities Impact of the Proposal

120. None have been identified as arising directly from this report.

Environmental and Climate Change Considerations

121. None have been identified as arising directly from this report.

Risks that may arise if the proposed decision and related work is not taken

122. If the Council fails to take actions to address forecast shortfalls, overspends or increases in its costs it will need to draw on reserves or undertake further borrowing. The level of reserves is limited and a one-off resource that cannot be used as a long-term sustainable strategy for financial stability and additional borrowing will bring additional revenue costs.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

123. Ongoing budget monitoring and management, of which this report forms part of the control environment, is a mitigating process to ensure early identification and action is taken.

Financial Implications – Section 151 commentary

124. The financial implications are implicit throughout the report.

125. As part of an improved governance around the budget monitoring process, an internal Capital Investment Programme Board has been established to review the profiling and delivery of the schemes within the Capital Programme.

126. The Board has met a number of times during the first quarter of the financial year, and this has resulted in over £69m of planned capital investment being re-profiled to be spent in later years. In addition, nearly £14m of approved spending in later years has been advanced into this financial year to be spent.

127. These reviews will continue as part of the quarterly budget monitoring process so that forecasts are made with greater confidence and the understanding of the timing of future funding requirements for borrowing and impact on future revenue budget requirements is understood. This is critical as we move into setting the MTFS and Budget for the next financial year.

Legal Implications

128. None have been identified as arising directly from this report.

Workforce Implications

129. No workforce implications have been identified as arising directly from this report. Ongoing budget monitoring and management, of which this report forms part of the control environment, is a mitigating process to ensure early identification of variances and action is taken so that impacts to the workforce are minimised.

Options Considered

130. Budget monitoring forms part of the financial control environment and it is important to provide reporting on all aspects of financial management and performance to Cabinet and the public, including delivery to plans, variances and risks and impacts.

Conclusions

131. The report supports effective decision making and ensures a sound financial control environment.

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Appendices

Appendix A: Capital Programme Budget Movements 2023/24 Quarter One

Appendix B: Capital Programme 2023/24 Quarter One

Appendix C: Capital Programme Funding 2023/24 Quarter One

Appendix D: Capital Programme Adjustments 2023/24 Quarter One

Background Papers

The following documents have been relied on in the preparation of this report:

[Wiltshire Council Budget 2023/24](#)

[Year End Capital Investment Programme Financial Outturn Position 2022/23](#)

Appendix A: Capital Programme Budget Movements 2023/24 Quarter One (page 1)

Scheme Name

Capital Programme Budget Movements 2023/24 Quarter One					
2023/24 Budget Approved	Year End Budget Transfer from 2023/24 into 2022/23	Year End Budget Transfer 2022/2023 into 2023/2024	Additional Budgets added to the Programme (Appendix D)	Reduced Budgets	Revised Budget 2023/2024
£m	£m	£m	£m	£m	£m
Adult Services					
Sensory Stimulation & Development Play Equipment	0.000	0.000	0.020	0.000	0.020
Disabled Facilities Grants	4.400	(0.561)	0.000	0.000	4.553
Adult Services Total	4.400	(0.561)	0.020	0.000	4.573
Education & Skills					
Access and Inclusion	0.150	0.000	0.017	0.000	0.167
Basic Need	7.944	0.105	1.044	0.000	9.093
Stonehenge School Replacement of Lower Block	3.650	0.000	1.149	0.000	4.799
Devolved Formula Capital	0.500	0.000	0.001	0.108	0.609
Schools Maintenance & Modernisation	8.628	0.000	0.462	(0.396)	8.694
Early Years & Childcare	1.184	0.000	0.032	0.000	1.243
Early Years Buildings	1.049	0.000	0.121	0.000	1.170
Silverwood Special School	10.262	0.000	1.627	0.000	11.889
SEND Special School Capacity & Alternative Provision	0.000	0.000	0.193	0.000	0.193
High Needs Provision Capital Allowance	7.446	0.000	2.342	0.000	9.788
Education & Skills Total	40.813	0.105	6.988	(0.396)	47.645
Families & Children's Service					
Childrens Homes	0.930	0.000	0.336	0.000	1.266
Families & Children's Total	0.930	0.000	0.336	0.000	1.266
Corporate Director - People	46.143	(0.456)	7.344	(0.396)	53.484

Appendix A: Capital Programme Budget Movements 2023/24 Quarter One (page 2)

Capital Programme Budget Movements 2023/24 Quarter One

Scheme Name

2023/24 Budget Approved	Year End Budget Transfer from 2023/24 into 2022/23	Year End Budget Transfer 2022/2023 into 2023/2024	Additional Budgets added to the Programme (Appendix D)	Reduced Budgets	Revised Budget 2023/2024
£m	£m	£m	£m	£m	£m

Finance

Corporate
Evolve Project
Finance Total

0.000	0.000	0.198	0.000	0.000	0.198
6.495	0.000	2.503	0.000	0.000	8.998
6.495	0.000	2.701	0.000	0.000	9.196

Assets

Affordable Housing including Commuted Sums
Capital Receipt Enhancement
Depot & Office Strategy
Facilities Management Operational Estate
Gypsies and Travellers Projects
Porton Science Park
Health and Wellbeing Centres - Live Schemes
Non-Commercial Property Purchases
North Wiltshire Schools PFI Playing Fields
Property Carbon Reduction Programme
Park & Ride Solar Panel Canopies
Public Sector Decarbonisation Scheme Projects
Facilities Management Investment Estate
Social Care Infrastructure & Strategy
Salisbury Resource Centre
South Chippenham
Assets Total

0.300	0.000	0.140	0.000	0.000	0.440
0.600	0.000	0.023	0.000	0.000	0.623
2.255	0.000	1.166	0.000	0.000	3.421
4.932	(0.492)	0.000	0.000	0.000	4.440
1.150	0.000	0.142	0.000	0.000	1.292
1.400	0.000	0.572	0.000	0.000	1.972
3.763	0.000	0.196	0.000	0.000	3.959
0.000	0.000	0.035	0.000	0.000	0.035
0.300	0.000	0.000	0.000	0.000	0.300
3.430	0.000	0.635	0.000	0.000	4.065
0.000	0.000	0.294	0.000	0.000	0.294
0.000	0.000	0.023	0.000	0.000	0.023
0.250	0.000	0.384	0.000	0.000	0.634
0.600	0.000	0.034	0.000	0.000	0.634
0.825	0.000	0.000	0.000	0.000	0.825
0.000	0.000	0.000	0.500	0.000	0.500
19.805	(0.492)	3.644	0.500	0.000	23.457

Appendix A: Capital Programme Budget Movements 2023/24 Quarter One (page 3)

Scheme Name

Capital Programme Budget Movements 2023/24 Quarter One					
2023/24 Budget Approved	Year End Budget Transfer from 2023/24 into 2022/23	Year End Budget Transfer 2022/2023 into 2023/2024	Additional Budgets added to the Programme (Appendix D)	Reduced Budgets	Revised Budget 2023/2024
£m	£m	£m	£m	£m	£m
Stone Circle Housing Company Loan	12.724	0.000	0.293	0.000	13.017
Stone Circle Development Company Loan	8.574	0.000	1.223	0.000	9.797
Capital Loans Total	21.298	0.000	1.516	0.000	22.814
Information Services					
ICT Applications	4.066	0.000	1.181	0.000	5.247
ICT Business as Usual	1.365	0.000	0.295	0.000	1.660
ICT Other Infrastructure	0.500	0.000	0.427	0.000	0.927
ICT Get Well	3.442	0.000	0.248	0.000	3.690
Microsoft Cloud Navigator	0.000	0.000	0.050	0.000	0.050
Information Services Total	9.373	0.000	2.201	0.000	11.574
Corporate Director - Resources	56.971	(0.492)	10.062	0.500	67.041

Appendix A: Capital Programme Budget Movements 2023/24 Quarter One (page 4)

Scheme Name

Capital Programme Budget Movements 2023/24 Quarter One

2023/24 Budget Approved	Year End Budget Transfer from 2023/24 into 2022/23	Year End Budget Transfer 2022/2023 into 2023/2024	Additional Budgets added to the Programme (Section 1 Appendix B)	Reduced Budgets	Revised Budget 2023/2024
£m	£m	£m	£m	£m	£m

Highways & Transport

Churchyards & Cemeteries
Parking Contactless Machines
Fleet Vehicles
Highway flooding prevention and Land Drainage schemes
Integrated Transport
Local Highways and Footpath Improvement Groups
Structural Maintenance & Bridges
Churchfields Depot Drainage and Traffic Management
Passenger Transport RTPI
Drainage Improvements
Major Road Network M4 Junction 17
A338 Salisbury Junction Improvements MRN
A350 Chippenham Bypass (Ph 4&5) MRN
A3250 Melksham Bypass LLM - Full Scheme
Dunnes Lane Car Park, Castle Coombe
Safer Roads Fund - A3102
Highways & Transport Total

0.000	0.000	0.028	0.000	0.000	0.028
0.127	0.000	0.127	0.000	0.000	0.254
3.863	0.000	2.312	0.000	0.000	6.175
0.000	0.000	0.000	0.000	0.000	0.000
1.798	0.007	0.706	0.000	0.000	2.511
0.800	0.011	0.795	0.015	0.000	1.621
20.727	0.000	0.579	3.739	0.000	25.045
0.000	0.000	0.063	0.000	0.000	0.063
0.000	0.000	0.355	0.000	0.000	0.355
0.500	0.000	0.000	0.000	0.000	0.500
1.950	0.000	0.077	0.000	0.000	2.027
1.261	(0.070)	0.000	0.000	0.000	1.191
2.640	(1.217)	0.000	0.000	0.000	1.423
3.106	0.000	0.025	0.000	0.000	3.131
0.325	(0.003)	0.000	0.000	0.000	0.322
0.000	0.000	0.000	6.980	0.000	6.980
37.097	(1.272)	5.067	10.734	0.000	51.626

Appendix A: Capital Programme Budget Movements 2023/24 Quarter One (page 5)

Scheme Name

Capital Programme Budget Movements 2023/24 Quarter One					
2023/24 Budget Approved	Year End Budget Transfer from 2023/24 into 2022/23	Year End Budget Transfer 2022/2023 into 2023/2024	Additional Budgets added to the Programme (Appendix D)	Reduced Budgets	Revised Budget 2023/2024
£m	£m	£m	£m	£m	£m

Economy & Regeneration

Chippenham Station HUB
Corsham Mansion House
Salisbury Future High Streets
Trowbridge Future High Streets
UK Shared Prosperity Fund Projects
West Ashton Urban Extension Project
Carbon Reduction Projects
Wiltshire Ultrafast Broadband
Wiltshire Online
Economy & Regeneration Total

0.000	0.000	0.109	0.000	0.000	0.109
0.000	0.000	0.048	0.000	0.000	0.048
7.585	0.000	0.343	0.000	0.000	7.928
4.403	0.000	3.445	0.000	0.000	7.848
0.000	0.400	0.165	0.000	0.000	0.565
4.199	(4.199)	0.000	0.000	0.000	0.000
0.009	0.000	0.035	0.000	0.000	0.044
1.011	0.000	0.000	0.000	0.000	1.011
1.670	(1.568)	0.026	0.000	0.000	0.128
18.877	(5.367)	4.171	0.000	0.000	17.681

Environment

Waste Projects
HUG 2 Grant
Environment Total

0.915	0.000	0.450	0.000	0.000	1.365
0.000	0.000	0.000	1.544	0.000	1.544
0.915	0.000	0.450	1.544	0.000	2.909

Appendix A: Capital Programme Budget Movements 2023/24 Quarter One (page 6)

Scheme Name

Capital Programme Budget Movements 2023/24 Quarter One					
2023/24 Budget Approved	Year End Budget Transfer from 2023/24 into 2022/23	Year End Budget Transfer 2022/2023 into 2023/2024	Additional Budgets added to the Programme (Appendix D)	Reduced Budgets	Revised Budget 2023/2024
£m	£m	£m	£m	£m	£m
Leisure Culture & Communities					
Area Boards Grants	0.400	0.000	0.000	0.000	0.400
Community Projects	0.400	0.000	0.000	0.000	0.400
Fitness Equipment for Leisure Centres	0.986	(0.012)	0.000	0.000	0.974
Libraries - Self Service	0.379	0.000	0.077	0.000	0.456
Trowbridge Leisure Centre	0.800	0.000	0.026	0.000	0.826
Leisure Requirements	5.474	0.000	0.086	0.000	5.560
History Centre Reception and Performing Arts Library	0.105	0.000	0.000	0.000	0.105
Leisure Culture & Communities Total	8.544	(0.012)	0.189	0.000	8.721
Corporate Director - Place	65.433	(6.651)	9.877	0.000	80.937
Total General Fund	168.547	(7.599)	27.283	(0.396)	201.462

Leisure Culture & Communities

Area Boards Grants
Community Projects
Fitness Equipment for Leisure Centres
Libraries - Self Service
Trowbridge Leisure Centre
Leisure Requirements
History Centre Reception and Performing Arts Library
Leisure Culture & Communities Total

Corporate Director - Place

Total General Fund

Appendix A: Capital Programme Budget Movements 2023/24 Quarter One (page 7)

Scheme Name

Housing Revenue Account
Council House Build Programme
Council House Build Programme (Phase 2)
Council House Build Programme (Phase 3.1)
Council House Build Programme (Phase 3.2)
Council House Build Programme (Phase 3.3)
Council House Build Programme (Phase 3.4)
Refurbishment of Council Stock
Highways Road Adoptions
Total Housing Revenue Account

Total Capital Programme

Capital Programme Budget Movements 2023/24 Quarter One					
2023/24 Budget Approved	Year End Budget Transfer from 2023/24 into 2022/23	Year End Budget Transfer 2022/2023 into 2023/2024	Additional Budgets added to the Programme (Appendix D)	Reduced Budgets	Revised Budget 2023/2024
£m	£m	£m	£m	£m	£m
0.000	0.000	0.038	0.000	0.000	0.038
0.283	0.000	0.269	0.000	0.000	0.552
5.490	0.000	3.230	0.000	0.000	8.720
9.885	(2.058)	0.000	0.000	0.000	7.827
4.068	(0.654)	2.107	4.012	0.000	9.533
0.000	0.000	0.000	0.000	0.000	0.000
10.854	0.000	6.512	0.000	0.000	17.366
0.000	0.000	0.000	0.000	0.000	0.000
30.580	(2.712)	12.156	4.012	0.000	44.036
199.127	(10.311)	39.439	17.639	(0.396)	245.498

Appendix B: Capital Programme 2023/24 Quarter One (Page 1)

Capital Programme 2023/24 Quarter One

Scheme Name

Revised Budget 2023/2024	Forecast	Variance	Budgets brought forward from future years to the 2023/24 programme (Appendix D)	Budgets reprogrammed from 2023/2024 into future years (Appendix D)
£m	£m	£m	£m	£m

Adult Services

Sensory Stimulation & Development Play Equipment
Disabled Facilities Grants
Adult Services Total

0.020	0.020	0.000	0.000	0.000
4.553	5.847	1.294	1.294	0.000
4.573	5.867	1.294	1.294	0.000

Education & Skills

Access and Inclusion
Basic Need
Stonehenge School Replacement of Lower Block
Devolved Formula Capital
Schools Maintenance & Modernisation
Early Years & Childcare
Early Years Buildings
Silverwood Special School
SEND Special School Capacity & Alternative Provision
High Needs Provision Capital Allowance
Education & Skills Total

0.167	0.137	(0.030)	0.000	(0.030)
9.093	4.187	(4.906)	0.000	(4.906)
4.799	4.749	(0.050)	0.000	(0.050)
0.609	0.609	0.000	0.000	0.000
8.694	5.945	(2.749)	0.000	(2.749)
1.243	0.289	(0.954)	0.000	(0.954)
1.170	0.560	(0.610)	0.000	(0.610)
11.889	7.714	(4.175)	0.000	(4.175)
0.193	0.193	0.000	0.000	0.000
9.788	2.595	(7.193)	0.000	(7.193)
47.645	26.978	(20.667)	0.000	(20.667)

Families & Children's Service

Childrens Homes
Families & Children's Total

1.266	0.900	(0.366)	0.000	(0.366)
1.266	0.900	(0.366)	0.000	(0.366)

Corporate Director - People

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53.484	33.745	(19.739)	1.294	(21.033)
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Appendix B: Capital Programme 2023/24 Quarter One (Page 2)

Scheme Name

Capital Programme 2023/24 Quarter One				
Revised Budget 2023/2024	Forecast	Variance	Budgets brought forward from future years to the 2023/24 programme (Appendix D)	Budgets reprogrammed from 2023/2024 into future years (Appendix D)
£m	£m	£m	£m	£m
Finance				
Corporate	0.198	0.198	0.000	0.000
Evolve Project	8.998	6.698	(2.300)	(2.300)
Finance Total	9.196	6.896	(2.300)	(2.300)
Assets				
Affordable Housing including Commuted Sums	0.440	0.440	0.000	0.000
Capital Receipt Enhancement	0.623	0.036	(0.587)	(0.587)
Depot & Office Strategy	3.421	0.421	(3.000)	(3.000)
Facilities Management Operational Estate	4.440	3.190	(1.250)	(1.250)
Gypsies and Travellers Projects	1.292	0.142	(1.150)	(1.150)
Porton Science Park	1.972	1.772	(0.200)	(0.200)
Health and Wellbeing Centres - Live Schemes	3.959	2.606	(1.353)	(1.414)
Non-Commercial Property Purchases	0.035	0.035	0.000	0.000
North Wiltshire Schools PFI Playing Fields	0.300	0.300	0.000	0.000
Property Carbon Reduction Programme	4.065	2.065	(2.000)	(2.000)
Park & Ride Solar Panel Canopies	0.294	0.450	0.156	0.156
Public Sector Decarbonisation Scheme Projects	0.023	0.023	0.000	0.000
Facilities Management Investment Estate	0.634	0.384	(0.250)	(0.250)
Social Care Infrastructure & Strategy	0.634	0.634	0.000	0.000
Salisbury Resource Centre	0.825	0.825	0.000	0.000
South Chippenham	0.500	0.300	(0.200)	(0.200)
Assets Total	23.457	13.623	(9.834)	(10.051)

Appendix B: Capital Programme 2023/24 Quarter One (Page 3)

Scheme Name

Capital Programme 2023/24 Quarter One				
Revised Budget 2023/2024	Forecast	Variance	Budgets brought forward from future years to the 2023/24 programme (Appendix D)	Budgets reprogrammed from 2023/2024 into future years (Appendix D)
£m	£m	£m	£m	£m

Capital Loans

Stone Circle Housing Company Loan
Stone Circle Development Company Loan
Capital Loans Total

13.017	13.017	0.000	0.000	0.000
9.797	5.797	(4.000)	0.000	(4.000)
22.814	18.814	(4.000)	0.000	(4.000)

Information Services

ICT Applications
ICT Business as Usual
ICT Other Infrastructure
ICT Get Well
Microsoft Cloud Navigator
Information Services Total

5.247	3.878	(1.369)	0.000	(1.369)
1.660	1.160	(0.500)	0.000	(0.500)
0.927	0.927	0.000	0.000	0.000
3.690	3.190	(0.500)	0.000	(0.500)
0.050	0.050	0.000	0.000	0.000
11.574	9.205	(2.369)	0.000	(2.369)

Corporate Director - Resources

67.041	48.538	(18.503)	0.217	(18.720)
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Appendix B: Capital Programme 2023/24 Quarter One (Page 4)

Scheme Name

Capital Programme 2023/24 Quarter One

Revised Budget 2023/2024	Forecast	Variance	Budgets brought forward from future years to the 2023/24 programme (Appendix D)	Budgets reprogrammed from 2023/2024 into future years (Appendix D)
£m	£m	£m	£m	£m

Highways & Transport

Churchyards & Cemeteries
Parking Contactless Machines
Fleet Vehicles
Highway flooding prevention and Land Drainage Schemes
Integrated Transport
Local Highways and Footpath Improvement Groups
Structural Maintenance & Bridges
Churchfields Depot Drainage and Traffic Management
Passenger Transport RTPI
Drainage Improvements
Major Road Network M4 Junction 17
A338 Salisbury Junction Improvements MRN
A350 Chippenham Bypass (Ph 4&5) MRN
A3250 Melksham Bypass LLM - Full Scheme
Dunnes Lane Car Park, Castle Coombe
Safer Roads Fund - A3102
Highways & Transport Total

0.028	0.028	0.000	0.000	0.000
0.254	0.254	0.000	0.000	0.000
6.175	5.975	(0.200)	0.000	(0.200)
0.016	0.016	0.000	0.000	0.000
2.511	2.511	0.000	0.000	0.000
1.621	1.621	0.000	0.000	0.000
24.873	24.873	0.000	0.000	0.000
0.063	0.063	0.000	0.000	0.000
0.355	0.355	0.000	0.000	0.000
0.656	0.656	0.000	0.000	0.000
2.027	1.223	(0.804)	0.000	(0.804)
1.191	0.350	(0.841)	0.000	(0.841)
1.423	1.423	0.000	0.000	0.000
3.131	0.125	(3.006)	0.000	(3.006)
0.322	0.322	0.000	0.000	0.000
6.980	1.750	(5.230)	0.000	(5.230)
51.626	41.545	(10.081)	0.000	(10.081)

Appendix B: Capital Programme 2023/24 Quarter One (Page 5)

Scheme Name	Revised Budget 2023/2024	Forecast	Variance	Budgets brought forward from future years to the 2023/24 programme (Appendix D)	Budgets reprogrammed from 2023/2024 into future years (Appendix D)
	£m	£m	£m	£m	£m
Economy & Regeneration					
Chippenham Station HUB	0.109	0.109	0.000	0.000	0.000
Corsham Mansion House	0.048	0.048	0.000	0.000	0.000
Salisbury Future High Streets	7.928	4.367	(3.561)	0.000	(3.561)
Trowbridge Future High Streets	7.848	7.848	0.000	0.000	0.000
NSJ Shared Prosperity Fund Projects	0.565	0.565	0.000	0.000	0.000
West Ashton Urban Extension Project	0.000	0.000	0.000	0.000	0.000
Carbon Reduction Projects	0.044	0.035	(0.009)	0.000	(0.009)
Wiltshire Ultrafast Broadband	1.011	1.011	0.000	0.000	0.000
Wiltshire Online	0.128	0.128	0.000	0.000	0.000
Economy & Regeneration Total	17.681	14.111	(3.570)	0.000	(3.570)
Environment					
Waste Projects	1.365	1.030	(0.335)	0.000	(0.335)
HUG 2 Grant	1.544	1.544	0.000	0.000	0.000
Environment Total	2.909	2.574	(0.335)	0.000	(0.335)

Appendix B: Capital Programme 2023/24 Quarter One (Page 6)

Scheme Name

Capital Programme 2023/24 Quarter One				
Revised Budget 2023/2024	Forecast	Variance	Budgets brought forward from future years to the 2023/24 programme (Appendix D)	Budgets reprogrammed from 2023/2024 into future years (Appendix D)
£m	£m	£m	£m	£m
Leisure Culture & Communities				
Area Boards Grants	0.400	0.400	0.000	0.000
Community Projects	0.400	0.000	(0.400)	(0.400)
Fitness Equipment for Leisure Centres	0.974	0.650	(0.324)	(0.324)
Libraries - Self Service	0.456	0.100	(0.356)	(0.356)
Longbridge Leisure Centre	0.826	0.826	0.000	0.000
Leisure Requirements	5.560	2.060	(3.500)	(3.500)
History Centre Reception and Performing Arts Library	0.105	0.105	0.000	0.000
Leisure Culture & Communities Total	8.721	4.141	(4.580)	0.000
Corporate Director - Place	80.937	62.371	(18.566)	0.000
Total General Fund	201.462	144.654	(56.808)	1.511

Appendix B: Capital Programme 2023/24 Quarter One (Page 7)

Scheme Name

Capital Programme 2023/24 Quarter One				
Revised Budget 2023/2024	Forecast	Variance	Budgets brought forward from future years to the 2023/24 programme (Appendix D)	Budgets reprogrammed from 2023/2024 into future years (Appendix D)
£m	£m	£m	£m	£m
Council House Build Programme	0.038	0.038	0.000	0.000
Council House Build Programme (Phase 2)	0.552	0.552	0.000	0.000
Council House Build Programme (Phase 3.1)	8.720	8.720	0.000	0.000
Council House Build Programme (Phase 3.2)	7.827	7.827	0.000	0.000
Council House Build Programme (Phase 3.3)	9.533	9.533	0.000	0.000
Council House Build Programme (Phase 3.4)	0.000	8.353	8.353	12.365
Refurbishment of Council Stock	12.766	9.199	(3.567)	0.000
Highways Road Adoptions	4.600	0.500	(4.100)	0.000
Total Housing Revenue Account	44.036	44.722	0.686	12.365
Total Capital Programme	245.498	189.376	(56.122)	13.876
				(69.998)

Housing Revenue Account

Council House Build Programme
Council House Build Programme (Phase 2)
Council House Build Programme (Phase 3.1)
Council House Build Programme (Phase 3.2)
Council House Build Programme (Phase 3.3)
Council House Build Programme (Phase 3.4)
Refurbishment of Council Stock
Highways Road Adoptions
Total Housing Revenue Account

Total Capital Programme

Appendix C: Capital Programme Funding 2023/24 Quarter One (Page 1)

Scheme Name

Capital Programme Funding 2023/24 Quarter One									
Forecast	Grants	Other Contributions	S106 Contributions	CIL Contributions	HRA	General Fund Receipts	Right To Buy Housing Receipts	Stone Circle Capital Loan	Borrowing
£m	£m	£m	£m	£m	£m	£m	£m	£m	£m

Adult Services

Sensory Stimulation & Development Play Equipment
Disabled Facilities Grants
Adult Services Total

0.020	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.020
5.847	5.847	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
5.867	5.847	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.020

Education & Skills

Access and Inclusion
Basic Need
Stonehenge School Replacement of Lower Block
Devolved Formula Capital
Schools Maintenance & Modernisation
Early Years & Childcare
Early Years Buildings
Silverwood Special School
SEND Special School Capacity & Alternative Provision
High Needs Provision Capital Allowance
Education & Skills Total

0.137	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.137
4.187	2.346	0.000	0.106	1.735	0.000	0.000	0.000	0.000	0.000
4.749	2.899	0.000	0.000	0.000	0.000	0.000	0.000	0.000	1.850
0.609	0.609	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
5.945	1.877	0.000	0.000	0.000	0.000	0.000	0.000	0.000	4.068
0.289	0.000	0.000	0.289	0.000	0.000	0.000	0.000	0.000	0.000
0.560	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.560
7.714	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	7.714
0.193	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.193
2.595	2.595	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
26.978	10.326	0.000	0.395	1.735	0.000	0.000	0.000	0.000	14.522

Families & Children's Service

Childrens Homes
Families & Children's Total

0.900	0.900	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.900	0.900	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000

Corporate Director - People

Corporate Director - People

33.745	17.073	0.000	0.395	1.735	0.000	0.000	0.000	0.000	14.542
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Appendix C: Capital Programme Funding 2023/24 Quarter One (Page 2)

Scheme Name

Capital Programme Funding 2023/24 Quarter One									
Forecast	Grants	Other Contributions	S106 Contributions	CIL Contributions	HRA	General Fund Receipts	Right To Buy Housing Receipts	Stone Circle Capital Loan	Borrowing
£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
0.198	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.198
6.698	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	6.698
6.896	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	6.896

Finance

Corporate
Evolve Project
Finance Total

Assets

Affordable Housing including Commuted Sums
Capital Receipt Enhancement
Depot & Office Strategy
Facilities Management Operational Estate
Gypsies and Travellers Projects
ilton Science Park
Health and Wellbeing Centres - Live Schemes
Non-Commercial Property Purchases
North Wiltshire Schools PFI Playing Fields
Property Carbon Reduction Programme
Park & Ride Solar Panel Canopies
Public Sector Decarbonisation Scheme Projects
Facilities Management Investment Estate
Social Care Infrastructure & Strategy
Salisbury Resource Centre
South Chippenham
Assets Total

0.440	0.000	0.000	0.250	0.000	0.000	0.000	0.190	0.000	0.000
0.036	0.000	0.000	0.000	0.000	0.000	0.036	0.000	0.000	0.000
0.421	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.421
3.190	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	3.190
0.142	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.142
1.772	0.233	0.000	0.000	0.000	0.000	0.000	0.000	0.000	1.539
2.606	0.047	0.000	0.000	0.000	0.000	0.000	0.000	0.000	2.559
0.035	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.035
0.300	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.300
2.065	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	2.065
0.450	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.450
0.023	0.023	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.384	0.000	0.000	0.000	0.000	0.000	0.384	0.000	0.000	0.000
0.634	0.634	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.825	0.000	0.000	0.000	0.000	0.000	0.825	0.000	0.000	0.000
0.300	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.300
13.623	0.937	0.000	0.250	0.000	0.000	1.245	0.190	0.000	11.001

Appendix C: Capital Programme Funding 2023/24 Quarter One (Page 3)

Scheme Name

Capital Programme Funding 2023/24 Quarter One										
Forecast	Grants	Other Contributions	S106 Contributions	CIL Contributions	HRA	General Fund Receipts	Right To Buy Housing Receipts	Stone Circle Capital Loan	Borrowing	
£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	
Capital Loans										
Stone Circle Housing Company Loan	13.017	0.000	0.000		0.000	0.000	0.000	0.000	13.017	0.000
Stone Circle Development Company Loan	5.797	0.000	0.000		0.000	0.000	0.000	0.000	5.797	0.000
Capital Loans Total	18.814	0.000	0.000	0.000	0.000	0.000	0.000	0.000	18.814	0.000
Information Services										
ICT Applications	3.878	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	3.878
ICT Business as Usual	1.160	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	1.160
Other Infrastructure	0.927	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.927
Get Well	3.190	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	3.190
Microsoft Cloud Navigator	0.050	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.050
Information Services Total	9.205	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	9.205
Corporate Director - Resources	48.538	0.937	0.000	0.250	0.000	0.000	1.245	0.190	18.814	27.102

Appendix C: Capital Programme Funding 2023/24 Quarter One (Page 4)

Scheme Name

Capital Programme Funding 2023/24 Quarter One									
Forecast	Grants	Other Contributions	S106 Contributions	CIL Contributions	HRA	General Fund Receipts	Right To Buy Housing Receipts	Stone Circle Capital Loan	Borrowing
£m	£m	£m	£m	£m	£m	£m	£m	£m	£m

Highways & Transport

Churchyards & Cemeteries
Parking Contactless Machines
Fleet Vehicles
Highway flooding prevention and Land Drainage schemes
Integrated Transport
Local Highways and Footpath Improvement Groups
Structural Maintenance & Bridges
Churchfields Depot Drainage and Traffic Management
Passenger Transport RTP1
Drainage Improvements
Major Road Network M4 Junction 17
A338 Salisbury Junction Improvements MRN
A350 Chippenham Bypass (Ph 4&5) MRN
A3250 Melksham Bypass LLM - Full Scheme
Dunnes Lane Car Park, Castle Coombe
Safer Roads Fund - A3102
Highways & Transport Total

0.028	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.028
0.254	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.254
5.975	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	5.975
0.016	0.016	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
2.511	2.504	0.007	0.000	0.000	0.000	0.000	0.000	0.000	0.000
1.621	0.407	0.000	0.014	0.800	0.000	0.000	0.000	0.000	0.400
24.873	24.873	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.063	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.063
0.355	0.000	0.000	0.017	0.000	0.000	0.000	0.000	0.000	0.338
0.656	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.656
1.223	0.953	0.000	0.000	0.270	0.000	0.000	0.000	0.000	0.000
0.350	0.281	0.000	0.000	0.069	0.000	0.000	0.000	0.000	0.000
1.423	1.423	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.125	0.000	0.000	0.000	0.125	0.000	0.000	0.000	0.000	0.000
0.322	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.322
1.750	1.750	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
41.545	32.207	0.007	0.031	1.264	0.000	0.000	0.000	0.000	8.036

Appendix C: Capital Programme Funding 2023/24 Quarter One (Page 6)

Scheme Name

Capital Programme Funding 2023/24 Quarter One									
Forecast	Grants	Other Contributions	S106 Contributions	CIL Contributions	HRA	General Fund Receipts	Right To Buy Housing Receipts	Stone Circle Capital Loan	Borrowing
£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Leisure Culture & Communities									
Area Boards Grants	0.400	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.400
Community Projects	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Fitness Equipment for Leisure Centres	0.650	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.650
Libraries - Self Service	0.100	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.100
Towbridge Leisure Centre	0.826	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.826
Leisure Requirements	2.060	0.000	0.000	0.000	0.000	0.000	0.000	0.000	2.060
History Centre Reception and Performing Arts Library	0.105	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.105
Leisure Culture & Communities Total	4.141	0.000	0.000	0.000	0.000	0.000	0.000	0.000	4.141
Corporate Director - Place	62.371	47.329	0.007	0.031	1.264	0.000	0.000	0.000	13.740
Total General Fund	144.654	65.339	0.007	0.676	2.999	0.000	1.245	0.190	55.384

Appendix C: Capital Programme Funding 2023/24 Quarter One (Page 7)

Scheme Name

Capital Programme Funding 2023/24 Quarter One									
Forecast	Grants	Other Contributions	S106 Contributions	CIL Contributions	HRA	General Fund Receipts	Right To Buy Housing Receipts	Stone Circle Capital Loan	Borrowing
£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
0.038	0.000	0.000	0.000	0.000	0.038	0.000	0.000	0.000	0.000
0.552	0.000	0.000	0.000	0.000	0.552	0.000	0.000	0.000	0.000
8.720	0.000	0.000	0.000	0.000	8.720	0.000	0.000	0.000	0.000
7.827	0.000	0.000	0.000	0.000	7.827	0.000	0.000	0.000	0.000
9.533	0.000	0.000	0.000	0.000	9.533	0.000	0.000	0.000	0.000
8.353	0.000	0.000	0.000	0.000	8.353	0.000	0.000	0.000	0.000
9.199	0.000	0.000	0.000	0.000	9.199	0.000	0.000	0.000	0.000
0.500	0.000	0.000	0.000	0.000	0.500	0.000	0.000	0.000	0.000
44.722	0.000	0.000	0.000	0.000	44.722	0.000	0.000	0.000	0.000
189.376	65.339	0.007	0.676	2.999	44.722	1.245	0.190	18.814	55.384

Housing Revenue Account

Council House Build Programme
Council House Build Programme (Phase 2)
Council House Build Programme (Phase 3.1)
Council House Build Programme (Phase 3.2)
Council House Build Programme (Phase 3.3)
Council House Build Programme (Phase 3.4)
Refurbishment of Council Stock
Highways Road Adoptions
Total Housing Revenue Account

Total Capital Programme

CHIEF FINANCE OFFICER (CFO) - EXERCISE OF DELEGATED POWERS & REQUESTS FOR ADDITIONAL RESOURCES WITHIN THE CAPITAL PROGRAMME

Cabinet Meeting

12-Sep-23

Financial Year:

2023/24

SECTION 1 - DELEGATED CFO POWERS

"Adjustment/addition of scheme in the capital programme which has no effect on the net funding position of the programme

i.e. Additional resources available in the form of Grant, Section 106 contributions etc which fund the addition, "

Project Name:	Disabled Facilities Grant		
Budget Change:	2023/24	2024/25	2025/26
	0.714	0.714	0.714
Funding Source:	DLUHC Grant		
Reason for movement:	Uplift to Reflect announced grant award		
Project Name:	Devolved Formula Capital		
Budget Change:	2023/24	2024/25	2025/26
	0.108	0.000	0.000
Funding Source:	DfE grant		
Reason for movement:	Uplift to Reflect announced grant award		
Project Name:	Early Years & Childcare		
Budget Change:	2023/24	2024/25	2025/26
	0.027	0.000	0.000
Funding Source:	Developer contribution		
Reason for movement:	S106 contribution for Clarks Mill, Trowbridge		
Project Name:	DfT Safer Roads Grant - A3102		
Budget Change:	2023/24	2024/25	2025/26
	6.980	0.000	0.000
Funding Source:	DfT grant		
Reason for movement:	DfT Safer Roads Grant Allocation		
Project Name:	Structural Maintenance		
Budget Change:	2023/24	2024/25	2025/26
	3.684	0.000	0.000
Funding Source:	DfT grant		
Reason for movement:	Pothole Additional Grant Funding		
Project Name:	Local Highway Footway Improvement Groups		
Budget Change:	2023/24	2024/25	2025/26
	0.015	0.000	0.000
Funding Source:	Contribution from Town / Parish		
Reason for movement:	Local Council payments towards schemes		

Appendix D: Capital Programme Adjustments Quarter One 2023/24 (Page 2)

Project Name:	Structural Maintenance		
Budget Change:	2023/24	2024/25	2025/26
	0.050	0.000	0.000
Funding Source:	Contribution from Town / Parish		
Reason for movement:	Town & Parish Contributions		
Project Name:	Structural Maintenance		
Budget Change:	2023/24	2024/25	2025/26
	0.001	0.000	0.000
Funding Source:	DfT grant		
Reason for movement:	Uplift to reflect 23/24 pothole award		
Project Name:	Structural Maintenance		
Budget Change:	2023/24	2024/25	2025/26
	0.004	0.000	0.000
Funding Source:	Contribution from Developer		
Reason for movement:	Contribution to Works by Aldi		
Project Name:	CHBP Phase 3.3		
Budget Change:	2023/24	2024/25	2025/26
	4.012	0.000	0.000
Funding Source:	DLHUC LAHF grant		
Reason for movement:	Grant funding for purchase of Ukrainian / Afghani properties		
Project Name:	HUG 2 Grant		
Budget Change:	2023/24	2024/25	2025/26
	1.544	1.607	0.000
Funding Source:	BEIS grant		
Reason for movement:	New Energy efficiency improvement grant agreed		
Project Name:	South Chippenham		
Budget Change:	2023/24	2024/25	2025/26
	0.500	0.000	0.000
Funding Source:	Capital Receipts		
Reason for movement:	Cabinet approved amount		
Total Delegated Changes Approved by Section 151 Officer	17.639	2.321	0.714
<p>In the exercise of my delegated powers (Section 1 and 2), I hereby authorise the amendments to the Capital Programme summarised above.</p> <p>CHIEF FINANCE OFFICER: Andy Brown</p> <p>DATE: Sep-23</p>			

CHIEF FINANCE OFFICER (CFO) - EXERCISE OF DELEGATED POWERS & REQUESTS FOR ADDITIONAL RESOURCES WITHIN THE CAPITAL PROGRAMME				
Cabinet Meeting	12-Sep-23			
Financial Year:	2023/24			
SECTION 1 - DELEGATED CFO POWERS				
"Adjustment/addition of scheme in the capital programme which has no effect on the net funding position of the programme				
i.e. Additional resources available in the form of Grant, Section 106 contributions etc which fund the addition, "				
Project Name:	Park & Ride Solar Panel Canopies			
Budget Change:	2023/24	2024/25	2025/26	2026/27
	0.156	-0.156	0.000	0.000
Funding Source:	Borrowing			
Reason for movement:	Profile in line with anticipated spend / costs			
Project Name:	Health & Wellbeing - Melksham House			
Budget Change:	2023/24	2024/25	2025/26	2026/27
	0.061	-0.061	0.000	0.000
Funding Source:	Borrowing			
Reason for movement:	Retention bought forward into 23/24			
Project Name:	Disabled Facilities Grant			
Budget Change:	2023/24	2024/25	2025/26	2026/27
	1.294	-0.348	-0.148	-0.798
Funding Source:	DLHUC grant			
Reason for movement:	Reprofile to reflect new business plan			
Project Name:	HRA - Council House Build Programme (Phase 3.4)			
Budget Change:	2023/24	2024/25	2025/26	2026/27
	12.365	-12.365	0.000	0.000
Funding Source:	Grant / S106 / HRA			
Reason for movement:	Reprofiling to open new phases of CHBP			
Total Delegated Changes Approved by Section 151 Officer	13.876	-12.930	-0.148	-0.798
In the exercise of my delegated powers (Section 1 and 2), I hereby authorise the amendments to the Capital Programme summarised above.				
CHIEF FINANCE OFFICER:	Andy Brown			
DATE:	Sep-23			

Appendix D: Capital Programme Adjustments Quarter One 2023/24 (Page 4)

CHIEF FINANCE OFFICER (CFO) - EXERCISE OF DELEGATED POWERS & REQUESTS FOR ADDITIONAL RESOURCES WITHIN THE CAPITAL PROGRAMME							
SECTION 2 - DELEGATED CFO POWERS							
<i>"Schemes within the capital programme which require the reprogramming of expenditure between years due to scheme not progressing as originally anticipated or other circumstances"</i>							
Project Name:	Libraries - Self Service						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.356	0.250	0.106	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Reprofiling to reflect future years forecast						
Project Name:	Leisure Requirements						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-3.000	3.000	0.000	0.000	0.000	0.000	0.000
Funding Source:	0						
Reason:	Reprofiling to reflect future years forecast						
Project Name:	Fitness Equipment for Leisure Centres						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.325	0.325	0.000	0.000	0.000	0.000	0.000
Funding Source:	0						
Reason:	Reprofiling to reflect future years forecast						
Project Name:	Major Road Network M4 Junction 17						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.804	-8.477	-14.933	24.214	0.000	0.000	0.000
Funding Source:	DfT grant						
Reason:	0						
Project Name:	A338 Salisbury Junction Improvements MRN						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.841	0.841	0.000	0.000	0.000	0.000	0.000
Funding Source:	DfT grant						
Reason:	0						
Project Name:	A3250 Melksham Bypass LLM						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-3.006	-0.165	-3.246	-37.540	-42.799	2.980	83.775
Funding Source:	DfT grant						
Reason:	Reprofiling to reflect future years forecast						
Project Name:	Property Carbon Reduction Programme						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-2.000	0.000	2.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Reprofiling to reflect future years forecast						
Project Name:	G & T Emergency Stopping Places						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-1.150	1.150	0.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Reprofiling to reflect future years forecast						
Project Name:	Depots & Office - Hindon Stagger						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-3.000	3.000	0.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Reprofiling to reflect future years forecast						
Project Name:	Children's Homes						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.366	0.250	0.116	0.000	0.000	0.000	0.000
Funding Source:	Grant & Borrowing						
Reason:	Reprofiling to reflect future years forecast, delays to purchase / refit						
Project Name:	Sch Maintenance - Studley Green						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.030	0.030	0.000	0.000	0.000	0.000	0.000
Funding Source:	DfE grant						
Reason:	Reprofiling to reflect works year forecast						

Appendix D: Capital Programme Adjustments Quarter One 2023/24 (Page 5)

Project Name:	FM Investment Estate						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.250	0.250	0.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Profile in line with anticipated spend						
Project Name:	Cap Receipt Enhancmt - Blue Pool						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.587	0.587	0.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Delay to anticipated works						
Project Name:	FM Op Estate - Churchfields Roof						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.500	0.500	0.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Planning / Construction delays						
Project Name:	FM Op Estate						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.750	0.750	0.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Profile in line with anticipated spend						
Project Name:	Early Years - Corsham / Rudloe						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.178	0.178	0.000	0.000	0.000	0.000	0.000
Funding Source:	S106 funding						
Reason:	Profile in line with anticipated spend						
Project Name:	Early Years - Bradley Road						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.154	0.154	0.000	0.000	0.000	0.000	0.000
Funding Source:	S106 funding						
Reason:	Profile in line with anticipated spend						
Project Name:	Early Years - Chippenham						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.175	0.175	0.000	0.000	0.000	0.000	0.000
Funding Source:	S106 funding						
Reason:	Profile in line with anticipated spend						
Project Name:	Early Years - Malmesbury						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.394	0.394	0.000	0.000	0.000	0.000	0.000
Funding Source:	S106 funding						
Reason:	Profile in line with anticipated spend						
Project Name:	Early Years - Westbury						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.053	0.053	0.000	0.000	0.000	0.000	0.000
Funding Source:	S106 funding						
Reason:	Profile in line with anticipated spend						
Project Name:	Sch Maintenance - Stonehenge SS						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.050	0.050	0.000	0.000	0.000	0.000	0.000
Funding Source:	DfE grant						
Reason:	Profile in line with anticipated spend						
Project Name:	Sch Maintenance - Chippenham Primary						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.255	0.255	0.000	0.000	0.000	0.000	0.000
Funding Source:	DfE grant						
Reason:	Profile in line with anticipated spend						
Project Name:	School Maintenance & Modernisation						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-2.414	2.414	0.000	0.000	0.000	0.000	0.000
Funding Source:	DfE grant						
Reason:	Profile to reflect anticipated spend level in year						

Appendix D: Capital Programme Adjustments Quarter One 2023/24 (Page 6)

Project Name:	Early Years Buildings						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.610	0.200	0.200	0.210	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Profile in line with anticipated spend						
Project Name:	South Chippenham						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.200	0.200	0.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Profile to reflect anticipated spend level in year						
Project Name:	Basic Need - Abbeyfield School						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-1.497	0.000	1.497	0.000	0.000	0.000	0.000
Funding Source:	Grant / CIL						
Reason:	Profile to reflect anticipated spend level in future years						
Project Name:	Basic Need - Kingdown Warminster						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-2.029	1.529	0.500	0.000	0.000	0.000	0.000
Funding Source:	DfE Grant						
Reason:	Profile to reflect anticipated spend level in future years						
Project Name:	Basic Need - Christchurch School						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.014	0.014	0.000	0.000	0.000	0.000	0.000
Funding Source:	DfE Grant						
Reason:	Profile to reflect anticipated spend level in future years						
Project Name:	Basic Need - Holt Primary						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.816	0.816	0.000	0.000	0.000	0.000	0.000
Funding Source:	DfE Grant						
Reason:	Profile in line with anticipated spend						
Project Name:	Basic Need - Forest & Sandridge						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.050	0.050	0.000	0.000	0.000	0.000	0.000
Funding Source:	DfE Grant						
Reason:	Profile in line with anticipated spend						
Project Name:	Access & Inclusion						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.030	0.030	0.000	0.000	0.000	0.000	0.000
Funding Source:	DfE Grant						
Reason:	Amount not needed in current year						
Project Name:	Health & Wellbeing - Campus						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.978	0.978	0.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Profile to reflect anticipated spend level in future years						
Project Name:	Health & Wellbeing - Melksham						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.436	0.436	0.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Profile to reflect anticipated spend level in future years						
Project Name:	Sch Maintenance - Holbrook Primary						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.050	0.050	0.000	0.000	0.000	0.000	0.000
Funding Source:	DfE Grant						
Reason:	Profile in line with anticipated spend / costs						
Project Name:	ICT Applications						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-1.369	1.369	0.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Reprofile to reflect anticipated spend in year						
Project Name:	ICT Get Well						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.500	0.500	0.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Reprofile to reflect anticipated spend in year						

Appendix D: Capital Programme Adjustments Quarter One 2023/24 (Page 7)

Project Name:	Community Projects						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.400	0.400	0.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Budget not needed in 23/24						
Project Name:	Carbon Reduction Projects						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.009	0.000	0.000	0.009	0.000	0.000	0.000
Funding Source:	DEFRA grant						
Reason:	LATF project slipped by 12 months						
Project Name:	HRA Refurbishment of Council Stock						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-3.567	3.567	0.000	0.000	0.000	0.000	0.000
Funding Source:	HRA						
Reason:	Reprofile to reflect forecast for 23/24 spend						
Project Name:	HRA - CHBP Phase 3.4						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-4.012	4.012	0.000	0.000	0.000	0.000	0.000
Funding Source:	HRA/S106/Grant						
Reason:	Budget reprofiled to meet forecast demand						
Project Name:	Safer Roads Fund						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-5.230	3.500	1.730	0.000	0.000	0.000	0.000
Funding Source:	DfT Grant						
Reason:	Scheme profiled over 3 years						
Project Name:	HRA - Highways Road Adoptions						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-4.100	0.500	0.500	0.500	0.500	0.500	1.600
Funding Source:	HRA						
Reason:	Reprofile to establish annual budgets from agreed amount						
Project Name:	Evolve Project						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-2.300	2.300	0.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Roll out delayed for some areas of project						
Project Name:	Silverwood Special School						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-4.175	1.891	2.235	0.049	0.000	0.000	0.000
Funding Source:	Grant / Borrowing						
Reason:	Project delays forcing reprofiling of costs						
Project Name:	High Needs Provision Capital Allowance						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-7.193	7.193	0.000	0.000	0.000	0.000	0.000
Funding Source:	Grant DfE						
Reason:	Reprofile to reflect works schedule						
Project Name:	Porton Science Park - Phase 2						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.200	0.200	0.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing / Euro grant						
Reason:	Final fit out expected to roll into new financial year.						
Project Name:	Basic Need						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.500	0.500	0.000	0.000	0.000	0.000	0.000
Funding Source:	DfE grant						
Reason:	Works reprofile						
Project Name:	Stone Circle Development Company Loan						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-4.000	4.000	0.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Amended forecast						
Project Name:	ICT BAU - Devices for Personas						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.500	0.500	0.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Reprofile to reflect potential spend						

Appendix D: Capital Programme Adjustments Quarter One 2023/24 (Page 8)

Project Name:	Leisure Requirements - LC Improvements						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.500	0.500	0.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Reprofile to reflect potential spend in-year						
Project Name:	Salisbury Future High Sts - Station Forecourt						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-3.561	3.561	0.000	0.000	0.000	0.000	0.000
Funding Source:	FHSF Grant						
Reason:	Delays by GWR causing reprofiling of spend						
Project Name:	Waste - MBT Emissions Eqt						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.270	0.270	0.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Reprofile to reflect potential spend						
Project Name:	Fleet - Waste Vehicles 22/23						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.200	0.200	0.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Delays in vehicle deliveries / availability						
Project Name:	Waste - Closed Landfill						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.058	0.058	0.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Reprofile to reflect potential spend						
Project Name:	Waste - Food Waste Digesters						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	-0.007	0.007	0.000	0.000	0.000	0.000	0.000
Funding Source:	Borrowing						
Reason:	Reprofiled spend pattern						
Project Name:	0						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Funding Source:	0						
Reason:	0						
Project Name:	0						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Funding Source:	0						
Reason:	0						
Project Name:	0						
Budget Change:	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029	2029/2030
	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Funding Source:	0						
Reason:	0						
Total Re-programming	-69.998	45.293	-9.294	-12.558	-42.299	3.480	85.375
<p>In the exercise of my delegated powers (Section 1 and 2), I hereby authorise the amendments to the Capital Programme summarised above.</p> <p>CHIEF FINANCE OFFICER: Andy Brown</p> <p>DATE: Sep-23</p>							

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Financial Planning Task Group Update

Financial Year 2023/24 - Quarter One Capital Budget Monitoring

Purpose

1. To update Overview and Scrutiny Management Committee on the discussions of the Financial Planning Task Group on 8 September 2023 regarding the Financial Year 2023/24 - Quarter One Capital Budget Monitoring.

Background

2. The Financial Planning Task Group (FPTG) is a standing task group reporting to the Overview and Scrutiny Management Committee.

Membership

3. The membership of the task group is as follows:

Cllr Gavin Grant (Vice-chairman)
Cllr Gordon King
Cllr Charles McGrath
Cllr Pip Ridout (Chairman)
Cllr Ian Thorn

Terms of Reference:

4. The terms of reference of the task group are:
 - a) To review the council's draft Financial Plan, Medium-Term Financial Strategy (4-year financial model) and Treasury Management Strategy, reporting its findings to OS Management Committee.
 - b) To undertake regular monitoring of the council's capital and revenue budgets (including the delivery of savings), ensuring that mid-year trends and developments are considered when the council's Financial Plan is updated.
 - c) To undertake ongoing review of the council's financial position, including the monitoring of reserves, investments, debt, and financial risks.

- d) Where they materially affect the council's overall financial position, to consider the council's:
 - i. approach to strategic procurement
 - ii. major contracts
 - iii. financial investment in, and liability to, its wholly owned subsidiaries.
- e) To help develop the council's approach to the annual budget setting cycle, including the specific contribution of Overview and Scrutiny.
- f) To bring regular reports to OS Management Committee, highlighting key financial developments and risks for further discussion.

Financial Year 2023/24 - Quarter One Capital Budget Monitoring

The Task Group met on 8 September 2023 to discuss the reports going to Cabinet on 12 September 2023, also present were:

Cllr Nick Botterill	Cabinet Member for Finance, Development Management and Strategic Planning
Cllr Rich Rogers	Portfolio Holder for Contracts Procurement and Commissioning
Andy Brown	Corporate Director Resources & Deputy Chief Executive (S151 Officer)
Lizzie Watkin	Director Finance
Sarah Rose	Head of Finance Adults & Health

Observing:

Cllr Graham Wright	Chairman, OS Management Committee
Cllr Chris Williams	Vice-Chairman, OS Management Committee
Cllr Jerry Kunkler	Chairman, Environment Select Committee

Treasury Management Outturn Report 2022/23

Issue (Page and paragraphs numbers refer to the reports)	Further information / Comments
Spending profile (para 11)	The council spent 14%, up to June, of the revised annual capital programme (it was profiled to be 20%). This is still low in terms of spend. Capital spend has its own issues as it is project driven with milestones on works, any delays cause issues for the profile. There is still some way before the budget is profiled in great detail. There are a number of issues for why the spend is low. For example, highways spend is low, possibly due to billing issues, but they are confident that by Q2 it will be on track.

Stone Circle (para 12)	When Stone Circle was set up, it was envisaged it would repay its loans over 50years. The current Stone Circle business plan now means the repayment is beyond that 50 year time scale. When interest rates are lower, then the loan repayment may come back under the 50 year timeframe.
Trowbridge Leisure Centre (para 83)	The total £25m approved for the programme was funded via debt. The council can though apply Community Infrastructure Levy (CiL) funding as the leisure centre is on the infrastructure list. Therefore £10m CiL has been allocated to the programme. The overall cost has not been increased but now £10m of the original leisure centre borrowing has been re-allocated into highways investment.
Reprofiling (Appendix D)	Reprofiling means that projects can be moved – back and forward. This does not mean that the projects are dropped, there is still a commitment to deliver as the spend has been approved by Cabinet and Full Council.

Cllr Pip Ridout, Chairman of the Financial Planning Task Group

Report author: Simon Bennett, Senior Scrutiny Officer, 01225 718709
simon.bennett@wiltshire.gov.uk

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Wiltshire Council

Cabinet

12 September 2023

Subject: Corporate Performance and Risk Monitoring Report: Q1 2023/24

Cabinet Member: Cllr Richard Clewer, Leader of the Council Key

Key Decision: Non-Key

Executive Summary

This report provides a quarter one update on performance against the stated missions in the Council's Business Plan 2022-32. The Strategic Risk Summary is also included.

Proposals

Cabinet are asked to note and agree:

1. The updates and outturns against the measures and activities mapped against the Council's priorities.
2. The Strategic Risk Summary.

Reason for Proposal

To provide Cabinet with a quarterly update on the current corporate performance framework, which is compiled of the measures used to monitor progress against the 10 missions laid out in Wiltshire Council's Business Plan 2022-32.

The Strategic Risk Summary captures and monitors significant risks facing the Council, in relation to in-service risks facing individual areas and in managing its business across the authority.

This is supported by, and in compliance with, the Council's Corporate Performance and Risk Policy.

**Terence Herbert
Chief Executive**

Wiltshire Council

Cabinet

12 September 2023

Subject: Corporate Performance and Risk Monitoring Report: Q1 2023/24

Cabinet Member: Cllr Richard Clewer, Leader of the Council Key

Key Decision: Non-Key

Purpose of Report

1. This report provides an update on the progress against the stated missions in the Council's Business Plan.
2. To note: it provides measures of performance using data available at the end of Q1 and risks as they are at the time of the report's production; risks are not presented on a quarterly reporting cycle.
3. The Q1 2023/24 Corporate Scorecard is attached to the report **as Appendix 1**.
4. The Strategic Risk Summary is attached as **Appendix 2**.

Relevance to the Council's Business Plan

5. This report updates Cabinet on the performance against each of the stated missions contained in the Business Plan 2022-2032, as well as strategic risks that would impact the Council's ability to achieve these missions.

Background

6. Prior to the Business Plan's ratification at Full Council, Directors and Cabinet Members agreed a corporate performance framework that identified the measures that would initially be used to track progress against the 10 missions identified.
7. This framework was reviewed in January 2023, resulting in new measures being added and additional measures being reviewed, developed and improved.
8. As before, these measures fall into three categories:
 - i) Main indicators – the key metric for that particular mission.
 - ii) Supporting indicator(s) – a metric that helps add weight or explanation to the main indicator.
 - iii) Basket indicators – where it was impossible to identify one or two main indicators, measures were grouped together to be able to report on elements of each mission.

9. The resulting Scorecard includes each main measure alongside the most relevant supporting and basket indicators.
10. Measures and targets on the Scorecard are owned and reported by the service to which they relate, and they continue to be iteratively challenged and improved at Performance Outcome Boards and Groups. This ensures they are most representative of performance against a mission and allows for advanced scrutiny.

Performance

11. The expanded set of performance measures developed during Q4 2022-23 have been retained, with no additional measures added since the Scorecard was last reported to Cabinet in May 2023.
12. Performance continues to be regularly reviewed and challenged by officers and Cabinet Members at Performance Outcome Boards (POBs) and Performance Outcome Groups (POGs) to inform recommendations and drive improvements.
13. Performance targets for the new financial year were reviewed as part of this year's more integrated service planning process, as set out in the Corporate Peer Challenge Action Plan.
14. For consistency, prevention of volatility and ease of reading, wherever possible measures are now reported as rolling averages over the previous 12 months or rolling 12-month cumulative totals. We note that this may result in figures reported via the Scorecard differing from those reported internally in POBs, or externally via statutory returns. For some measures, the current position is more informative than a historic average taken over time. Where this is the case, it is indicated on the Scorecard.
15. The polarity has been added to each measure, indicating whether a better performance is an increase or a decrease in the figures presented. This allows the direction of travel arrows to be more easily interpreted for each measure.
16. The possibility of adding budget information to the Scorecard has been explored. However, it is unfortunately not possible to provide evidence-based accurate financial information relating to individual measures.

Oflog Data Explorer

17. The new Office for Local Government (Oflog) has launched a [Data Explorer](#), aimed at providing "authoritative and accessible data and analysis about the performance of local government and support its improvement."
18. The Oflog Data Explorer is currently limited to data on waste management, adult social care, adult skills and finance. However, more data covering public health, transport, and organisational health will be added and the interface further developed over the next year.

19. The existing Local Government Association's data tool, LG Inform, has since been updated to use the metrics from Oflog's Data Explorer within the established LG Inform platform. This will allow the LG Inform API to be used to access Oflog Data Explorer metrics.
20. Of the 58 measures on the Corporate Performance Scorecard, 28 are available via LG Inform and a further 15 measures are similar to datasets within LG Inform. The remaining 15 measures are more bespoke local measures.
21. The Executive Office is working with POBs and POGs to ensure parity in the way the organisation presents and escalates performance data.
22. A Power BI dashboard is currently being developed for the measures in the Corporate Performance Scorecard, which will provide potential for drawing in comparator data from LG Inform on a live and ongoing basis.

Corporate Performance Scorecard

We get the best start in life

23. For the educational gap for phonics at year one, the unvalidated data that we have received indicates that the phonics gap has increased to 23% and is above the National Gap. This remains a priority area for improvement aligned with the disadvantaged strategy.
24. No new data is yet available for other measures relating to educational outcomes at the end of Key Stage 4.
25. The percentage of EHCPs completed within the statutory 20 weeks has been updated to show rolling 12-month average. This, and the different reporting period, means that data presented on the Scorecard will differ from published figures in statutory returns. The reduction in timeliness in Q1 resulted from a service emphasis to complete assessments that had been waiting for the longest period of time. Whilst this resulted in a reduction of the 20-week performance, it has enabled the 'backlog' of outstanding assessments to be reduced. SEND statutory performance continues to be monitored through the SEND Performance Board, the local area SEND Board and the Children's Services POB.
26. The percentage of schools, including primary, secondary and specialist schools, that are Good or Outstanding has dipped from a peak in March 2023, where there had been a steady improvement in performance. The data has been impacted by a few schools moving from a Good to a Requires Improvement judgement, but these were expected outcomes in the context of schools inspected. This performance is regularly scrutinised by Children's Select Committee.
27. The percentage of early years settings rated good or outstanding by Ofsted continues to be monitored, although there is no new data for Q1.

We stay active

28. Updated figures for adult physical activity during 2020/21 have still not been published. We are therefore not yet able to determine whether the drop in physical activity for children, reported in Q4 2022/23, was a feature of the wider population due to the impact of the pandemic.

29. Visits to Council-run leisure centres continue to rise. We are currently transitioning to a new process for capturing data for schools' visits, which will be incorporated into future reports as leisure centres implement the new process over the next few quarters. A new target has been set for the current financial year, based on a complete year of comparator data from leisure centres transitioned from Places for People to Wiltshire Council in October 2021. Leisure is still in recovery post pandemic. However, figures are improving and do not appear to have been hugely impacted by the cost-of-living crisis. It is almost a year since Melksham Campus opened and this has had a positive impact on attendance figures and is the second best attended site after Five Rivers.
30. The target for the number of visits to public libraries was met for 2022-23, with 1,009,187 visits against a target of 1,000,000 for the financial year. This target has been stretched for 2023-24, with an aim of 1,200,000 visits by the end of March next year.
31. We still plan to monitor the number of hectares of new woodland planting that is publicly accessible, as an indicator of volunteer community groups benefiting from direct contact with nature, physical activity and good mental health associated with group activities. The tree planting season for 2023- 24 will start in October, when trees become dormant and so the bare rooted stock most widely used in woodland planting can be planted with minimal risk of failure.
32. The outcome at 91 days shows the longer-term effects of reablement and its ability to maintain and support people to remain in their own homes. Wiltshire Reablement performs well in this area which demonstrates the effectiveness and success in supporting longer term outcomes. The outcomes achieved are representative of the model of service, which offers the opportunity to rehabilitate under a therapy led programme - Wiltshire reablement is an inclusive service and does not apply selective criteria. Some other similar services only offer reablement to people with rehab potential therefore positively influencing their outcomes through the application of a criteria. The people who do not remain at home fall into two main groups those who are readmitted to hospital and those who sadly die. This cohort of people are elderly and frail with co-morbidities.

We are safe

33. The number of repeat referrals to Children's Services remains within the target range, demonstrating that effective work is undertaken to achieve successful closure/step down out of statutory services, and that thresholds are consistently applied.
34. The percentage of children in care who are fostered within Local Authority provision continues to increase and at 42% is now within the target range. A placement sufficiency strategy and action plan is in place to reflect the need to increase this further.
35. The percentage of S42 outcomes met is very slightly below target range this quarter, although the rolling average remains within the target range. A very small percentage of outcomes were not met due to: 1) multiple referrals/concerns for the same person being merged into a single S42 enquiry, which extends the investigation period; 2) The death of a person during the course of the investigation (normally through old age and frailty) – thus unable to meet outcomes defined by national guidance; 3) An S42 investigation starting but then being resolved very quickly and

easily before the chance to set outcomes had occurred – this is a system recording issue that will be rectified.

36. The total number of adult social care homes currently rated inadequate in CQC inspections remains constant at two. Both care homes are close to being reinspected by CQC.
37. The number of working-aged adults in residential care, per 100,000 of the population, has increased in Q1. There is a lack of alternative provision in Wiltshire, and this is being addressed as part of the transformation programme, the result of which will be more supported living, independent service funds, and direct payment provision.
38. There has been a drop in the percentage of reported P1 potholes that are repaired within 24 hours. Quarter 1 corresponds with the mobilisation of New TMC (highways maintenance term service contract) in April. The percentage repaired within 24 hours showed an initial decrease, but then increased in the following months. The number of potholes reported remains high.
39. The percentage of roads scheduled for treatment that have been resurfaced has continued to rise but remains below target. This performance measure is based on the 12-month plan rather than the 5- year plan. Surface dressing is a seasonal operation when air temperatures are higher. The programme starts in July so the substantive length of surfacing takes place within Q2 and Q3.
40. Wiltshire Police have recently launched a road safety campaign following a rise in road traffic collisions that have resulted in higher numbers of fatalities and serious injuries compared to this time last year¹. The campaign will focus on the #FatalFive - excess speed, drink/drug driving, careless/dangerous driving, driving without a seatbelt, and using a mobile phone whilst driving. This campaign will include increased geographical deployments across Wiltshire and Swindon of Community Speed Enforcement Officers on 20/30/40mph limits to increase visibility.
41. The percentage of reported antisocial behaviour cases resolved within 60 days is a new measure that will monitor performance in this area with an aim of resolving cases before they escalate to requiring Antisocial Behaviour Risk Assessment Conferences (ASBRACs) or Public Spaces Protection Orders (PSPOs). The newly formed team has only recently started to collect and record data. However, there is a 60-day lag before the outcome of reported incidents is known to determine whether targets have been reached.

We live well together

42. Whilst the percentage of looked-after children placed more than 20 miles from home has continued to remain very slightly above the target range for the last year (39% against a range of 34-37%). For context, 17% of the 39% are in Wiltshire and over 20 miles from home and 22% are out of Wiltshire and over 20 miles from home. In the current climate with significant placement sufficiency challenges this remains strong performance.
43. The proportion of care-experienced young people in suitable accommodation

¹ [Road safety campaign launched following the death of 13 people on Wiltshire's roads so far this year | Wiltshire Police](#)

remains stable at 96%, performing better than the target range of 85-95%.

44. There was a significant increase in NHS Health Checks carried out in Q4. Analysis by the Public Health team has shown that the driver for this was an increase in Primary Care activity inviting more eligible patients for checks. This is a promising direction of travel and a positive performance as part of the Covid recovery, where this service was paused.
45. Due to the requirements of NHS Digital, which determines timescales for data submissions from Primary Care, data on rates of smoking cessation have at least a 6-month lag and so are not yet available for the last two quarters.

We ensure decisions are evidence-based

46. Voter turnout in Neighbourhood Plan referendums continues to be monitored, but no new referendums have taken place since the Scorecard was last updated in March.
47. The engagement with the Council's e-newsletter provides a valuable indicator of how our residents respond to messaging. This is achieved by measuring the 'opens', rather than just the circulation. Despite a slight drop to 52.9% in Q1, the open rate remains well above both target (40%) and the national average open rate for government e-newsletters (28.8%).

We have the right housing

48. At the end of the 2022/23 financial year, the total number of affordable houses built was 643, 99% of the 650 target. This is due to the downturn in the housing market which stalled delivery in this year. Nonetheless, over the plan period we remain on track and 650 affordable housing units per annum have been delivered. There has been an increase in starts on site, rising from 556 in 2021/22 to 646 in 2022/23, however we expect to see the impact of further market disruption this year.
49. The Council are also investing significant funds in the acquisition of property to support the housing market, including continuing support to Stone Circle House for lower than market rent properties, investing in affordable housing for households displaced through conflict, increasing the stock available for homelessness individuals and an increase in the properties directly held for those with a housing need. In addition, there is a desire to see how direct interest in housing can support and enhance service delivery where property availability is a barrier to improvement.
50. Although demand continues to increase, the number of households on the housing register has fallen over the last quarter as a result of a data cleanse removing old applications from the register.
51. There has been a steady increase in the total number of households in temporary accommodation. This is due to increasing numbers being accepted as homeless as options for alternative accommodation are reducing. However, there are currently no households in Bed & Breakfast accommodation, which has been a huge achievement for the Housing team in Q1.
52. Historic data for the two measures focused on planning determinations has been updated so that it is more statistically robust. For both major and non- major determinations, performance is steadily improving each quarter and is consistently above the statutory target. For non-major applications the leap in performance at the quarterly level (as opposed to the 12-month average

reported on the Scorecard), from 71% in Q4 2022/23 to 84% in Q1 23/24, shows that good progress is being made. Reports are being shared with officers to show where Extensions of Time have not been asked for, thereby prompting this to happen in order to return to the high performance in this area of 2017 - 2021. We continue to report the number of new applications received per quarter, as Wiltshire has a very high rate of applications compared to other local authorities.

We have the right skills to prosper

53. The unemployment rate and youth claimant rates remain static since the previous quarter, and both remain below the national average.
54. The percentage of 16-17-year-olds in the year 12-13 academic age group who are NEET (Not in Education, Employment or Training) has decreased slightly to 2.7%, but remains just above the target range of 2-2.6%. Positively, there has been a significant reduction in our unknowns, with the status of only 0.8% of the cohort remaining as such.
55. The percentage of care-experienced 16-17-year-olds who are in education, employment, or training (EET) has increased over the last quarter to 65% and is within the target range. Care experienced young people who are not in EET are proactively supported by the monthly Care Experienced Steering Group. We note that not all young people are able to be in EET due to their physical or mental health.
56. No new data has been published for gross weekly pay, level 4 skills, and gross disposable household income since the last Scorecard in 2022-23 Q4.
57. The measure of regional Gross Value Added (GVA) has been updated to use a more robust dataset. Although the historic figures have changed, the trend remains that Wiltshire has continued to perform below the South West average as a result of the high levels of public sector roles providing protection from the impact of the pandemic. This trend is also seen when comparing Wiltshire with only rural counties in the region.

We have vibrant and well-connected communities

58. The number of passenger journeys on both the commercial and supported bus network continues to increase, in line with national trends.
59. No new data has been published on the number of entries and exits from Wiltshire's rail stations since the last report. However, we continue to monitor rail usage given the Council's strategic ambitions around new stations in the county.
60. The percentage of gigabit broadband coverage continues to increase incrementally and is currently at 63.4%. This is based on private sector build, although we note that the publicly funded programme is due to begin later this year. Although we also monitor the percentage of 4G mobile phone coverage, no new data has been made available since the measure was added in Q4 2022-23.
61. There has been an increase in car park occupancy, indicated from the number of pay-and-display transactions (not including season ticket holders). There has been a communication strategy promoting the use of MiPermit the parking app and allowing more flexibility in the way parking stays are paid. This allows parking times to be extended and more transactions. An average of over 20,000 new accounts a month in Mipermit are being recorded. This combined with the

increased tourist and visitor use is increasing parking stay transactions. The usage is being monitored to ensure its longevity.

62. There has also been a year-on-year increase in income from car parks, which does include use by season ticket holders. However, it should be noted that income is forecast to fall short of the stretch income target as set in the budget. There has been a communication strategy promoting season tickets and with the return to the workplace the income from season tickets has increased when comparing the figures from the same period 12 months ago. The success of the Mipermit App and flexible payments for P&D car parks is encouraging parking stays. The P&D income is also linked to the increased tourist and visitor use, and the stay-cation, increasing parking stays. The usage is being monitored to ensure its longevity.

We take responsibility for the environment

63. The four waste indicators have been converted to rolling 12-month totals or averages, allowing overall trends to be seen rather than seasonal fluctuations. Targets have also been reviewed.
64. The four waste indicators should be reviewed together as they provide data on the amount of household waste produced, and the routes of disposal.
65. The format of the data relating to reported incidences of fly-tipping in the county has been updated so that the reported figures align with the nature of the target, that is to exceed the national decrease in reported incidents per year – currently a 4%. Improved performance is therefore now indicated by a greater negative value, indicating a larger drop in incidences. We note that in Q1 only 4% of reports contained evidence, but that 90% of reports with evidence have resulted in formal actions being taken. Despite the increase in enforcement resources and enforcement actions, during times of lower economic activity fly tipping reports are likely to increase as waste producers seek to reduce their waste disposal costs.

We are on the path to carbon neutral (net zero)

66. No new data is available for Wiltshire's CO₂ emissions. However, for future Scorecards, this measure will be updated to include all greenhouse gas emissions, including nitrous oxide and methane, using a newly available government dataset that still has a 2-year time lag. Use of this wider dataset will align with the Anthesis Pathways report, the recommendations of which were for all greenhouse gas emissions.
67. Wiltshire Council emissions have returned to a downward trend following the post-pandemic increase, and we are now back in line with the stretch pathway from the Anthesis report. The target for Wiltshire Council's CO₂ emissions has been reduced from 3750 tonnes per year in 2022/23 to 3000 tonnes per year in 2023/24. This target will be used for comparison when data is next published in September 2024.
68. The percentage of energy performance certificates (EPCs) at levels A-C has increased to 52%. A rolling three-year average is used to show a longer term trend, as EPC ratings can fluctuate over the shorter term. This indicator is a proxy for energy efficiency of homes, and is increasing slowly over time. The target for Energy Performance Certificates at levels A-C increases over time in line with the

South West benchmark at any snapshot in time. This year the South West is at 52%.

69. The number of publicly available electric charging points is increasing and met the 2022-23 target of 35 per 100,000 population, with 41 in Q1, showing an ongoing improvement in performance. However the previous good progress is falling behind the South West benchmark, which was at 48 per 100,000 population in April 2023 (Wiltshire is 41 per 100,000). During 2023, the council's electric vehicle charging infrastructure plan will lead to 70 new chargepoints.

Risk

70. The Strategic Risk Summary is attached as **Appendix 2** and provides information on the challenges, and potential challenges, the Council faces in delivering its services and ambitions.
71. Included is the Strategic Risk Register, which contains risks that, if they were to become issues, could hamper the Council's ambition to achieve its stated aims, whether that be empowering the people of Wiltshire, building thriving economies or leading the response to climate change.
72. Risks are identified, defined, reviewed, and managed in service areas.
73. There are 216 risks identified and scored in the corporate risk management process at the time of print, not including the national risks that are managed by the Local Resilience Forum. The Strategic Risk Register is made up of those risks that have either a potential impact on the wider council, or are the responsibility of the wider council to mitigate.
74. A full explanation of the makeup of the Strategic Risk Register can be found at the end of **Appendix 2**.
75. Environment and Adult Social Care have recently reviewed and updated all of their corporate risks, reducing the overall number of risks on the corporate risk register.
76. New risks have been added to the corporate risk register relating to the collection of income and the use of personal information by Revenues and Benefits.
77. Previously, two risks – macroeconomic pressures, such as inflation, and staff recruitment and retention – were classified as issues, meaning that the potential problems identified have materialised.
78. These both remain in place in Q1 as inflationary pressures continue, with the current rate of 7.9% in June remaining above the Bank of England's 2% target, and labour market challenges are also yet to abate.
79. The Council's teams continue to work to mitigate the impact of these issues and will do so until they are no longer having a direct impact on delivery of services.
80. The emerging risk added during Q3 remains, reflecting the potential for additional service pressures in upcoming quarters. These come because of other agencies – with whom the Council has a dependency or interaction– experiencing their own difficulties, such as an increase in demand to their own services or unforeseen workforce challenges.

81. As ever, these continue to be actively monitored and managed to reduce impact, with the Council supporting its partners to deliver the best service they can for Wiltshire's residents.
82. This is in line with and outlined in more detail within the Council's Corporate Performance and Risk Management Policy.
83. The South West Audit Partnership (SWAP) have recently undertaken an assessment of the Council's current risk management framework.
84. The audit comprised a review of policy, reporting arrangements, training and awareness, and risk registers, as well as a survey and interviews with key officers.
85. Findings from the audit are due to be reported to an upcoming Audit and Governance Committee meeting.
86. CLT will be recommended the audit action plan, which includes creation of a new risk management working group, a review and update of the current Performance and Risk Management Policy, development of new guidance, and a restructure of the corporate and strategic risk registers, alongside a full review of risks held within them.

Future Developments

87. The Corporate Performance Scorecard is anticipated to further evolve as measure descriptions are further refined and data for recently added measures becomes available.
88. Measure descriptions and targets will remain under review, and ongoing changes will be agreed by Cabinet and the Corporate Leadership Team.
89. A full review of Service Plans is currently underway. This includes a review of corporate performance targets, and also a mapping of planned activities as mitigating actions for corporate risks. This more holistic approach aligns with the Corporate Peer Review action plan.

Overview & Scrutiny Engagement

90. The Overview and Scrutiny Management Committee (OSMC) are due to consider this report and associated appendices in their meeting on 26th September.

Safeguarding Implications

91. A number of indicators are regularly analysed which directly relate to the safeguarding of children and adults.
92. Action is taken where improvements in performance are required or new risks present.

Public Health Implications

93. Not applicable as no decision is required, although many of the performance indicators are a key feature of our public health work.

Procurement Implications

94. Not applicable as no decision is required.

Environmental and Climate Change Considerations

95. Not applicable as no decision is required, although many of the performance indicators are a key feature of our environmental plans.

Workforce Implications

96. There are no direct implications arising from this report. However, it must be recognised that this remains a live issue for the Council when recruiting and retaining staff.
97. Whilst both a national and sectoral issue, active management is underway.

Equalities Impact of the Proposal

98. Not applicable as no decision is required.

Risk Assessment

99. Not applicable as no decision is required.
100. Performance and risk indicators will continue to draw on the framework set out in the Business Plan and will continue to be refined through engagement with the relevant services.

Financial Implications

101. Not applicable as no decision is required.

Legal Implications

102. Not applicable as no decision is required.

Options Considered

103. Not applicable as no decision is required.

Conclusions

104. This report brings together the expanded list of performance indicators that make up the corporate performance framework, as well supplementary commentary to provide further context around the Council's activities in these areas and the risks faced by the Council.

Perry Holmes - Director, Legal and Governance

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Appendices

Appendix 1: Corporate Scorecard Q1 2023/24

Appendix 2: Strategic Risk Summary

Background Papers

Corporate Performance and Risk Policy, February 2019

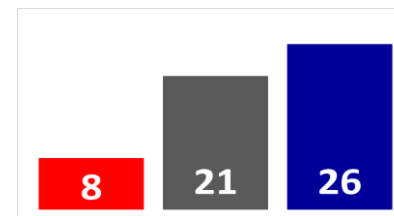
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Wiltshire Council Performance Scorecard - 2023/24 Quarter One

Of the 58 indicators on this scorecard 47 (80%) were ranked as either positive or neutral in terms of improved performance.

Arrows show the direction of travel. Blue indicates a measure is at or better than target or within a target range, or is likely to be on target by the stated deadline. Grey indicates a measure is slightly outside the target but heading in the correct direction. Red is significantly worse than target.

All measures show a rolling annual average, unless stated, with most recent figures presented alongside those from the two most recent reports.



Gold shaded measures are main indicators	Unshaded indicators support a main indicator	Grey shaded indicators are selected from a basket of possible measures - the name of that basket appears above the measures
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Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
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We Get the Best Start in Life










Educational Gap: Phonics (The percentage point gap at Year 1 between pupils receiving the pupil premium and their non-disadvantaged peers - achieving phonics) Source: Nexus	Below national benchmark (16.6%) by August 2025	23%	21%	23% (Provisional)	Aug-23	annual - academic year	Lower is better		The unvalidated data that we have received indicates that the phonics gap has increased to 23% and is above the National Gap. This remains a priority area for improvement aligned with the disadvantaged strategy.
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Educational Gap: KS4 (The percentage point gap between pupils receiving pupil premium and their non-disadvantaged peers - achieving 5+ in English and Maths at KS4) Source: Gov.uk Explore Education Statistics	Below national benchmark (27.0%) by August 2025	28.5%	31.7%	32.3%	Dec-22	annual - academic year	Lower is better		The target is to reduce the gap to be in line with national at 27% by August 2025. The strategy is to continue the positive trajectory of maintained school outcomes in all areas, accelerate outcomes in academies to address the gap and to extend our reach to schools and secure wider engagement. Factors contributing to outcomes in maintained schools include the 3 year systematic, structured SIA programme, responsive strategy, CPD, significant partnerships and collaborations and a tiered approach. Performance for 20/21 and 21/22 is not comparable as assessments were completed differently during Covid.
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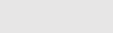
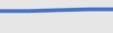
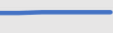

Overall educational outcomes: KS4 (Educational attainment for ALL pupils - Percentage achieving grade 5+ in BOTH English & Maths ('Basics') at KS4) Source: Gov.uk Explore Education Statistics	Between 48% and 50%	50.8%	52.5%	48.6%	Mar-23	annual - academic year	Higher is better		National level for 2022 was 49.8%. 69.8% of pupils achieved grade 4 or above in English and maths, compared to 69% nationally. The average Attainment 8 score for all pupils was 49.3 in Wiltshire, compared to 48.9 nationally. Performance for 20/21 and 21/22 is not comparable as assessments were completed differently during Covid.
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Educational outcomes specific to SEND: KS4 (Educational attainment for SEND pupils with an EHCP - Percentage achieving grade 5+ in BOTH English & Maths ('Basics') at KS4) Source: Gov.uk Explore Education Statistics	between 8.5% and 10.5%	4.5%	6.6%	9.9%	Mar-23	annual - academic year	Higher is better		The national level for 2022 was 7%. Performance for 20/21 and 21/22 is not comparable as assessments were completed differently during Covid.
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Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Percentage of EHCPs issued within 20 weeks on time with no exceptions Source: Wiltshire Council	Above 40%	16.5%	19.8%	25.8%	Jun-23	average over last 12 months	 Higher is better	The reduction in timeliness in Q1 resulted from a service emphasis to complete assessments that had been waiting for the longest period of time. Whilst this resulted in a reduction of the 20-week performance, it has enabled the 'backlog' of outstanding assessments to be reduced. SEND statutory performance continues to be monitored through SEND Performance Board and the local area SEND Board.
Percentage of schools rated good or outstanding by Ofsted (Includes primary, secondary and specialist schools) Source: Ofsted via Perspective Lite database	Above national average (85%)	83.2%	81.5%	81.5%	Jun-23	current position	 Higher is better	The % of schools that are Good or Outstanding has dipped from a peak in March 2023 where there had been a steady improvement in performance. The data has been impacted by a few schools moving from a Good to Requires Improvement judgement but these were expected outcomes in the context of schools inspected.
Percentage of early years settings rated good or outstanding by Ofsted Source: Ofsted via LATE and FID databases	Above 98%	97.9%	97.1%	Mar-23	current position	Higher is better	 Higher is better	This data includes school based EY provision (FS1) which is not re-inspected within the 6-12 month timeframe of other Early Years providers. Trend information will be included for future Scorecards once more data is available.
We Stay Active								
Percentage of Children who are Physically Active Source: Active Lives Children and Young People Survey, Sports England	Above 60% over course of Business Plan	50.5%	53.7%	47.8%	Mar-22	annual figures	 Higher is better	The trend shows the last five financial years. The improvement shown in Wiltshire in 18/19 to 20/21 has not been mirrored in the national or regional figures. Wiltshire now shows slightly better levels of activity than the England (44.6%) but now below the South West average (49.1%), the activity level has decreased in Wiltshire for the first time in 21/22, and it is currently unclear why, this may be an impact of the Covid-19 pandemic and recovery. The percentages are below our target of 60%.
Percentage of Adults who are Physically Active Source: Sports England Active Lives Survey	Above 75% over course of Business Plan	71.2%	72.1%	72.9%	Mar-21	annual figures	 Higher is better	The trend shows the last four financial years, 21/22 data not yet available. Small improvements in each of the last three years put the activity levels in adults in Wiltshire above the national (65.9%) and regional (70.5%) average. Wiltshire figures are not quite on target but trend is indicating it is on track to be achieved.

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Number of visits to Council-run leisure centres Total monthly visits based on membership card swipes and walk-in payments. Excludes other visitors. Source: Wiltshire Council	1,698,601 per year	128,496	134,809	139,439	Jun-23	average over last 12 months	 Higher is better	 Places for People (PFP) sites transitioned over to Wiltshire Council in October 2021, therefore attendance data from then includes these sites. Leisure is still in recovery post pandemic. However, figures are improving and do not appear to have been hugely impacted by the cost-of-living crisis. It is almost a year since Melksham Campus opened and this has had a positive impact on attendance figures and is the second best attended site after Five Rivers.
Number of library visits (Cumulative total over 12 months) Source: Wiltshire Council	1,200,000 per year	887,459	1,009,187	1,086,140	Jun-23	cumulative total over last 12 months	 Higher is better	 Visits are up 38.3% this quarter compared to the same quarter last year and are 72.5% of pre-pandemic levels, mirroring the national picture. Visits are rising, however barriers to improving this have been identified and solutions are being investigated. They will be considered as part of the Library Transformation programme planned for after the Peer Challenge.
Number of hectares of new tree/woodland planting that is publicly accessible (Either permissible access rights or a PRoW running through the new woodland area). Source: Wiltshire Council	50 hectares for 23/24					No data yet available	 Higher is better	The tree planting season for 2023-24 will start in October, when trees become dormant and so the bare rooted stock most widely used in woodland planting can be planted with minimal risk of failure. There is therefore not planting data yet, but this will be provided for future reports.
Percentage of people in their own homes 91 days after entering the reablement service Source: Wiltshire Council	Between 80% and 90%	76.7%	78.5%	78.80%	Jun-23	average over last 12 months	 Higher is better	 The outcome at 91 days shows the longer term affects of reablement and its ability to maintain and support people to remain in their own homes. Wiltshire Reablement performs well in this area which demonstrates the effectiveness and success in supporting longer term outcomes. The outcomes achieved are representative of the model of service, which offers the opportunity to rehabilitate under a therapy led programme - Wiltshire reablement is an inclusive service and does not apply a selective criteria.
We are Safe								
Repeat referrals to Children's Services (% referrals within 12 months of previous referral) Source: Wiltshire Council	Between 14% and 20%	15.5%	15.9%	15.3%	Jun-23	average over last 12 months	 Lower is better	 Performance remains within the target range and demonstrates that our thresholds are consistently applied, and effective work is undertaken to achieve successful closure/step down out of statutory services.

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Percentage of children in care fostered within Local Authority provision (Excludes Connected Carers) Source: Wiltshire Council	Between 42% and 48%	41%	41%	42%	Jun-23	average over last 12 months	 Higher is better	It is positive to see an increase in performance this quarter. A placement sufficiency strategy and action plan is in place to reflect the need to increase this further.
Adult Safeguarding								
Percentage of S42 Outcomes Met (% of statutory enquiries into possible abuse or neglect [section 42] in which set outcomes were met) Source: Wiltshire Council	Between 95% and 100%	97.3%	96.9%	96.2%	Jun-23	average over last 12 months	 Higher is better	Performance is very slightly below target range this quarter, although the rolling average remains within the target range. A very small percentage of outcomes were not met due to: 1) multiple referrals/concerns for the same person being merged into a single S42 enquiry; 2) The death of a person during the course of the investigation (normally through old age and frailty); 3) An S42 investigation starting but then being resolved very quickly and easily before the chance to set outcomes had occurred.
Number of adult social care providers currently rated inadequate in CQC Inspections Source: Care Quality Commission	0 (no inadequate providers)	1	2	2	Jun-23	current position	 Lower is better	There was no change this quarter with the same two Care Homes being rated as Inadequate. Both are close to being reinspected by CQC but updated reports have not yet been published.
Number of working-aged adults in residential care (Long-term support needs of younger adults aged 18-64 met by admission to residential and nursing care homes, per 100,000 population - ASCOF) Source: Wiltshire Council	Between 12 and 15	15.4	15.1	17.5	Jun-23	average over last 12 months	 Lower is better	Within Wiltshire there is a lack of alternative provision and this is being addressed as part of the transformation programme, the result of which will be more supported living, independent service funds and direct payment provision.
Public Protection								
Percentage of reported P1 potholes repaired within 24 hours (Does not include "Find & Fix". Numbers below percentages are the total reported per quarter) Source: Wiltshire Council	95% or over	84.2% 1999	82.7% 7767	73.0% 7548	Jun-23	average over last 12 months	 Higher is better	Quarter 1 corresponds with the mobilisation of New TMC (highways maintenance term contract) in April. The percentage repaired within 24 hours showed an initial decrease, but then increased in the following months. The number of potholes reported remains high.
Percentage of roads scheduled for treatment that have been resurfaced (based on roads identified in the 12-month plan. Numbers below percentages are the total miles resurfaced per quarter) Source: Wiltshire Council	100% of roads identified in the 12-month plan (113.9 miles)	10.49% 2.93	16.98% 4.76	17.57% 11.1	Jun-23	cumulative total over last 12 months	 Higher is better	Although the percentage of roads scheduled for treatment that have been resurfaced is increasing, it still remains below target. Surface dressing is a seasonal operation when air temperatures are higher. The programme starts in July so the substantive length of surfacing takes place within Q2 and Q3.

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Percentage of cars found speeding by Community Speedwatch Teams Source: Wiltshire Police		4.15%	4.14%	4.17%	Jun-23	average over last 12 months	 Lower is better	Road safety is a key focus for Wiltshire Police, to address the rise in road traffic collisions resulting in higher numbers of fatalities and serious injuries compared to this time last year. This focus will include increased geographical deployments across Wiltshire and Swindon of Community Speed Enforcement Officers on 20/30/40mph limits to increase visibility.
Percentage of reported antisocial behaviour cases resolved within 60 days Source: Wiltshire Council	90% or over			70%	Jun-23	current position with a 2-month lag	 Higher is better	The newly expanded team has started to collect and record data. However, there is a 60-day lag before the outcome of reported incidents is known to determine whether targets have been reached. There were 20 new ASB cases reported during Q1. This figure does not include ASBRAC cases, which are reported separately.
We Live Well Together								
Stability for Looked after Children								
Percentage of Looked After Children Placed more than 20 Miles from Home (Excludes unaccompanied asylum seeker children) Source: Wiltshire Council	Between 34% and 37%	38%	38%	39%	Jun-23	average over last 12 months	 Lower is better	Whilst performance is very slightly above the expected range, and has been for the last year, given the significant placement sufficiency challenges; this is very positive. For context, 17% of the 39% are in Wiltshire and over 20 miles from home and 22% are out of Wiltshire and over 20 miles from home. In the current climate this remains strong performance.
Care Experienced Young People in Suitable Accommodation (% of 19-21 year old care experienced people in suitable accommodation) Source: Wiltshire Council	Between 85% and 95%	96%	96%	96%	Jun-23	average over last 12 months	 Higher is better	Performance remains strong in this area.
Public Health								
Uptake of NHS health checks (Percentage of invited NHS health checks undertaken) Source: Wiltshire Council	45% or over (Return to pre-Covid level)	34.2%	32.1%	32.2%	Mar-23	average over last 12 months	 Higher is better	The significant increase in NHS Health Checks in Q4 (4206 compared to 2541 in Q3) is really positive. This was due to an increase in Primary Care activity in inviting more eligible patients for checks. It is a promising direction of travel and positive performance as part of the Covid recovery, where this service was paused. We will continue to drive forward the performance.

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
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Rates of smoking cessation

(Percentage of those seeking smoking cessation support who are smoke free 4 weeks after their quit date).
Source: Wiltshire Council

35% or over

44.8%

45.4%

43.5%

Dec-22

average over last 12 months with a 6-month lag



Higher is better



Numbers are lower in 21/22 than previous year, no data yet available for Q4 22/23. The service in Primary Care is recovering since the pandemic and dealing with capacity pressures. Smoking rates are highest among routine and manual occupations, where prevalence is 23.6% for Wiltshire (20/21) (downward trend). People with severe mental illness are twice as likely to smoke - 25.2% in 20/21 (upward trend). Smoking prevalence at time of delivery is 8.10% 21/22 (downward trend)

We ensure decisions are evidence-based

Participation

Voter Turnout in Neighbourhood Plan Referendums

Source: Wiltshire Council

Above 25%

36.6%

16.0%

29.7%

Mar-23

Latest vote



Higher is better



No new referendums have been held since Q4. The trend shows all referendums held over the past two years. The low voter turnout for Marlborough Area NP referendum on 27th March 2023 may be attributed to the original referendum set for 11th August 2022 being suspended at the last minute because of an injunction and a claim for judicial review which was subsequently unsuccessful.

Open rate for resident e-newsletters

(Monthly average)
Source:

Above 40%

54.2%

55.0%

52.9%

Jun-23

monthly figures



Higher is better



The trend shows ongoing strong performance compared to the national average open rate for government e-newsletters (28.8%) and the average open rate for all e-newsletters (21.3%). Despite a slight drop in Q1, open rates remain above target.

We have the Right Housing

Delivery of Affordable Housing

Source: Wiltshire Council

650 homes per financial year

610

643

609

Jun-23

cumulative total over last 12 months










Higher is better












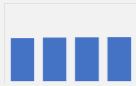
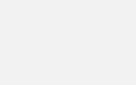


The total for 22/23 is 643, 99% of the 650 target. This is due to the downturn in the housing market which stalled delivery in this year. Nonetheless, over the plan period we remain on track and 650 affordable housing units per annum have been delivered. There has been an increase in starts on site, rising from 556 in 21/22 to 646 in 22/23, however we expect to see the impact of further market disruption this year.

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
The number on the Housing Register (Total number of households on the register at the end of the period, not including those on the open market register) Source: Wiltshire Council	Below 5,000	4,229	4,092	3,893	Jun-23	current position		Although the demand for social housing continues to rise we have carried out a data cleanse of the housing register, which has meant that a few old applications have been removed as they were not closed down correctly. We are therefore reporting a lower figure this quarter following this work, but demand continues to increase.
Total Households in Temporary Accommodation Source: Wiltshire Council	Below 100 placements	159	179	184	Jun-23	current position		We continue to see a steady increase in total households in temporary accommodation due to increasing numbers being accepted as homeless as options of alternative accommodation are reducing. Currently we have no households in Bed & Breakfast, which has been a huge achievement in Qtr 1.
Planning process - determination of major applications (Percentage completed within the statutory period or agreed extension. Numbers below percentages are the number of new applications received per quarter.) Source: Wiltshire Council	Above 60%	69% 30	66% 31	69% 33	Jun-23	average over last 12 months		Performance is steadily improving each quarter and is consistently above the statutory 60% target. Reports are being shared with officers to show where Extensions of Time have not been asked for, thereby prompting this to happen in order to return to the high performance in this area of 2017 - 2021.
Planning process - determination of non-major applications (Percentage completed within the statutory period or agreed extension. Numbers below percentages are the number of new applications received per quarter.) Source: Wiltshire Council	Above 70%	76% 844	75% 847	77% 909	Jun-23	average over last 12 months		Performance is steadily improving each quarter and is consistently above the statutory 70% target. Reports are being shared with officers to show where Extensions of Time have not been asked for, thereby prompting this to happen in order to return to the high performance in this area of 2017 - 2021. The leap in performance (quarterly rather than averaged) from 71% in Q4 22/23 to 84% in Q1 23/24 shows that good progress is being made.
We have the Right Skills to Prosper								
Unemployment (percentage of the work age population [16+] claiming out of work benefits) Source: NOMIS	Below national average (3.7%)	2.0%	2.0%	2.0%	May-23	current position		Data released to May 23. Wiltshire's Claimant % at 2% is consistently lower than the national average at 3.7% and the South West at 2.5%. This represents no change, aside from a 0.1% decrease in the national rate that is unlikely to be significant.
Youth Claimant Rate (percentage of 18-24 year olds claiming out of work benefits) Source: NOMIS	Below national average (4.9%)	2.9%	3.0%	3.0%	May-23	current position		Data is only available to May 23. Wiltshire's rate is 3.0%, compared to 3.1% across the South West and 4.9% nationally. Other than a small 0.1% decrease in the South West, there is no significant change from the previously reported data.

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
% 16-17 year-olds who are NEET Source: Wiltshire Council	Between 2% and 2.6%	2.4%	2.9%	2.7%	Jun-23	quarterly figures	 Lower is better	There has been a slight decrease since the last quarter, but the % remains slightly above target range. The % this quarter correlates with a significant reduction in our unknowns, with only 0.8% of our cohort remaining as such. (This is a DfE measure, it refers to academic year groups 12 & 13. Tracking starts each September so figures fluctuate slightly.)
% care-experienced 16-17 year-olds who are EET Source: Wiltshire Council	Between 65% and 75%	64%	63%	65%	Jun-23	average over last 12 months	 Higher is better	There has been an increase in Q1 since the previous quarter. There is a care experienced steering group held monthly, which is proactively supporting the care experienced young people who are NEET. It's important to note that some young people may be unable to be in EET due to their physical/mental health.
Gross weekly pay (Gross weekly pay by workplace) Source: ONS annual survey of hours and earnings	Above the national rate (£642)	£536.60	£569.30	£610.80	2022	annual figures	 Higher is better	There has been a 7.2% increase in the last year compared to inflationary measure of 10%. In addition, workplace earnings remain below residential earnings (£642 per week) meaning residents still commute for higher paid opportunities.
Regional GVA (Value generated by economic activity in £ per million) Source: ONS	Above South-West average (£14,362m)	£12,358m	£11,383m	£12,192m	2021	annual figures with a 2-year lag	 Higher is better	GVA is slightly higher than South West average in 2021 due to high levels of public sector employment within Wiltshire providing protection from the pandemic. Wiltshire's GVA growth is not keeping track with the South West average (£14,362m), or the average for just rural counties in the region (£13,113m).
Level 4 skills (Percentage of 16+ individuals qualified to Level 4) Source: ONS Annual Population Survey	Increase gap above the national level (43.6%)	38.6%	40.3%	45.6%	2021	annual figures with a 2-year lag	 Higher is better	Wiltshire has 45.6% of the population educated to level 4 and above compared to 42% in the South West and 43.6% across Great Britain.
Gross Disposable Household Income (Gross Disposable Household Income per head of population at current basic prices) Source: ONS	Above the rate for England (£21,962)	£22,656	£23,378	£22,987	2020	annual figures with a 2-year lag	 Higher is better	A reduction in Disposable Income is starting to emerge alongside the cost of living picture. This is the latest data available, with an update expected in October 23.
We have Vibrant, Well-Connected Communities								
Transport and links								
Bus journeys (Number of passenger trips on both the commercial and supported bus network) Source:	7,905,000 (trips per annum by Q4 22/23)	7,020,097	7,354,680	7,659,274	Jun-23	cumulative total over last 12 months	 Higher is better	Numbers for the last four quarters have increased over the same period of the previous year in line with national trends.

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Rail journeys (Number of entries and exists from Wiltshire's rail stations) Source: Office of Rail and Road		6,960,640	1,613,818	4,600,314	Mar-22	annual figures	Higher is better	The trend shows the last three years. There has been no new data released since the previous Scorecard report in Q4.
Percentage of gigabit broadband coverage Source: Local Broadband Information by thinkbroadband	85% coverage by 2025	60.30%	62.90%	63.40%	Jun-23	current position	Higher is better	The publicly funded programme is due to begin later this year but private sector build is increasing incrementally.
Percentage 4G mobile phone coverage (Percentage of premises with indoors 4G reception from all four providers) Source: Ofcom Connected Nations report		73.86%	74.61%	75.32%	Sep-22	current position	Higher is better	Coverage anticipated to increase alongside the Shared Rural Services network which is currently in development
Town centre vibrancy								
Car park occupancy (Number of pay-and-display transactions) Source: Wiltshire Council		272,958	286,715	297,635	Jun-23	average over last 12 months	Higher is better	There has been a communication strategy promoting the use of MiPermit the parking app and allowing more flexibility in the way parking stays are paid. This allows parking times to be extended and more transactions. An average of over 20,000 new accounts a month in Mipermit are being recorded. This combined with the increased tourist and visitor use is increasing parking stay transactions. The usage is being monitored to ensure its longevity.
Income from pay and display car parks (Including season tickets) Source: Wiltshire Council		£599,729	£623,483	£638,021	Jun-23	average over last 12 months	Higher is better	There has been a communication strategy promoting season tickets and with the return to the workplace the income from season tickets has increased when comparing the figures from the same period 12 months ago. The success of the Mipermit App and flexible payments for P&D car parks is encouraging parking stays. The P&D income is also linked to the increased tourist and visitor use, and the stay-cation, increasing parking stays. The usage is being monitored to ensure its longevity.
We Take Responsibility for the Environment								
Waste economy								
Household Waste (Kilograms of waste produced per household) Source:	Below 880kg (at the end of Q4)	919	916	922	Jun-23	cumulative total over last 12 months	Lower is better	Q1 22/23 has seen a modest increase in overall household waste arisings compared with the previous two years (Q1). This is due to a notable increase in collected garden waste in this quarter, whilst kerbside residual and mixed recycling tonnages are reduced compared with the same period in previous years.

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Recycling Rate (Percentage of household waste recycled or composted) Source: Hills	Above 45%	40.0%	40.0%	40.2%	Jun-23	average over last 12 months	 Higher is better	 <p>Q1 has seen a small improvement in recycling rate compared with the same period over the previous two years. This is driven by the significant increase in garden waste collected for composting (+10% on Q1 22/23). Typically, the recycling rate will decline after an initial peak at the start of the year, due to the seasonality of garden waste and the sizeable contribution this makes when added to dry recycling tonnage.</p>
Waste Recovery Rate (Percentage of household waste sent for treatment/energy recovery) Source: Hills	Above 42%	44.2%	44.4%	43.8%	Jun-23	average over last 12 months	 Higher is better	 <p>Q1 sees a reduction in kerbside collected residual waste, with a corresponding 0.5% decline in the Waste Recovery rate, compared with Q1 2022/23. This KPI should be considered alongside the Recycling rate as both contribute to overall landfill diversion performance. Changes in the amount of available waste sent for waste recovery will have a corresponding impact on % recycling rate, as well as the % sent to landfill and vice versa.</p>
Residual Waste Rate (Percentage of household waste sent to landfill) Source: Hills	Below 13%	15.8%	15.6%	15.6%	Jun-23	average over last 12 months	 Lower is better	 <p>Q1 has seen a small improvement over Q1 2022/23. The material sent to landfill typically includes residual waste from HRCs and bulky household waste items collected at the kerbside, deemed unsuitable for the landfill diversion contracts. It also includes materials collected for recycling and rejected by the materials sorting facility. A new campaign, "Recycling - Let's Sort It!" was launched in late 22/23, aimed at reducing contamination of recycling. This will run throughout 23/24.</p>
Fly tipping reports (Change in the number of reported fly tipping incidents over 12 months compared to the same period the previous year) Source: Wiltshire Council	Greater decrease than the national average (~4% per year)	-17.10%	-11.40%	2.60%	Jun-23	Difference compared to previous 12 months	 Lower is better	 <p>Q1 numbers are up on Q1 22/23. However, only 4% of reports have contained evidence during the year to date. Of these, 90% of reports with evidence have resulted in formal actions being taken. Despite the increase in enforcement resources and enforcement actions, during times of lower economic activity fly tipping reports are likely to increase as waste producers seek to reduce their waste disposal costs.</p>

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
We are on the path to Carbon Neutral (Net Zero)								
Wiltshire's Carbon Emissions (Measured in CO ₂ e – the common unit for greenhouse gases. For any quantity and type of greenhouse gas, CO ₂ e signifies the amount of CO ₂ which would have the equivalent global warming impact. Wiltshire emissions are territorial emissions only, i.e. these are emissions that arise within the county.) Source: UK local authority and regional greenhouse gas emissions national statistics, 2005 to 2020 - gov.uk	Below 2100 kilotonnes	2,637	2,534	2,209	Dec-20	annual figures with a 3-year lag	 Lower is better	The trends show the most recent three annual returns. This measure counts only the gases produced within the county and the complexity of measuring it means that data is only available after two years. The council does not have control over all of these emissions but we report this measure to support partnership working across the county to address these emissions. The direction of travel is positive.
Wiltshire Council's Carbon Emissions (Measured in CO ₂ e – the common unit for greenhouse gases. For any quantity and type of greenhouse gas, CO ₂ e signifies the amount of CO ₂ which would have the equivalent global warming impact.) Source: Wiltshire Council	Below 3750 tonnes	4,401	5,275	3,578	Mar-21	annual figures with a 2-year lag	 Lower is better	Wiltshire Council emissions have returned to a downward trend following the post-pandemic increase, and we are now back in line with the stretch pathway from the Anthesis report. The target for Wiltshire Council's CO ₂ emissions has been reduced from 3750 tonnes per year in 2022/23 to 3000 tonnes per year in 2023/24. This target will be used for comparison when data is next published in September 2024.
Renewable energy capacity (Megawatts) Source: Regional Renewable Statistics - gov.uk	978MW by 2027	575	577	583	2021	annual figures	 Higher is better	There is 662MW capacity of renewable energy projects with planning approval, and more in the pipeline. However such projects take many years to achieve approval and construction.
Carbon literacy training within the Council (Number of officers and Councillors who have received the training) Source: Wiltshire Council	15% of staff (750 people) by end of 2024		58	75	Jun-23	current position	 Higher is better	Good progress made to date and we have achieved the bronze award. However considerable resource will be required to achieve silver by the end of 2024 (it will require training approx 750 staff in groups of 15-20)
Energy Performance Certificates at Levels A - C (% or registered EPC recorded at one of the top three levels - a three year rolling average) Source: Energy Performance Building Certificates live tables - gov.uk	Above South West benchmark (52% for 2020-23)	48.0%	49.0%	52.0%	Aug-23	annual figures	 Higher is better	We use a three year rolling average to show a longer term trend, as EPC ratings can fluctuate over the shorter term. This indicator is a proxy for energy efficiency of homes, and is increasing slowly over time. The target for Energy Performance Certificates at levels A-C increases over time in line with the South West benchmark at any snapshot in time. This year the South West is at 52%.
Public Electric Vehicle Charging Points (All publicly available charging points including those owned by the council per 100,000 population) Source: Electric vehicle charging device statistics - gov.uk	48 per 100,000 population (in line with SW average)	33	36	41	Apr-23	annual figures	 Higher is better	The number of EV chargepoints is increasing, however the previous good progress is falling behind the South West benchmark, which was at 48 per 100,000 population in April 2023 (Wiltshire is 41 per 100,000). During 2023, the council's EV charging infrastructure plan will lead to 70 new chargepoints.

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Wiltshire Council Strategic Risk and Issues Summary - 2023/24

This summary gives details of issues the council is dealing with, the strategic risk register and the emerging risk that may need to be quantified in the future. A guide to reading the risk register is included at the end of this summary.

Issues

Obstacles and Challenges that are now present and being managed as issues by Wiltshire Council

Macro economic pressures on our budgets: Sustained inflation

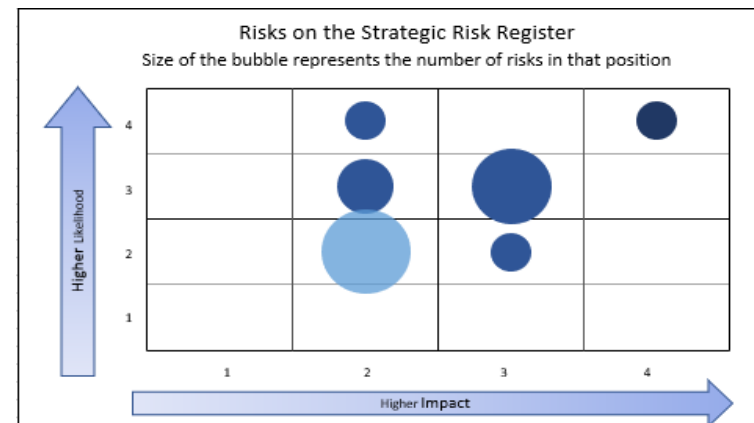
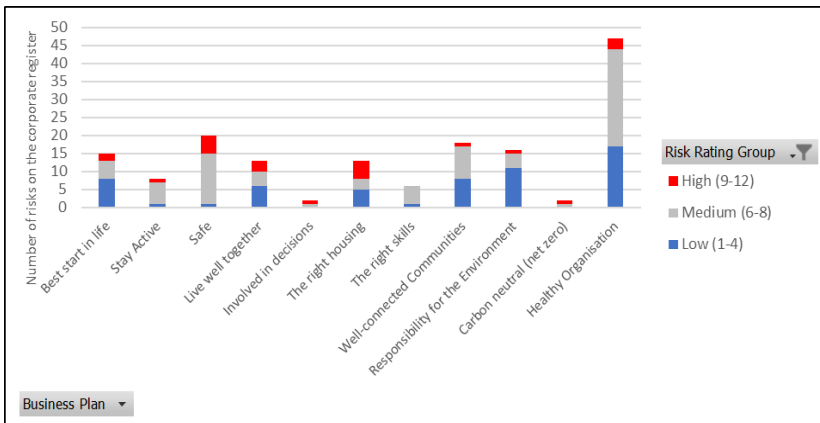
Nationally, there is a 'cost of living crisis' impacting businesses and residents and, due to sustained high inflation, the Council has experienced a significant increase above that forecast in the budget. 2023/24 budgets were increased by inflation increase estimates and this is being monitored as part of budget monitoring. Cabinet approved a re-purposing of reserves at quarter three that allowed for £7m to be transferred to the General Fund reserve, increasing the balance from £21.056m to £28.056m. This brings the level of the reserve alongside the latent demand £7.794m and collection fund volatility reserve £9.470m up to the value that was set out in risk assessed level of reserves required to support the Council's budget for 2023/24 that was set out in the budget report in February 2023. It will provide additional capacity and resilience to support the financial position in the forthcoming year, support the financial risks within the budget and allow lead in time for transformation and to reshape services to deliver on-going financial resilience and sustainability. The quarter one revenue forecast has a small underspend, so the economic pressures being faced by the Council are therefore being managed, notably mitigations on the £2m estimated additional cost of the, as yet unfinalised, pay award.

Staff Capacity: Recruitment and retention

Some, but not all, service areas have identified that this has now become an issue, with there being a range of factors at play in different labour markets. These include:

- A smaller national workforce (less European immigration, earlier retirement/semi-retirement following the pandemic, increased numbers of those on out of work benefits) and closer to full employment.
- Specific skills shortages.
- Competition from the private sector and from other public sector organisations.
- The impact of the increase in the cost of living making higher wages more important.
- The cost increase of driving for those who have to travel in their role.

The result is that some services are now impacted by insufficient staffing.



Strategic Risk Register - ranked by Inherent Risk Score (the risk as it is now), national level risks shown in grey

Risk short name	Cause	Event	Effect	Primary Risk Category	Secondary Risk Category	Owner	Risk Response	Q1 Inherent Impact	Q1 Inherent Likelihood	Q1 Inh Risk Rating	Q1 DoT	Appetite check Q1	Q1 Mitigation Actions	Q1 Actions Confidence	Q1 Residual Impact	Q1 Residual Likelihood	Q1 Res Risk Rating
1 Unable to meet demand for special educational needs or disability (SEND) school provision	Cost of provision exceeds the High Needs Block (HNB) of the Dedicated Schools Grant (DSG)	More of the DSG spent on providing education for SEND	Shortfall in the funding for schools	Financial	Legal	Helean Hughes	Treat	4	4	16	▶	Outside	DBV work has recently commenced. Data has been submitted and analysis will be undertaken through the DfE led process.	Low	4	4	16
2 Lack of capacity in the social care market	Changes in the local market (including recovery from the pandemic) means there is insufficient supply of Home Care, Independent Fostering Agencies, Children's Homes, provision for complex needs (including people with complex behavioural needs)	Too often provision has to be secured out of county, often in competition with other local authorities at a cost higher than the local market	The right type of care is not always available, people able to be discharged have to wait longer in hospital and budgetary pressure increases if people are placed in out of county or spot provision	Service Delivery	Financial		Treat	4	4	16	▶	Outside	Block purchased day care. New tender going live in September. Still issues about sufficiency and handbacks	Moderate	3	3	9
3 Failure to manage housing development	Lack of a 5 year land supply	Loss of control over the location of new development	Non-plan led housing development may be granted consent through the appeal process; Allowing development where we don't want it; Increase in costs - defending appeals; Pressure on staff.	Legal	Reputation	Jean Marshall	Treat	4	3	12	▶	Outside	Updated our 5 year land supply in April. Development Management teams are seeking to approve applications where there are no major policy obstacles, Spatial Planning continue to support neighbourhood plans to bring forward housing sites, in addition to encouraging developers to bring forward allocated sites. We do have an improved position, but still short of the 5 years. Progress on the local plan is still being given a priority.	Moderate	3	3	9
4 Increasing vulnerability to climate impacts	Inability to adapt key infrastructure and services to increasingly severe weather impacts from climate change.	Increased impacts from more frequent and intense weather events such as flooding, droughts, heatwaves and storms.	Direct impact on health, safety, environment, businesses and infrastructure.	Health & Safety	Service Delivery	Sarah Valdus	Treat	3	4	12	New	Outside	The council's climate adaptation plan is currently being reviewed and will identify what measures can be put in place to prepare council services and the county for these climate impacts. Due to the costs associated with implementing some of these measures and the long term nature of these	Moderate	2	4	8

Strategic Risk Register - ranked by Inherent Risk Score (the risk as it is now), national level risks shown in grey

Risk short name	Cause	Event	Effect	Primary Risk Category	Secondary Risk Category	Owner	Risk Response	Q1 Inherent Impact	Q1 Inherent Likelihood	Q1 Inh Risk Rating	Q1 DoT	Appetite check Q1	Q1 Mitigation Actions	Q1 Actions Confidence	Q1 Residual Impact	Q1 Residual Likelihood	Q1 Res Risk Rating
5 Uncontrolled cost of social care	Changes in regulation (including the cost of increased infection prevention & control measures), workforce pressures and inflationary pressures in the care market	Each individual care package cost increases	Greater budgetary pressure to meet statutory requirements impacting on preventative and other spend	Financial	Service Delivery		Tolerate	3	3	9	▶	Within	Continue to identify budgetary pressures and report in to Cabinet.	Moderate	3	3	9
6 Cyber Resilience	Malicious attacks from either internal or external individuals or organisations with the intent of stealing data or impacting the council's ability to deliver services.	Wiltshire Council's security is compromised opening up access to councils systems and personal and corporate data for malicious activity.	Loss of personal or corporate information OR loss or interruption of some or all council services delivered to citizens of Wiltshire.	Service delivery	Reputation	Mark Tucker	Treat	3	3	9	▶	Within	As per Q4 work continues around recovery plans. A new plan is in place with a phased delivery over the next two years supported by a new Cybersecurity Strategy that will be issued this Autumn.	High	3	3	9
7 Failure in Safeguarding Children	The council and / or multi- agency partners failing to follow procedures or to undertake a thorough assessment	The council and / or multi- agency partners providing inappropriate intervention or no intervention.	Children not being protected from harm.	Service Delivery	Reputation	Lucy Townsend	Treat	4	2	8	▶	Within	6% vacancy rate across the service, 17% vacancy rate for social workers filled with 12% agency staff. Market Supplements agreed to enhance our workforce strategy. Remains 1 of our 6 strategic priorities.	High	2	2	4
8 Impact of negative media/social media coverage on council	Potential negative reaction to council decision making and delivery of services.	Negative public reaction expressed via social media and through the media	Negative impact on council's reputation.	Reputation	Reputation	Perry Holmes	Tolerate	2	3	6	▼	Within	Good controls in place include horizon scanning, working closely with directorate SMTs and trained members of staff ready to respond to incidents.	High	2	3	6

Strategic Risk Register - ranked by Inherent Risk Score (the risk as it is now), national level risks shown in grey

Risk short name	Cause	Event	Effect	Primary Risk Category	Secondary Risk Category	Owner	Risk Response	Q1 Inherent Impact	Q1 Inherent Likelihood	Q1 Inh Risk Rating	Q1 DoT	Appetite check Q1	Q1 Mitigation Actions	Q1 Actions Confidence	Q1 Residual Impact	Q1 Residual Likelihood	Q1 Res Risk Rating
9 [Composite] Information Governance	Failure to manage information effectively in keeping with Data Protection Act Principles leading to reportable incidents and potential data breaches	1. Personal Information not obtained and / or processed fairly 2. Excessive information obtained and held beyond service purpose 3. Information held for longer than purpose requires 4. Information not accurately captured / maintained or kept current 5. Information not protected by adequate technical measures 6. Sensitive information inappropriately disclosed either verbally, on paper or electronically.	Unlawful use and / or disclosure of personal data results in Risk and distress to individuals concerned, potential fines from Information Commissioners Office (ICO), reputational damage and loss of confidence in the authority.	Legal	Financial	Perry Holmes	Tolerate	3	2	6	►	Within		High	3	2	6
10 [Composite] Income Collection	Decrease in levels of income due to lower payment rates, take up of services or increase default rates	Failure to collect income as expected and budgeted for	Increased financial pressure on other service areas in order to deliver a balanced budget across the Council as a whole which results in cuts to those other services spend.	Financial	Reputation	Lizzie Watkin	Treat	2	3	6	►	Within	Additional budget monitoring and training with all heads of service	High	2	2	4
11 [Composite] Corporate Health, Safety & Wellbeing	Inadequate or ineffective control strategy is established	Lack of application by managers and individuals of corporate policy and procedures	Likelihood of personal harm increases.	Health & Safety		Kate Blackburn	Tolerate	2	2	4	▼	Within	Ongoing programme of compliance monitoring and additional capacity created by cessation of traded off to non-maintained schools	High	2	2	4

Strategic Risk Register - ranked by Inherent Risk Score (the risk as it is now), national level risks shown in grey																		
Risk short name	Cause	Event	Effect	Primary Risk Category	Secondary Risk Category	Owner	Risk Response	Q1 Inherent Impact	Q1 Inherent Likelihood	Q1 Inh Risk Rating	Q1 DoT	Appetite check Q1	Q1 Mitigation Actions	Q1 Actions Confidence	Q1 Residual Impact	Q1 Residual Likelihood	Q1 Res Risk Rating	
12	[Composite] Budget management	New unfunded project, unforeseen demand or failure to make planned savings	Inability to deliver key statutory services within the service-level budget envelope	Increased financial pressure on other service areas in order to deliver a balanced budget across the authority as a whole which results in cuts to those other services spend.	Financial	Reputation	Lizzie Watkin	Treat	2	3	6	▶	Within	New planned savings delivery work	High	2	2	4
13	[Composite] Not on track for the Council to be carbon neutral by 2030	Lack of prioritisation for carbon reduction by other council departments	Financial considerations mean decisions are made not to undertake carbon reduction activity	Wiltshire Council fails to be carbon neutral by 2030	Service Delivery	Reputation	Parvis Khansari	Tolerate	2	3	6	▶	Within	Significant investments in energy efficiency measures and renewable energy across our estate, streetlights and fleet	High	2	2	4
14	Hospital discharges resulting in high cost and highly restrictive packages of care	Increase in number people needing to be discharged from hospital not being discharged	Challenge from external partners on the quality/quantity of available provision	Increase in out of county placements and / or high cost packages, hospital beds being unavailable for others with complex needs.	Service delivery	Financial		Treat	2	2	4	▼	Within	This remains a high risk. Hospital discharges are high cost and lack of suitable placements mean that they can be restrictive. Two people are due to be discharged in Q3 which will put a cost pressure on the budget.	High	2	3	6

Emerging Risks	
Events that have the potential to interrupt the work of the Council but of which not enough is yet known to quantify the risk to the delivery of our services.	
Continuing financial impact of global events	International capital and energy markets remain impacted by conflict and speculative investment are likely to sustain additional inflationary pressure in the UK. Although inflation is slowly coming down, this is not fast enough to be in line with our budget assumptions. Volatility in global markets and events still presents a risk to UK inflation. Disruption to global supply chains causing shortages, more inflation and potentially more demand for support of council services. A more uncertain world could mean a more insular economy and lower UK market sentiment meaning less investment in Wiltshire.
Additional service pressures	As the Council operates in a multi-agency environment with complex and intricate dependencies, it could be adversely impacted by the actions of others (including short term workforce pressures, greater service demand or budgetary constraints).

How to read the strategic risk register

There are significant challenges for Wiltshire Council as it looks to empower people, build stronger communities, grow the county's economy and lead the way in tackling climate change. The Strategic Risk Register reflects these challenges.

The Strategic Risk Register draws together information recorded on risk registers of individual services across Wiltshire Council.

Information that has significance across the council as a whole is displayed in two categories on the Strategic Risk Register.

1. Critical service risks: significant risks that sit in a single service but which, should they become an issue, will have a significant impact on the council as a whole.
2. Composite strategic risks: where similar risks exist in a number of different services which would not have a significant impact on the organisation on their own but put together represent a significant impact. These risks are compiled into a single strategic composite risk and included within the strategic risk register. These risks are scored by reviewing the service component risks.
3. National level risks: Wiltshire Council's response to the risks recorded by central government on the National Risk Register (NRR). The updated NRR is due to be published in the near future. When it is, Wiltshire Council will work within the Local Resilience Forum to produce an appropriate response. In the meantime Wiltshire Council's pre-existing response to the previous NRR is shown in the grey rows above.

Each risk is fully defined by the responsible service (who assess the cause, event and effect that make up the identified risk).

Each risk is scored for impact and likelihood to give an overall score. A risk is scored twice; firstly, as inherent (the current level of risk) and then as residual (the risk as it would be once all the planned mitigating actions are in place).

The confidence in the implementation of these mitigating actions is assessed as high, moderate or low. This guides the reader of the register to understand the true current risk.

A whole range of service risks are kept under observation each quarter.

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Wiltshire Council

Overview and Scrutiny Management Committee

26 September 2023

Standards Committee

3 October 2023

Wiltshire Council Annual Complaints Report 2022-23

Purpose

1. To present the Wiltshire Council Annual Complaints Report 2022-23 (**Appendix 1**).

Background

2. The Annual Complaints Report provides a detailed picture of the council's complaints activity between 1 April 2022 and 31 March 2023. The report does not cover complaints about elected members and the Wiltshire Police and Crime Commissioner, which are reported separately to Standards Committee and the Police and Crime Panel respectively.
3. The Annual Complaints Report presents information about:
 - How promptly complaints were responded to and resolved;
 - How many potential complaints were triaged and resolved informally as service requests;
 - How many complaints and service requests were received overall;
 - Which services we received complaints about;
 - The underlying factors behind identified complaint trends and the measures in place to address them;
 - The outcome of complaints;
 - How many complaints were received, investigated and upheld by the Local Government and Social Care Ombudsman (LGSCO);
 - How complainants choose to submit their complaints.
4. The Annual Complaints Report presents data covering the last five years to illustrate any trends across these measures.

Main Considerations

Annual Complaints Report headlines

5. The key headlines are:
 - Complaints have **increased** by 12% since 2021-22, ending the gradual decline seen since 2018-19. A rise in complaints received relating to the

council's Special Educational Needs and/or Disabilities (SEND) & Inclusion service more than accounts for this overall increase.

- Complaints resolved as 'service requests' **increased** by 35% to 1,787.
 - The number of complaints resolved at Stage 1 of the corporate Complaints Procedure continues to steadily **decrease**.
 - The number of complaints resolved at Stage 2 of the corporate Complaints Procedure has **increased** by 43% since 2021-22.
 - The service areas attracting the highest numbers of **formal complaints** were:
 1. **Children's Services**¹ (148) – an increase of 68% on the previous year and the highest annual total over the last five years.
 2. **Adult Social Care** (74)² – an increase of 16% on the previous year, ending the gradual decline seen since 2018.
 3. **Development and Building Control** (60) – a decrease of 15% on the previous year.
 - The service areas attracting the highest numbers of complaints that were **resolved informally** (i.e. as **service requests**) were:
 1. **Waste Management** (387) – an increase of 51% on the previous year
 2. Highways, Transport and Streetscene (307) – an increase of 31% on the previous year
 3. **Housing** (195) – an increase of 40% on the previous year.
 - There was small **increase** to the percentage of complaints upheld or partially upheld by the council.
6. The report refers to the findings presented in the LGSCO's Annual Review Letter 2022-23 for Wiltshire Council (**Appendix 2**). The annual letters provide a breakdown of the Ombudsman's investigations and findings during the year. The 2022-23 letter shows that:
- There was a 10% **increase** in the number of complaints about the council received by the LGSCO, but a **decrease** in those requiring investigation.
 - The percentage of complaints about the council upheld by the LGSCO **decreased** by 2%, while the percentage of complaints upheld about other unitary councils **increased** by 8%
 - The council paid £8,750 in financial remedies following recommendations from the LGSCO, £6,900 of which related to delays in the issuing of Emotional Health and Care Plans (EHCPs).

¹ Throughout the report, 'Children's Services' refers to the Children and Families, and Education and Skills directorates.

² Throughout the report, 'Adult Social Care' refer to the Ageing and Living Well, and Wholelife Pathway directorates.

- The council complied with **all** LGSCO recommendations following upheld complaints .

Issues identified

7. The analysis and reporting of complaints activity is an important part of a learning culture for the organisation. Without a detailed picture of complaints activity, elected members and officers are less able to identify and address issues with service delivery.
8. Under the section ‘What did we receive complaints about?’, the Annual Report breaks down the complaints received regarding key services. It highlights specific issues experienced by some services in 2022-23 including:
 - A significant increase in complaints about SEND & Inclusion services, specifically in regard to Educational Health and Care Plans (EHCPs);
 - An increase in complaints about Adult Social Care;
 - Several services that, while they do not attract a significant number of formal complaints, create comparatively high numbers of complaints ultimately resolved as service requests (e.g. Waste, Highways, Streetscene & Transport and Housing).
9. The Annual Report includes information about the factors behind these trends and the actions in place to address them.

Improvements to the council's complaints handling function

10. To further enhance the council's complaint handling function, the following actions are planned for the next 12 months:
 - A new complaints casework management system is being developed by ICT and will enable more comprehensive reporting to support officers to identify and resolve emerging issues promptly.
 - The Complaints team are now delivering training for service teams in complaint handling and developing council-wide guidance. Of particular focus is supporting all services to:
 - a. **Increase** the percentage of complaints resolved early and informally;
 - b. **Decrease** the percentage of complaints progressing to Stage 2 by providing comprehensive Stage 1 responses that include remedies where appropriate;
 - c. **Increase** the percentage of Stage 1 complaint responses provided within timescales;
 - d. **Increase** the percentage of complaints received by the LGSCO where it determines that the council has already provided a satisfactory remedy.

Proposals

11. To note the Wiltshire Council Annual Complaints Report 2022-23

12. To note the actions to further improve the council's complaints handling function over the next 12 months.

Perry Holmes, Monitoring Officer and Director for Legal & Governance

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Date: 12 September 2022

Appendices

Appendix 1 Wiltshire Council Annual Complaints Report 2022-23

Appendix 2 Wiltshire Council's Annual Review Letter 2022-23 – Local Government and Social Care Ombudsman

Wiltshire Council

Annual Complaints Report

2022-2023

Contents

Introduction	3
What is a complaint?	3
How do we handle complaints?	3
Complaints activity 2022-23	5
Number of complaints received.....	7
How the council handled complaints.....	7
How quickly the council resolved complaints	8
Complaint outcomes	9
What did we receive complaints about?	12
1. Children's Services.....	12
2. Adult Social Care.....	14
3. Development and Building Control	15
4. Housing	17
5. Highways, Transport and Streetscene.....	19
6. Revenues and Benefits	20
7. Waste management	21
Ombudsmen findings	22
How people complained	25
Contact.....	26
Further information.....	26

Introduction

1. This Annual Complaints Report provides an overview of the complaints Wiltshire Council received between 1 April 2022 and 31 March 2023 and how we have dealt with them (though we have not published the names or other personal details of people who have complained).
2. Wiltshire Council welcomes feedback to help us to identify and address problems for customers, and to improve our services. We aim to deliver a complaints function that:
 - is simple for everyone to use and understand
 - is led and supported by the very top of the organisation
 - ensures excellent service standards are delivered
 - fulfils the needs of our customers
 - enables us to learn from customer feedback in order to improve
 - complies with the relevant legislation and council policy
 - focuses on fair, proportionate resolution at the earliest stage
 - works in an open-minded and impartial way.

What is a complaint?

3. Complaints can be wide-ranging, but can be defined as:
 - a failure to provide a service, or an inadequate standard of service
 - dissatisfaction with the application of a council policy
 - treatment by, or attitude, of a member of staff
 - disagreement with a decision where the customer cannot use another procedure to resolve the matter
 - the council's failure to follow the appropriate administrative process.
4. It should be noted that when an issue is raised with the council for the first time, where appropriate, it is treated as a request for a service, rather than as a formal complaint. This reflects how the customer's priority is usually to have their issue promptly resolved, rather than to make a formal complaint. However, such service requests can escalate to formal complaints if the customer remains dissatisfied.

How do we handle complaints?

5. The council has a dedicated Complaints team, sitting within Democracy, Governance and Customer Services, and the Legal and Governance directorate. The Complaints team works closely with council services to respond to and address issues raised by customers.
6. To meet its statutory obligations, the council has several complaints procedures. Customers are supported to follow the appropriate route when they submit their complaint. The procedures are as follows:

	Stage 1	Stage 2	Stage 3
<p>1. Complaints Procedure (Protocol 6 of the Constitution)</p> <p><i>For all complaints, except those falling under the procedures outlined below.</i></p>	<p>Acknowledged within 2 days</p> <p>Response from the relevant service team within 20 days* (can be extended by 10 days)</p> <p>*within 10 days for complaints about the council as a housing landlord</p>	<p>Independent investigation and written response from the Complaints team</p>	<p>Customer referral to the Local Government and Social Care Ombudsman (LGSCO)</p> <p>or</p> <p>Housing Ombudsman (HO) for independent review.</p>
<p>2. Children's Statutory Complaints Procedure</p> <p><i>For complaints regarding the council's actions under the Children Act 1989, which generally includes assessments and services regarding:</i></p> <ul style="list-style-type: none"> • <i>Children in need</i> • <i>Looked after children</i> • <i>Special Guardianship support</i> • <i>Post-adoption support</i> 	<p>Acknowledged within 2 days</p> <p>Response from the relevant service team within 20 days (can be extended to 30 days)</p>	<p>Independent investigation and written response from the Complaints team, overseen by an independent person, within 25 days</p>	<p>Consideration by Independent Review Panel within 30 days</p>
<p>3. Adult Social Care Statutory Complaints Procedure</p> <p><i>For complaints regarding the council's provision of Adult Social Care services.</i></p>	<p>Acknowledged within 2 days</p> <p>Response from the relevant service team within 6 months (best practice within 20 days)</p>	<p>Customer referral to the Local Government and Social Care Ombudsman (LGSCO) for independent review</p>	<p>N/a</p>
<p>4. Pension complaints</p>	<p>Response from the adjudicator (a person</p>	<p>Response from the referee (cannot be the</p>	<p>Complainant referral to The Pensions</p>

<i>For complaints about decisions made by the employer and/or Wiltshire Pension Fund regarding pensions.</i>	nominated by the body whom the complaint is against) within 2 months Extension permitted	same as the adjudicator) within 2 months Extension permitted	Ombudsman (TPO) for independent review
<p>The council also considers complaints regarding:</p> <ul style="list-style-type: none"> • Elected or co-opted members of local councils in Wiltshire • The Wiltshire Police and Crime Commissioner. <p><i>These types of complaint are dealt with under separate procedures and are not covered within this report.</i></p> <p><i>Please see the council's complaints webpage for further information.</i></p>			

Complaints activity 2022-23

- 7. This report provides an overview of complaints received by the council during the period **1 April 2022 to 31 March 2023**. It also outlines other contacts received by the Complaints team that were resolved without a formal complaints procedure being followed. Typically, these complaints were handled as ‘service requests’, where the Complaints team direct the customer to the appropriate service for resolution of their problem.
- 8. It should be noted that all council teams may receive customer ‘complaints’ directly and, where these are resolved outside of a formal complaints procedure, they are not captured in this report.

Key headlines – 2022/23

- Complaints have **increased** by 12% (43) since 2021-22, ending the gradual decline seen since 2018-19. A rise in complaints received relating to the council’s Special Educational Needs and/or Disabilities (SEND) & Inclusion service more than accounts for this overall increase.
- Complaints resolved as ‘service requests’ have also **increased** by 35% to 1,787, the highest annual total during the past 5 years.
- The number of complaints resolved at Stage 1 of the corporate Complaints Procedure continues to steadily **decrease**.
- The number of complaints resolved at Stage 2 of the corporate Complaints Procedure has **increased** by 43% since 2021-22.
- The service areas attracting the highest numbers of **formal complaints** were:

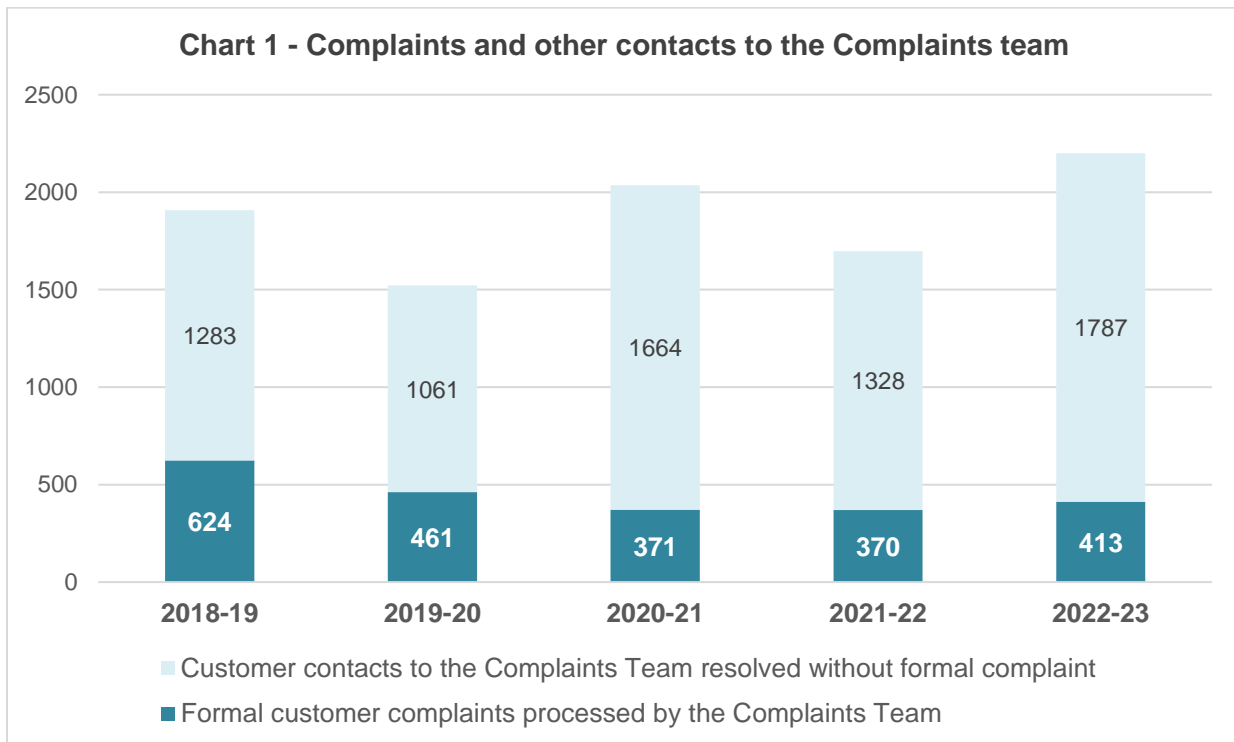
1. **Children's Services**¹ (148) – an increase of 68% on the previous year and the highest annual total over the last five years.
 2. **Adult Social Care** (74)² – an increase of 16% on the previous year, ending the gradual decline seen since 2018.
 3. **Development and Building Control** (60) – a decrease of 15% on the previous year.
- The service areas attracting the highest numbers of complaints that were **resolved informally** (i.e. as **service requests**) were:
 1. **Waste Management** (387) – an increase of 51% on the previous year
 2. Highways, Transport and Streetscene (307) – an increase of 31% on the previous year
 3. **Housing** (195) – an increase of 40% on the previous year.
 - There was small **increase** to the percentage of complaints upheld or partially upheld by the council.
 - There was a 10% **increase** in the number of complaints about the council received by the LGSCO, but a **decrease** in those requiring investigation.
 - The percentage of complaints about the council upheld by the LGSCO **decreased** by 2%, while the percentage of complaints upheld about other unitary councils **increased** by 8%
 - The council paid £8,750 in financial remedies following recommendations from the LGSCO, £6,900 of which related to delays in the issuing of Emotional Health and Care Plans (EHCPs).
 - The council complied with **all** LGSCO recommendations following upheld complaints .

¹ Throughout the report, 'Children's Services' refers to the Children and Families, and Education and Skills directorates.

² Throughout the report, 'Adult Social Care' refer to the Ageing and Living Well, and Wholelife Pathway diectorates.

Number of complaints received

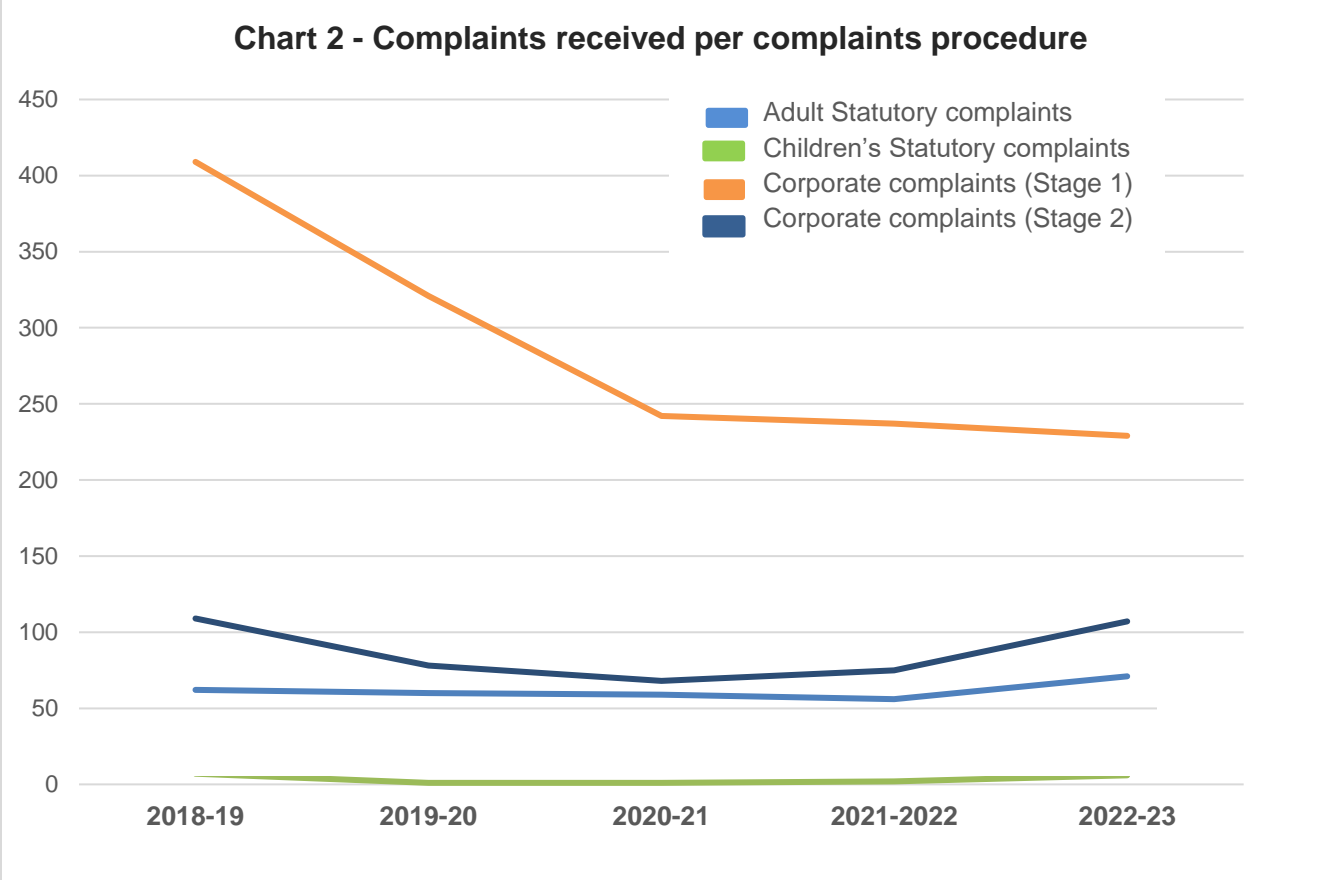
9. As **Chart 1** shows, in 2022-23 the council handled 413 complaints through its formal procedures. This represents an increase of 12% on the previous year and ends the gradual decline in complaints received annually over the past five years. Complaints about Children’s Services accounted for 46% of this increase, with the rest of the increase shared across multiple services. If complaints about SEND & Inclusion had remained at 2021-22 levels, there would have been an overall reduction in complaints to the council of 3%.
10. There were also 1,787 customer contacts to the council’s Complaints team that were resolved without a formal complaint. This represents an increase of 35% on the previous year. The vast majority of the increase relates to contacts regarding Waste Management (51% increase), Highways, Transport and Streetscene (31% increase) and Housing (40% increase).
11. The percentage of contacts to the Complaints team that were taken through a formal complaints procedure decreased from 28% in 2021-22 to 23%.



How the council handled complaints

12. **Chart 2** shows how complaints were handled under the council’s various complaints procedures over the past four years.

- 13. The number of complaints resolved at **Stage 1** of the corporate Complaints Procedure **reduced** slightly, while the number progressing to **Stage 2 increased** by 43%.
- 14. The number of complaints handled under the statutory Adult Social Care procedure **increased** by 27%.
- 15. The number of complaints handled under the statutory Children’s procedures is **stable**.

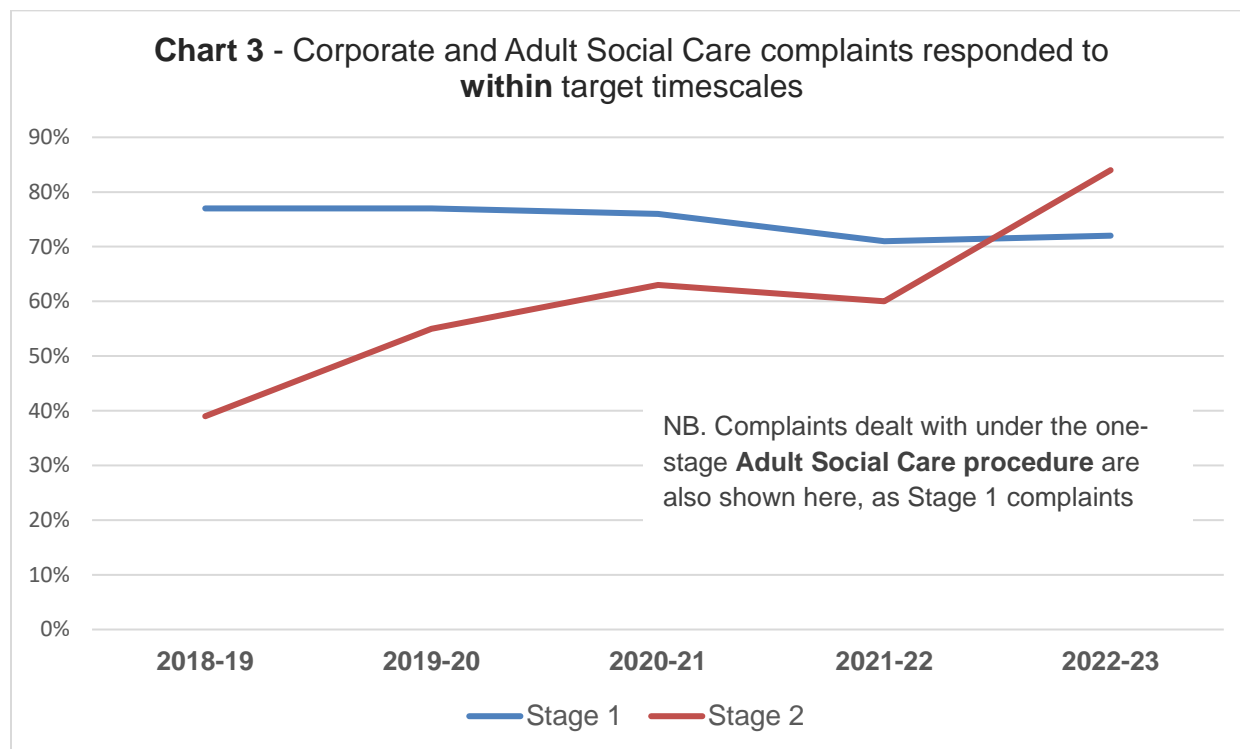


How quickly the council resolved complaints

- 16. The council’s complaints procedures include target timeframes for providing substantive responses to complainants (see paragraph 6 for details).
- 17. **Chart 3** shows the percentage of complaints for which responses were provided within those target timeframes. Stage 1 responses are provided by the appropriate service area. If the complainant remains dissatisfied, a Stage 2 investigation is undertaken by the Complaints team who then provide a further response.
- 18. Complaints dealt with under the Adult Social Care statutory procedure, which is a one-stage process, are reflected in Chart 3 as Stage 1 complaints. The statutory

timeframe for responding to complaints under this procedure is six months, but the council aims to respond within the same timescales as for corporate complaints.

19. In 2022-23, **slightly more** responses to Stage 1 complaints, and **significantly more** response to Stage 2 complaints, were provided on time than in 2021-22. This reflects an increased corporate focus on meeting these timescales, particularly within the Complaints team, which provides responses at Stage 2.

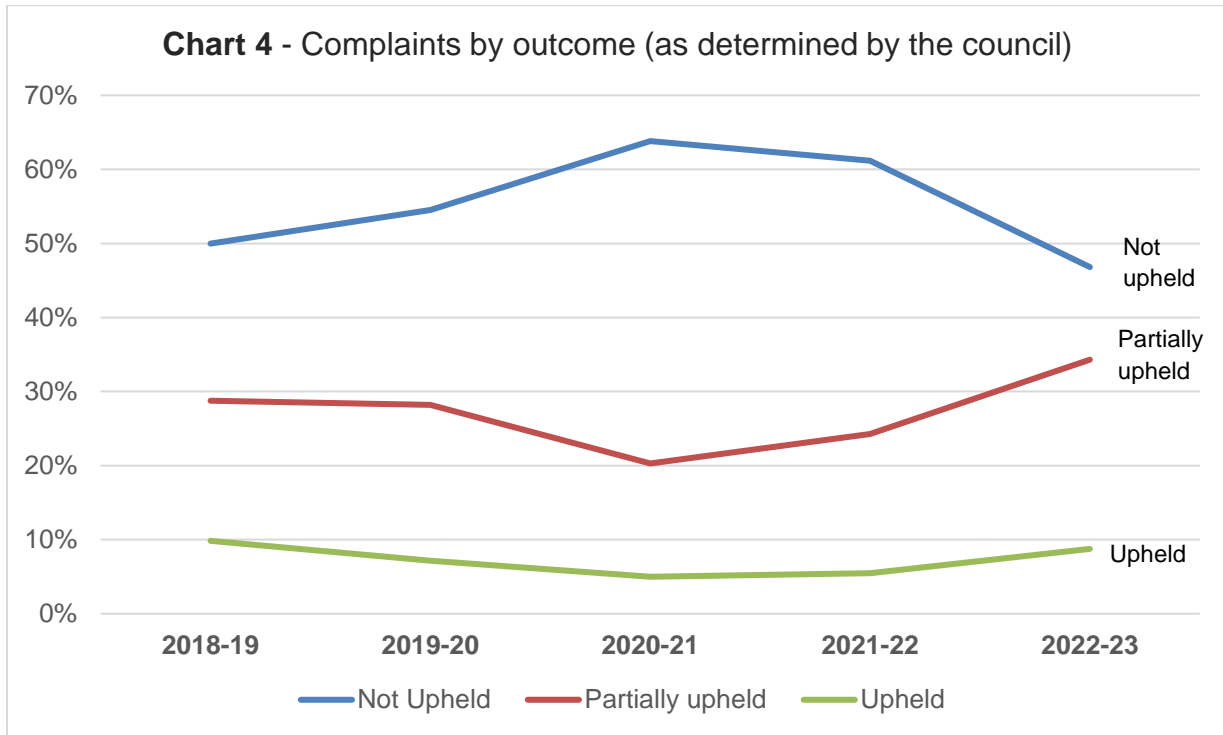


Complaint outcomes

20. Once a complaint is resolved, it is labelled by the council as 'upheld', 'partially upheld' or 'not upheld'. For those complaints that are upheld or partially upheld, some form of remedial action is taken, such as provision of a service and an apology to the complainant.
21. **Chart 4** shows the outcomes of complaints, as determined by the council³. In 2022-23:
- 47% of complaints were **not upheld** by the council
 - 34% were **partially upheld** by the council
 - 9% were **upheld** by the council.

³ Unfortunately the data here is incomplete, with only 376 of the 413 complaints received being assigned an outcome. The council is currently developing a new complaints casework management system, which will improve complaints data recording and reporting.

22. This represents a small **increase** in the percentage of complaints being upheld, a more significant **increase** in complaints being partially upheld, and a **decrease** on the percentage of complaints not being upheld, since 2021-22.



23. **Chart 5** shows the outcomes of individual complaints (not *complainants*) broken down by service area. This is described further under the service section below.

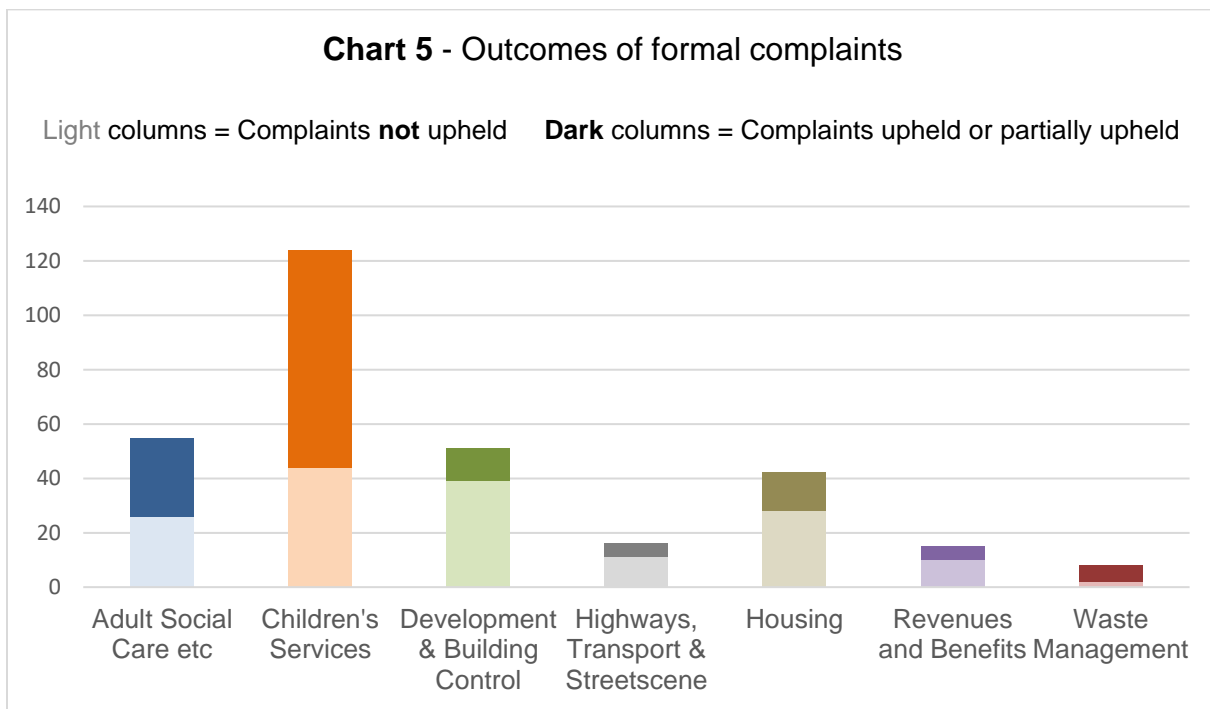
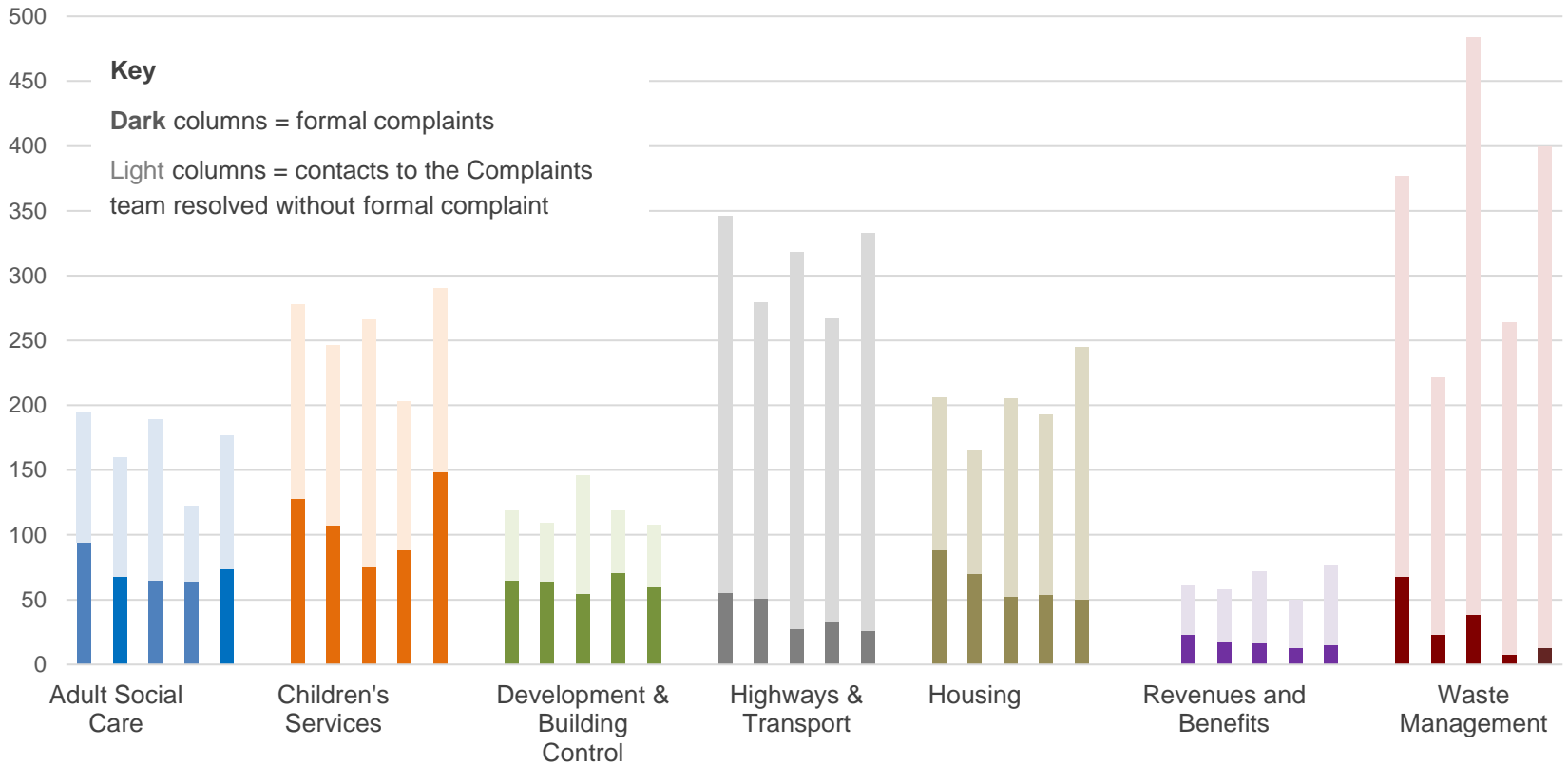


Chart 6 - Complaints and other contacts to the Council's Complaints team

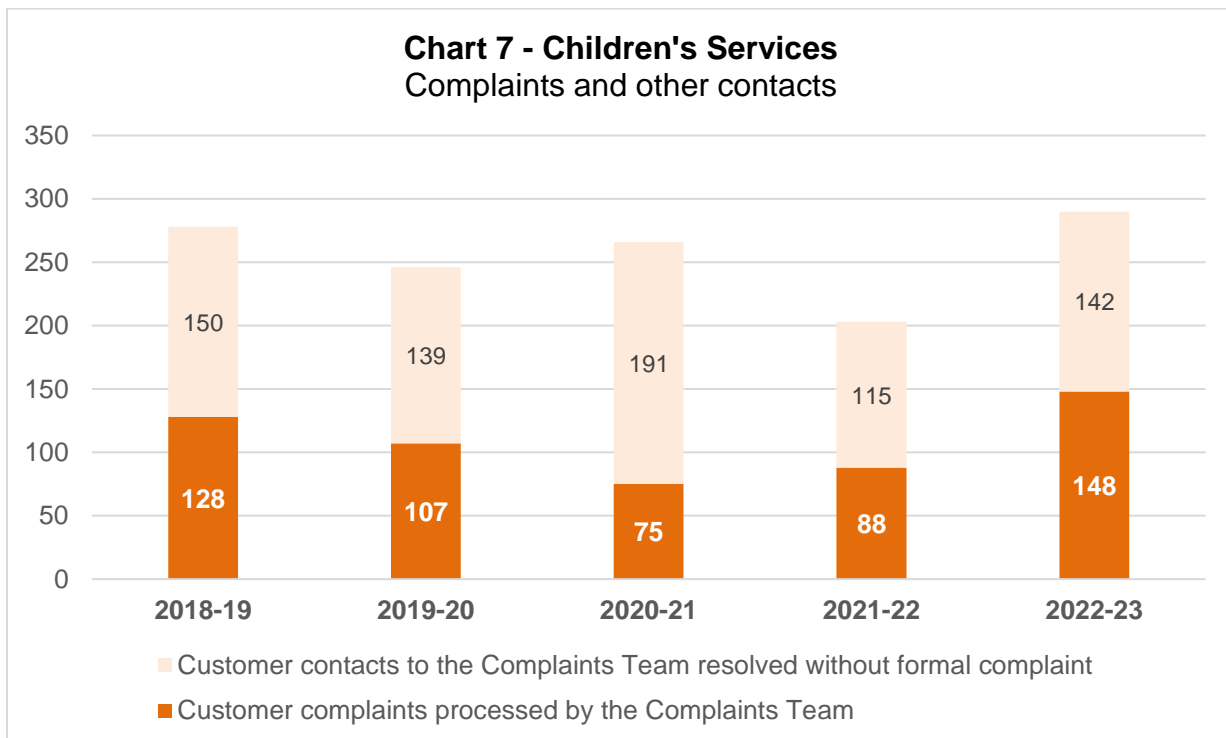


5-year figures: 2018/19 to 2022/23

What did we receive complaints about?

24. **Chart 6** (above) shows how complaints and service requests to the Complaints team were distributed across the **seven** council service areas that attracted the highest number of such contacts. The chart also shows the trends over the last five years.
25. It is important to note that the number of complaints received is significantly influenced by the number of residents who access the service, its importance in their lives and the impact of service decisions (e.g. child protection).
26. **Chart 6** also shows the number of contacts received by the Complaints team that were resolved outside of the formal procedures – typically as service requests. For some areas, the number of formal complaints is relatively low, while the number of service requests is high. This reflects how, for those services, most customers want to resolve their issue (e.g. address a missed bin collection) rather than pursue a formal complaint.
27. The seven service areas are presented below in descending order of the most formal complaints received.

1. Children's Services⁴



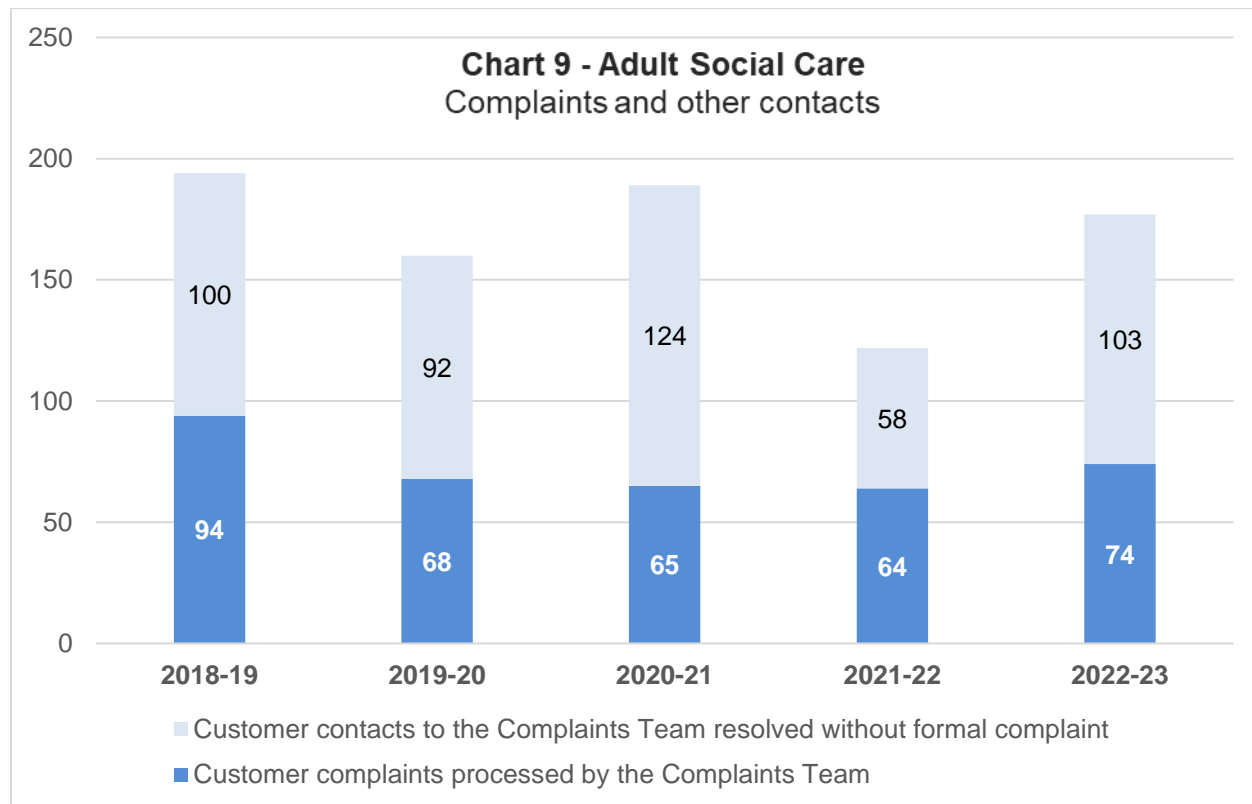
⁴ 'Children's Services' combines the Council's Children and Families, and Education and Skills directorates.

28. In 2022-23, the council handled **148** complaints about Children's Services through its formal procedures (36% of the council's total), and an **increase** of 68% on the total in 2021-22 (88 / 24%).
29. Of the 148 complaints received,
- 50 related to the Families and Children directorate, which includes the Support & Safeguarding and Children in Care functions. 42% were not upheld while 29% were either upheld or partially upheld⁵.
 - 98 related to the Education & Skills directorate, which includes the School Admissions, Early Years, Special Educational Needs and/or Disabilities (SEND) & Inclusion, School Effectiveness and Targeted Education functions. 92 of the 98 complaints related to SEND & Inclusion; an increase of 136% since 2021-22. 21% of the 98 were not upheld, while 66% were upheld or partially upheld.
30. The LGSCO received 28 complaints about the councils 'Education and Children's Services'⁶ – the most of any service area, 6 of which (24%) were upheld. Of the 6 upheld, 4 were regarding delays in the issuing of Education, Health and Care Plans, and these led to the council paying a total of £6,900 in financial remedies to customers at the recommendation of the LGSCO.
31. The SEND service has continued to experience significant demand following the pandemic and this has impacted on the timeliness of Education, Health and Care Plans (EHCPs). Contributions from education, health and care are required for every assessment received. In many cases, the statutory 20-week period has been missed and this has resulted in an increase in complaints. The service is implementing plans to improve timeliness and to provide support whilst awaiting an assessment.
32. In addition to formal complaints, there were 142 other contacts to the council's Complaints team about Children's Services that were resolved without the need for a formal complaint. This is in line with the increase seen across other services.

⁵ For 29% of complaints, the outcome was not recorded.

⁶ The way the LGSCO categorises complaints does not align precisely with the Council's directorates.

2. Adult Social Care⁷



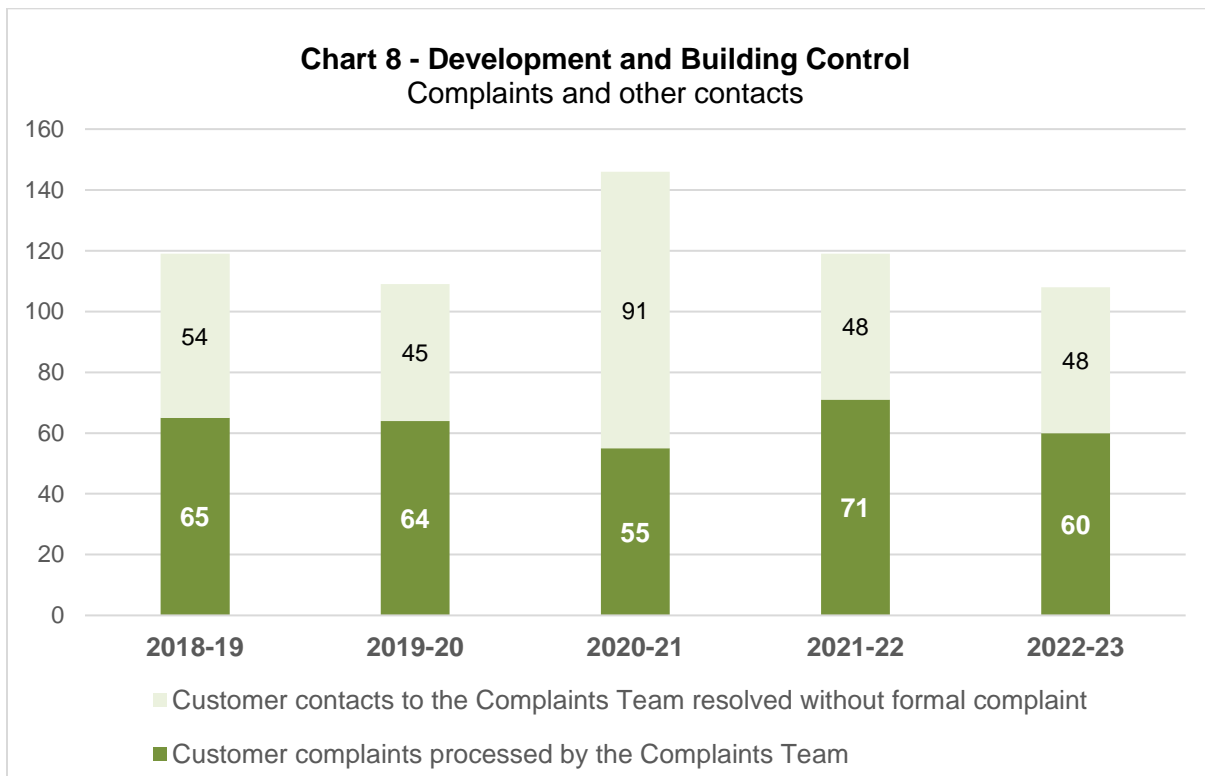
33. In 2022-23, the council handled **74** formal complaints about Adult Social Care (18% of the council's total), comprising 71 through the statutory Adult Social Care Procedure and 3 through the corporate Complaints Procedure.
34. This represents an **increase** compared with the previous year, but is consistent in terms of the percentage of complaints received by the council overall.
35. Of the 74 complaints received, 38% (29) were upheld or partially upheld, while 34% (26) were not upheld⁸.
36. The LGSCO received 13 (19) complaints about the council's 'Adult Social Care' service area – the third highest number by service area and a reduction on 2021-22 (19). Of these, 5 (38%) were upheld.
37. In addition to formal complaints, there were 103 other customer contacts to the council's Complaints team about Adult Social Care that were resolved without the need for a formal complaint. This **increase** is in line with that seen across other services.

⁷ 'Adult Social Care' combines the Ageing and Living Well, and Wholelife Pathway directorates.

⁸ For 28% of complaints, the outcome was not recorded.

38. Complaints about Adult Social Care primarily related to its locality teams (now titled Ongoing Support) (49%) and finance (19%) – a picture that is broadly **consistent** with previous years.
39. Adult social care has seen a significant increase in demand across the department. This is a result of the latent demand from covid-19 and increase in the complexity of need. The increase in complaints is consistent with increased demand for services.
40. Adult social care is proactively recruiting staff to address the increase in demand and this will reduce the number of complaints due to work being allocated in a timely manner.
41. Complaints are being proactively managed as is evidenced by 59% of complaints being managed at the informal level. Work is ongoing to ensure that concerns are being addressed at the earliest opportunity.
42. Adult social care is implementing new practice standards and a quality assurance framework to improve the quality of services that individuals receive. This will have a positive impact on the experience of people who use the service and further reduce the number of complaints.

3. Development and Building Control

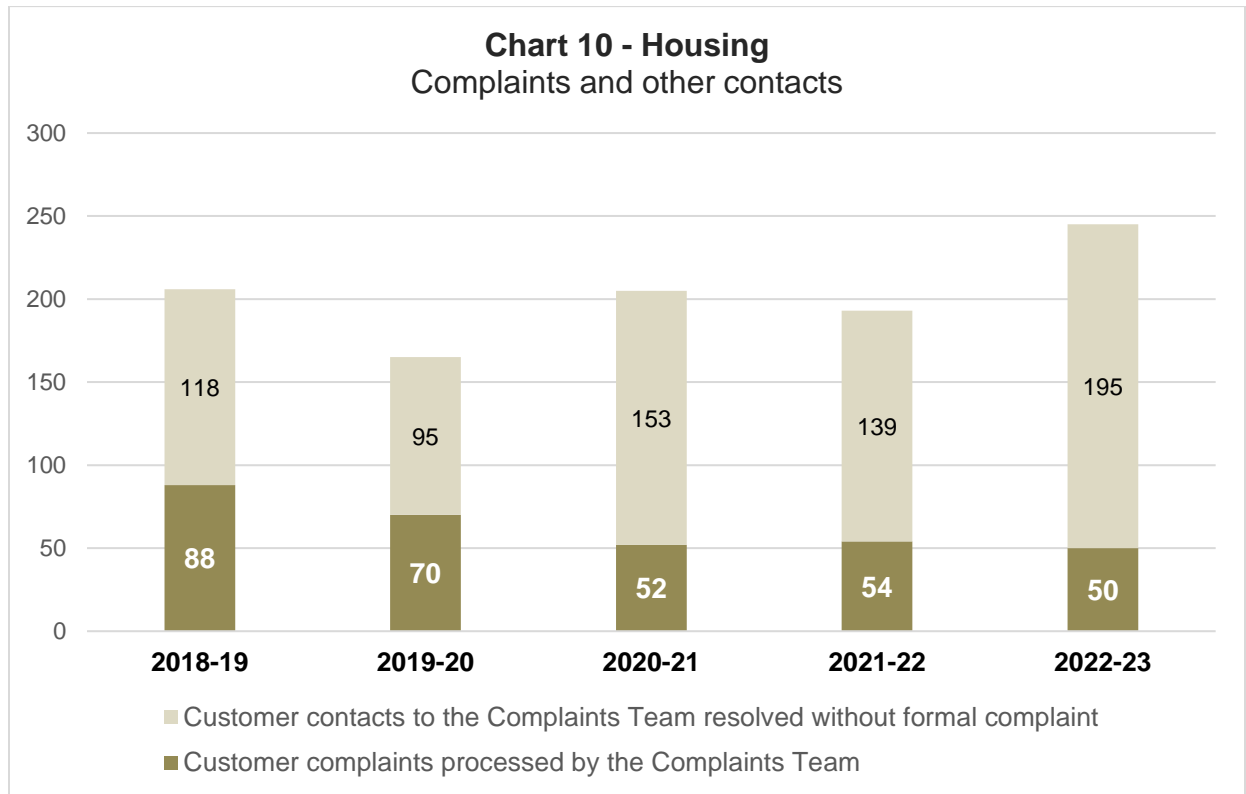


43. In 2022-23, the council handled 60 complaints about Development and Building Control through its formal procedures (15% of the council's total); a **decrease** since 2021-22 (71 / 19%).
44. Of the 60 complaints received, 20% (12) were upheld or partially upheld while 64% (39) were not upheld⁹.
45. The LGSCO received 24 complaints about the council's 'Planning and Development Control'¹⁰ service area, the second highest of any service area. Of these, 0 were upheld.
46. In addition, there were 48 other customer contacts to the council's Complaints team about Development and Building Control that were resolved without the need for a formal complaint. This is the same figure as for 2021-22.
47. Complaints about Development and Building Control in 2022-23 were concentrated on its Development Control (39%) and Enforcement (33%) functions – a picture that is **consistent** with previous years.
48. Such complaints often relate to situations where there has been disagreement between officers and interested parties on the merits of planned development or the expediency to take enforcement action. When making decisions officers must consider the policies of the development plan and planning case law, as well as the circumstances of the site.
49. In some circumstances, complaints are received about the time it has taken to handle planning or enforcement matters. Often these matters are complex and require input from a range of people both within and external to the council.
50. Whilst the service welcomes the reduction in the number of formal complaints, the recent Planning Peer Review has identified areas which may need to be looked at for improvement, and this may result in a reduction of complaints received in future years.

⁹ For 16% of complaints, the outcome was not recorded.

¹⁰ The way the LGSCO categorises complaints does not align with the Council's directorates.

4. Housing

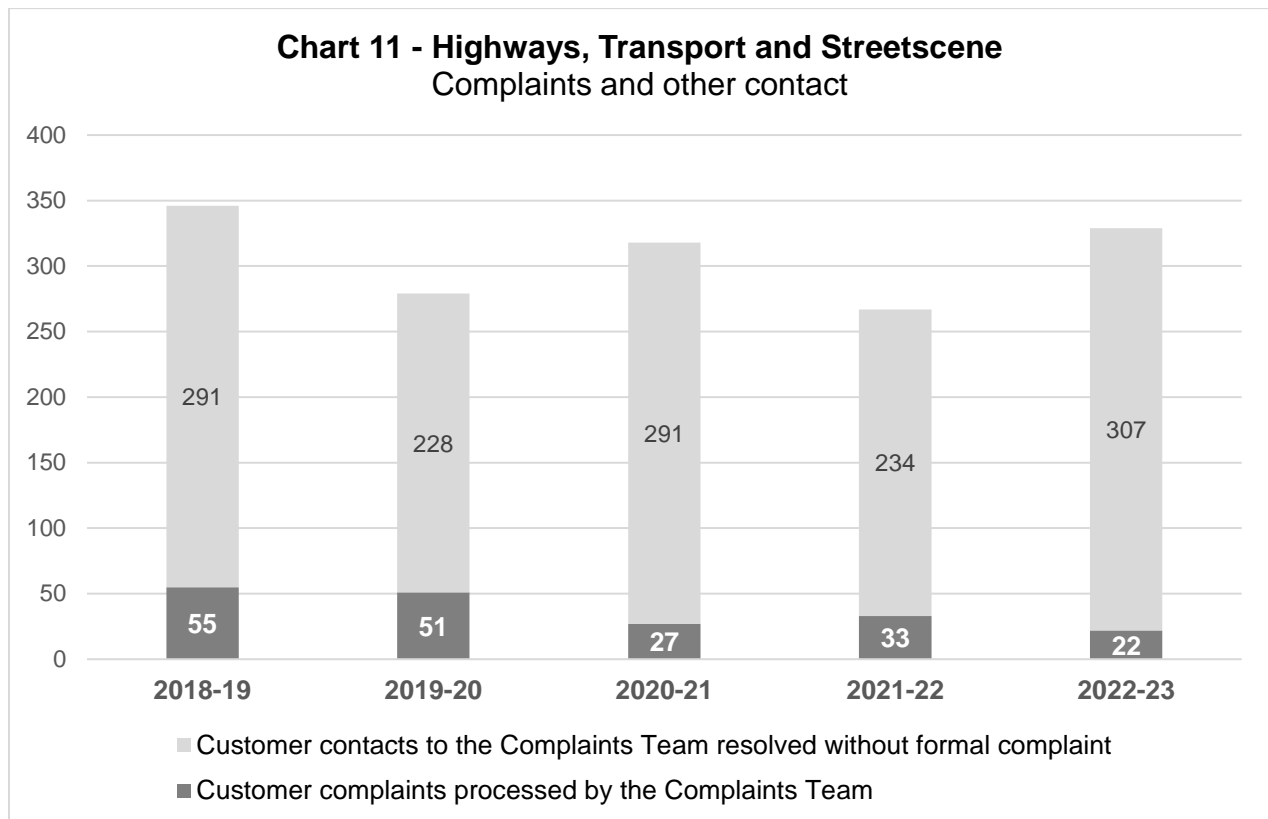


51. In 2022-23, the council handled 50 complaints about Housing through its formal procedures (12% of the council's total). This is a slight **reduction** on the number received in 2021-22. Of these 50 complaints, 70% (35) related to the council's landlord functions, 28% (14) to Housing Options & Homelessness and 2% (1) to private sector housing.
52. Of the 50 complaints received, 28% (14) were upheld or partially upheld by the council, while 56% (28) were not upheld¹¹. This is consistent with previous years.
53. Of those complaints regarding the council's landlord functions, 55% were about repairs and 23% were about tenancy matters. Issues raised included communication, inaction and damp and mould, amongst others. Regarding damp and mould, the council's Housing landlord service is undertaking specific work to meet the Housing Ombudsman's expectations in this area (set out [here](#)), including the introduction of a Tenant's Guide to Damp and Mould ([link](#)).
54. There were 195 other customer contacts to the council's Complaints team about Housing that were resolved without the need for a formal complaint – a 40% increase on those received in 2021-22. As illustrated in **Chart 5**, this represents the **third highest** number of such contacts to the Complaints team of the seven services detailed here.

¹¹ For 16% of complaints, the outcome was not recorded.

55. Across the social housing sector, it is understood that the number of complaints from tenants have increased and the council is considered to be consistent with the overall sector. The gradual reduction in the number of formal complaints received year-on-year is welcomed. The focus is on resolving customer's complaints as early as possible, effectively providing a pre-stage to the formal complaints process. To ensure compliance with the Housing Ombudsman's Complaint Handling Code, after any 'early resolution' efforts, all customers are given the option of progressing their complaint through the formal complaints procedure. A customer may at this point be happy that the problem has been resolved, but if they want a formal response letter to their original complaint, it is provided to them.
56. Housing teams use complaints data to develop services, eliminate waste and enhance customers' experience, with service improvements reported to the Housing Board ([link](#)) when appropriate.
57. Regarding complaints about Housing Advice and Lettings, there has been a 75% increase in demand in this area. A restructure has been undertaken to better meet customer needs, but the transition has seen a small increase in complaints, which was anticipated. Housing Advice, Lettings, and Private Sector Housing are now managed outside the directorate where the council's housing landlord service is managed.
58. The Housing Ombudsman requires member landlords like the council to handle complaints about its landlord functions in compliance with the Complaint Handling Code ([link](#)) and to undertake annual self-assessments that demonstrate how it is doing so. The council's 2023 self-assessment was reported to the Housing Board and can be viewed online ([link](#)).

5. Highways, Transport and Streetscene



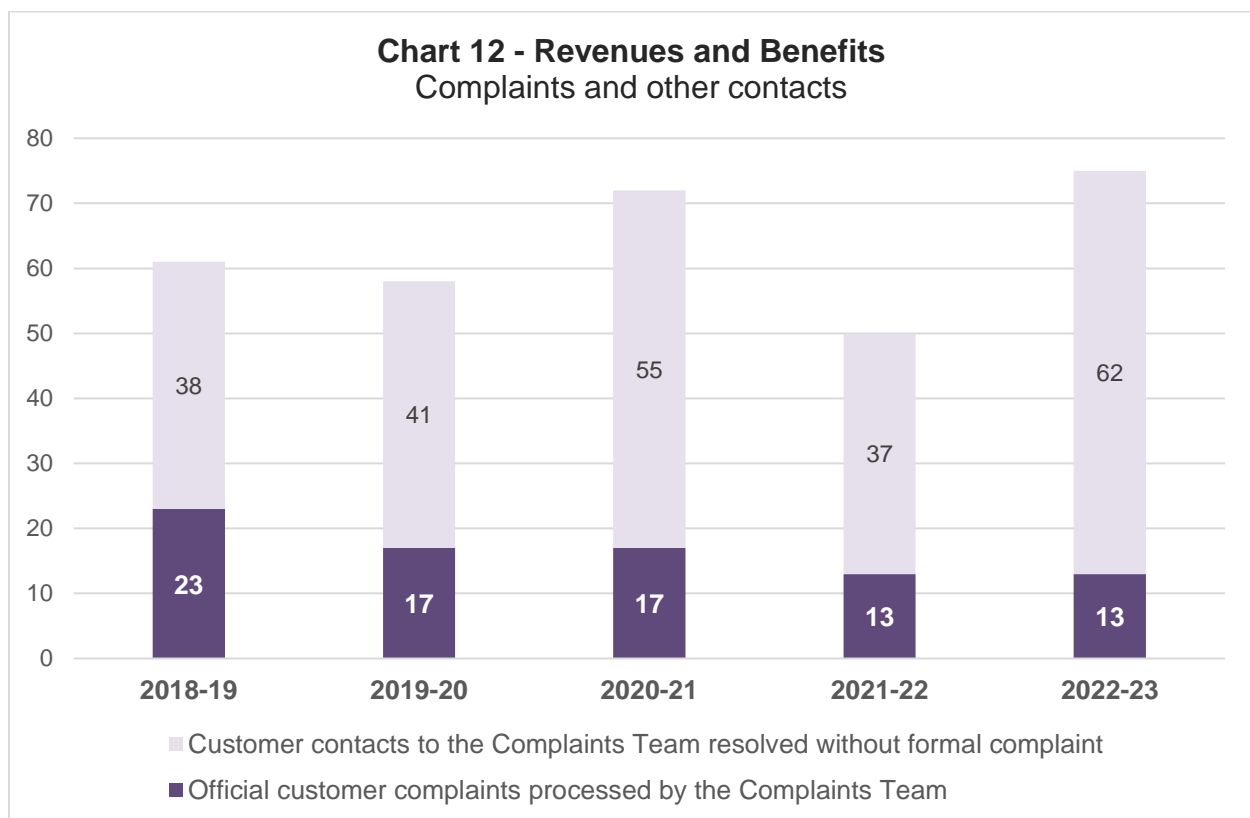
59. In 2022-23, the council handled 22 complaints about Highways, Transport and Streetscene through its formal procedures (5% of the council's total). This is a **reduction** on all previous years.
60. Of the 22 complaints received, 26% (5) were upheld or partially upheld, while 58% (11) were not upheld¹².
61. In addition, there were 307 other customer contacts to the council's Complaints team about Highways, Transport and Streetscene that were resolved without the need for a formal complaint. This is an increase of 31% on 2021-22, in line with the increase in contacts to the Complaints team overall. As illustrated in **Chart 5**, this represents the **second highest** number of such contacts of all the council services.
62. Complaints about Highways, Transport and Streetscene in 2022-23 were concentrated on its Highways (8) and Passenger Transport functions (8) (each equating to 36% of the total).
63. The service maintains over 4,400km of road and related infrastructure, along with 6,000km of public rights of way. There is considerable customer interest in issues such as routine maintenance and gully emptying where funding has been reduced

¹² For 16% of complaints, the outcome was not recorded.

over recent years. Funding is now being increased in these areas but contract inflation on the procurement of works is an issue in the longer term. Shortages of drivers and the availability of resources can affect delivery of passenger transport functions, which can result in increased complaints.

64. Following customer feedback, Highway Operations has reviewed its services, with the following outcomes:
- Parking Services review has commenced and a tendering process for new parking machines is underway;
 - New Streetscene contract;
 - Emerging strategy for Fleet Services;
 - New Highway Resilience Plan;
 - Additional funding for Streetscene local priority services; and
 - An improvement plan for fly-tip control by Enforcement.
65. Where appropriate, Highway Services continue to delegate services to the local councils to better meet local priorities.

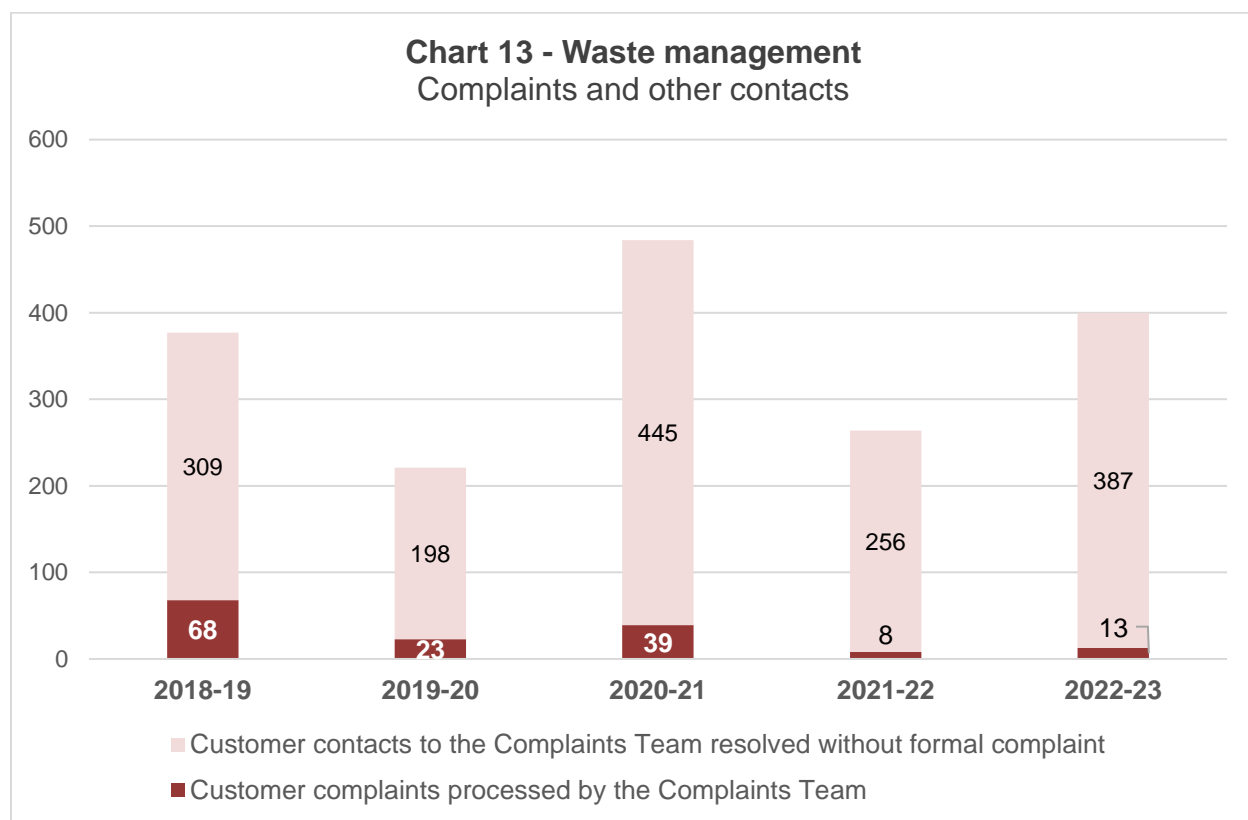
6. Revenues and Benefits



66. In 2022-23, the council handled 13 complaints about Revenues and Benefits through its formal procedures (4% of the council's total).

- 67. Of the 13 complaints received, 33% (5) were upheld or partially upheld by the council, while 67% (10) were not upheld by the council.
- 68. In addition, there were 62 other customer contacts to the council’s Complaints team about Revenues and Benefits resolved without the need for a formal complaint. This is an **increase** of 68% on those received in 2021-22.
- 69. The team continued to provide support to households in response to the cost of living crisis; these included energy rebates to 150,000 households, the second and third iteration of the household support fund scheme and at the end of the year deliver the Energy Bills Support Scheme (EBSS) and Alternative Fuel Payment (AFP) scheme. Ensuring households received the support they needed was often complicated, leading customers to question and challenge decisions. We also had to adapt to new council tax regulations regarding the treatment of Ukranian refugees and may have responded better to these legislative changes and further reduced complaints had there not been as many schemes to deliver at the same time.

7. Waste management



- 70. In 2022-23, the council handled 13 complaints about Waste Management through its formal procedures (3% of the council’s total).
- 71. In addition, there were 387 other customer contacts to the council’s Complaints team about Waste management resolved without the need for a formal complaint. This is

an increase of 51% since 2021-22 and, as illustrated in **Chart 5**, represents the **highest** number of such contacts to the Complaints team of the council service areas detailed here.

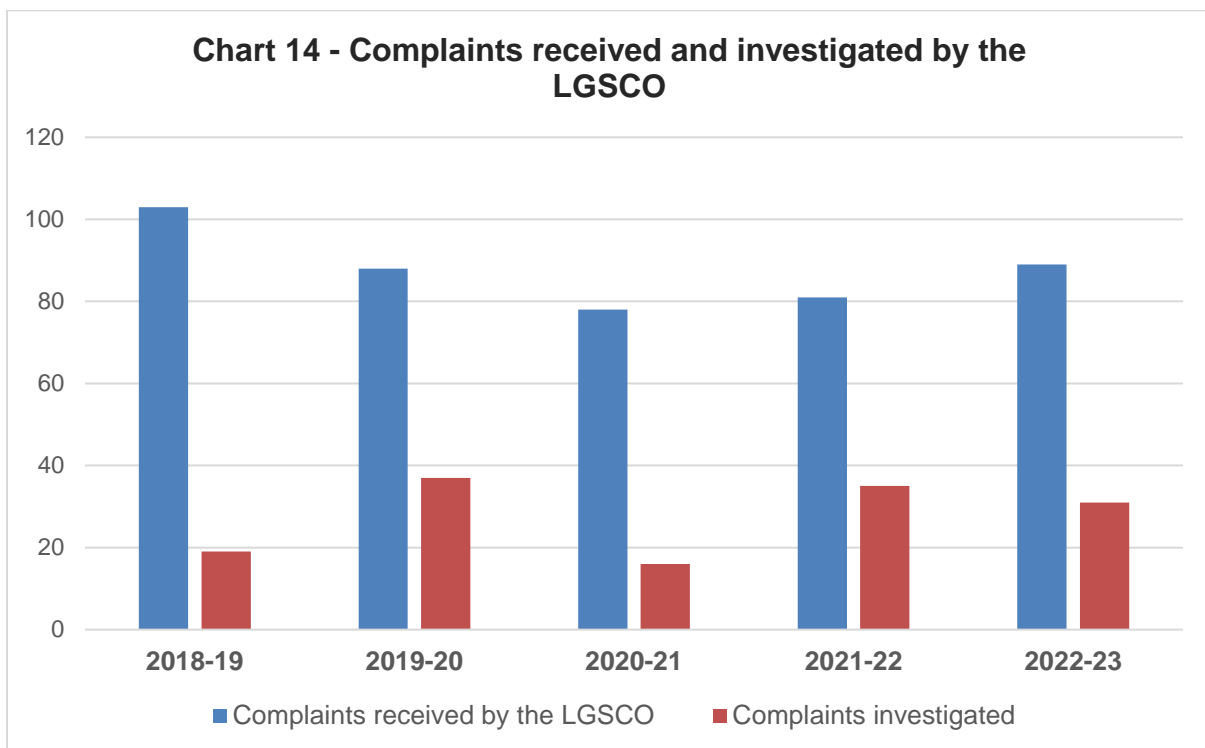
72. The Waste Management service regularly transacts with every Wiltshire household, typically providing over 1 million collections of waste, recycling and garden waste every month. The service is also responsible for contracts for the management and processing of all waste collected, including the operation of ten household recycling centres across the county. The figures shown in Chart 13 should therefore be considered in the context of the scope and scale of the services provided, plus the significant public interest that they attract.
73. To ensure continued service efficiency and reliability, work was completed in February 2021 to rebalance some collection rounds, with affected households notified in writing. As previously reported, this activity was negatively impacted by Industrial Action taken by some of the contractor's workforce, which led to a temporary countywide suspension of kerbside recycling collections in March 2022. The recovery of the kerbside recycling service was further compromised by the contractor's lack of available operational staff, leading to the use of formal contract mechanisms to resolve. The service was deemed to be fully recovered in October 2022, prior to which a considerable number of collection rounds needed to be rescheduled on a planned basis, leading to ongoing service disruption for some households.
74. The waste service, with support from the council's Customer Service, ICT, and Finance teams, administers an optional service for the chargeable collection of garden waste. Approximately 80,000 households subscribe, and are invited to renew their subscription annually, typically between May and June each year. In a change to previous years, the council required subscribers to open a MyWiltshire system account before they could renew their garden waste subscription for 2022-23. Many residents found this change to be challenging, and it also coincided with issues experienced by the council's payment provider (Civica). Following a "lessons learned" review, significant amendments have been made to processes and systems in relation to the 2023-24 chargeable garden waste renewal period.

Ombudsmen findings

75. When residents are not satisfied with a local authority's handling of, or response to, a complaint, they can ask the [Local Government and Social Care Ombudsman](#) (LGSCO) to consider the matter. When the complaint relates to the local authority's responsibilities as a housing landlord, the complaint should be referred to the [Housing Ombudsman](#). When the complaint relates to pensions, it should be referred to the [Pensions Ombudsman](#). Normally, the appropriate Ombudsman will only consider complaints when all stages of the local authority's complaints procedure have been completed.

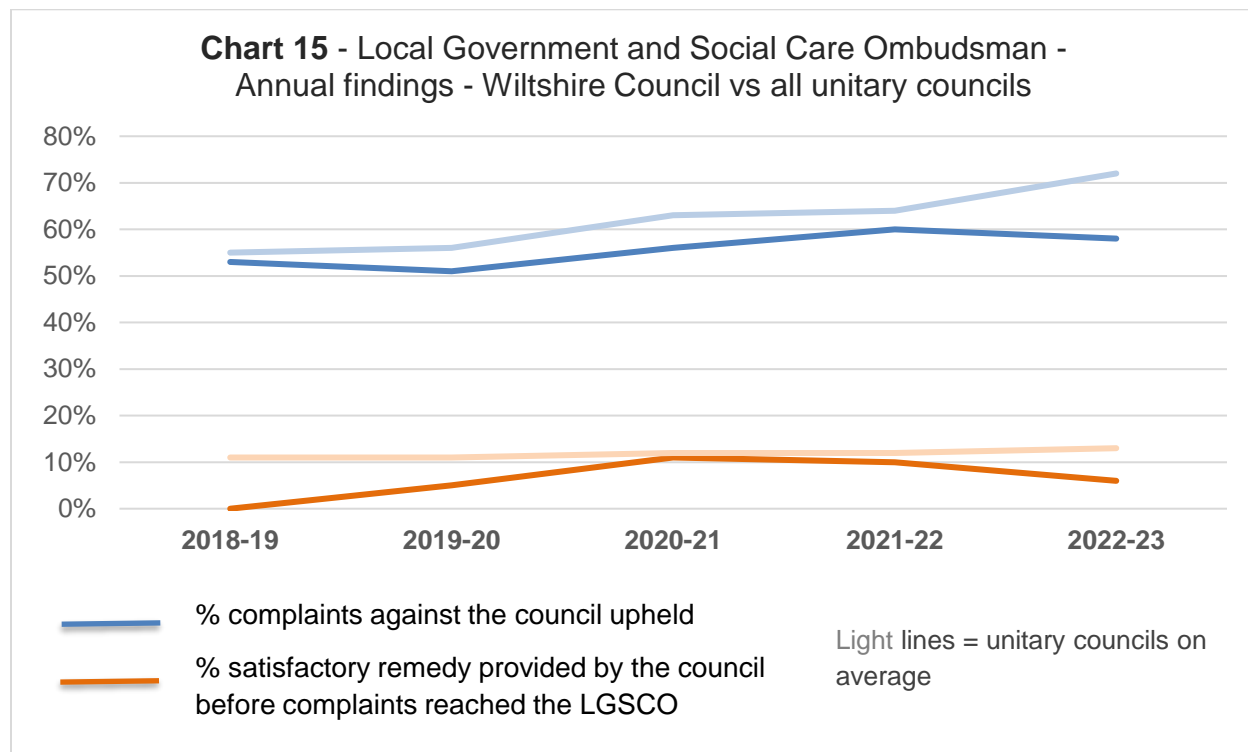
Local Government and Social Care Ombudsman

76. LGSCO produces an annual review letter each year providing a summary of the complaints made to the LGSCO regarding the council, and the LGSCO's findings in relation to those that they investigated. The council's 2022-23 letter and all previous letters are available on the LGSCO website, [here](#).
77. In 2022-23, the LGSCO received 89 complaints regarding the council (see **Chart 14**), a slight increase on the total received in 2021-22 (81).
78. Of the 89 complaints received, the LGSCO decided to investigate 31, a decrease on the number investigated in 2021-22 (35).



79. 58% of investigated complaints about the council were upheld (18 of 31 investigations) (see **Chart 15**).
- This is a small **decrease** on the percentage upheld in 2020-21 (56%)
 - This is **better** than the average of 72% upheld against all unitary councils nationally.
80. In 100% of the complaints that the LGSCO upheld and made recommendations about (16), the council complied with all LGSCO recommendations.
- This maintains the 100% shown for the past four years.
 - This is slightly better than the 99% shown for all unitary councils.

81. In 6% of complaints the LGSCO investigated and upheld (1 of 18), the council had already provided a satisfactory remedy **before** the complaint reached the Ombudsman.
- This is a decrease on the previous year (10%).
 - This is lower than the 13% figure for all unitary councils nationally.
82. Of the 18 complaints upheld by the LGSCO, 4 were regarding delays in the issuing of Education, Health and Care Plans. These led to the council paying £6,900 in financial remedies to customers at the recommendation of the LGSCO.



Housing Ombudsman

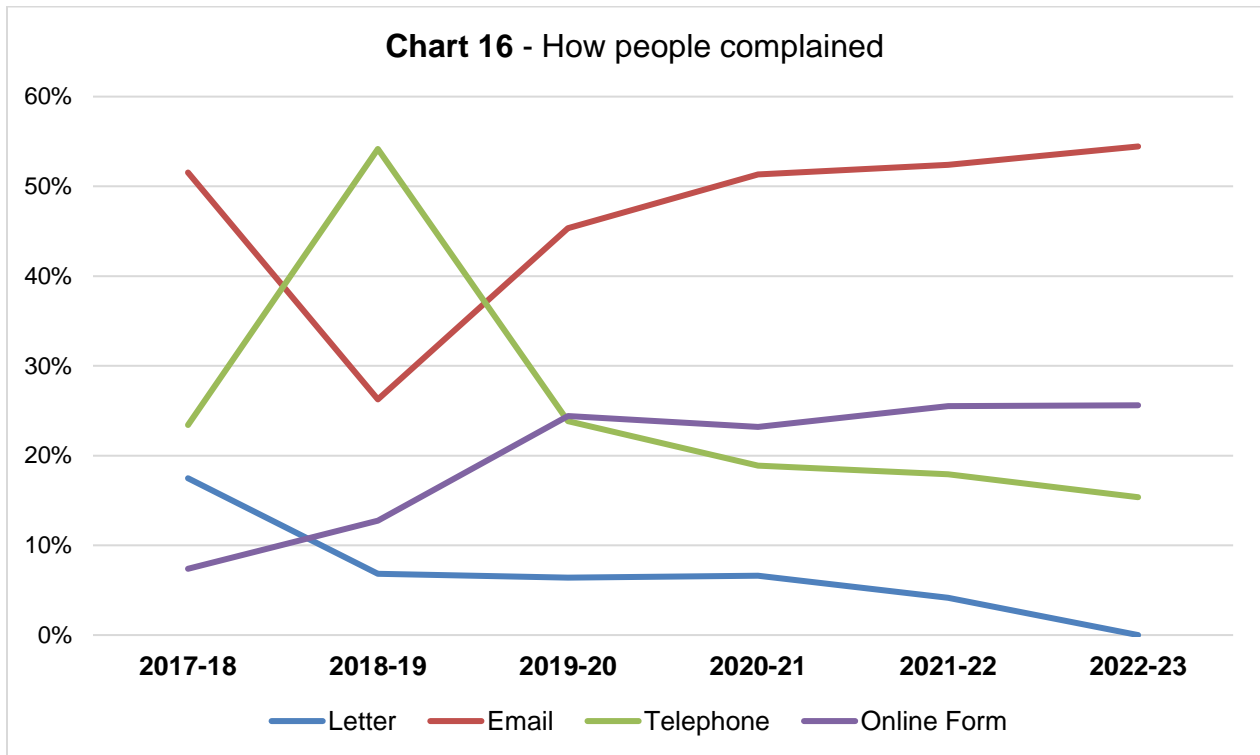
83. The Housing Ombudsman publishes annual landlord performance reports only for landlords with **five or more cases**. For 2022-23, the Housing Ombudsman only investigated **one** complaint about the council ([link](#) to published decision). In this case, it was found that there were failures in the council's response to the leaseholder's report of a broken roof tile, including failures in communication and some delays in complaint handling. The council was therefore required to pay the leaseholder £150 in recognition of the distress and inconvenience caused.
84. The Housing Ombudsman requires member landlords like the council to comply with its Complaint Handling Code ([link](#)) and to promote its Scheme ([link](#)). The council's 2023 self-assessment demonstrating how it handles complaints in accordance with the Housing Ombudsman's Code can be viewed online ([link](#)).

Pensions Ombudsman

85. In 2022-23, no complaints about the council in regard to pensions were considered by the Pensions Ombudsman.

How people complained

86. **Chart 16** shows that email continues to be the most popular method of submitting a complaint, with those received by letter continuing to decrease.



Contact

If you would like further information, please contact Wiltshire Council's Complaints team:

Email: complaints@wiltshire.gov.uk Tel: 01225 718400

Further information

- Wiltshire Council Complaints webpage ([link](#))
- Wiltshire Council's corporate Complaints Procedure ([link](#))
- Making a complaint about Adult Social Care ([link](#))
- Children's social care: getting the best from complaints ([link](#)) (guide to the statutory Children's complaint procedure)
- LGSCO Annual Review Letters for Wiltshire Council ([link](#))
- Housing Ombudsman ([link](#)), its Complaint Handling Code ([link](#)) and Scheme ([link](#))
- Pensions Ombudsman ([link](#))

19 July 2023

By email

Mr Herbert
Chief Executive
Wiltshire Council

Dear Mr Herbert

Annual Review letter 2022-23

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2023. The information offers valuable insight about your organisation's approach to complaints. As always, I would encourage you to consider it as part of your corporate governance processes. As such, I have sought to share this letter with the Leader of your Council and Chair of the appropriate Scrutiny Committee, to encourage effective ownership and oversight of complaint outcomes, which offer such valuable opportunities to learn and improve.

The end of the reporting year, saw the retirement of Michael King, drawing his tenure as Local Government Ombudsman to a close. I was delighted to be appointed to the role of Interim Ombudsman in April and look forward to working with you and colleagues across the local government sector in the coming months. I will be building on the strong foundations already in place and will continue to focus on promoting improvement through our work.

Complaint statistics

Our statistics focus on three key areas that help to assess your organisation's commitment to putting things right when they go wrong:

Complaints upheld - We uphold complaints when we find fault in an organisation's actions, including where the organisation accepted fault before we investigated. We include the total number of investigations completed to provide important context for the statistic.

Over the past two years, we have reviewed our processes to ensure we do the most we can with the resources we have. One outcome is that we are more selective about the complaints we look at in detail, prioritising where it is in the public interest to investigate. While providing a more sustainable way for us to work, it has meant that changes in uphold rates this year are not solely down to the nature of the cases coming to us. We are less likely to carry out investigations on 'borderline' issues, so we are naturally finding a higher proportion of fault overall.

Our average uphold rate for all investigations has increased this year and you may find that your organisation's uphold rate is higher than previous years. This means that comparing uphold rates with previous years carries a note of caution. Therefore, I recommend comparing this statistic with that of similar organisations, rather than previous years, to better understand your organisation's performance.

Compliance with recommendations - We recommend ways for organisations to put things right when faults have caused injustice and monitor their compliance with our recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

Satisfactory remedy provided by the authority - In these cases, the organisation upheld the complaint and we were satisfied with how it offered to put things right. We encourage the early resolution of complaints and credit organisations that accept fault and find appropriate ways to put things right.

Finally, we compare the three key annual statistics for your organisation with similar authorities to provide an average marker of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

Your annual data, and a copy of this letter, will be uploaded to our interactive map, [Your council's performance](#), on 26 July 2023. This useful tool places all our data and information about councils in one place. You can find the detail of the decisions we have made about your Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

Supporting complaint and service improvement

I know that complaints offer organisations a rich source of intelligence and insight that has the potential to be transformational. 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. To realise the potential complaints have to support service improvements, organisations need to have the fundamentals of complaint handling in place. To support you to do so, we have continued our work with the Housing Ombudsman Service to develop a joint complaint handling code that will provide a standard for organisations to work to. We will consult on the code and its implications prior to launch and will be in touch with further details.

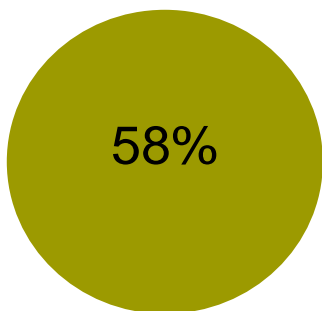
In addition, our successful training programme includes practical interactive workshops that help participants develop their complaint handling skills. We can also offer tailored support and bespoke training to target specific issues your organisation might have identified. We delivered 105 online workshops during the year, reaching more than 1350 people. To find out more visit www.lgo.org.uk/training or get in touch at training@lgo.org.uk.

Yours sincerely,



Paul Najsarek
Interim Local Government and Social Care Ombudsman
Interim Chair, Commission for Local Administration in England

Complaints upheld



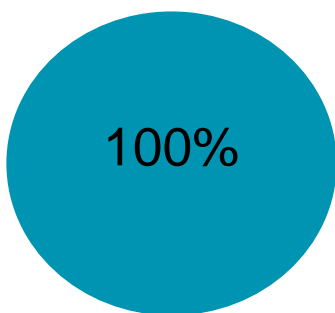
58% of complaints we investigated were upheld.

This compares to an average of **72%** in similar organisations.

18
upheld decisions

Statistics are based on a total of **31** investigations for the period between 1 April 2022 to 31 March 2023

Compliance with Ombudsman recommendations



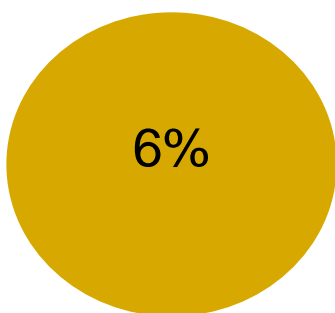
In **100%** of cases we were satisfied the organisation had successfully implemented our recommendations.

This compares to an average of **99%** in similar organisations.

Statistics are based on a total of **19** compliance outcomes for the period between 1 April 2022 to 31 March 2023

- Failure to comply with our recommendations is rare. An organisation with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

Satisfactory remedy provided by the organisation



In **6%** of upheld cases we found the organisation had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of **13%** in similar organisations.

1
satisfactory remedy decision

Statistics are based on a total of **18** upheld decisions for the period between 1 April 2022 to 31 March 2023

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Wiltshire Council

Cabinet

12 September 2023

Subject: Council Tax Reduction Scheme Review and charges for long term empty properties

Cabinet Member: Cllr Nick Botterill – Cabinet Member for Finance, Development Management and Strategic Planning

Key Decision: Non-Key

Executive Summary

In 2013 Wiltshire Council introduced a local Council Tax Reduction (CTR) Scheme which has been subject to review and amendment since inception to ensure its suitability and bring it in line with other welfare benefits. Changes to the scheme's operation require consultation and the purpose of this report is to set out proposals for consultation to further adapt the scheme to improve administration and accommodate the effects of the ongoing rollout of Universal Credit, as well as ensuring the support for low-income households remains at the appropriate level considering the ongoing cost of living crisis.

In 2013 councils were given the power to charge council tax premiums on long term empty homes. Further powers were provided in 2019 to adapt these premiums.

This report describes options for changes to the CTR scheme with potential financial impacts and also includes a proposal to amend our approach to the treatment of and associated council tax charges for long-term empty properties.

These options are subject to consultation and the results of the consultation will be brought back to Cabinet in December for a subsequent decision to ensure any changes are included within the timeframe for the calculation and setting of the council tax taxbase, for council tax setting purposes, and in time for implementation for the 2024/25 financial year.

The report also raises awareness of proposals to change legislation giving council's the discretionary power to add premiums of up to 300% to those owning second homes. A further report will be brought to Cabinet with recommendations on premium charges once the Levelling Up and Regeneration Bill for England is enacted later this year.

Proposals

Cabinet is asked:

- 1) To delegate to the Director Finance, to go out to consultation on the proposals included in this report;
- 2) To approve an increase in the Council Tax premium charge levied on long term empty properties with effect from 1 April 2024.

Reason for Proposal

Since 2013 the council has operated two schemes to determine entitlement to Council Tax Reduction (CTR). The scheme for those of pensionable age is a national scheme and mandated and applies 100% relief to those households.

The scheme for those of working age is referred to as the local scheme as a scheme set by the council. Both the administration and the rules of the working age scheme have been heavily impacted by the roll out of Universal Credit which is managed by the Department for Work and Pensions (DWP).

The local scheme was successfully launched in 2013 and at the time efforts were made to keep the scheme cost neutral. The result was that many working age households were expected to contribute toward their council tax for the first time. Whilst this approach was widely adopted by many local authorities, the impact of changes to the calculation of council tax to allow the inclusion of the Adult Care levy, the impact of Covid-19 and the current cost of living crisis was not anticipated and has resulted in more customers being unable to meet their council tax liability especially low-income households in receipt of Council Tax Reduction.

As a local scheme the council should review the scheme regularly to ensure it meets the priorities of the council and delivers an appropriate level of support for low-income households. Due to the impacts detailed above it is right that the council review the scheme and are required to consult on any changes recommended to the scheme.

It also proposed that changes are made to increase the premiums charged on long term empty properties and adopt the same approach as our neighbouring authorities.

Andy Brown
Corporate Director of Resources and Deputy Chief Executive (S151 Officer)

Wiltshire Council

Cabinet

12 September 2023

Subject: Council Tax Reduction Scheme Review and charges for long term empty properties

Cabinet Member: Cllr Nick Botterill – Cabinet Member for Finance, Development Management and Strategic Planning

Key Decision: Non-Key

Purpose of Report

1. This report provides a series of options for consideration and a recommendation on which to consult in order to offer an appropriate, local, means tested Council Tax Reduction (CTR) scheme to working age customers on a low or fixed income by April 2024, and meet the requirements for consultation, with a variety of stakeholders.

Background

2. Since 2013 the council has operated two schemes to determine entitlement to Council Tax Reduction (CTR). The scheme for those of pensionable age is a national scheme and mandated and therefore this report does not include any review of this scheme. All proposals for changes to CTR within this report relate only to the scheme for those of working age. Both the administration and the rules of the working age scheme have been heavily impacted by the roll out of Universal Credit which is managed by the Department for Work and Pensions (DWP).
3. The ongoing rollout of Universal Credit has had a number of effects on the financial help that the council provides and administers. It has changed the relationship between the council and the claimant, who in the past relied upon Housing Benefit (administered by the council) for their housing costs. Now Universal Credit includes housing costs for the majority of tenants, reducing both the information held by the council and the urgency with which customers once engaged with us. Universal Credit is a benefit that can be used to top up a low income. It can be claimed by those in work, those temporarily out of work, as well as those unable to work. Around two thirds of all working age households in receipt of CTR are also in receipt of Universal Credit, and it is expected that the remaining third will migrate from Housing Benefit to Universal Credit over the next two to three years. The overall impact of migration upon council services will be significant as many of these customers are vulnerable and supported by other council services such as Adult Social Care, Mental Health and Learning Disabilities Teams and the Court of Protection Team.
4. Methods of exchanging information between local authorities and the DWP have changed. Much of the information sent by the DWP automatically populates the software system used by Revenue and Benefits. However, automation has caused

problems of its own. Over the last few years, the number of notifications received from the DWP for those on Universal Credit has dramatically increased, from approximately 5,000 notifications per month in 2019 to approximately 11,000 per month in 2023.

5. Despite automation, the quantity of data now being received from the DWP has led to large numbers of error reports that need to be manually checked and, where necessary, corrections made to entitlements. At current staffing levels, this is simply no longer feasible. Furthermore, the current CTR scheme is affected by many of these changes that are often very small and have what is considered an insignificant impact. Consequently, claims for CTR are subject to frequent amendments, often as a result of a relatively minor change in earned income or reassessment of entitlement to Universal Credit by the DWP. This leads not only to an increased workload, but also to more frequent issuing of revised council tax bills and changes in entitlement notifications, which confuses customers and increases customer contact.
6. Along with other councils in England it is time to review the CTR scheme as the need for change is recognised. We have looked at changes made to CTR schemes by other councils and found that some councils have opted to simplify their schemes to eliminate the need to process the ever-increasing number of electronic notifications received from the DWP. This has been achieved by disregarding Universal Credit as income in the calculation of CTR. Surrey Heath Borough Council, St Albans City and District Council, Westmorland and Furness Council, Cambridge City Council, have all followed this route. Some authorities have also specifically chosen to directly increase the levels of support provided to council taxpayers. (See appendix 5)
7. The estimated cost of the CTR scheme in 2024/25 will be approximately £31.5m before any change is made. The report sets out proposals on which a consultation will be based to change the scheme in an attempt to solve the issues raised above. It provides estimated costed options for a local CTR scheme which may offer better support to those who most need help, specifically those in receipt of Universal Credit. In doing so the council would also minimise the administrative costs of maintaining claims for CTR. Any proposal to increase the CTR will impact upon the formula used to calculate the council tax taxbase. Whilst changes to the CTR scheme will reduce the taxbase, these falls will be partially offset by improved collection rates which will increase the taxbase which will have an impact upon all precepting authorities and levels of precepts.
8. Currently approximately 26,000 households in Wiltshire receive full or partial help with their council tax through the current Council Tax Reduction scheme, assistance amounting to an estimated £30m for the current financial year. The caseload has remained relatively stable since December 2021.
9. Welfare reform and efforts to reduce the cost of the welfare bill resulted in the abolition of a national council tax benefit scheme for working aged households with effect from April 2013. The council currently applies the national scheme to those of pensionable age and a locally designed scheme for those of working age.
10. Currently 37% of households who receive council tax reduction are of pensionable age. Entitlement to a reduction in their council tax is determined by the national scheme where the rules are set by government which determine the means, criteria

and levels of reduction up to 100% of the council tax due. Currently 9,500 pensioner households receive a means tested council tax reduction.

11. Analysis of the remaining 63% of caseload (the working age claimants) suggests that around 7,900 householders are in the protected group and are in receipt of multiple benefits which mean they currently have their council tax reduction based on 100% of their council tax liability. Of the remainder, 7,100 recipients are in receipt of Universal Credit, and are usually either working or looking for work. A further 1,300 recipients are either in receipt of legacy benefits or are employed. These recipients are expected to contribute at least 20% towards their council tax bill under the current scheme. It is the degree of support offered to recipients of Universal Credit upon which this report and the proposed changes to the scheme are focussed.
12. The local scheme was successfully launched in 2013 and at the time efforts were made to keep the scheme cost neutral. The result was that many working age households were expected to contribute toward their council tax for the first time. Whilst this approach was widely adopted by many local authorities, the impact of changes to the calculation of council tax to allow the inclusion of the Adult Care levy, the impact of Covid-19 and the current cost of living crisis was not anticipated and has resulted in more customers being unable to meet their council tax liability especially low-income households in receipt of Council Tax Reduction. (Appendix 4 demonstrates the amount of debt owed by households and by those currently in receipt of CTR.)
13. Universal Credit has offered those claimants greater flexibility in terms of working and continuing to claim benefit. The migration of more customers onto Universal Credit, however, has resulted in an unprecedented increase in the notification of changes reported by the DWP to local authorities. Under the current CTR scheme, the council needs to process every one of these changes, regardless of the value of the change. Since January 2023 Wiltshire Council has on average received 11,000 notifications per month.
14. These notifications from the DWP often lead to the amendment of any entitlement to council tax reduction, the production of a revised bill and the recalculation of instalments. In some cases, this may happen every month. This causes confusion for the customer, a reluctance to pay and can delay collection of their direct debit which increases subsequent payments.
15. As a result of changes to the scheme in 2015, a fund was created to award a discretionary additional council tax reduction to those who were least able to pay their council tax.

Main Considerations for the Council

16. The council must consult on any changes to the scheme and approve them before implementation in February 2024 and deployment from April 2024.
17. To provide options for consideration, the data currently held within the revenues and benefits system (NEC) has been analysed using specially designed software.

Analysis has enabled the modelling of planned changes and the costs of a range of options, shown at Appendix 1.

18. Through analysis and engagement with neighbouring authorities as well as national bodies, six potential proposals have been offered for consideration, and within these options there are variations on a theme. The main drivers for change are:

- To simplify the scheme to reduce the number and frequency of changes to recipients' entitlement to council tax reduction. This will be achieved by eliminating the need to process the unprecedented increase in the number of Universal Credit change notifications received from the DWP.
- To reduce administration costs, staff time and printing and postage.
- To transfer responsibility for making and maintaining an application for council tax reduction to the applicant, rather than relying on information provided by the DWP. This will empower applicants to take ownership of their council tax reduction, as well as their council tax bill. This proposal should be considered against the backdrop of the council's development of an electronic portal that will facilitate applicants to interact more easily with the council, including the uploading of supporting evidence and the reporting of changes in their circumstances. The portal will also enable applicants to view their entitlement to council tax reduction, their council tax bills, and other related documentation online.
- To reduce the costs of recovering council tax debt caused by the current cost of living crisis by increasing the reduction applied by the scheme for those customers most in need and least likely to pay the amount of their council tax liability not covered by their reduction.

19. For all of the reasons above, the scheme must be reviewed, and consideration given to changes required to reflect the additional burden caused by the impact of Universal Credit, the cost of living crisis and the increase in Council Tax liabilities.

The Proposals

20. **Proposal 1** is a composite proposal consisting of 3 elements:

- i. To disregard Universal Credit as income in the calculation of council tax reduction; and
- ii. To bring applicable amounts for Universal Credit recipients in line with all other applicants; and
- iii. To transfer responsibility for making and maintaining an application for council tax reduction to the applicant, rather than relying on information provided by the DWP.

21. The proposals that follow should be considered as potential additions to this crucial, composite proposal.

22. **Proposal 2** includes proposal 1, with the addition of restricting the basis for calculating CTR to the maximum council tax liability of a Band D property (after any relevant discounts have been applied). This would mean that those recipients living in Band E or higher properties will have to contribute more towards their council tax liability.
23. **Proposal 3** includes proposal 1, with the addition of enhancing the current scheme which is based on a maximum of entitlement to CTR of 80% to 90% of total council tax liability to better accommodate those in need of CTR who are of working age and who do not fall within a protected group.
24. **Proposal 4** includes proposal 1 and combines proposal 2 and 3 so as to raise the maximum **entitlement** to CTR to 90% of total council tax liability, while also restricting the basis for calculating CTR to the maximum liability of a Band D property (after any relevant discounts have been applied).
25. A comparative costing analysis for these proposals is set out in **Appendix 1**.
26. It is also proposed to update the council tax premium applied in accordance with The Rating (Property in Common Occupation) and Council Tax (Empty Dwellings) Act 2018 and increase the premium from 50% to 100% for dwellings that are empty and unoccupied for more than two years, and to increase this to 200% if the dwelling remains empty for five years and 300% if the property is empty for longer than ten years. Empty properties subject to probate are exempt from council tax until six months after probate is granted.
27. Government guidelines suggested any local CTR scheme should:
- be relatively simple to understand from both the customer's perspective and from an administrator's perspective.
 - must minimise the impact on vulnerable groups such as the disabled and those entitled to either war disablement or war widow's pensions.
 - support the aim of making work pay.
 - be feasible in terms of adapting existing software.
- It must also be fully operational by January 2024 and embedded for the purposes of council tax taxbase setting in late 2023.
28. In addition to these changes, it should be noted that the overall council tax outstanding at the end of 2022/23 rose from approximately £18.5m to approximately £22.6m. Whilst there are many factors influencing this figure (including the base value increases of Council Tax), the sum due from those already in receipt of CTR currently stands at £6.5m and is 29% of the total debt. It is important to note that while our current scheme obliges all working age customers not in the protected category to pay 20% of their council tax, much of that is not being collected.
29. As part of the proposed Levelling Up and Regeneration Bill for England there is inclusion of an increase to the maximum premium chargeable on second homes from 100% to 300%. There is an intention to bring a future report to Cabinet proposing that

the council increase the premium on second homes with effect from 1 April 2025, which will be the earliest date the change can be implemented.

Overview & Scrutiny Engagement

30. This report will be considered by Financial Planning Task Group on 8 September 2023 and Overview and Scrutiny Management Committee on 26 September 2023.

Safeguarding Implications

31. None have been identified as arising directly from this report.

Public Health Implications

32. The scheme is designed to support those on a low income, whether that be for long or short periods. The scheme works in conjunction with other national welfare benefits but is overly sensitive to any change in income. If it is agreed to amend the scheme for working aged people, it is likely to have a beneficial impact, reducing frequent recalculation of their bill. It is hoped that a more generous scheme would support the wellbeing of those most vulnerable in our communities, through the reduction of uncertainty and the implementation of a simpler scheme for customers and for those administering the scheme.

Procurement Implications

33. None have been identified as arising directly from this report.

Equalities impact of the proposals

34. A full EQIA will not be completed until the options have been debated and have been the subject of a full consultation exercise. However, the council tax reduction scheme is there to protect those on the lowest income from the challenge of paying their council tax in full. Under the umbrella of council tax reduction the most vulnerable will continue to be fully protected and receive a 100% reduction if they are in receipt of Personal Independence Payments (PIP), Disability Living Allowance (DLA), War Disablement Pensions or a War Widows Pensions, regardless of their age. Those of pensionable age are subject to the national scheme which may also protect them from paying any council tax. The proposed changes should improve the scheme's administration, reducing uncertainty arising from the frequent reassessment of claims and most frequently experienced by those in receipt of Universal Credit.

Environmental and Climate Change Considerations

35. None have been identified as arising directly from this report.

Risks that may arise if the proposed decision and related work is not taken

36. Changing any scheme, specifically a local scheme, carries with it an inherent risk of increasing costs, as we have no control over demand. The impact of the Covid-19 pandemic had on caseload and demand for this scheme has been significant, as

outlined in the report. With any change there is a risk of increased administration costs and inheriting further uncollectable council tax debt if the opportunity is not taken to review the current scheme. This risk has been exacerbated by the ongoing cost of living crisis.

- 37. Maintaining the current scheme as it is, will mean a growing financial burden will fall on those households whose income is low, and whom in many cases are already in debt to the council.
- 38. Whilst the team manage debt and payment plans appropriately, the scale in terms of the number of households in debt, the size of debts and limited ability to recover debt would place additional pressures and costs on the team, in terms of the need to recruit more staff to manage the most labour-intensive part of income management, debt recovery.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

- 39. Changes to the CTR scheme to make it more generous will have a direct adverse financial impact on the funding the council receive through this local taxation income stream and would require the council to manage this through the MTFS and budget process. This will require the identification of mitigation actions to ensure the council sets a balanced budget.
- 40. The Revenues and Benefits team have a good reputation for delivering change projects. They are suitably equipped and have the skills, knowledge, and connections with other service providers across the council to model and anticipate the impact of any change on mutual customers.

Risk	Action to mitigate the risk
1.Communication	Corporate communications plan and consultation
2.Cost	Analyse all possible options (See supporting papers)
3.Complexity	Ensure understanding of staff & customers who will have to operate and claim for a growing number of benefit schemes

Financial Implications

- 41. It has been and will continue to be difficult to anticipate demand for the scheme. From the outset it was believed that caseload would grow. The number of households claiming council tax reductions has remained relatively stable over the last few years at around 26,000 whilst the number of pensioners in receipt of Council Tax reduction continues to fall.
- 42. For costing purposes, the proposals have been grouped together as follows: (Please note that all proposals include proposal 1.)

- If proposal 1 alone were adopted, then based on caseload estimates, there will be an estimated increase in the cost of the scheme across all major precepting authorities of £2.233m which equates to £1.890m for the council for financial year 2024/25 plus any inflationary factor applied to the council tax.
- If proposal 2 were adopted, the estimated increase in cost of the scheme would be £2.091m, which equates to £1.770m for the council.
- If proposal 3 were adopted, the increase in cost of the scheme would be £3.457m, which would equate to £2.926m for the council.
- If proposal 4 were adopted (which includes proposal 3) the increase in cost of the scheme would be £3.242m, which would equate to £2.744m for the council.
- Plans to increase the premium on empty homes would generate an additional £0.125m of Council Tax income, which would be approximately £0.100m for the council.

(Please See appendix 1 for more detailed costings of each proposed change to the CTR scheme summarising the costs and potential savings of the mitigating effects provided within this report)

43. Details are also provided below regarding how the scheme will change the approach to calculating the council tax taxbase, and compensating changes to make the scheme more affordable including a potential reduction in debt and debts written off.
44. Any change to the scheme would directly affect the formula used to calculate the council tax taxbase and affect the overall number of band D dwellings for taxbase setting purposes. Any change would therefore need to be built into the MTFs and budget setting process for 2024/25 and onward not only for Wiltshire Council but the Police, Fire & Rescue Service and parishes.
45. If proposals 1-4 were adopted the taxbase calculation would be affected in two ways. A more generous scheme reduces the taxbase, as we would be collecting less, however within the taxbase setting formula we assume a collection rate of 99.75%, with a lower percentage collection rate applied to households in receipt of council tax reduction.
46. If the scheme were more generous, we would expect households to be able to meet the shortfall. Increasing the collection rate formula for these households to 92.50% would generate a further £1.7m in income per year. There will also be a direct impact on the recoverability of some of the debts that would be expected to accrue for some of these households with the outstanding debt for these households expected to either remain the same or reduce. This will have a direct favourable impact on any calculation of the surplus/deficit on the Collection Fund, which is calculated annually and distributed to the major preceptors (the council, Police and Fire Service).
47. Consideration must be given to the value of debts written off each year which reduce the surplus on the collection fund. Over the last few years, the value of write off's have been increasing (as can be seen in the table in Appendix 6), with the exception of last year due to exceptional factors). Typically, write-offs average £0.750m and are expected to rise in 2023/24 to the £1m mark. Again, any reduction in forecast write

offs would be in the same proportion for the council (84.7%), Police (11.5%) and Fire & Rescue Service (3.8%). If we assume an improvement of 10%, we could estimate that writes offs would improve by £0.075 to £0.1m assuming these debts were attributable to those in receipt of CTR; Wiltshire Council share being £0.063 to £0.085m. (Appendix 1 summarises the financial impact)

48. The implications of amending the scheme are significant for both major precepting authorities (Police and Fire & Rescue Services) and for the larger towns and parish councils. It is vital therefore that the full impact of the proposals is discussed with precepting authorities as part of the consultation process. The outcomes will be reported alongside the Cabinet paper planned for December 2023 and inform the council tax taxbase setting process.
49. It is recommended that changes are made to the council tax premium with effect from April 2024 and whilst there is no obligation to consult on this discretionary policy change its inclusion within the report demonstrates why the change is timely, appropriate, and necessary.

Legal Implications

50. None have been identified as arising directly from this report.

Workforce Implications

51. None have been identified as arising directly from this report.

Consultation

52. If the decision is taken to amend our CTR scheme the Government have set out a series of steps that the council will need to follow:

Before making changes to the scheme the billing authority must in the following order:

- (a) consult any major precepting authority which it has the power to issue a precept to it
- (b) publish the proposed changes to the scheme in such a manner as it thinks fit, and
- (c) separately consult such persons as it considers are likely to have an interest in the operation of the scheme

(This would include specifically the Police and Fire & Rescue Services as well as precepting authorities, staff, members, customers, and the voluntary sector, prior to finalising the scheme before full council)

53. It is proposed that precepting bodies' attention is drawn to this matter by writing to them all with a link to the Council's website. Consultation will also extend to meeting with key claimant representative groups, such as Citizens Advice, and interested members of the public via the council's website.

54. Following consultation, it is proposed to report back to Cabinet in December 2023 for a final decision to be taken ahead of the timetable for implementation, which is 1 April 2024.

Options Considered

55. The options that have been considered are provided in **Appendix 1** and are included in the report.

Conclusions

56. The landscape of welfare benefits has greatly changed since the introduction of the local Council Tax Reduction scheme in 2013. Despite the cost of living crisis the number of households claiming the reduction has stabilised at around 26,000, but the cost of living crisis has most adversely affected those on low or fixed incomes compounded by the rolling out of Universal Credit and the various caps or restrictions placed on those in receipt of welfare benefits. At the same time households on legacy benefit continue to experience restrictions to their welfare benefits, further limiting their ability to pay council tax. The consultation proposal will seek views on the reductions applied by the scheme and its ability to better support those already receiving a council tax reduction.

57. The council tax reduction scheme was designed to limit the financial impact of paying council tax on those least able to afford it, but despite the scheme's provisions, it is now considered too sensitive to small fluctuations in a households' income. The vast increase in the number of changes notified to the council by the DWP has also had a significant impact on the ability to effectively administer the scheme. The proposals for consultation are made based on a better understanding of Universal Credit than was possible in 2013, and renewed determination by the DWP to move those on legacy benefits to Universal Credit over the next two to three years.

58. Whilst there is no simple council tax reduction scheme any adaptation must uphold the principle that any scheme should be equitable across all groups and offer incentives for those who can to work, wherever possible. Through the consultation process it is hoped that the rationale for changing the scheme will be understood and proposals considered and deployed to provide a more appropriate scheme for Wiltshire residents.

59. The council has not changed the premium charged on empty properties since the scheme was introduced. We have not followed the changes already made by our neighbouring authorities and if the proposals were adopted would not only generate additional income but encourage homeowners to return their properties to use.

60. When the Levelling Up and Regeneration Bill for England has passed through Parliament, the intention is to bring a future report to Cabinet proposing that the council increase the premium on second homes by 100% with effect from 1 April 2025, which will be the earliest date the change can be implemented.

Andy Brown

Corporate Director Resources and Deputy Chief Executive (S.151 Officer)

Report Author: John Caulfield, Benefits Operations Manager and Sally Kimber, Systems and Performance Manger

30 August 2023

Appendices

Appendix 1: Financial Impact of Proposals

Appendix 2: Explanation of applicable amounts

Appendix 3: Example calculation

Appendix 4: Breakdown of outstanding council tax debt, debt owed by those on CTR and debt owed by those on CTR and UC

Appendix 5: Other Unitary CTR Schemes (and schemes that also disregard UC as income

Appendix 6: Annual Amounts of Irrecoverable Council Tax Written Off

Background Papers

Financial models analysing impact of Options 1-5.

Appendix 1 Financial Impact of Proposals

Financial Impact of Proposals	Increase in expenditure on the scheme as proposed £ M	Impact of changes to the taxbase £ M	Impact of changes to empty homes £ M	Potential reduction in debts written off £ M	Potential reduction in provision for credit losses £ M	Total Cost of the proposed changes to each organisation £ M
Proposal 1						
<i>Wiltshire Police & Crime Commissioner</i>	0.258	(0.197)	(0.014)	(0.009)	(0.031)	0.007
<i>D&W Fire & Rescue Service</i>	0.085	(0.065)	(0.005)	(0.003)	(0.010)	0.002
Wiltshire Council	1.890	(1.439)	(0.106)	(0.063)	(0.228)	0.053
Total Cost Impact	2.233	(1.700)	(0.125)	(0.075)	(0.270)	0.063
Proposal 2						
<i>Wiltshire Police & Crime Commissioner</i>	0.242	(0.197)	(0.014)	(0.009)	(0.031)	(0.009)
<i>D&W Fire & Rescue Service</i>	0.080	(0.065)	(0.005)	(0.003)	(0.010)	(0.003)
Wiltshire Council	1.770	(1.439)	(0.106)	(0.063)	(0.228)	(0.067)
Total Cost Impact	2.091	(1.700)	(0.125)	(0.075)	(0.270)	(0.079)
Proposal 3						
<i>Wiltshire Police & Crime Commissioner</i>	0.400	(0.197)	(0.014)	(0.009)	(0.031)	0.149
<i>D&W Fire & Rescue Service</i>	0.132	(0.065)	(0.005)	(0.003)	(0.010)	0.049
Wiltshire Council	2.926	(1.439)	(0.106)	(0.063)	(0.228)	1.089
Total Cost Impact	3.457	(1.700)	(0.125)	(0.075)	(0.270)	1.287
Proposal 4						
<i>Wiltshire Police & Crime Commissioner</i>	0.375	(0.197)	(0.014)	(0.009)	(0.031)	0.124
<i>D&W Fire & Rescue Service</i>	0.124	(0.065)	(0.005)	(0.003)	(0.010)	0.041
Wiltshire Council	2.744	(1.439)	(0.106)	(0.063)	(0.228)	0.907
Total Cost Impact	3.242	(1.700)	(0.125)	(0.075)	(0.270)	1.072

Appendix 2

An applicable amount is the maximum amount of weekly income that an applicant can receive before their income starts to affect their CTR. It is compared against the applicant's income and capital to work out how much CTR they will receive. The applicable amount varies depending on the applicant's age, the size of their family, and any special needs they have, such as whether they are disabled.

At present, the applicable amount for customers in receipt of Universal Credit is calculated differently from other working age customers. Where the applicant is renting their property, the Universal Credit applicable amount will usually include a housing element to help with their rent. This means that renters and homeowners in receipt of Universal Credit whose income is otherwise identical may receive different amounts of CTR. We propose to change the CTR scheme so that the applicable amount for those in receipt of Universal Credit is calculated in the same way as all other working age applicants.

We propose to use the applicable amounts set by the Government for other benefits, such as housing benefit, as we currently do for all CTR applicant's not in receipt of Universal Credit. These applicable amounts are reviewed annually by the Government.

Example:

The applicable amount for a lone parent making a new claim for CTR, who has two children, one of whom is classified as disabled, would be calculated as follows:

The lone parent:	£84.80
Child 1:	£77.78
Child 2:	£77.78
Because child 2 is disabled:	<u>£74.69</u>
Total:	<u>£315.05</u>

This applicable amount is then subtracted from the applicant's weekly income (after all relevant disregards) to determine their "excess income".

For example, if their income is £425.05, then they would have excess income of £110.00 (Income of £425.05 less their applicable amount of £315.05).

We then apply what is termed an income taper, by calculating 15% of their excess income, which amounts to £16.50. This is the amount that they would have to contribute towards their council tax. If their council tax is £30.50 per week, their award of CTR will be £14.00.

If the applicant's weekly income is less than their applicable amount (£315.05), they would have no excess income and would be entitled to the maximum amount of CTR. In general terms, a higher applicable amount leads to a higher award of CTR, while higher income leads to a lower award of CTR.

Appendix 3

Below is an example calculation where the applicant has a partner and three children (capped for benefit purposes at two children). The applicant is in receipt of Universal Credit. The applicant is also in receipt of a Carer's Allowance in respect of her partner who is disabled and in receipt of a Personal Independence Payment (PIP).

Table 1 below illustrates the current calculation under the council's existing CTR scheme, where the award of Universal Credit is taken into account as income, and the Universal Credit applicable amount has been used. The applicant's CTR award amounts to £15.19 per week.

Table 1.

Current Scheme Calculation			
Income		Applicable Amount / UC Max Award	
Universal Credit	£237.85	Standard Allowance	£ 133.57
Earnings after disregard	£176.73	Housing Element	£ 106.22
Carer's Allowance	£76.75	Child Element	£ 134.90
Child Benefit 3 x children (disregarded)	£55.80		
PIP (disregarded)	£68.10	Total Applicable Amount	£ 374.69
Total Income used in calculation	£491.33		
Excess Income (Total Income less applicable amount)	£116.64		
Weekly Council Tax	£32.69		
Less taper of 15% of excess income	£17.50		
CTR Award per week	£15.19		

In table 2 below, the award of Universal Credit has been disregarded as income, and the applicant's applicable amount calculated with the standard applicable amounts. Disregarding Universal Credit as income reduces the applicant's income, while calculating the applicant's applicable amount reduces it by a small margin, largely due to the removal of the housing element and the including of a carer's premium and a disability premium. In this scenario, the applicant's CTR increases significantly to £32.69 per week. It should be noted that such an increase will not be the case for all applicants, and there will be losers where the amount of the award of Universal Credit is low and the housing element of the Universal Credit applicable amount high.

Table 2.

Calculation disregarding UC income and using standard applicable amounts			
Income		Applicable Amount	
Universal Credit (disregarded)	£237.85	Couple Allowance	£ 121.05
Earnings after disregard	£176.73	Child Allowance (capped at two children)	£ 141.60
Carer's Allowance	£76.75	Disability Premium	£ 51.60
Child Benefit 3 x children (disregarded)	£55.80	Carer Premium	£ 38.85
PIP (disregarded)	£68.10		
Total Income used in calculation	£253.48	Total Applicable Amount	£ 353.10
Excess Income (Total Income less applicable amount)	£0.00		
Weekly Council Tax	£32.69		
Less taper of 15% of excess income	£0.00		
CTR Award per week	£32.69		

Appendix 4:

Breakdown of outstanding council tax debt, into debt owed by those on CTR, broken down into working age, pension age and those in the protected group

Total council tax outstanding as at 31 March 2023	Amount of debt owed by households currently in receipt of CTR (working age, Pensioner, and protected households)	% of total debt owed by all households in receipt of CTR	Council tax arrears owed by those on CTR of Working Age	%	Council Tax arrears owed by those on CTR of Pensionable age	%	Council tax debt owed by those on CTR in a Protected groups	%
£22,685,539	£6,561,368	28.92%	£4,925,465	21.71%	£312,184	1.38%	£1,323,719	5.83%

Appendix 5

Table 1 Other Unitary Council Schemes

Council	Scheme Type	Maximum CTR as a percentage of CTax Liability for unprotected claimants	Banding Restriction to Maximum CTR	Minimum CTR award	How to Claim	In year Collection Rates 2022/23	Net council tax Debit Raised in 2022/23 £m
Wiltshire Council	Taper	80%	No	None	Award of UC accepted as a claim for CTR	97.7	407.002
Shropshire	Taper	80%	No	£1.50	Duty on Claimant	98.2	235.771
Cheshire East	Grid	80%	Band D	£2.00	Award of UC accepted as a claim for CTR	98.2	315.560
Cheshire West and Chester	Taper	75%	Band D	None	Duty on Claimant	96.9	263.294
East Riding of Yorkshire	Taper	75%	No	None	Application for UC accepted as an application for CTR	97.3	250.526
Buckinghamshire	Taper	80%	No	None	Duty on Claimant	98.2	474.245
Swindon	Taper	80%	Band D	None	Duty on Claimant	95.9	153.181
Bath & North East Somerset	Grid (for UC claimants)	90% if in receipt of UC, 78% if not in receipt of UC	Band D	None	Award of UC accepted as a claim for CTR	97.7	133.653
Bournemouth, Christchurch and Poole	Taper	80%	Band C	£0.50	Duty on Claimant	95.9	284.522

Appendix 6

Annual Amounts of Irrecoverable Council Tax written off in the year (for current and previous years).

Year	Amounts written off as irrecoverable	Amounts written off under the discretionary hardship scheme
2019	£746,633	£15,865
2020	£914,519	£638,144
2021	£773,879	£250,000
2022	£493,074	£139,975
2023	Not yet available	£39,805
Total:	£2,928,105	£1,083,790

Wiltshire Council

Overview and Scrutiny Management Committee

26 September 2023

Task Group Update

1. Evolve Programme Task Group

Supporting officer: Simon Bennett

Membership

Cllr Jon Hubbard (Chairman)
Cllr Dr Monica Devendran
Cllr Ruth Hopkinson
Cllr Horace Prickett
Cllr Mark Verbinnen

Background

The Evolve programme will involve the procurement and implementation of a new Cloud-based Enterprise Resource Planning (ERP) system for the council. The programme will impact on the work of all staff at the council in respect of HR, finance, procurement, and payroll processes. It will look to modernise technology and standardise business processes, improving efficiencies for core activities that are undertaken across the council, supporting their adoption through a comprehensive in-house business change and training effort, and will deliver improved data, insights, and reporting capabilities.

Terms of Reference (TOR)

- a) To provide efficient, effective scrutiny engagement on the council's Evolve programme under the direction of OS Management Committee.
- b) To receive periodic updates on the Evolve programme and scrutinise delivery of its key three objectives for the council, covering:
 - Organisational insight
 - Developing a flexible high-performance culture
 - Transforming business processes and digital technology
- c) To meet quarterly as standard unless there is a temporary need to meet more frequently or at a specific project milestone.
- d) To report findings and recommendations as appropriate to OS Management Committee following each task group meeting.

Recent activity

- The task group has not met since the last OSMC on 26 July 2023.
- The next meeting of the task group is on 13 October 2023.

2. Financial Planning Task Group

Supporting Officer: Simon Bennett

Membership

Cllr Gavin Grant (Vice-chairman)
Cllr Gordon King
Cllr Charles McGrath
Cllr Pip Ridout (Chairman)
Cllr Ian Thorn

Background

The Financial Planning Task Group (FPTG) is a standing task group reporting to the Overview and Scrutiny Management Committee.

Terms of reference

- a) To review the council's draft Financial Plan, Medium-Term Financial Strategy (4-year financial model) and Treasury Management Strategy, reporting its findings to OS Management Committee.
- b) To undertake regular monitoring of the council's capital and revenue budgets (including the delivery of savings), ensuring that mid-year trends and developments are considered when the council's Financial Plan is updated.
- c) To undertake ongoing review of the council's financial position, including the monitoring of reserves, investments, debt, and financial risks.
- d) Where they materially affect the council's overall financial position, to consider the council's:
 - i. approach to strategic procurement
 - ii. major contracts
 - iii. financial investment in, and liability to, its wholly owned subsidiaries.
- e) To help develop the council's approach to the annual budget setting cycle, including the specific contribution of Overview and Scrutiny.
- f) To bring regular reports to OS Management Committee, highlighting key financial developments and risks for further discussion.

Recent activity

- The Task Group met on 8 September 2023, see the separate reports regarding the task groups' discussion of the following Cabinet reports:
 - Quarter One 2023/24 Revenue Budget Monitoring
 - Quarter One 2023/24 Capital Budget Monitoring
- The task group also considered a report regarding a Council Tax Reduction Scheme and Charges for Long Term Empty Properties which went to Cabinet on the 12 September 2023. The task group agreed that it would be helpful to support people on lower incomes. However, the task group will await the results of the consultation and consider the implication for the overall council budget when reports are brought back to it to consider.
- Since the last meeting of OSMC Cllr Mark Verbinnen and Cllr Elizabeth Threlfall has stepped down from the task group.
- The task group's forward work plan 2023/24 is attached as Appendix 2. The roles and responsibilities for financial scrutiny are set out at Appendix 1.

Proposals

- 1. To note the update on the Task Group activity provided.**
- 2. To note that Cllr Mark Verbinnen and Cllr Elizabeth Threlfall have stepped down from the Financial Planning Task Group and to thank them for their contribution to its work and for Cllr Ruth Hopkinson to become a member of the task group.**
- 3. To note the Financial Planning Task Group's forward work plan.**

Report authors:

Simon Bennett, Senior Scrutiny Officer, simon.bennett@wiltshire.gov.uk
Henry Powell, Democracy and Complaints Manager, committee@wiltshire.gov.uk

Appendices

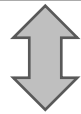
Appendix 1	Finance scrutiny structure
Appendix 2	Financial Planning Task Group – Forward Work Programme

Finance scrutiny structure

OS Management Committee

Public scrutiny following more detailed review by the Financial Planning Task Group (where practicable):

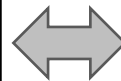
- a) Draft annual Financial Plan and Medium-Term Financial Strategy (MTFS), including Resources directorate budget.
- b) Revenue and capital budget monitoring quarterly updates
- c) Treasury Management Strategy and updates



Financial Planning Task Group

More detailed pre-Cabinet scrutiny, and reports to OS Management Committee, on:

- a) Draft Financial Plan and Medium-Term Financial Strategy (MTFS)
- b) Treasury Management Strategy and updates
- c) Revenue and capital budget updates – including reserves, investments, debt, and financial risks, flagging issues of concern to Select Committees
- d) Where they materially affect the council's overall financial position, the council's:
 - i. approach to strategic procurement
 - ii. major contracts
 - iii. financial investment in, and liability to, its wholly owned subsidiaries.



Select Committees

- a) Informal annual review of the Draft Financial Plan to support formal scrutiny at OS Management Committee
- b) Exploring service implications of financial issues flagged by OS Management Committee and Financial Planning Task Group
- c) Flagging identified financial risks to OS Management Committee and Financial Planning Task Group
- d) Reviewing service/outcomes implications of major contract decisions

APPENDIX 2

Financial Planning Task Group (FPTG) Forward Work Plan 2023/24

Date	Item	Details	Officers	Cabinet Member
6 October 2023	<i>tbc – meeting may be cancelled dependent upon whether there are agenda items.</i>	Cabinet 10 Oct 2023		
10 November 2023	Financial Year 2023/24 Q2 Revenue Budget Monitoring (tbc) Financial Year 2023/24 Q2 Capital Budget Monitoring (tbc)	Cabinet 14 Nov 2023	Andy Brown Corporate Director Resources & Deputy Chief Executive (S151 Officer)	Cllr Nick Botterill Cabinet Member for Finance, Development Management and Strategic Planning
8 December 2023	Council Tax Reduction Scheme (tbc) Council Tax Second Properties (tbc)	Cabinet 12 Dec 2023	Andy Brown Corporate Director Resources & Deputy Chief Executive (S151 Officer)	Cllr Nick Botterill Cabinet Member for Finance, Development Management and Strategic Planning
5 January 2024	<i>tbc – meeting may be cancelled dependent upon whether there are agenda items.</i>	Cabinet 9 Jan 2024		
19 January 2024	Budget 2024/5 and Medium Term Financial Strategy 2024/25 – 2026/27 (tbc)	Cabinet OSMC 23 Jan 2024	Andy Brown Corporate Director Resources & Deputy Chief Executive (S151 Officer)	Cllr Nick Botterill Cabinet Member for Finance, Development Management and Strategic Planning

Date	Item	Details	Officers	Cabinet Member
2 February 2024	Financial Year 2023/24 – Q3 Revenue Budget Monitoring (tbc) Financial Year 2023/24 – Q3 Capital Budget Monitoring (tbc) Treasury Management Strategy Statement 2024/25 (tbc)	Cabinet 6 Feb 2024 OSMC 12 Feb 2023	Andy Brown Corporate Director Resources & Deputy Chief Executive (S151 Officer)	Cllr Nick Botterill Cabinet Member for Finance, Development Management and Strategic Planning
15 March 2024	<i>tbc – meeting may be cancelled dependent upon whether there are agenda items.</i>	Cabinet 19 March 2024		

Overview and Scrutiny Management Select Forward Work Programme

Last updated 13 SEPTEMBER 2023

Overview and Scrutiny Management Committee – Current / Active Task Groups		
Task Group	Start Date	Final Report Expected
Financial Planning Task Group	October 2013	Standing
Evolve Programme Task Group	December 2021	-

Overview and Scrutiny Management Select – Forward Work Programme					
Meeting Date	Item	Details / Purpose of Report	Corporate Director and / or Director	Responsible Cabinet Member	Report Author / Lead Officer
15 November 2023	Financial Year 2023/24 - Quarter Two Revenue Budget Monitoring	To review the Quarter Two budget monitoring forecast for revenue for the financial year 2023/24	Andy Brown Lizzie Watkin	Cllr Nick Botterill, Cabinet Member for Finance, Development Management and Strategic Planning	
15 November 2023	Financial Year 2023/24 - Quarter Two Capital Budget Monitoring	To review the Quarter Two budget monitoring forecast for capital for the financial year 2023/24	Andy Brown Lizzie Watkin	Cllr Nick Botterill, Cabinet Member for Finance, Development Management and Strategic Planning	
15 November 2023	Financial Planning Task Group Update	To receive an update on the work of this task group, which leads overview and scrutiny engagement on finance.	Perry Holmes		Simon Bennett
15 November 2023	Management Committee Task Group update	To update on task group activity.	Perry Holmes		Henry Powell
15 November 2023	Forward Work Programme	To approve the OS forward work programme.	Perry Holmes		Henry Powell

Overview and Scrutiny Management Select – Forward Work Programme					
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
25 January 2024	Draft Financial Plan 2024-25		Andy Brown Lizzie Watkin	Cllr Nick Botterill, Cabinet Member for Finance, Development Management and Strategic Planning	
25 January 2024	Treasury Management Strategy Statement 2023/24		Andy Brown Lizzie Watkin		
25 January 2024	Quarter 3 – Performance and Risk		Perry Holmes	Cllr Richard Clewer, Leader of the Council	Martin Nicholls
12 February 2024	Amendments to the draft Financial Plan 2024-25 submitted by non- executive members		Andy Brown Lizzie Watkin		

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Health Select Committee

Forward Work Plan

Updated 12/09/2023

Health Select Committee – Current Task Groups/Rapid Scrutiny			
Task Group/Rapid Scrutiny	Details of Rapid Scrutiny	Start Date	Final Report Expected
Emotional Wellbeing and Mental Health Strategy	A joint rapid scrutiny with Children Select Committee members to review the development of the strategy (subject to agreement of CSC)	Nov/Dec 2023	January 2024
Inquiry Session: System wide review of factors contributing to pressures in urgent care.	A half-day full committee session.	The session took place on 19 th July 2023	Report received by Health Select Committee, 5 September. Recommendations agreed in principle. Committee members meeting 13 October to agree how to take forward recommendations in the HSC Forward Work Plan..

Page 213

Health Select Committee – Forward Work Plan			Report Author/Lead Officer		
Meeting Date	Item	Details/Purpose of Report	Corp. Director and/or Director	Responsible Cabinet Member and/or Director	Report Author/Lead Officer
2 Nov 2023	NHS Health Check	Annual update	Kate Blackburn	CLlr Ian Blair-Pilling	Gemma Brinn

Meeting Date	Item	Details/Purpose of Report	Corp. Director and/or Director	Responsible Cabinet Member and/or Director	Report Author/Lead Officer
2 Nov 2023	Safe Accommodation (domestic abuse)	Update on the recommissioning of services	Kate Blackburn	Cllr Ian Blair-Pilling	Hayley Morgan
2 Nov 2023	Wiltshire Health Inequalities Group	An introduction to the work and remit of the Wiltshire Health Inequalities Group	Kate Blackburn	Cllr Ian Blair-Pilling	Gemma Brinn, PH Consultant
2 Nov 2023	Community area JSNA	An update on the work completed to date. JSNA is due to be completed by 1 Feb. 2024.	Kate Blackburn	Cllr Ian Blair-Pilling	Michael Rose,
2 Nov 2023	ASCOF – Adult Social Care Outcomes Framework	Wiltshire’s position on this Adult Social Care nationally submitted data.	Emma Legg	Cllr Jane Davies	Tamsin Stone
2 Nov 2023	Primary and Community Care Delivery Plan and the Integrated Community Based Care (ICBC) Programme	An update on the Primary and Community Care Delivery Plan and the recommissioning of community services from 2025 onwards.	Fiona Slevin-Brown /Lucy Townsend/ Emma Legg	Cllr Jane Davies	Paul Doyle (ICBC Programme Lead)
2 Nov 2023	Pharmacy Services	A report on the provision of Pharmacy Services in Wiltshire	Fiona Slevin-Brown	Cllr Jane Davies	Victoria Stanley
17 Jan 2024	Maternity Services Transformation	Review to understand the impact of the transformation of maternity services. Report on transformation plans received Jan 2023.	Fiona Slevin-Brown	Cllr Jane Davies	
17 Jan 2024	KPI	Six monthly review of Adult Social Care KPIs. Following presentation in June 2023.	Emma Legg	Cllr Jane Davies	Tamsin Stone

Meeting Date	Item	Details/Purpose of Report	Corp Director and/or Director	Responsible Cabinet Member	Report Author/Lead Officer
17 Jan	Community JSNA	Review progress following presentation in Nov 2023 and prior to completion in Feb 2024.	Kate Blackburn	Cllr Ian Blair-Pilling	Michael Rose, PH Principal
17 Jan	Optometry Services	A report on the provision of Optometry Services in Wiltshire	Fiona Slevin-Brown	Cllr Jane Davies	Victoria Stanley
TBC	Neighbourhood Collaboratives	Following item on Integrated Care Centres (5 Sept 2023). An update on the role and impact of Neighbourhood Collaborative initiatives.	Fiona Slevin-Brown	Cllr Jane Davies	Jo Cullen/Claire O'Farrell
27 Feb 2024	Joint Strategic Needs Assessment (JSNA)	Review trends for Wiltshire. Update following presentation to committee in Feb 2023.	Kate Blackburn	Cllr Ian Blair-Pilling	
27 Feb 2024	Joint Health and Wellbeing Strategy	Progress Report 12 months after publication. Draft Strategy received by Committee Feb 2023.	Kate Blackburn		David Bowater
27 Feb 2024	Substance Use grants	Update agreed at HSC in 2022 (check when). An overview of the grant spend so far and an update on the future grant arrangements	Kate Blackburn	Cllr Ian Blair-Pilling	Kelly Fry
27 Feb 2024	Elective Recovery	A presentation on the Recovery Plan for elective care treatments.	Fiona Slevin-Brown	Cllr Jane Davies	Rachael Backler ICB Exec lead for Elective Recovery
27 Feb 2024	NHS Dentistry	Performance update to include areas of deprivation, following report of Rapid Scrutiny, June 2024	Fiona Slevin-Brown	Cllr Ian Blair-Pilling	

Items for Meetings 2024/25

Meeting date	Item	Details/Purpose of Report	Corp. Director/ Director	Cabinet Member	Report Author/Lead Officer
12 June 2024	Health Improvement Coaches	To provide an update on the work of the health improvement coaches	Kate Blackburn	Cllr Ian Blair-Pilling	Gemma Brinn
12 June 2024	Integrated Care Strategy	Rapid Scrutiny of Implementation Plan, Integrated Care Strategy	Fiona Slevin-Brown	Cllr Jane Davies	
12 June 2024	Wiltshire Health & Care Service	Update following report received by Committee June 2023	Fiona Slevin-Brown	Cllr Jane Davies	CEO/Chair WHC
17 July 2024	Avon & Wiltshire Mental Health Partnership	Update following report received by Committee June 2023	Fiona Slevin-Brown	Cllr Jane Davies	CEO/Deputy CEO AWP
17 July 2024	Dementia Care Strategy	Update to understand impact of strategy following presentation to committee, June 2023.	Lucy Townsend/ Emma Legg	Cllr Jane Davies	Robert Holman

Meeting Date	Item	Details/Purpose of Report	Corp. Director/Director	Cabinet Member	Report Author/Lead Officer
17 July 2024	Community-based care programme	To follow progress on the integrated community-based care programme following an overview of plans to committee, July 2023.	Fiona Slevin-Brown	Cllr Jane Davies	
17 July 2024	Carers Strategy	Update to review impact of the strategy following a presentation to committee, July 2023	Lucy Townsend/ Emma Legg	Cllr Jane Davies	
17 July 2024	Better Care Fund	Receive an update on the progress being made in delivering the plan, July 2023	Lucy Townsend/ Emma Legg	Cllr Jane Davies	
10 Sept 2024	Integrated Care Provision	Receive an update on the provision of integrated care across Wiltshire. To include impact of initiatives at Devizes Health Centre (e.g. physician associate role). Following presentation at HSC 5 Sept 2023.			
10 Sept 2024	Technology Enabled Care	Report on how the priorities of the TEC strategy are being delivered to meet the needs of Wiltshire residents.	Emma Legg/Lucy Townsend	Cllr Jane Davies	

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Environment Select Committee Forward Work Programme

Last updated 8 September 2023

Environment Select Committee – Current / Active Task Groups		
Task Group	Start date	Final report expected
Climate Emergency Task Group	September 2019	Standing
Housing Allocations Policy Task Group	June 2023	November 2023

Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
7 Nov 2023 (tbc)	Update on the Towns Programme App Development	As resolved at the ESC meeting on 4 January 2023, the select committee will receive an update report.	Parvis Khansari (Corporate Director Place)	Cllr Richard Clewer	Victoria Moloney (Head of Economy & Regeneration)
7 Nov 2023 (tbc)	Update on Broadband Provision in Wiltshire	As resolved at the ESC meeting on 4 January 2023, the select committee will receive an update report.	Parvis Khansari (Corporate Director Place)	Cllr Ashley O'Neill	Victoria Moloney (Head of Economy & Regeneration)
7 Nov 2023 (tbc)	Housing Development Partnership	As resolved at the ESC meeting on 8 November 2022, the select committee will receive an update report in 12 months' time.	Parvis Khansari (Corporate Director Place)	Cllr Phil Alford	Victoria Moloney (Head of Economy & Regeneration) Richard Walters (Head of Service – Major Projects) Claire Moore (Housing Enabling Lead)

Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
7 Nov 2023 (tbc)	Private sector renewal strategy	As resolved at the ESC meeting on 8 November 2022, the select committee will receive an update report when appropriate.	Emma Legg (Director – Adult Social Care)	Cllr Phil Alford	Nicole Smith (Head of Housing)
7 Nov 2023	Report from the Housing Allocations Policy Task Group	To receive the final report and recommendations of the task group.			Cllr Jonathon Seed Simon Bennett (Senior Scrutiny Officer)
7 Nov 2023	Task group update	To receive update from task groups regarding activity and its forward work plan			Cllr Graham Wright Cllr Jonathon Seed Simon Bennett (Senior Scrutiny Officer)

Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
11 Jan 2024 (tbc)	LHFIG Review	To receive an update report on the implementation of the Local Highway & Footway Improvement Groups (LHFIG)	Samantha Howell (Director of Highways and Transport)	Cllr Caroline Thomas	Dave Thomas (Head of Highways Asset Management & Commissioning)
11 Jan 2024 (tbc)	Rights of Way	To receive a report, as requested by ESC 25 July 2023, regarding rights of way. To include issues of maintenance and access, updates to the definitive maps and engagement with volunteer groups.	Samantha Howell (Director of Highways and Transport)	Cllr Caroline Thomas	Chris Clark (Head of Local Highways)
11 Jan 2024	Executive response to the recommendations of the Housing Allocations Policy Task Group.	To receive the Executive response to the recommendations of the task group.	Emma Legg (Director – Adult Social Care)	Cllr Phil Alford	Nicole Smith (Head of Housing)
11 Jan 2023	Task group update	To receive update from task groups regarding activity and its forward work plan			Cllr Graham Wright Simon Bennett (Senior Scrutiny Officer)
6 March 2024	Homeless Strategy 2019-2024	As resolved at the ESC meeting on 8 November 2022, the select committee will receive an update report in 12 months' time.	Emma Legg (Director – Adult Social Care)	Cllr Phil Alford	Nicole Smith (Head of Housing)

Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
6 March 2024	Highways Annual Review of Service 2022	As resolved at ESC 12 January 2022, to receive a further annual report in 2023.	Samantha Howell (Director of Highways and Transport)	Cllr Caroline Thomas	Dave Thomas (Head of Highways Assets & Commissioning)
6 March 2024 (tbc)	Libraries Development	As resolved at the ESC-meeting on 14 March 2023 on the leisure and libraries portfolio to provide an update on the development of the council's library service.	David Redfern (Assistant Director Leisure Culture and Communities)	Cllr Ian Blair Pilling	
6 March 2024 (tbc)	Leisure Services	As resolved at the ESC-meeting on 14 March 2023 the committee will receive a further update that includes trend data, the outcome of the public holiday pilot (incl. the terms of reference for the pilot) and further information on the transformation review.	David Redfern (Assistant Director Leisure Culture and Communities)	Cllr Ian Blair Pilling	
6 March 2024	Task group update	To receive update from task groups regarding activity and its forward work plan			Cllr Graham Wright Simon Bennett (Senior Scrutiny Officer)

Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
6 March 2024 (tbc)	Economic Strategy	As discussed at the ESC-Executive meeting on 23 November 2022 on the economic development portfolio.	Parvis Khansari (Corporate Director Place)	Cllr Richard Clewer	Victoria Moloney (Head of Economy & Regeneration)
tbc	National Park action plan	Partnership arrangement with the National Park and joint action plan.	Parvis Khansari (Corporate Director Place)	Cllr Nick Botterill	Georgina Clampitt-Dix (Head of Spatial Planning)
tbc	Wiltshire Marque	As discussed at meeting with the Cabinet Member the select committee to receive a report about the 'Wiltshire Marque' for produce.	Parvis Khansari (Corporate Director Place)	Cllr Richard Clewer	Victoria Moloney (Head of Economy & Regeneration)
tbc	Wiltshire destination management	As discussed at the ESC-Executive meeting on 13 October 2022 on the heritage, arts and tourism portfolio to provide a report on destination management	Parvis Khansari (Corporate Director Place)	Cllr Richard Clewer	
tbc	UK Shared Prosperity Fund	As discussed at the ESC-Executive meeting on 23 November 2022 on the economic development portfolio.	Parvis Khansari (Corporate Director Place)	Cllr Richard Clewer	Victoria Moloney (Head of Economy & Regeneration)

Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
tbc	Parking Strategy	As discussed at the ESC-Executive meeting on 6 December 2022 on the highways and transport portfolio.	Parvis Khansari (Corporate Director Place)	Cllr Caroline Thomas	
tbc	Wiltshire Council's Housing Board Annual Report 2022/23	As resolved at the ESC meeting on 4 January 2023, the select committee will receive the annual report.	Simon Hendeby (Director Assets & Commercial Development)	Cllr Phil Alford	
tbc	Public Transport Review & Passenger Transport service update and future developments	As resolved at the select committee meeting on 14 June 2022, the committee will receive a further update. (Deferred from July 2023)	Samantha Howell (Director of Highways and Transport)	Cllr Caroline Thomas	Jason Salter (Head of Service Passenger Transport)
tbc	Active Travel	As resolved at the select committee meeting on 14 June 2022, the committee will receive a further update. (Deferred from July 2023)	Samantha Howell (Director of Highways and Transport)	Cllr Caroline Thomas	Spencer Drinkwater (Principal Transport & Development Manager)

Information briefing				
Meeting Date	Item	Details / purpose	Associate Director	Responsible Cabinet Member
tbc	Environment Act 2021	To receive a (series of) briefing regarding the implications of the Environment Act.		

Children's Select Committee (CSC) – Forward work programme Agenda items for the committee

Agenda items for CSC

Standing items (at all meetings)

Title - Details / purpose	Type	Report author / lead officer
Update from Wiltshire Youth Voice - summary of recent activities	Written	Joe Sutton
School Ofsted Judgements - effectiveness of schools as seen by Ofsted Inspection.	Written	Andrew Best
DfE Changes - Update from Department for Education	Written	David Harris
Working together to improve school attendance - latest requirements of the non-statutory guidance the DfE published in May 2022 to apply from September 2022.	Written	Kathryn Davis
Schools Forum's update - very brief update on key items from the last meeting of Schools Forum	Written	Lisa Pullin
Corporate Parenting Panel update - brief update highlighting key items from the last meeting of the Corporate Parenting Panel	Written	Lisa Pullin
Directors' update Cabinet Member and Portfolio Holders' update Chair's update Verbal updates highlighting any key issues (current or emerging), successes or milestones in their respective areas since the last meeting of the committee, which may not require a full agenda item and are not covered elsewhere on this agenda.	Verbal	All directors Cabinet Members and Portfolio holders Chair

Future items for consideration by the Children’s Select Committee

Tuesday 31 October 2023, 10.30am			
<i>Pre-meeting briefing topic: Place sufficiency</i>			
	Title Details / purpose and Timeframe (if applicable)	Origins / history	Report author / lead officer
Substantive	FACT – one-year update , including progress towards the key milestones identified in paragraph 48 of the report	CSC 25 October 2022	Simon Thomas
Substantive	Childcare Sufficiency To receive a report detailing local authority standards for early years and pre-school provision including sufficiency (which is a statutory duty), pupil outcomes and Ofsted grades.	Yearly item – NB may go to Standing Task Group	Lucy-Anne Bryant
Substantive	Young Carers in Wiltshire To receive information on the services / support offered (or coordinated) by the council for Young Carers. To consider how to best promote the service and ensure that Young Carers and their families are aware of, and access, the support on offer.	<i>This was originally planned as a briefing. Deferred from September meeting.</i>	Jen Salter + commissioning
Substantive	SEND schools provision / SEND place planning To include information on: <ul style="list-style-type: none"> • EHCPs and EHCNA – catching up with the backlog and keeping up with current demand, • How the council plans for places for SEND schools (including update on new developments / new schools – e.g. Silverwood and SAIL) • Planned development / roll-out of resource bases in secondary schools [NB - agenda item planned for June/July 2024 to review outcome for the first two 	Chair’s briefing on Silverwood 26/04/23 OS/Exec meeting January 2023 <i>Deferred from September meeting.</i>	Melissa Hardwell Cate Mullen

Tuesday 31 October 2023, 10.30am <i>Pre-meeting briefing topic: Place sufficiency</i>			
	Title Details / purpose and Timeframe (if applicable)	Origins / history	Report author / lead officer
	resource bases in secondary schools opened in September 2023]. <ul style="list-style-type: none"> Keeping children and young people within their local community (avoiding long distance / out of county placements where possible / adequate) 		
Informative	Independent Care Review of Children's Social Care and National Review into the murders of Arthur Labinjo-Hughes and Star Hobson – update once the government has responded formally to both reviews	CSC 14 March 2023	Jen Salter
Informative	Early Years Strategy	CSC 6 June 2023	Helean Hughes

Page 229

Wednesday 24 January 2024, 10.30am <i>Pre-meeting briefing topic: Family Hub – appointed provider(s)</i>			
	Title Details / purpose and Timeframe (if applicable)	Origins / history	Report author / lead officer
Substantive	Family Hub Details of the services to be provided (update on the hubs, recruitment of Navigators and Family Hub practitioners, etc.), including more information on the Westbury and Warminster pilot project (including measuring of success / efficiency as evaluated by IPC, Oxford Brookes University)	CSC 6 June 2023	Gary Binstead Jen Salter
Substantive	Outcome of the extensive review of the CAMHS contract	CSC 6 June 2023	Jen Salter + commissioning

Wednesday 24 January 2024, 10.30am			
<i>Pre-meeting briefing topic: Family Hub – appointed provider(s)</i>			
	Title Details / purpose and Timeframe (if applicable)	Origins / history	Report author / lead officer
Informative	Business plan and action plan update (every 6 months)	CSC 20 September 2022 CSC 6 June 2023	Directors
Informative	School Health and Wellbeing survey To receive an update within the next 12 months to inform the committee on actions taken, or plans made, by the council based on the outcome of the survey. NB – identifying schools that have not participated so councillors can lobby them.	CSC 6 July 2022 – deferred to include feedback from strategic colleagues	Sally Johnson

Tuesday 12 March 2024, 10.30am			
<i>Pre-meeting briefing topic: Corporate Parenting Panel – strategic priorities</i>			
	Title Details / purpose and Timeframe (if applicable)	Origins / history	Report author / lead officer
Substantive			
Substantive			
Informative			
Informative			

Longer term items			
	Title Details / purpose and Timeframe (if applicable)	Origins / history	Report author / lead officer
Substantive	Plans for the future commissioning of children and young people's Mental Health services	Proposed by ICB	ICB (Jane Rowland / Fiona Slevin-Brown) / Lucy Townsend / Jen Salter
Substantive	Report on the outcome of the Family Help Programme, including the Westbury and Warminster pilot project. By September 2024	CSC – 25 October 2022, FACT item	Simon Thomas, FACT lead

Items considered in the last 12 months

Meeting date (link)	Title Outcome / actions	Origins / history	Report author / lead officer
25 October 2022	FACT update		
17 January 2023	Roadmap to Excellence		Jen Salter
	National Review into Safeguarding Children with Disabilities and Complex Health Needs in Residential Settings		Jen Salter
	Shaping the Future Programme with Schools – verbal update		Helean Hughes
	Outcome of the Rapid Scrutiny on High Needs Block Funding		
14 March 2023	Independent Care Review of Children's Social Care and National Review into the murders of Arthur Labinjo-Hughes and Star Hobson	Requested by officers	Jen Salter Fiona Hayward
	"Shaping the future" programme with schools - update on the model chosen	CSC 8 June 2022 Schools Ofsted judgements	Andrew Best Helean Hughes
	Standing Advisory Council on Religious Education (SACRE)	Requested by officers	Andrew Best Helean Hughes

	Performance Outcomes Report Academic Year 2021-2022 - Pupil Performance in Public Tests and Examinations	Deferred from January meeting	Andrew Best Helean Hughes
6 June 2023	Family Hub Contract	Cabinet Item	Gary Binstead Jen Salter
	Business plan and action plan update	Regular item (6 monthly)	Directors
	Child Poverty	Current FWP	Lucy Townsend
Wednesday 12 July 2023	FACT – interim report data set and Family Help programme Safeguarding processes – outcome of the review by the Institute of Public Care Update on building developments at Silverwood Corporate Parenting Panel annual report Community Health Services Child, Youth and Family Voice Team annual report		