

A G E N D A

FINANCE AND GOVERNANCE CABINET ADVISORY BOARD

Tuesday 6 June 2023 at 6.30 pm
Council Chamber, Town Hall, Royal Tunbridge Wells, TN1 1RS

Members: Councillor Hall (Chair), Councillors Sankey (Vice-Chair), Dawlings, Ellis, Francis, Goodship, Holden, Knight, McMillan, Moon and Osborne

Quorum: 3 Members

- | | | |
|----------|---|-----------------|
| 1 | Apologies
To receive any apologies for absence. | (Page 5) |
| 2 | Declarations of Interests
To receive any declarations of interest by members in items on the agenda. For any advice on declarations of interest, please contact the Monitoring Officer before the meeting. | (Page 6) |
| 3 | Notification of Persons Wishing to Speak
To note any visiting Members and members of the public wishing to speak, of which due notice has been given in accordance with Council Meeting Procedure Rule 18 and 19 and which items they wish to speak on. | (Page 7) |
| 4 | Minutes of the meeting dated 11 April 2023
To approve the minutes of a previous meeting as a correct record. The only issue relating to the minutes that can be discussed is their accuracy. | (Pages 8 - 9) |
| 5 | Forward Plan as at 23 May 2023
To note forthcoming items as set out in the Forward Plan | (Pages 10 - 24) |
| 6 | Revenue Management Quarter 4
To consider and provide a recommendation to Cabinet on the proposals set out in the attached report. | (Pages 25 - 49) |
| 7 | Capital Management Report Quarter 4
To consider and provide a recommendation to Cabinet on the proposals set out in the attached report. | (Pages 50 - 82) |

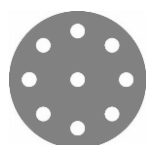
- 8 Treasury and Prudential Indicator Management Report Quarter 4** (Pages 83 - 97)
To consider and provide a recommendation to Cabinet on the proposals set out in the attached report.
- 9 Performance Summary Quarter 4** (Pages 98 - 149)
To consider and provide a recommendation to Cabinet on the proposals set out in the attached report.
- 10 Complaints Summary Quarters 3 and 4** (Pages 150 - 165)
To consider and provide a recommendation to Cabinet on the proposals set out in the attached report.
- 11 Urgent Business** (Page 166)
To consider any other items which the Chairman decides are urgent, for the reasons to be stated, in accordance with Section 100B(4) of the Local Government Act 1972.
- 12 Date of the Next Meeting** (Page 167)
To note that the date of the next scheduled meeting is Tuesday 11 July 2023 at 6.30pm.

Democratic Services Team

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Email: Committee@TunbridgeWells.gov.uk

**Town Hall
ROYAL TUNBRIDGE WELLS
Kent TN1 1RS**



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Options that the Cabinet Advisory Board Can Consider

The Cabinet Advisory Board is asked to consider each report and in each case come to a consensus and advise the Cabinet which one of the three options identified below it supports:

A. The Cabinet Advisory Board supports the recommendation(s) in the report.

or

B. The Cabinet Advisory Board supports the recommendation(s) subject to the issues it has identified being taken into account by the Cabinet (any issues identified should be stated and recorded).

or

C. The Cabinet Advisory Board does not support the recommendation(s) on at least one of the following grounds

- 3.1 Inadequate consultation with stakeholders; and/or
- 3.2 Inadequate evidence on which to base the decision; and/or
- 3.3 Insufficient consideration of legal and financial information; and/or
- 3.4 Another reason, as decided by the meeting of the Cabinet Advisory Board.

In each case the final Cabinet report will be amended to outline the option selected by the Cabinet Advisory Board and explain why this option was selected.

Attending Meetings

Meetings are held in the town hall and are webcast live online.

Any member of the public may attend to watch/listen in person or online live via our website on the relevant committee's meeting page. A recording of the meeting will also be available shortly after the end of the meeting.

All meetings and agenda are open to the public except where confidential information is being discussed. The agenda of the meeting will identify whether any meeting or part of the meeting is not open to the public and explain why.

Speaking at Meetings

Members of the public are encouraged to participate and may speak to the Council directly on any item on the agenda for up to 3 minutes. Members of the public (and any members of the Council who are not members of the committee) will need to register with Democratic Services in advance. Please see the agenda item titled **Notification of Persons Registered to Speak** for more details.

Coming to the Town Hall

All visitors attending a public meeting at the Town Hall should report to Reception via the side entrance in Monson Way no earlier than 15 minutes before the start of the meeting.

Seating will be allocated on a first-come-first-serve basis. The Council may alter the number and location of available seats if necessary on safety or public health grounds.

The public proceedings of this meeting will be recorded and made available for playback on the Tunbridge Wells Borough Council website. Any other third party may also record or film meetings, unless exempt or confidential information is being considered, but are requested as a courtesy to others to give notice of this to the Clerk before the meeting. The Council is not liable for any third party recordings.

Further details are available on the website www.tunbridgewells.gov.uk/meetings or from Democratic Services.

If you require this information in another format, please contact us, call 01892 526121 or email committee@tunbridgewells.gov.uk

Apologies for Absence

For Finance and Governance Cabinet Advisory Board on Tuesday 6 June 2023

Procedural Item

To receive any apologies for absence.

Declarations of Interest

For Finance and Governance Cabinet Advisory Board on Tuesday 6 June 2023

Procedural Item

To receive any declarations of interest by members in items on the agenda in accordance with the Members' Code of Conduct. For any advice on declarations of interest, please contact the Monitoring Office before the meeting.

Notification of Persons Registered to Speak

For Finance and Governance Cabinet Advisory Board on Tuesday 6 June 2023

Procedural Item

To note any visiting Members or members of the public wishing to speak, of which due notice has been given in accordance with Council Procedure 18, and which items they wish to speak on.

Information for members of the public wishing to speak.

Members of the public are encouraged to participate and those wishing to comment on an agenda item will need to register with Democratic Services in advance. Registration opens when the agenda is published and closes at 4pm on the last working day before the meeting.

There may be up to 4 speakers per agenda item and a maximum of 3 minutes is permitted per speaker. Places are allocated on a first come first serve basis.

TUNBRIDGE WELLS BOROUGH COUNCIL

FINANCE AND GOVERNANCE CABINET ADVISORY BOARD

MINUTES of the meeting held at the Council Chamber, Town Hall, Royal Tunbridge Wells, TN1 1RS, at 6.30 pm on Tuesday, 11 April 2023

Present: Councillor Christopher Hall (Chair)

Councillors Sankey (Vice-Chair), Brice, Dawlings, Goodship, Morton, Pound, Rogers and Fairweather

Officers in Attendance: Lee Colyer (Director of Finance, Policy and Development (Section 151 Officer)), Claudette Valmond (Head of Legal Partnership and Interim Monitoring Officer), David Candlin (Head of Economic Development and Property), Jane Fineman (Head of Finance and Procurement) and Caroline Britt (Democratic Services Officer)

Other Members in Attendance: Councillors Johnson, Moon, Rutland and Wakeman

APOLOGIES

FG93/22 Apologies were received from Councillors Hickey and Knight.

DECLARATIONS OF INTERESTS

FG94/22 There were no disclosable pecuniary or other significant interests declared at the meeting.

NOTIFICATION OF PERSONS WISHING TO SPEAK

FG95/22 Councillors Rutland and Moon had registered to speak on Agenda Item 9 – Exempt Acquisition of Lease.

MINUTES OF THE MEETING DATED 7 MARCH 2023

FG96/22 Members reviewed the minutes. No amendments were proposed.

RESOLVED – That the minutes of the meeting dated 7 March 2023 be approved as a correct record.

FORWARD PLAN AS AT 29 MARCH 2023

FG97/22 Members considered the plan. No amendments were proposed.

RESOLVED – That the Forward Plan as at 29 March 2023 be noted.

ACQUISITION OF LEASE

FG98/22 This item was discussed in Exempt

URGENT BUSINESS

FG99/22 There was no urgent business.

DATE OF THE NEXT MEETING

FG100/22 The next meeting is scheduled for Tuesday 6 June 2023 at 6:30pm.

EXEMPT REPORT AND APPENDICES - ACQUISITION OF LEASE (AGENDA ITEM 6)

FG101/22 **RESOLVED** – That pursuant to Section 100(A) of the Local Government Act 1972 and the Local Government (Access to Information) Variation Order 2006, the public be excluded from the meeting for the following item of business on the grounds that they may involve the disclosure of exempt information as defined in Schedule 12A of the Act, by virtue of the particular paragraphs shown on the agenda and on the attached report.

- The Committee made a number of comments/suggestions that they would like Cabinet to consider. It was agreed these would be included in the amended report for consideration at Cabinet on Thursday 20 April 2023.

RESOLVED – That the recommendations to Cabinet be supported.

NOTES:

The meeting concluded at 8.05 pm.

FORWARD PLAN

www.tunbridgewells.gov.uk/forwardplan



Notice of Key Decisions / Notice of Private Meetings

Pursuant to the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

This Plan gives at least 28 days notice if the Cabinet of Tunbridge Wells Borough Council intends to make a key decision¹ or make a decision in private². Other decisions by the executive are also included on the Plan wherever possible.

Relevant documents can be downloaded from the Council's website or are available on request from: Democratic Services, Town Hall, Royal Tunbridge Wells, TN1 1RS or committee@tunbridgewells.gov.uk. Documents may be submitted to the decision maker via Democratic Services.

If it is necessary to hold a meeting in private, the reasons for this are stated alongside the decision. These reasons are prescribed by Schedule 12A of the Local Government Act 1972 (as amended) and summarised at the back of this Plan.

Representations against the intention to make a decision in private can be submitted in writing to Democratic Services no less than ten working days before the meeting date.

If the Council is unable to give 28 days notice, it will publish the reasons for this on its website and at its offices.

Councillor Ben Chapelard
Leader of the Council

Publication Date: 23 May 2023
The most recent version of the Plan supersedes all previously issued versions
Guidance notes are provided at the back of this document

Members of the Cabinet and their respective Cabinet Responsibilities

Councillor Ben Chapelard Leader of the Council

- Communications and public relations
- Consultations and engagement
- Strategic policy

Councillor Wendy Fitzsimmons Leisure, Wellbeing and Culture

- Culture, Leisure and the Arts
- Assembly Hall Theatre and the Ice Rink
- The Amelia Scott
- Events
- Sports and Leisure Centres
- Grounds Maintenance
- Health
- Customer Access

Councillor Justine Rutland Tunbridge Wells Town and Local Areas

- Royal Tunbridge Wells, Southborough and Rusthall
- Economic Development
- Tourism
- Business Engagement
- Town Centre
- Transportation
- Parking (on and off street)

Councillor Nancy Warne Deputy Leader and Rural Communities

- Rural Communities
- Parish Charter
- Community Safety and CCTV
- Community Centres and Hubs
- Community Partnerships
- Assets of Community Value
- Younger and Older People
- Equalities and Equal Access
- Community Grants
- Cost of Living Crisis

Councillor Environment, Sustainability and Carbon Reduction

- Parks
- Cemetery and crematorium
- Recycling and waste collection
- Street cleansing and littering
- Environmental Protection
- Environmental Health
- Corporate Health and Safety
- Licensing
- Sustainability and Carbon Reduction

Councillor Hugo Pound Housing and Planning

- Planning Policy
- Strategic Sites and Delivery
- Development Management
- Heritage and Conservation
- Planning Enforcement
- Land Charges
- Building Control
- Housing (incl Private Sector and Housing Needs)
- Homelessness Prevention

Councillor David Hayward Governance and Transparency

- Democratic Services
- Transparency
- ICT Demand
- Legal Services
- Freedom of Information and Data Protection
- Complaints
- Constitution
- Alternative Service Delivery
- Procurement Policy and Strategy
- Devolution

Councillor Christopher Hall Finance and Performance

- Finance
- Revenues and Benefits
- Internal Audit and Risk Management
- Mid Kent Services
- Property and Estates
- Facilities
- Human Resources
- Performance and Project Management
- Technology and Digital Transformation

Leader of the Council – Councillor Ben Chapelard

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
22/06/23 Cabinet			Appointments to Outside Bodies To appoint representatives to the Council's outside bodies. <i>(All Wards)</i>	All Members will have the opportunity to nominate representatives.	Caroline Britt, Democratic Services Officer	No	Open

Finance and Performance - Councillor Christopher Hall

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
22/06/23 Cabinet		06/06/23 Finance and Governance Cabinet Advisory Board	Performance Summary Quarter 4 To consider an outline of the Council's performance against key strategic indicators. Measures prescribed by central government through the Single Data List (SDL) and the progress against each of the strategic projects as at end of March 2023. <i>(All Wards)</i>	The Finance and Governance CAB will be consulted.	Pamela Grover-Morgan, Performance and Governance Manager	No	Open
22/06/23 Cabinet		06/06/23 Finance and Governance Cabinet Advisory Board	Complaints Summary Quarters 3 and 4 A review of the complaints received under the Council's complaints procedure between 1 October 2022 and 31 March 2023. <i>(All Wards)</i>	The Finance and Governance CAB will be consulted.	Pamela Grover-Morgan, Performance and Governance Manager	No	Open
22/06/23 Cabinet		06/06/23 Finance and Governance Cabinet Advisory Board	Revenue Management Quarter 4 To receive the financial position as at the end of March 2023. <i>(All Wards)</i>	The Finance and Governance CAB will be consulted.	Jane Fineman, Head of Finance and Procurement	No	Open
22/06/23 Cabinet		06/06/23 Finance and Governance Cabinet Advisory Board	Capital Management Report Quarter 4 To receive the financial position as at the end of March 2023. <i>(All Wards)</i>	The Finance and Governance CAB will be consulted.	Jane Fineman, Head of Finance and Procurement	No	Open
22/06/23 Cabinet		06/06/23 Finance and Governance Cabinet Advisory Board	Treasury and Prudential Indicator Management Report Quarter 4 To receive the financial position as at the end of March 2023. <i>(All Wards)</i>	The Finance and Governance CAB will be consulted.	Jane Fineman, Head of Finance and Procurement	No	Open
27/07/23 Cabinet		11/07/23 Finance and Governance Cabinet Advisory Board	Strategic Risk Register To approve the annual review of the Council's Strategic Risk Register. <i>(All Wards)</i>	The Finance and Governance CAB will be consulted.	Lee Colyer, Director of Finance, Policy and Development (Section 151 Officer)	No	Open

Finance and Performance - Councillor Christopher Hall

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
27/07/23 Cabinet		12/07/23 Finance and Governance Cabinet Advisory Board	Property Transaction Report January to June 2023 This report informs Cabinet of the property transactions completed under delegated authority between 1 January and 30 June 2023. (All Wards)	The Finance and Governance CAB will be consulted.	David Candlin, Head of Economic Development and Property	No	Part
27/07/23 Cabinet		11/07/23 Finance and Governance Cabinet Advisory Board	Budget Projection and Strategy 2024/25 To consider proposals for the draft budget. (Stage 1 of 4 in setting the forthcoming year's budget). (All Wards)	The Finance and Governance CAB will be consulted.	Lee Colyer, Director of Finance, Policy and Development (Section 151 Officer)	No	Open
27/07/23 Cabinet		11/07/23 Finance and Governance Cabinet Advisory Board	Draft Council Tax Reduction Scheme 2024/25 To note the progress that has been made on the review of the scheme (jointly commissioned with other Kent authorities) and provide options for public consultation on the scheme for 2024/25. (All Wards)	The Finance and Governance CAB will be consulted.	Zoe Kent, Interim Head of Revenues and Benefits	No	Open
27/07/23 Cabinet		11/07/23 Finance and Governance Cabinet Advisory Board	Annual Corporate Health and Safety Report To note the contents of the report, along with the work undertaken to secure a safe and healthy working environment. (All Wards)		Mike Catling, Corporate Health and Safety Advisor	No	
21/09/23 Cabinet		05/09/23 Finance and Governance Cabinet Advisory Board	Performance Summary Quarter 1 To consider an outline of the Council's performance against key strategic indicators. Measures prescribed by Central Government through the Single Data List (SDL) and the progress against each of the strategic projects as at end of June 2023. (All Wards)	The Finance and Governance CAB will be consulted.	Pamela Grover-Morgan, Performance and Governance Manager	No	Open

Finance and Performance - Councillor Christopher Hall

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
21/09/23 Cabinet		05/09/23 Finance and Governance Cabinet Advisory Board	Revenue Management Report - Quarter 1 To receive the financial position as at the end of June 2023. (All Wards)	The Finance and Governance Cabinet Advisory Board will be consulted.	Jane Fineman, Head of Finance and Procurement	No	Open
21/09/23 Cabinet		05/09/23 Finance and Governance Cabinet Advisory Board	Capital Management Report - Quarter 1 To receive the financial position as at the end of June 2023. (All Wards)	The Finance and Governance CAB will be consulted.	Jane Fineman, Head of Finance and Procurement	No	Open
21/09/23 Cabinet		05/09/23 Finance and Governance Cabinet Advisory Board	Treasury and Prudential Indicator Management Report - Quarter 1 To receive the financial position as at the end of June 2023. (All Wards)	The Finance and Governance CAB will be consulted.	Jane Fineman, Head of Finance and Procurement	No	Open
19/10/23 Cabinet		10/10/23 Finance and Governance Cabinet Advisory Board	Budget Update Report 2024/25 To consider an update on the Budget and the current financial position of the Council (Stage 2 of 4 in setting the forthcoming year's budget). (All Wards)	The Finance and Governance CAB will be consulted.	Lee Colyer, Director of Finance, Policy and Development (Section 151 Officer)	No	Open
26/10/23 Cabinet		10/10/23 Finance and Governance Cabinet Advisory Board	Consideration of a new lease or freehold disposal of land at Tunbridge Wells Rugby Club Tunbridge Wells Rugby Club have requested that the Council grant them a new longer lease or land or consider a freehold disposal of land at the Rugby Club. (Pantiles & St Mark's)	The Finance and Governance Cabinet Advisory Board will be consulted.	David Candlin, Head of Economic Development and Property	No	Full

Finance and Performance - Councillor Christopher Hall

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
26/10/23 Cabinet	Full Council 13/12/23	10/10/23 Finance and Governance Cabinet Advisory Board	*Council Tax Reduction Scheme 2024/25 To recommend to Full Council potential changes to the Council Tax Reduction Scheme for 204/25 following public consultation. (All Wards)	The Finance and Governance CAB will be consulted.	Zoe Kent, Interim Head of Revenues and Benefits	No	Open
23/11/23 Cabinet		14/11/23 Finance and Governance Cabinet Advisory Board	Fees and Charges Setting 2024/25 To consider and agree the fees and charges set by the Council. (All Wards)	The Finance and Governance CAB will be consulted.	Jane Fineman, Head of Finance and Procurement	Yes	Open

Deputy Leader and Rural Communities - Councillor Nancy Warne

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
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There are no items within the designated timeframe

Tunbridge Wells Town and Local Areas – Councillor Justine Rutland

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
22/06/23 Cabinet		07/06/23 Communities and Economic Development Cabinet Advisory Board	Tenancy Strategy The 2011 Localism Act introduced a duty on local authorities to prepare and publish a Tenancy Strategy. Under the terms of the Localism Act, Councils in England must prepare and publish a strategy (a “tenancy strategy”) setting out the matters to which the registered providers of social housing for its area are to have regard in formulating policies. The tenancy Strategy is an overarching strategy, meant to give guidance and information to Registered Providers of Social Housing (RPSH). (All Wards)	The Communities and Economic Development CAB will be consulted.	Tobi Phillips, Affordable Housing and Enabling Officer	Yes	Open
27/07/23 Cabinet		12/07/23 Communities and Economic Development Cabinet Advisory Board	Economic Development Strategy An updated Economic Development Strategy is being prepared and will be consulted on before adoption. (All Wards)	Public Consultation Mid Feb-April 2023. The Communities and Economic Development CAB will be consulted.	Hilary Smith, Economic Development Manager	No	Open

Environment, Sustainability and Carbon Reduction –

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
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There are no items within the designated timeframe

Housing and Planning - Councillor Hugo Pound

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
Not before 01/02/23 Cabinet Member for Housing and Planning			Levelling Up and Regeneration Bill: reforms to national planning policy The report sets out the Draft changes to national planning policy, shown in the tracked change version of the National Planning Policy Framework (NPPF) and provides a suggested response on behalf of Tunbridge Wells Borough Council to the Government consultation on these proposed changes to national planning policy. (All Wards)	Report to be published before decision is made.	Ellen Gilbert, Principal Planning Officer	No	Open
22/06/23 Cabinet		07/06/23 Communities and Economic Development Cabinet Advisory Board	Nomination Agreement The nomination agreement details the nomination arrangements for the allocation of social and affordable rental housing ensuring that the Council's statutory duties are met by the housing providers operating within the Borough. (All Wards)	The Communities and Economic Development CAB will be consulted.	Tobi Phillips, Affordable Housing and Enabling Officer	No	Open
22/06/23 Cabinet		07/06/23 Communities and Economic Development Cabinet Advisory Board	Affordable Housing Commuted Sum Position Statement This statement aims to provide guidance to developers, including Housing Associations and other Registered Providers on the Council's approach to how and when commuted payments in lieu of on-site affordable housing will be considered. (All Wards)	The Communities and Economic Development CAB will be consulted.	Tobi Phillips, Affordable Housing and Enabling Officer	Yes	Open
22/06/23 Cabinet		07/06/23 Communities and Economic Development Cabinet Advisory Board	Affordable Housing Commuted Sums Spending Policy This report presents the document Policy and Procedure to spend commuted sums designated for affordable housing. (All Wards)	The Communities and Economic Development CAB will be consulted.	Tobi Phillips, Affordable Housing and Enabling Officer	Yes	Open

Housing and Planning - Councillor Hugo Pound

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
27/07/23 Cabinet	Full Council - 5/7/2023	10/07/23 Planning and Transportation Cabinet Advisory Board	*Main Modifications Consultation of Local Plan 2020-2038, and Sustainability Appraisal To consult on the Main Modifications of the emerging Tunbridge Wells Borough Council Local Plan and Sustainability Appraisal for a 6 week period. <i>(All Wards)</i>	A statutory period of 6 weeks consultation is required. Dates to be confirmed. The Planning and Transportation CAB will be consulted.	Carlos Hone, Head of Planning	Yes	Open
27/07/23 Cabinet		10/07/23 Planning and Transportation Cabinet Advisory Board	Paddock Wood Neighbourhood Development Plan To recommend that Cabinet progresses the Paddock Wood Neighbourhood Development Plan to referendum. <i>(Paddock Wood (East); Paddock Wood (West))</i>	The Planning and Transportation CAB will be consulted.	Deborah Dixon, Principal Planning Officer	No	Open
27/07/23 Cabinet		10/07/23 Planning and Transportation Cabinet Advisory Board	Pembury Neighbourhood Development Plan (PNDP) Recommendation that the PNDP, that has been successful at examination, proceed to referendum. <i>(Pembury)</i>	The Planning and Transportation CAB will be consulted.	Deborah Dixon, Principal Planning Officer	No	Open
21/09/23 Cabinet	Full Council 4/10/23	06/09/23 Communities and Economic Development Cabinet Advisory Board	Empty Homes Policy 2023-2028 Review and refresh of current Empty Homes Policy and action plan. <i>(All Wards)</i>	The Communities and Economic Development CAB will be consulted.	Sue Oliver, Private Sector Housing Manager	Yes	Open

Leisure, Wellbeing and Culture - Councillor Wendy Fitzsimmons

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
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There are no items within the designated timeframe

Governance and Transparency - Councillor David Hayward

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
20/04/23 Cabinet	Full Council 24/5/23	13/04/23 Communities and Economic Development Cabinet Advisory Board	* Civic Awards 2023 To consider a nomination and, if thought fit, to make a recommendation to Full Council for the award of a Civic Award. Details of the nominee to be in confidence. <i>(All Wards)</i>	The Communities and Economic Development CAB will be consulted.	Caroline Britt, Democratic Services Officer	No	Part
20/04/23 Cabinet	Full Council 24/5/23	13/04/23 Communities and Economic Development Cabinet Advisory Board	* Civic Awards 2023 To consider a nomination and, if thought fit, to make a recommendation to Full Council for the award of a Civic Award. Details of the nominee to be in confidence. <i>(All Wards)</i>	The Communities and Economic Development CAB will be consulted.	Caroline Britt, Democratic Services Officer	No	Part

Guidance Notes

Note 1: KEY DECISIONS

A “key decision” means a decision which is to be taken by the executive of the Council which is likely to:

- (a) result in the Council incurring expenditure which is, or the making of savings which are over £250,000 as well as otherwise being significant having regard to the Council’s budget for the service or function to which the decision relates; or
- (b) be significant in terms of its effects on communities living or working in an area comprising two or more wards in the Borough of Tunbridge Wells.

Note 2: REASONS A MEETING MAY BE HELD IN PRIVATE

In accordance with section 100A(4) of the Local Government Act 1972 (as amended), the public may be excluded from a meeting on the grounds that it may involve the disclosure of exempt information as defined in Schedule 12A of the Act. The exemption must be by virtue of one or more specified paragraphs which are shown on the meeting agenda (giving 5 days notice) and, in the case of the Cabinet, on the Forward Plan (giving 28 days notice). The exemptions are summarised as follows:

Paragraph (1) - Information relating to any individual.

Paragraph (2) - Information which is likely to reveal the identity of an individual.

Paragraph (3) - Information relating to the financial or business affairs of any particular person (including the authority holding that information).

Paragraph (4) - Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office-holders under, the authority.

Paragraph (5) - Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.

Paragraph (6) - Information which reveals that the authority proposes –

- (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
- (b) to make an order or direction under any enactment.

Paragraph (7) - Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

QUALIFICATIONS:

(8) Information falling within paragraph (3) above is not exempt information by virtue of that paragraph if it is required to be registered under –

- (a) the Companies Act 1985;
- (b) the Friendly Societies Act 1974;
- (c) the Friendly Societies Act 1992;
- (d) the Industrial and Provident Societies Acts 1965 to 1978;
- (e) the Building Societies Act 1986; or
- (f) the Charities Act 1993.

(9) Information is not exempt information if it relates to proposed development for which the local planning authority may grant itself planning permission pursuant to regulation 3 of the Town and Country Planning General Regulations 1992.

(10) Information which –

- (a) falls within any of paragraphs 1 to 7 above; and
- (b) is not prevented from being exempt by virtue of paragraph 8 or 9 above,

is exempt information if and so long as, in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Revenue Management: Quarter 4 (to 31 March 2023)

For Cabinet on 22 June 2023

Summary

Lead Member: Councillor Christopher Hall (Cabinet Member for Finance & Performance)

Lead Director: Lee Colyer, Director of Finance, Policy & Development

Head of Service: Jane Fineman, Head of Finance, Procurement & Parking

Report Author: Clare Hazard, Accountancy Manager

Classification: Public document (non-exempt)

Wards Affected: All

Approval Timetable	Date
Management Board	22 May 2023 (Verbal update)
Cabinet Member	23 May 2023
Finance & Governance Cabinet Advisory Board	6 June 2023
Cabinet	22 June 2023

Recommendations

Officer / Committee recommendations as supported by the Cabinet Member:

1. That Cabinet note the unaudited actual revenue expenditure outturn and impact on reserves for the year ended 31 March 2023.
2. That Cabinet note that the withdrawal from reserves of £944,000, to meet the budgeted deficit, will not be needed, and a sum of £18,000 will be transferred into the General Fund.

1. Introduction and Background

- 1.1 This report shows the unaudited actual expenditure on services compared to the revised budget for the period ended 31 March 2023, and the forecast outturn position, as at Quarter 3.
- 1.2 The actual outturn on services is £13,406,000 which is an underspend of £1,105,000 against the revised budget. This comprises an underspend on expenditure of £202,000 plus an overachievement of income of £903,000. The forecast as at Quarter 3 was a net underspend of £144,000, so this represents an improvement to the forecast of £961,000.
- 1.3 A net transfer of £2,814,000 has been made from earmarked reserves and a transfer of £18,000 made to the General Fund, leaving a balance of £19,863,000 available in usable reserves.

2. Revenue Management to 31 March 2023

Summary Outturn – Appendix A

- 2.1 Appendix A shows the overall income and expenditure on services forecast outturn position as at 31 March 2023. Total income and expenditure on services can be seen in greater detail within Appendix B, which provides information per service area. The approved budget was set by Full Council on 23 February 2022 and does not change. The revised budget is used to record virements amongst service areas and from reserves, whilst the forecast outturn is used to record the reporting of savings, overspends and allocations from reserves.
- 2.2 The actual outturn for expenditure on services is £13,406,000, which is £1,105,000 under budget, an improvement from Quarter 3 of £961,000, which was forecasting an underspend of £144,000. This is the result of various movements as can be seen in Appendix C.
- 2.3 Investment interest and income was overachieved by £1,214,000 for the year, an improvement of £64,000 on the forecast at Quarter 3. This is due to an increase in interest rates, with the base rate increasing from 0.75% at the start of the year to 4.25% in March 2023, and due to more funds being available for investment.
- 2.4 The Council has received additional grant funding of £216,000 during the year. This was made up of £194,000 towards the cost of new burdens that have been placed upon authorities, including the administration of the Council Tax Energy Rebate Scheme, with the remaining £22,000 small increases in regular grants over and above that which had been included in the budget.
- 2.5 Business rates show a surplus to budget of £1,162,000. This is due to business rates growth since the inception of the business rates retention scheme in 2013/14. The Council is prudent and does not rely on this when setting the

budget and has used this surplus to make a transfer to reserves to fund the capital programme for 2023/24.

- 2.6 The Council has overpaid its Minimum Revenue Provision by £755,000 therefore reducing this outstanding debt.

Usable Reserves – Appendix D

- 2.7 Appendix D shows all usable reserves including the earmarked reserves. Usable reserves are those that the Council can use to provide services, subject to the need to maintain an overall prudent level of reserves. Earmarked reserves are amounts set aside to meet identified, and sometimes committed, future liabilities.
- 2.8 The Capital and Revenue Initiatives Reserve is generally used to finance the capital programme, where it is financed from TWBC resources, the property development programme and revenue expenditure for the Amelia Scott project. In 2022/23 the capital programme was financed mainly from capital receipts of £1,273,000 and therefore the Capital and Revenue Initiatives Reserve was not needed. A sum of £4,233,000 was transferred into the reserve which was made up from £1,162,000 of surplus on business rates, as explained in Note 2.5, £1,004,000 from the surplus on Services and other funding, and £2,067,000 from transfers from other reserves.
- 2.9 The Council has taken the opportunity to reduce the number of reserves it holds and transfer the balance of those no longer required into the Capital and Revenue Initiatives Reserve. This transfer of £2,067,000 means the reserve now has sufficient funds to finance the approved capital programme for 2023/24.
- 2.10 The capital programme is also funded from other specific earmarked reserves. This totalled £72,000 for 2022/23, being £62,000 from the ICT MKS partnership reserve, £8,000 from the On Street Parking reserve and £2,000 from the Invest to Save reserve.
- 2.11 At the start of the year the Grant Volatility reserve held £6,814,000 to be used to fund the Council's share of the deficit currently held on the Collection Fund. £5,513,000 has been transferred in this financial year with the remaining £1,301,000 to be used in 2023/24. It is committed and not available to spend despite being held in a usable reserve.
- 2.12 When the 2022/23 budget was set there was a deficit of £944,000 to be funded from reserves, but this withdrawal was not required. A sum of £18,000 has been transferred into the general fund being the final surplus to budget following all the movements to reserves as described above. This means the closing balance on the general fund is £4.354 million.

Financial Performance of Major Expenditure Accounts – Appendix E

- 2.13 A forecast increase in energy costs of £820,000 was included within Utility bills to reflect the increase to wholesale prices following Russia's invasion of Ukraine, based on the information available at the time. The actual increase in cost was £684,000 and therefore £136,000 less than this forecast. The remaining underspend shown in Utility bills of £21,000 is from small savings in water bills across the Council.
- 2.14 External contract payments were forecast to be £223,000 over budget this year, of which £215,000 related to an increase in payments for the recycling and waste collection service. The actual outturn for these contracts was £190,000 under the projection. This was due to ad-hoc services within the variable aspects of the contracts, such as green waste collection costs, being underspent. As explained in Note 2.24 subscriptions for green waste were under achieved for the year which caused this underspend.
- 2.15 Consultants and Legal Fees were overspent by £379,000 at the end of the year, due to a cost of £398,000 for the Local Plan. The Council has put aside money in a reserve, to meet the costs associated with the Local Plan, as the phasing of costs varies across the years. The Planning team had an underspend on their staff costs during the year, due to vacancies, and it was therefore decided not to utilise the reserve for meeting the cost this year. This means the money will be available for use in later years.
- 2.16 Other Supplies and Services were a net £176,000 underspent, an increase of £154,000 on the forecast of £22,000. £175,000 of the underspend is for the Assembly Hall theatre, which is a saving of show fees that are paid to promoters.

Employee Related Costs – Appendix F and G

- 2.17 The actual outturn for Employee Related costs was £1,267,000 under budget.
- 2.18 A saving of £1,049,000 was realised across salaries, casual hours, national insurance and pensions. Of this £678,000 had been forecast at Quarter 3 as savings from posts within Planning, Environmental Health, The Amelia, Parking, Housing, Policy & Governance, Digital Services and Property. The additional £371,000 comes from further savings of £138,000 from Planning, £61,000 from Environmental Health, £53,000 from Digital Services, £51,000 from Parking and £44,000 from Property, as well as several small underspends across the Council.
- 2.19 Other Employee costs show an underspend of £177,000 for the year, an additional £79,000 since the Quarter 3 projection. This is due to savings across the Mid Kent Services partnerships because of staff vacancies.

Income Streams– Appendix H

- 2.20 Off Street Parking income was forecast to be £473,000 overachieved and ended the year being £438,000 over budget, therefore a small reduction on the forecast made at Quarter 3. On Street Parking income was forecast to be £20,000 overachieved and ended the year being £111,000 overachieved, an additional £91,000. This is due to an increase in income received from penalty charge notices as well as dispensations income.
- 2.21 Crematorium income was forecast to be £100,000 over budget for the year. The actual outturn was £156,000 over budget, a further £56,000. This is due to an increase in cremation prices, in response to the increase in energy costs being incurred, and an increase in webcasting income that has continued seeing higher take up following the period of the pandemic.
- 2.22 Revenue Contribution was £208,000 under achieved for the year, a further £161,000 over the Quarter 3 forecast. This income is mainly from contributions for staff costs from other Local Authorities and, as these costs have been reduced due to vacancies, the recharge has likewise been reduced.
- 2.23 Planning income was forecast to be £192,000 over budget. The actual outturn was £218,000 over, a further £26,000 this quarter.
- 2.24 Waste collection income was forecast to be overachieved by £140,000, which consisted of an increase in income of £220,000 for performance payments, less a decrease in income for green waste collections of £80,000. The actual increase to budget was £313,000, an additional increase of £173,000. This mainly consisted of a further increase in performance payments of £150,000 which is due to extra tonnages being recycled and an increase in the price of cardboard.
- 2.25 The forecast for Other Income had been reduced by a net £193,000 by Quarter 3. This mainly consisted of a decrease of £200,000 for charges for Council Tax summonses and liability orders. Following the pandemic, it has taken a while for courts to be fully operational again resulting in a backlog of arrears. The actual outturn was a reduction of £210,000, a small further decrease of £10,000 in Quarter 4, which does show however that the income is starting to improve.

Variances by Cabinet Member– Appendix I

- 2.26 The table in Appendix I shows variances by Cabinet Member.

Council Tax and Business Rates

- 2.27 The Council is a billing authority for Council Tax, which is collected on behalf of precepting bodies including Kent County Council, Kent Police and the Kent and Medway Fire & Rescue Services along with Town and Parish Councils. The total due for 2022/23 is £94.3 million of which £9.005 million is due to this Council.

- 2.28 The Council is also the billing authority for Business Rates which are collected on behalf of the Government, TWBC, Kent County Council and the Kent and Medway Fire & Rescue Services. The total due for 2022/23 is in the region of £49.8 million with the Council receiving back from government £2.375 million in redistributed business rates (4.7% of business rates billed).
- 2.29 The table below shows the Quarter 4 recovery rate for Council Tax to be on target and 0.10% below the collection rate last year. The table shows the Quarter 4 recovery rate for business rates to be above target by 1.61% and 0.77% above the collection rate last year.

Revenue Billing Stream	2022/23 Collection as at 31/03/2023	2022/23 Target as at 31/03/2023	2021/22 Collection as at 31/03/2022
Council Tax	97.50%	97.50%	97.60%
Business Rates	98.22%	96.61%	97.45%

Write Off/Excusal of Debts – Appendix J

- 2.30 Financial Procedure Rule (FPR) 6.5 regarding the excusal of debts requires a summary of debts written off by the Section 151 Officer to be reported to Cabinet on a regular basis.
- 2.31 Appendix J gives a complete analysis of all debts written off by the Council over the financial year 2022/23, of which there are 3,308 accounts totalling £857,440. This should be seen in the context of the £167,918,000 of income collected by the Council during the year meaning that only 0.51% is written off. It should be noted that whilst balances can be written off, they can be written back again either during the year or in future years should it subsequently become apparent that the sum is again recoverable.

3. Options Considered

- 3.1 This report is essentially for information.

4. Preferred Option and Reason

- 4.1 That Members acknowledge the unaudited actual revenue outturn for the year and the variances to the revised budget and forecast outturn as at Quarter 3.
- 4.2 That it is noted that the expected withdrawal from reserves of £944,000, to balance the 2022/23 budget, was not required. A small surplus to budget of £18,000 was transferred to the General Fund.

5. Consultation on Options

- 5.1 The budget was approved by Full Council on 23 February 2022. Finance Officers have liaised with Heads of Service and where appropriate cost centre managers, to ensure that the information provided is robust.

Recommendation from Cabinet Advisory Board

- 5.2 The Finance & Governance Cabinet Advisory Board were consulted on 6 June 2023 and agreed the following:

Insert text from Cabinet Advisory Board minute, or request text from Democratic Services Officer.

6. Implementation

- 6.1 The decision will be published on the Council's website.

7. Appendices and Background Documents

Appendices:

- Appendix A: Overall Income and Expenditure in Services
- Appendix B: Net Expenditure on Services
- Appendix C: Key Variances
- Appendix D: Usable Reserves
- Appendix E: Financial Performance of Major Expenditure Accounts
- Appendix F: Employee Related Costs
- Appendix G: Headcount by Service
- Appendix H: Income Streams
- Appendix I: Variance by Cabinet Member
- Appendix J: Debt Write Offs

Background Papers:

- Budget 2022/23 and Medium-Term Financial Strategy Update – CAB130/21
https://democracy.tunbridgewells.gov.uk/documents/s59490/8%20Budget%20FC%202022_23.pdf

Agenda Item 6

- Revenue Management: Quarter 1 (to 30 June 2022) – CAB45/22
<https://democracy.tunbridgewells.gov.uk/documents/s63167/Quarter%201%20Revenue%20Management%20202223.pdf>
- Revenue Management: Quarter 2 (to 30 September 2022) – CAB96/22
<https://democracy.tunbridgewells.gov.uk/documents/s64395/Quarter%202%20Revenue%20Management%20202223.pdf>
- Revenue Management: Quarter 3 (to 31 December 2022) – CAB143/22
<https://democracy.tunbridgewells.gov.uk/documents/s66136/Quarter%203%20Revenue%20Management%20202223.pdf>

8. Cross Cutting Issues

A. Legal (including the Human Rights Act)

Under section 151 of the local government act (LGA 1972), the Section 151 Officer has statutory duties in relation to the financial administration and stewardship of the authority, including advising on the corporate financial position and providing financial information.

Claudette Valmond, Head of Legal Partnership

B. Finance and Other Resources

The report updates on the Authority's forecast outturn net revenue position compared to revised budget. The strain on the council's finances will be felt for some time and the ability of the council to finance new commitments is severely limited.

Jane Fineman, Head of Finance, Procurement & Parking

C. Staffing

The report monitors the establishment to the post occupied.

Jane Fineman, Head of Finance, Procurement & Parking

D. Risk Management

To ensure that the unaudited outturn net revenue remains within the Council's Medium Term Financial Strategy.

Jane Fineman, Head of Finance, Procurement & Parking

E. Environment and Sustainability

There are no specific implications that arise from the process of Revenue Management over the fact that the budget supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

F. Community Safety

There are no specific implications that arise from the process of Revenue Management over the fact that the budget supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

G. Equalities

There are no specific implications that arise from the process of Revenue Management over the fact that the budget supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

H. Data Protection

There are no specific implications that arise from the process of Revenue Management over the fact that the budget supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

I. Health and Safety

There are no specific implications that arise from the process of Revenue Management over the fact that the budget supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

J. Health and Wellbeing

There are no specific implications that arise from the process of Revenue Management over the fact that the budget supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

Appendix A - Overall Revenue and Net Expenditure on Services
Financial Year 2022/23

	Actuals to 31/03/23	Full Year Revised Budget	Full Year Forecast Outturn	Full Year Variance to Revised Budget	Full Year Variance Actual to Forecast Outturn
	£000's	£000's	£000's	Increase/ (Decrease) £000's	Increase/ (Decrease) £000's
NET EXPENDITURE ON SERVICES-ORIGINAL BUDGET		14,950	14,950	0	0
Forecast Outturn Increase funded from Reserves		132	432	300	300
NET EXPENDITURE ON SERVICES-QTR 1		15,082	15,382	300	300
Forecast Outturn Increase funded from Reserves		163	375	212	212
NET EXPENDITURE ON SERVICES-QTR 2		15,245	15,757	512	512
Forecast Outturn Increase funded from Reserves		177	(479)	(656)	(656)
NET EXPENDITURE ON SERVICES-QTR 3		15,422	15,278	(144)	(144)
Forecast Outturn Increase funded from Reserves		(911)	(911)	0	0
NET EXPENDITURE ON SERVICES-QTR 4	13,406	14,511	14,367	(1,105)	(961)
Comprised of:					
Chief Executive	187	188	188	(1)	(1)
D Of Finance, Policy & Development	152	149	149	3	3
Finance, Procurement & Parking	(919)	(581)	(743)	(338)	(176)
Mid Kent Services Client	2,160	2,097	2,197	63	(37)
Economic Development & Property	(41)	293	214	(334)	(255)
Planning	1,020	1,168	774	(148)	246
Policy & Governance	1,416	1,428	1,404	(12)	12
D Of Change & Communities	136	137	137	(1)	(1)
HR, Cust Service & Culture	2,237	2,331	2,356	(94)	(119)
Housing, Health & Environment	4,835	5,359	5,404	(524)	(569)
Facilities & Community Hubs	1,460	1,349	1,505	111	(45)
Digital Services & Communications	763	853	782	(90)	(19)
Vacancy Factor	0	(260)	0	260	0
Total Cost of Services	13,406	14,511	14,367	(1,105)	(961)
Funded by:					
Net Interest & Investment Income	(1,770)	(556)	(1,706)	(1,214)	(64)
Parish Precepts & Levies	2,987	2,987	2,987	0	0
Central Government & Other Grants	(2,577)	(2,361)	(2,361)	(216)	(216)
Business Rates	1,736	(2,615)	(2,615)	4,351	4,351
Business Rates (funding deficit from reserves)	(5,513)	0	0	(5,513)	(5,513)
Council Tax Precepts	(12,137)	(12,137)	(12,137)	0	0
Capital Expenditure from Revenue	72	72	72	0	0
Minimum Revenue Provision	1,079	324	324	755	755
Transfer to & From Earmarked Reserves	2,699	719	719	1,980	1,980
Transfer From Earmarked Reserves (to balance budget)	0	(944)	0	944	0
Transfer To & From General Fund	18	0	350	18	(332)
TOTAL FUNDING	(13,406)	(14,511)	(14,367)	1,105	961
(SURPLUS)/DEFICIT	0	0	0	0	0

Net Direct Expenditure on Services**Appendix B****Chief Executive**

HEAD OF SERVICE	Actual £	Revised Budget £	Variance to Revised Budget £	Forecast Outturn £	Variance to Forecast Outturn £
Direct Expenditure	186,919	187,660	(741)	187,660	(741)
Direct Income	(576)	0	(576)	0	(576)
CHIEF EXECUTIVE	186,343	187,660	(1,317)	187,660	(1,317)
Director Total:	186,343	187,660	(1,317)	187,660	(1,317)

Finance, Policy & Development

HEAD OF SERVICE	Actual £	Revised Budget £	Variance to Revised Budget £	Forecast Outturn £	Variance to Forecast Outturn £
Direct Expenditure	152,444	148,850	3,594	148,850	3,594
Direct Income	0	0	0	0	0
D OF FINANCE, POLICY & DEVELOP	152,444	148,850	3,594	148,850	3,594
Direct Expenditure	6,108,645	5,922,730	185,915	6,233,730	(125,085)
Direct Income	(7,027,721)	(6,504,180)	(523,541)	(6,977,180)	(50,541)
FINANCE, PROCUREMENT & PARKING	(919,076)	(581,450)	(337,626)	(743,450)	(175,626)
Direct Expenditure	25,722,592	25,926,390	(203,798)	25,826,390	(103,798)
Direct Income	(23,562,094)	(23,829,210)	267,117	(23,629,210)	67,117
MID KENT CLIENT SERVICES	2,160,499	2,097,180	63,319	2,197,180	(36,681)
Direct Expenditure	1,440,675	1,775,200	(334,525)	1,706,200	(265,525)
Direct Income	(1,482,439)	(1,482,430)	(9)	(1,492,430)	9,991
ECONOMIC DEV & PROPERTY	(41,764)	292,770	(334,534)	213,770	(255,534)
Direct Expenditure	2,863,990	2,814,290	49,700	2,612,290	251,700
Direct Income	(1,844,256)	(1,645,700)	(198,556)	(1,837,700)	(6,556)
PLANNING	1,019,734	1,168,590	(148,856)	774,590	245,144
Direct Expenditure	1,408,604	1,436,130	(27,526)	1,412,130	(3,526)
Direct Income	7,321	(8,250)	15,571	(8,250)	15,571
POLICY & GOVERNANCE	1,415,925	1,427,880	(11,955)	1,403,880	12,045
Director Total:	3,787,762	4,553,820	(766,058)	3,994,820	(207,058)

Change & Communities

HEAD OF SERVICE	Actual £	Revised Budget £	Variance to Revised Budget £	Forecast Outturn £	Variance to Forecast Outturn £
Direct Expenditure	136,334	137,470	(1,136)	137,470	(1,136)
Direct Income	0	0	0	0	0
D OF CHANGE & COMMUNITIES	136,334	137,470	(1,136)	137,470	(1,136)
Direct Expenditure	6,090,334	6,098,830	(8,496)	6,211,830	(121,496)
Direct Income	(3,853,108)	(3,767,920)	(85,188)	(3,855,920)	2,812
HR, CUSTOMER SERVICE & CULTURE	2,237,226	2,330,910	(93,684)	2,355,910	(118,684)
Direct Expenditure	12,598,403	12,773,940	(175,537)	12,964,940	(366,537)
Direct Income	(7,763,512)	(7,415,450)	(348,062)	(7,561,450)	(202,062)
HOUSING, HEALTH & ENVIRONMENT	4,834,891	5,358,490	(523,599)	5,403,490	(568,599)
Direct Expenditure	2,113,929	1,996,820	117,109	2,145,820	(31,891)
Direct Income	(653,637)	(647,780)	(5,857)	(640,780)	(12,857)
FACILITIES & COMMUNITY HUBS	1,460,291	1,349,040	111,251	1,505,040	(44,749)
Direct Expenditure	918,263	1,049,890	(131,627)	979,890	(61,627)
Direct Income	(155,566)	(196,690)	41,124	(197,690)	42,124
DIGITAL SERVICES & COMMUNICATIONS	762,697	853,200	(90,503)	782,200	(19,503)
Director Total:	9,431,439	10,029,110	(597,671)	10,184,110	(752,671)

Vacancy Factor

HEAD OF SERVICE	Actual £	Revised Budget £	Variance to Revised Budget £	Forecast Outturn £	Variance to Forecast Outturn £
Direct Expenditure	0	(260,000)	260,000	0	0
Direct Income	0	0	0	0	0
VACANCY FACTOR	0	(260,000)	260,000	0	0
Director Total:	0	(260,000)	260,000	0	0

Grand Total:	13,405,545	14,510,590	(1,105,045)	14,366,590	(961,045)
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Note: There may be small rounding differences compared to the Core Paper.

Key Variances

	Quarter 1 £000's	Quarter 2 £000's	Quarter 3 £000's	Quarter 4 £000's
Quarter 1 – Reported Saving/Increase in income (Services)				
Additional income - Off Street Parking income	(293)			
Saving in staff costs - Environmental Health	(152)			
Additional income - The Amelia Scott recharges	(83)			
Additional income - Planning	(62)			
Saving in staff costs - Digital Services	(41)			
Saving in staff costs - Planning	(38)			
Saving in staff costs - Parking	(25)			
Additional income - On Street Parking Income	(20)			
Saving in staff costs - Policy & Governance	(12)			
Saving in travel costs - Environmental Health	(2)			
	<hr/>			
	(728)			
Quarter 1 – Reported Overspend/ Decline in income (Services)				
Additional costs - Energy costs	520			
Additional costs - Car park service charges	240			
Reduction in income - Environmental Health recharges	100			
Vacancy factor - Quarter 1	65			
Additional costs - Cleaning costs for The Amelia Scott	62			
Additional costs - Business rates for The Amelia Scott	21			
Reduction in income - Littering	20			
	<hr/>			
	1,028			
Quarter 1 – Reported Saving/Increase in income (Funding)				
Additional income - Investment interest	(300)			
	<hr/>			
	(300)			
Net Deficit/(Surplus) for Quarter 1	<hr/>	<hr/>	<hr/>	<hr/>
	0	0	0	0

Quarter 2 – Reported Saving/Increase in income

Saving in staff costs - Culture	(86)
Saving in staff costs - Assembly Hall Theatre	(45)
Saving in staff costs - Planning	(44)
Saving in staff costs - Environmental Health	(40)
Additional income - Planning	(35)
Additional income - Crematorium	(35)
Saving in staff costs - Housing	(25)
Saving in staff costs - Digital Services	(24)
Saving in staff costs - Parking	(20)
Saving in staff costs - Policy & Governance	(12)
Saving in supplies and services costs - Assembly Hall Theatre	(12)
Saving in staff costs - MKS Director	(10)
Additional income - Rental income	(10)
Additional income - Street naming and numbering	(7)
	<hr/>
	(405)

Quarter 2 – Reported Overspend/ Decline in income

Additional costs - Energy costs	300
Reduction in income - Court Cost income	100
Additional costs - Grounds Maintenance Contract	70
Vacancy factor - Quarter 2	65
Additional costs - Planning Inquiry	36
Additional costs - Business rates	22
Additional costs - Local magazine	14
Reduction in income - Digital staff recharge	10
	<hr/>
	617

Quarter 2 – Reported Saving/Increase in income (Funding)

Additional income - Investment interest	(450)
	<hr/>
	(450)

Net Deficit/(Surplus) reported for Quarter 2	<hr/>	(238)	(238)	(238)
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Quarter 3 – Reported Saving/Increase in income

Additional income - Waste performance payments	(220)
Additional income - Off Street Parking income	(180)
Saving in staff costs - Planning	(146)
Additional income - Planning	(95)
Saving in costs - Housing rent guarantee scheme	(65)
Additional income - Crematorium income	(65)
Saving in premises costs - Bed and breakfast costs	(60)
Saving in staff costs - The Amelia	(59)
Saving in staff costs - Parking	(55)
Saving in staff costs - Housing	(55)
Saving in costs - Revenues & Benefits partnership	(50)
Saving in costs - Legal Services partnership	(50)
Saving in costs - Release pandemic contingency	(50)
Saving in costs - Property consultants	(36)
Saving in costs - Assembly Hall Theatre	(30)
Saving in staff costs - Property	(24)
Saving in staff costs - Policy & Governance	(22)
Additional income - Community Centre room hire	(22)
Additional income - Legal Services income	(20)
Saving in costs - Public Conveniences	(17)
Saving in costs - Homelessness expenses	(15)
Saving in costs - Housing contract costs	(15)
Saving in costs - Housing partnership	(13)
Saving in staff costs - Community Safety	(12)
Saving in staff costs - Digital Services	(10)
Saving in staff costs - Economic Development	(10)
Saving in costs - Agricultural advice	(10)
Saving in costs - Sustainability projects costs	(6)
Saving in costs - Crematorium costs	(6)
Saving in costs - Communications promotion	(6)
Additional income - Parks income	(6)
Saving in costs - Training costs	(5)
Additional income - Assembly Hall Theatre	(5)
Additional income - Communications recharges	(4)
Saving in costs - Digital Services training	(3)
Saving in costs - Community Centre costs	(2)
Saving in staff costs - Community Centres	(1)
	<hr/>
	(1,450)

Quarter 3 – Reported Overspend/ Decline in income

Additional Costs - Waste Contract additional contract payment	165
Vacancy factor - Quarters 3 & 4	130
Additional Costs - Community Support Fund Grants	100
Reduction in income - Court Cost income	100
Reduction in income - Green Waste subscription income	80
Additional Costs - Waste Contract additional bank holidays	50
Additional staff costs - Agency staff at Crematorium	45
Additional Premises costs - Water costs at Crematorium	30
Additional Costs - Car Park Security costs	23
Additional Costs - Election costs	22
Reduction in income - Debt Recovery Service	20
Reduction in income - Town Hall room hire	16
Reduction in income - Public Conveniences recharges	10
Reduction in income - Calverley Terrace rent	3

Quarter 3 – Reported Saving/Increase in income (Funding)

Additional income - Investment interest	(400)
Projected transfer from reserves (to balance budget) - not required	944
	<hr/>
	544

Net Deficit/(Surplus) reported for Quarter 3	<hr/>	(350)	(350)
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Appendix C

Quarter 4 – Reported Saving/ Increase in income - Services

Saving in costs - Waste and Street Sweeping Contract costs	(201)
Saving in costs - Building maintenance and repairs	(157)
Additional income - Waste performance payments	(150)
Saving in staff costs - Planning	(138)
Saving in costs - Energy costs	(136)
Saving in staff costs - MKS Partnerships	(129)
Saving in costs - Business rates	(123)
Saving in costs - Grounds maintenance	(98)
Additional income - On Street Parking Income	(91)
Saving in staff costs - Environmental Health	(61)
Saving in staff costs - Digital Services	(53)
Saving in staff costs - Parking	(51)
Saving in staff costs - Property	(44)
Saving in staff costs - Training costs	(30)
	<hr/>
	(1,462)

Quarter 4 – Reported Overspend/ Decline in income - Services

Spend from Local Plan - Reserve not utilised	398
Increase in costs - Benefits Payments	95
Various small over/underspends	8
	<hr/>
	501

Quarter 4 – Reported Over/ Under achievement in income - Funding

Investment interest increase from forecast	(64)
Increase in Central Government & Other Grants	(215)
Increase in funding from Business Rates	(1,162)
Overpayment of Minimum Revenue Provision	755
Movements in contributions to/from earmarked reserves	1,979
	<hr/>
	1,293

Net Deficit/(Surplus) Effect upon the General Fund for the Year	<hr/> (18)
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Appendix D

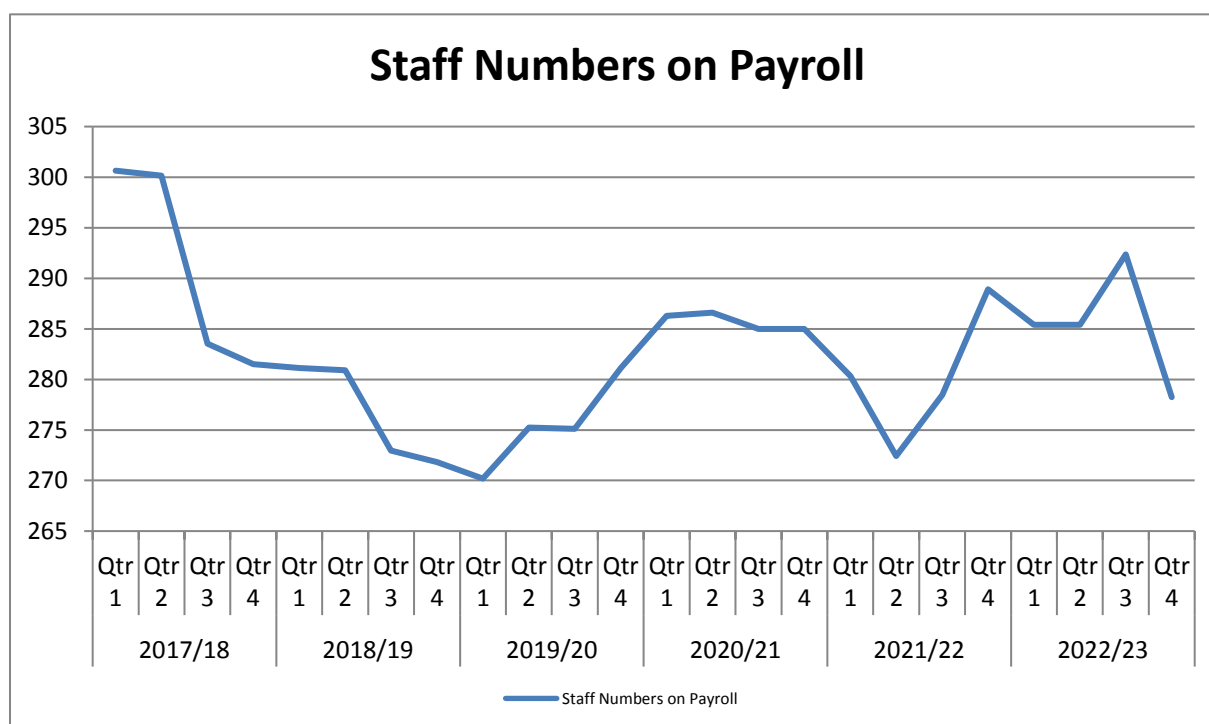
Usable Reserves	Balance			Balance
	01/04/22	Receipts	Payments	31/03/23
	£000's	£000's	£000's	£000's
General Fund	4,336	18	0	4,354
Capital Grants & Contributions	3,280	305	(35)	3,550
Capital Receipts	2,200	104	(1,273)	1,031
Earmarked Reserves				
Capital and Revenue Initiatives	4,839	4,233	0	9,072
On Street Parking	913	159	(8)	1,064
Local Plan	1,026	20	0	1,046
Section 106 Interest	42	0	(42)	0
Maintenance of Garden of Remembrance	4	0	(4)	0
Strategic Plan	1,353	0	(1,353)	0
Royal Victoria Place Car Park Maintenance	1,497	515	0	2,012
Government Grants	707	396	(81)	1,022
Invest to Save	681	0	(535)	146
Cultural	298	9	0	307
Housing Renewal	283	43	0	326
Insurance	341	25	(266)	100
Grant Volatility	1,720	0	0	1,720
Grant Volatility (to be used for the Collection Fund)	6,814	0	(5,513)	1,301
Grant Volatility (to be used for the Revenue Deficit)	944	0	0	944
ICT MKIP Partnership	62	0	(62)	0
Establishment	364	0	(364)	0
Ice Rink	219	0	0	219
Digital Transformation	25	0	(25)	0
Traveller Protocol	15	0	(2)	13
Land Charges Transition after loss of income	60	0	0	60
Rent Advance and Deposit	470	41	0	511
Earmarked Reserves	22,677	5,441	(8,255)	19,863
TOTAL USABLE RESERVES	32,493	5,868	(9,563)	28,798
Committed to Capital/Revenue Projects 2023/24 onwards				(20,374)
TOTAL RESERVES 2026/27				8,424
Outstanding Financing/Internal Borrowing (projects not yet financed)				(5,083)
TOTAL UNFINANCED (DEFICIT)				3,341

Financial Performance of Major Expenditure Accounts

	Actuals to 31/03/23	Full Year Revised Budget	Full Year Forecast Outturn	Full Year Variance to Revised Budget	Full Year Variance Actual to Forecast Outturn
	£000's	£000's	£000's	Increase/ (Decrease) £000's	Increase/ (Decrease) £000's
Building Maintenance/Repairs	1,338	1,495	1,495	(157)	(157)
Grounds Maintenance	1,393	1,421	1,491	(28)	(98)
Business Rates/Council Tax	1,484	1,563	1,606	(79)	(122)
Utility Bills	1,389	706	1,546	683	(157)
Other Premises Costs	1,857	1,613	1,856	244	1
Transport	119	152	150	(33)	(31)
External Contract Payments	4,605	4,591	4,814	14	(209)
IT & Communications	1,338	1,434	1,391	(96)	(53)
Grants	448	360	460	88	(12)
Consultants/Legal Fees	964	585	578	379	386
Other Fees	1,444	1,620	1,598	(176)	(154)
Members Allowances	399	384	384	15	15
Other Supplies & Services	2,559	2,444	2,342	115	217
Net Benefits Income	96	0	0	96	96
TOTAL	19,433	18,368	19,711	1,065	(278)

Employee Related Costs

	Actuals to 31/03/23	Full Year Revised Budget	Full Year Forecast Outturn	Full Year Variance to Revised Budget	Full Year Variance Actual to Forecast Outturn
	£000's	£000's	£000's	Increase/ (Decrease) £000's	Increase/ (Decrease) £000's
Salaries & Casual Hours	10,498	11,395	10,675	(897)	(177)
National Insurance	1,084	1,292	1,199	(208)	(115)
Pension Costs	2,767	2,971	2,846	(204)	(79)
Severance Costs	0	0	0	0	0
Training	176	217	209	(41)	(33)
Other Employee Costs	3,049	3,226	3,128	(177)	(79)
Vacancy Factor	0	(260)	0	260	0
TOTAL EMPLOYEE COSTS	17,574	18,841	18,057	(1,267)	(483)



The 2017/18 Quarter 1 figure onwards include the MKS Environmental Health Service Partnership where staff from Maidstone and Swale transferred to Tunbridge Wells.

The 2017/18 Quarter 3 figure onwards take into account the transfer of Revenues and Benefits partnership staff to Maidstone.

The 2021/22 Quarter 3 figures onwards reflect additional posts for The Amelia Scott.

FULL TIME EQUIVALENTS IN POST AS AT 31 MARCH 2023

Appendix G

Service	Budget FTE's as at 1 Apr 2022	FTE's in Post as at 31 Mar 2023	Key Variances
Chief Executive	1.00	1.00	- No variance
Chief Executive	1.00	1.00	
Director of Finance, Policy & Dev	1.00	1.00	- No variance
Finance & Procurement	53.91	46.58	<ul style="list-style-type: none"> - Civil Enforcement Officer (3.00 FTE less) - Traffic Technician (2.00 FTE less) - Accountancy Officer (0.14 FTE less) - Procurement Officer (1.00 FTE less) - Payroll & Finance Manager (1.00 FTE less) - Financial Systems Officer (0.19 FTE less)
Economic Dev & Property	17.00	13.00	<ul style="list-style-type: none"> - Estates Manager (1.00 FTE less) - Estates Surveyor (1.00 FTE less) - Project Surveyor (1.00 FTE less) - Property Development Manager (1.00 FTE less)
Planning	51.67	38.28	<ul style="list-style-type: none"> - Technical Officer (1.00 FTE less) - Scanning Assistant (1.14 FTE less) - Principal Planning Officer (2.25 FTE less) - Senior Planning Officer (0.65 FTE less) - Planning Officer (2.00 FTE less) - Planning Compliance Officer (0.74 FTE less) - Planning Investigations Officer (1.00 FTE less) - Condition & S106 Officer (1.00 FTE less) - Planning Environmental Officer (0.61 FTE less) - Information Officer (2.00 FTE less) - Building Control Administration Assistant (1.00 FTE less)
Policy & Governance	16.90	14.90	<ul style="list-style-type: none"> - Head of Policy & Governance (0.81 FTE less) - Scrutiny and Engagement Officer (1.00 FTE less) - Democratic Services Officer (0.19 FTE less)
Finance, Policy & Development	140.48	113.76	

Appendix G

Service	Budget FTE's as at 1 Apr 2022	FTE's in Post as at 31 Mar 2023	Key Variances
Director of Change & Comm	1.00	1.00	- No variance
HR, Customer Service & Culture	62.05	55.02	<ul style="list-style-type: none"> - Amelia Co-Ordinator (0.92 FTE less) - Education Officer (1.00 FTE less) - Cultural Projects Manager (1.50 FTE less) - Learning & Engagement Assistant (1.00 FTE less) - Amelia Customer Experience Officer (1.00 FTE more) - Amelia Customer Experience Advisor (2.07 FTE less) - Well-Being Projects Officer (0.50 FTE more) - Theatre Technician (4.00 FTE less) - Theatre Marketing Assistant (1.00 FTE less) - Assistant House Manager (0.54 FTE less) - Fund-Raising Manager (0.41 FTE more) - Ukrainian Project Support posts (4.09 FTE more) - HR Business Partner (1.00 FTE less)
Housing, Health & Environment	89.74	81.22	<ul style="list-style-type: none"> - Housing Register & Development Manager (1.00 more) - Senior Housing Options Advisor (0.81 FTE less) - Housing Options Advisor (2.26 FTE less) - Housing Tenancy Officer (1.11 FTE more) - Rough Sleeper Co-ordinator (1.00 FTE less) - Environmental Protection Team Leader (1.00 FTE less) - Senior Environmental Health Officer (4.32 FTE less) - Air Quality Monitoring Officer (1.00 FTE less) - Environmental Health Apprentice (1.00 FTE more) - Environmental Health Officer (1.00 FTE less) - Food & Safety Officer (0.11 FTE less) - Bereavement Services Officer (1.00 FTE less) - Senior Crematorium Technician (1.00 FTE less) - Bereavement Services Assistant (1.65 more) - Crematorium Technician (2.00 FTE less) - Health & Well-Being Advisor (2.22 FTE more)
Facilities & Community Hubs	12.91	11.64	<ul style="list-style-type: none"> - Community Safety Officer (1.00 less) - Community Safety Assistant (0.27 less)
Digital Services & Commun	19.21	14.62	<ul style="list-style-type: none"> - GIS and SNN Assistant (1.00 FTE less) - Senior Marketing Officer (1.00 FTE less) - Business Analyst (1.00 FTE less) - Project Manager (0.59 less) - Junior Graphic Designer (1.00 FTE less)
Change & Communities	184.91	163.50	
Total	326.39	278.26	
Variance		(48.13)	

Income Streams

	Actuals to 31/03/23	Full Year Revised Budget	Full Year Forecast Outturn	Full Year Variance to Revised Budget	Full Year Variance Actual to Forecast Outturn
				Increase/ (Decrease)	Increase/ (Decrease)
	£000's	£000's	£000's	£000's	£000's
Off Street Parking	(4,931)	(4,493)	(4,966)	(438)	35
On Street Parking	(1,676)	(1,565)	(1,585)	(111)	(91)
Assembly Hall	(2,309)	(2,402)	(2,407)	93	98
Grants	(1,404)	(1,351)	(1,351)	(53)	(53)
Rents	(2,234)	(2,096)	(2,109)	(138)	(125)
Crematorium Income	(1,932)	(1,776)	(1,876)	(156)	(56)
Revenue Contribution	(2,981)	(3,189)	(3,142)	208	161
Planning Income	(1,810)	(1,592)	(1,784)	(218)	(26)
Land Charges	(281)	(287)	(287)	6	6
Waste Collection	(2,175)	(1,862)	(2,002)	(313)	(173)
Other Income	(1,868)	(2,085)	(1,892)	217	24
TOTAL INCOME	(23,601)	(22,698)	(23,401)	(903)	(200)

Variances by Cabinet Member

		Actuals to 31/03/23	Full Year Revised Budget	Full Year Forecast Outturn	Full Year Variance to Revised Budget	Full Year Variance Actual to Forecast Outturn
		£000's	£000's	£000's	Increase/ (Decrease)	Increase/ (Decrease)
Leader of the Council	By Law	209	258	226	(49)	(17)
Rural Communities	By Choice	648	548	644	100	4
Finance and Performance	By Law	5,019	4,839	4,968	180	51
Finance and Performance	By Choice	948	1,318	1,323	(370)	(375)
TW Town and Local Areas	By Law	(470)	(245)	(345)	(225)	(125)
TW Town and Local Areas	By Choice	(2,571)	(2,406)	(2,518)	(165)	(53)
Leisure, Well-Being and Culture	By Choice	1,766	1,743	1,784	23	(18)
Env, Sustain and Carbon Reduction	By Law	2,896	3,322	3,300	(426)	(404)
Env, Sustain and Carbon Reduction	By Choice	1,648	1,499	1,781	149	(133)
Governance and Transparency	By Law	1,708	1,853	1,767	(145)	(59)
Governance and Transparency	By Choice	259	263	263	(4)	(4)
Housing and Planning	By Law	1,276	1,706	1,101	(430)	175
Housing and Planning	By Choice	70	73	73	(3)	(3)
Vacancy Factor	By Choice	0	(260)	0	260	0
TOTAL		13,406	14,511	14,367	(1,105)	(961)

Write Off/Excusal of Debt Summary for 2022/23

Description	Limit	Approver	No. Accounts	Amount £'s
Sundry Debts	<£10,000	Head of Finance, Procurement & Parking	22	1,294.31
Sundry Debts	>£25,000 <£250,000	Portfolio Holder	1	27,752.62
On Street Parking Penalty Charge Notices	<£10,000	Head of Finance, Procurement & Parking	1,942	196,245.00
Off Street Parking Penalty Charge Notices	<£10,000	Head of Finance, Procurement & Parking	422	30,438.00
Bus Lanes	<£10,000	Head of Finance, Procurement & Parking	404	34,222.00
Housing Loans for rent deposits	<£10,000	Head of Finance, Procurement & Parking	23	17,680.70
Housing Rent Arrears	<£10,000	Head of Finance, Procurement & Parking	110	72,715.71
Housing Benefits Overpayments	<£10,000	Head of Revenues & Benefits Shared Service	11	2,090.26
Housing Benefits Overpayments	>£10,000 <£25,000	Director of Finance (s151 Officer)	1	10,939.16
Council Tax	<£10,000	Head of Revenues & Benefits Shared Service	327	218,355.70
Business Rates	<£10,000	Head of Revenues & Benefits Shared Service	37	110,066.92
Business Rates	>£10,000 <£25,000	Director of Finance (s151 Officer)	7	108,361.88
Business Rates	>£25,000 <£250,000	Portfolio Holder	1	27,278.01
TOTAL			3,308	857,440.27

Note that the Council Tax and Business Rates Write Off figures will not be the same as in the Collection Fund on the Statement of Accounts. The figures reported here are purely the Write Offs and do not include the Write Backs which which are netted off in the Collection Fund accounting.

It should also be noted that the considerable number of low value write offs in Council Tax are mostly for odd pennies where residents have not quite paid the right amount and the administration cost of chasing the outstanding amount outweighs the debt.

Quarter 4 – Capital Management to 31 March 2023

For Cabinet on 22 June 2023

Summary

Lead Member: Councillor Christopher Hall (Cabinet Member for Finance and Performance)

Lead Director: Lee Colyer, Director of Finance, Policy & Development

Head of Service: Jane Fineman, Head of Finance, Procurement & Parking

Report Author: Zoe Jagniaszek, Service Accountant

Classification: Public document (non-exempt)

Wards Affected: All

Approval Timetable	Date
Management Board	22 May 2023
Portfolio Holder	23 May 2023
Finance & Governance Cabinet Advisory Board	6 June 2023
Cabinet	22 June 2023

Recommendations

Officer / Committee recommendations as supported by the Portfolio Holder:

1. That Cabinet note the unaudited actual gross and net expenditure for the year and the sources of finance, as shown in Appendices B to D.
2. That Cabinet approve the proposed variations to the Capital programme, set out in notes 4.3 to 4.11.
3. That Cabinet approve the proposed movement between years, set out in note 4.12.

Agenda Item 7

4. That Cabinet note the inclusion of new schemes into the capital programme as set out in notes 4.13 to 4.15.

1. Introduction and Background

- 1.1 This report summarises the unaudited actual outturn expenditure on capital schemes as at the 31 March 2023. The total capital expenditure is £4,502,000, a net decrease of £3,872,000 from the previously approved budgets. This consists of a net decrease of £3,225,000 in spending rescheduled to and from 2023/24 and a decrease in the forecast projected spend of £647,000. New schemes and variations to existing schemes for 2023/24 total £6,136,000 and are asked to be approved.

2. Capital Management to 31 March 2023

- 2.1 At their meeting on 17 March 2022, Cabinet approved schemes to be met from the Capital Programme for the years 2022/23 to 2024/25.
- 2.2 The figures approved by Cabinet were on the basis of the net cost after specific funding to be met by the Council, either from reserves or from the sale of existing assets. The total approved spending was £12,110,000 during that period, of which £10,402,000 was to be spent during 2022/23.
- 2.3 As shown in Appendix A, the approved programme for 2022/23 moved to £18,982,000 by the end of the 2021/22 financial year, accounting for new schemes, deletions and deferrals into future years and was approved by Cabinet on 23 June 2022.
- 2.4 As the Capital Programme is a 4 year rolling plan an additional £1,280,000 was approved in Quarter 2, for 2025/26. This consists of Disabled Facilities Grants and Housing Renewal advances
- 2.5 New movements for 2022/23 result in an actual spend of £4,502,000 a reduction of £3,872,000 on the approved budget of £8,374,000 as at quarter 3.
- 2.6 Appendices B and C set out in gross and net terms the actual spend and amounts approved against the forecast outturn to 31 March 2023, while Appendix D summarises the movement in approvals and in sources of finance for the year.
- 2.7 Approval is sought for a decrease in the overall capital programme for deleted schemes of £647,000 (see notes 4.4 to 4.11) in 2022/23 and an increase of £6,136,000 in 2023/24 (see notes 4.3 and 4.13 to 4.15).
- 2.8 Approval is also sought for £3,234,000 gross expenditure to be deferred into 2023/24 and £9,000 to be rescheduled from 2023/24 into the current year (see note 4.12).
- 2.9 There may be small differences in the figures within the report and appendices due to roundings.

3. Options Considered

- 3.1 Retain the approved rolling capital programme as at the end of Quarter 3 2022/23. This would not reflect delays, advancements, underspends or new schemes and therefore provide an inaccurate forecast to the end of the financial year.
- 3.2 Amend the rolling capital programme to reflect changes since the end of Quarter 3 2022/23. These projections help to manage the public finances effectively which support the objectives and priorities of the Council.

4. Preferred Option and Reason

New Budget Approvals

- 4.1 Appendix A shows how the approved capital expenditure has evolved since the programme was first agreed (CAB 148/21). The amounts approved for schemes at the June, September, December and March Cabinet meetings have been added to the figure then reported as total approvals as at Quarter 3.

Projected capital expenditure and funding for 2022/23

- 4.2 Appendices B and C set out the actual expenditure and income for the year for gross and net capital expenditure. It can be seen that £1,346,000 was required from earmarked reserves, Usable Capital Receipts Reserve or the Sale of Fixed Assets to deliver the complete capital programme of £4,502,000.

Variations requiring approval

- 4.3 Repayments of previously issued Disabled Facility Grants (TAC) totalling £16,000 have been received during the year and will be used to fund new grants in 2023/24.
- 4.4 There is a reduction in The Amelia Scott (THP) budget of £496,000. £400,000 of this relates to the acquisition of the buildings included in the budget at the start of the project. This does not require payment and the contribution from Kent County Council will also be reduced. The remaining £96,000 budget relates to expenditure that has been classified as revenue and has been reallocated accordingly.
- 4.5 Faulty doors at the Crescent Road Car Park (THZ) will be replaced in the new financial year. An additional budget of £6,000 was included at the end of 2021/22 to cover design costs for these remedial works that will now be funded from the original retention budget.
- 4.6 Due to savings in delivering IT Strategy (TIF) projects, a budget of £43,000 is no longer required and takes into account the further budget requested for 2023/24 for the replacement of aging laptops.

- 4.7 The new RVP Changing Places (TKI) has been completed, at a cost under budget of £15,000.
- 4.8 The Hawkenbury Pitch Lighting (TKX) will be combined with a larger scheme that will also refurbish the Astroturf and will be funded by Section 106 developer contributions. Once this has been approved by way of a delegated report, it can be included in the capital programme. In the meantime, the budget for the existing scheme of £15,000 is to be removed.
- 4.9 £17,000 of expenditure relating to the Town Hall Yard Car Park (TLB) has been reclassified as revenue and therefore the scheme is now closed.
- 4.10 All expenditure relating to the Public Realm 2 CCTV (TLD) has been deemed revenue spend and moved accordingly. The funding of £54,000 has now been returned to the On Street Parking reserve.
- 4.11 Small budget variations for a number of schemes which are now complete result in the overall reduction in budget of £1,000.

Schemes deferred to and from future years

- 4.12 There are 26 projects where implementation has been rescheduled, and Cabinet approval is requested to defer these budgets to and from 2023/24 (see Appendix B):
- £226,000 for Disabled Facilities Grants (TAC), an increase in funding from the DLUHC and a carry forward of funding from previous years has meant funding is not able to be fully utilised within the year. This does not have to be returned to Government and can be deferred to the next financial year.
 - Housing Renewal Advances (TAD) not required during the year means £25,000 will be rescheduled to 2023/24 and in the meantime the funding will be transferred back to the Housing Renewal reserve.
 - £12,000 of budget relating to Street Lighting Columns (TDD) has been rescheduled into 2023/24.
 - Previously accrued for Public Realm Improvements (TGH) have not taken place as expected, therefore the budget of £21,000 has been reinstated and work will now take place in 2023/24.
 - The remaining £6,000 for the Car Parks Payment System (TGX) is to be used during 2023/24 on the repositioning of a parking machine.
 - A budget of £7,000 for Card Payment Software (THF) will be required in 2023/24 in order to complete the upgrade project.
 - The completion of The Amelia Scott (THP) in early 2022/23 means £862,000 of existing budget is rescheduled to cover final remedial works.
 - The expenditure included in the IT Strategy (TIF) budgets has not been fully utilised within the year but will be spent in 2023/24 and therefore £52,000 of this has been projected forward.

Agenda Item 7

- Works on the West Station Coach Park (TIN) has not yet commenced. Installation of new lighting will take place in 2023/24 where the budget of £44,000 has been moved accordingly.
- £9,000 of the previously rescheduled budget for the Assembly Hall Means of Escape (THE) has been spent in 2022/23. The work for this is on-going and is due to complete during the new financial year.
- Works have yet to start on the RVP Car Park Refurbishment (TJW) therefore £100,000 has been rescheduled to 2023/24.
- There is a delay in replacing the Bayham Changing Facilities (TKH), therefore the budget, funded by Section 106 developer contributions of £75,000 has been moved forward.
- Similarly, the budget of £35,000 for the Bayham Drainage (TKJ) funded in the same way, has been rescheduled.
- As the future of the Great Hall Car Park (TKN) is undecided, the upgrading of the building fabric has been deferred. Consequently, £50,000 of the budget has been moved to 2023/24, where the rest of the budget had previously been moved.
- The refurbishment of the Dunorlan Park Play Area (TKR) is currently underway and the £20,000 will be spent early in 2023/24.
- The FMS Upgrade (TKU) has been deferred until after the statutory accounts have been completed; therefore the £47,000 budget has been moved forward.
- The repair works on the Warwick Road Car Park (TLA) have been delayed due to the increased scope of works and budget. The £155,000 budget has been moved to 2023/24 when these works will now take place.
- £34,000 for the Civica Upgrade (TLC), which has commenced and is due to complete in 2023/24.
- Repair works to the Camden Centre Roof (TLF) are due to take place in early 2023/24 and the budget of £174,000 has been moved forward to fund this.
- Work has already commenced on the Assembly Hall LED Lighting (TLI) and therefore the £88,000 budget will be spent in 2023/24.
- The North Farm Depot Decarbonisation (TLJ) project is underway and will be completed in 2023/24. The remaining budget of £161,000 has been rescheduled.
- Similarly, the Weald Leisure Centre Decarbonisation project (TLK) remaining budget of £478,000 has been moved forward to cover the final costs of the scheme.
- The Town Hall Windows (TLL) refurbishments are now complete, and final invoices are expected. The entire remaining budget of £162,000 has been

moved forward and any underspend on the scheme will be forecast in the quarter 1 report.

- As above, the Assembly Hall Theatre Windows (TLM) budget has also been moved forward and any underspend on the £26,000 will be forecast subsequently.
- The remaining Town Hall Conversion (TLN) will take place in the new financial year. The unspent budget of £358,000 has been moved to 2023/24 when the rest of the budget is to be spent.
- £15,000 of the UK Shared Prosperity Fund is to be rescheduled to 2023/24. This budget is in addition to the funding already in the capital programme for the following two years.

New Proposed Schemes

- 4.13 The Cinderhill Additional Plot and Amenity Buildings (TLS) replacement was agreed in principle during the budget setting process and can now be included in the capital programme. A budget of £625,000 is required for 2023/24 and details of the scheme can be found in Appendix E.
- 4.14 The replacement of the Bayham Refreshment Hut (TLT) has been approved by delegated report and the budget of £30,000, funded by Section 106 developer contributions, will be included for spending in 2023/24. Please see Appendix F.
- 4.15 The participation in the Local Authority Housing Fund (TLU) was approved by Cabinet (CAB 131/22) at its meeting on 14 March 2023, along with the release of up to £3.2m of Section 106 developer contributions to enable the Council to deliver 15 units of affordable housing. Grant funding of £2.265m has been allocated by the Department for Levelling-Up, Housing and Communities and with the £3.2m of Section 106 funding, a total budget of £5.465m has been included in 2023/24.

Capital Disposals

- 4.16 During 2022/23 total payments of £104,000 were received;
- Removal of a restrictive covenant for the land at 4 Barnetts Way for £40,000
 - Clawback repayment following staircasing of 33 Rochdale Road for £64,000

This amount was transferred to the capital receipts reserve and used to finance capital projects, as can be seen in Appendix D.

- 4.17 The usable capital receipts unspent at the end of 2021/22 were £1,200,130, which has now been used to fund the capital programme for the past year.

Housing renewal Advances

- 4.18 Housing Renewal Advances (TAD) are discretionary loans given to vulnerable householders, owners of empty properties and accredited landlords to help improve the living conditions in the Borough. £38,300 has been distributed this year, with £4,800 of this amount specifically for the Energy Efficiency scheme, while £76,600 has been received year to date from repayments of previous loans.
- 4.19 As approved by Cabinet in September 2012, a Housing Renewal Reserve was set up to capture all loan repayments. It was intended that in the future Cabinet would use these sums to fund new loans, reducing or removing the necessity to draw from other Council reserves for funding. From 2016/17 we have utilised this reserve and will for all future advances. Appendix G gives a summary of expenditure and receipts over the last 6 years.

Section 106 Developer Funding

- 4.20 Section 106 of the Town and Country Planning Act 1990 allows a Local Planning Authority (LPA) to enter into a legally-binding agreement or planning obligation with a developer in association with the granting of planning permission. Total Section 106 monies unspent and available as at 31 March 2023 is £9,647,000. Of this sum, £948,000 has been approved and allocated by Cabinet for various capital projects.
- 4.21 It should be noted that a number of these agreements are required to be repaid should the Council not find appropriate projects upon which the monies can be spent within the agreed time period. Appendix H summarises the allocation of Section 106 money and also analyses the dates on which these agreements expire.
- 4.22 The expired contribution of £47,000 from 2019/20 relates to transport improvements in the vicinity of Fountains Retail Park. The Council has agreement from the developer to undertake an alteration or addendum to the S106 agreement to use this funding for another purpose. The Head of Planning and the developer are currently discussing proposals for that revised purpose.

5. Consultation on Options

- 5.1 All capital adjustments have been discussed with the appropriate Officers responsible for each scheme. Management Board have also reviewed these proposals and consider them appropriate.

Recommendation from Cabinet Advisory Board

- 5.2 The Finance & Governance Cabinet Advisory Board were consulted on 6 June 2023 and agreed the following:

Insert text from Cabinet Advisory Board minute, or request text from Democratic Services Officer.

6. Implementation

6.1 The decision will be published on the Council's website.

7. Appendices and Background Documents

Appendices:

- Appendix A: Gross capital expenditure previously approved
- Appendix B: Gross capital budgets and actual expenditure for Quarter 4 2022/23
- Appendix C: Net capital budgets and payments for Quarter 4 2022/23
- Appendix D: Summary of expenditure and funding for the 4 years to 2025/26
- Appendix E: Capital Application Form – Cinderhill Additional Plot and Amenity Buildings
- Appendix F: Capital Application Form – Bayham Refreshment Hut
- Appendix G: Housing Renewal Grants – Summary of loans issued and repaid
- Appendix H: Funding from Section 106 Agreements

Background Papers:

- Budget 2022/23 and Medium-Term Financial Strategy – CAB 130/21
https://democracy.tunbridgewells.gov.uk/documents/s59490/8%20Budget%20FC%202022_23.pdf
- Quarter 3 2021/22 Capital Management to 31 December 2021 – CAB 148/21
<https://democracy.tunbridgewells.gov.uk/documents/s60127/Capital%20Q3%20Cabinet%20report%20202122.pdf>
- Quarter 4 2021/22 Capital Management to 31 March 2022 – CAB 14/22
<https://democracy.tunbridgewells.gov.uk/documents/s61796/Capital%20Q4%20Cabinet%20report%20202122.pdf>
- In-Year Budget Review 2022/23 – CAB 28/22
<https://democracy.tunbridgewells.gov.uk/ieListDocuments.aspx?CId=118&MId=5183&Ver=4>
- Quarter 1 2022/23 Capital Management to 30 June 2022 – CAB 44/22
<https://democracy.tunbridgewells.gov.uk/documents/s63177/Capital%20Q1%20Cabinet%20report%20202223.pdf>
- UK Shared Prosperity Fund – CAB 31/22

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<https://democracy.tunbridgewells.gov.uk/documents/s62399/Shared%20Prosperity%20Fund%20Report.pdf>

- Quarter 2 2022/23 Capital Management to 30 September 2022 – CAB 95/22
<https://democracy.tunbridgewells.gov.uk/documents/s64388/Capital%20Q2%20Cabinet%20report%20202223.pdf>
- Quarter 3 2022/23 Capital Management to 31 December 2023 – CAB 144/22
<https://democracy.tunbridgewells.gov.uk/documents/s66146/Capital%20Q3%20Cabinet%20report%20202223.pdf>
- Budget 2023/24 and Medium-Term Financial Strategy
<https://democracy.tunbridgewells.gov.uk/documents/s64871/Budget%20FC%202023%2024.pdf>
- Local Authority Housing Fund Application – CAB 131/22
<https://democracy.tunbridgewells.gov.uk/documents/s65989/LAHF%20Cabinet%20Report.pdf>
- Replacement of Facilities at Bayham Road Football Pitches - Allocation of s106 Funding
<https://democracy.tunbridgewells.gov.uk/documents/s66610/Bayham%20Road%20S106.pdf>

8. Cross Cutting Issues

A. Legal (including the Human Rights Act)

Under section 151 of the local government act (LGA 1972), the Section 151 Officer has statutory duties in relation to the financial administration and stewardship of the authority, including advising on the corporate financial position and providing financial information.

Claudette Valmond, Head of Legal Partnership

B. Finance and Other Resources

The report updates on the Authority's capital programme and sets out whether capital expenditure is incurred within approvals by Cabinet.

Jane Fineman, Head of Finance, Procurement & Parking

C. Staffing

None

Jane Fineman, Head of Finance, Procurement & Parking

D. Risk Management

To ensure that spending on the capital programme is in line the Council's Medium Term Financial Strategy.

Jane Fineman, Head of Finance, Procurement & Parking

E. Environment and Sustainability

No implications

Jane Fineman, Head of Finance, Procurement & Parking

F. Community Safety

No implications

Jane Fineman, Head of Finance, Procurement & Parking

G. Equalities

No implications

Jane Fineman, Head of Finance, Procurement & Parking

H. Data Protection

No implications

Jane Fineman, Head of Finance, Procurement & Parking

I. Health and Safety

No implications

Jane Fineman, Head of Finance, Procurement & Parking

J. Health and Wellbeing

No implications

Jane Fineman, Head of Finance, Procurement & Parking

Appendix A

Appendix A: Schemes Approved and Awaiting Approval

		2022/23 £000	2023/24 £000	2024/25 £000	2025/26 £000	Total £000	
	Original Gross Approvals	10,402	854	854	-	12,110	CAB 148/21
	Re-scheduled To/From 2021/22	2,241	-	-	-	2,241	CAB 14/22
THP	The Amelia Scott	658				658	CAB 14/22
TKL	Town Hall Roof	37				37	CAB 14/22
TKO	Assembly Hall Theatre Roof	29				29	CAB 14/22
TLL	Town Hall Windows	505				505	CAB 14/22
TLM	Assembly Hall Theatre Windows	110				110	CAB 14/22
TLN	Town Hall Conversion	5,000				5,000	CAB 14/22
	Total Approvals as at 1st April 2022	18,982	854	854	-	20,690	
TAC	Disabled Facilities Grants	464	426	426	1,250	2,566	CAB 46/22
TAD	Housing Renewal Advances				30	30	CAB 46/22
TDI	Asset Acquisition Fund	2,500				2,500	CAB 46/22
THY	Torrington Car Park LED Lighting	(3)				(3)	CAB 46/22
TLN	Town Hall Conversion	(2,500)				(2,500)	CAB 46/22
TJE	Assembly Hall Means Of Escape	(192)	192			-	CAB 46/22
TJH	Benhall Mill Depot	(600)	600			-	CAB 46/22
TJN	Calverley Grounds Tennis & Gym	(23)	23			-	CAB 46/22
TKN	Great Hall Car Park	(800)	800			-	CAB 46/22
TKW	Great Hall Car Park Ventilation	(35)	35			-	CAB 46/22
	Total Approvals at Quarter 1	(1,189)	2,076	426	1,280	2,593	
TJA	21st Century Way Cycle Route	(56)				(56)	CAB95/22
TLG	Theatre Lighting Desk	12				12	CAB95/22
TAC	Disabled Facilities Grants	(1,702)	1,702			-	CAB95/22
TJI	Power Supply Ice Rink	(176)	176			-	CAB95/22
TJX	Car Parks CCTV	(80)	80			-	CAB95/22
TDD	Street Lighting Columns	(151)	151			-	CAB95/22
TDI	Asset Acquisition Fund	(2,500)	2,500			-	CAB95/22
TJR	Acquisition Sites Sports Strategy	(1,083)	1,083			-	CAB95/22
TLN	Town Hall Conversion	(1,500)	1,500			-	CAB95/22
	Total approvals at Quarter 2	(7,237)	7,193	-	-	(44)	
TGQ	Single Customer Account	(3)				(3)	CAB144/22
THS	Affordable Housing Grant	(292)				(292)	CAB144/22
TKL	Town Hall Roof	(100)				(100)	CAB144/22
TKO	Assembly Hall Theatre Roof	(9)				(9)	CAB144/22
TLA	Warwick Road Car Park	115				115	CAB144/22
TLB	Town Hall Yard Car Park	(66)				(66)	CAB144/22
TLH	Parking Electric Van	4				4	CAB144/22
TLO	UK Shared Prosperity Fund	15	35	195		245	CAB144/22
TAD	Housing Renewal Advances	(127)	127			-	CAB144/22
TJH	Benhall Mill Depot	(177)	177			-	CAB144/22
TJW	RVP Car Park Refurbishment	(730)	730			-	CAB144/22
TKD	Cinderhill Sewerage System	(32)	32			-	CAB144/22
TKP	9/10 Calverley Terrace	(211)	211			-	CAB144/22
TKT	Southwood Road Field Drainage	(17)	17			-	CAB144/22
TKV	Cinderhill Water Meters	(20)	20			-	CAB144/22
TKZ	North Farm Lane Resurfacing	(29)	29			-	CAB144/22
TLN	Town Hall Conversion	(500)	500			-	CAB144/22
TIF	IT Strategy		80			80	CAB144/22
TLP	Crematorium Welfare Facility		23			23	CAB144/22
TLQ	Crescent Road Car Park Cladding		455	1,635		2,090	CAB144/22
TLR	Crescent Road Car Park Switchgear		35			35	CAB144/22
	Total approvals at Quarter 3	(2,182)	2,472	1,830	-	2,120	

Appendix A

TAC	Disabled Facilities Grants		16			16
THP	The Amelia Scott	(496)				(496)
THZ	Crescent Road Car Park Refurbishment	(6)				(6)
TIF	IT Strategy	(43)				(43)
TKI	RVP Changing Places	(15)				(15)
TKX	Hawkenbury Pitch Lighting	(15)				(15)
TLB	Town Hall Yard Car Park	(17)				(17)
TLD	Public Realm 2 CCTV	(54)				(54)
TLS	Cinderhill Additional Plot & Amenity Buildings		625			625
TLT	Bayham Refreshment Hut		30			30
TLU	Local Authority Housing Fund		5,465			5,465
	Various schemes	(1)				(1)
	Total approvals at Quarter 4	(647)	6,136	-	-	5,489
Movements between years in Quarter 4 report						
TAC	Disabled Facilities Grants	(226)	226			-
TAD	Housing Renewal Advances	(25)	25			-
TDD	Street Lighting Columns	(12)	12			-
TGH	Public Realm Improvements	(21)	21			-
TGX	Car Parks Payment System	(6)	6			-
THF	Card Payment Software	(7)	7			-
THP	The Amelia Scott	(862)	862			-
TIF	IT Strategy	(52)	52			-
TIN	West Station Coach Park	(44)	44			-
TJE	Assembly Hall Means Of Escape	9	(9)			-
TJW	RVP Car Park Refurbishment	(100)	100			-
TKH	Bayham Changing Facilities	(75)	75			-
TKJ	Bayham Drainage	(35)	35			-
TKN	Great Hall Car Park	(50)	50			-
TKR	Dunorlan Park Play Area	(20)	20			-
TKU	FMS Upgrade	(47)	47			-
TLA	Warwick Road Car Park	(155)	155			-
TLC	Civica Upgrade	(34)	34			-
TLF	Camden Centre Roof	(174)	174			-
TLI	Assembly Hall LED Lighting	(88)	88			-
TLJ	North Farm Depot Decarbonisation	(161)	161			-
TLK	Weald Leisure Centre Decarbonisation	(478)	478			-
TLL	Town Hall Windows	(162)	162			-
TLM	Assembly Hall Theatre Windows	(26)	26			-
TLN	Town Hall Conversion	(358)	358			-
TLO	UK Shared Prosperity Fund	(15)	15			-
	Total Approvals	4,502	21,956	3,110	1,280	30,848

Appendix B: CAPITAL MONITORING - Gross capital budgets and payments for 2022/23

Code	Scheme	Open/ Closed	FY Original Budget £000	Amendments to budget £000	FY Revised Budget £000	Actual £000	Forecast £000	Difference £000	Re-scheduled To/From 2022/23 £000	New Schemes £000	Over/Under Budget £000
Finance and Performance											
TGQ	SINGLE CUSTOMER ACCOUNT	C	-	15	15	15	15	-			-
THF	CARD PAYMENT SOFTWARE	O	-	7	7	-	-	(7)	(7)		-
TIF	IT STRATEGY	O	-	161	161	66	66	(95)	(52)		(43)
TJH	BENHALL MILL DEPOT	O	700	(705)	(5)	(5)	(5)	-			-
TKA	ESTORE UPGRADE	C	-	5	5	3	3	(2)			(2)
TKI	RVP CHANGING PLACES	C	67	-	67	52	52	(15)			(15)
TKL	TOWN HALL ROOF	O	320	(260)	60	60	60	-			-
TKP	9/10 CALVERLEY TERRACE	O	212	(212)	-	-	-	-			-
TKU	FMS UPGRADE	O	47	-	47	0	0	(47)	(47)		-
TKZ	NORTH FARM LANE RESURFACING	O	25	(25)	-	-	-	-			-
TLC	CIVICA UPGRADE	O	-	48	48	14	14	(34)	(34)		-
TLF	CAMDEN CENTRE ROOF	O	204	-	204	30	30	(174)	(174)		-
TLL	TOWN HALL WINDOWS	O	-	505	505	343	343	(162)	(162)		-
TLN	TOWN HALL CONVERSION	O	-	500	500	142	142	(358)	(358)		-
Finance and Performance Total			1,575	39	1,614	719	719	(894)	(834)	-	(60)
Tunbridge Wells Town and Local Areas											
TGH	PUBLIC REALM IMPROVEMENTS	O	-	-	-	(21)	(21)	(21)	(21)		-
TGX	CAR PARKS PAYMENT SYSTEM	O	-	8	8	2	2	(6)	(6)		-
THY	TORRINGTON CAR PARK LED LIGHTING	C	-	(3)	(3)	(3)	(3)	-			-
THZ	CRESCENT ROAD CAR PARK REFURBISHMENT	O	-	-	-	(6)	(6)	(6)			(6)
TIN	WEST STATION COACH PARK	O	-	44	44	-	-	(44)	(44)		-
TJA	21ST CENTURY WAY CYCLE ROUTE	C	56	(56)	-	-	-	-			-
TJW	RVP CAR PARK REFURBISHMENT	O	730	(630)	100	-	-	(100)	(100)		-
TJX	CAR PARKS CCTV	O	-	-	-	-	-	-			-
TKN	GREAT HALL CAR PARK	O	850	(800)	50	-	-	(50)	(50)		-
TKW	GREAT HALL CAR PARK VENTILATION	O	35	(35)	-	-	-	-			-
TLA	WARWICK ROAD CAR PARK	O	35	121	156	0	0	(155)	(155)		-
TLB	TOWN HALL YARD CAR PARK	C	-	23	23	6	6	(17)			(17)
TLD	PUBLIC REALM 2 CCTV	C	-	34	34	(21)	(21)	(54)			(54)
TLH	PARKING ELECTRIC VAN	C	25	4	28	28	28	-			-
TLO	UK SHARED PROSPERITY FUND	O	-	15	15	-	-	(15)	(15)		-
Tunbridge Wells Town and Local Areas Total			1,731	(1,276)	455	(14)	(14)	(469)	(392)	-	(77)

Appendix B: CAPITAL MONITORING - Gross capital budgets and payments for 2022/23

Code	Scheme	Open/ Closed	FY Original Budget £000	Amendments to budget £000	FY Revised Budget £000	Actual £000	Forecast £000	Difference £000	Re-scheduled To/From 2022/23 £000	New Schemes £000	Over/Under Budget £000
Leisure, Wellbeing and Culture											
THP	THE AMELIA SCOTT	O	-	2,084	2,084	726	726	(1,358)	(862)		(496)
THX	HILBERT FOOTBALL PITCH DRAINAGE	C	49	-	49	48	48	(1)			(1)
TJE	ASSEMBLY HALL MEANS OF ESCAPE	O	150	(150)	-	9	9	9	9		-
TJI	POWER SUPPLY ICE RINK	O	176	(176)	-	-	-	-			-
TJN	CALVERLEY GROUNDS TENNIS & GYM	O	23	(23)	-	-	-	-			-
TJR	ACQUISITION SITES SPORTS STRATEGY	O	1,083	(1,083)	-	-	-	-			-
TKH	BAYHAM CHANGING FACILITIES	O	75	-	75	-	-	(75)	(75)		-
TKJ	BAYHAM DRAINAGE	O	35	-	35	-	-	(35)	(35)		-
TKO	ASSEMBLY HALL THEATRE ROOF	O	-	20	20	20	20	-			-
TKT	SOUTHWOOD ROAD FIELD DRAINAGE	O	17	(17)	-	-	-	-			-
TKX	HAWKENBURY PITCH LIGHTING	C	15	-	15	-	-	(15)			(15)
TLG	THEATRE LIGHTING DESK	O	32	12	44	42	42	(2)			(2)
TLI	ASSEMBLY HALL LED LIGHTING	O	88	-	88	-	-	(88)	(88)		-
TLM	ASSEMBLY HALL THEATRE WINDOWS	O	-	110	110	84	84	(26)	(26)		-
Leisure, Wellbeing and Culture Total			1,743	777	2,520	929	929	(1,591)	(1,077)	-	(514)
Environment, Sustainability and Carbon Reduction											
TDD	STREET LIGHTING COLUMNS	O	169	(154)	15	3	3	(12)	(12)		-
TKR	DUNORLAN PARK PLAY AREA	O	20	-	20	-	-	(20)	(20)		-
TLJ	NORTH FARM DEPOT DECARBONISATION	O	410	-	410	249	249	(161)	(161)		-
TLK	WEALD LEISURE CENTRE DECARBONISATION	O	1,417	-	1,417	939	939	(478)	(478)		-
Environment, Sustainability and Carbon Reduction Total			2,016	(154)	1,863	1,192	1,192	(671)	(671)	-	-
Housing and Planning											
TAC	DISABLED FACILITIES GRANTS	O	2,204	(1,004)	1,200	974	974	(226)	(226)		
TAD	HOUSING RENEWAL ADVANCES	O	178	(118)	60	38	38	(22)	(25)		
THS	AFFORDABLE HOUSING GRANT	C	956	(292)	664	664	664	-			
TKD	CINDERHILL SEWERAGE SYSTEM	O	-	-	-	-	-	-			
TKV	CINDERHILL WATER METERS	O	-	-	-	-	-	-			
Housing and Planning Total			3,337	(1,414)	1,924	1,676	1,676	(248)	(252)	-	4
Total Projects			10,402	(2,028)	8,374	4,502	4,502	(3,873)	(3,225)	-	(647)

Appendix C: CAPITAL MONITORING - Net capital budgets and payments for 2022/23

Code	Scheme	Open/ Closed	FY Original Budget £000	Amendments to budget £000	FY Revised Budget £000	Actual £000	Forecast £000	Difference £000	Re-scheduled To/From 2021/22 £000	New Schemes £000	Over/Under Budget £000
Finance and Performance											
TGQ	SINGLE CUSTOMER ACCOUNT	C	-	15	15	15	15	-	-	-	-
THF	CARD PAYMENT SOFTWARE	O	-	7	7	-	-	(7)	(7)	-	-
TIF	IT STRATEGY	O	-	161	161	66	66	(95)	(52)	-	(43)
TJH	BENHALL MILL DEPOT	O	700	(705)	(5)	(5)	(5)	-	-	-	-
TKA	ESTORE UPGRADE	C	-	5	5	3	3	(2)	-	-	(2)
TKI	RVP CHANGING PLACES	C	67	(15)	52	37	37	(15)	-	-	(15)
TKL	TOWN HALL ROOF	O	-	-	-	60	60	60	-	-	60
TKP	9/10 CALVERLEY TERRACE	O	-	-	-	-	-	-	-	-	-
TKU	FMS UPGRADE	O	47	-	47	0	0	(47)	(47)	-	-
TKZ	NORTH FARM LANE RESURFACING	O	25	(25)	-	-	-	-	-	-	-
TLC	CIVICA UPGRADE	O	-	48	48	14	14	(34)	(34)	-	-
TLF	CAMDEN CENTRE ROOF	O	204	-	204	30	30	(174)	(174)	-	-
TLL	TOWN HALL WINDOWS	O	-	505	505	343	343	(162)	(162)	-	-
TLN	TOWN HALL CONVERSION	O	-	500	500	142	142	(358)	(358)	-	-
Finance and Performance Total			1,043	495	1,539	704	704	(834)	(834)	-	-
Tunbridge Wells Town and Local Areas											
TGX	CAR PARKS PAYMENT SYSTEM	O	-	8	8	2	2	(6)	(6)	-	-
THY	TORRINGTON CAR PARK LED LIGHTING	C	-	(3)	(3)	(3)	(3)	-	-	-	-
THZ	CRESCENT ROAD CAR PARK REFURBISHMENT	O	-	-	-	(6)	(6)	(6)	-	-	(6)
TIN	WEST STATION COACH PARK	O	-	44	44	-	-	(44)	(44)	-	-
TJA	21ST CENTURY WAY CYCLE ROUTE	C	-	-	-	-	-	-	-	-	-
TJW	RVP CAR PARK REFURBISHMENT	O	730	(630)	100	-	-	(100)	(100)	-	-
TKN	GREAT HALL CAR PARK	O	-	-	-	-	-	-	-	-	-
TKW	GREAT HALL CAR PARK VENTILATION	O	35	(35)	-	-	-	-	-	-	-
TLA	WARWICK ROAD CAR PARK	O	35	121	156	0	0	(155)	(155)	-	-
TLB	TOWN HALL YARD CAR PARK	C	-	1	1	(10)	(10)	(11)	-	-	(1)
TLD	PUBLIC REALM 2 CCTV	C	-	34	34	(21)	(21)	(54)	-	-	(5)
TLH	PARKING ELECTRIC VAN	C	25	4	28	28	28	-	-	-	-
TLO	UK SHARED PROSPERITY FUND	O	-	-	-	-	-	-	-	-	-
Tunbridge Wells Town and Local Areas Total			824	(457)	368	(30)	(30)	(398)	(327)	-	(72)

Appendix C: CAPITAL MONITORING - Net capital budgets and payments for 2022/23

Code	Scheme	Open/ Closed	FY Original Budget £000	Amendments to budget £000	FY Revised Budget £000	Actual £000	Forecast £000	Difference £000	Re-scheduled To/From 2021/22 £000	New Schemes £000	Over/Under Budget £000
Leisure, Wellbeing and Culture											
THP	THE AMELIA SCOTT	O	(718)	2,084	1,366	401	401	(966)	(862)	-	(104)
THX	HILBERT FOOTBALL PITCH DRAINAGE	C	4	-	4	4	4	(1)	-	-	(1)
TJE	ASSEMBLY HALL MEANS OF ESCAPE	O	150	(150)	-	9	9	9	9	-	-
TJI	POWER SUPPLY ICE RINK	O	176	(176)	-	-	-	-	-	-	-
TJN	CALVERLEY GROUNDS TENNIS & GYM	O	-	-	-	-	-	-	-	-	-
TJR	ACQUISITION SITES SPORTS STRATEGY	O	298	(298)	-	-	-	-	-	-	-
TKH	BAYHAM CHANGING FACILITIES	O	-	-	-	-	-	-	-	-	-
TKJ	BAYHAM DRAINAGE	O	-	-	-	-	-	-	-	-	-
TKO	ASSEMBLY HALL THEATRE ROOF	O	-	-	-	20	20	20	-	-	20
TKT	SOUTHWOOD ROAD FIELD DRAINAGE	O	7	(7)	-	-	-	-	-	-	-
TKX	HAWKENBURY PITCH LIGHTING	C	15	-	15	-	-	(15)	-	-	(15)
TLG	THEATRE LIGHTING DESK	O	32	12	44	42	42	(2)	-	-	(2)
TLJ	NORTH FARM DEPOT DECARBONISATION	O	168	-	168	71	71	(97)	(23)	-	(73)
TLM	ASSEMBLY HALL THEATRE WINDOWS	O	-	110	110	84	84	(26)	(26)	-	-
Leisure, Wellbeing and Culture Total			132	1,576	1,708	630	630	(1,077)	(902)	-	(175)
Environment, Sustainability and Carbon Reduction											
TDD	STREET LIGHTING COLUMNS	O	169	(154)	15	3	3	(12)	(12)	-	-
TKR	DUNORLAN PARK PLAY AREA	O	1	-	1	-	-	(1)	(1)	-	-
TLI	ASSEMBLY HALL LED LIGHTING	O	88	-	88	-	-	(88)	(161)	-	73
TLK	WEALD LEISURE CENTRE DECARBONISATION	O	240	-	240	38	38	(202)	(202)	-	-
Environment, Sustainability and Carbon Reduction Total			498	(154)	345	42	42	(303)	(376)	-	73
Housing and Planning											
TAC	DISABLED FACILITIES GRANTS	O	-	-	-	-	-	-	-	-	-
TAD	HOUSING RENEWAL ADVANCES	O	130	(100)	30	-	-	(30)	(34)	-	-
THS	AFFORDABLE HOUSING GRANT	C	-	-	-	-	-	-	-	-	-
TKD	CINDERHILL SEWERAGE SYSTEM	O	-	-	-	-	-	-	-	-	-
TKV	CINDERHILL WATER METERS	O	-	-	-	-	-	-	-	-	-
Housing and Planning Total			130	(100)	30	-	-	(30)	(34)	-	4
Total Projects			2,628	1,361	3,989	1,346	1,346	(2,643)	(2,473)	-	(170)

Appendix D

Summary of Expenditure and funding for the 4 years programme to 2025/26

	Original	Extra Items						
		Approved	Approved	Approved	Approved	Proposed	Proposed	Projected
		Q1	Q2	Q3	Q4	Adjustmts	Movements	Outturn
	£000	£000	£000	£000	£000	Q4	between Yrs	Q4
						£000	Q4	£000
All years								
2022/23	10,402	8,580	(1,189)	(7,237)	(2,182)	(647)	(3,225)	4,502
2023/24	854	-	2,076	7,193	2,472	6,136	3,225	21,956
2024/25	854	-	426	-	1,830	-	-	3,110
2025/26	-	-	1,280	-	-	-	-	1,280
Gross Expenditure	12,110	8,580	2,593	(44)	2,120	5,489	-	30,848
Government Grants	5,271	235	2,566	-	260	2,265	-	10,597
Section 106 contributions	2,004	-	-	(56)	(292)	3,200	-	4,856
Other external Contributions	765	53	-	-	(22)	(348)	-	449
External and Internal Borrowing	1,382	(131)	-	-	(109)	(80)	-	1,061
Sale of Fixed Assets	-	-	-	-	40	34	-	74
Usable Capital Receipts Reserve	-	-	1,200	-	-	-	-	1,200
RVP Car Park Maintenance Reserve	666	-	-	-	-	-	-	666
On Street Parking Reserve	88	214	-	-	4	(54)	-	251
Invest to Save Reserve	103	61	-	-	-	(15)	-	149
ICT MKIP Partnership Reserve	-	161	(98)	-	-	-	-	62
Housing Renewal Reserve	190	-	30	-	-	(30)	-	190
Ice Rink Reserve	176	-	-	-	-	-	-	176
Capital and Rev Initiatives Reserve	1,464	7,989	(1,105)	12	2,240	517	-	11,117
Total Funding	12,110	8,580	2,593	(44)	2,120	5,489	-	30,848

Appendix D

Summary of Expenditure and funding for 2022/23

	Original	Extra Items						Year End Projected
		Approved	Approved	Approved	Approved	Proposed	Proposed	
		Q1	Q2	Q3	Q4	Adjustmts Q4	Movements between Yrs Q4	
	£000	£000	£000	£000	£000	£000	£000	Outturn Q4 £000
Gross expenditure	10,402	8,580	(1,189)	(7,237)	(2,182)	(647)	(3,225)	4,502
Government Grants	3,623	235	464	(1,702)	30	-	(582)	2,068
Section 106 contributions	2,004	-	(23)	(842)	(303)	-	(129)	708
Other external Contributions	765	53	-	-	(49)	(398)	8	380
External and Internal Borrowing	1,382	(131)	(800)	-	(321)	(80)	(50)	(0)
Sale of Fixed Assets	-	-	-	-	40	34	-	74
Usable Capital Receipts Reserve	-	-	1,200	-	-	-	-	1,200
RVP Car Park Maintenance Reserve	666	-	-	-	(666)	-	-	-
On Street Parking Reserve	88	214	-	(80)	(60)	(54)	(100)	8
Invest to Save Reserve	103	61	-	-	(52)	(15)	(94)	2
ICT MKIP Partnership Reserve	-	161	(98)	-	-	-	-	62
Housing Renewal Reserve	130	-	-	-	(100)	-	(30)	-
Ice Rink Reserve	176	-	-	(176)	-	-	-	-
Capital and Rev Initiatives Reserve	1,464	7,989	(1,932)	(4,437)	(700)	(134)	(2,249)	-
Total Funding	10,402	8,580	(1,189)	(7,237)	(2,182)	(647)	(3,225)	4,502

Capital Programme Application Form



Corporate Priority	
Proposed Scheme	Additional Plot & Replacement of Amenity Buildings Cinderhill Traveller Site
Outline of Proposal, including timescales	<p>Construction of new plot for permanent standing for trailer/mobile home, amenity building and connection to existing services (plot 8). This is required due to family growth and a recent application was made to Housing for an additional plot by residents of the site. Works are soon expected to start on the previously agreed plot extension (plot 7), it is hoped that the works for plot 8 will dovetail with the extension to plot 7.</p> <p>The amenity buildings for plots 1-6 on the site are coming to the end of their serviceable lives and they are also smaller than the current government guidance recommends. Plot 7 will have no amenity building and in order to meet government guidance, it should have one. Maintenance costs for the amenity buildings have risen, the buildings suffering from leaks, water ingress and wear and tear. The existing amenity buildings are fitted out Portacabins, which are now over 10 years old. We would like to replace the existing amenity buildings with brick-built amenity buildings, incorporating a number of energy saving features into the design, as these will be more durable, more energy efficient and have longer life-spans.</p> <p>In order to ensure that the new buildings are as low carbon as possible, the amenity buildings should ideally be fitted with solar panels to provide electricity, electric combi boilers for heating and hot water, a battery wall to ensure electricity generated at peak time can be used later when the need is greater, mechanical ventilation with heat recovery and rainwater harvesting. Air source heat pumps were considered for the amenity buildings but due to a high installation cost and space requirements, the combi-boilers are thought to be the better option.</p> <p>Works on the additional plot and to replace the amenity buildings can be carried through to completion in the financial year 2023/2024.</p>
Sources of funding	Capital & Revenue Initiatives Reserve
Objectives	This extension would enable the existing tenant to move from a small touring caravan with limited services to have a permanent trailer/mobile home which is a more suitable and safe environment for

Capital Programme Application Form



	<p>their family. The extension would be a simple hardstanding for a trailer/mobile home, an amenity building, connection to mains water, power and waste. Arboreal and Biodiversity surveys have been carried out by the Housing team. We have not allowed for a new or extension to the surface water drainage system.</p> <p>By replacing the amenity buildings the traveller site can continue to accommodate residents in a safe, habitable environment with adequate living space and facilities for many years to come. By fitting the buildings with energy saving equipment, the running costs for the site should decrease and the Council will be moving closer to its target of zero carbon.</p>
Benefits	Provides a safe and healthy environment for a growing family. Reducing energy consumption and costs. Moving closer to the goal of achieving zero carbon.
How will the proposal contribute towards: Corporate Priority? Local Area Agreement? Asset Management Plan? Other plans and strategies (please specify)?	<p>Supports an inclusive borough, provides a responsive service, promotes wellbeing and ensures innovation in our service provisions.</p> <p>This work will contribute towards the Gypsy and Traveller Housing Needs Assessment</p>
Constraints	None.

Capital Programme Application Form



(e.g. time, reliance on external funding, legal or technical factors)	
Is this scheme already in the Capital Programme? (If so, has the work started or has the contract been let?)	<p>No. The previous sums applied for are to upgrade existing services and to create an extension to plot 6 (plot 7), whereas this application is for an additional plot (plot 8). The need for plot 8 has only recently come to our attention due to the recent application received by Housing.</p> <p>The work has not started other than for investigation for service connections and surveys.</p>
Does this scheme create new assets, which the Council will need to replace in due course? If so, please give the asset life expectancies.	<p>Yes, we will have a new plot and amenity building for plot 8 and new amenity buildings for plots 1-7. The new amenity buildings and plot should have a lifespan of up to 50 years and beyond. Solar panels have a lifespan of around 40 years and air source heat pumps have a life span of 20 years.</p>
Have Accountancy agreed that the proposed expenditure should correctly be treated as capital?	<p>Yes</p>

Capital Programme Application Form



Implications of proposal being rejected	The tenant will continue to live in a small, overcrowded touring caravan with limited services. The existing amenity buildings will continue to deteriorate in terms of their structure, utility, maintainability and habitability.
Implications of proposal being delayed	As above
Alternative solutions (If capital funding not available)	There is no alternative solution to the need for an additional plot. The only alternative to not having new amenity buildings is to continue to maintain the existing with the additional burden this will place on the maintenance budget.
Risks (outline risks and action required to meet them)	<p>The tenant is living in a small touring caravan, they are a small family. They have mains electricity by way of a trailing extension lead from the adjacent permanent trailer which is not fit for purpose or compliant.</p> <p>Leaks and loss of structural integrity in the existing amenity buildings will eventually make them unfit for purpose.</p>
How does this proposal impact on equalities?	Gypsy and Traveller needs have been assessed and as the communities are growing then additional appropriate plots are required.
Are there any VAT implications?	No

Capital Programme Application Form



Capital Costs				
Expenditure	2023/24	2024/25	2025/26	2026/27
Site Acquisition				
Construction	433,000			
Structural Maintenance				
Fees	30,000			
Vehicles, Plant, Furniture and Equipment	162,000			
Grants and Contributions				
Other expenditure				
Total	625,000			
Less external grants and contributions				
Less sales of related fixed assets				
Net cost to Tunbridge Wells Borough Council	625,000			

Capital Programme Application Form



Revenue Effects of Capital Expenditure				
Expenditure / Income	2023/24	2024/25	2025/26	2026/27
Loss of Interest (3% of net cost)	18,750			
Additional revenue costs (please specify)				
Reduced revenue costs (please specify)	-5,000	-5,000	-5,000	-5,000
Additional income (please specify)				
Net cost to Tunbridge Wells Borough Council	13,750	-5,000	-5,000	-5,000

Net Present Value (Please speak with Finance if you are unsure what this is)	
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Date the scheme discussed by the Head of Service with the relevant Portfolio Holder:

Supply email endorsing their support for the approval of funding by Cabinet.

Work must not commence without budgetary approval from Cabinet (or s151 in an emergency)

Capital Programme Application Form



Corporate Priority	
Proposed Scheme	Bayham Football Pitches - Replacement Refreshment Hut
Outline of Proposal, including timescales	Replace the existing refreshment hut with a new unit. The existing unit was surveyed in February 2022 after reports from Foresters Football club of leaks and damage to the ceiling causing ceiling tiles to dislodge. The unit was found to be beyond economical repair and a recommendation made to replace with a new unit.
Sources of funding	The funding comes from a S106 payment of £165,740.56 Planning Reference 12/02547 Kent & Sussex Hospital.
Objectives	Doing the best for our residents, our businesses and our Borough.
Benefits	Replacing the refreshment unit will contribute to the welfare of users and increases the experience for children and young adults to participate in sport.
How will the proposal contribute towards: <div style="margin-left: 40px;"> Corporate Priority? Local Area Agreement? Asset Management Plan? Other plans and strategies </div>	

Capital Programme Application Form



(please specify)?	
Constraints (e.g. time, reliance on external funding, legal or technical factors)	<p>The work will be subject to agreement of the Cabinet Member for Leisure, Wellbeing and Culture that the funding can be used for this purpose.</p> <p>The supply of a suitable unit to be installed for the start of the 23/24 football season.</p> <p>The work to connect the unit to the utilities will be subject to contractors availability and order book.</p>
Is this scheme already in the Capital Programme? (If so, has the work started or has the contract been let?)	No
Does this scheme create new assets, which the Council will need to replace in due course? If so, please give the asset life expectancies.	No
Have Accountancy agreed that the proposed expenditure should	Yes

Capital Programme Application Form



correctly be treated as capital?	
Implications of proposal being rejected	The replacement of the unit is being funded through S106 contributions which are subject to expiry dates 12/02547 Kent & Sussex Hospital expires 4 August 2025.
Implications of proposal being delayed	Increase in cost of the supply of the unit. Delay may result in the unit not being in place for the start of the 23/24 football season resulting in negative comments and publicity for the Council.
Alternative solutions (If capital funding not available)	No alternative solutions available.
Risks (outline risks and action required to meet them)	Delays in supply of a suitable unit – prompt placement of the order once funding agreed. Impact on users of the facility – communicate clearly with the football club to advise on progress and schedule.
How does this proposal impact on equalities?	No impact on equalities
Are there any VAT implications?	Yes.

Capital Programme Application Form



Capital Costs				
Expenditure	2023/24	2024/25	2025/26	2026/27
Site Acquisition				
Construction	30,000.00			
Structural Maintenance				
Fees				
Vehicles, Plant, Furniture and Equipment				
Grants and Contributions	30,000.00			
Other expenditure				
Total	30,000.00			
Less external grants and contributions	30,000.00			
Less sales of related fixed assets				
Net cost to Tunbridge Wells Borough Council	0.00			

Capital Programme Application Form



Revenue Effects of Capital Expenditure				
Expenditure / Income	2023/24	2024/25	2025/26	2026/27
Loss of Interest (3% of net cost)				
Additional revenue costs (please specify)				
Reduced revenue costs (please specify)				
Additional income (please specify)				
Net cost to Tunbridge Wells Borough Council				

Net Present Value (Please speak with Finance if you are unsure what this is)	
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Date the scheme discussed by the Head of Service with the relevant Portfolio Holder:

Supply email endorsing their support for the approval of funding by Cabinet.

Work must not commence without budgetary approval from Cabinet (or s151 in an emergency)

Appendix G: Quarter 4 - Capital Management to 31 March 2023

Housing Renewal Grants - summary of loans issued and repaid

	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Advances made during the year	33,508.76	4,000.00	2,635.20	61,853.71	45,050.44	9,591.35	516.00
Energy Efficiency Advances	4,793.39	20,658.87	14,385.81	7,843.94			
Repayment of loans received	(76,594.21)	(33,485.18)	(54,489.92)	(15,267.32)	(70,502.21)	(95,445.95)	(50,738.69)
Other contributions			(6,700.00)	100,000.00		100,000.00	
Energy Efficiency Funding	(4,793.39)	(20,658.87)	(14,385.81)	(107,843.94)			
Transferred to/(from) the reserve	43,085.45	29,485.18	58,554.72	(46,586.39)	25,451.77	(14,145.40)	50,222.69
Net position		-	-	-	-	-	-
Housing Renewal Grants	(326,441.03)	(283,355.58)	(253,870.40)	(195,315.68)	(241,902.07)	(216,450.30)	(230,595.70)

Quarter 4 - Capital Management to 31 March 2023**S106 as at 31 March 2023**

Allocated to schemes in capital programme:	£000's	£000's
Calverley Tennis Court scheme	23	
Acquisition Sites Sports Strategy	785	
Bayham Drainage	35	
Bayham Changing Facilities	75	
Dunorlan Play Park	19	
Southwood Road Drainage	11	948

Reserved for purposes set out in Section 106 agreements:

Youth and Adult recreation	2,262	
Childrens Playspace	219	
Cycleways/Highways & Transport	931	
Car Parking	74	
Air Quality & Renewable Energy	80	
Landscape and Biodiversity	42	
Public Art	31	
Affordable Housing	5,060	8,699

Total Section 106 contributions in hand as at 31 March 2023

9,647

These contributions expire in the following years:

2019/20	47
2021/22	0
2022/23	0
2023/24	136
2024/25	95
2025/26	753
2026/27	706
2027/28	1,880
2028/29	93
2029/30	1,941
2030/31	118
2031/32	1,306
2032/33	967
2033/34	29
2036/37	0
2037/38	15

Contributions without expiry dates	1,562
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Total Section 106 contributions in hand as at 31 March 2023

9,647

Treasury and Prudential Indicator Management: Quarter 4 (to 31 March 2023)

For Cabinet on 22 June 2023

Summary

Lead Member: Councillor Christopher Hall (Cabinet Member for Finance & Performance)

Lead Director: Lee Colyer, Director of Finance, Policy & Development

Head of Service: Jane Fineman, Head of Finance, Procurement & Parking

Report Author: Clare Hazard, Accountancy Manager

Classification: Public document (non-exempt)

Wards Affected: All

Approval Timetable	Date
Management Board	22 May 2023
Cabinet Member	23 May 2023
Finance & Governance Cabinet Advisory Board	6 June 2023
Cabinet	22 June 2023

Recommendations

Officer / Committee recommendations as supported by the Cabinet Member:

1. That Cabinet note the Treasury Management and Prudential Indicator position for 2022/23.
2. That Cabinet note the unaudited actual for investment and bank interest is £1,643,000, an increase of £1,198,000 from the approved budget of £445,000, and a further improvement of £48,000 from the Quarter 3 projection.

1. Introduction and Background

- 1.1 This report monitors compliance with the Treasury Management Policy & Strategy 2022/23 for the period 1 April 2022 to 31 March 2023.
- 1.2 The report updates Members on investments held by the Council and informs that interest from investments and bank interest for 2022/23 was £1,643,000, an increase of £1,198,000, on the approved budget of £445,000, and a further improvement of £48,000 from the Quarter 3 position.

2. Treasury Management and Prudential Indicator Management

- 2.1 Under its Financial Procedure Rules, the Council delegates responsibility for the implementation and monitoring of its treasury management policies and practices to Cabinet.
- 2.2 This report monitors, for the period 1 April 2022 to 31 March 2023, compliance with the Treasury Management Policy and Strategy 2022/23 recommended by Cabinet at its meeting 10 February 2022 (CAB133/21/20) and approved by Full Council at its meeting of 23 February 2022 (FC80/21).

Current Investments

- 2.3 The 2022/23 approved limits on the amount of money and the time period the Council can invest with any given counterparty is shown in **Appendix A**.
- 2.4 As at 31 March 2023 the Council had £52.8 million of investments and bank account money. The institution categories and the maturity profile of these are shown in **Appendix B**.

Interest Rate Forecast

- 2.5 The bank interest rate was cut to 0.10% in March 2020 when it became clear that the coronavirus pandemic would pose a huge threat to the economy. It remained unchanged until December 2021 when it was increased by 0.15% to 0.25%. At each subsequent meeting, the Bank of England has increased the rate again, with the rate as at 31 March 2023 being 4.25%. There has been one further increase after year end, being an increase of 0.25% on 11 May 2023, to take the current rate from 4.25% to 4.50%.

- 2.6 Link Asset Services, who are the Council's treasury advisors, regularly review interest rates and produce a forecast of the rate over future years. They currently forecast that the rate will increase to 5.00%, by the end of September 2023, with a first rate cut to 4.75% in March 2024. This will be followed by further rates cuts through 2024 and 2025. The CPI measure of inflation dropped back from 8.7%, from 10.1%, in May 2023, but is still at the higher end of market expectations.

Cash Balances

- 2.7 The 2022/23 budget was set based on average funds expected to be available for investments during the year of £40.8 million.
- 2.8 The opening cash balance position was much higher than forecast at budget setting due to several reasons including:
- The funding for business grants schemes provided by the Government, to support businesses during the pandemic, was provided up front and at year end the Council held a balance of £1.597 million for these which has now been returned to Government.
 - The Council received £5.025 million for the Government Energy Rebate Scheme on 30 March 2022. This was paid to residents during April to September 2022 with the balance held short term until it was passed on.
 - Capital projects totalling £9.613 million were rescheduled during 2021/22 into the 2022/23 financial year.
 - The Council was able to close the 2021/22 financial year with a small surplus of £35,000 being returned to the general fund. At budget setting time it had been expected that reserves of £1.518 million would be needed to balance the budget.
- 2.9 The funds available for investment throughout 2022/23 were also higher than forecast due to several reasons including:
- The Government provided eligible retail, hospitality and leisure properties with business rates reliefs during 2021/22. The Council was compensated for this loss of income through Section 31 grants, paid throughout last year. As it is the billing authority, the Council suffered the full loss of business rates income in terms of cashflow, rather than just its 40% share, and was compensated for this by receiving 100% of the Section 31 grants. It repaid the government the 60% that was due to the other preceptors, a sum of £12.465 million, but this was not paid until February 2023, therefore increasing the average funds throughout the year.
 - Capital projects have been rescheduled during 2022/23. Projects totalling £10.686 million were rescheduled into 2023/24 by the end of Quarter 3, and a further £3.225 million was rescheduled in Quarter 4, as detailed in the Capital Management Report.

- The Council was able to close the 2022/23 financial year with a small surplus of £18,000 being returned to the general fund. At budget setting time it had been expected that reserves of £0.943 million would be needed to balance the budget.

Investment and Bank Interest

- 2.10 The target interest rate to be earned from funds was set at 1.09%. Applying this to the budgeted funds available resulted in an interest budget of £445,000.
- 2.11 The amount of interest received from investments and bank balances was £1,643,000, an increase of £1,198,000 on the approved budget, and a further improvement of £48,000 from the Quarter 3 projection. The increase is due to an increase in interest rates available, as explained in Note 2.5, and more funds being available for investment, as explained in Notes 2.8 and 2.9.
- 2.12 A summary of the forecast and actual position is shown below:

	Budget 2022/23	Quarter 3 Forecast	Actual
Equated Investments	£40,800,000	£69,500,000	£69,302,000
Average Interest Rate	1.09%	2.29%	2.37%
Total Interest	£445,000	£1,595,000	£1,643,000

- 2.13 The average rate achieved on the entire portfolio was 2.37%.

Treasury Management Strategy Prudential Indicators and Targets

- 2.14 Details of the Prudential Indicators and Treasury Management Targets compared to the position as at 31 March 2023 are set out in **Appendix C**.
- 2.15 None of the Prudential Indicators were breached during the quarter.

Local Authorities Property Fund

- 2.16 The Council purchased £9 million worth of units in The Local Authorities' Property Fund between 2013 and 2014. The Fund pays a dividend to the Council on a quarterly basis. The dividend paid for 2022/23 was 5.66% although a management fee of 0.82% was paid back to the Fund resulting in a net interest rate of 4.84%.
- 2.17 The value of the investment is calculated at year end to be included in the Council's Financial Statements at its fair value or market price. The value of the

Council's £9 million investment was £12,240,822 as at 31 March 2022. The value of the £9 million invested as at 31 March 2023 is £10,222,968, a decrease of £2,017,854 in 2022/23.

- 2.18 The difference in value at year end is held in an unusable reserve, set up specifically for this purpose, called the Financial Instrument Revaluation Reserve. This reserve holds the £1,222,968 cumulative gain from the investment. The decrease during 2022/23 has no impact on the overall cost of services.
- 2.19 The Council has now served notice on the investment and will sell the units currently held in the Fund, at the end of September 2023.

Other Interest and Investment Income Received

- 2.20 The Council receives interest and investment income in addition to investment interest as shown below:

	Budget 2022/23	Actual 2022/23
Investment Property Income	£45,000	£45,000
Mortgages	£2,500	£2,446
Other Interest	£0	£5,106
Total	£47,500	£52,552

- 2.21 Other interest includes interest from on a loan to a parish council and interest from car loans made to staff.

3. Options Considered

- 3.1 This report is essentially for information.

4. Preferred Option and Reason

- 4.1 That Members acknowledge the 2022/23 Treasury Management and Prudential Indicator position and note that investment and bank interest was £1,643,000, an increase of £1,198,000 on the approved budget of £445,000, and a further improvement of £48,000 from the Quarter 3 projection.

5. Consultation on Options

- 5.1 The Council takes advice from Link Asset Services on all treasury management activities. The decision will be published on the Council's website.

Recommendation from Cabinet Advisory Board

- 5.2 The Finance & Governance Cabinet Advisory Board were consulted on 6 June 2023 and agreed the following:

Insert text from Cabinet Advisory Board minute, or request text from Democratic Services Officer.

6. Implementation

- 6.1 The investment interest and income are also included within the Quarter 4 Revenue Management report which is an accompanying report on this agenda.

7. Appendices and Background Documents

Appendices:

- Appendix A: Treasury Management Investment Limits
- Appendix B: Investments as at 31 March 2023
- Appendix C: Prudential Indicators and Treasury Management Targets

Background Papers:

- Treasury Management Policy and Strategy 2022/23 – CAB133/21
<https://democracy.tunbridgewells.gov.uk/documents/s59504/11%20Treasury%20Strategy%20202223.pdf>
- Treasury and Prudential Indicator Management: Quarter 1 (to 30 June 2022) – CAB47/22
<https://democracy.tunbridgewells.gov.uk/documents/s63184/Quarter%201%20Treasury%20Management%20202223.pdf>
- Treasury and Prudential Indicator Management: Quarter 2 (to 30 September 2022) – CAB99/22
<https://democracy.tunbridgewells.gov.uk/documents/s64405/Quarter%202%20Treasury%20Management%20202223.pdf>
- Treasury and Prudential Indicator Management: Quarter 3 (to 31 December 2022) – CAB145/22

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<https://democracy.tunbridgewells.gov.uk/documents/s66157/Quarter%203%20Treasury%20Management%20202223.pdf>

8. Cross Cutting Issues

A. Legal (including the Human Rights Act)

Under Section 151 of the Local Government Act 1972 (LGA 1972) the Section 151 Officer has statutory duties in relation to the financial administration and stewardship of the authority, including securing effective arrangements for treasury management.

Claudette Valmond, Interim Head of Legal Partnership

B. Finance and Other Resources

The net investment interest is an important source of income for the Council's revenue budget.

Jane Fineman, Head of Finance, Procurement & Parking

C. Staffing

There are no specific implications that arise from the process of Treasury Management over the fact that the income is part of the budget which supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

D. Risk Management

The Treasury Management Policy and Strategy sets out how the Council aims to control the risks associated with treasury management. The security of the Council's investments is the top priority when making investments and is always considered before yield

Jane Fineman, Head of Finance, Procurement & Parking

E. Environment and Sustainability

There are no specific implications that arise from the process of Treasury Management over the fact that the income is part of the budget which supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

F. Community Safety

There are no specific implications that arise from the process of Treasury Management over the fact that the income is part of the budget which supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

G. Equalities

There are no specific implications that arise from the process of Treasury Management over the fact that the income is part of the budget which supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

H. Data Protection

There are no specific implications that arise from the process of Treasury Management over the fact that the income is part of the budget which supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

I. Health and Safety

There are no specific implications that arise from the process of Treasury Management over the fact that the income is part of the budget which supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

J. Health and Wellbeing

There are no specific implications that arise from the process of Treasury Management over the fact that the income is part of the budget which supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

APPENDIX A: Treasury Management Investments Limits**Banks/Building Societies**

	Fitch Rating (minimum)		Maximum Investment per Institution/ Group	Maximum Duration
	LT	ST		
1st tier institutions	AA+ AA AA-	F1+	£20 million	5 years
2nd tier institutions	A+ A A-	F1	£10 million	3 years

Nationalised/Part Nationalised Banks

	Fitch Rating (minimum)		Maximum Investment per Institution/ Group	Maximum Duration
	LT	ST		
1st tier institutions	AA+ AA AA-	F1+	£20 million	5 years
2nd tier institutions	A+ A A-	F1	£10 million	3 years

Lloyds Banking Group

	Maximum Investment	Maximum Duration
Lloyds Banking Group	£20 million	5 years

Local Authorities/Debt Management Office

	Maximum Investment	Maximum Duration
Unitary Councils	£5 million	5 years
County Councils	£5 million	5 years
Police Authorities	£5 million	5 years
Other Local Authorities	£5 million	5 years
Government's Debt Management Office	£30 million	5 years

Money Market Funds

	Maximum Investment	Maximum Duration
Money Market Funds	£5 million	5 years

Collective Investments Schemes (Pooled Funds)

	Maximum Investment	Maximum Duration
Collective Investments Schemes (Pooled Funds)	£10 million	-

Organisations for the purposes of improving Council's Assets

	Maximum Investment	Maximum Duration
Organisations for the purposes of improving Council's Assets	£5 million	5 years

APPENDIX B: Investments as at 31 March 2023

	Investments
Banks/Building Societies	10,000,000
Lloyds Banking Group	20,800,000 *
Debt Management Office	8,000,000
Other Local Authorities	5,000,000
Collective Investment Schemes	9,000,000
Total	52,800,000

	Investments
On Call	10,800,000
0 - 3 months	13,000,000
4 - 6 months	14,000,000
7 - 9 months	0
10 - 12 months	10,000,000
12 months +	5,000,000
Total	52,800,000

* This includes £800,000 in the current bank account with Lloyds which is not considered to be an investment

APPENDIX C: Prudential Indicators and Treasury Management Targets

	Budget/ Year End Position 2022/23	Actual Quarter 4	Forecast/ Actual Quarter 3
Prudential Indicators			
1 Capital Expenditure This indicator is a summary of The Council's capital expenditure plans. 2022/23	£10,402,000	£4,502,000 actual	£8,374,000 projected
2 The Council's Borrowing Need This indicator is the Council's Capital Financing Requirement (CFR) which is the historic outstanding capital expenditure which has not yet been paid for either from revenue or capital resources. It is essentially a measure of the Council's indebtedness and so is its underlying borrowing need. Property Investment Dowding House Strategic Land Acquisition Property Purchase The Amelia Scott 2021/22 Actual @ Year End Property Investment Dowding House Strategic Land Acquisition Property Purchase The Amelia Scott Civic Site Essential Works 2022/23 Actual @ Year End	£900,000 £1,870,000 £924,000 £468,000 £2,000,000 £6,162,000	£855,000 £1,781,000 £0 £447,000 £2,000,000 £0	£855,000 £1,781,000 £882,000 £447,000 £2,000,000 £130,000
3 Core Funds and Expected Investment Balances The application of resources to either finance capital expenditure or other budget decisions to support the revenue budget will have an ongoing impact on investments unless resources are supplemented each year from new sources. 2021/22 Closing Investments Amount 2022/23 Closing Investments Amount	£55,400,000	£5,083,000 actual £52,800,000 actual	£6,095,000 projected £49,400,000 projected (Quarter 3 end £72,000,000)

APPENDIX C: Prudential Indicators and Treasury Management Targets

	Budget/ Year End Position 2022/23	Actual Quarter 4	Forecast/ Actual Quarter 3
4 Ratio of Financing Costs to Net Revenue Streams This indicator identifies trends in the cost of capital, borrowing and long term obligation costs of net investment income, against net revenue stream. Net Cost of Services Estimate Borrowing Costs Estimate Percentage	£14,950,000 £0 0.00%	£13,406,000 £0 0.00% actual	£15,278,000 £0 0.00% projected
Treasury Indicators			
1 Authorised Limit for External Debt The Council is expected to set a maximum authorised limit for external debt. This limit should not be exceeded and is therefore calculated on the basis of the worst case scenario for cash flow requirements in the short term. Authorised limit for external debt Other long term liabilities (S106 with repayment conditions) Total		£0 £7,206,000	£0 £8,171,000
	£25,000,000	£7,206,000 actual	£8,171,000 actual
2 Operational boundary for external debt The Council is required to set an operational boundary for external debt. This indicates the most likely maximum level of external debt for cash flow requirements in the short term. This indicator may be breached temporarily for operational reasons. Operational boundary for external debt Other long term liabilities (S106 with repayment conditions) Total		£0 £7,206,000	£0 £8,171,000
	£25,000,000	£7,206,000 actual	£8,171,000 actual

APPENDIX C: Prudential Indicators and Treasury Management Targets

	Budget/ Year End Position 2022/23	Actual Quarter 4	Forecast/ Actual Quarter 3
<u>Treasury Management Targets</u>			
1 Target Investment Interest Rate Base Rate 0.75% from 17 Mar 22 to 4 May 22 Base Rate 1.00% from 5 May 22 to 15 Jun 22 Base Rate 1.25% from 16 Jun 22 to 3 Aug 22 Base Rate 1.75% from 4 Aug 22 to 21 Sep 22 Base Rate 2.25% from 22 Sep 22 to 2 Nov 22 Base Rate 3.00% from 3 Nov 22 to 14 Dec 22 Base Rate 3.50% from 15 Dec 22 to 1 Feb 23 Base Rate 4.00% from 2 Feb 23 to 22 Mar 23 Base Rate 4.25% from 23 Mar 23 to 10 May 23 Base Rate 4.50% from 11 May 23 onwards	1.09%	2.37% actual	2.29% projected
2 Longer term investment decisions Made in the context of a minimum investment rate of	0.40%	£5m investment @ 4.66%	£5m investment @ 5.48%
3 Cash flow Overall cash flow to be managed to achieve a nil borrowing requirement although borrowing will be considered an option where it is prudent to do so	Nil	Nil	Nil

APPENDIX C: Prudential Indicators and Treasury Management Targets

	Budget/ Year End Position 2022/23	Actual Quarter 4	Forecast/ Actual Quarter 3
<u>Other Key Data</u>			
1 Estimated average equated sums for investment 2022/23 Total	£40,800,000	£69,302,000 actual	£69,500,000 projected
2 Investment Income Investment Income including investments and bank interest	£445,000	£1,643,000 actual	£1,595,000 projected (Year to date £1,020,000)

Performance Summary Q4 2022/23 (Jan-March 2023)

For Cabinet 22 June 2023

Summary

Lead Member: Councillor Christopher Hall

Lead Director: Lee Colyer, Director for Finance, Policy and Development

Report Author: Pamela Morgan, Performance and Governance Manager

Classification: Public document (non-exempt)

Wards Affected: All

Approval Timetable	Date
Management Board	22 May 2023
Portfolio Holder	23 May 2023
Finance and Governance CAB	6 June 2023
Cabinet	22 June 2023

Recommendations

Officer / Committee recommendations as supported by the Portfolio Holder:

1. That the Cabinet notes the summary of project performance over quarter four, 2022/23, at appendix A.
2. That the Cabinet notes the summary of service performance over quarter four, 2022/23, at appendix B.
3. That the Cabinet notes the Recovery Plans for quarter four, 2022/23, at appendices C-G.

1. Introduction and Background

- 1.1 This report summarises the performance of the Council's projects and services in quarter four, 2022/23. Appendix A provides a summary of projects in the Five Year Plan, the corporate plan for the previous administration. Where service under-performance is identified, Recovery Plans are included at appendices C-G to give details of actions to bring service performance back on track.
- 1.2 The performance management framework is part of the overall governance framework of the Council, which seeks to ensure that risks are managed whilst results are delivered. Quarterly performance reporting helps the Council to improve services and deliver better results for residents, and Cabinet Committee oversight ensures that the framework is robust, and that performance is open to challenge from those with political responsibility for the delivery of projects and services. A public report helps other Councillors, residents and stakeholders to engage with the work of the Council, and to provide further challenge where it is appropriate and effective to do so.
- 1.3 The summary report is divided into two main sections:
 - Project performance (appendix A).
 - Service performance (appendix B).
- 1.4 Delivery of projects is monitored on a weekly basis by the Project Management Office and is reviewed every month by the Programme Management Board, which consists of the Chief Executive and Directors. Progress is also monitored with Portfolio Holders at monthly meetings.
- 1.5 Service performance is monitored daily by line managers, reported to Heads of Service monthly, and Management Board (Chief Executive and Directors) on a quarterly basis.

2. Project Performance

- 2.1 There are four projects remaining active as part of the historic corporate plan, which are currently being performance assessed. Their status is as follows:

Date	Red Status	Amber Status	Green Status
2022/23 Q1	0	2	2
2022/23 Q2	0	3	1
2022/23 Q3	0	2	2
2022/23 Q4	0	2	2

2.2 Detailed updates on the projects are available at appendix A.

3. Service Performance

3.1 The Council is reporting on 29 indicators for this year, 21 of which have targets.

3.5 Of those indicators with targets, 16 are performing and 5 are under performing.

Date	Performing	Not Performing	Unavailable
2022/23 Q1	17	4	1
2022/23 Q2	13	7	2
2022/23 Q3	12	9	0
2022/23 Q4	16	5	0

Under-performing Indicators

3.6 There are 5 indicators which are underperforming.

- Number of households in temporary accommodation
- Working days lost due to sickness
- Processing of minor planning applications within time
- Processing of other planning applications within time
- Performance on appeal – other applications

3.7 Recovery Plans for these indicators are attached at appendices C-G, and give more details about the reasons for underperformance, and the actions the service will take to bring performance back to target.

4. Options Considered

4.1 This report is for noting only, with no decisions being made as a result of the recommendations. As such there are no options available to Cabinet.

5. Preferred Option and Reason

5.1 Performance management is an important tool to use for organisations and businesses to assess their progress on desired aims and outcomes. To

promote transparency and increase trust in how the Council spends public funds, performance information is published quarterly to allow for greater scrutiny of the Council's long-term ambitions and its day-to-day activities.

- 5.2 The recommendations are to note the factual information within this report. Any actions Cabinet committee may choose to take as a result of the information will be brought forwards in separate reports which will include options appraisals and decisions.

6. Consultation on Options

- 6.1 The information in this report is factual information and there are no direct decisions arising from the recommendations. As such, no public consultation has taken place.

Recommendation from Cabinet Advisory Board

- 6.2 The Finance and Governance Cabinet Advisory Board were consulted on 6 June 2023 and agreed the following:

To be updated following the meeting.

- 6.3 There are no decisions arising from this report and so no implementation period is necessary.

7 Appendices and Background Documents

Appendices:

- Appendix A: Project Summary
- Appendix B: Performance Indicator Outturn
- Appendix C-G: Under-performing Indicator Recovery Plans

8 Cross Cutting Issues

A. Legal (including the Human Rights Act)

There is no statutory duty to report regularly to Cabinet on the Council's performance. However, under Section 3 of the Local Government Act 1999 (as amended) a best value authority has a statutory duty to secure continuous

improvement in the way in which its functions are exercised having regard to a combination of economy, efficiency and effectiveness.

One of the purposes of the Council's Corporate Priorities is to provide clear strategic direction in order to facilitate the improvement of the economy, efficiency and effectiveness of Council Services. Regular reports on the Council's performance assist in demonstrating best value and compliance with the statutory duty.

There are no consequences arising from the recommendation that adversely affect or interfere with individuals' rights and freedoms as set out in the Human Rights Act 1998.

Claudette Valmond, Interim Head of Legal Services, 16 May 2023

B. Finance and Other Resources

A number of these performance indicators and projects have financial implications and where appropriate these are covered in the Capital, Revenue and Treasury Monitoring Reports that accompany this report.

Jane Fineman, Head of Finance, Parking and Procurement, 16 May 2023

C. Staffing

This report demonstrates the vast proportion of work being undertaken by the Council's staff to provide services for the Borough and meet the projects within the Five Year Plan. Performance is monitored on a monthly basis by Heads of Service and is assessed against current staffing trends and issues to ensure staff resources are aligned with the Council's priorities.

Nicky Carter, Head of HR, Customers and Communities, 16 May 2023

D. Risk Management

All risks associated with this report are within the Council's current risk appetite and managed in accordance with its risk management strategy.

Lee Colyer, Director for Finance, Policy and Development
16 May 2023

E. Environment and Sustainability

This report and the action plans will have considered this aspect to ensure that the service areas and projects deliver the desired outcomes for Environment and Sustainability.

Section 40, National Environment and Rural Communities Act 2006

40(1) Every public authority must, in exercising its functions have regard so far as is consistent with the proper exercise of those functions, to the purpose of conserving biodiversity.

Section 85, Countryside and Rights of Way Act 2000

85(1) In exercising or performing any functions in relation to, or so as to affect, land in an area of outstanding natural beauty, a relevant authority shall have regard to the purpose of conserving and enhancing the natural beauty of the area of outstanding natural beauty.

Gary Stevenson, Head of Environment, Housing and Health, 16 May 2023

F. Community Safety

There are no consequences arising from the recommendation that adversely affect community safety.

Section 17, Crime and Disorder Act 1998

17(1) Without prejudice to any other obligation imposed on it, it shall be the duty of each authority to which this section applies to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area.

Terry Hughes, Community Safety Manager, 16 May 2023

G. Equalities

The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no apparent equality impact on end users.

Section 149, Equality Act 2010

149(1) A public authority must, in the exercise of its functions, have due regard to the need to –
(a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;

- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;*
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.*

Lee Colyer, Director for Finance, Policy and Development 16 May 2023

H. Data Protection

There are no data protection issues which need to be considered as a part of this report.

Article 5, General Data Protection Regulation 2016

- 1. Personal data shall be:*
 - (a) processed lawfully, fairly and in a transparent manner in relation to the data subject;*
 - (b) collected for specific, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes;*
 - (c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;*
 - (d) accurate and, where necessary, kept up to date;*
 - (e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed;*
 - (f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.*

Jane Fineman, Data Protection Officer and Head of Finance, Parking and Procurement 16 May 2023

I. Health and Safety

There are no health and safety issues to consider as a part of this report and recommendations.

Mike Catling, Corporate Health and Safety Manager, 16 May 2023

J. Health and Wellbeing

There are no health and wellbeing issues to consider as a part of this report and recommendations.

- 1. Areas of deprivation: Will the proposal have an impact (positive or negative) on those living in areas of deprivation within the borough (40% most deprived in the country). These are Sherwood, Southborough and High Brooms, Broadwater and Rusthall.*
- 2. Healthier lifestyle opportunities: Will residents be more or less able to make healthier lifestyle choices such as physical activity (e.g. active travel, access to green spaces or access to leisure facilities), healthy eating (e.g. proximity or access to take away shops, allotments, food stores) and being smoke-free*
- 3. Social and Community networks: Will the proposal make it easier for people to interact with one another e.g. encouraging community engagement*
- 4. Living and Working Conditions: does to proposal improve work or home environments, increase job, education or training opportunities, improve access to health services or housing*
- 5. General Socioeconomic, cultural and environmental conditions: Are there any other factors that may impact the above*

Tracey Beattie, Environmental Health Manager, 16 May 2023

Project Summary – Five Year Plan Projects

Q4 2022/23 (Jan-March 2023)

1. Project

Create a new Local Plan for the Borough.

Status

AMBER

The Local Plan has been submitted to the Secretary of State for Examination, in accordance with the latest timetable. A Planning Inspector has been appointed to undertake the Examination.

Examination Hearings were held in March and between May and July 2022. This varies slightly from the published timetable in the Local Development Scheme (October 2021) which had considered that these would be completed by April.

The Council has now received the Inspectors post-hearing Initial Findings letter which raises a number of matters that need resolving in order that the Local Plan can progress on to adoption. Officers are working on the matters with consultants and stakeholders and will present an update to members when the work is completed, which will be after the May elections. A review of the Local Development Scheme will be undertaken at the same time to set the timetable for the adoption of the Local Plan.

As a result of these additional requirements and the need for additional post hearing further work adoption of the Local Plan has been delayed.

2. Project

Create new sports facilities for the Borough.

Status

GREEN

Update

Currently awaiting outcome of Local Plan examination. From the Inspector's Initial Feedback it is agreed, as regards to Hawkenbury Recreation Ground (Policy AL/RTW 19), that it would be appropriate to consult on the road widening and re-provision of parking spaces that had been provided in a later evidence document provided to the Hearing.

3. Project

Support the development of community centres in the borough: Cranbrook

Status

AMBER

Update

The project is awaiting to receive the final confirmation from the NHS in terms of their specification for the GP surgery which is expected shortly so that procurement of a PCSA via the KCC framework can commence. This is currently being held up because one of the GP contracts is being terminated due to ill health and a new GP provider is being bought in who may or may not rejoin the consortium.

Feasibility picked up c£300k of risk within ground conditions so geotecks were undertaken and this has identified the fact that the risk is low so these costs could be mitigated. Figures are at risk of inflation and the bank of England rate that continues to escalate leading to potential viability issues in the future. However the rental rates for the NHS have also increased because of this.

Project will be going out to procurement on the QS and potentially the TPM as well. TPM costs can be avoided for a while if TWBC officer time is used and this could be done up to RIBA 3 but no further.

KCC has given the parish written confirmation that they are keen to see the project progress and that they would support the library moving in and that they will consult with KCC Corporate Landlord to determine what degree of investment can be allowed for. Parish is seeking £500k + all S106 funds sought to date.

VAT report has concluded that there is a c£560k hit on the capital costs of the building and or a hit on the leasehold income to the council and or a revenue impact to the NHS. The project can still stack up despite these additional costs however the payback period goes beyond the 25 years initially desired by the Council. The revenue income from the NHS is estimated at c£170k per annum and the best outcome would be for the NHS to pick up the VAT revenue costs.

4. Project

Support the development of community centres in the borough: Paddock Wood

Status

GREEN

Update

Project is now complete from the build perspective and was handed back to Paddock Wood Community Centre on 3 March 2023.

The Town Council has incorporated a charitable company to run the facility going forward and a lease has been prepared to transfer it over to the Company Limited by Guarantee on handover, which avoids any VAT on the construction element.

Marketing of the nursery/pre-school has generated a lot of interest to date. A site manager has been employed to run the centre with the facilities management contract being finalised for the first year.

Furniture fit out will soon commence, followed by an opening date to confirmed.

Tunbridge Wells Borough Council

Performance Report

Council Service Performance

Q4 (Jan-Mar 2023)

Published June 2023

For Cabinet 22 June 2023

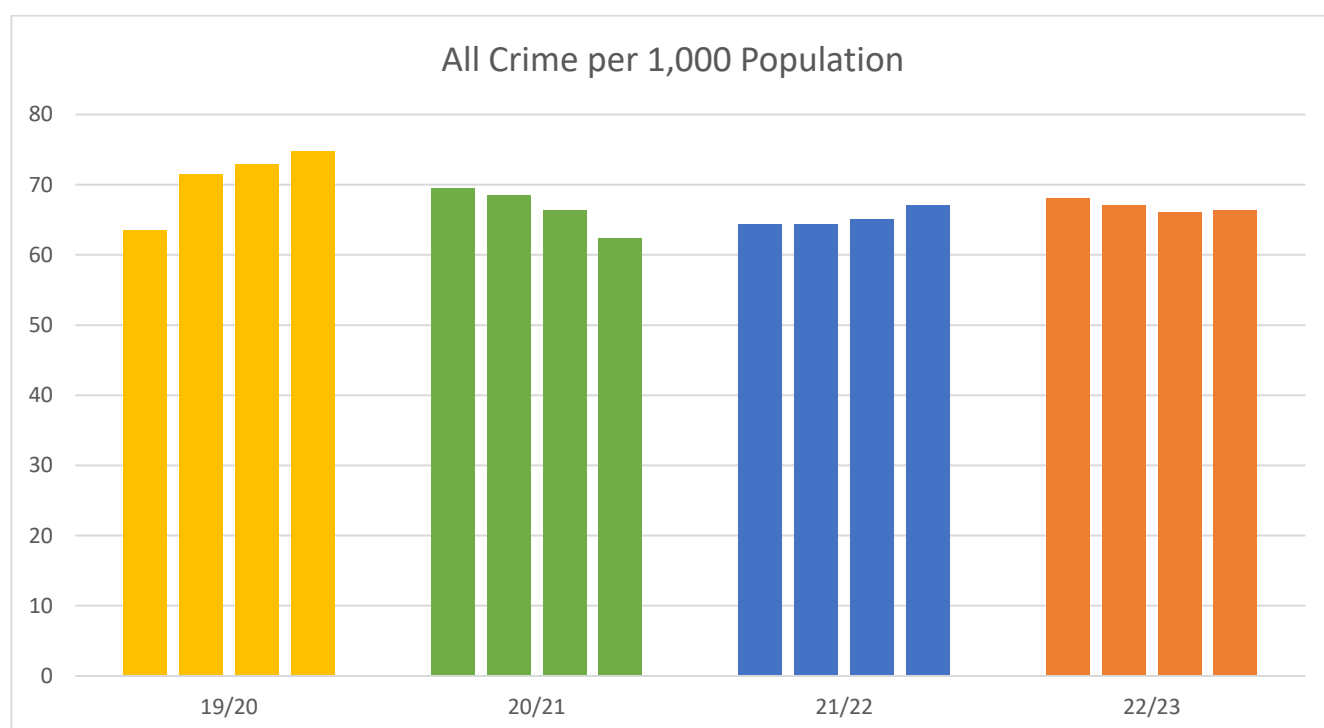


Indicator Results

Community Safety Unit

All Crimes per 1,000 Population

The outturn for this indicator is 66.3 for this quarter, which is consistent with the last 3 quarters.

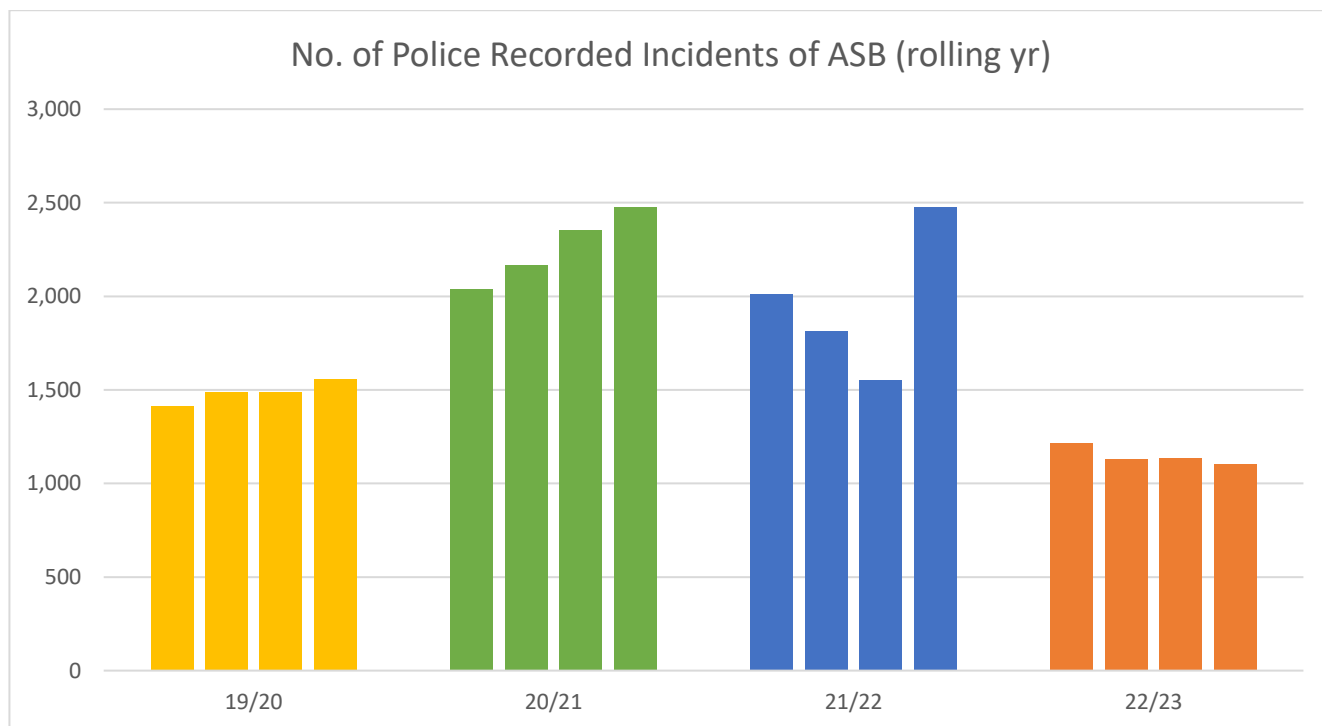


Performing or Underperforming Target

This performance indicator does not have a target.

Number of Police Recorded Incidents of Anti-Social Behaviour

The outturn for this indicator is 1,102 for this quarter, which is a decrease from the previous quarter at 1,138.

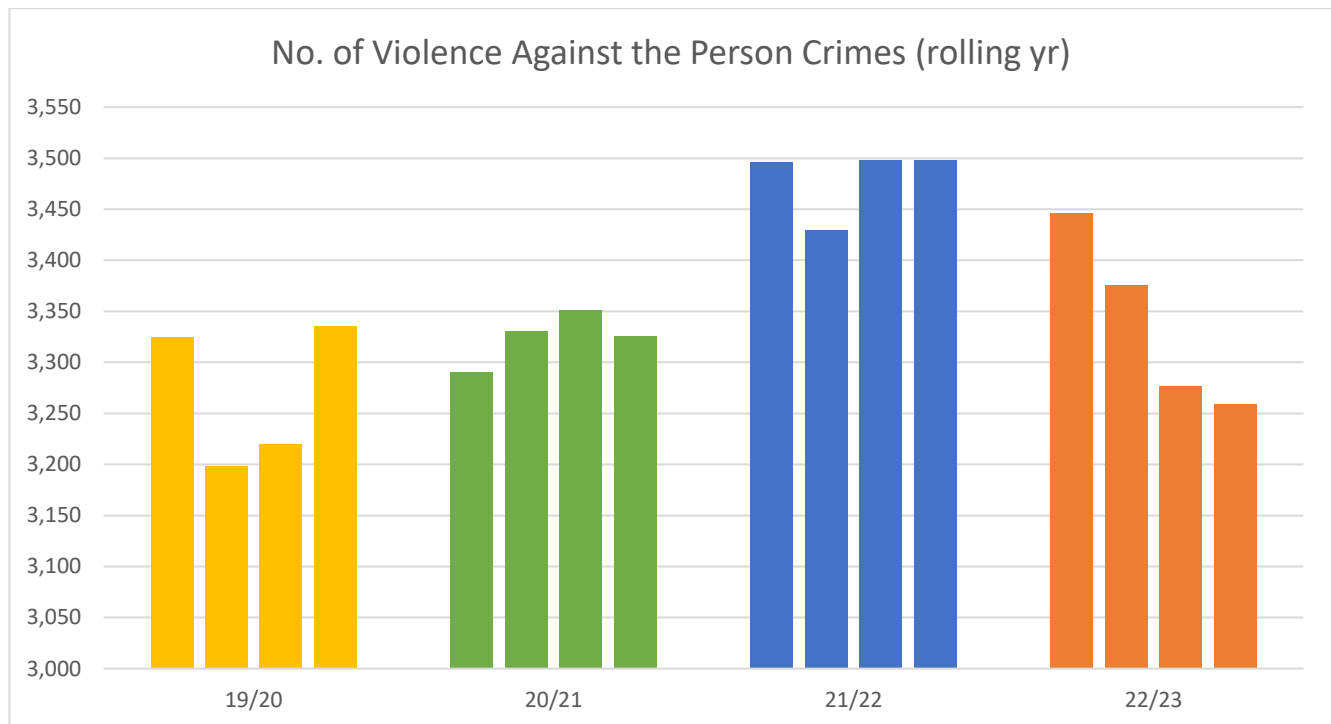


Performing or Underperforming Target

This performance indicator does not have a target.

Number of 'Violence Against the Person' Crimes

The outturn for this indicator is 3,259 for this quarter, which is lower than the previous three quarters at 3,446 3,376 and 3,777 respectively.

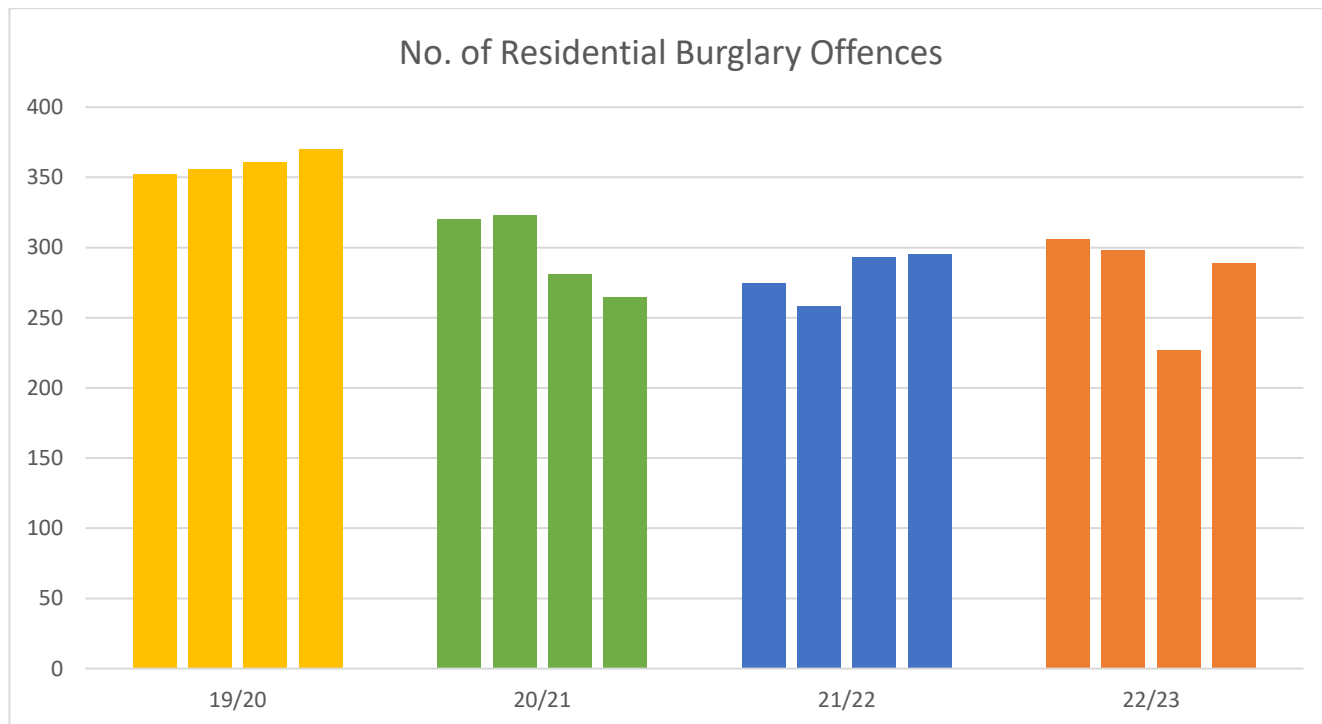


Performing or Underperforming Target

This performance indicator does not have a target.

Number of Residential Burglary Offences

The outturn for this indicator is 289 for this quarter, which is higher than the previous quarter at 227.



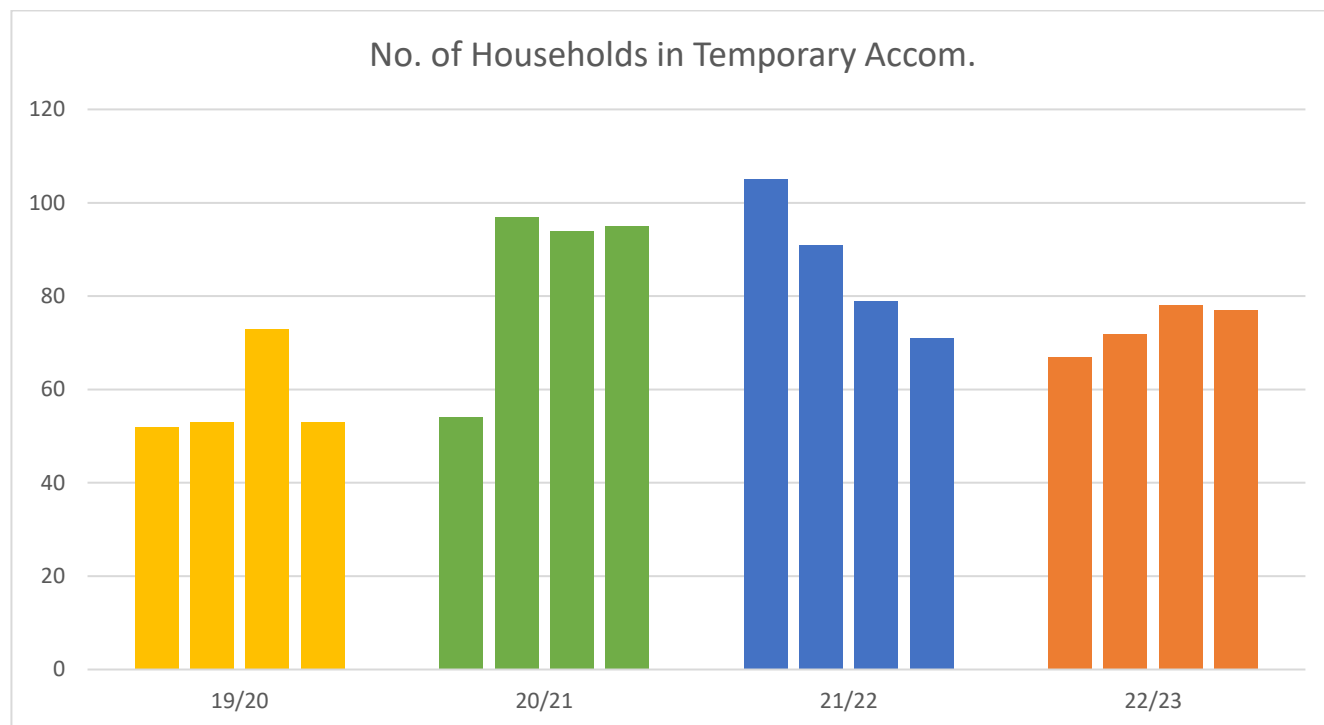
Performing or Underperforming Target

This performance indicator does not have a target.

Housing

Number of Households in Temporary Accommodation

The outturn for this indicator is 77 for this quarter, which is lower than the previous quarter at 78.



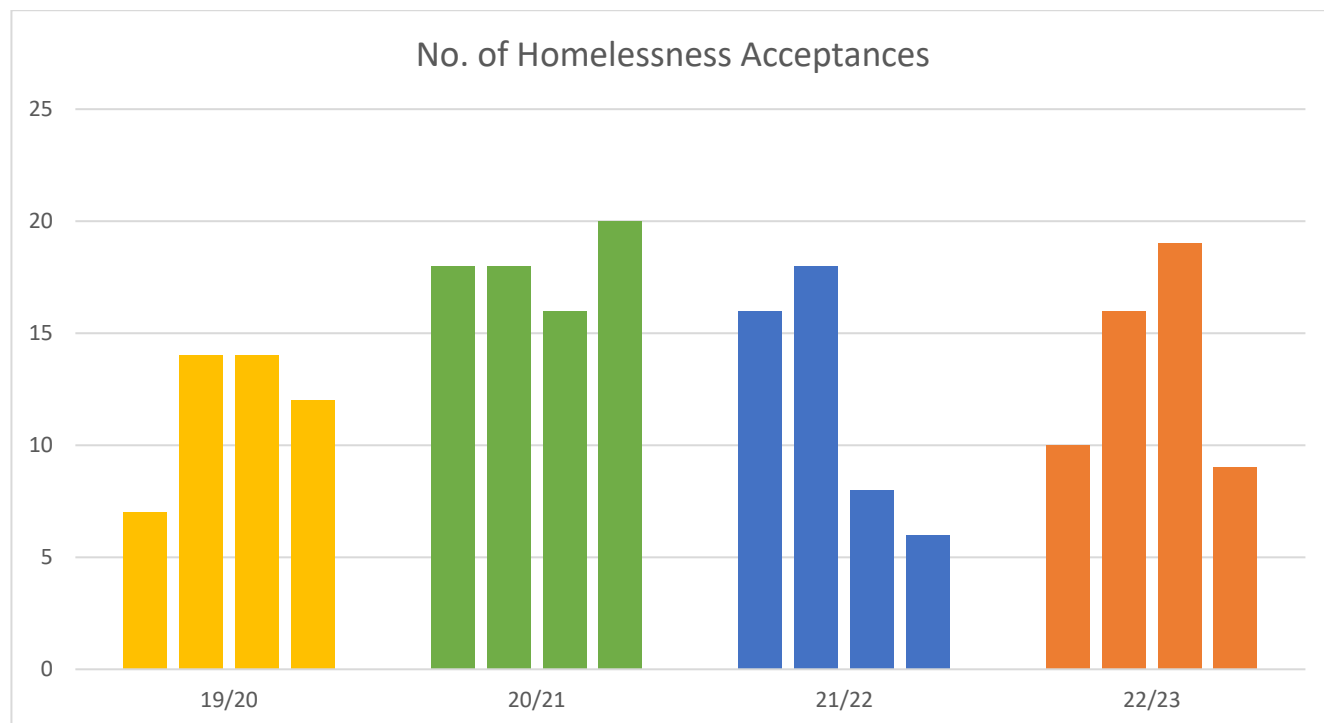
Performing or Underperforming Target

The target for this performance indicator is 70 or below, which means the indicator is:

Under Performing

Number of Homelessness Acceptances

The outturn for this indicator is 9 for this quarter, which is lower than the previous quarter at 19.



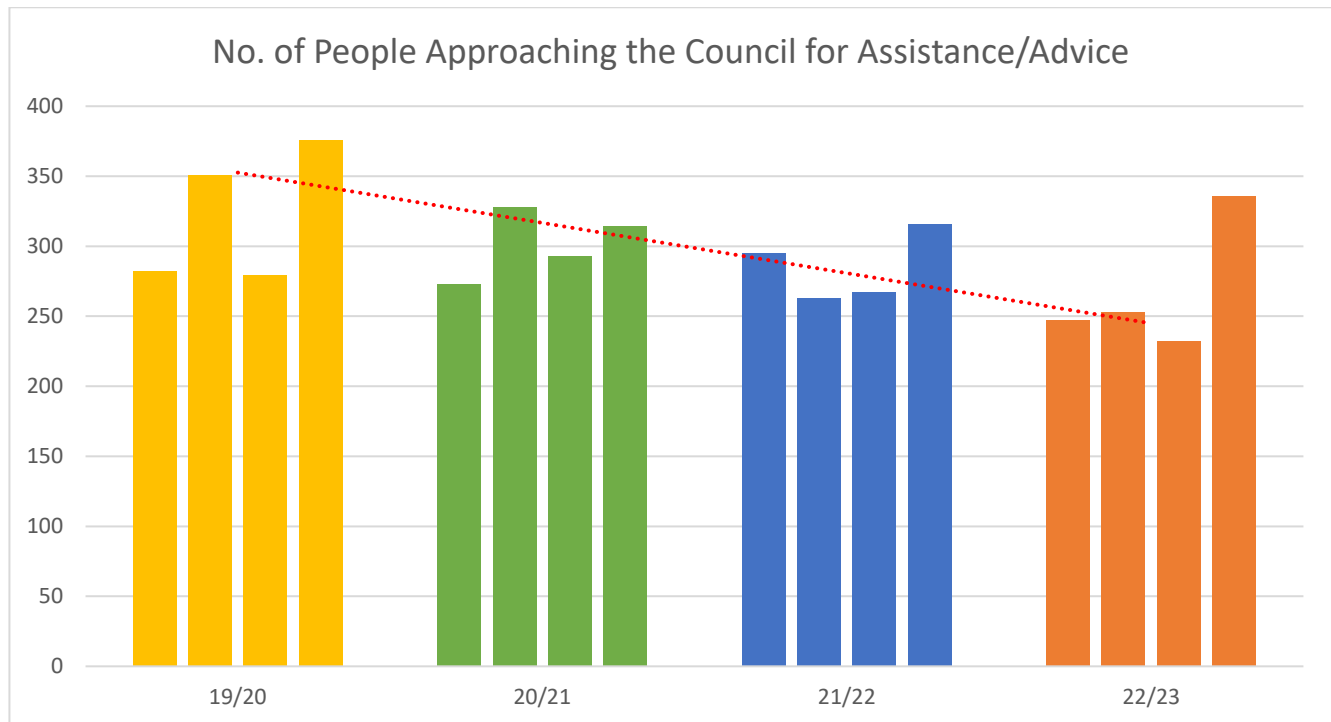
Performing or Underperforming Target

The target for this performance indicator is 18 or below, which means the indicator is:

Performing

Number of People Approaching the Council for Assistance and/or Advice

The outturn for this indicator is 336 for this quarter, which is higher than the last quarter at 232.

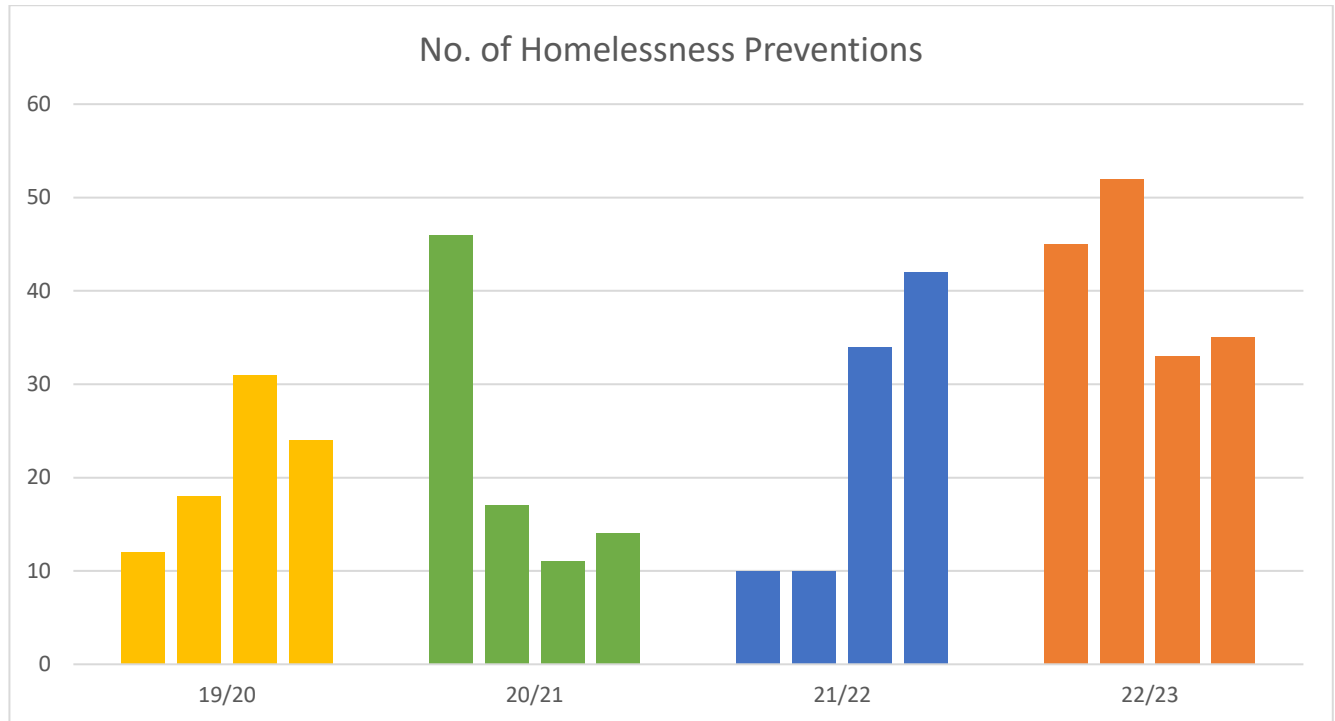


Performing or Underperforming Target

This performance indicator does not have a target.

Number of Homeless Preventions

The outturn for this indicator is 35 for this quarter, which is consistent with the previous quarter at 33.



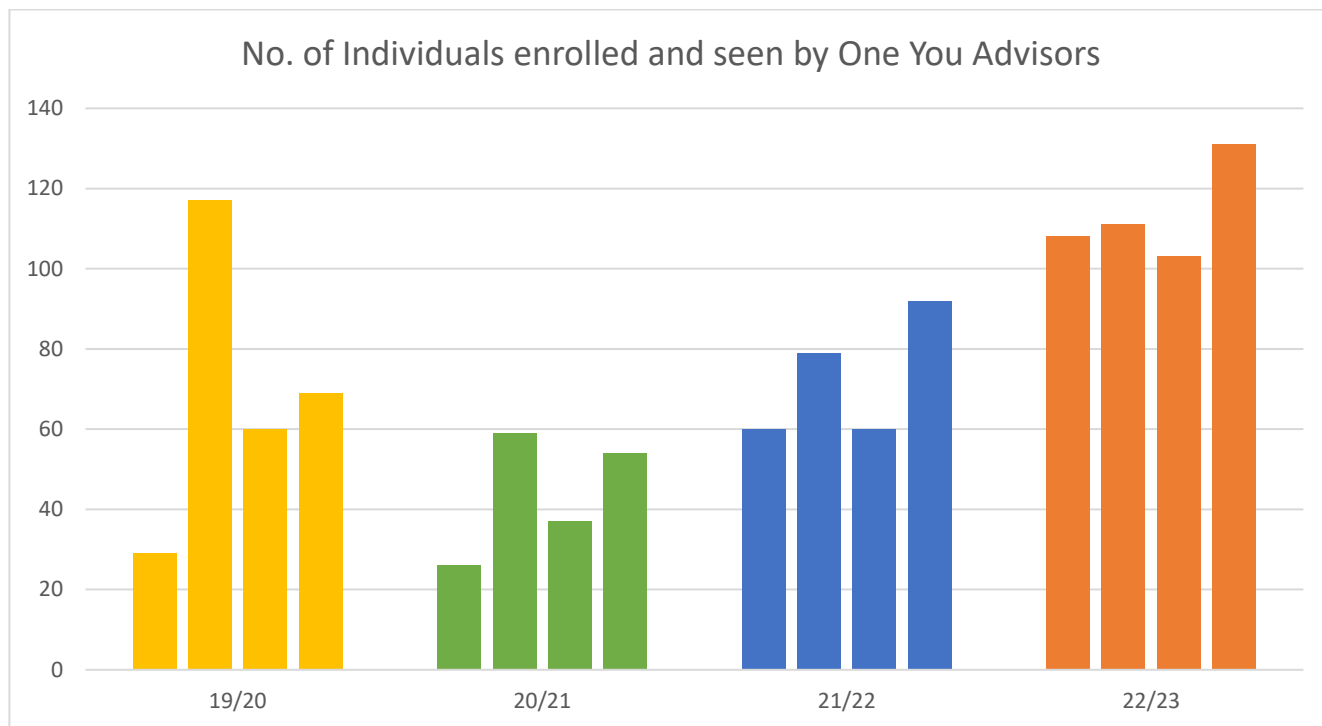
Performing or Underperforming Target

This performance indicator does not have a target.

Health

Number of People Engaged in Healthy Living Services

The outturn for this indicator is 131 for this quarter, which is higher than the previous quarter at 103.



Performing or Underperforming Target

The target for this performance indicator is 52.5 or above, which means the indicator is:

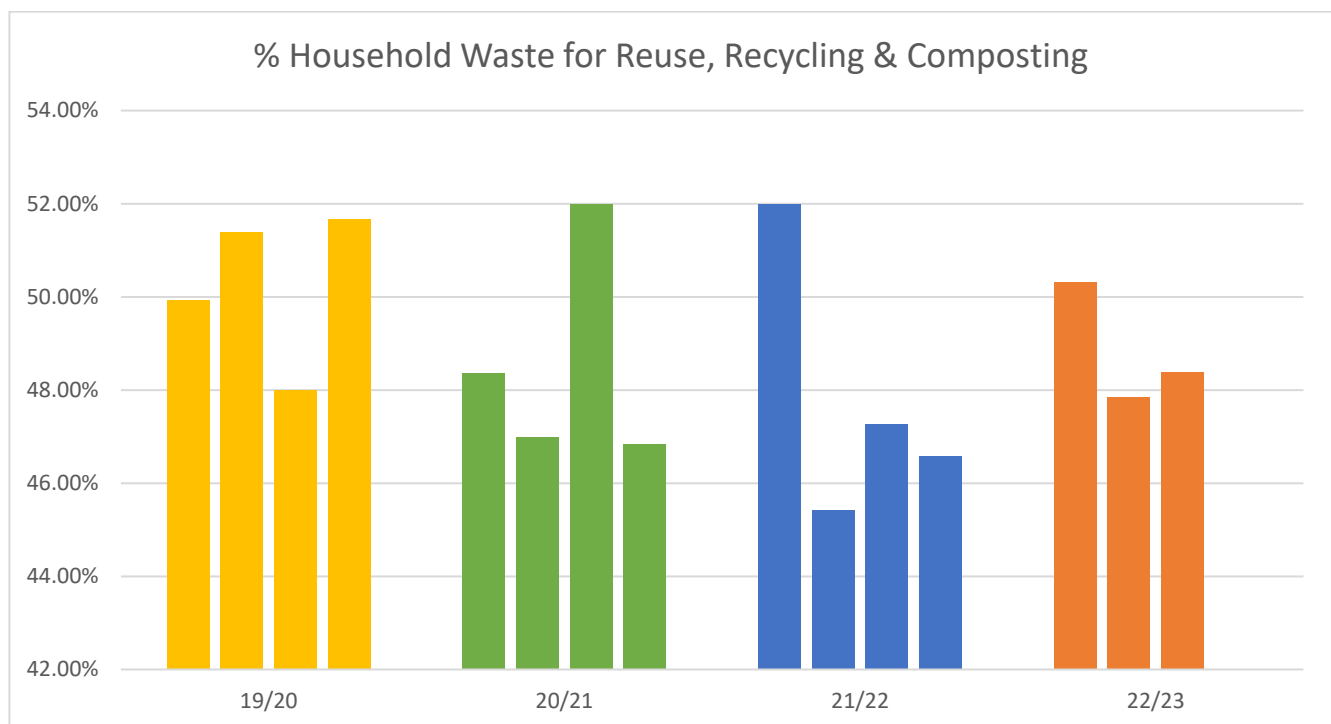
Performing

Environment

Percentage of Household Waste for Reuse, Recycling and Composting

Data for this indicator is assessed on the previous quarter's data. Quarter four data is unavailable as at the date of this report's publication.

The outturn for this indicator is 48.39% for quarter three, which is higher than quarter two at 47.84%.



Performing or Underperforming Target

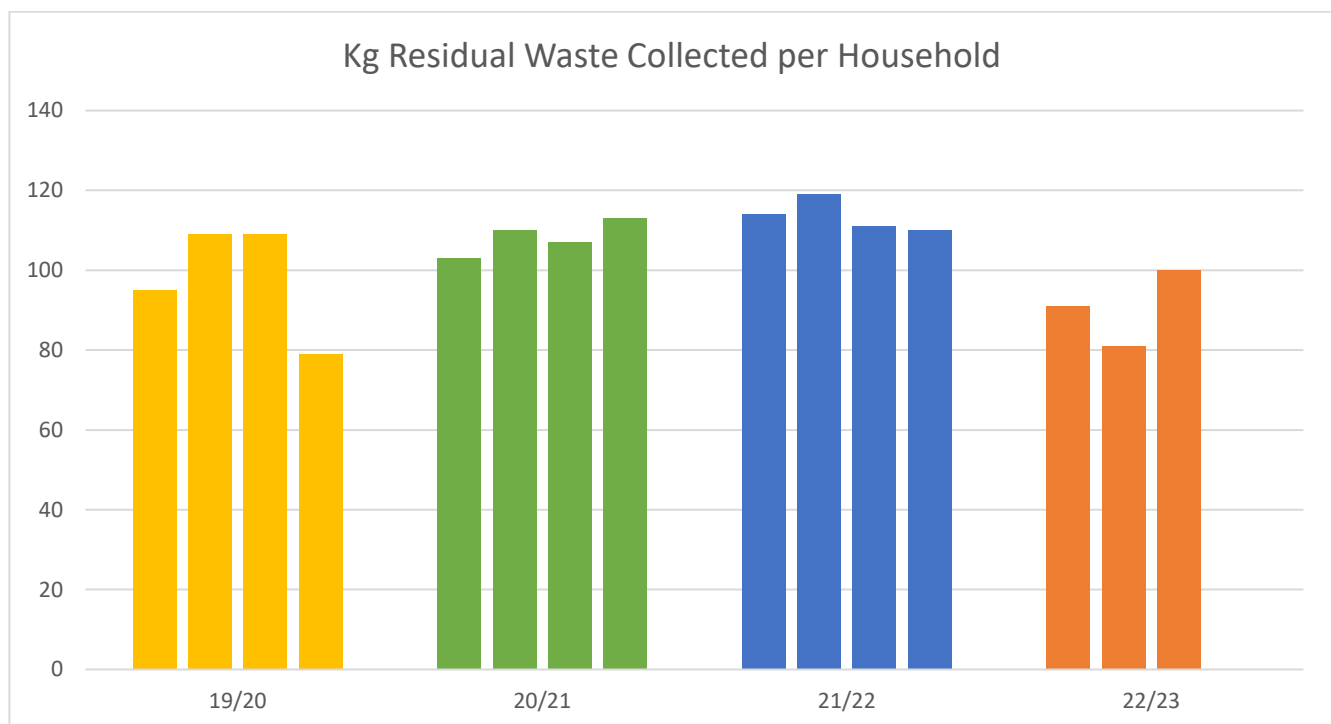
The target for this performance indicator is 48% or above, which means the indicator is:

Performing

Kilograms of Residual Waste Collected per Household

Data for this indicator is assessed on the previous quarter's data. Quarter four data is unavailable as at the date of this report's publication.

The outturn for this indicator is 100 for quarter three, compared to 81 for quarter two.



Performing or Underperforming Target

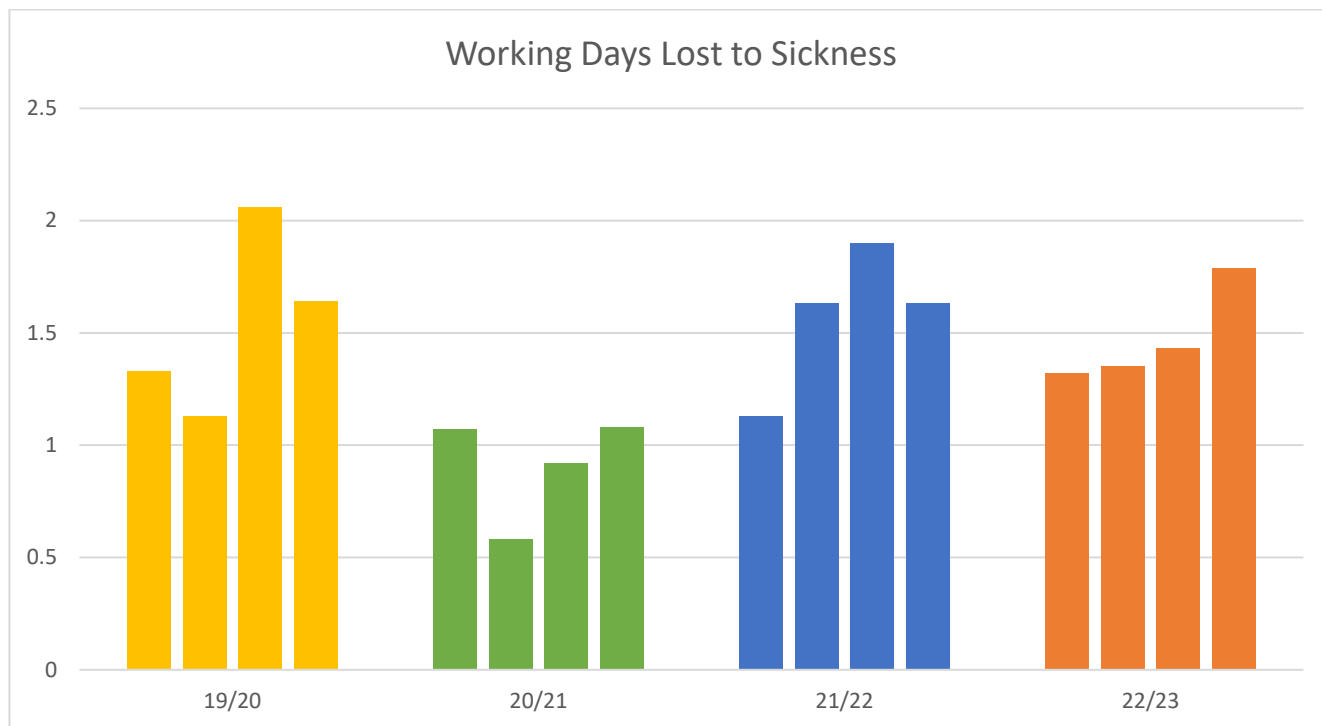
The target for this performance indicator is 127 or below, which means the indicator is:

Performing

HR

Working Days Lost Due to Sickness

The outturn for this indicator is 1.79 for this quarter, which is higher than the previous quarter at 1.43.



Performing or Underperforming Target

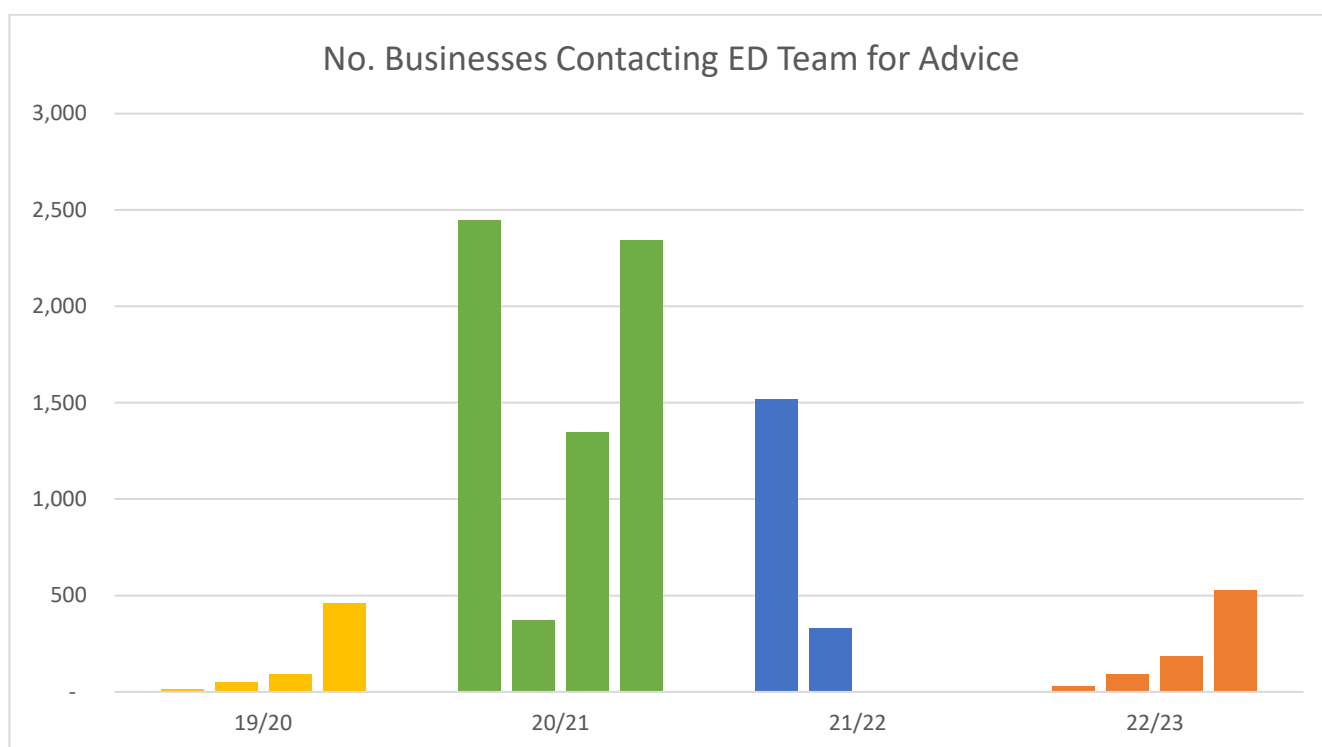
The target for this performance indicator is 1.375 or below, which means the indicator is:

Under Performing

Economic Development

Number of Businesses Contacting Economic Development Team for Advice

The outturn for this indicator is 524 for this quarter, which is higher than last quarter at 182.



Performing or Underperforming Target

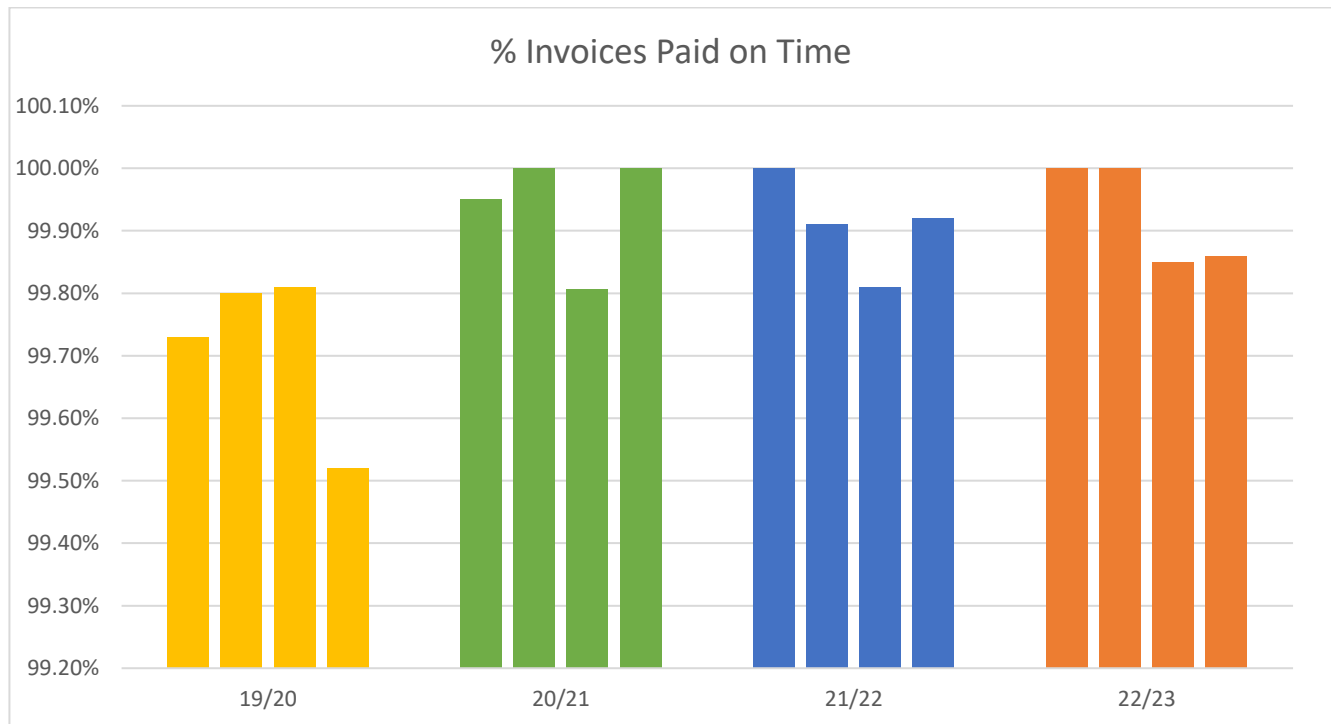
The target for this performance indicator is 30 or above, which means the indicator is:

Performing

Finance

Percentage of invoices paid on time

This quarter's outturn for this indicator is 99.86% which is consistent with the previous quarter.



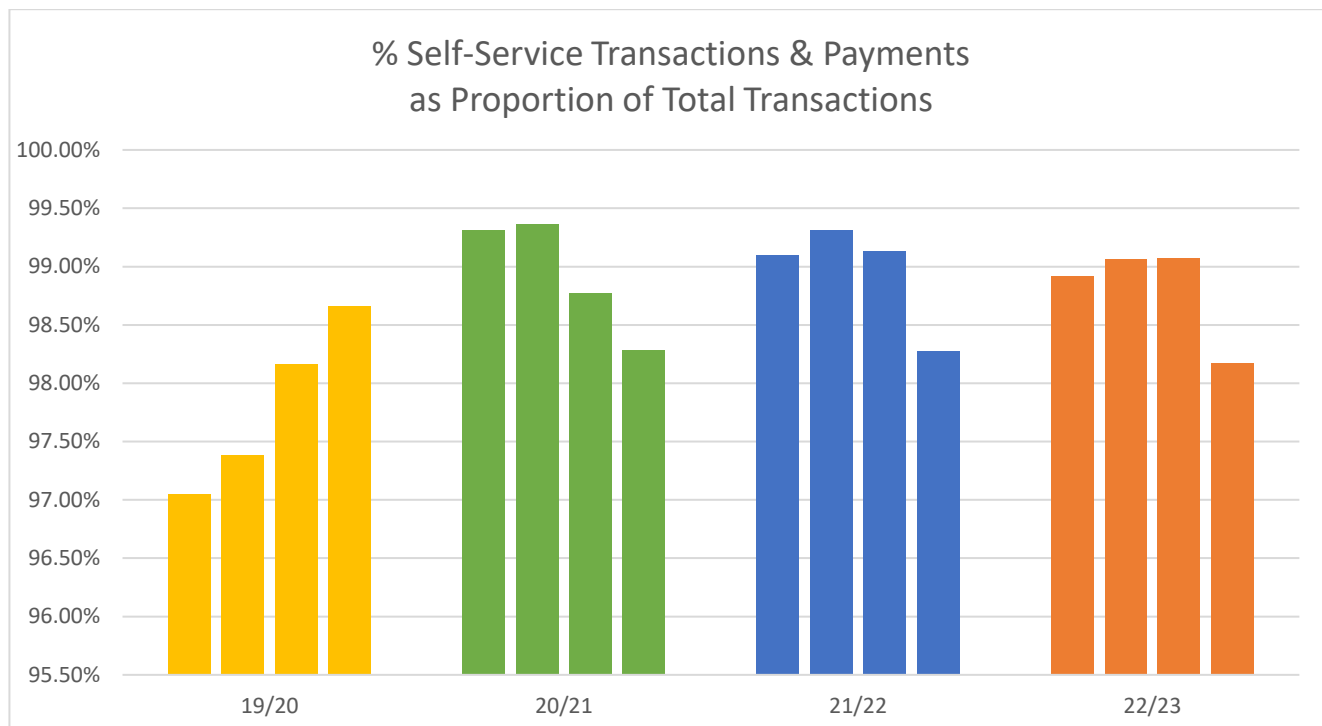
Performing or Underperforming Target

The target for this performance indicator is 99.8% or above, which means the indicator is:

Performing

Percentage of Self-Service Transactions and Payments as a Proportion of Total Transactions

The outturn for this indicator is 98.17% for this quarter, which is lower than the previous quarter at 99.07%.



Performing or Underperforming Target

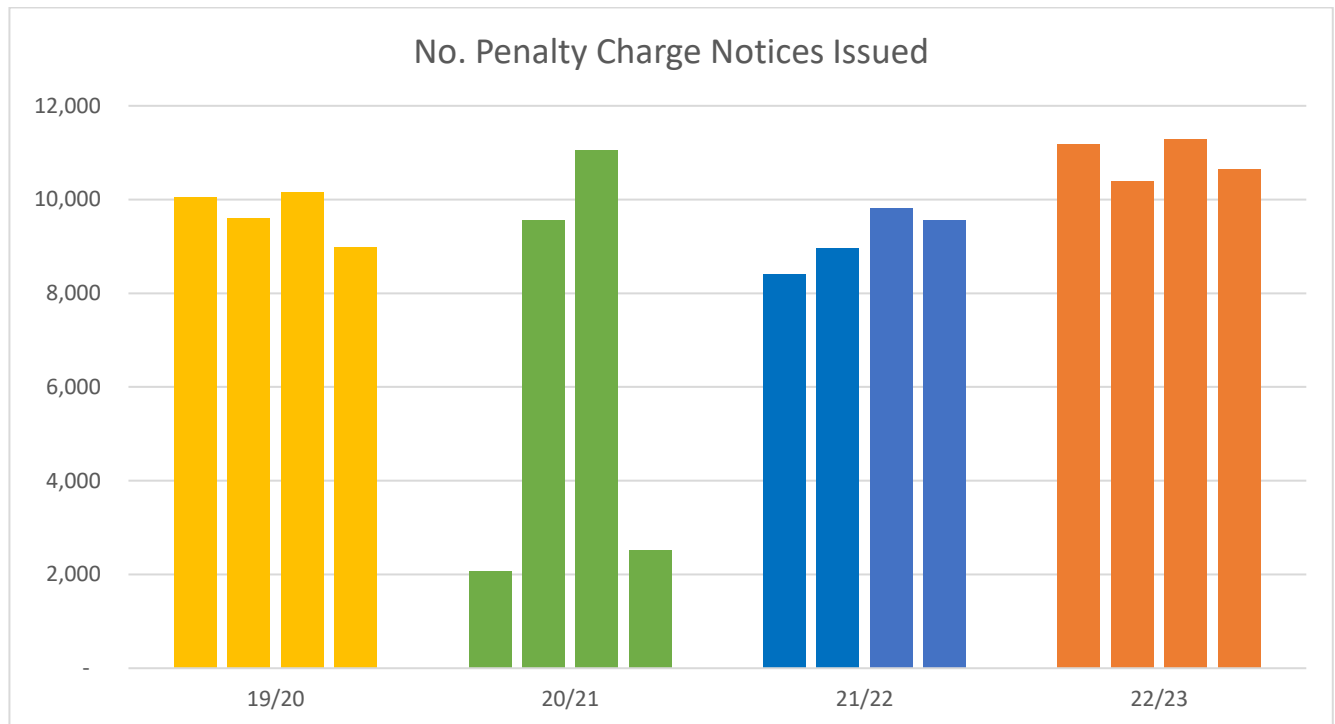
The target for this performance indicator is 92% or above, which means the indicator is:

Performing

Parking

Number of Penalty Charge Notices Issued

The outturn for this indicator is 10,639 for this quarter, which is lower than the previous quarter at 11,290.



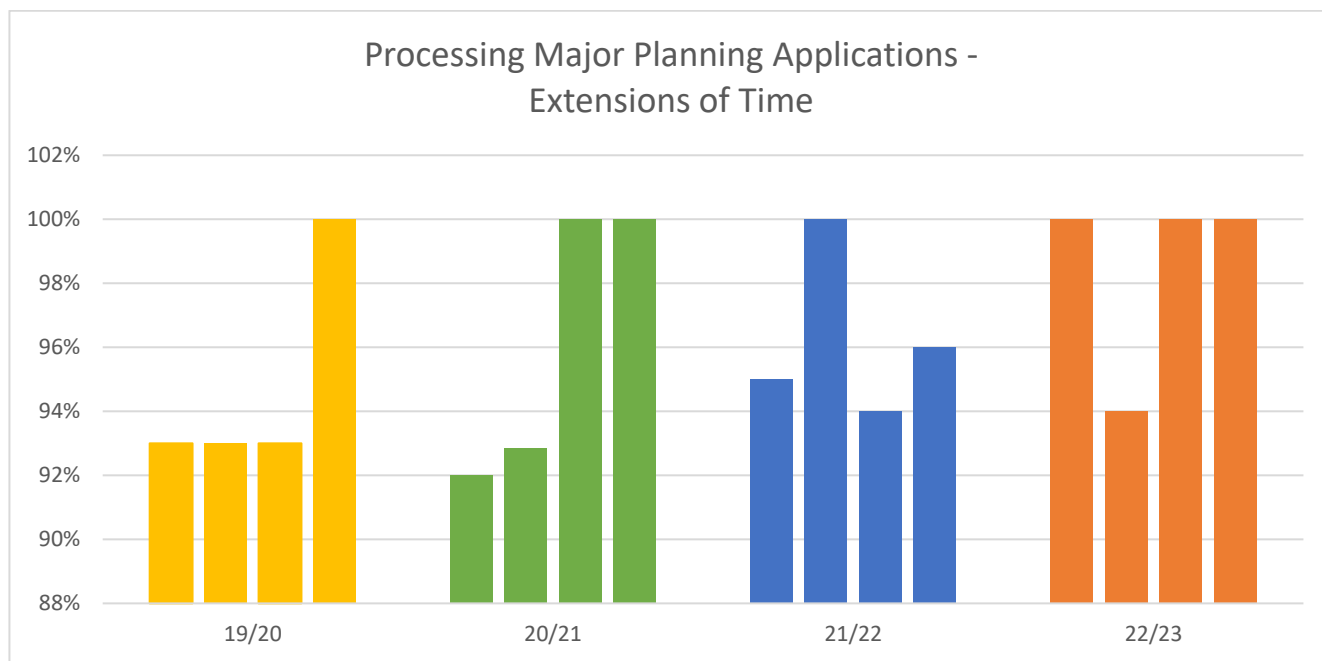
Performing or Underperforming Target

This performance indicator does not have a target.

Planning

Processing Major Planning Applications with Extensions of Time

The outturn for this indicator is 100% for this quarter, as it was in the previous quarter.



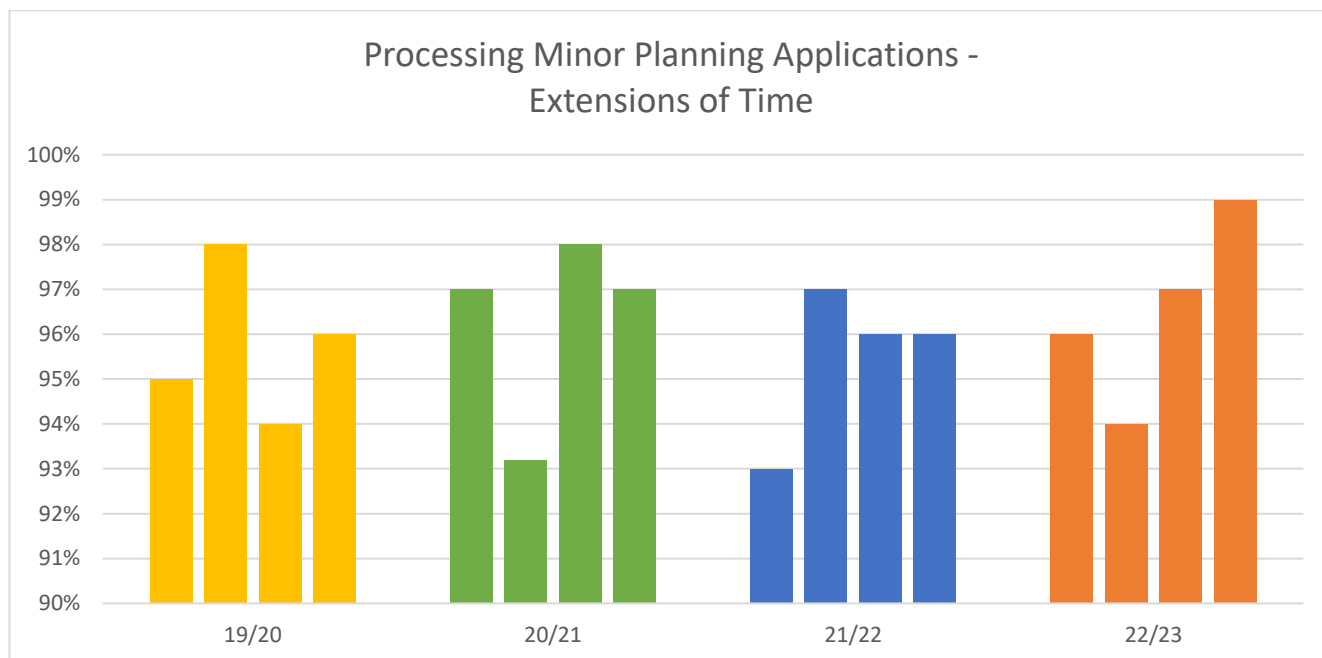
Performing or Underperforming Target

The target for this performance indicator is 80% or above, which means the indicator is:

Performing

Processing Minor Planning Applications with Extensions of Time

The outturn for this indicator is 99% for this quarter, compared to 97% in the previous quarter.



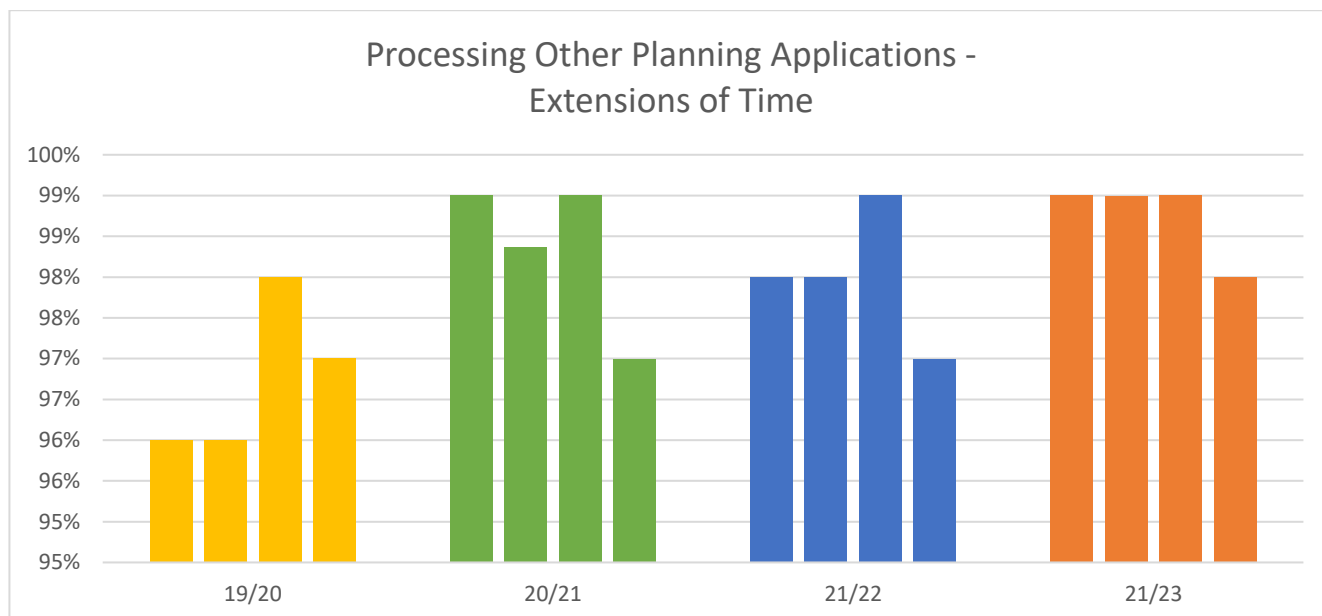
Performing or Underperforming Target

The target for this performance indicator is 85% or above, which means the indicator is:

Performing

Processing Other Planning Applications with Extensions of Time

The outturn for this indicator is 98% for this quarter, which is higher than the previous quarter at 99.



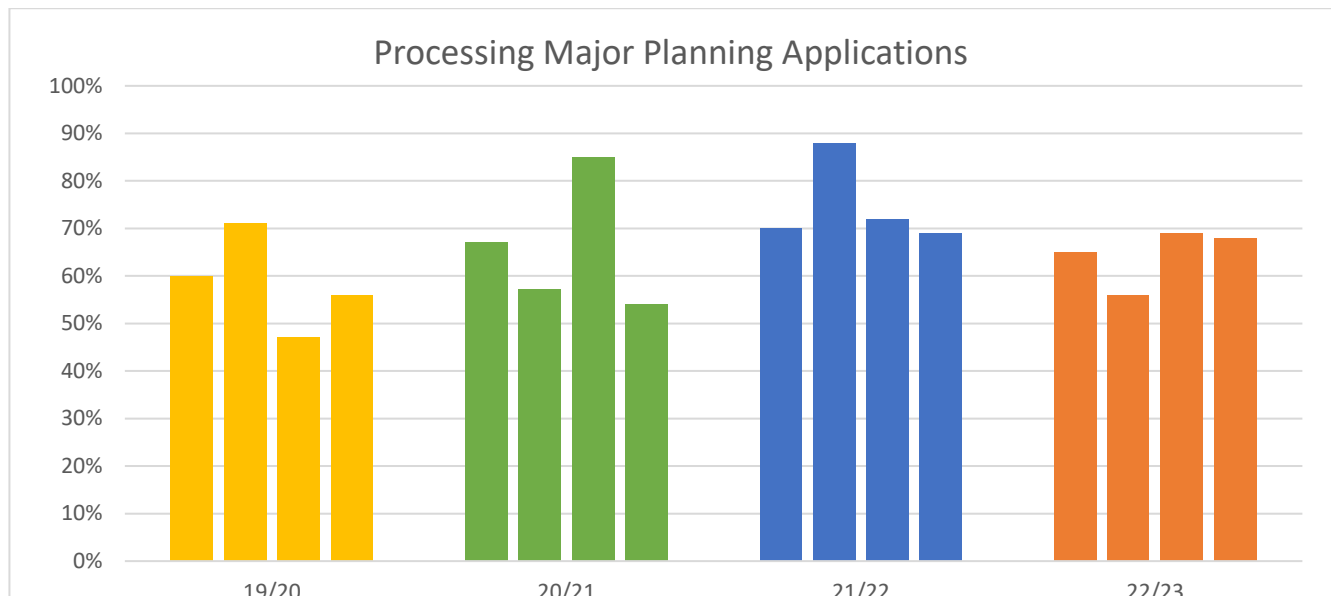
Performing or Underperforming Target

The target for this performance indicator is 90% or above, which means the indicator is:

Performing

Processing Major Planning Applications

The outturn for this indicator is 68% for this quarter, which is less than the previous quarter at 69%.



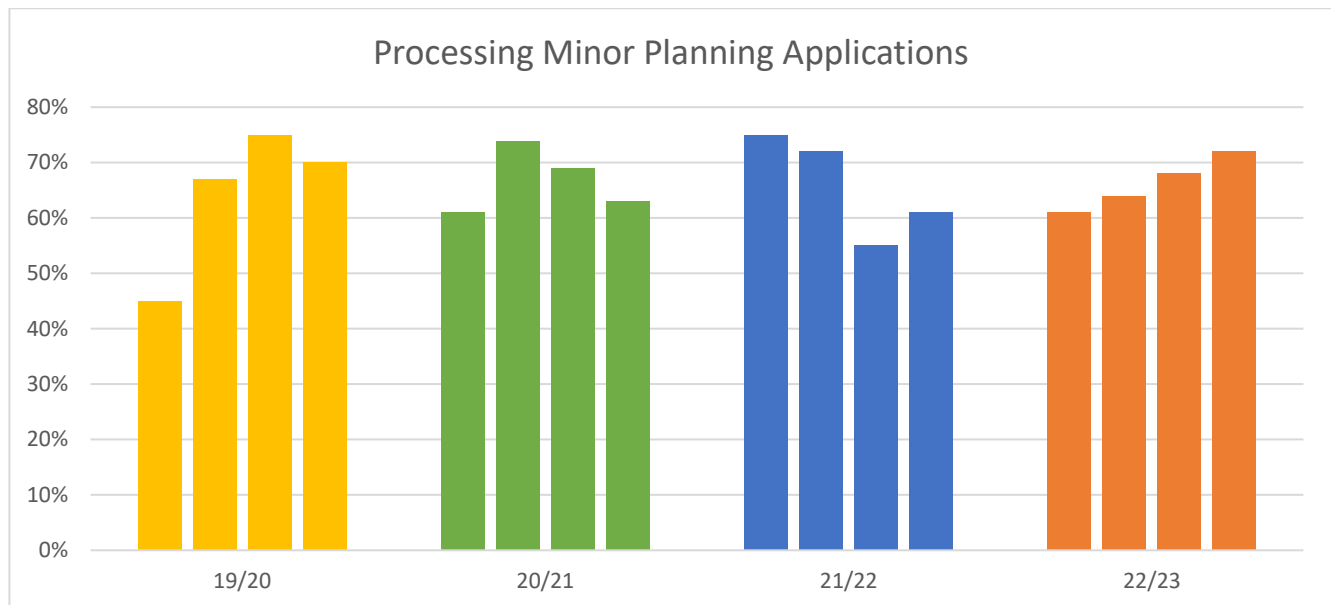
Performing or Underperforming Target

The target for this performance indicator is 65% or above, which means the indicator is:

Performing

Processing Minor Planning Applications

The outturn for this indicator is 72% for this quarter, which is higher as the previous quarter at 68%.



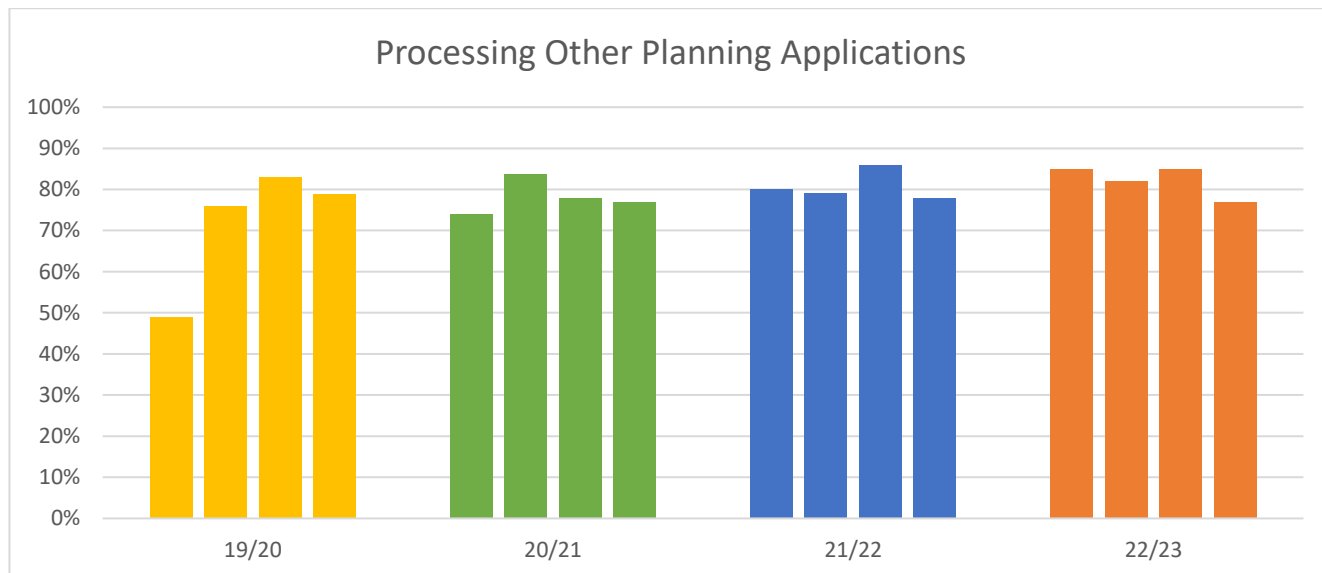
Performing or Underperforming Target

The target for this performance indicator is 75% or above, which means the indicator is:

Under Performing

Processing Other Planning Applications

The outturn for this indicator is 77% for this quarter, which is lower than the previous quarter at 85%.



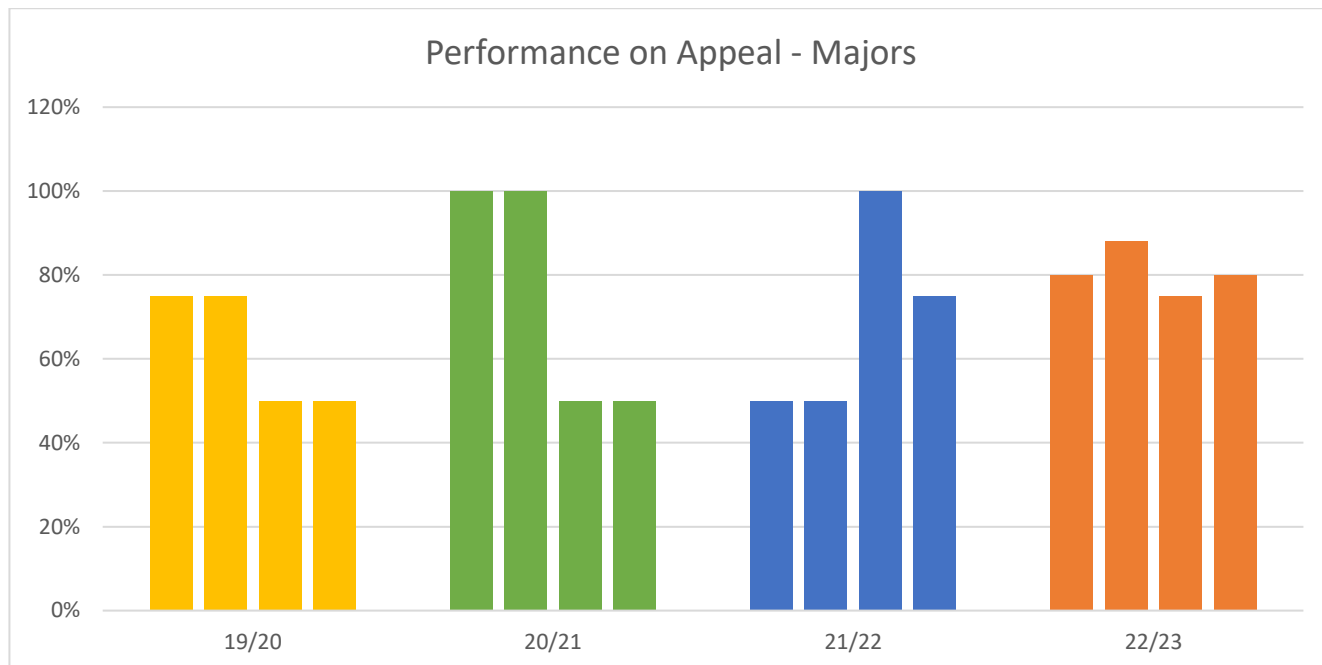
Performing or Underperforming Target

The target for this performance indicator is 88% or above, which means the indicator is:

Under performing

Performance on Appeals – Majors

The outturn for this indicator is 80% for this quarter, which is higher than the previous quarter at 75%.



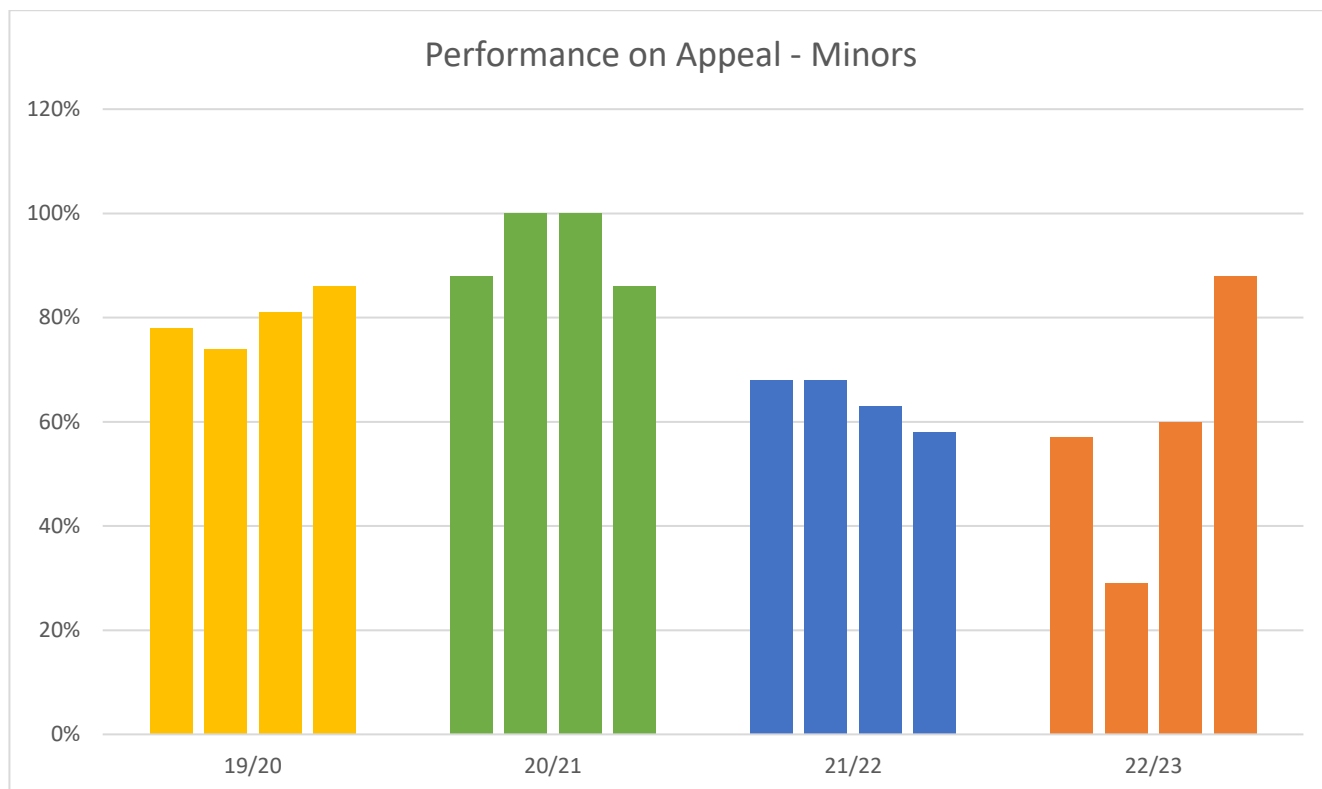
Performing or Underperforming Target

The target for this performance indicator is 65% or above, which means the indicator is:

Performing

Performance on Appeal - Minors

The outturn for this indicator is 88% for this quarter, which is higher than the previous quarter at 60%.



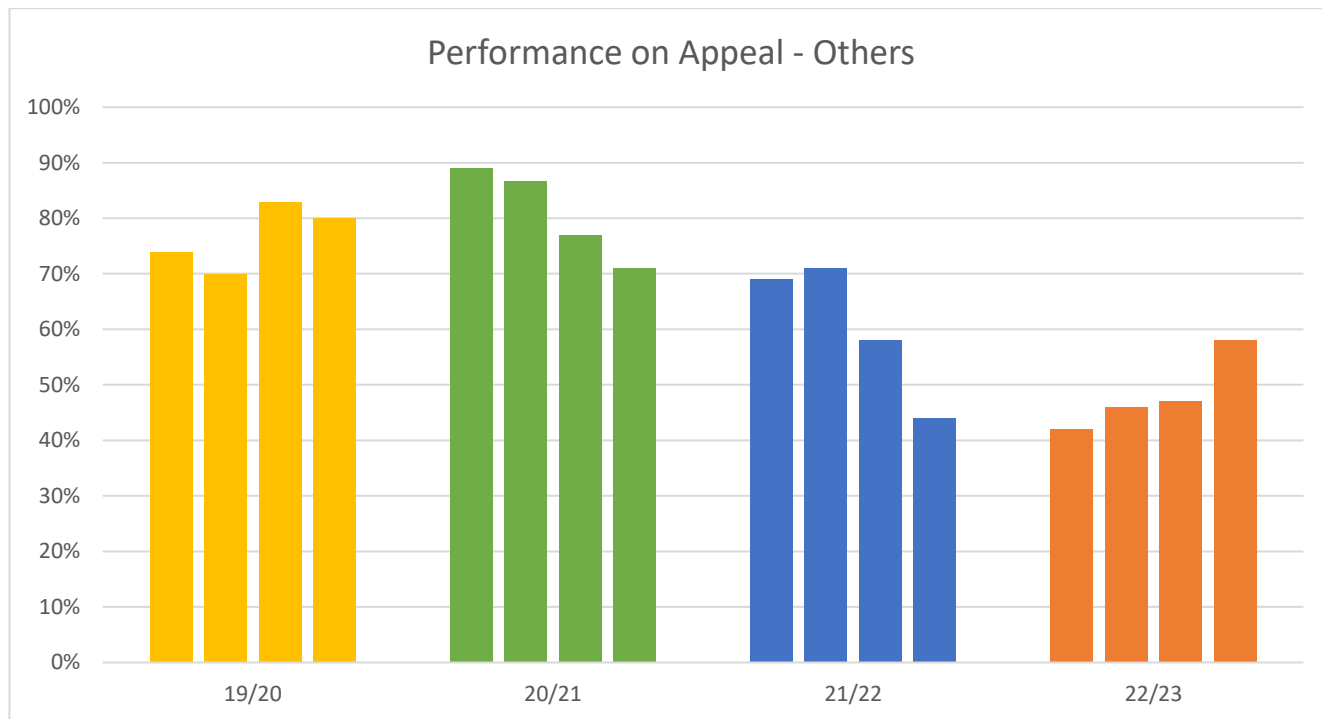
Performing or Underperforming Target

The target for this performance indicator is 65% or above, which means the indicator is:

Performing

Performance on Appeal - Others

The outturn for this indicator is 58% for this quarter, which is slightly higher than the previous quarter at 47%.



Performing or Underperforming Target

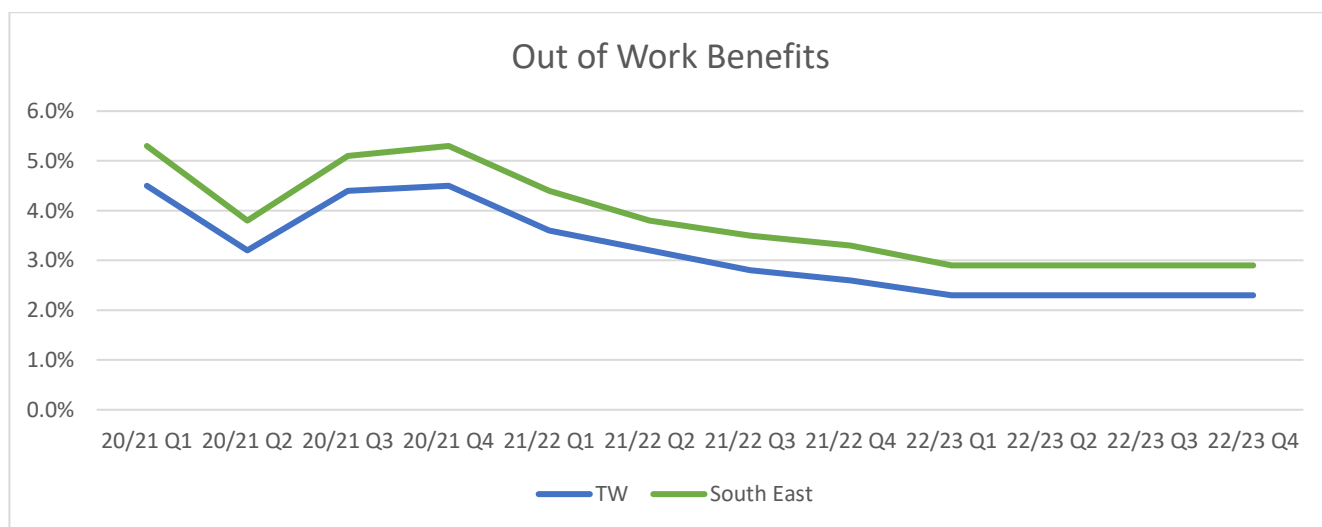
The target for this performance indicator is 65% or above, which means the indicator is:

Under performing

Policy

Residents in Receipt of Out of Work Benefits

The percentage of residents in receipt of out of work benefits was 2.3% at the end of Q3, compared with 2.9% for the Southeast. This is a snapshot figure for the last month in the quarter. The figure has not changed since the end of quarter two.



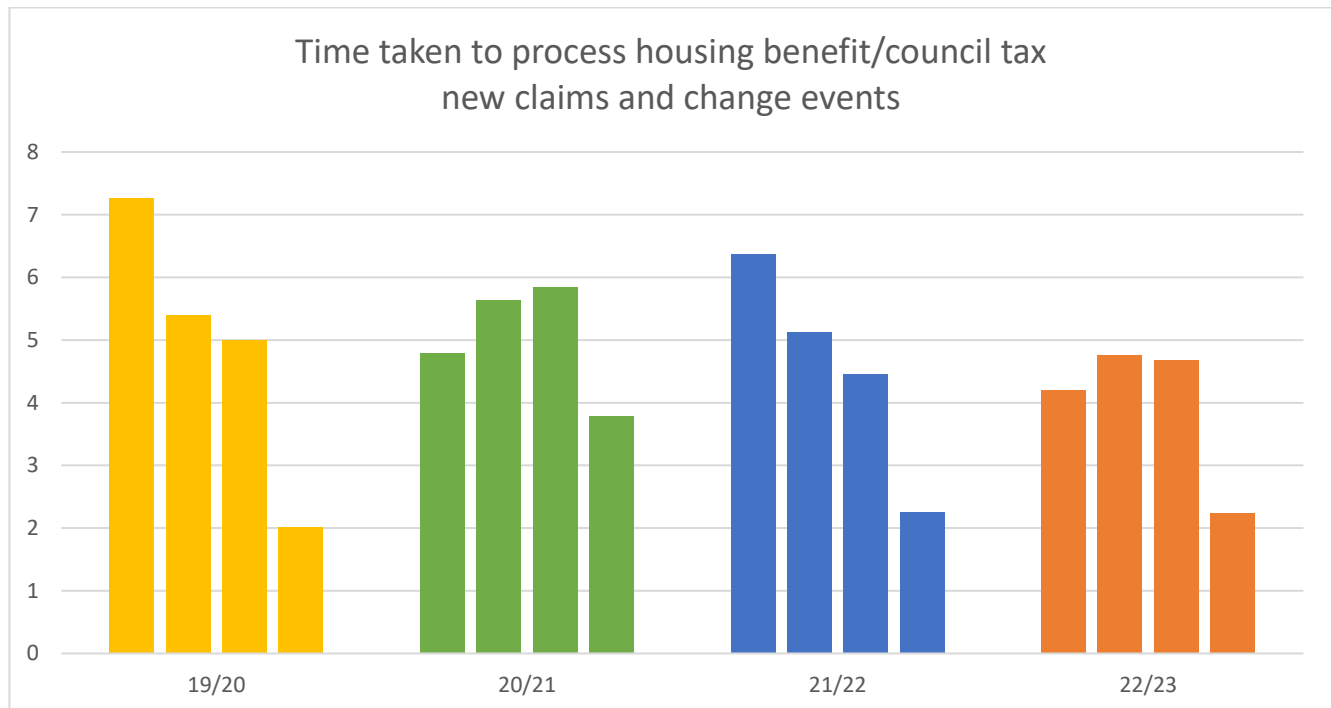
Performing or Underperforming Target

This performance indicator does not have a target.

Revenues and Benefits

Time Taken to Process Benefits New Claims and Change Events

The outturn for this indicator is 2.24 for this quarter, which is lower than the previous quarter at 4.68.



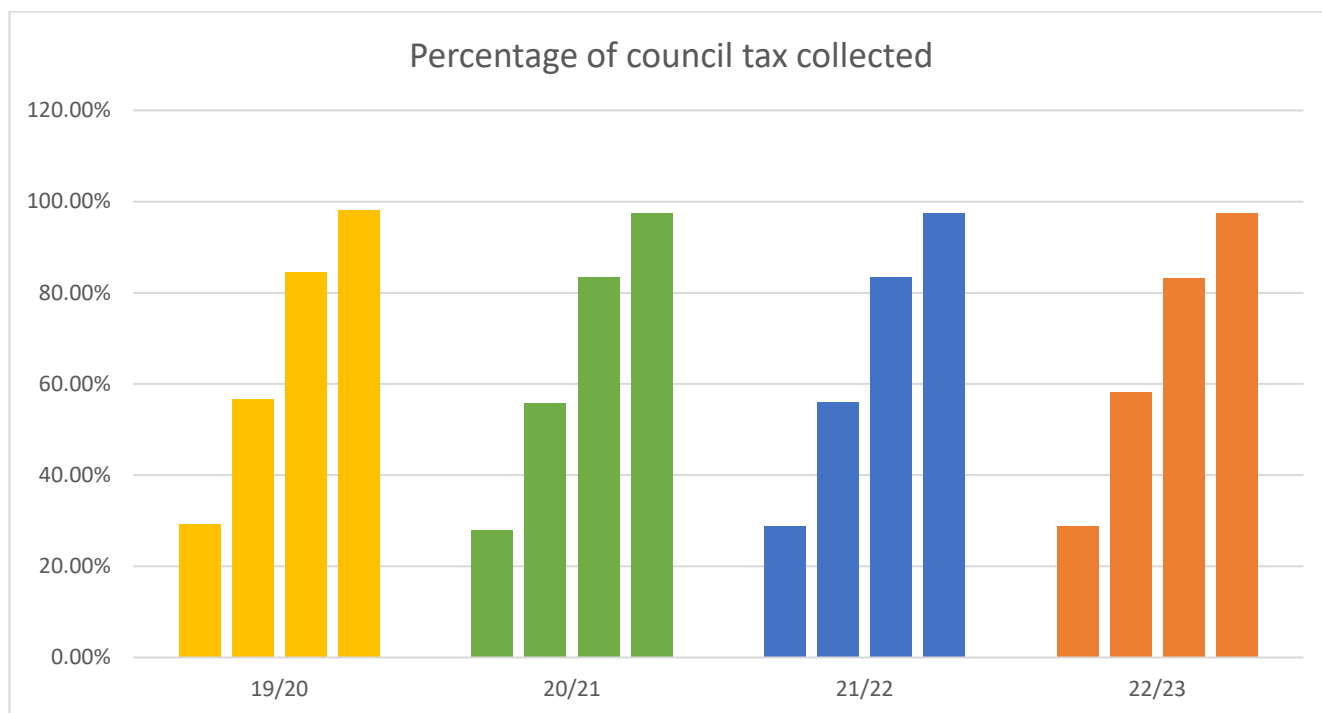
Performing or Underperforming Target

The target for this performance indicator is 10 or under, which means the indicator is:

Performing

Percentage of Council Tax Collected

The outturn for this indicator is 97.5% for quarter four.



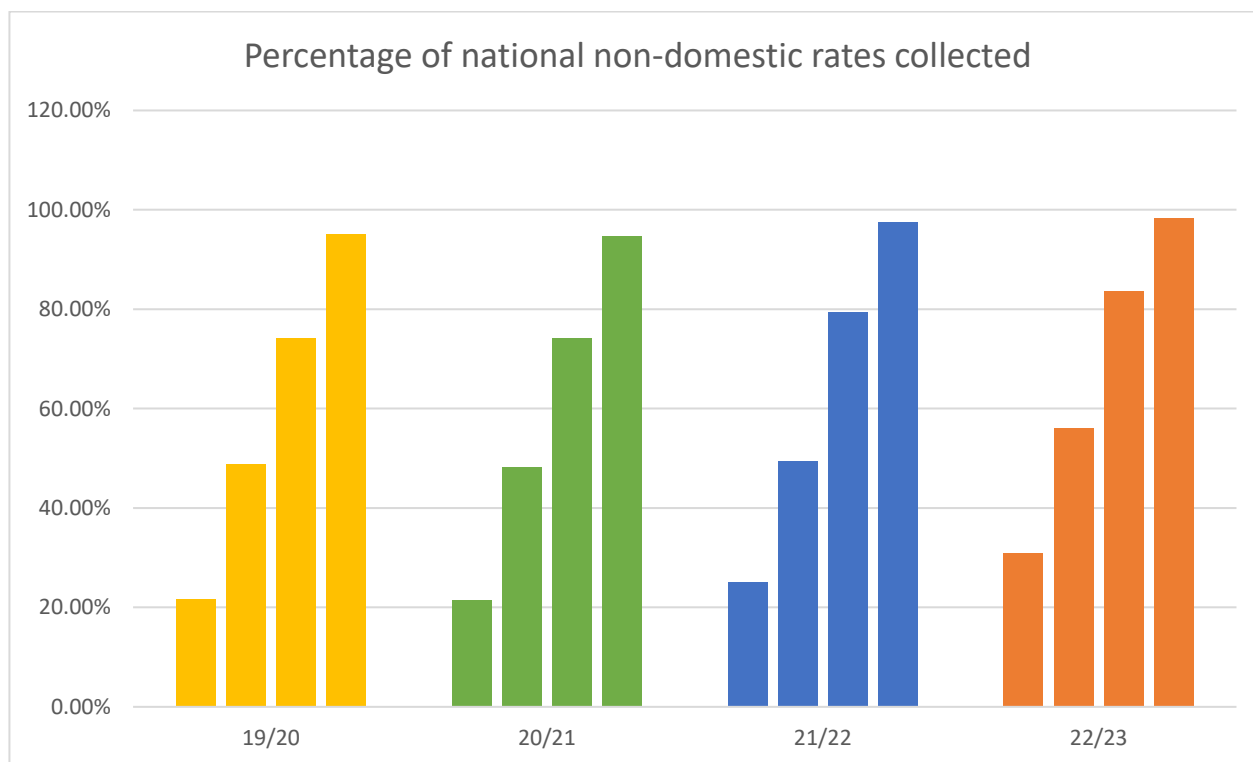
Performing or Underperforming Target

This quarter's target for this performance indicator is 97.50% or above, which means the indicator is:

Performing

Percentage of National Non-Domestic Rate Collected

The outturn for this indicator is 98.22%



Performing or Underperforming Target

This quarter's target for this performance indicator is 96.61% or above, which means the indicator is:

Performing

Under Performing Indicator Recovery Plan

2022/23 Quarter Four

Indicator Name

Households in temporary accommodation.

Current Performance

Target: 70

Performance: 77

Historic Performance

Column1	18/19	19/20	20/21	21/22	22/23
Q1	47	52	54	105	67
Q2	67	53	97	91	72
Q3	57	73	94	79	78
Q4	52	53	95	71	

Reasons for Current Under Performance

There has been minor decrease in the number of households in temporary accommodation since the last quarter (1 household).

The national picture is that the number of in temporary accommodation is has been rising year-on-year since 2012 and is almost at an all time high.

Of these 77 households, 60 were households owed either the interim or main housing duty. A further 17 households are rough sleepers being accommodated under a homelessness power in response to the ending rough sleeping initiative where the Council receives specific funding to provide 'off the street' accommodation to this cohort.

Actions to Improve Under Performance

(or reasons why this is not necessary)

There are no actions required to improve under performance. Of the 77 households provided with temporary accommodation, only 60 households are those owed a statutory accommodation duty by the Council. The remaining 17 households are rough sleepers provided with temporary accommodation under discretionary powers, as part of the Rough Sleeper Initiative and commitment to ending rough sleeping, for which there is specific grant funding to provide emergency accommodation.

Rough Sleepers accommodated under discretionary powers have only been recorded in the measure of temporary accommodation since March 2020. Therefore, excluding these placements is a more correct comparator to historic performance and would mean the performance is within the target.

The number of households in temporary accommodation is representative of 1.52 households per thousand population within the borough. As a comparison in England the total number of households in temporary accommodation per thousand is 4.24 and in England, but excluding London, is 2.12 households per thousand. Within the South-East the total number of households in temporary accommodation per thousand is 3.10

Under Performing Indicator Recovery Plan

2022/23 Quarter Four

Indicator Name

Working days lost to sickness

Current Performance

Target: 1.375

Performance: 1.79

Historic Performance

Column1	16/17	17/18	18/19	19/20	20/21	21/22	22/23
Q1		0.83	1.26	1.33	1.07	1.13	1.32
Q2		1.41	1.64	1.13	0.58	1.63	1.35
Q3		1.41	1.47	2.06	0.92	1.90	1.43
Q4		1.38	1.01	1.64	1.08	1.63	1.79

Reasons for Current Under Performance

Sickness reporting is broken down into two categories and the total is shown for the quarter. In Q4 the number of days lost due to long-term absence was particularly high compared to the three previous quarters.

Actions to Improve Under Performance

(or reasons why this is not necessary)

HR continue to monitor all absences and support managers who are managing absences to enable staff to successfully return to work. Managers have a consistent approach to supporting staff on long-term absence and the Council has very good results where the vast majority of long-term absentees return to work.

Under Performing Indicator Recovery Plan

2022/23 Quarter Four

Indicator Name

Processing of planning applications: Minor applications

Current Performance

Target: 75%

Performance: 72%

Historic Performance

Column1	19/20	20/21	21/22	22/23
Q1	45%	61%	75%	61%
Q2	67%	73.78%	72%	64%
Q3	75%	69%	55%	68%
Q4	70%	63%	61%	75%

Reasons for Current Under Performance

Performance for Minors has been impacted by a staff shortage at Grade G Planning Officer and the departure of a Principal Planning Officer.

However, the percentage in 8 weeks has increased to a higher level than those of the last 3 quarters (22/23 Q1 – 61% 22/23 Q2 – 64% 22/23 Q3 – 68%) and was only 3% below target. Those applications that are determined after the 8 week date are typically determined in weeks 9 or 10 following the expiry of consultations or receipt of amended plans. This ensures that a backlog of applications is not building up.

The longer timescales are typically agreed by the applicants as demonstrated by 99% of minor applications determined with 8 week or Agreed Extension of Time and are part of the department's proactive approach to engaging with applicants to find solutions to issues arising on applications as required by the National Planning Policy Framework (NPPF). These amendments often take longer than the statutory period to be submitted and in some instances reconsulted on.

Actions to Improve Under Performance

(or reasons why this is not necessary)

Continue the improvement of performance and seek to become fully staffed.

Under Performing Indicator Recovery Plan

2022/23 Quarter Four

Indicator Name

Performance on appeal: Other applications

Current Performance

Target: 65%

Performance: 58%

Column1	19/20	20/21	21/22	22/23
Q1	74%	89%	69%	42%
Q2	70%	86.66%	71%	46%
Q3	83%	77%	58%	47%
Q4	80%	71%	44%	58%

Historic Performance

(Performance and Governance to insert)

Reasons for Current Under Performance

The rolling year performance for Other appeals was 7 dismissed out of 12 appealed (58%). This is below the 65% target but an increase on the data from previous quarters (22/23 Q1 – 42% 22/23 Q2 – 46% 22/23 Q3 – 47%). The number of decisions being issued by the Inspectorate remains low and decisions are taking around a year to be received.

Actions to Improve Under Performance

(or reasons why this is not necessary)

The below were the actions from earlier quarters in 22/23. The low number of decisions and the time taken from appeal to decision means that it is not yet possible to judge the impact of the recalibration. There has been a continued improvement in the success performance of other appeals and there is an indication this will continue.

The monitoring of appeal decisions will continue and in recent months it has resulted in a re-calibration of the 'bar' at which a development is considered unacceptable. The Planning Inspectorate certainly have taken a more lenient view in this respect and as a result we have re-calibrated the level at which significant planning harm is caused. However, this will take time to filter through to the decisions that we are receiving from the Inspectorate as decisions on Householder appeals (the swiftest to determine) are currently taking approximately 7 months from the valid appeal being received by the Inspectorate.

Under Performing Indicator Recovery Plan

2022/23 Quarter Four

Indicator Name

Processing of planning applications: Other applications

Current Performance

Target: 88%

Performance: 77%

Historic Performance

Column1	19/20	20/21	21/22	22/23
Q1	49%	74%	80%	85%
Q2	76%	83.74%	79%	82%
Q3	83%	78%	86%	85%
Q4	79%	77%	78%	77%

Reasons for Current Under Performance

Performance for Others has been impacted by a staff shortage at Grade G Planning Officer.

The percentage in 8 weeks has dropped down and has been the result of seasonal variation where many amendments could not be achieved over the Christmas period and determination dates were extended to January. Those applications that are determined after the 8 week date are typically determined in weeks 9 or 10 following the expiry of consultations or receipt of amended plans. This ensures that a backlog of applications is not building up.

The longer timescales are typically agreed by the applicants as demonstrated by 98% of other applications determined with 8 week or Agreed Extension of Time and are part of the department's proactive approach to engaging with applicants to find solutions to issues arising on applications as required by the National Planning Policy Framework (NPPF). These amendments often take longer than the statutory period to be submitted and in some instances reconsulted on.

Actions to Improve Under Performance

(or reasons why this is not necessary)

Continue to ensure a backlog does not get created and seek to become fully staffed.

Complaints Summary: Period Two 2022/23 (1 Oct 2022 – 31 March 2023)

For Cabinet on 22 June 2023

Summary

Lead Member: Councillor Christopher Hall

Lead Director: Lee Colyer, Director of Finance, Policy and Development

Report Author: Pamela Morgan, Performance & Governance Manager

Classification: Public document (non-exempt)

Wards Affected: All

Approval Timetable	Date
Management Board	22 May 2023
Portfolio Holder	23 May 2023
Finance and Governance CAB	6 June 2023
Cabinet	22 June 2023

Recommendations

Officer / Committee recommendations as supported by the Portfolio Holder:

1. That Cabinet notes the summary of complaints over period two (1 October 2022 to 31 March 2023.)

1. Introduction and Background

- 1.1 This report provides an overview of complaints **closed** by Tunbridge Wells Borough Council under the Council's Complaints Procedure during quarters three and four (which is reporting period from 1 October 2022 to 31 March 2023.)
- 1.2 The report examines how closed complaints were received, and looks at any learning, feedback or trends that can be gained from the information presented.
- 1.3 Tunbridge Wells Borough Council operates a formal two stage corporate Complaints Procedure and logs these complaints through a centralised complaints management system.
- 1.4 At the first stage, the complaints are responded to by the relevant Head of Service within 15 working days of receipt of the complaint. At the second stage, the complaint is responded to by the Chief Executive, or one of his Directors, within 20 working days. Once the corporate complaints procedure has been completed, if the complainant remains unhappy they are able to escalate their complaint to the Local Government Ombudsman (LGO).
- 1.5 Complaints performance is reported to Cabinet on a six-monthly basis, in two reporting periods. Reporting period one runs from 1 April to 30 September, and reporting period two runs from 1 October to 31 March in any given financial year.

2. Complaints Overview

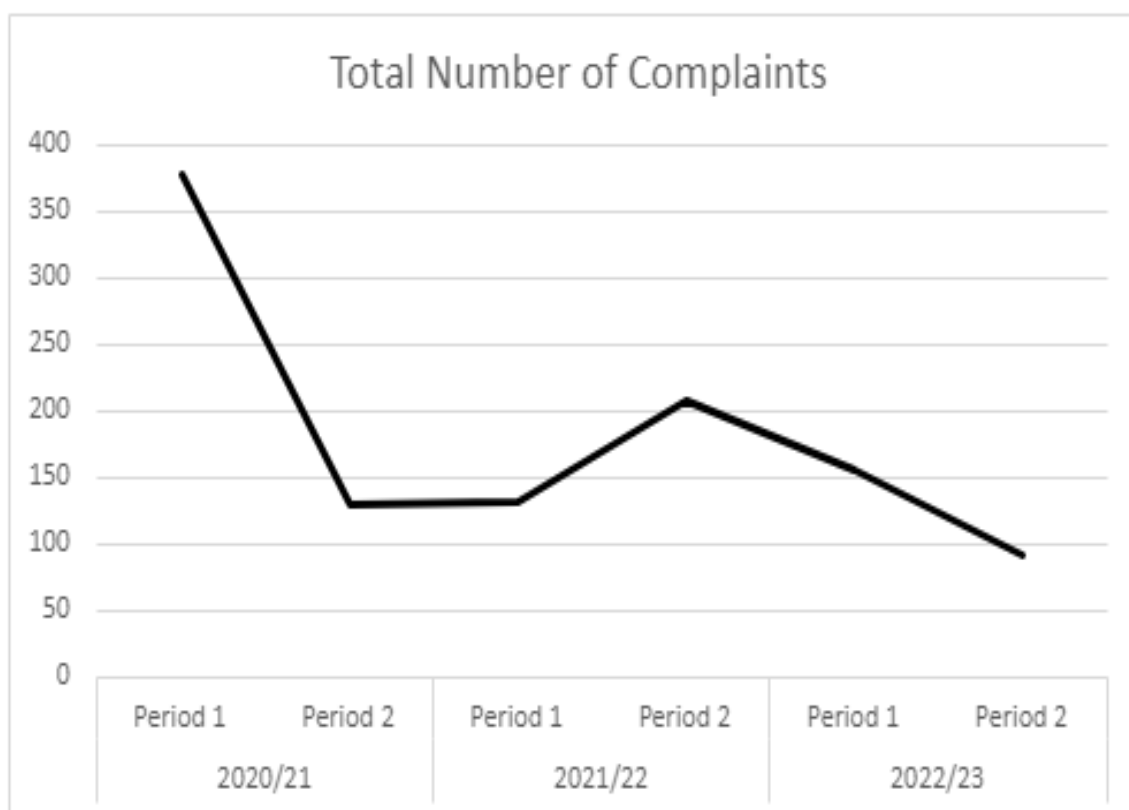
Updated Complaints Policy and Procedure

- 2.1 The Council's two-stage formal complaints process takes a minimum of three people and 35 working days to complete. However, it has always had the option to resolve waste and other service issues as service requests (*requests for the Council's assistance with an issue or problem faced by a customer in an area falling within the Councils' responsibility*) if it judges that doing will result in a better, quicker/more efficient or more lasting customer solution.
- 2.2 In quarter three of 2022-23, the Council ran a pilot in which its staff were actively encouraged to work with customers to resolve any service issues, including feedback about waste issues, as service requests in the first instance. As well as seeing a drop in the number of formal complaints as a result, the Council also found more complaining customers asking for their complaints to be removed from the formal complaints procedure so that they could be resolved as service

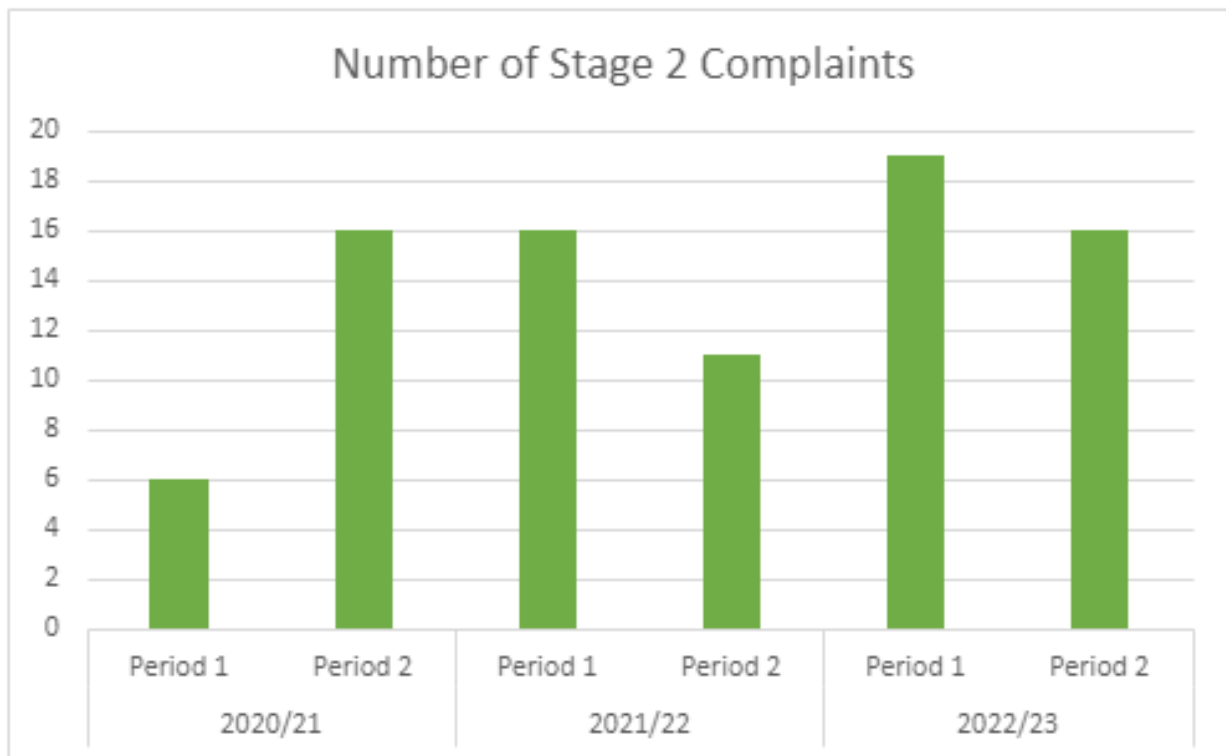
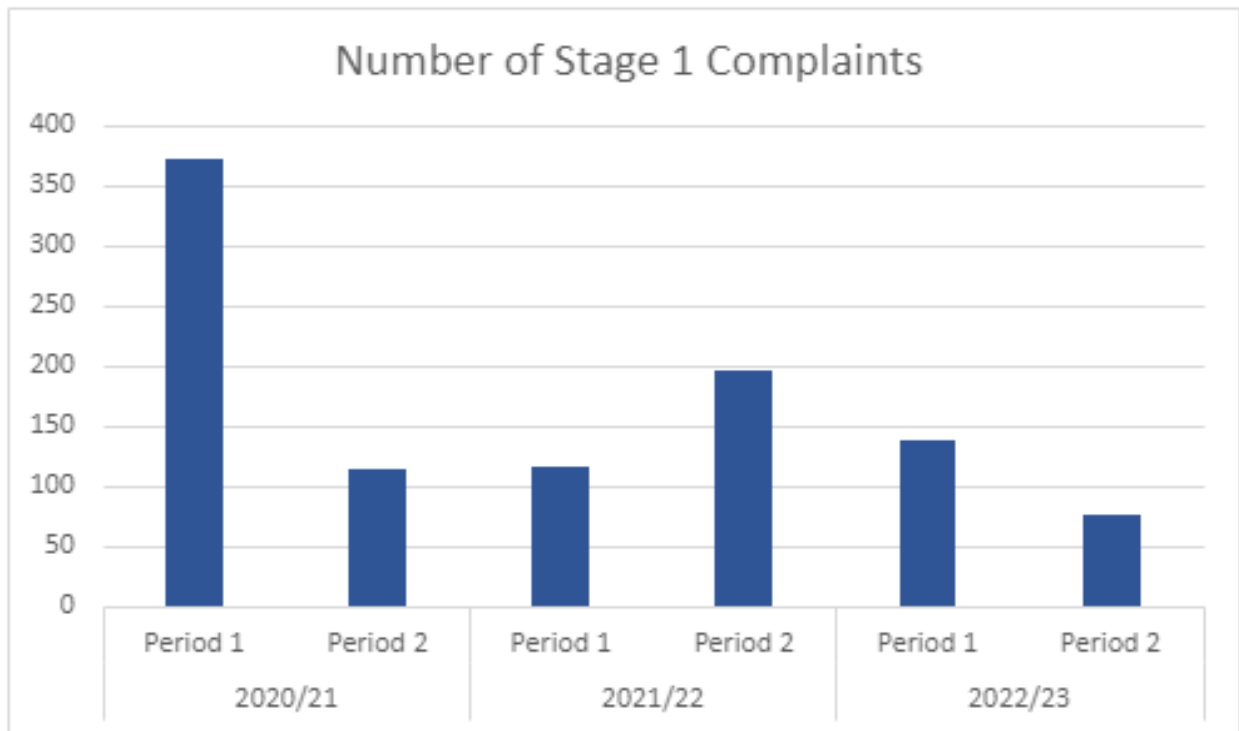
requests. As a result of the pilot, these changes were incorporated into the Council's updated Complaints Policy and Procedure in March 2023.

Number of Complaints

- 2.3 The Council closed a total of 92 complaints in reporting period two of 2022/23. This is a decrease in the number of complaints recorded for the same period last year (208) and a decrease in the number of complaints recorded for the previous period (157).



- 2.4 Of those complaints recorded for period two for this year, 76 were recorded at stage one of the Complaints Procedure and 16 were recorded at stage two of the procedure. These are decreases from the number of stage one (138) and stage two (19) complaints in the previous period.

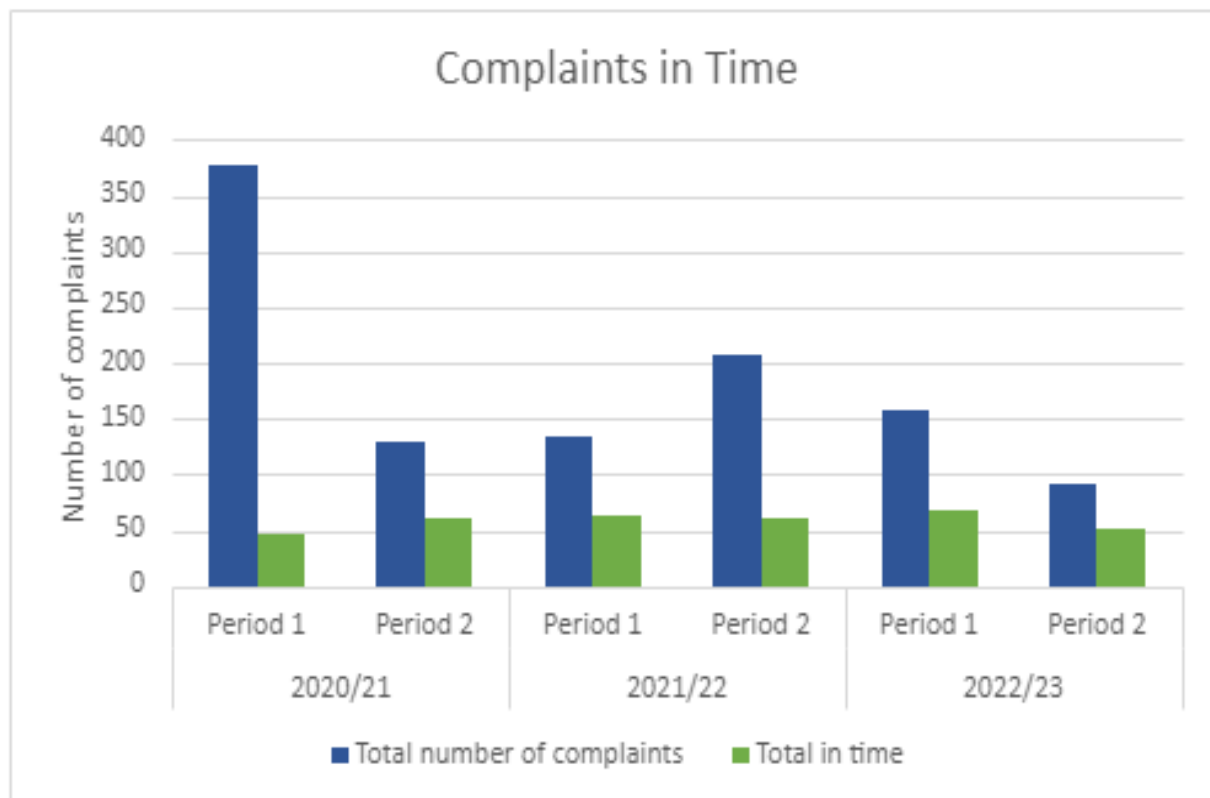


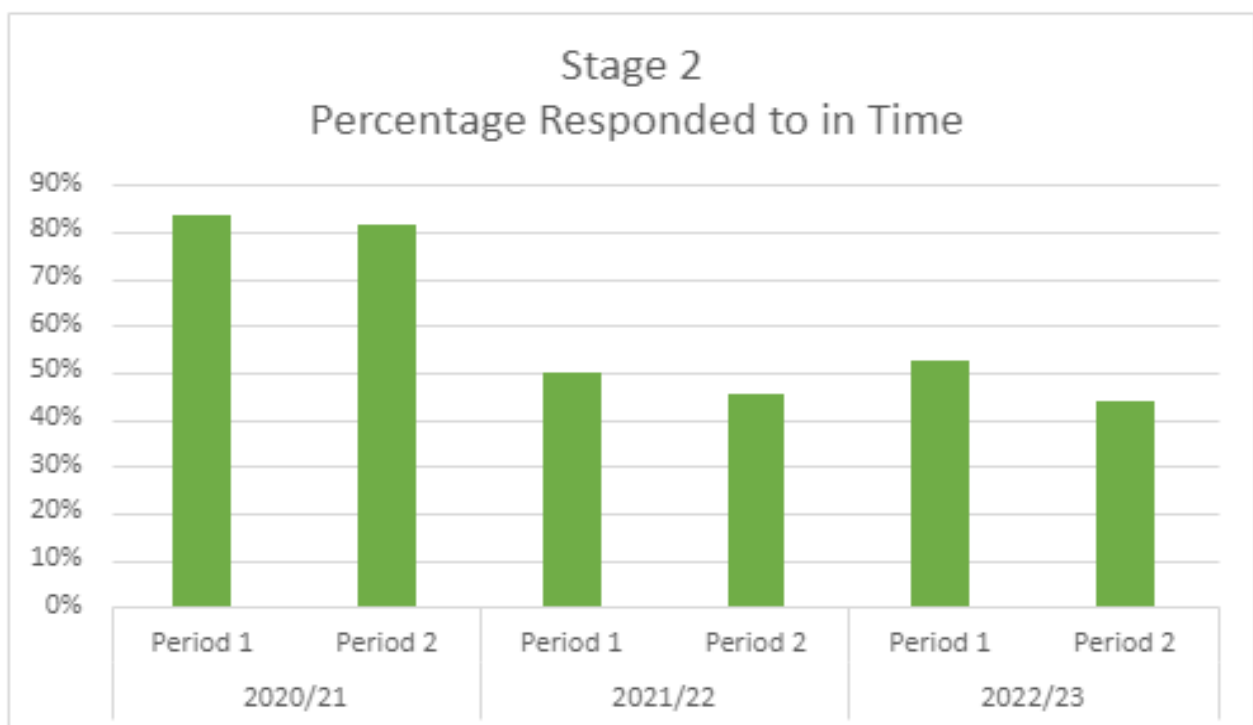
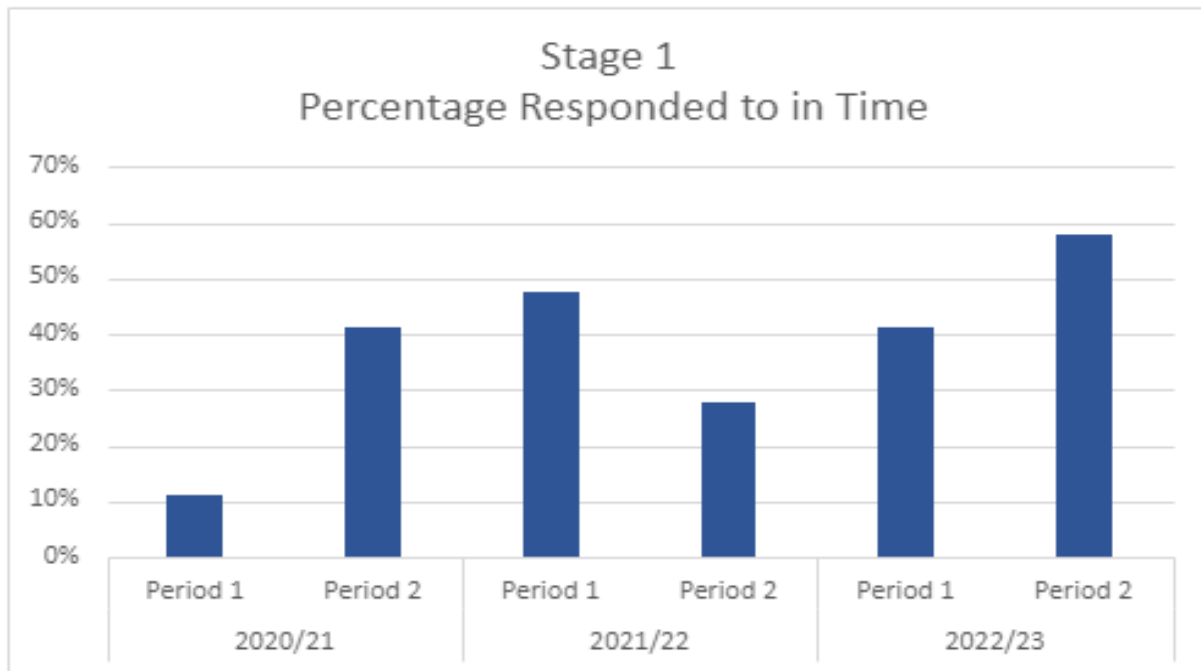
Responding to Complaints in time

- 2.3 Responding to complaints within a reasonable time is a key performance target for the Council and is a feature of a well performing complaints handling system

that adheres to best practice. Performance indicators are used to monitor the speed of the Council's response to complaints dealt with through the procedure.

- 2.4 Complaints dealt with at stage one should be responded to within 15 working days, and complaints dealt with at stage two should be responded to within 20 working days. The Council has set a target of responding to 90% of all complaints within these timescales.
- 2.5 Although the Council did not meet its target for responding to 90 per cent of complaints within time for period two of 2022/23, overall complaint response times improved by 12% over period one and were at their highest since before the Covid-19 pandemic.

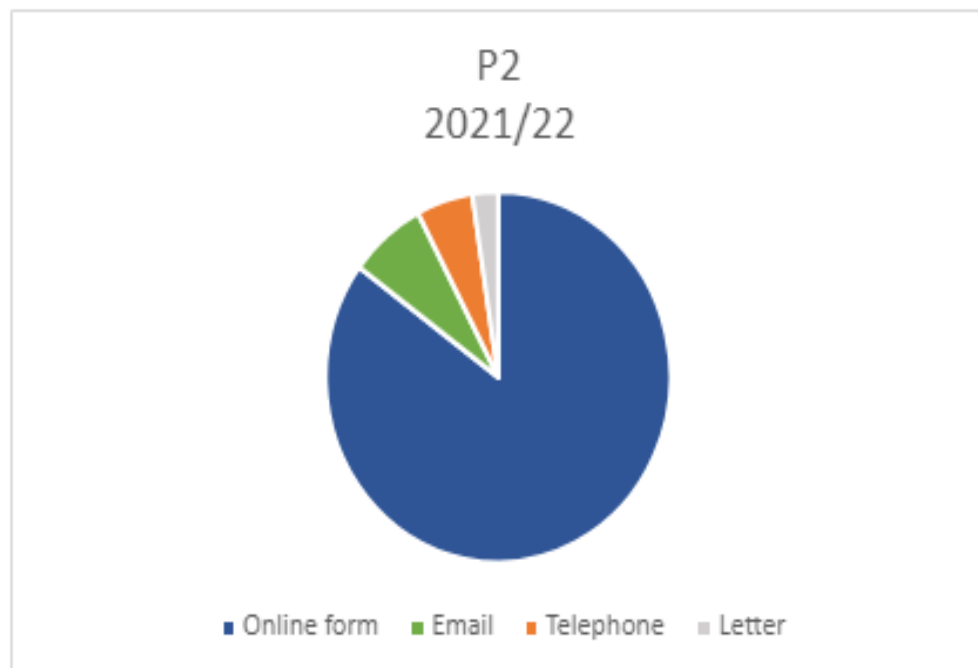
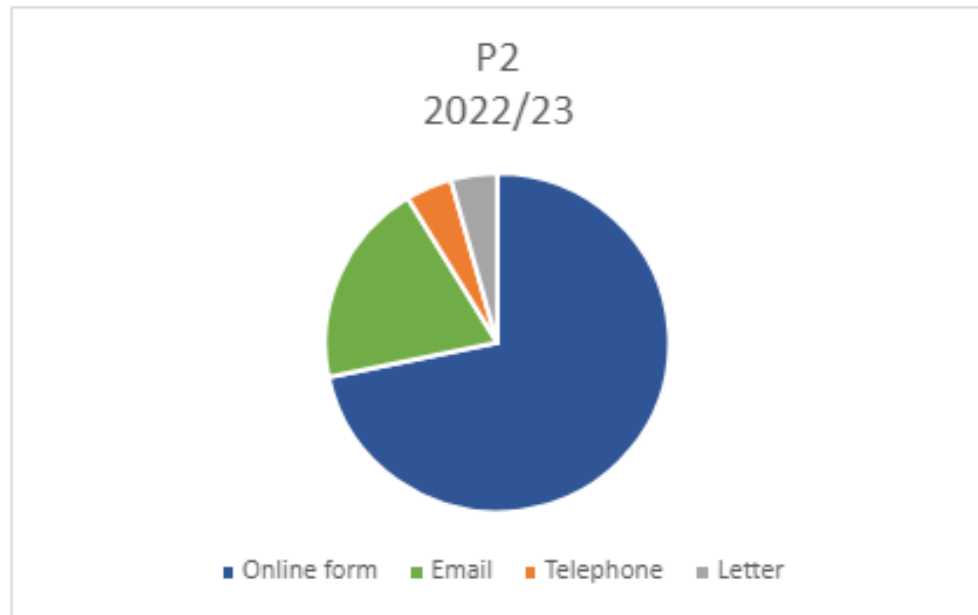




How Complaints are received

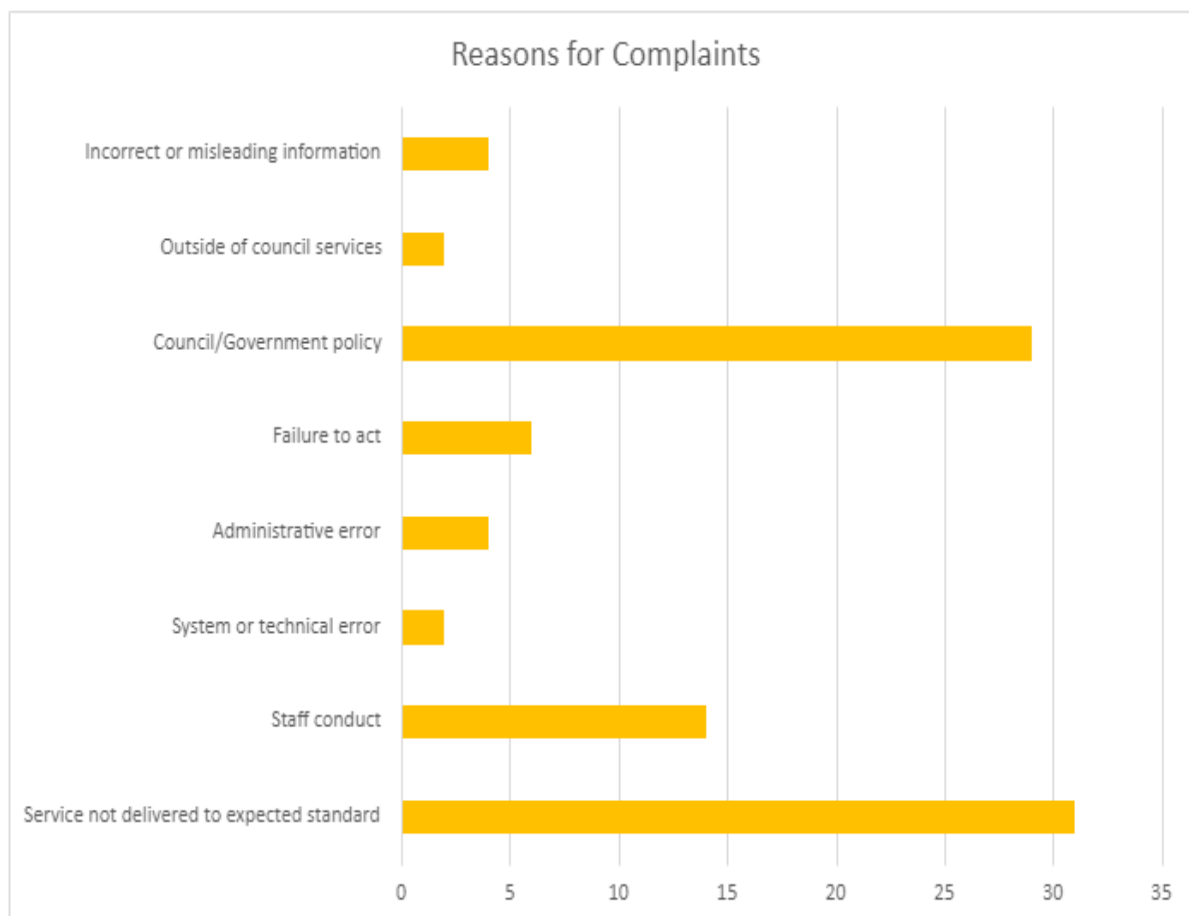
- 2.6 The Council records the channel through which complaints are received, which helps us to understand customer preferences and how these might change over time. It also helps to ensure that we operate a complaints handling system that is accessible and free of barriers.

- 2.7 During reporting period two for 2022/23, the majority of complaints received were made through electronic means. The online form was the most popular method of complaining followed by email.
- 2.8 The preference for digital contact (online form and email) remained similar in period two as it was throughout the previous year. The number complaints received by post was similar to the last period, the number of complaints submitted by telephone has decreased significantly and complaints received by email increased during reporting period two for 2022/23.

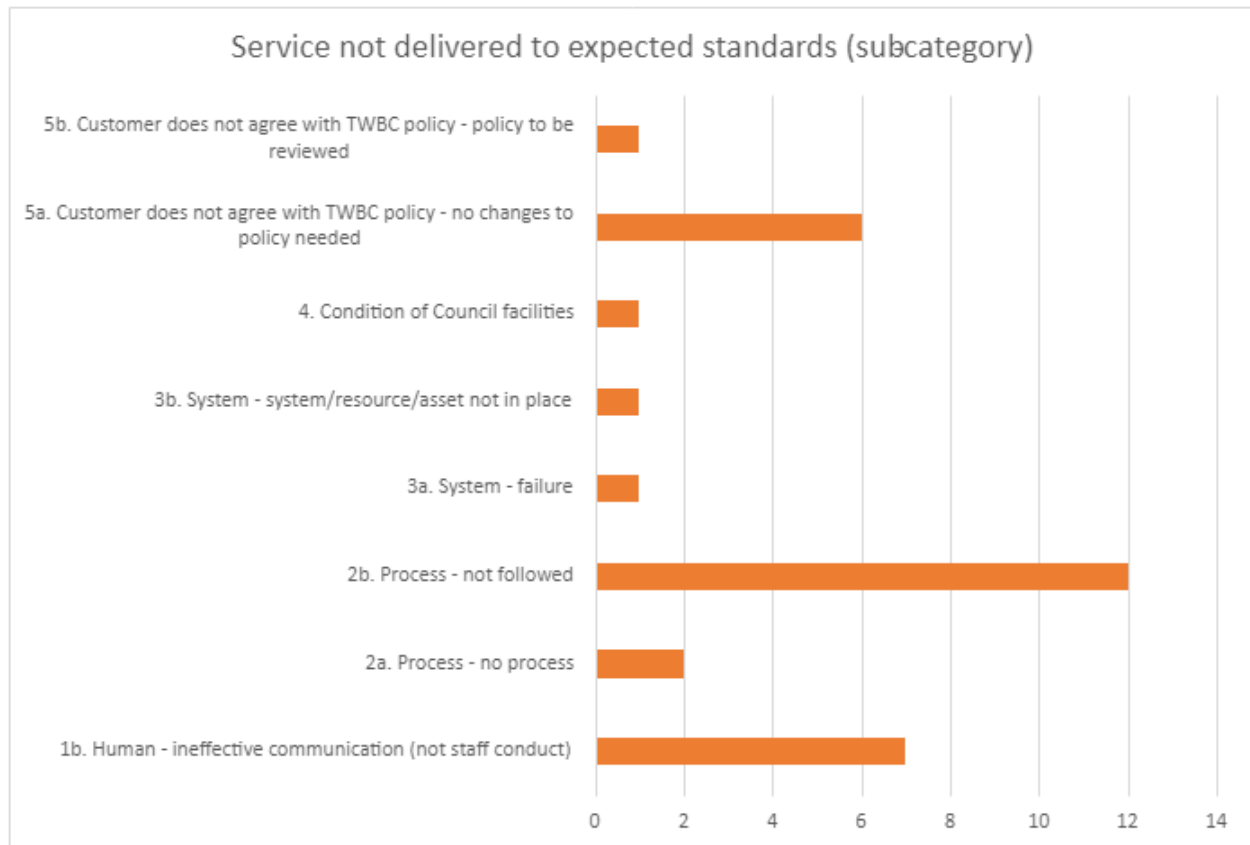


Reasons for Complaints

- 2.9 The Council records the reasons why a complaint has been made, in line with a list of categories that have been developed over time and in accordance with guidance from the Ombudsman.
- 2.10 For reporting period two of 2022/23, the majority of complaints were recorded as the service not being delivered to the expected standard, which can cover a wide range of different issues around how the service was delivered to the customer. The next highest reason for complaining was because of council or government policy.

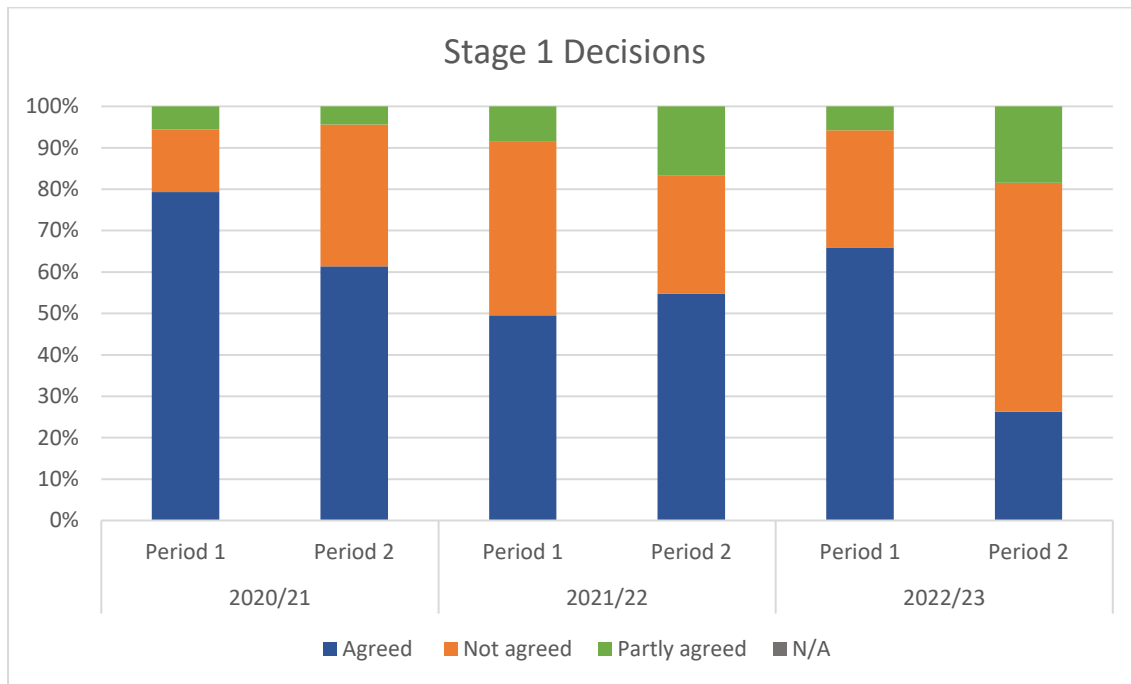


- 2.11 Fewer complaints about services not being delivered to the expected standard were recorded in period two (31) down from 116 in period one of 2022-23. In 2022-2023 the Council recorded the reason for which services were not delivered to standard for the first time. As in period one, in period two we found the leading cause of such complaints to arise from an existing process which was not followed (12). It was followed by ineffective communication (7).

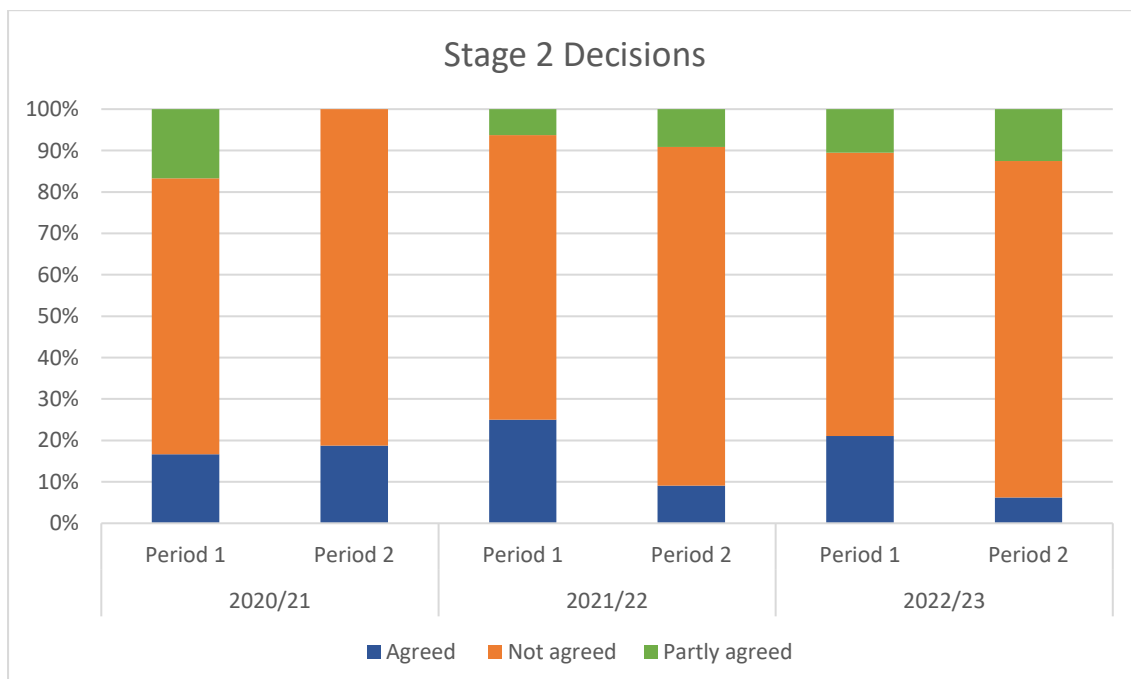


Council Decisions

- 2.12 The Council also records its decisions on complaints, and this is done in three ways: 'agreed', where the Council agrees with the complaint made by the complainant; 'partly agreed', where the Council agrees with some aspects of the complaint that has been made, but not with the entire complaint; and 'not agreed', where the Council does not agree with the complainant about the complaint that has been made.
- 2.13 Over time the Council 'agrees' with and 'disagrees' with complainants in fairly even proportions, and this is what we would expect to see from a well running complaints system.
- 2.14 For period two of 2022/23 the Council agreed with 26% of complaints at stage one, disagreed with 55%, and partly agreed with 18%.

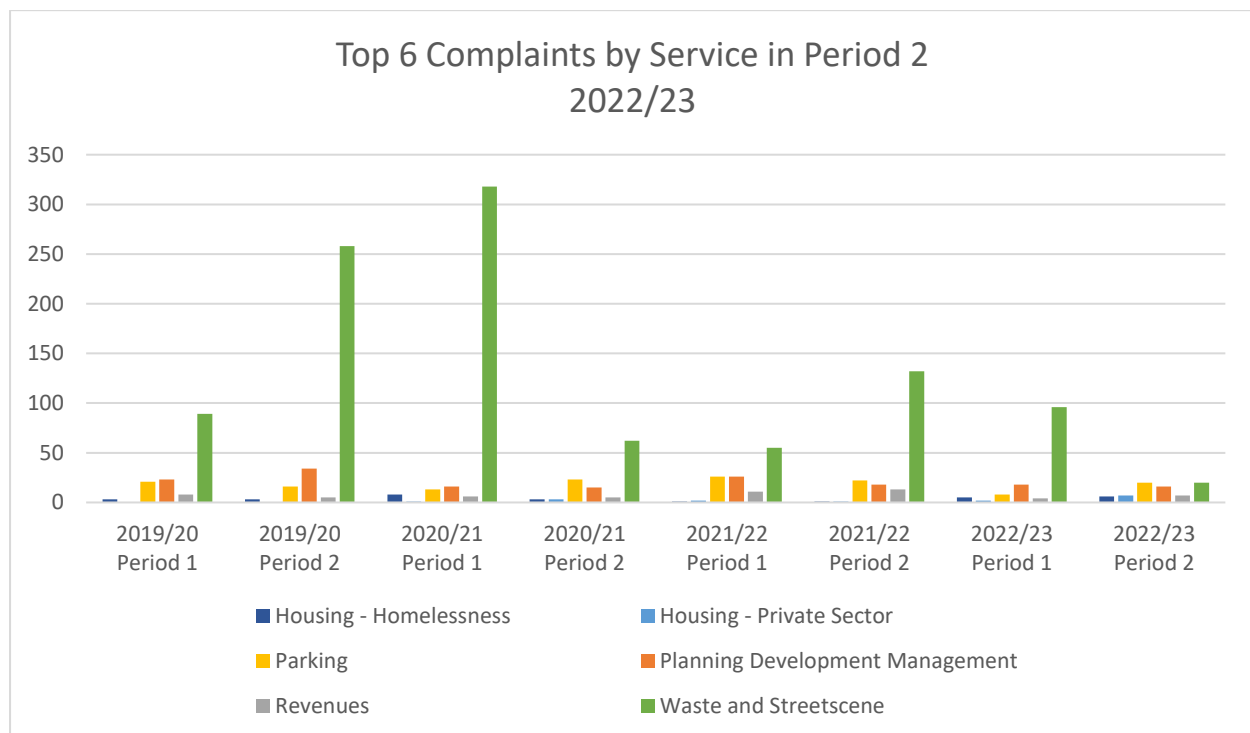


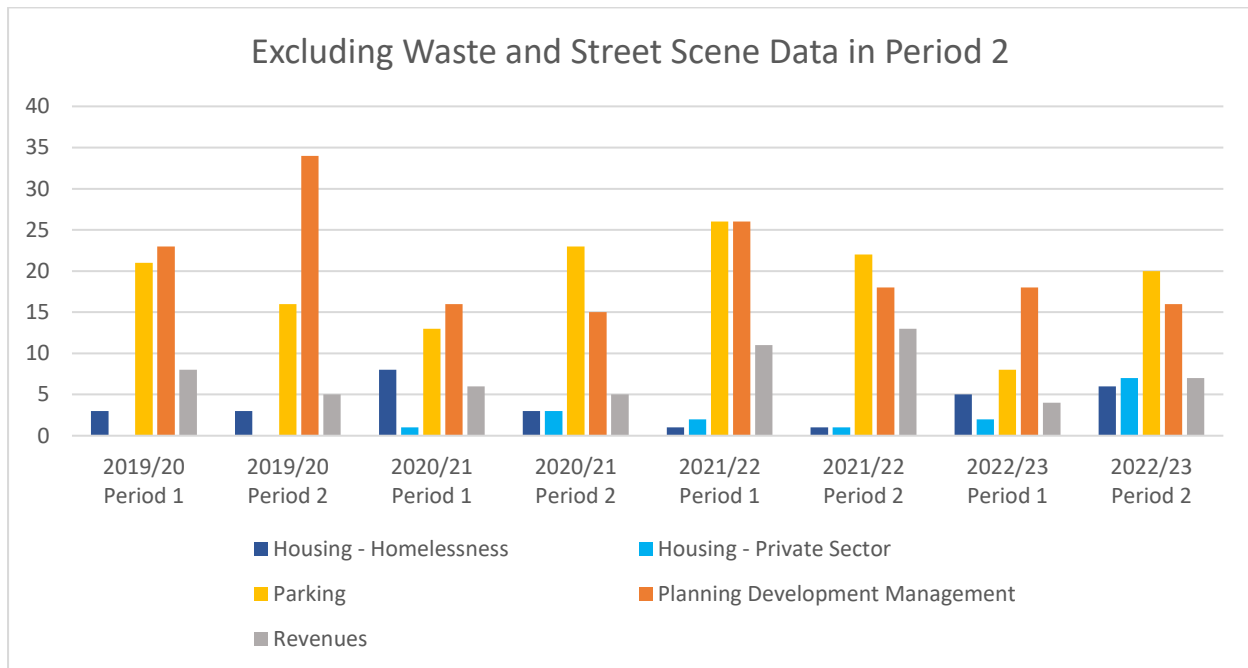
- 2.15 Stage two complaints proceed where the Council has already made a decision on a complaint, but the complainant remains unhappy. Generally we would expect to see a much lower proportion of complaints ‘agreed’ with at this stage. In period two of 2022/23, the Council has agreed with the complainant in 6% of Stage 2 complaints, disagreed with 81% and partly agreed with 13%.



Complaints by Service

- 2.16 The Council records the number of complaints, broken down by service areas, as a way of monitoring service levels and standards, and to act as an early warning sign for significant service failure or disruption.
- 2.17 Whilst this can be done by comparing reporting periods within each service, it is difficult to compare across services, given the diverse nature of business across the Council. Some services, such as waste collection and planning services, will always feature towards the top of the list, due to the high levels of customer contact they receive, and this needs to be taken into account when analysing complaints received by service.
- 2.18 In period two of 2022/23, Waste and Street Scene fell in line with other services. Waste and Parking received the highest number of complaints (both 20). For Parking this was an increase compared to period one (8) and a decrease compared to the same period last year (22). With respect to Waste and Street Scene, this represents a decrease both compared to period one (96) and to period two of 2021/22 (132.) The next highest service receiving complaints for this reporting period was Planning Development Management (16). This is a decrease compared to the last period, and period two of 2021/22 (both 18.)





2.19 Excluding Waste and Street Scene, the number of complaints received by services has fluctuated compared to period two in 2022/23. In respect of Housing, although there are still relatively few homelessness complaints (six) the number of private sector Housing complaints increased to seven from two in the last period and one in period 2 2022-23. . Planning continued to reduce its complaints(16) compared to period one and the same period in 2021-22 (both 18) by pre-empting them and engaging with customers in the planning process at an earlier stage.

Compensation Paid

2.20 The Council made three complaint compensation payments in period two of 2022/23. Two were for Planning Development Management: one each for £200 and £600. The last payment, also for £200, was for Waste & Street Scene. All three payments were made in recognition of distress, time and trouble.

Ombudsman Decisions

2.21 The Council received four Ombudsman decisions in period two.

Service	Complaint Summary	Decision
Planning	Complaint concerning replacement of a temporary party wall with backfill	The Ombudsman declined to investigate as the complainant had not completed the Council's own complaints procedure.
Waste & Street Scene	Complaint about the Council's failure to rectify in a timely	The Ombudsman awarded £200 for time and trouble and

	fashion ongoing missed collections of a communal bin	required 2 months' evidence of the Council's monitoring the complainant's bin collections.
Planning	Complaint that the Council failed to investigate a possible breach of planning permission and discharged a planning condition without the benefit of a site visit	The Ombudsman declined to investigate as there was insufficient evidence of fault.
Housing Planning	Complaint about the Council's changing the complainant's priority for housing	The Ombudsman declined to investigate for lack of significant injustice and the complainants' failure to pursue alternative avenues of appeal.

3 Options Considered

- 3.1 As this report is for noting only and no decisions will be made, there are no available options to Cabinet.

3. Preferred Option and Reason

- 4.1 That Cabinet notes the Council's performance on complaints handling for reporting period two of 2022/23.

4. Consultation on Options

- 5.1 This report does not require public consultation as the recommendation is for noting only.

Recommendation from Cabinet Advisory Board

- 5.2 This section will be updated following the Finance and Governance Cabinet Advisory Board on 6 June 2023.

5. Implementation

- 6.1 This report enables Cabinet to understand the Council's current performance around complaints handling and performance and to receive an overview of the types of complaints the Council is receiving. Those that are escalated to the

Ombudsman could result in a significant detrimental impact on the Council if it is found to be at fault through maladministration or negligence and so it is important that Cabinet and the public can be satisfied that the Council is running a well-managed and effective complaints system.

- 6.2 To ensure transparency, the report is published on the Cabinet agenda and it available on the Council's website through the committee reports pages.

6. Appendices and Background Documents

Appendices:

- None.

Background Papers:

- None.

7. Cross Cutting Issues

A. Legal (including the Human Rights Act)

This report provides a review of complaints received and an update on the Council's complaint handling. If any complaint raises issues that may have legal implications or consequences, the Head of Legal Partnership should be consulted.

There is no statutory duty to report regularly to Cabinet on the Council's performance. However, under Section 3 of the Local Government Act 1999 (as amended) a best value authority has a statutory duty to secure continuous improvement in the way in which its functions are exercised having regard to a combination of economy, efficiency and effectiveness. Regular reports on the Council's performance in responding to complaints assist in demonstrating best value and compliance with the statutory duty.

There are no consequences arising from the recommendation that adversely affect or interfere with individuals' rights and freedoms as set out in the Human Rights Act 1998.

Claudette Valmond, Interim Head of Legal Partnership, 16 May 2023

B. Finance and Other Resources

Whilst the amounts of compensation are relatively small it is important to review the cause of the complaint and to identify prevention processes, as the cost of administering a complaint and the correction of any mistakes is often significant.

Jane Fineman, Head of Finance, Parking and Procurement, 16 May 2023

C. Staffing

There are no implications for staffing within this report.

Nicky Carter, Head of HR, Customers and Communities, 16 May 2023

D. Risk Management

Complaints about services can indicate instances where identified operational risks have materialised. This should be monitored through individual departmental risk registers. Learning from complaints can help to mitigate the same risks occurring in the future.

Lee Colyer, Director of Finance, Policy and Development, 16 May 2023

E. Environment and Sustainability

There are no environment and sustainability issues raised within this report.

Lee Colyer, Director of Finance, Policy and Development, 16 May 2023

F. Community Safety

There are no consequences arising from the recommendation that adversely affect community safety.

Lee Colyer, Director of Finance, Policy and Development, 16 May 2023

G. Equalities

The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no apparent equality impact on end users.

Lee Colyer, Director of Finance, Policy and Development, 16 May 2023

H. Data Protection

Whilst the complaints management system processes personal and at times sensitive data about complainants as part of the complaint investigation, this is managed through

the Council's normal data protection procedures and policies. The complaints summary is aggregated and anonymised data regarding complaints handling performance, and therefore does not impact on the personal data of complaints.

Lee Colyer, Director of Finance, Policy and Development, 16 May 2023

I. Health and Safety

The health and safety of both complainants and officers of the Council needs to be considered through the complaints handling process. If a complaint raises health and safety concerns this will be picked up by the investigating officer, and appropriate advice and action taken during the complaint investigation.

In order to protect the health and safety of staff, the Council has a lone working policy, which applies to officers going on-site to investigate complaints, and an Unreasonable and Vexatious Complaints policy, which helps to protect staff wellbeing when dealing with particularly difficult or contentious complaints.

Mike Catling, Corporate Health and Safety Manager, 16 May 2023

J. Health and Wellbeing

There are no health and wellbeing implications identified in the report.

Lee Colyer, Director of Finance, Policy and Development, 16 May 2023

Urgent Business

For Finance and Governance Cabinet Advisory Board on Tuesday 6 June 2023

Procedural Item

To consider any other items which the Chairman decides are urgent, for the reasons to be stated, in accordance with Section 100B(4) of the Local Government Act 1972.

Date of the Next Meeting

For Finance and Governance Cabinet Advisory Board on Tuesday 6 June 2023

Procedural Item

To note that the next scheduled meeting is Tuesday 11 July 2023