

Date of meeting Tuesday, 7th November, 2023
Time 2.00 pm
Venue Astley Room - Castle
Contact Geoff Durham 742222



**NEWCASTLE
UNDER LYME**

BOROUGH COUNCIL

Castle House
Barracks Road
Newcastle-under-Lyme
Staffordshire
ST5 1BL

Cabinet

AGENDA

PART 1 – OPEN AGENDA

- 1 APOLOGIES**
- 2 DECLARATIONS OF INTEREST**
To receive declarations of interest from Members on items included in the agenda.
- 3 MINUTES OF PREVIOUS MEETINGS** (Pages 5 - 12)
To consider the Minutes of the previous meeting.
- 4 WALLEYS QUARRY UPDATE REPORT** (Pages 13 - 30)
- 5 NEWCASTLE TOWN DEAL - PROJECTS IN KNUTTON** (Pages 31 - 50)
- 6 TEMPORARY ACCOMMODATION POLICY** (Pages 51 - 66)
- 7 FUTURE DELIVERY OF INTERNAL AUDIT SERVICE** (Pages 67 - 70)
- 8 REVISED AGENCY FRAMEWORK PROPOSAL** (Pages 71 - 76)
- 9 FINANCIAL AND PERFORMANCE REVIEW REPORT - SECOND QUARTER 2023-24** (Pages 77 - 112)
- 10 FORWARD PLAN** (Pages 113 - 120)
- 11 URGENT BUSINESS**
To consider any business which is urgent within the meaning of Section 100B(4) of the Local Government Act 1972.
- 12 DISCLOSURE OF EXEMPT INFORMATION**
To resolve that the public be excluded from the meeting during consideration of the following reports, because it is likely that there will be disclosure of exempt information as defined in the paragraphs of Part 1 of Schedule 12A (as amended) of the Local Government Act 1972.

ATTENDANCE AT CABINET MEETINGS**Councillor attendance at Cabinet meetings:**

- (1) The Chair or spokesperson of the Council's scrutiny committees and the mover of any motion referred to Cabinet shall be entitled to attend any formal public meeting of Cabinet to speak.
- (2) Other persons including non-executive members of the Council may speak at such meetings with the permission of the Chair of the Cabinet.

Public attendance at Cabinet meetings:

- (1) If a member of the public wishes to ask a question(s) at a meeting of Cabinet, they should serve two clear days' notice in writing of any such question(s) to the appropriate committee officer.
- (2) The Council Leader as Chair of Cabinet is given the discretion to waive the above deadline and assess the permissibility of the question(s). The Chair's decision will be final.
- (3) The maximum limit is three public questions at any one Cabinet meeting.
- (4) A maximum limit of three minutes is provided for each person to ask an initial question or make an initial statement to the Cabinet.
- (5) Any questions deemed to be repetitious or vexatious will be disallowed at the discretion of the Chair.

Members: Councillors S Tagg (Chair), Sweeney (Vice-Chair), Heesom, Hutchison, Fear and Skelding

Members of the Council: If you identify any personal training/development requirements from any of the items included in this agenda or through issues raised during the meeting, please bring them to the attention of the Democratic Services Officer at the close of the meeting.

Meeting Quorums :- Where the total membership of a committee is 12 Members or less, the quorum will be 3 members....Where the total membership is more than 12 Members, the quorum will be one quarter of the total membership.

SUBSTITUTE MEMBER SCHEME (Section B5 – Rule 2 of Constitution)

The Constitution provides for the appointment of Substitute members to attend Committees. The named Substitutes for this meeting are listed below:-

Substitute Members:

If you are unable to attend this meeting and wish to appoint a Substitute to attend in your place you need to:

- Identify a Substitute member from the list above who is able to attend on your behalf
- Notify the Chairman of the Committee (at least 24 hours before the meeting is due to take place)

Officers will be in attendance prior to the meeting for informal discussions on agenda items.

NOTE: THERE ARE NO FIRE DRILLS PLANNED FOR THIS EVENING SO IF THE FIRE ALARM DOES SOUND, PLEASE LEAVE THE BUILDING IMMEDIATELY THROUGH THE FIRE EXIT DOORS.

ON EXITING THE BUILDING, PLEASE ASSEMBLE AT THE FRONT OF THE BUILDING BY THE
STATUE OF QUEEN VICTORIA. DO NOT RE-ENTER THE BUILDING UNTIL ADVISED TO DO SO.

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CABINET

Tuesday, 17th October, 2023
Time of Commencement: 2.00 pm

[Watch the meeting here](#)

[View the agenda here](#)

Present:	Councillor Simon Tagg (Chair)		
Councillors:	Sweeney Heesom	Fear Hutchison	Skelding
Officers:	Martin Hamilton Simon McEneny Sarah Wilkes Andrew Bird Roger Tait Anthony Harold Craig Jordan Angela Hodgkinson	Chief Executive Deputy Chief Executive Service Director - Finance / S151 Officer Service Director - Sustainable Environment Service Director - Neighbourhood Delivery Service Director - Legal / Monitoring Officer Service Director - Planning Executive and Cabinet Support Officer	

1. **DECLARATIONS OF INTEREST**

There were no declarations of interest stated.

2. **MINUTES OF PREVIOUS MEETINGS**

Resolved: That the Minutes of the meeting held on the 19 September be agreed as a correct record.

3. **WALLEYS QUARRY UPDATE REPORT**

The Leader introduced a report on Walleys Quarry odours, stating that this was the first Cabinet meeting since the revelations against the Environment Agency.

The Chief Executive presented the report and confirmed that there was still a downward trend of complaints to the Environment Agency (EA).

The most significant news at the moment was the issue relating to the Air Quality data from the three monitoring stations placed around the area by the EA. The EA had stated that the problems that had been encountered were not specific with Walleys Quarry but were a common problem with the monitoring stations generally. However, the stations needed to be regularly calibrated to ensure that they were recording the presence of various gases in the atmosphere and it had been identified that the calibration had not been done correctly. As a consequence of this, Hydrogen Sulphide had been understated.

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Colleagues from the EA were working with experts in that area and the manufacturers of the machines to see if it was possible to identify the scale of under reporting.

The data that would be published in November would be from a properly calibrated machine.

A significant issue was that agencies had been relying on the data for advice. Improvements at Walleys Quarry had stood under three elements: Progress of the action on site to contain, capture and destroy the gasses; the complaint data and the Hydrogen Sulphide data.

The other significant issue for the community was the health impact from this news. It was known that there were short term implications to exposure but there was also a significant mental health impact.

The Leaders of Newcastle Borough Council and Staffordshire County Council had jointly written to DEFRA and the Secretary of State for the Environment had been contacted asking for a Public Inquiry into the issues with the EA.

The Leader stated that it was disappointing to see that the information that had been considered previously by Cabinet had not been correct and had been under reported. The Leader stated that there had been comments at meetings and on social media that the Council should have known that the data was incorrect through the monitoring that had been done with the Council's hand held devices. The Chief Executive stated that the equipment used by the Council and that used by the EA were completely different and used in different ways. The EA's equipment was fixed and provided a long term view whereas handheld devices would be at different times.

The Portfolio Holder for Strategic Planning welcomed the call for a public inquiry and that it asked to look into the overall effectiveness of the EA.

The Portfolio Holder for Finance, Town Centres and Growth agreed and stated that he was not completely surprised as the dealings with the EA had been so bad.

- Resolved:**
- (i) That the contents of the update report be noted.
 - (ii) That the call for a public inquiry into the regulatory performance of the Environment Agency be endorsed.

[Watch the debate here](#)

4. RYECROFT REDEVELOPMENT

The Leader introduced a report updating Cabinet on the progress made with the Ryecroft development and to take decisions on moving the development forward.

The Portfolio Holder for Finance, Town Centres and Growth advised that Ibis had been selected as the hotel supplier. In respect of the residential units, there were three interested parties, outlined at paragraph 2.4 of the report. Work on the multi storey car park would be commencing soon.

The Leader referred to the three types of residential development on the site. Accommodation for over fifties, social housing and accommodation for young professionals. Bringing accommodation to the edge of town and the provision of the replacement car park would increase footfall.

Reference was made to a confidential appendix that would be considered at the end of the meeting.

- Resolved:**
- (i) That the interests from developers to secure portions of the site for residential development be noted and that delegated authority be given to the Deputy Chief Executive, in consultation with the Portfolio Holder for Finance, Town Centres and Growth, and Portfolio Holder for One Council, People and Partnerships to finalise a masterplan for the hotel and residential developments and agree terms with developers to enable these developments to progress.
 - (ii) That the outcome of the procurement for a Hotel brand for the site be considered, and agree to the selection of Accor Hotels, with their Ibis Styles brand, for the development of the next stage of business case development, at a cost of £50,000;
 - (iii) That further update reports on progress of the various elements be received as and when further details have been developed.

[Watch the debate here](#)

5. FUTURE HIGH STREETS FUND - IMPROVEMENTS TO THE MARKET

The Leader introduced a report seeking approval for proposed improvements to the market in Newcastle.

The Portfolio Holder for Finance, Town Centres and Growth advised that the improvements would be done in two stages. Removing some of the fixed stalls which have attracted anti-social behaviour near to the Guildhall and removing thirteen fixed stalls from the lower part of the High Street. The retained stalls would all have new canopies and temporary stalls would be purchased and made available.

Temporary stall pitches would then be marked out and landscaping improvements would be carried out including the provision of street furniture and an advertising screen in lower High Street.

The Leader stated that the current administration had set out to revive the market and to keep it in-house. The Future High Streets Funding allowed for public realm improvements around the market. The first phase of the work would take place before Christmas. When the stalls are removed from outside the former W H Smiths, new recycle bins would be placed there. There would be a free market on Mondays for traders.

The Portfolio Holder for Strategic Planning welcomed the improvements stating that it would improve the heritage site at the bottom end of the town.

Councillor Brockie had concerns about the lawned area stating that it could attract anti-social behaviour (ASB) and would require maintaining. Also, the existing

canopies had been subject to repeated vandalism plus were showing wear and tear. It was difficult to see how replacing them with that of a similar nature would mitigate the damage. Would it be possible to look at some way of reinforcing the roofs. Also, in removing the temporary stalls between larger events may not be realistic budgeting. Three people would be required to move them and a projection of the manpower would be useful. The Portfolio Holder for Finance, Town Centres and Growth was asked for assurance that the market would be given the priority that it deserved in terms of quality investment.

The Leader stated that the grassed area would be a focal point and is seen in many town centres and outside of universities for example. Regarding the canopies, the main problem with them was age although they had been vandalised on the odd occasion. Materials were being sought that were ASB resistant. Referring to the manpower for removing the temporary stalls, the Leader, this had been included in the budget proposal put forward in February.

The Portfolio Holder for Finance, Town Centres and Growth advised that funding for market improvements passed £11 million from the Future High Streets Fund which took into account a number of priority projects in the regeneration of the town centre.

- Resolved:**
- (i) That the proposed Phase 1 improvements to the market in Newcastle be approved.
 - (ii) That the Service Director – Neighbourhood Delivery, in consultation with the Portfolio Holder for Finance, Town Centres and Growth, be authorised to finalise detailed plans for the proposed Phase 2 improvements to the market in Newcastle and consult with traders and other stakeholders.
 - (iii) That the Service Director – Neighbourhood Delivery, in consultation with the Portfolio Holder for Finance, Town Centres and Growth, be authorised to invite and award tenders for the works, up to the value of the available Future High Streets Funding of £396,851
 - (iv) That a free market be offered to traders on Mondays to seek to boost trader numbers on that day.

[Watch the debate here](#)

6. **KEELE SUSTAINABLE SOLAR ENERGY**

The Leader introduced a report outlining plans for a feasibility study and business case for a solar array at Keele.

The Portfolio Holder for Finance, Town Centres and Growth stated that there was a lot of land that would not be used for many years and having a solar farm was part of the Council's sustainable strategy.

The Leader stated that the land would not be used for burials for approximately forty years and this would be a good alternative use for the site. Reference was made to the confidential appendix that would be considered at the end of the meeting.

The Portfolio Holder for Sustainable Environment welcomed this proposal stating that the solar panels lasted approximately twenty five years which would fit in with the Council's long term plans.

The Portfolio Holder for Strategic Planning welcomed the proposal and stated that there would be a hedgerow separating the site from the cemetery to help to alleviate any noise from the windmills.

- Resolved:**
- (i) That the production of a detailed feasibility study and business case for the solar array at Keele be approved. Details to be provided through a further report.
 - (ii) That the Deputy Chief Executive, in consultation with the Portfolio Holder for Finance, Town Centres & Growth, be authorised to submit a planning application for the solar array at Keele;
 - (iii) That a further report on the progress and next steps required be received prior to any installation works being undertaken on site or end user agreements are signed.

[Watch the debate here](#)

7. **BOROUGH LOCAL PLAN UPDATE**

The Leader introduced a report providing an update following consultation on the First Draft Local Plan.

The Portfolio Holder for Strategic Planning referred Members to paragraphs 2.3 and 2.4 which outlined what the Council had done during the consultation period and listed drop in events around the Borough. Reference was also made to paragraphs 2.10 to 2.12 which looked at consultation themes and the next steps.

The Leader stated that this was the most extensive consultation that the Council had carried out. Some authorities at this stage would be carrying out an online consultation. The Leader referred to the allocation of funds. When it was agreed, there was a joint local plan with Stoke that was not fit for purpose - with data from three years previous and it was felt that money should be spent on a consultation.

Councillor Gorton stated that the Economy and Place Scrutiny Committee report did not include the information contained within paragraph 2.12 of this report so members of that committee were not aware of £300,000 being allocated to fund the work of consultants. The Leader was asked why the Scrutiny Committee had not been made aware of that and also, what the consultants would do for this fee.

The Leader stated that the report that went to Scrutiny looked back on the consultation rather than forward to the next level.

The Portfolio Holder for Strategic Planning stated that, to take the next steps it was important that the next drafting was up to date. The consultants would be looking at the evidence base and any issues that had been raised.

- Resolved:**
- (i) That the update following consultation on the First Draft of the Borough Local Plan be noted
 - (ii) That the Local Development Scheme 2023-2026 (Appendix 1) be published to confirm that the Council intends to prepare a Final Draft (Regulation 19 stage) of the Local Plan by Summer 2024.
 - (iii) That approval be given to allocate £300,000 from the Budget Support Fund to fund the Local Plan programme.

[Watch the debate here](#)

8. **REVIEW OF ENVIRONMENT STRATEGY & ROADMAP TO NET ZERO**

The Leader introduced a report giving an update on the progress made in the Council's achieving of aims contained within the Sustainable Environment Strategy and to consider the Road Map to net zero.

The Portfolio Holder for Sustainable Environment referred Members to the Strategy that was attached as appendix one to the report. The Strategy was divided into four main sections which were outlined at paragraph 1.2 of the report.

The Road Map to net zero showed the net zero target and it would be realistically met through a wide range of implementation measures and changes to reduce carbon emissions of the Council's operations and estate over the next seven years. The timeline was outlined in paragraph 1.6 of the report.

The road map had identified capital expenditure of £7.4 million up to 2030.

The Leader stated that the report outlined some of the challenges that would have to be taken on over the next seven years and also the offsetting of energy consumption, particularly at J2, the depot and the crematorium.

- Resolved:**
- (i) That the progress made in the various facets of the Council's Sustainable Environmental Strategy and other linked initiatives be noted.
 - (ii) That the 50% reduction in the carbon emissions from the Council's Operations and Estate over the last 10 years be noted.
 - (iii) That the findings and recommendations of the Road Map to Net Zero be considered and built into the Action plan for an updated Sustainable Environment strategy moving forward.
 - (iv) That the progress update and 2023/2024 Action Plan be referred to the Health, Wellbeing & Environment Scrutiny Committee for scrutiny and comments.

[Watch the debate here](#)

9. **URBAN TREE PLANTING STRATEGY UPDATE 2023**

The Leader introduced a report updating Cabinet on the progress with the Urban Tree Planting Strategy and seeking approval for Phase 5.

The Portfolio Holder for Sustainable Environment stated that the Tree Planting Strategy would contribute towards the Sustainable Environment Strategy, the removal of carbon from the atmosphere, the good management of the Council's tree stock and Nature Recovery plans and enable external grant funding.

Attention was drawn to paragraph 2.1 of the report which outlined the list of sites for Phase 5.

The Leader advised that the trees being planted on the end of Earls Drive were also a deterrent for travellers.

The Portfolio Holder for Sustainable Environment advised that a consultation on Phase 5 would run from now until 20 November, 2023. Planting was planned from January through to March, 2024.

The Leader stated that there were over sixty areas across the Borough that would be protected as carbon capture areas.

The Portfolio Holder for Community Safety and Wellbeing stated that this would be a welcome addition, particularly in her ward.

Councillor Gorton queried the maintenance of the trees. The report gave little detail about looking after them and what action the council would be able to take. Councillor Gorton was pleased that there would be a Strategy for this going forward.

Councillor Gorton also referenced the donations from residents and groups to support continuation of the Strategy and asked what the implications for the next phase would be if donations were not forthcoming.

The Leader stated that the donations related to Wolstanton Marsh where residents wanted to contribute to prevent further incursions of travellers.

The Portfolio Holder for Sustainable Environment stated that there was a tree maintenance plan but it was felt that it could be developed and improved so officers have asked for it to be put together and it should be going to the next Health, Wellbeing and Environment Scrutiny Committee.

- Resolved:**
- (i) That Phase 5 of the tree planting under the Urban Tree Planting Strategy be approved for implementation, subject to consultation responses, and the Service Director – Neighbourhood Delivery Services is authorised to seek and accept quotations for the work.
 - (ii) That the Service Director – Neighbourhood Delivery Services be authorised to bid for and accept external grant funding and secure community donations to contribute to the delivery of the Urban Tree Planting Strategy and other related projects.

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[Watch the debate here](#)

10. **FORWARD PLAN**

The Leader went through the Cabinet Forward Plan

Resolved: That the Forward Plan and Urgent Item be received and noted.

[Watch the debate here](#)

11. **URGENT BUSINESS**

There was no Urgent Business.

12. **DISCLOSURE OF EXEMPT INFORMATION**

Resolved:- That the public be excluded from the meeting during consideration if the following matter because it is likely that there will be disclosure of exempt information as defined in paragraphs contained within Part 1 of Schedule 12A of the Local Government Act, 1972.

13. **CONFIDENTIAL REPORT TO THE KEELE SUSTAINABLE SOLAR ENERGY PROJECT**

Consideration was given to the confidential report in connection with the Keele Sustainable Solar Energy Project

Resolved: That the recommendations outlined in the confidential report, be agreed.

14. **RYECROFT REDEVELOPMENT EXEMPT APPENDIX**

Consideration was given to the confidential appendices attached to the Ryecroft Redevelopment report.

Resolved: That the confidential appendices be received.

**Councillor Simon Tagg
Chair**

Meeting concluded at 3.50 pm

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

CORPORATE LEADERSHIP TEAM'S

REPORT TO CABINET

07 November 2023

Report Title: Walleys Quarry – Odour Issues

Submitted by: Chief Executive

Portfolios: Sustainable Environment; One Council, People & Partnerships

Ward(s) affected: All

<p><u>Purpose of the Report</u></p> <p>To update Cabinet on the latest position regarding the problematic odours in the Borough associated with Walleys Quarry.</p>	<p style="text-align: right;"><u>Key Decision</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
<p><u>Recommendation</u></p> <p>Cabinet is recommended to:</p> <p>1. Note the contents of this update report.</p>	
<p><u>Reasons</u></p> <p>To ensure Cabinet is kept updated on the ongoing work regarding the problem odours associated with Walleys Quarry landfill.</p>	

1. Background

- 1.1 For a number of years, parts of the borough have suffered from foul odours from the Walleys Quarry Landfill Site in Silverdale operated by Walleys Quarry Ltd, part of the RED Industries group of companies. The Environment Agency (EA) is the lead regulator for such sites, testing and enforcing compliance with the permit under which the site operates. The Council also has a role in influencing the operation and performance of such sites, where an operator fails to comply with actions required under an abatement notice issued by the Council in relation to any statutory nuisance caused by the site.
- 1.2 In March 2021, Council held an extraordinary meeting to receive the report of the Economy, Environment and Place Scrutiny Committee review into the Walleys Quarry issues, and to debate a motion demanding the immediate suspension of operations and acceptance of waste at the Walleys Quarry Landfill site.
- 1.3 Following extensive work, officers determined that the odours from the Walleys Quarry site amounted to a Statutory Nuisance and, on 13 August 2021, served an Abatement Notice on Walleys Quarry Ltd. (WQL). Following an appeal by Walleys

Quarry Ltd, and a successful mediation process, His Honour District Judge Grego approved the settlement that the parties had reached and issued a court order upholding the Abatement Notice and dismissing WQL's appeal on 6 October 2022.

- 1.4** The Council continues to assess the prevalence of odours off site. If there are further instances of statutory nuisance identified which amount to a breach of the Abatement Notice, the Council's Enforcement Policy will guide the process to be followed [Reference: [Environmental Health enforcement policy – Newcastle-under-Lyme Borough Council \(newcastle-staffs.gov.uk\)](https://www.newcastle-staffs.gov.uk)]. This would determine what action the Council would take, and whether that would be formal or informal. Enforcement is usually considered sequentially but should the circumstances or nature of the breach be such, escalation direct to prosecution is possible. The Council would need to obtain the consent of the Secretary of State before it is able to prosecute an offence of breaching an abatement notice, as the site is permitted by the Environment Agency.
- 1.5** Officers maintain an ongoing dialogue with Walleys Quarry Ltd, and with other agencies involved with the issue. Cabinet has received monthly updates on the issues relating to the odours, and Council has also been regularly updated.

2. Complaint Data

- 2.1** Below is a schedule of complaints received by the Council and by the Environment Agency over the last 3 months, on a weekly basis. Historical complaint data is attached to this report as Appendix 1.

	Complaints to NuLBC	Complaints to Environment Agency
July 2023		
03/07/23 - 09/07/23	18	46
10/07/23 - 16/07/23	20	54
17/07/23 - 23/07/23	15	73
24/07/23 - 30/07/23	28	97
August 2023		
31/07/23 - 06/08/23	21	67
07/08/23 - 13/08/23	7	30
14/08/23 - 20/08/23	10	44
21/08/23 - 27/08/23	8	38
28/08/23 - 03/09/23	11	59
September 2023	26	71
04/09/23 - 10/09/23		
11/09/23- 17/09/23	12	72
18/09/23- 24/09/23	8	31
25/09/23-01/10/23	8	26
October 2023		
02/10/23 – 08/10/23	8	37
09/10/23 - 15/10/23	29	64
16/10/23 - 22/10/23	22	81

23/10/23 - 29/10/23	26	115
30/10/23 - 05/11/23	4	

2.2 Officers highlight any odour events where 10 or more odour complaints have been recorded. There has been 1 odour event in the month of October:

- Wednesday 25 October 2023 - 13 odour complaints

The overall trend of complaints remains downward, albeit with “spikes” in complaints from time to time when odours are prevalent.

3. Air Quality & Health

3.1 The Council, Staffordshire County Council, and the Environment Agency have jointly funded a campaign of air quality monitoring utilising three static air monitoring stations. The Environment Agency manage and operate these air quality monitoring stations. Data from these stations has been routinely published weekly by the Environment Agency.

3.2 Hydrogen sulphide levels have previously been reported and reviewed as part of this report and a full data set provided in Appendices. On 5 October, the Environment Agency provided an update, alerting the community to a problem with the reliability of the Hydrogen Sulphide (H₂S) monitoring data collected at the monitoring stations. This update is available at the following link [Latest News | Engage Environment Agency \(engagementhq.com\)](#)

3.3 Following the EA announcement, NULBC Officer undertook odour assessments at set locations using the calibrated mobile Jerome monitor(s). Monitoring was undertaken for 5 minutes at set locations on 7 separate dates namely;

- 09 October (6 locations),
- 10 October (6 locations)
- 11 October (6 locations)
- 12 October (6 locations)
- 16 October (5 locations)
- 17 October (7 locations)
- 18 October (7 locations)

The monitoring was undertaken on weekdays and during normal working hours. It is acknowledged that this was a ‘snapshot’ and potentially did not represent levels experienced by the community over a 24-hour period. However, it was important to react to the EA announcement that the levels at MMF (Mobile Monitoring Facility) 9 indicated ‘under reporting’ of hydrogen sulphide.

Officers undertook 54 odour assessments in total (note: at some locations there was a second Officer undertaking odour assessments).

Odour related to the landfill was detected on 13 out of 54 odour assessments. The highest level of hydrogen sulphide detected was 4.18ppb (over a period of 5 minutes) at Cemetery Road. The remaining readings were below 4ppb. For reference the monitoring range for the Jerome monitors is 3ppb – 10,000ppb.

- 3.4 On 19 October 2023, the EA calibrated the H2S analysers in MMF1 and MMF2. The EA have sufficient confidence in the raw data recorded for the week commencing 16 October 2023 to allow the EA to restart publishing data from MMF1 and MMF2. The latest H2S data is set out in the table below, defining the proportion of the time periods where H2S levels were above the WHO Odour Annoyance guideline of 7ug/m3.
- 3.5 The latest H2S data is set out in the table below, defining the proportion of the time periods where H2S levels were above the WHO Odour Annoyance guideline of 7ug/m3.

Time Period	Percentage of time the location recorded hydrogen sulphide concentrations above the WHO annoyance guideline level		
	MMF1	MMF 2	MMF 9
02 October – 08 October 2023			0%
09 October – 15 October 2023			9.4%
16 October – 22 October 2023	0.9%	0.0%	7.8%
23 October – 29 October 2023	13.7%	3.0%	10.4%

Environment Agency Regulatory and Enforcement Action

- 3.6 The Environment Agency has continued to provide updates on their regulatory activity on the Walleys Quarry Landfill and can be accessed here: <https://engageenvironmentagency.uk.engagementhq.com/hub-page/walleys-quarry-landfill>
- 3.7 These updates reflect regular EA officer presence at the site to review progress with the Contain Capture Destroy strategy. The Compliance Assessment Reports (published on the [EA website](#)) provide further details of the site visits undertaken.
- 3.8 The following table provides a summary of the published CAR (Compliance Assessment Report) forms since the last Cabinet report:

Date of Report	Date issued	CAR Reference	Assessment	Compliance score
24/08/23	30/08/23	DP3734DC-0472621	Site inspection (unannounced) to assess current engineering works and general compliance with permit conditions	0
08/09/23	18/09/23	DP3734DC-0474301	Site inspection (unannounced) to assess current engineering works and general compliance with permit conditions	4

22/09/23	26/09/23	DP373DC-0475663	Site inspection (announced) to assess current engineering works and general compliance with permit condition	0
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3.9 On 19 October 2023, the EA issued WQL with a Regulation 36 Enforcement Notice following an unannounced site inspection on 2 October 2023, when officers were not satisfied that the remedial actions required in respect of Phase 4 had been completed. WQL has previously been given until 30 September 2023 to install any missing temporary clay capping over the flanks of tipping Phases 1,2,3 and 4. The EA stated that WQL 'has had a reasonable time to either install any missing temporary capping or provide Construction Quality Assurance validation reports to demonstrate that the required capping had been installed to the required standard'. The Enforcement Notice requires outstanding capping to be completed by 12 December 2023. 'That is, before the onset of winter when conditions for capping are more difficult and there is poorer air dispersion.' The EA anticipate that 'this will reduce the risk of exposure to emissions of landfill gas for the community'.

4. Key Performance Data

- 4.1** Through the settlement agreement both Walleys Quarry Ltd and the Council have developed key performance indicators in relation to relevant data from each organisation. These key performance indicators are shown in Appendix 2 and 3.
- 4.2** The data from the Council covers the period from August to November 2023, and provides complaint numbers and officer assessments.
- 4.3** The data from Walleys Quarry Limited provides data on waste acceptance, odour management, landfill operations, landfill gas management, leachate management and information relating to the EA regulator as the primary regulator of the site. The KPI data and explanatory notes for October is awaited and will be contained within Appendix 3.

5. Proposal

5.1 Cabinet is recommended to:

- note the contents of this update report.

6. Reasons for Proposed Solution

- 6.1** To ensure Cabinet is kept updated of the ongoing work to address the issues associated with the odours from Walleys Quarry landfill and to keep under review opportunities to further action.

7. Options Considered

- 7.1** To provide regular updates to Council.

8. Legal and Statutory Implications

8.1 Part III of the Environmental Protection Act 1990 is the legislation concerned with statutory nuisances in law. This is the principal piece of legislation covering the Council's duties and responsibilities in respect of issues relating to odour nuisance:

- The Environmental Protection Act 1990, section 79 sets out the law in relation to statutory nuisance. This is the principal piece of legislation covering the Council's duties and responsibilities in respect of issues relating to odour nuisance.
- The relevant part of Section 79 defines a statutory nuisance as any smell or other effluvia arising on industrial, trade or business premises which is prejudicial to health or a nuisance. The Council is responsible for undertaking inspections and responding to complaints to determine whether a statutory nuisance exists.
- Where a statutory nuisance is identified or considered likely to arise or recur, section 80 of the Act requires that an abatement notice is served on those responsible for the nuisance. The abatement notice can either prohibit or restrict the nuisance and may require works to be undertaken by a specified date(s).
- It is then a criminal offence to breach the terms of the abatement notice. Because the site is regulated by the Environment Agency under an Environmental Permit, the council would need to obtain the consent of the Secretary of State before it is able to prosecute any offence of breaching the abatement notice.
- The Act provides powers in respect of a breach. If a person on whom an abatement notice is served, without reasonable excuse, contravenes or fails to comply with any requirement or prohibition imposed by the notice, they shall be guilty of an offence. If this is on industrial, trade or business premises shall be liable on conviction to an unlimited fine. It is a defence that the best practicable means were used to prevent, or to counteract the effects of, the nuisance.

9. Equality Impact Assessment

9.1 The work of the Council in this regard recognises that the problematic odours in the area may impact on some groups more than others. The work is focussed on minimising this impact as soon as possible.

10. Financial and Resource Implications

10.1 Dedicated officer resource has been allocated to continue the Council's work regarding Walleys Quarry Landfill.

10.2 From April 2023 there is £100k reserved for legal action associated with Walley Quarry landfill site. In the event that formal action is required, a separate report will be brought to full Council to approve additional funds.

11. Major Risks

Page 11.1
18 A GRACE risk assessment has been completed including the following main risks:

- Failure to achieve a reduction in odour levels;
- Community dissatisfaction at odour levels;
- The ability to take enforcement action against abatement notice;
- Failure to evidence a breach of the abatement notice;
- Secretary of State refuses permission to undertake prosecution proceedings.

11.2 Controls have been identified and implemented in order to control these risks; the main controls include:

- Provisions in settlement agreement ensures greater transparency for public;
- Provisions in settlement agreement ensures regular meetings with Walleys Quarry which enable issues to be discussed;
- Dedicated officer resource for Walleys Quarry work has been secured;
- Continued air quality monitoring provision;
- Robust procedure for investigating complaints with experienced officers;
- Specialist expert advice maintained;
- Multi-Agency partnership working continues.

12. Unsustainable Development Goals (UNSDG)



13. Key Decision Information

13.1 As an update report, this is not a Key Decision.

14. Earlier Cabinet/Committee Resolutions

14.1 This matter has been variously considered previously by Economy, Environment & Place Scrutiny Committee, Council and Cabinet on 21 April 2021, 9th June 2021, 7th July 2021, 21st July 2021, 8th September 2021, 13th October 2021, 3rd November 2021, 17th November, 1st December 2021, 12th January 2022, 2nd February 2022, 23rd February 2022, 23rd March 2022, 20th April 2022, 7th June 2022, 19th July 2022, 6th September 2022, 18th October 2022, 8th November 2022, 6th December 2022, 10th January 2023, 7th February 2023, 13th March 2023, 5th April 2023, 6th June 2023, 18th July 2023, 19th September 2023, 17th October 2023.

15. List of Appendices

- 15.1** Appendix 1. Historical Complaint data
- 15.2** Appendix 2. NUL Key Performance Data
- 15.3** Appendix 3. WQL Key Performance Data

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Appendix 1 – Historic Complaint Numbers

Week Ending	Complaints to NuLBC	Complaints to Environment Agency	Week Ending	Complaints to NuLBC	Complaints to Environment Agency
2022			25-Sep	14	79
09-Jan	73	352	02-Oct	13	58
16-Jan	258	1045	09-Oct	42	102
23-Jan	134	651	16-Oct	52	165
30-Jan	25	139	23-Oct	73	186
06-Feb	16	64	30-Oct	30	82
13-Feb	31	120	06-Nov	27	116
20-Feb	49	166	13-Nov	23	86
27-Feb	40	264	20-Nov	60	113
06-Mar	118	571	27-Nov	2	70
13-Mar	72	285	04-Dec	19	47
20-Mar	224	1126	11-Dec	43	163
27-Mar	412	1848	18-Dec	22	114
03-Apr	243	1072	25-Dec	12	45
10-Apr	132	895	2023		
17-Apr	156	752	01-Jan	11	39
24-Apr	65	310	08-Jan	12	32
01-May	49	213	15-Jan	13	25
08-May	39	193	22-Jan	47	118
15-May	35	160	29-Jan	51	149
21-May	43	134	05-Feb	13	66
29-May	20	81	12-Feb	26	115
05-Jun	27	169	19-Feb	7	39
12-Jun	42	234	26-Feb	3	15
19-Jun	25	263	05-Mar	7	13
26-Jun	28	208	12-Mar	12	74
02-Jul	9	54	19-Mar	23	63
09-Jul	4	34	26-Mar	19	56
16-Jul	14	72	02-Apr	51	103
23-Jul	21	52	09-Apr	45	152
30-Jul	12	93	16-Apr	11	64
06-Aug	22	124	23-Apr	48	101
13-Aug	32	133	30-Apr	148	278
21-Aug	11	79	07-May	50	150
28-Aug	12	89	14-May	53	164
04-Sep	10	30	21-May	147	320
11-Sep	9	64	28-May	90	210
18-Sep	13	83	04-Jun	24	43

Week Ending	Complaints to NuLBC	Complaints to Environment Agency
11-Jun	19	75
18-Jun	76	154
25-Jun	80	170
02-Jul	40	99
09-Jul	18	46
16-Jul	20	54
23-Jul	15	73
30-Jul	28	97
06-Aug	21	67
13-Aug	7	30
20-Aug	10	44
27-Aug	8	38
03-Sep	11	59
10-Sept	26	71
17-Sept	12	72
24-Sept	8	31
01-Oct	8	26
08-Oct	8	37
15-Oct	29	64
22-Oct	22	81
29-Oct	26	115

Appendix 3 – NUL Key Performance Indicators

NULBC		Information	Measurement	August 2023	September 2023	October 2023
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number	42 Number of unique properties reporting complaints = 31 Rating 0 = 0 complaints Rating 1 = 0 complaints Rating 2 = 0 complaints Rating 3 = 3 complaints Rating 4 = 15 complaints (35.7%) Rating 5 = 8 complaints (19.0%) Rating 6 = 16 complaints (38.1%) % of complaints reporting odour entering the property = 40 (95.2%) % of complaints reporting health effects = 31 (73.8%)	63 Number of unique properties reporting complaints = 36 Rating 0 = 0 complaints Rating 1 = 1 complaints Rating 2 = 1 complaints Rating 3 = 6 complaints Rating 4 = 15 complaints (23.8%) Rating 5 = 20 complaints (31.7%) Rating 6 = 20 complaints (31.7%) % of complaints reporting odour entering the property = 59 (93.7%) % of complaints reporting health effects = 46 (73.0%)	87 Number of unique properties reporting complaints = 50 Rating 0 = 0 complaints Rating 1 = 2 complaints Rating 2 = 2 complaints Rating 3 = 12 complaints Rating 4 = 14 complaints (16.1%) Rating 5 = 21 complaints (24.1%) Rating 6 = 36 complaints (41.4%) % of complaints reporting odour entering the property = 73 (83.9%) % of complaints reporting health effects = 63 (72.4%)
KPI 2		Complaints reported (daytime 07:00-23:00)	Number	30	52	71
KPI 3		Complaints reported (night-time 23:00-07:00)	Number	12	11	16
KPI 4		Highest number of complaints during the period	Date (number of complaints)	01/08/23 (12 complaints)	15/09/23 (10 complaints)	25/10/23 (13 complaints)
KPI 5		AIR QUALITY	Percentage exceedance Odour	%		MMF1 - data not reported

		Annoyance Guideline (Hydrogen Sulphide 30-minute average)			MMF2 - data not reported	
					MMF9 - 6%	
KPI 6		Monthly Average H ₂ S	ug/m3 over the month		MMF1 - data not reported	
					MMF2 - data not reported	
					MMF9 - 1.7ug/m3 (1.1ppb)	
KPI 7	H ₂ S PEAK LEVEL	Level measured over a 5-minute period Date & Time	ug/m3		MMF1 - data not reported	
					MMF2 - data not reported	
					MMF9 - 19.99ug/m3 (03/09/23 @ 23:35)	
KPI 8	OFFICER ASSESSMENTS	Odour Rating - Officer odour assessment (5 minute)	Max Odour Rating	Not reported as odour assessments < 5 minutes	Not reported as odour assessments < 5 minutes	

Date of Report: 6-11-23			
Landfill Operations	Information	Measurement	Summary and Actions (Additional Document Reference as applicable)
KPI 1	WASTE ACCEPTANCE	Non-conformance raised with waste operator	CCS score(s) including summary and actions.
			0 Non-conformance raised with operator. 0 CCS scores received
KPI 2		No of loads inspected.	each
			1695 loads received. 1695 loads inspected.
Landfill Operations	Information	Measurement	Summary and Actions (Additional Document Reference as applicable)
KPI 3	ODOUR MANAGEMENT	Non-conformance raised with waste operator	CCS score(s) including summary and actions.
			0 Non-conformance raised with operator. 0 CCS scores received. 0 non conformances identified.
KPI4		No of odour tours	
		No of odour tours where odour detected off site	
			65 tours 0 external odours.
Landfill Operations	Information	Measurement	Summary and Actions (Additional Document Reference as applicable)
KPI 5	ACTIVE TIPPING AREA	Operational Surface area total	m3
			122,238m2
KPI 6	ACTIVE TIPPING AREA	Active tipping area	m3
			24,267m2
Landfill Operations	Information	Measurement	Summary and Actions (Additional Document Reference as applicable)
KPI 7	CAPPING OF OPERATION AREA	Temporary capping	m3
		Permanent capping	m3
			Temporary Capping 25,765m,2 (21%) Permanent Capping 55,700m2 (46%) Total Capped area 81,465m2 (67%)
Landfill Operations	Information	Measurement	Summary and Actions (Additional Document Reference as applicable)
KPI 8	LANDFILL GAS MANAGEMENT	Surface & Gas infrastructure emission surveys	Number of remaining matters open in the month
			0
KPI 9	LANDFILL GAS MANAGEMENT	Concentration of Hydrogen Sulphide in 'raw' bulk gas	ppm
			1,648ppm – recorded from CLP H2S GUP input data

KPI 10	LANDFILL GAS MANAGEMENT	Landfill Gas capture rate (monitored at the GUP)	m3/hr	3,097m3/hr - averaged across period
KPI 11	LANDFILL GAS MANAGEMENT	Appendix A LGMP Gas Management Plan (live document)	Progress including summary and actions	See explanatory notes
Landfill Operations		Information	Measurement	Summary and Actions (Additional Document Reference as applicable)
KPI 12	LEACHATE MANAGEMENT ACTION PLAN	Actions (13 actions)	Progress including summary and actions	See explanatory notes.
Landfill Operations		Information	Measurement	Summary and Actions (Additional Document Reference as applicable)
KPI 13	PRIMARY REGULATOR	Compliance Assessments Visits	Number undertaken for which CAR form issued to operator	Two visits within the period: 2 nd October 2023 – DP3734DC/0476949 26 th October 2023 – DP3734DC/
KPI 14	PRIMARY REGULATOR	Compliance Assessments Visits	Number Undertaken where a CCS score is raised with operator, including summary and actions	1 regulatory compliance assessments undertaken which resulted in a compliance assessment score – see explanatory notes.
KPI 15	PRIMARY REGULATOR	Compliance Assessments Visits	Number Undertaken where no CCS score is raised with operator, including summary and actions	1 regulatory compliance assessments undertaken which resulted in 0 compliance assessment scores

Date of Explanatory Notes: October 2023

KPI 1 and KPI 2 Waste Acceptance

No non-conformances have been received from the regulator within the period.

1695 loads inspected within the period, with 0 loads rejected.

KPI 3 and KPI 4 Odour Management

No non-conformances have been received from the regulator within the month, with two site regulatory inspections confirming no direct offsite odour detected by Environment Agency officers. The Agency assessments cover a wide scope of permit conditions including engineering, containment, operational activities, landfill gas management, odour and pest management.

65, odour tours conducted by WQL, with 65 reflecting no odours experienced. Contemporaneously with these odour tours, checks on the gas collection and treatment infrastructure, site engineering and operations and local weather factors were reviewed to ensure all appropriate actions were being undertaken. No non-conformances were identified during these times. And all appropriate actions were being taken.

KPI 5 and 6 Active Tipping Area

The overall current landfill 122,238m². The active area is confined to Cell 2. The current active area remains contained and measures some 24,635m². This is aligned with the approved capping and phasing plan, as agreed with the Environment Agency. The active operational area is progressively covered during the day to minimise the time that fresh waste remains uncovered. This is in line with best practice and our operating techniques. We retain healthy stockpiles of cover material to facilitate this progressive covering.

KPI 7 Temporary Capping

Currently, 25,765m² of the surface area of the facility is temporarily capped, either using a high specification, low permeability engineering clay or an installed geomembrane. This is in line with the capping and phasing plan for the facility, as agreed with the Environment Agency and an increase on the previous period. Maintenance works continue to clay capped areas in line with the agreed (by the Environment Agency) CQA (Construction Quality Assurance) specifications.

Permanent Capping

Relating to permanent capping, 55,700 m² of the surface area of the facility is capped, by the installation of a low permeability geomembrane. This is in line with the capping and phasing plan for the facility, as agreed with the Environment Agency with all permanent capping works being conducted under the process of Construction Quality Assurance (CQA). Areas of additional capping, completed in September are being accurately measured and will be reported subsequently. On completion of the permanent capping works, cover soils continue to be imported to the facility as part of the site restoration process.

KPI 8 - 10 Landfill gas management

WQL continues to undertake the extensive regime of surface emission surveys, as agreed with the Environment Agency. A FID survey was conducted in September 2023. T

The concentration of H₂S at the facility remains within expected limits and in October, averaging 1,648ppm at the Gas Utilisation Plant (GUP), as measured by CLP Envirogas Ltd and representing a small increase on the previous period.

The volume of gas captured at the facility remains within expected limits, at 3,097m³/hr, comparable with the previous period. The flow rate has remained high and consistent across the period. WQL continue to review this position and drive the gas management contractor, CLP Envirogas Ltd, to ensure that gas collection is continually reviewed to assess relevant developments that can be made.

KPI 11 Landfill Gas Management - Landfill Gas Management Plan

The LFGMP continues to be developed by WQL and adopted by CLP Envirogas Ltd. From Appendix A of this document, three actions remain open and in progress, namely:

Site Specific Balancing Plan – this is being developed by WQL, in conjunction with the Environment Agency and CLP Envirogas Ltd. A draft has been received and is being reviewed, prior to agreement and submission to the Environment Agency.

Regular monitoring, requested by the Environment Agency of CLP Envirogas Ltd continues and is likely to remain in place.

Installation of horizontal wells in active operational areas continues as the site develops, in line with the approved LFGMP.

The LFGMP has been reviewed and issued to the Environment Agency, with comments received from the regulator on 2 June 2023 following the submission on 15 January 2023. The draft LFGMP has been discussed with NuLBC and was submitted to the Environment Agency on 14 August 2023 for approval, with further comments received 6 October. WQL has requested a meeting with the Environment Agency to discuss the points raised, which will be supported by an external, independent expert consultant, specialising in this area of expertise.

KPI 12 Leachate Management Plan

In relation to the LMP, a specialist drilling contractor has been obtained and the work (well drilling and installation) commenced in late August 2023. This will see the installation of 5 replacement leachate wells at the facility. The works are scheduled to conclude in late October.

KPI 13- 15

2nd October 2023

0476949 – general site inspection and engineering review. CCS2 score received, relating to a administrative variation between the CQA submission and operational activity. Discussions are ongoing with Environment Agency.

26th October 2023

No CAR received to date. – general site inspection. No compliance scores received.

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NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

CORPORATE LEADERSHIP TEAM
REPORT TO CABINET

7 November 2023

Report Title: Newcastle Town Deal – Projects in Knutton

Submitted by: Deputy Chief Executive

Portfolios: Finance, Town Centres and Growth

Ward(s) affected: Knutton

<u>Purpose of the Report</u>	<u>Key Decision</u> YES <input checked="" type="checkbox"/> <input type="checkbox"/>
<p>To set out progress with delivery of Town Deal funded projects in Knutton and to enable decisions to take forward delivery of the Knutton element of Newcastle Town Deal.</p>	
<u>Recommendation</u>	
That Cabinet:	
<ol style="list-style-type: none"> 1. Note the progress on the delivery of Knutton Village Masterplan. 2. Authorise the Deputy Chief Executive, in consultation with the Portfolio Holder for Finance, Town Centres and Growth, to complete the disposal of land in Knutton village at High Street as indicated in Appendix B to Aspire Housing for the purposes of building new housing within the village. 3. Authorise the Deputy Chief Executive, in consultation with the Portfolio Holder for Finance, Town Centres and Growth, to complete the disposal of land at Knutton village as indicated in Appendix C to Staffordshire County Council to enable the expansion of Newcastle Enterprise Centre. 4. Authorise the Deputy Chief Executive, in consultation with the Portfolio Holder for Finance, Town Centres and Growth, to develop proposals for a new Village Hall at Knutton on land adjacent to the Aspire site, as indicated on Appendix D and to submit a planning application. 5. Authorise the Deputy Chief Executive, in consultation with the Portfolio Holder for Finance, Town Centres and Growth to seek expressions of interest from organisations interested in undertaking 	

management of a new Village Hall in Knutton and to complete any such agreements required to enable the lease or management of the new Village Hall to be agreed.

Reasons

To enable delivery of Priority Two of the Council Plan as it relates to Knutton.

To enable delivery of the Knutton Village Masterplan.

To enable delivery of the Knutton element of the Newcastle Town Deal Investment Plan.

1. Background

1.1 For a number of years, the Council has been working with its partners Aspire Housing and Staffordshire County Council to develop and deliver the Knutton Village Masterplan “Putting the Heart into Knutton Village”. This masterplan, which was funded by One Public Estate, sets out proposals for a range of interventions in and around Knutton village, including new housing development together with improving community, business, and leisure infrastructure for the village. Cabinet has considered the Knutton Village Masterplan at several previous meetings, including, 2018, authorisation for the Masterplan to proceed; 2020, authorising the Masterplan for consultation; and 2021, considering the results of the public consultation, and approving amendments arising from this.

1.2 The Knutton Village Masterplan has been consulted on with residents on several occasions, including a workshop with ward councillors and key groups during development of the initial proposals, and a wider community consultation during the shaping of the masterplan where local people were invited to express views on:

- what they liked / didn’t like about the proposals,
- what they thought could be improved,
- what were thought to be the priorities for investment in the Knutton area.

Elements that were to be included in the Town Deal business case were also re-confirmed with members of the community prior to its submission.

1.3 Considerations and amendments resulting from the consultation relating to the site at High Street included:

- a. The location of a new community facility / village hall. This was initially proposed to be located at the Wammy as a co-location with a football

club to gain an anchor tenant for the facility. Residents felt this was too far away from the village centre.

- b. A revised location of a new community facility / village hall at High Street, with provision of play facilities alongside it. Residents expressed a preference for the play facilities to be retained and improved at the Acacia Avenue edge of the High Street site rather than being relocated to High Street.

1.4 Delivery of the masterplan aspirations will rely on a combination of funding sources according to what aspect is being delivered. However, investment into delivering the Knutton Village masterplan was included as a project within the Newcastle Town Deal Investment Plan, which was approved by Government in June 2021. The Town Deal Board then had 12 months to develop a more detailed Business Case containing project proposals for delivery in Knutton. The Business case was submitted for government approval in June 2022 and was approved for delivery in July 2022.

1.5 This report primarily concerns delivery of project elements within the Town Deal Business Case for Knutton - Putting the Heart back into Knutton Village that are centred on land at High Street.

2. **Issues**

2.1 The principal project elements of the Town Deal project are:

- a. Construction of a Football Changing Room at the Wammy, this was considered by Cabinet at its June 2023 meeting.
- b. Delivery of housing within the village.
- c. Expansion of Newcastle Enterprise Centre
- d. Provision of a new village hall following the closure of the old community centre in the spring of 2020

2.2 The tender for the Wammy Changing Rooms was accepted in June 2023 but shortly afterwards the selected contractor withdrew from the process citing cost and resourcing issues. Officers are looking into alternatives as well as working with the original contractor to see if they could stand by their original price. Discussions are currently ongoing to agree a tender cost and programme that is acceptable to all parties. If necessary, a further report on this matter will be brought to Cabinet in the future.

2.3 The masterplan covered proposals for housing development in the wider village context, some of which were to be taken forward through other funding means. Town Deal funding was proposed to contribute to two sites, both of which have been previously cleared for redevelopment:

- the former recreation centre site at High Street,
- the former clinic site adjacent to the mini roundabouts at the junction with Milehouse Lane.

- 2.4 This report is specifically concerned with the development of the former recreation centre site on High Street, and adjacent Council land holdings, as set out in Appendix A. This plan, extracted from the residential development proposals, illustrates the indicative layout of the housing proposals, adjacent to the grey hatched area which is proposed as the location for the new village hall, and to the rear of that the proposed extension of the Enterprise Centre next to the existing buildings on that site.
- 2.5 The masterplan recommendations for the High Street site included new, quality residential units, new green space with children's play facilities, new community centre, an uplift to the Enterprise Centre frontage and attractive landscaping along High Street. In developing proposals for the High Street site, the three key partners have endeavoured to reflect these aspirations, whilst creating good links between the Acacia Avenue and High Street areas and creating a village feel to any new housing development proposed.
- 2.6 As can be seen from Appendix A partners are now able to move forward with the comprehensive redevelopment of the High Street sites for housing, enterprise centre expansion and community facilities, including re-provision of a play area.

Housing

- 2.7 In line with the Masterplan aspirations, the Council has been working with Aspire Housing to develop a scheme for the housing element of the High Street site, with the development occupying the site edged in red in Appendix B, attached. The development arm of Aspire Housing, Durata Developments, has now submitted a planning application to transform the site with 54 residential units, new landscaping, improved connectivity between Acacia Avenue and High Street and an improved play area. The planning application, reference 23/00771/FUL, is anticipated to be considered by Planning committee at its December meeting.
- 2.8 The development proposed by Aspire Housing is to provide new, high-quality housing that meets the needs of the local area with the design of houses to reflect the characteristics from the surrounding area. Green space and an improved children's play area near to Acacia Avenue are incorporated into the design. Town Deal funding is proposed to be used to assist Aspire in dealing with the abnormal costs of brownfield land reclamation to enable the housing development to proceed.
- 2.9 To enable this development to proceed the Council therefore needs to undertake the transaction with Aspire Housing:
- 2.10 **Sale to Aspire Housing** - of 5.9 acres (2.3 hectares) of land in the Council's ownership as indicated in Appendix B. As part of the Knutton Masterplan Development partners commissioned Bruton Knowles to provide an independent valuation of this land to inform the terms of its disposal for development. This valuation took into account the estimated capital value of the completed development, estimated construction costs, all associated

fees and abnormal costs from which an estimated land value was calculated.

- 2.11 As with any development, the site value is influenced by the number, type, and tenure of properties being built, and as such the Bruton Knowles valuation provides an approximate value around which partners will negotiate.
- 2.12 There are significant abnormal costs associated with the redevelopment of the site. In line with the Cabinet resolution of October 2022, concerning delivery of projects within Newcastle Town Deal, Town Deal monies are earmarked to fund the ground remediation and associated works. Further abnormal costs such as the installation of a new substation and pumping station and attenuation works which are being funded by Aspire are reflected in a reduction in the land value.

Expansion of Newcastle Enterprise Centre

- 2.13 Staffordshire County Council has operated Newcastle Enterprise Centre on Knutton High Street for 35 years. There has been a long-held aspiration by the County Council to expand the workspace available, but no viable proposals have been previously forthcoming that would enable payback of borrowing within Staffordshire County Council's accepted timeline. Expansion of the Enterprise Centre will bring new employment opportunities in the village and also provide subsequent economic benefits to surrounding businesses from consequential spend in the local area. A Town Deal grant for Knutton Enterprise Centre will bridge the viability gap of expanding the Enterprise Centre and is in line with the previous Cabinet resolution of October 2022 concerning delivery of projects within Newcastle Town Deal. This delivers both the employment and economic benefits set out in the Knutton Village Masterplan and The Town Deal Business Case.
- 2.14 The County Council has been working with both Council officers and Aspire Housing to agree the layout arrangement of the additional workspace. Enabling creation of an additional 4,500 sq. ft of workspace will require circa 0.37 acres (0.15 hectares) of land from the adjacent former recreation centre site currently in the Council's ownership. This is indicated in Appendix C. This requires the sale of land from the Borough Council to the County Council to enable the development to proceed.
- 2.15 Planning consent has been granted for the extension of the Enterprise Centre. Application reference 23/00138/FUL.
- 2.16 The figure agreed with Staffordshire County Council for the sale of this land is in line with the valuation by Bruton Knowles and is set out in Confidential Appendix E.

Construction of a new village hall

- 2.17 One of the aspirations of the Knutton Village Masterplan is to provide new community facilities in the village and to improve the frontage of High Street and increase activity. At the time of developing the original Masterplan proposals, a community centre was operational at a site adjacent to the mini roundabouts at Lower Milehouse Lane. This had to closed in the spring of 2020 due to safety concerns around the condition of the building. The consultation clearly reflected a desire from the community for a better quality and more intensively used community facility to be available. Whilst the Council, through Town Deal investment, can facilitate development of a new village hall, the extent to which it is used is outside of the control of the Council and will depend on the level of engagement from the local community and proactive management of any facility that is provided.
- 2.18 Reflecting the consultation response for a new facility at the heart of the village, a new village hall is therefore proposed at High Street. This proposal was well received during community consultation on the proposals for Knutton Village. The proposed area where the village hall will be located is indicated in Annex D. A new village hall of approximately 250 sqm would require 25 parking spaces to be provided. An area of 0.4 acres (0.2 hectares) is therefore proposed to accommodate the village hall and associated car parking.
- 2.19 To enable the running of the village hall to be sustainable from both an environmental and a financial perspective it is proposed that use of sustainable / renewable energy sources will be used alongside a thermally efficient building design to reduce the impact of the building. It is therefore proposed that designs for the new village hall are developed and a planning application is submitted for approval.
- 2.20 To enable the village hall to embed in the local community and ensure its longer-term success it will be necessary to identify a group or organisation willing to take on management of the facility. It is therefore proposed that expressions of interest are sought with a view to running the village hall for the benefit of the Knutton community.
- 2.21 Construction of the village hall and associated infrastructure is to be wholly funded from the Knutton allocation of Newcastle Town Deal funding.
- 2.22 This report seeks approval to develop the scheme up to obtaining a planning permission only. Subject to securing an end user / leaseholder for the facility a further report will be presented requesting permission to enter into a construction contract for the facility to be built out and handed over to the end user / leaseholder.

3. Recommendation

- 3.1 That progress on the delivery of Knutton Village Masterplan is noted.

- 3.2 Authorise the Deputy Chief Executive, in consultation with the Portfolio Holder for Finance, Town Centres and Growth, to complete the disposal of land in Knutton village at High Street as indicated in Appendix B to Aspire Housing for the purposes of building new housing within the village.
- 3.3 Authorise the Deputy Chief Executive, in consultation with the Portfolio Holder for Finance, Town Centres and Growth, to complete the disposal of land at Knutton village as indicated in Appendix C to Staffordshire County Council to enable the expansion of Newcastle Enterprise Centre.
- 3.4 Authorise the Deputy Chief Executive, in consultation with the Portfolio Holder for Finance, Town Centres and Growth, to develop proposals for a new Village Hall at Knutton on land adjacent to the Aspire site, as indicated on Appendix D and to submit a planning application.
- 3.5 Authorise the Deputy Chief Executive, in consultation with the Portfolio Holder for Finance, Town Centres and Growth to seek expressions of interest from organisations interested in undertaking management of a new Village Hall in Knutton and to complete any such agreements required to enable the lease or management of the new Village Hall to be agreed.

4. **Reasons**

- 4.1 To enable delivery of commitments within the Council Plan 2022 – 2026, Priority Two A successful, Sustainable and Growing Borough.
- 4.2 To enable delivery of priorities identified in the Knutton Village masterplan.
- 4.3 To enable delivery of agreed projects within the Knutton element of Newcastle Town Deal Investment Plan.

5. **Options Considered**

- 5.1 Delivery of a masterplan and subsequent projects within Knutton has been a long-standing aspiration for the Council, stemming from a 2018 proposal within the Asset Management Strategy for the master planning of Knutton village. The projects and proposals set out in this report are in line with work that has been subsequently undertaken by the Council, with its partners and previously approved by Cabinet to deliver improvements within Knutton Village. The proposals enable the development of derelict land within Knutton village, bringing it back into productive use and lever in a substantial amount of funding from both Staffordshire County Council and Aspire Housing (through Durata Developments) and also from other funding sources. Delivery of the proposed projects within this report is the only option to consider if the Council is to deliver on both its own aspirations for the High Street site in Knutton village and for the benefit of the residents of Knutton village.

6. Legal and Statutory Implications

- 6.1 The Local Government Act 1972 (as amended) – Section 123 - the Council has a duty to achieve best consideration when disposing of its assets.
- 6.2 Section 2(1) of the Local Government Act 2000 permits local authorities to do anything they consider likely to promote or improve the economic, social, and environmental well-being of their area. That would include actions to deliver the Knutton Village Masterplan.
- 6.3 The proposals to enable the delivery of projects within Knutton Village requires the disposal of land currently owned by the Council to enable the developments to proceed.
- 6.4 The land which formed the Knutton Recreation Centre site was acquired from Staffordshire County Council in 1989. The use was restricted to a community recreation centre use. The price paid by Staffordshire County Council to re-acquire a section of the site for the Enterprise Centre takes into consideration this restriction. The land sale to Aspire Housing will require covenant consent from Staffordshire County Council and a sum will be paid to them to reflect this once a purchase price with Aspire has been agreed.
- 6.5 Proposals to build a new village hall on Knutton High Street will require the Council to add an additional asset to its portfolio and eventually to come to an agreement with a management body to take on management of the village hall.
- 6.6 Planning consent has been granted for the extension of Newcastle Enterprise Centre. A planning application has been submitted for residential development at land at High Street, Knutton. This application has not yet been determined.

7. Equality Impact Assessment

- 7.1 No differential impact arises from the proposals contained in this report.
- 7.2 The proposals contained in this report are intended to benefit both the current and prospective residents of Knutton Village.
- 7.3 The proposals open up new employment and business opportunities in a less affluent area of the Borough in an accessible location on Knutton High Street.
- 7.4 The proposals introduce a new community facility in an accessible location on Knutton High Street which will be open to all members of the community to use on an equal basis.

8. Financial and Resource Implications

- 8.1 The proposals require a Town Deal grant to be made to Staffordshire County Council for the expansion of Newcastle Enterprise Centre. This is within the Town Deal allocation for delivery of the Knutton Village Masterplan.
- 8.2 The proposals will generate a capital receipt from the sale of land to Staffordshire County Council to enable the expansion of Newcastle Enterprise Centre.
- 8.3 The proposals require disposal of land to Aspire Housing which is currently under negotiation. This will generate a capital receipt for the Council.
- 8.4 The proposals require a Town Deal grant to be made to Aspire Housing, this is within the Town Deal allocation for delivery of the Knutton Village Masterplan.
- 8.5 Construction of a village hall will add an additional building to the Council's property portfolio. It is intended to seek an external organisation to take on management of the village hall once constructed. Town Deal monies will be committed from the existing Newcastle Town Deal project allocation for Knutton Village to enable construction of the village hall.

Town Deal Monies

- 8.6 The overall Town Deal allocation for Knutton is £3.534 million.
- 8.7 The agreed contribution to Staffordshire County Council for extension of the Enterprise Centre is £1.14 million
- 8.8 To date Aspire Housing has received £156,829 Town Deal monies for development of schemes at High Street, Lower Milehouse Lane and land at Knutton Ex-Servicemen's Club. A further £6,932 has been requested in relation to this phase of work.
- 8.9 For the High Street site a further £573,415 is being proposed in relation to site clearance and preparation, allowance for contamination, allowance for disconnection and removal of services and drainage diversion.
- 8.10 For the lower Milehouse lane site a further £76,600 is proposed in relation to sit clearance and preparation, allowance for disconnection and removal of services and drainage attenuation.
- 8.11 This would take the total Town Deal allocation for Aspire Housing to £813,776.
- 8.12 The indicative town Deal allocation for construction of the Village Hall and associated infrastructure is £1 million.

9. Major Risks & Mitigation

- 9.1 The major risk is in the Council not being able to deliver its aspirations for delivery of agreed actions within the Knutton Village Masterplan. In progressing these proposals, the Council has consulted with the local community on a number of occasions and is working with key partners to lever in additional investment to Knutton village.
- 9.2 External delivery partners have their own risk management plans in place for their respective elements of delivery. An overall risk assessment for Newcastle Town Deal is maintained on the Council's risk management system.
- 9.3 Construction inflation remains a risk for the village hall development until all procurement is complete and a contract price agreed. By competitively procuring through a recognised portal the Council will seek to manage some of the risks of procurement. Cost management through design processes will also be a consideration.
- 9.4 Should the Council be unable to find a suitable tenant to manage the village hall then this development would not be a viable proposition as the Council does not have the resources to manage the village hall directly itself. Early engagement will be undertaken to find prospective tenants for management of the village hall.
- 9.5 Development of all of the elements set out in this report requires the completion of legal agreements with key partners. The Council is working closely with such partners to complete mutually agreeable arrangements.

10. UN Sustainable Development Goals (UNSDG)

- 10.1 The proposal, by achieving the development of new workspace in a less affluent area of the Borough, which is in existing urban setting contributes towards UNSDG 8 and 9.
- 10.2 The proposal, by providing more homes and community facilities in a local village contributes to UNSDG 11.



11. Key Decision Information

11.1 This report concerns developments in the Knutton Ward

11.2 The proposals contained in this report require the allocation of funds from the Knutton element of Newcastle Town Deal to a value in excess of £1.5 million, as they total £1,877,176 from the Town Deal allocation of £3,534,000, covering the Enterprise Unit and the Aspire allocations.

12. Earlier Cabinet/Committee Resolutions

12.1 18 October 2022 Newcastle Town Deal [Newcastle Town Deal.pdf \(newcastle-staffs.gov.uk\)](#)

12.2 9 June 2021 Knutton masterplan: report on public consultation and proposed amendments to the draft Knutton Masterplan. [Cabinet report on Knutton WYG public consultation June 2021.pdf \(newcastle-staffs.gov.uk\)](#)

12.3 13 January 2021 Newcastle Town Deal, submission of the Investment Plan including Knutton [Newcastle Town Deal.pdf \(newcastle-staffs.gov.uk\)](#)

12.4 11 November 2020 Knutton Masterplan [Knutton Masterplan.pdf \(newcastle-staffs.gov.uk\)](#)

12.5 7 November 2018 One Public Estate – Knutton Master planning Project [1 \(newcastle-staffs.gov.uk\)](#)

12.6 19 September 2018 Asset Management Strategy, proposed master planning at Knutton [1 \(newcastle-staffs.gov.uk\)](#)

13. List of Appendices

13.1 Appendix A Overview of High Street site.

13.2 Appendix B Plan Residential Development Area High Street

13.3 Appendix C Plan Newcastle Enterprise Centre Development Area

13.4 Appendix D Plan Village Hall Development Area.

14. Background Papers

14.1 Knutton Village Masterplan

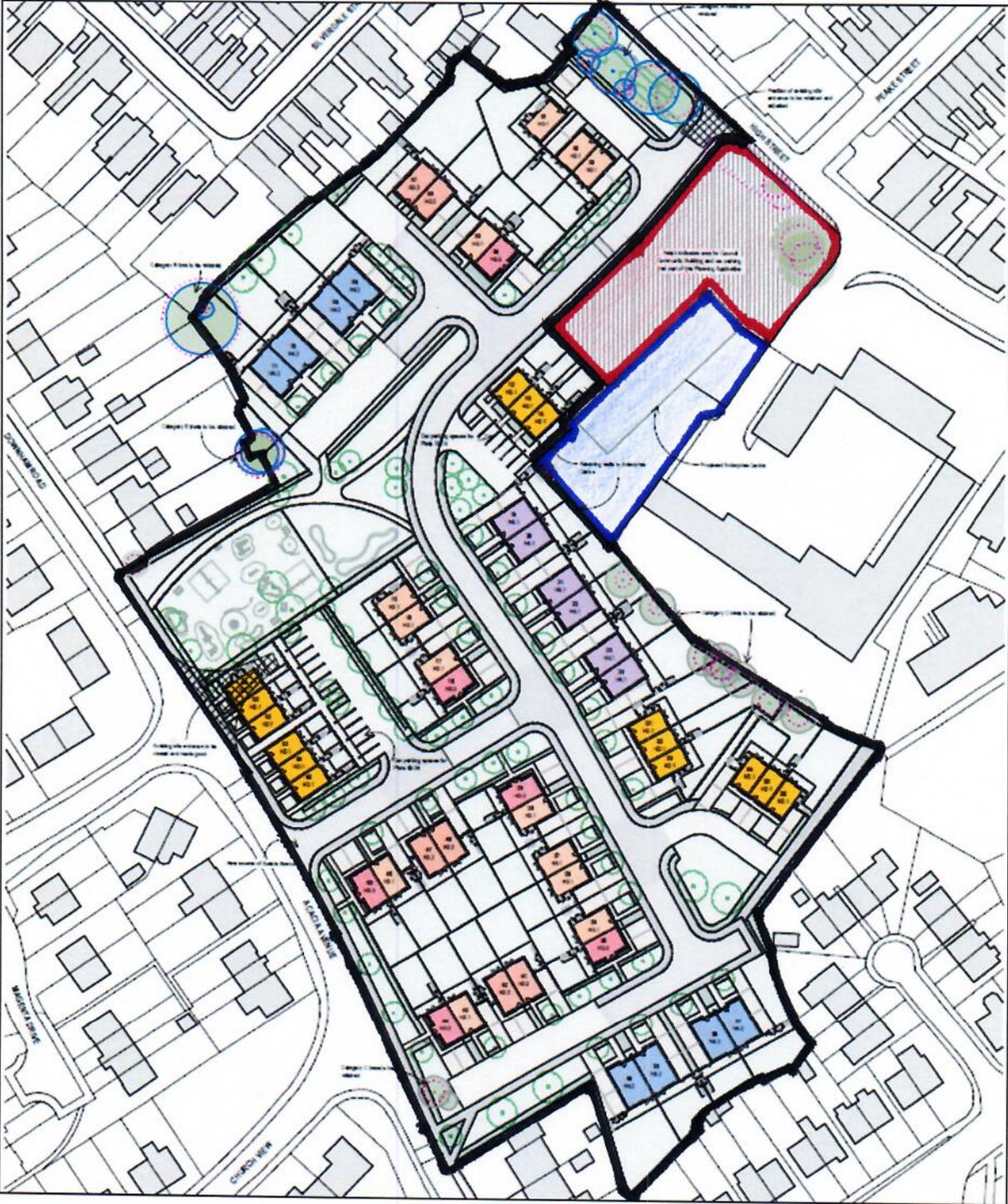
14.2 Staffordshire County Council planning application for the expansion of Newcastle Enterprise Centre 23/00138/FUL [23/00138/FUL | Proposed west wing workshops \(amended plans received\) | Newcastle Enterprise Centre High Street Knutton Newcastle Under Lyme Staffordshire \(newcastle-staffs.gov.uk\)](#)

14.3 Durata Development planning application for residential development, land at High Street / Acacia Avenue Knutton.23/00771/FUL [23/00771/FUL | Full planning application for a residential development with associated access, internal infrastructure, landscaping and wider works. | Land At High Street / Acacia Avenue Knutton Newcastle Under Lyme Staffordshire ST5 6BX \(newcastle-staffs.gov.uk\)](#)

14.4 Newcastle Town Deal Town Investment Plan

14.5 Putting the Heart into Knutton Village Business Case.

Appendix A Overview of High street Site



- Residential development area
- Enterprise Centre area
- Village Hall area

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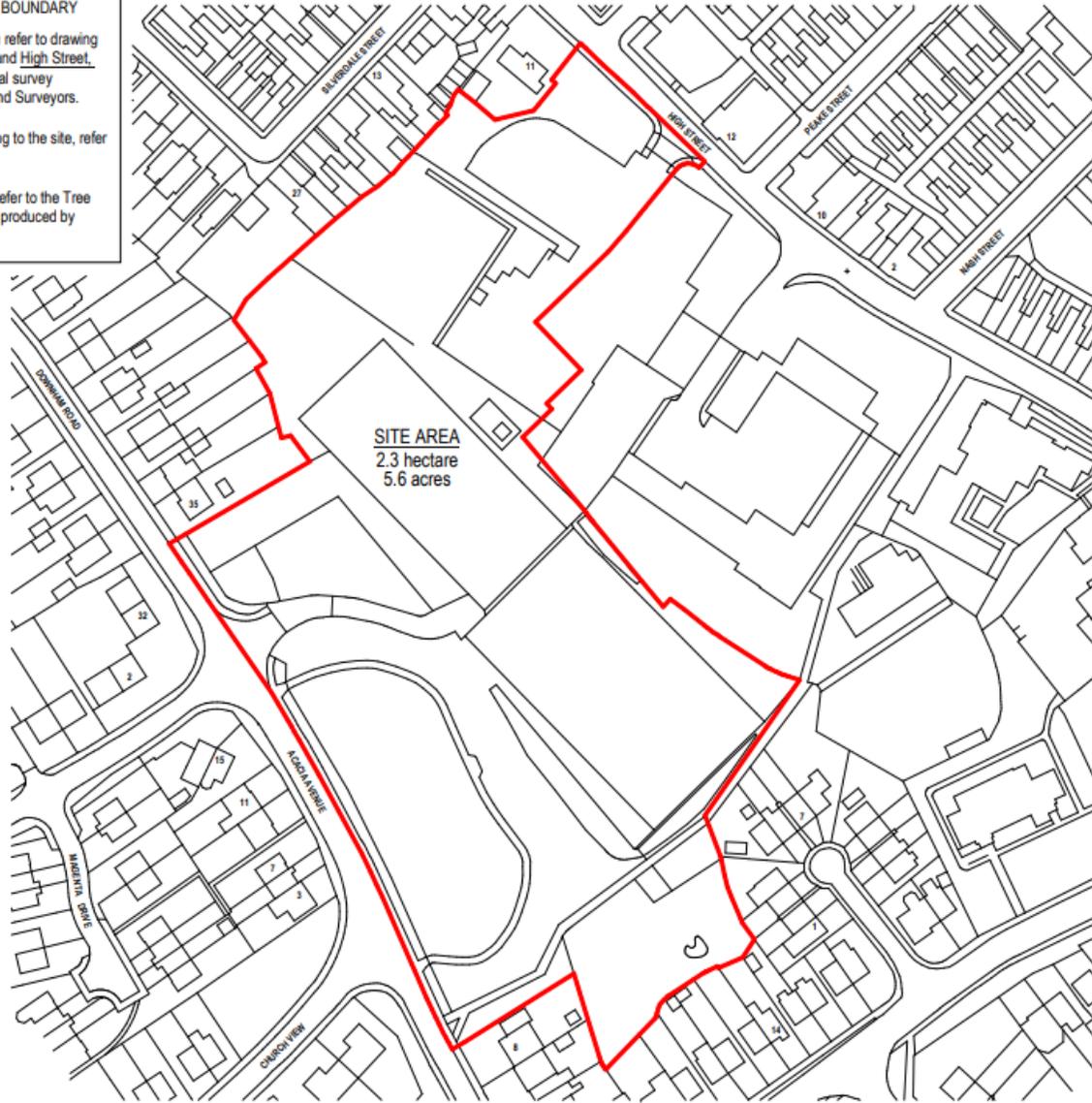
KEY

 SITE BOUNDARY

For the topographical information refer to drawing High Street, Knutton-Sheet1-a0 and High Street, Knutton-Sheet2-a0. Topographical survey produced by Chris Partington Land Surveyors.

For the utilities information relating to the site, refer to the individual utilities plans.

For information about the trees, refer to the Tree Survey and Ecological Appraisal produced by Ascerta.



Notes

The Contractor is to check all dimensions and conditions on site before commencing. Do not scale from this drawing. This drawing remains the copyright of POZZONI Architecture Ltd.

Scale Bars TO BE USED ONLY AS GUIDANCE

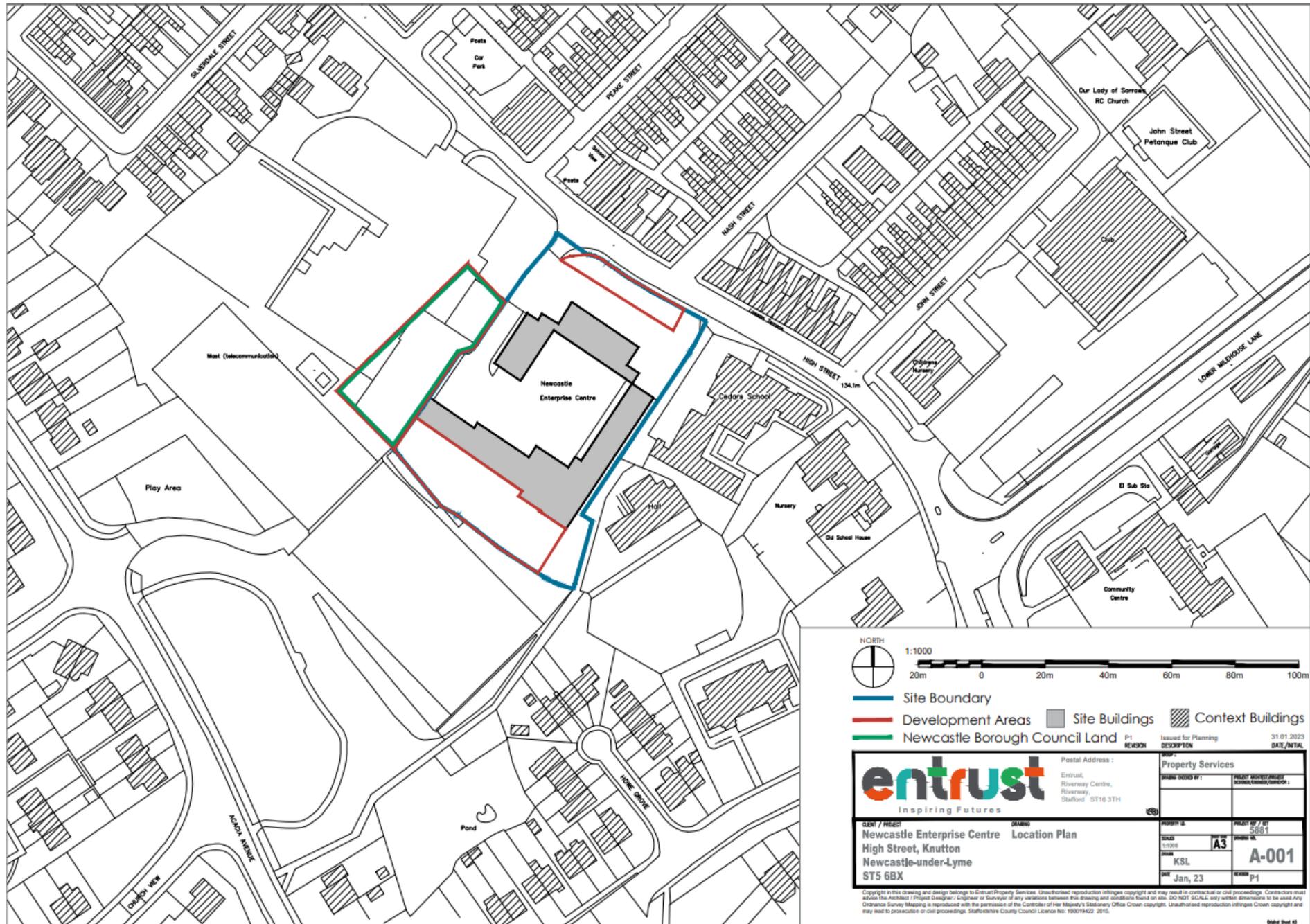
1:100	mm	0	1000	2000	3000	5000
1:200	mm	0	5000	10000	15000	20000
1:500	M	0	5	10	15	25
1:1250	M	0	10	20	30	75

P04	Planning submission	BP	27/07/23
P03	Red line updated to exclude area for community centre - for sign off from the Council.	BP	07/06/23
P02	Draft planning issue.	BP	26/04/23
P01	First Issue.	BP	19/12/22
Rev	Description	By	Date
Client: DURATA DEVELOPMENTS			
Job: HIGH STREET, KNUTTON			
Drawing: PLANNING - SITE LOCATION PLAN			
5952_1000		Rev	P04
5952-POZ-XX-ZZ-DR-A-1000			
19/12/22	Scale	1 : 1250	@ A3
BP	Approval	EM	STATUS S2
Planning	Tender	Construction	
Design	Contract	As Built	
pozzoni			
Woodville House 2 Woodville Road Altrincham WA14 2FH +44 161 928 7848 www.pozzoni.co.uk architects@pozzoni.co.uk			

SITE LOCATION PLAN

1 : 1250

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NORTH

1:1000

20m 0 20m 40m 60m 80m 100m

— Site Boundary

— Development Areas

— Newcastle Borough Council Land

■ Site Buildings

▨ Context Buildings

REASON P1 Issued for Planning 31.01.2023

DISCIPLINE DATE/INITIAL

Inspiring Futures		Postal Address : Entrust, Riverway Centre, Riverway, Stafford ST16 3TH	
		Property Services DRAWN BY: [] CHECKED BY: [] PROJECT NO: 5881 SCALE: A3 DRAWN BY: KSL DATE: Jan, 23 DRAWN BY: P1	
CLIENT / PROJECT Newcastle Enterprise Centre High Street, Knutton Newcastle-under-Lyme ST5 6BX		DRAWN PROJECT NO: 5881 SCALE: A3 DRAWN BY: KSL DATE: Jan, 23 DRAWN BY: P1	

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NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

**CORPORATE LEADERSHIP TEAM'S
REPORT TO CABINET**

7 November 2023

Report Title: Temporary Accommodation Policy

Submitted by: Service Director – Regulatory Services

Portfolios: Community Safety & Wellbeing

Ward(s) affected: All

<u>Purpose of the Report</u>	<u>Key Decision</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<p>This Report seeks Cabinet approval of a Temporary Accommodation Policy setting out the principles of how Newcastle-under-Lyme Borough Council will seek to meet its responsibilities to people who are homeless or threatened with homelessness in Newcastle-under-Lyme.</p> <p>The proposed Temporary Accommodation (TA) Policy relates to the placement of homeless households into temporary accommodation under Section 188 of the Housing Act 1996 Part VII, as amended, and longer-term temporary accommodation placements under Section 193 where a main housing duty for households has been accepted.</p> <p>This Report therefore recommends a proposed TA Policy for approval</p>	
<u>Recommendation</u>	
<p>That Cabinet: -</p> <p>1. Approve the proposed Temporary Accommodation Policy</p>	
<u>Reasons</u>	
<p>The Council has a statutory homelessness obligation and provide suitable accommodation for the most vulnerable and those eligible for interim accommodation. This policy proposes how this will be delivered.</p>	

1. Background

- 1.1 Under housing and homelessness legislation, the Council has duties to provide interim (or temporary) accommodation to certain households who present as homeless and are considered to be in priority need. The Homelessness Reduction Act 2017 widened the Council's duties and means that applicants under the Relief Duty may also be eligible for interim accommodation.
- 1.2 The Council's use of temporary accommodation, both in terms of frequency and expenditure has increased significantly over the last couple of years.

- 1.3 In addition to households applying to the Council for accommodation under homelessness legislation, other households can require temporary accommodation. This includes people who are rough sleeping, people who require emergency accommodation due to (risk of) fire or flood etc.
- 1.4 Temporary accommodation is an umbrella term and includes supported housing (both social and private rented), hostels and bed and breakfast accommodation.
- 1.5 The Council's statutory homelessness duties are delivered by the Council through the Newcastle Housing Advice (NHA) team.
- 1.6 Options for temporary accommodation in the Borough are extremely limited because the Council has no accommodation of its own and relies on other arrangements with local providers which can be costly.
- 1.7 Most single person households presenting for assistance are accommodated in short term Bed and Breakfast in the Borough, pending enquiries. There are no hostels for single people in the Borough and the hostels in neighbouring authorities prioritise placements for customers with a local connection to their area, so they are rarely available for Borough use.

2. Issues

- 2.1 The TA policy was last reviewed in 2021. Proposed changes to the TA Policy attached as Appendix 1 to this report, have been made to the following areas, which are updates to the existing policy rather than a significant change in provision or type of temporary accommodation:
 - Section 4 – Types of Temporary accommodation – wording of how to end interim duty.
 - Section 5 – Move on Options – addition of homes and hostel accommodation wording.
 - Section 6 – Suitability and affordability of accommodation – use of B&B and Location.
 - Section 8.2 – Discharge of section 193 – updated wording.
- 2.2 Increasing number of “homeless tonight” presentations are being dealt with by Newcastle Housing Advice. This includes people who are sofa surfing, relationship / family breakdowns, incidents in the home and eviction of individuals and families from private rented sector or social tenancies.
- 2.3 The tables below show numbers being dealt with. Where there are no other housing options and there is priority need individuals and families may be placed into temporary accommodation while the service works with them to find alternative accommodation options. Data is also shown from Newcastle Housing Advice on people presenting as homeless tonight, which are dealt with as an emergency and numbers presenting to the out of hours service.

	Q1	Q2	Q3	Q4	Total
People in TA at the end of the month 21/22	61	31	29	32	153
People in TA at the end of the month 22/23	30	29	28	37	124
People in TA at the end of the month 23/24	43	63			106
Homeless tonight presentations 21/22	95	106	122	96	419
Homeless tonight presentations 22/32	78	155	88	123	444
Homeless tonight presentations 23/24	118	92			210
Homeless now out of hours calls 21/22	29	17	33	37	116
Homeless now out of hours calls 22/23	34	41	35	61	171
Homeless now out of hours calls 23/24	56	72			128

- 2.4 There is a rising demand for TA nationally and, as the data above shows, there is increased demand locally. The TA options available are fully utilised and Officers are reviewing options for further TA provision within the Borough to meet these rising demands and costs.

3. Recommendation

- 3.1 **That Cabinet: -**

Approve the proposed Temporary Accommodation Policy.

4. Reasons

- 4.1 This report seeks Cabinet approval for the proposed TA Policy, setting out the principles of how Newcastle-under-Lyme Borough Council will seek to meet its responsibilities to people who are homeless or threatened with homelessness in Newcastle-under-Lyme. This enables the Council to fulfil its statutory homelessness obligations and provide suitable accommodation for the most vulnerable and those eligible for interim accommodation.
- 4.2 The intended Temporary Accommodation (TA) Policy relates to the placement of homeless households into temporary accommodation under Section 188 of the Housing Act 1996 Part VII, as amended and longer-term temporary accommodation placements under Section 193 where a main housing duty for households has been accepted.

5. Options Considered

- 5.1 Do nothing – with no updating of the TA Policy, the Council could utilise the existing policy, but this would become outdated and not align to current guidance. This option is not recommended.
- 5.2 Update the TA Policy for the Borough. This enables the policy to reflect current legislation, guidance, and TA options available. This option is recommended.

6. Legal and Statutory Implications

- 6.1 The Housing Act 1996, Part VII (as amended) sets out the circumstances when a local authority is required to provide temporary accommodation to homeless households. The expectations for this temporary accommodation are then set out in the Homelessness (Suitability of Accommodation) (England) Order 2012.
- 6.2 Other relevant statutory guidance includes:
 - Homelessness Act 2002
 - Homelessness Code of Guidance for Local Authorities 2006
 - Homelessness (Suitability of Accommodation) Order 1996
 - Homelessness (Suitability of Accommodation) (England) Order 2003
 - Localism Act 2011 (Commencement No 2 and Transitional Provisions) (England) Order 2012
 - Supplementary Guidance on Changes in Localism Act 2011
 - Supplementary Guidance on Domestic Abuse and Homelessness 2014
 - The Homelessness Reduction Act 2017.
- 6.3 Not having a fit for purpose service will leave the Council open to a legal challenge.

7. Equality Impact Assessment

- 7.1 Temporary accommodation placements are made purely on merit and there are no disproportionate outcomes to any cohort.

8. Financial and Resource Implications

- 8.1 The proposed Temporary Accommodation Policy seeks to encourage the Council towards continually improving the options for temporary accommodation in the Borough.
- 8.2 The increased demand for temporary accommodation and the increasing unit costs of such accommodation has meant that costs incurred for temporary accommodation has increased significantly.
- 8.3 The increase in requests is putting additional financial pressure on the Council which resulted in an overspend on the budget of £250k in 2022/23. This is expected to be exceeded in 2023/24 as the demand has increased further during this current financial year. The costs last year (2022/23) amounted to £262k on B&B and £588k on Supported Accommodation, this totalled £850k against a budget of £600k.

9. Major Risks & Mitigation

- 9.1 There is a risk that this provision is insufficient to meet rising demand and additional B&B use may be required to assist the Council in fulfilling its statutory obligations.
- 9.2 There is a risk of reputational damage to the Council if it does not deliver its statutory duties lawfully and effectively.
- 9.3 There are financial risks relating from the individual costs of the units rising and the increasing demands, should one or either of these further increase.
- 9.4 There are risks to the service users that demand for temporary accommodation outnumbers supply.
- 9.5 Options to mitigate these risks and expand provision within the Borough are being explored. This includes working with registered providers to increase the supply of temporary accommodation and working with providers of supported accommodation to improve the offers locally. Funding has also been secured through the Shared Prosperity Fund to develop a homeless hub which includes options for temporary accommodation.

10. UN Sustainable Development Goals (UNSDG)

- 10.1 The proposal, by achieving (whatever) contributes towards the following UNSDGs (complete...)



11. Key Decision Information

- 11.1 This is a key decision as this has a significant effect on communities living or working in an area comprising two or more electoral wards in the borough.

12. Earlier Cabinet/Committee Resolutions

- 12.1 Cabinet 13 January 2021
<http://svmma/documents/s34458/Cabinet%20Report%20for%20TA%20Policy%20-%20December%202020.pdf>

13. List of Appendices

- 13.1 Appendix 1 – Draft Temporary Accommodation Policy

14. **Background Papers**

14.1 Temporary Accommodation Policy 2021

TEMPORARY ACCOMMODATION POLICY



Contents

1. Introduction and Background

2. Legal Framework

3. Context

4. Types of Temporary Accommodation

5. Move on Options

6. Suitability and affordability of accommodation

7. Accommodation offers and refusals

8. Ending of Temporary Accommodation

9. Policy Review

10. Complaints and Compliments

1. Introduction and Background

This Policy sets out how Newcastle-under-Lyme Borough Council will meet its responsibilities to people who are homeless or threatened with homelessness in Newcastle-under-Lyme.

2. Legal Framework

The Council has a statutory duty to assist households presenting as homeless where they are eligible for assistance and in priority need. This policy relates to the placement of homeless households into temporary accommodation under Sections 188 and 189B of the Housing Act 1996 Pt VII, as amended and longer-term temporary accommodation placements under s.193 where a main housing duty for households has been accepted. Temporary accommodation is for an interim period and households once assessed may be moved on to permanent accommodation in the social or private rented sector.

Additionally, Case Law, specifically *Nzolameso v Westminster (2015)* set out that Local Authorities must produce a policy which sets out how it will procure accommodation for households who are homeless in its district. This is Newcastle-under-Lyme Borough Councils Policy.

3. Context

When households have been accepted as homeless or are owed a homelessness duty, or in some cases when their homeless application is being investigated, the household is expected to be housed temporarily.

Temporary accommodation is an umbrella term for a wide variety of accommodation which can be accessed by households and may include bed and breakfast accommodation (B&B), a Private Sector Leasing scheme (PSL), shared accommodation, supported accommodation etc. (this list is not exhaustive).

In all of these types of accommodation, it is only meant to be temporary, which is for a limited amount of time, until the household either locates their own housing in the private sector or is offered a suitable offer in permanent accommodation if homeless duty has been accepted by the local authority.

In accordance with the law and homelessness legislation, including the *Homelessness Code of Guidance for Local Authorities (2018)*, as far as reasonably practical, Newcastle-under-Lyme Borough Council will seek to accommodate homeless households within Newcastle-under-Lyme and will always consider the suitability of accommodation considering the circumstance of the individual.

However due to a range of factors including the economic downturn, changes to the private sector rented market, the impact of welfare reform, locality of hotels willing to accommodate homeless customers and previous exclusions due to behaviour it is increasingly difficult to acquire suitable accommodation within the Borough. Therefore, where temporary accommodation cannot be secured within the locality, out of borough accommodation will be sourced, to enable placements to be made to fulfil the Council's housing obligations.

The Council keeps its temporary accommodation continually under review, and where a household is placed outside of the Borough the Council will seek to return them to the Borough at the earliest opportunity to do so.

A select list for emergency access temporary accommodation has been created, to facilitate placements with urgent and reactive needs presenting to the service. The select list will be reviewed on a quarterly basis to assess the provision from the range of service providers included within the list.

4. Types of Temporary Accommodation

The Council uses a variety of accommodation to temporarily house those who are homeless or threatened with homelessness. The accommodation includes but is not limited to the following:

Emergency access accommodation e.g., Bed and Breakfast;

This is used in an emergency, often out of office hours, when there is no alternative temporary or permanent accommodation available. There are costs attached to B&B and other types of accommodation which can be paid through housing benefit or a contribution from the household and there may be additional service charges that will need to be paid. Households may face eviction from temporary accommodation if charges are not paid and the Council can choose then to end its duty to house the homeless household.

It is proposed that level 1 accommodation (above) continues to be procured by officers on an ad-hoc (reactive/urgent needs) basis, establishing an informal 'Select List' of providers.

Bronze temporary accommodation – furnished self-contained family accommodation exclusive use units without support, delivered by Aspire Housing.

Elizabeth House – Domestic Abuse emergency accommodation to be accessed out of hours where no other suitable accommodation can be found.

5. Move on Options

Move on 'Silver' accommodation – furnished self-contained accommodation with a private kitchen and bathroom for singles couples and families with low / medium level housing related support. This service acts as a transition phase and can be used as a stepping-stone for permanent/alternative housing. Support will be delivered utilising Intensive Housing Management (IHM) tiered model, this will be proactive, empowering and utilised as an anchor point for all other agencies/support networks involved with the customer. Customers accessing this scheme are considered as a move on and no longer in Temporary accommodation.

Move on 'Gold' accommodation - furnished self-contained accommodation with a private kitchen and bathroom facilities for singles with high level support and complex needs and/or challenging behaviour, as a progression from the initial emergency accommodation placements. The units of accommodation will create homes and offer some permanence, with an element of community and specialist support for individuals, who are engaging with services. The service comes with a full-time support worker.

The Council will work with willing specialist homelessness and social housing partners, operating in the North Staffordshire conurbation, to create alternative supported temporary

accommodation options for customers with complex needs, to achieve available external funding from DLUHC and Homes England.

Hostel Accommodation – Referrals are made for homeless applicants, sometimes out of area hostel placement may be offered. Even though the applicant has been placed out of area the duty to relieve remains with the Council. However, if an offer has been made under the relief duty, it can be discharged.

Newcastle Housing Advice (NHA) service can discharge some homelessness duties under the above accommodation options.

6. Suitability and Affordability of Accommodation

Newcastle-under-Lyme Borough Council will endeavour to house households in suitable temporary accommodation. The Council sets several standards for different types of temporary accommodation which will be assessed periodically by the Council's Housing Team.

Use of Bed and Breakfast Accommodation (B&B) - Wherever possible, the Council will limit the use of B&B accommodation placements for 16/17-year-olds care leavers and those fleeing domestic abuse, as per the requirements of the recent Domestic Abuse Act (2021), families with dependent children, pregnant women, and those with ill health. Where no other suitable accommodation exists and such placements are necessary, the Council will endeavour to move such households to more suitable accommodation within six weeks. The Council's approach is to utilise B&B in an emergency and temporary accommodation (at the time of writing provided by Aspire) to move households on. When offering longer term temporary accommodation, the Council will consider the suitability of the offer taking account of all relevant factors including the size and location of the property and the individual circumstances of the household.

Location – Newcastle-under-Lyme Borough Council will do all it can to accommodate families and individuals within the borough. On occasion single people who are homeless with no priority need may be encouraged to direct access hostel accommodation in other areas. In most cases this allows a discharge of duty however individuals and families can remain on the housing register if eligible..

Affordability – The Council will give due consideration to the affordability of any offer made, taking into account the homeless household's entire income including any welfare state benefits, the cost of additional travel to and from the applicant's normal place of work, the cost of additional travel to and from children's school or educational institute and the cost of additional travel to access medical services for ongoing treatment or aftercare. Families can be referred to Citizens Advice for further guidance and advice if this is deemed appropriate. Where service charges are applied, all households will be expected to pay the fee weekly and where households are working then they will expect to pay an affordable contribution to costs. This is to ensure that the accommodation is affordable to the household and where Bed and Breakfast is utilised, cost is not a deterrent to households. If a customer has been assessed to having the income and ability to fund their own accommodation, NHA can assist to make the arrangements, but the customer will be recharged for the costs.

General Health Factors – The Council will consider health factors, such as ability to climb stairs, care and support provided by other statutory agencies or the need to access any

specialist medical services. The Council will determine whether the medical condition itself makes certain accommodation offered unsuitable. For example, problems such as depression, asthma, diabetes and / or back pain may not make a property unsuitable, as the problem may persist in any type of accommodation.

Damage to Accommodation - Customers will be recharged for any damage or recharges made to the council for TA placements. If the customer presents again and needs interim accommodation, we may not be able to provide it.

7. Accommodation Offers and Refusals

7.1 Offers and refusals under Section 188

Once a household has been assessed and it has been recognised by NHA that there is a duty to accommodate temporarily in emergency accommodation the Council will make one suitable offer of interim accommodation. There is no obligation upon the Council to enable applicants to view the accommodation prior to acceptance. If an applicant refuses an offer of accommodation and the Council does not accept the reasons for refusal, and considers that the offer is suitable, the Council's interim accommodation duty will cease, and the applicant may not be offered further interim temporary accommodation and may be required to make their own arrangements.

There is no right of review against the suitability of interim accommodation offered to applicants, although the applicant can apply for judicial review through the courts, if challenging the suitability of the offer.

7.2 Offers and refusals under Sections 193 & 189B

Where customers are accepted for a main housing duty under Section 193 of the Housing Act, longer term suitable temporary accommodation will be provided. The Council will make one offer of suitable accommodation. Where the Council have accepted a main housing duty and have made a suitable offer of accommodation, there is a right to request a review of the suitability of accommodation.

In such circumstances applicants will be encouraged to accept the offer of accommodation whilst a review of the suitability of the offer of accommodation is being considered. Where applicants refuse to take up the offer of accommodation whilst a review is underway, the current accommodation may only remain available at the discretion of NHA Manager.

8. Ending of Temporary Accommodation

8.1 Discharge of Section 188 [Interim] accommodation duty

Where the Council decides that the applicant/s housed temporarily under Section 188, are no longer owed a housing duty or that they have breached the licence condition, they may be asked, following warnings, to leave the interim accommodation. Accommodation may be ended with immediate effect, subject to individual circumstances and dependent on the reasons.

8.2 Discharge of Section 193 accommodation duty

The Council shall cease to be subject to the duty under Section 193 [6] of the Housing Act, if the applicant:

- Ceases to be eligible for assistance;
- Becomes homeless intentionally from the accommodation made available for his occupation;
- Accepts an offer of accommodation under Part VI [allocation of housing];
- Accepts an offer of an assured tenancy (other than an assured short hold tenancy) from a private sector landlord;
- Voluntarily ceases to occupy as their principal home, the accommodation made available for occupation;
- Having been informed of the possible consequences of refusal and of his right to request a review of the suitability of accommodation, refuses a final offer.

Where the Council decides that their duty has ceased as described above, the applicants housed under Section 193, will be asked to leave the accommodation usually within 14 to 28 days or earlier subject to individual circumstances. One warning will be issued before the Council ceases its Section 193 duty and accommodation may be ended with immediate effect, subject to individual circumstances and dependent on the reasons.

8.3 Discharge of Section 189B relief duty

Section 189B (2) may be brought to an end in any of the following circumstances:

- a) Where we are satisfied that an applicant has:
 1. Suitable accommodation available for occupation, and
 2. A reasonable prospect of having suitable accommodation available for occupation for at least 6 months.
- b) We have complied with our duty and the period of 56 days beginning with the day that the authority was first satisfied we owed an applicant the section 189B (2) duty has ended (whether you are still threatened with homelessness).
- c) The applicant has refused an offer of suitable accommodation, and, on the date of refusal, there was a reasonable prospect that suitable accommodation would be available for occupation for at least 6 months.
- d) The applicant has become homeless intentionally from any accommodation that has been made available because of the authority's exercise of our functions under section 189B (2).
- e) The applicant is no longer eligible for assistance, or
- f) They have withdrawn their application, or
- g) Their deliberate and unreasonable refusal to co-operate with the actions set out in their plan that they are required to take.

9. Policy Review

This document will be subject to ongoing review to reflect any changes in Legislation or operational need but must be reviewed at least every 3 years. Minor changes can be agreed by the Service Director – Regulatory Services. Where there are significant changes, or changes to legislation then this will require the appropriate governance.

10. Complaints and Compliments

To make a complaint regarding the use of this Policy, customers are advised to use the **Newcastle-Under-Lyme Borough Council complaints procedure**. Please complete the complaints, comments, and compliments online form to register your feedback. Follow the link below:

<https://www.newcastle-staffs.gov.uk/all-services/advice/complaints-comments-and-compliments>

You can also register your feedback by calling 01782 717717 or in writing (via a letter or email) to the address below.

Address: Castle House
Barracks Road
Newcastle-under-Lyme.
Staffs, ST5 1BL

Email: nha@newcastle-staffs.gov.uk

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NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

**CORPORATE LEADERSHIP TEAM'S
REPORT TO**

Cabinet
07 November 2023

Report Title: Future Delivery of the Internal Audit Service

Submitted by: Service Director for Finance (S151 Officer)

Portfolios: Finance, Town Centres and Growth and One Council, People & Partnerships

Ward(s) affected: All

<p><u>Purpose of the Report</u></p> <p>Our current service contract is reaching the end of its term; and therefore, this report provides rationale as to the need for the service and asks Cabinet for authority to procure a renewed Internal Audit Service.</p>	<p><u>Key Decision</u> YES <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
<p><u>Recommendation</u></p> <p>That Cabinet:</p> <ol style="list-style-type: none"> 1. Note the requirement of an Internal Audit Service. 2. Authorise officers to conduct a procurement exercise to tender for an Internal Audit Service to provide the function. 3. That authorisation to award contract following tender evaluation is delegated to the Chief Executive in conjunction with the Service Director of Finance (S151 Officer) and the portfolio holder for Finance, Town Centres and Growth. 	
<p><u>Reasons</u></p> <p>To continue to provide an Internal Audit Service, together with fraud detection and prevention services.</p> <p>The Accounts and Audit Regulations include the statutory requirement for the provision of an adequate and effective internal audit function. The Public Sector Internal Audit Standards (PSIAS) place a duty on Internal Audit to plan effectively to ensure it contributes to the Council's objectives at strategic and operational levels. Planning also enables Internal Audit to demonstrate that they are making the best use of available resources.</p>	

1. **Background**

- 1.1 The primary purpose of an Internal Audit service is to provide an independent, objective assurance and consulting service to the organisation; and through the efficient delivery of this service seeks to add value and improve the organisation's operations and controls to effectively deliver the council's Strategic Priorities. Internal Audit assists the organisation to accomplish its objectives by bringing a systematic, disciplined approach to evaluating and improving the effectiveness of risk management, control and governance processes.
- 1.2 The Public Sector Internal Audit Standards (PSIAS) apply to all internal audit service providers, whether in-house, shared services or outsourced. Assessment against the Standards provides

assurance that the service is being delivered to a satisfactory level and in conformance to the standards.

- 1.3 In February 2019 the Council entered into a Service Level Agreement with Stoke-on-Trent City Council for the provision and management of the Council's Internal Audit activities, the internal audit team and the provision of the audit plan.
- 1.4 In addition to the Internal Audit management provision, the Council also entered into a Partnership Agreement with Stoke-on-Trent City Council to provide a full counter fraud service covering all types on non-benefit and corporate fraud, including the detection and investigation as well as work to prevent fraud and share learning coming out of its activities both within the partnership and more broadly.

2. **Issues**

- 2.1 The 3 year Internal Audit Service Level Agreement came to an end on the 31 March 2023 and required extending for 12 months in order to continue to provide the Internal Audit and Counter Fraud arrangements. This 12 month extension ends on 31 March 2024 and therefore requires re-tendering in order to ensure best value.

3. **Proposal**

- 3.1 That the Council conduct a procurement exercise to tender for an Internal Audit Service to provide the function as outlined in paragraph 1.1.
- 3.2 That authorisation to award contract following tender evaluation is delegated to the Chief Executive in conjunction with the Service Director of Finance (S151 Officer).

4. **Reasons for Proposed Solution**

- 4.1 In conducting a procurement exercise the internal audit service provision will be maintained, the Council will be able to access skilled staff in respect of audit and fraud issues together with evidencing and achieving value for money.

5. **Options Considered**

- 5.1 The service arrangements with Stoke-on-Trent City Council are going well however as the Council is in the fourth year of the three year agreement with the option to extend, it is prudent to test the market in order to evidence and achieve best value for money.

6. **Legal and Statutory Implications**

- 6.1 The Accounts and Audit (England) Regulations 2015, state that "A relevant authority [the Council] must undertake an effective internal audit to evaluate the effectiveness of its risk management, control and governance processes, taking into account public sector internal auditing standards or guidance." (para 5(1)).
- 6.2 Section 151 of the Local Government Act 1972 states that every local authority should make arrangements '*for the proper administration of their financial affairs and shall secure that one of their officers has responsibility for the administration of those affairs*'. CIPFA has defined '*proper administration*' in that it should include '*compliance with the statutory requirements for accounting and internal audit*'.

6.3 The activities of Internal Audit are planned in accordance with the Accounts and Audit Regulations which place a duty upon the Chief Internal Auditor to report to members on a regular basis. By acting upon recommendations within internal audit reports, the council is demonstrating its commitment to maintain an adequate and effective system of internal control, as required by these regulations. Satisfactory delivery of the audit plan assists the Service Director for Finance (Section 151 Officer), in discharging her duties under section 151 of the Local Government Act 1972.

6.4 S9EA of the Local Government Act 2000 and the Local Authorities (Arrangements for the Discharge of Functions) (England) Regulations 2012 permit the discharge of an authority's functions by another authority.

7. **Equality Impact Assessment**

7.1 There are no equality impact issues identified from the proposal.

8. **Financial and Resource Implications**

8.1 The current cost of providing the Internal Audit function under the current Service Level Agreement amounts to £140,980k plus an uplift to account for the 2023/24 pay award once agreed for the next 12 months.

8.2 The allocation of funds will continue to be made as part of the Council's Medium Term Financial Strategy due to the function being statutory in nature.

8.3 Should the tenders received considerably exceed the current cost of the service, an evaluation will take place to establish if the service should be brought back in house and should this be the case a further report will be presented to Cabinet.

9. **Major Risks**

9.1 The key risk to be considered by not approving the tender of the Internal Audit Service is that the Council will not be fulfilling its statutory requirement of having an adequate and effective internal audit function as set out on the Accounts and Audit Regulations.

10. **UN Sustainable Development Goals and Climate Change Implications**

10.1 The Internal Audit and Counter Fraud Arrangement supports UNSG and Climate Change objectives in a number of ways. Principally, through partnership working and supporting sustainable cities and communities via the correct use of public monies. The following UNSGs are supported.



11. **Key Decision Information**

11.1 The contract value of over £100,000 each makes this a key decision item.

12. **Earlier Cabinet/Committee Resolutions**

12.1 This report is not in reference to previous Cabinet or Committee resolutions.

13. **List of Appendices**

13.1 None.

14. **Background Papers**

14.1 Existing Stoke-on-Trent City Council Internal Audit and Counter Fraud Agreements.



NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

**CORPORATE LEADERSHIP TEAM'S
REPORT TO**

**Cabinet
07 November 2023**

Report Title: Revised Agency Framework Proposal

Submitted by: Service Director of Sustainable Environment

Portfolios: One Council, People and Partnerships; Sustainable Environment

Ward(s) affected: All

<p><u>Purpose of the Report</u></p> <p>Following Cabinet approval in July 2023 to undertake a procurement process for a Temporary Agency Personnel framework for Sustainable Environment, this report seeks to include agency provision across the organisation and to enter into contract with WM Temps (in partnership with West Midlands Employers and Opus), a managed solution which has been through extensive procurement processes regionally.</p>	<p align="right">Key Decision YES</p>
<p><u>Recommendation</u></p> <p>That</p> <p>1. Cabinet agree to contract with WM Temps for the Temporary Agency Provision.</p>	
<p><u>Reasons</u></p> <p>Previous approval was granted to procure for a service within Sustainable Environment. This solution ensures best value, whilst negating the need for additional procurement and widening the scope across the organisation, thereby achieving a greater central control and consistency of our agency usage.</p>	

1. Background

1.1 In July 2023, Cabinet considered a report regarding procurement of temporary agency staff and authorised officers to procure a framework agency provider within sustainable environment.

2. Issues

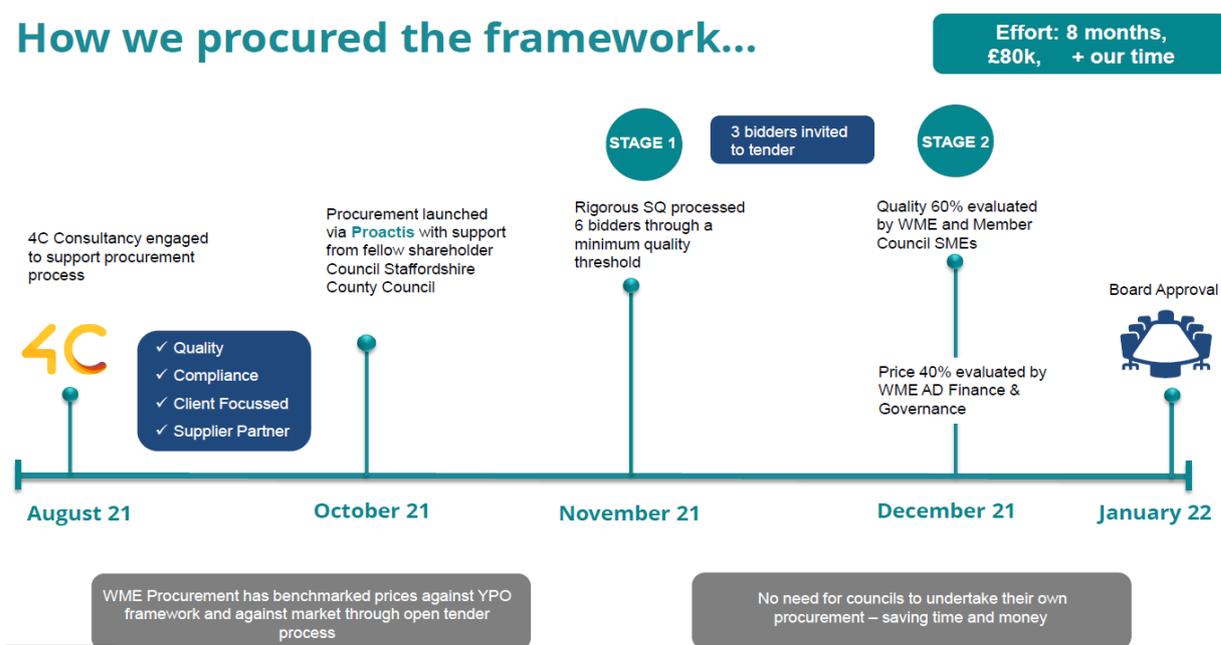
2.1 Since approval of the previous proposal in July 2023, and before commencing procurement, an opportunity was identified to adopt an alternative solution, negating the need for a stand-alone procurement, and enabling a Council wide scope, rather than a scope focused solely

on the Sustainable Environment directorate. This involves using a framework agreement recently procured framework by West Midlands Employers.

2.2 West Midlands Employers is a not-for-profit organisation, funded by several shareholding councils in the West Midlands Region, including NULBC as a founding member. The organisation supports and delivers workforce expertise in local government across the West Midlands, and therefore is uniquely placed in terms of their understanding and appreciation of workforce challenges we face at Newcastle Under Lyme.

2.3 West Midlands Employers have signed a framework agreement for provision of the WM Temps service with Opus People Solutions, which is open for all councils in the West Midlands to access with no need to procure. The process undertaken by WME followed the Green Book approach and has been externally audited. The process followed by WME is summarised in the graphic below.

How we procured the framework...



2.4 The solution proposed under WM Temps uses their knowledge and understanding of the local government sector to challenge and opportunity to deliver a focussed and tailored solution.

2.5 Utilising framework saves time and valuable resources in appointing agency and fixed term workers in the organisation as already recognised by cabinet. The solution proposed meets our duties around Best Value and also provides NULBC with access to a broad range of agencies and workers. We are now looking to widen the scope across the organisation and to make a direct award through WM Temps to enter into a call off contract for an Agency Framework provision across all services. By widening the scope beyond Sustainable Environment, we extend the previously outlined benefits across all services.

2.6 WM Temps propose to invite local agencies we use frequently to join the framework and therefore the benefits of these agencies' knowledge of the council will not be lost. We will also be able to benefit from their wider pool of regional agencies.

2.7 Given the WME oversight of the model, the service will ensure compliance with our statutory duties around agency workers and additionally enable more in-depth analysis of data around workers, temp to perm contracts, ability and health checks.

2.8 The centrally managed system as is proposed here will reduce management time, failure demand, monitoring and administration around the use of temporary workforce.

3. **Proposal**

3.1 That Cabinet agree to contract with WM Temps for the Temporary Agency Provision

4. **Reasons for Proposed Solution**

4.1 The proposed model delivers the outcomes sought through the previous Cabinet decision, but without the time and cost requirements of running a procurement exercise. Additionally, this model enables the Council to benefit from the procurement across all services, and not just the Sustainable Environment directorate, which is the heaviest user of agency staff.

5. **Options Considered**

5.1 To continue with the original proposal of procuring our own framework, this will take at least 6 months longer than the proposed solution and does not address wider organisational need.

6. **Legal and Statutory Implications**

6.1 The proposal meets our duties under Public Contracts Regulations 2015.

6.2 The term of the call of contract is to be determined but we are proposing the call off contract would be for a minimum of 2 years with the option to extend to allow sufficient time for the benefits of the partnership to be realised. Both the framework and the call off agreements are set out to include industry best practice standard terms and conditions, including defined service specification, service level agreements and KPIs, financial arrangements and performance management arrangements. These include escalation and exit arrangements should they be required.

7. **Equality Impact Assessment**

7.1 An equality impact assessment will be developed with the successful provider as part of the utilisation of their service delivery and joint recruitment methodologies.

8. **Financial and Resource Implications**

8.1 A financial revenue budget is available in both Recycling and Waste, and Streetscene for the supply of temporary staffing to respond to fluctuating needs for staffing to respond to absenteeism, increases in demand and additional services requests.

8.2 Based on historic spend the aggregated value of this contract based on a four-year framework will be in the region of £850,000 (around £212,000 a year) but may fluctuate based on the ongoing need to supply appropriate cover for each of the services.

8.3 The proposal will not require additional budget. There are no charges for implementing the service or accessing the service once it is established – the council will pay a fixed rate margin for hours of temporary resource used.

9. **Major Risks**

9.1 The procurement and provision of a compliant framework agreement to procure a solution for temporary staffing minimises possible procurement challenges.

9.2 The timely and controlled processes that will be provided as part of the solution for the supply of temporary staffing is intended to minimise the risks caused to service delivery to residents as a result of any shortfalls in staffing due a range of factors.

9.3 Regularity and Assurance Compliance will jointly be established with the chosen service provider and officers of the Borough Council.

10. **UN Sustainable Development Goals (UNSDG)**

10.1 The framework for the provision of ongoing temporary staffing will support the delivery of the following UNSDG:



11. **Key Decision Information**

11.1 This is a key decision as expenditure over the life of the contract will exceed £100,000 revenue.

12. **Earlier Cabinet/Committee Resolutions**

12.1 Resolution from Cabinet report in July 2023, was

(i) That the process for procurement for the supply and delivery of temporary staffing for both Recycling and Waste, and Streetscene service areas, be approved.

(ii) That Cabinet approve and delegate authority to the Service Director – Sustainable Environment for the award of contract on the completion of the procurement process to be undertaken.

13. **List of Appendices**

13.1 There are no appendices.

14. **Background Papers**

14.1 There are no background papers.

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NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

**CORPORATE LEADERSHIP TEAM'S
REPORT TO CABINET**

07 November 2023

Report Title: Financial and Performance Review Report – Second Quarter 2023-24

Submitted by: Corporate Leadership Team

Portfolios: One Council, People & Partnerships, Finance, Town Centres & Growth

Ward(s) affected: All

<u>Purpose of the Report</u>	Key Decision No
To provide Cabinet with the Financial and Performance Review report for the second quarter of 2023-24.	
<u>Recommendation</u>	
<p>That Members note</p> <p>1. The contents of the attached report and appendices and continue to monitor and challenge the Council's service and financial performance for this period.</p>	
<u>Reasons</u>	
<p>The Financial and Performance Management monitoring reports provide information on a quarterly basis regarding the performance of individual council services and progress with delivery against our priorities, alongside related financial information on the organisation. Consideration of this information by Cabinet is an important aspect of the organisation's overall governance arrangements.</p>	

1. **Background**

1.1 This quarterly report provides Members with a detailed update on how the Council has performed during the second quarter of 2023/24 by presenting performance data and progress summary set within a financial context. The report provides broad financial information (Appendix A) and details service performance (Appendix B) for the second quarter 2023/24. The second quarter covers the period July – September 2023.

2023-24 Revenue and Capital Budget Position

1.2 The Council approved a General Fund Revenue Budget of £16,856,730 on 15 February 2023. Further financial information is provided in Appendix A.

Performance

1.3 The Q2 report (April 2023 to September 2023) has been produced using new business intelligence tools in order automate and improve the monitoring, analysis and reporting of Council performance. The indicators included are those agreed as part of the new Council Plan and reflect the priorities for the Borough. In addition to reporting on key performance indicators, the report also includes progress summaries for each priority action, detailing the progress with the delivery of planned activities.

- 1.4 Contextual performance information is provided (indicators without a target), not only to ensure the monitoring of the corporate activities of the Council, but also to inform Members, businesses and residents of performance in their local area that the Council cannot directly control.
- 1.5 Any indicators failing to meet the set targets include a comment explaining why the indicator has not performed well, and what steps are being taken to ensure improvement in the future.
- 1.6 For this report a total of 46 indicators were monitored, 17 of these indicators were contextual and had no set target. Of the remaining 29 indicators the proportion of indicators which have met their target during this period stands at 79% (23 indicators), with the remaining 21% (6 indicators) falling short of target. A number of these 'off target' measures have more stretching targets this year, in line with benchmarking findings and council ambition but as it is still early in the year, it is hoped that these targets can be met as the year progresses. In terms of trend data, the proportion of indicators showing an improvement or maintenance of the previous year's performance stands at 50%.

2. **Issues**

- 2.1 There are 6 indicators off target this quarter, and officers consider that the performance against these indicators does not give rise to serious cause for concern at present (see commentaries provided in Appendix B). The management of each of the service areas concerned continue to monitor and take steps to deal with under achievement of targets where possible and/or appropriate.
- 2.2 Progress on delivery of planned activities is summarised for each priority and the only concern raised is around the delivery of the £16m Kidsgrove Town Deal. The Railway Station project continues to experience issues with resolving ground conditions associated with historic mine works at the site. The project team continues to work finding a satisfactory resolution of these issues.

3. **Proposal**

- 3.1 That Members note the contents of the attached report and Appendices A and B and continue to monitor and challenge the Council's performance alongside its financial performance for the same period.

4. **Reasons for Proposed Solution**

- 4.1 To enable financial and performance information to be presented for continued scrutiny and encourage improvement within council delivery.

5. **Options Considered**

- 5.1 At this time it is felt there is no other option necessary for consideration, however the presentation of information is continually reviewed.

6. **Legal and Statutory Implications**

- 6.1 The Council has a duty to set targets for performance of a range of functions and needs to monitor these closely.

7. **Equality Impact Assessment**

7.1 Local authorities have a responsibility to meet the Public Sector Duty of the Equality Act 2010. The Act gives people the right not to be treated less favourably due to protected characteristics. There are no differential equality issues arising directly from this report.

8. **Financial and Resource Implications**

8.1 Any positive variance for the full year on the General Fund Revenue Account will enable that amount to be transferred to the Budget Support Fund and will be available in future years for use as the Council considers appropriate. Conversely, if there is an adverse variance, the amount required to cover this will have to be met from the Budget Support Fund.

9. **Major Risks**

9.1 The ongoing changing market conditions represents the greatest risk to the revenue budget, particularly with regard to the impact it may have upon income receivable in relation to services where customers may choose whether or not to use Council facilities or in the case of the waste/recycling service where the volume of recycled materials is liable to fluctuate. The impact of Covid 19 is still apparent in the reporting of this quarter, despite seeing improvements, impacting on many areas and the situation will continue to be monitored through the normal budget monitoring procedure.

9.2 The capital programme will require regular monitoring to identify any projects which are falling behind their planned completion dates. This will be carried out by the Capital Programme Review Group, which meets on a bi-monthly basis together with quarterly reports to Cabinet.

10. **UN Sustainable Development Goals and Climate Change Implications**



11. **Key Decision Information**

11.1 Included on the Forward Plan

12. **Earlier Cabinet/Committee Resolutions**

12.1 N/A

13. **List of Appendices**

13.1 Financial information (Appendix A) and Performance Outturn (Appendix B)

14. **Background Papers**

14.1 Working papers held by officers responsible for calculating indicators.



2023/24

**Quarter Two
Financial
Performance**

1. Background and Introduction

1.1 In accordance with the Council's Financial Procedure Rules and recommended good practice, a quarterly financial report is presented to Members. This is the first report for 2023/24.

1.2 The report summarises overall financial performance for 2023/24 with particular emphasis on the key sources of financial risk to the Council. Specific considerations are as follows:

- **General Fund Revenue Account (Section 2)** – considers budgetary performance on the General Fund Account by looking at variations in income and expenditure and the funding received by the Council.
- **Efficiency and Savings Plan (Section 3)** – considers progress in achieving the efficiency and savings forecast for 2023/24.
- **Capital Programme (Section 4)** – provides an update to Members on progress against the Council's Capital Programme and major project funded through the Town Deal Funds and Future High Street Fund.
- **Treasury Management (Section 5)** – sets out the key statistics in terms of investments and borrowings;
- **Collection Fund (Section 6)** – considers progress to date in collecting the Council Tax, Business Rates and Sundry Debts.

2. General Fund Revenue Budget

2.1 This section of the report considers the financial performance of the General Fund Revenue Account against budget by setting out variations in income and expenditure and funding received by the Council.

Area	2023/24 General Fund	
	Estimate £	Band D Council Tax £
Central Services	2,157,470	56.63
Cultural Services	3,769,940	98.95
Environmental Services	8,868,690	232.78
Planning	1,838,180	48.25
Transport	(294,420)	(7.73)
Housing	1,493,410	39.20
Net Cost of Services	17,833,270	468.08
Pensions Liabilities Account	415,000	10.89
Investment Properties	74,940	1.97
Interest and Investment Income	227,000	5.96
Net Operating Expenditure	18,550,210	486.89
Contribution to/(from) Revenue Reserves	904,430	23.74
Contribution to/(from) Capital Reserves	(2,597,910)	(68.19)
Amount to be met from Government Grant and Local Taxpayers	16,856,730	442.45

- 2.2 The Council approved a General Fund Revenue Budget of £16.857m on 15 February 2023 for 2023/24. The actual and forecast position compared to this budget is continuously monitored by Budget Holders, the Corporate Leadership Team and Portfolio Holders in order to detect any significant variances of expenditure or income from the approved amounts contained in the budget.
- 2.3 The table above shows how this budget has been allocated.
- 2.4 At the close of quarter two a positive variance of £0.007m has been achieved. The projected outturn on the General Fund Revenue Account for the year is £16.836m. This represents a positive outturn of £0.021m for the year.
- 2.5 The adverse variances that have occurred during the second quarter of 2023/24 include:
- a. Income shortfalls from sales, fees and charges which amount to £0.263m (forecast to be £0.453m for the financial year),
 - b. A shortfall of £0.200m in Housing Benefits subsidy grant regarding accommodation and payments for which full subsidy is not claimable (forecast to increase to £0.400m for the financial year),
 - c. The provision of temporary accommodation for the homeless and vulnerable amounts to £0.061m after utilising an element of grant funding (forecast to increase to £0.122m for the financial year).
 - d. Holding costs for York Place (e.g. utilities and business rates) are expected to amount to £0.169m for the financial year. Proportionally, this amount to £0.085m at the close of quarter two.
 - e. A pay award that is forecast to be in excess of the amount provided for in the budget (4%), including national insurance and pension the additional amount is forecast to total £0.200m at the close of quarter two (and £0.400m for the financial year),
- 2.6 These adverse variances have been offset in full by the following favourable variances:
- a. Utilisation of the Cost of Living Reserve that was established during the budget setting for 2023/24 in order to respond to any above inflationary increases in costs. This will be fully used to offset the forecast pay award (£0.200m at the close of quarter two and £0.400m for the financial year).
 - b. Interest receivable on cash that the Council holds in terms of Town Deal and Future High Street funding, together with Section 31 grant and remaining Coronavirus grant funding (that are repayable to Central Government) totals £0.607m at quarter two following recent interest rate hikes (it is forecast that this will grow to £1.113m of income by the close of the financial year).

3. Efficiency and Savings Plan

- 3.1 This section of the report considers the financial performance of the Council's Efficiency

and Savings Plan in 2023/24.

3.2 The Council's Medium Term Financial Strategy (approved in February 2023) included the five year (2023/24 – 2027/28) Efficiency and Savings Plan targeting savings of £5.874m.

3.3 The Efficiency and Savings Plan is set on the need to both reduce expenditure and increase income. The need to grow income is now more of a priority as the Council moves more towards being self-financing. The plan has been developed with the underlying principles of protecting frontline service delivery. It is also intended that the plan is a tool to enable the Council to ensure that its service spending is determined by the established priorities set out in the Corporate Plan.

3.4 The 2023/24 budget was set in February 2023 with the assumption of £2.103m of savings in the year. These savings are detailed in the table below:

Category	Amount £'000	Comments
Income	270	Additional sources of income generation and an increased demand for services that the Council charges for
One Council	376	Efficiencies to be generated from the introduction of a new Council operating model and the continued prioritisation of digital delivery
Staffing Related Efficiencies	18	No redundancies are anticipated to arise from these proposals
Good Housekeeping/More Efficient Processes	215	Various savings arising from more efficient use of budgets
Tax Base Increase	337	Increased in Council Tax and Business Rates tax base
Council Tax Increase	159	An assumed 1.99% per Band D equivalent increase in Council Tax
Government Reimbursement	728	Grant in respect of New Homes Bonus and Minimum Funding Guarantee
Total	2,103	

3.5 At the end of quarter two, all savings have been achieved.

4. Capital Programme and Major Projects

4.1 This section of the report provides an update to Members on the Council's Capital Programme and major projects funded by the Town Deal Funds and Future High Street Fund.

4.2 The table below shows a high level (service) summary of the General Fund Capital Programme position at 30 September 2023.

Priority	Budget at Period 6 £'000	Actual at Period 6 £'000	Variance at Period 6 £'000
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One Council Delivering for Local People	138	149	11
A Successful and Sustainable Growing Borough	453	451	(2)
Healthy, Active and Safe Communities	1,526	1,531	5
Town Centres for All	3,950	3,951	1
Total	6,067	6,082	15

- 4.3 A Capital Programme totalling £30.360m was approved for 2023/24. Of this total £17.863m relates to the total cost of new schemes for 2023/24 together with £12.497m for schemes funded by external sources (Town Deals Fund, Future High Streets Fund and Disabled Facilities Grants) and £1.000m contingency. In addition £24.013m was brought forward from the 2022/23 Capital Programme (including £22.771m from the Town Deals Fund and the Future High Streets Fund), resulting in a total Capital Programme of £54.373m for 2023/24.
- 4.4 A mid-year review of the capital programme will be undertaken in the autumn with any changes being reported to Members.
- 4.6 The expected total capital receipts due to be received this year following the sale of assets amount to £1.500m. A summary of the expected income is shown in the table below.

Funding	Amount
Proceeds from Right to Buy sales	£0.500m
Asset sales	£1.000m
Total	£1.500m

Major Projects Funding

- 4.7 The Council was awarded Future High Streets Fund funding in June 2021 of £11.0m to progress projects to help future economic growth. The full £11.0m has now been received of which £5.7m has been spent at 30 September 2023, as shown below:

Project	Award (£000's)	Spend/Ordered (£000's)	Remaining (£000's)
Ryecroft / Site Preparation	3,756	2,799	957
Multi Story Car Park	3,500	654	2,846
York Place	3,015	1,938	1,077
Stones Public Realm	321	-	321
Market Stalls	76	3	73
Project Management	380	260	120
Total	11,048	5,654	5,394

- 4.8 £23.6m was awarded to the Council via the Town Deals Fund for Newcastle to enable a vision to improve communications, infrastructure, and connectivity in Newcastle-under-Lyme to become a reality. £15.0m has been received to date of which £1.0m has been spent as shown below:

Project	Award (£000's)	Spend/Ordered (£000's)	Remaining (£000's)
Digital Infrastructure	2,285	-	2,285
Sustainable Public Transport	3,421	-	3,421
Electric Vehicle Charging	400	-	400

Pedestrian Cycle Permeability	950	-	950
Transform Key Gateway Sites	3,810	-	3,810
Astley Centre for Circus	1,810	12	1,798
Digital Society	3,510	273	3,237
Heart into Knutton Village	3,534	169	3,365
Cross Street, Chesterton	2,955	-	2,955
Project Management	925	529	396
Total	23,600	983	22,617

4.9 £16.9m has also been awarded via the Town Deals fund for Kidsgrove to enable real and lasting economic benefits to be realised in Kidsgrove and the surrounding area. To date £9.2m has been received of which £6.8m has been spent as shown below:

Project	Award (£000's)	Spend/Ordered (£000's)	Remaining (£000's)
Kidsgrove Sports Centre	2,328	2,328	-
Chatterley Valley West	3,661	3,661	-
Kidsgrove Station	3,638	182	3,456
Shared Services Hub	6,183	25	6,158
Canal Enhancement	420	-	420
Project Management	670	608	62
Total	16,900	6,804	10,096

4.10 The Council has been awarded £4.8m over a 3-year period of UK Shared Prosperity Funding as part of the governments mission to level up opportunity and prosperity and to overcome geographical inequalities. It also aims to level up people's pride in the places they love and seeing that reflected in empowered local leaders and communities, a stronger social fabric and better life chances. 25 projects have been identified for which spend has commenced. The 2022/23 and 2023/24 allocations totalling £1.8m have been received, total spend at 30 September 2023 amounted to £0.5m as shown below:

Project	Award (£000's)	Spend/Ordered (£000's)	Remaining (£000's)
CML Community Hubs	6	6	-
Newcastle 850 Anniversary	20	10	10
Nature and Wellbeing	22	15	7
Canal Connectivity	102	5	97
Clough Hall Park	234	-	234
Cold Night Shelter	160	-	160
Mental Health Worker	86	20	66
Nature Recovery	265	85	180
Epicentre for Circus	100	24	76
Homelessness Hub	955	14	941
Beat The Street	20	20	-
New Vic Theatre - 850 Event	10	-	10
Kidsgrove Workshop	156	-	156
Community Connector	67	-	67
Promotional Videos/Photos	15	9	6
Honeybox	55	-	55
Volunteering for all	71	19	52
Discharge Officer	86	20	66
BES Enterprise Coaching	89	49	40

Kidsgrove Town Hall	250	31	219
Security Marshalls	32	24	8
Flourishing Keele (KU)	466	6	460
Moving Ahead (KU)	276	5	271
Advanced Digital Technologies	408	2	406
Chamber Growth Hub	59	-	59
Brampton Wedding Venue	54	39	15
Markets For All	21	-	21
Community Connects	55	-	55
Feasted	45	-	45
Business Connects	6	-	6
Technical Innovation Upskilling	159	-	159
Disadvantaged Upskill Project	28	-	28
Green Projects	164	-	164
To Be Confirmed	101	-	101
Project Management	193	92	101
Total	4,836	495	4,351

4.11 Several projects within the Town Deals and Future High Streets Fund (e.g., Multi Storey Car Park, Ryecroft Development, York Place and Chatterley Valley) will require further funding from the Council in addition to the government grants, this will include the Council borrowing to fund these projects.

4.12 The Public Works Loan Board (PWLB) borrowing rate is subject to change daily and could have a significant impact on the financial viability if increases in interest rates are forthcoming or may result in considerably less costs in the instances of lower rates being obtained when borrowing is required. Additionally, the level of inflationary demands is also considered on a project-by-project basis.

4.13 Rigorous financial challenge and monitoring of each project's expenditure will be required in both the interim and during subsequent construction phases. Financial monitoring will continue to be reported as part of the scrutiny process and will also form part of the quarterly financial report to Cabinet.

5. Treasury Management

5.1 This section of the report sets out the key treasury management statistics in relation to the Council's investments and borrowings. This report comprises a high level treasury management summary. The Audit and Standards Committee receives detailed operational updates on treasury management.

Investments

5.2 Cash Investments held on the 30 September 2023 amounted to £27.531m. Interest earned on these investments at the close of quarter two amounted to £0.607m and the average level of funds available for investment was £25.391m.

5.3 The Council has not budgeted to receive investment income in 2023/24. A surplus of £1.113m is anticipated for the financial year which is due to rising interest rates, the most recent being an increase to the Bank of England base rate of 0.25%, to 5.25% in August 2023.

Borrowing

- 5.4 Borrowing may be required during the latter part of 2023/24 to fund the capital programme however no borrowing arrangements have been required to date, primarily due to advanced monies being received in terms of Town Deals and Future High Streets funding.
- 5.5 Although not utilised in recent years, the Council has previously considered the option of long-term borrowing from the PWLB. After the utilisation of capital receipts and internal borrowing, the Council will look to borrow short term from other local authorities in the first instance and will then review any other sources of funding if required.
- 5.6 Advice from the Council's Treasury Management Advisors, Arling Close, is to continue to utilise internal funding whilst it is available as opposed to borrowing whilst the interest rates are high. This approach also reduces the need to place funding in long term deposits, whilst minimising any potential investment risks.

6. Collection Fund

- 6.1 This section of the report details progress to date in collecting the Council Tax, Business Rates and Sundry Debt.
- 6.2 Local tax income is collected by billing authorities and paid into local 'collection funds' (the Council is a billing authority). Where there is a shortfall in tax receipts (compared to expected levels), this leads to a deficit on the collection fund. Billing and major precepting authorities are usually required to meet their share of any deficit during the following financial year.
- 6.3 The quarter two collection rate was as follows:
- Council Tax – 52.2% of Council Tax was collected by 30 September 2023, compared to a target for the second quarter of 48.8%.
 - Business Rates – 57.3% of Business Rates was collected by 30 September 2023, compared to a target for the second quarter of 48.7%.
- 6.4 The current forecast of tax receipts and Section 31 grant are shown below:

Tax	Forecast (Surplus)/Deficit at 30.6.23	Forecast (Surplus)/Deficit at 30.9.23	Council's Share
Council Tax	(£0.290m)	(£0.234m)	(£0.027m) (11%)
Business Rates	(£0.143m)	£0.455m	£0.182m (40%)
Business Rates Section 31 Grant	(£0.147m)	(£0.412m)	(£0.165m) (40%)
Total	(£0.580m)	(£0.191m)	(£0.010m)

ANNEX A

Capital Programme 2023/24 approved at Council on 15 February 2023

CAPITAL PROGRAMME	2022/23 MID YEAR	2023/24	2024/25	2025/26	TOTAL (2023/24 to 2025/26)
	£	£	£	£	£
PRIORITY – One Council Delivering for Local People					
Service Area - Council Modernisation	309,303	1,991,500	269,000	481,500	2,742,000
Total	309,303	1,991,500	269,000	481,500	2,742,000
PRIORITY – A Successful and Sustainable Growing Borough					
Service Area - Housing Improvements	1,720,000	1,670,000	1,670,000	1,720,000	5,060,000
Service Area - Managing Property & Assets	930,725	883,342	1,442,918	1,266,411	3,591,671
Total	2,650,725	2,552,342	3,112,918	2,986,411	8,651,671
PRIORITY – Healthy, Active and Safe Communities					
Service Area - Environmental Health	60,000	60,000	-	12,000	72,000
Service Area - Streetscene and Bereavement Services	940,000	790,000	240,000	280,000	1,310,000
Service Area - Recycling and Fleet	900,927	5,601,000	303,000	1,230,000	7,134,000
Service Area – Leisure and Cultural	800,341	368,000	16,000	150,000	534,000
Service Area - Engineering	155,000	110,000	1,415,000	120,000	1,645,000
Total	2,856,268	6,929,000	1,974,000	1,792,000	10,695,000
PRIORITY – Town Centres for All					
Service Area - Managing Property & Assets	-	7,300,000	-	-	7,300,000
Future High Streets Fund	5,388,399	1,691,166	-	-	1,691,166
Town Deals – Newcastle	14,356,811	4,706,000	2,251,000	807,000	7,764,000
Town Deals - Kidsgrove	6,415,000	4,190,000	2,794,000	1,236,000	8,220,000
Total	26,160,210	17,887,166	5,045,000	2,043,000	24,975,166
CONTINGENCY	1,000,000	1,000,000	-	-	1,000,000
TOTAL	32,976,506	30,360,008	10,400,918	7,302,911	48,063,837
FUNDING					
Capital Receipts	3,684,500	2,400,000	4,000,000	4,000,000	10,400,000
External Contributions	27,877,210	12,497,166	6,545,000	3,543,000	22,585,166
Borrowing	1,414,796	15,462,842	(144,082)	(240,089)	15,078,671
TOTAL	32,976,506	30,360,008	10,400,918	7,302,911	48,063,837

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Quarter 2 - April 2023 to September 2023

All Performance Indicators Current Status



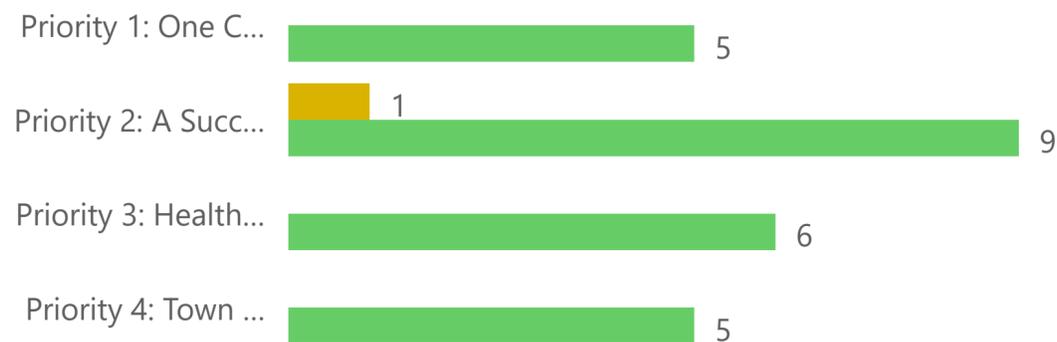
Corporate Aim (Priority)	Count of ID
Priority 1: One Council delivering for Local People	22
Priority 2: A Successful and Sustainable Growing Borough	6
Priority 3: Healthy, Active and Safe Communities	15
Priority 4: Town Centres for All	3
Total	46

Smart Narrative

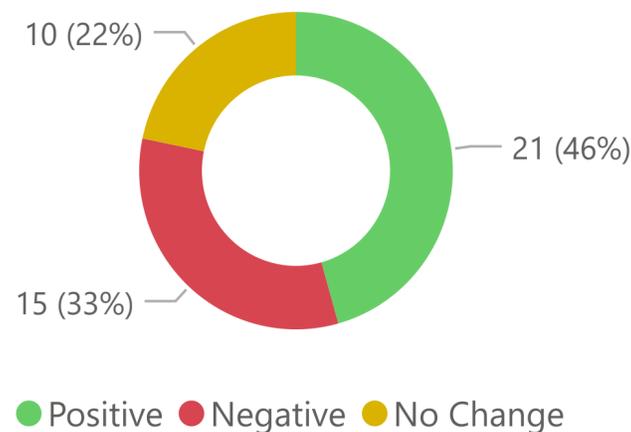
- There are 29 Indicators which have set targets this quarter.
- 79% met their targets within Quarter Two. 15 Indicators which met their target also showed improvement when compared to the same time period last year. 8 Indicators which met their target showed a negative trend when being compared to last year.
- 21% of Indicators were off target this quarter. 2 of these indicators showed an improvement when compared to last year. 4 indicators showed a negative trend.
- There are 17 Indicators which are contextual this quarter and do not have a target to meet. When compared to last year, 11 of the contextual measures showed a negative trend, 5 measures showed an improved trend and 1 measure show no change.
- 1 Projects/Actions within Priority 2 has been identified as not progressing as expected.

All Qtr.2 Summary Project Status Split

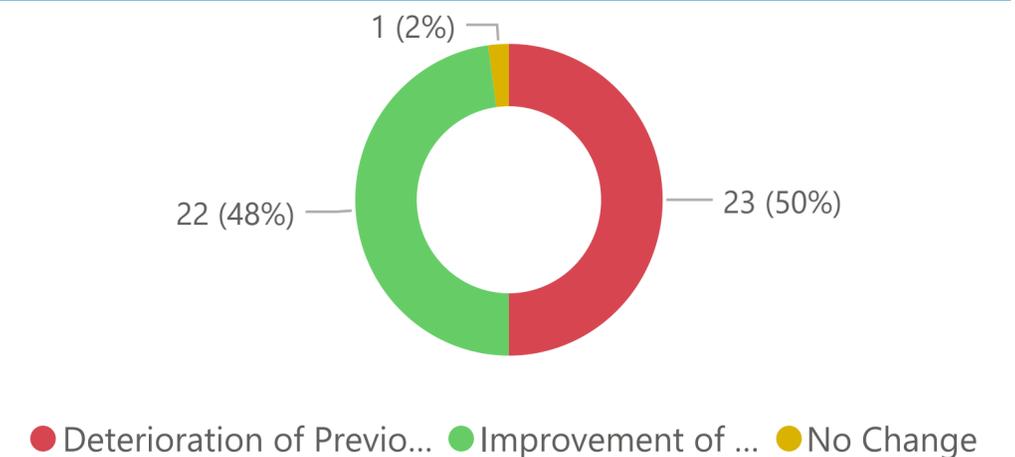
● Project/Action is Not Progressing as Expected ● Project/Action is Progressing as Expec...



All Qtr.2 Trend Direction of PI's Compared to Previous Quarter



All Qtr.2 Trend Status of PI's Compared On Same Qtr in the Previous Financial Year





Priority 1: One Council delivering for Local People



NEWCASTLE-UNDER-LYME
BOROUGH COUNCIL

Priority 1: Performance Indicators Current Status



Corporate Aim (Priority)	Number of Indicators
Priority 1: One Council delivering for Local People	22

Smart Narrative

- There are 18 Indicators which have set targets this quarter within Priority 1.
- 72% met their targets within Quarter Two. 8 Indicators which met their target also showed improvement when compared to the same time period last year. 5 Indicators which met their target showed a negative trend when being compared to last year.
- 28% of Indicators were classed as off target this quarter. Only 1 of these indicators showed an improvement when compared to last year. 4 indicators showed a negative trend.
- There are 4 Indicators which are contextual this quarter and do not have a target to meet. When compared to last year, 3 of these measures showed a negative trend whereas 1 of the measures showed a positive trend.
- All Projects/Actions within Priority 1 are classed to be progressing as expected.

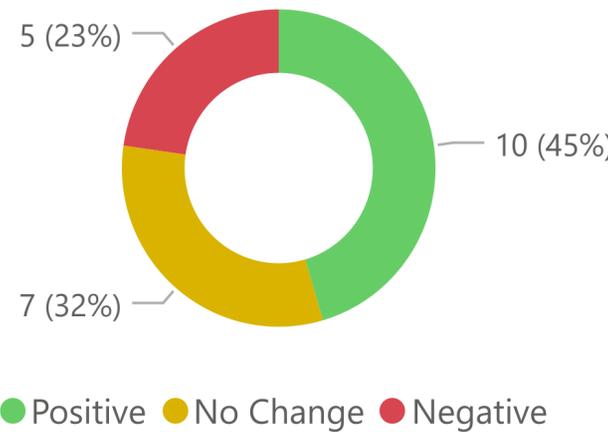
Priority 1: Qtr.2 Summary Project Status Split

● Project/Action is Progressing as Expected

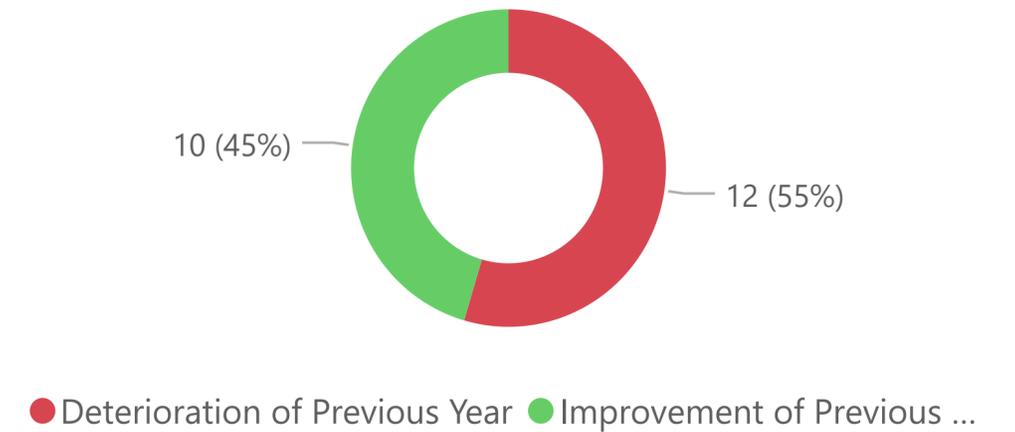
Aim Priority 1: One C... 5

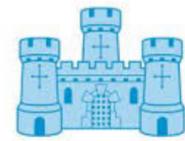


Priority 1: Qtr.2 Trend Direction of PI's Compared to Previous Quarter



Priority 1: Qtr.2 Trend Status of PI's Compared On Same Qtr in the Previous Financial Year

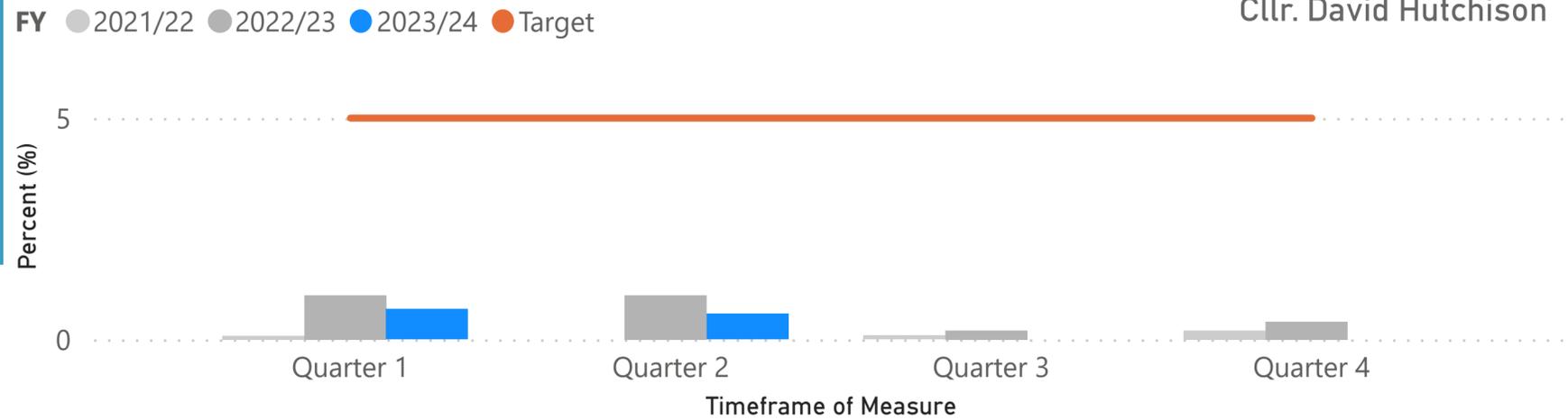




ID1.1 - Percentage of food premises that have a zero or one national food hygiene rating Current Status SMART Actions if Off Target

Low
Is Good
Per Quarter (Snapshot)

Cllr. David Hutchison



0.58 ✓

Target: 5.00

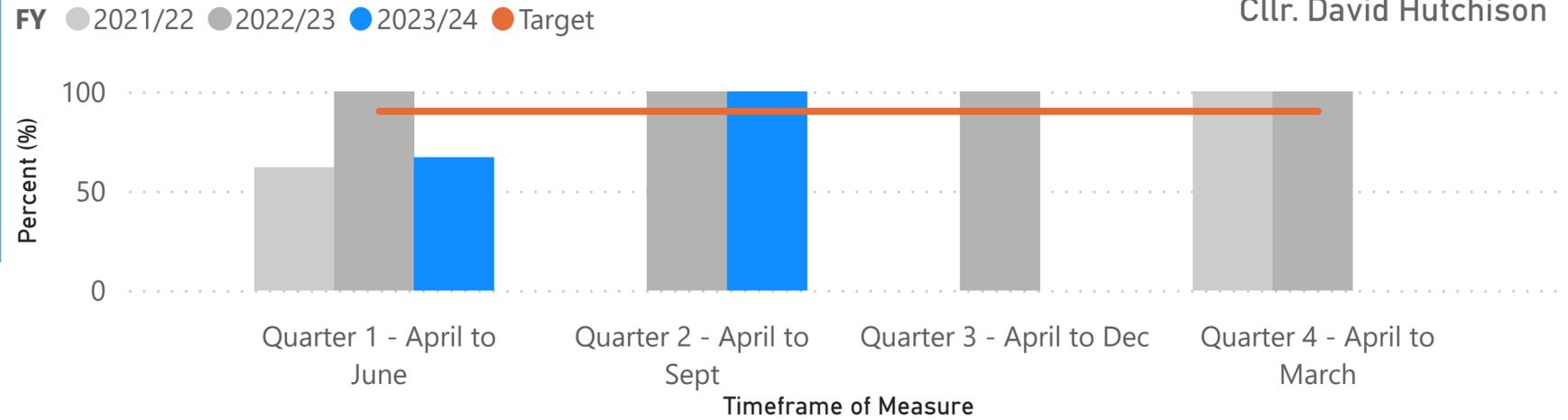
Not Required as Target Met

Positive
Yearly Trend

ID1.2 - Percentage of category A and B food business inspections completed on time Current Status SMART Actions if Off Target

High
Is Good
Cumulative (Per Annum)

Cllr. David Hutchison



100.00 ✓

Target: 90.00

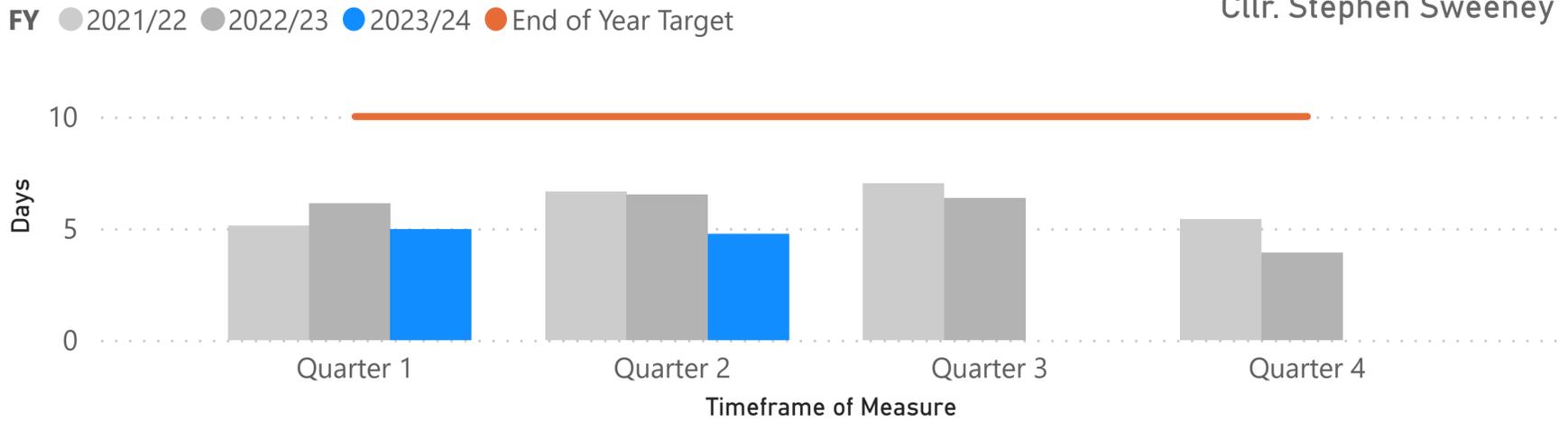
Not Required as Target Met

No Change
Yearly Trend

ID1.10 - Time taken to process Housing Benefit new claims/change events (Days) Current Status SMART Actions if Off Target

Low
Is Good
Cumulative (Per Annum)

Cllr. Stephen Sweeney

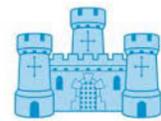


4.75 ✓

End of Year Target: 10.00

Not Required as Target Met

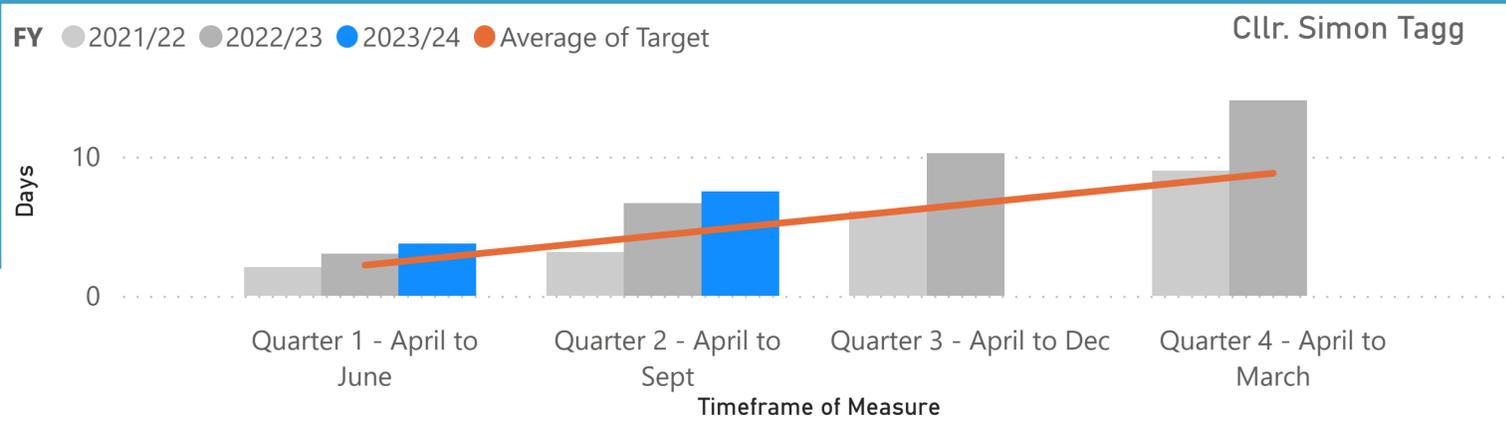
Positive
Yearly Trend



ID1.13 - Average number of days per employee lost to sickness - Per Employee Current Status SMART Actions if Off Target

Low
Is Good
Cumulative
(Per Annum)

Negative
Yearly Trend



Cllr. Simon Tagg

7.47!

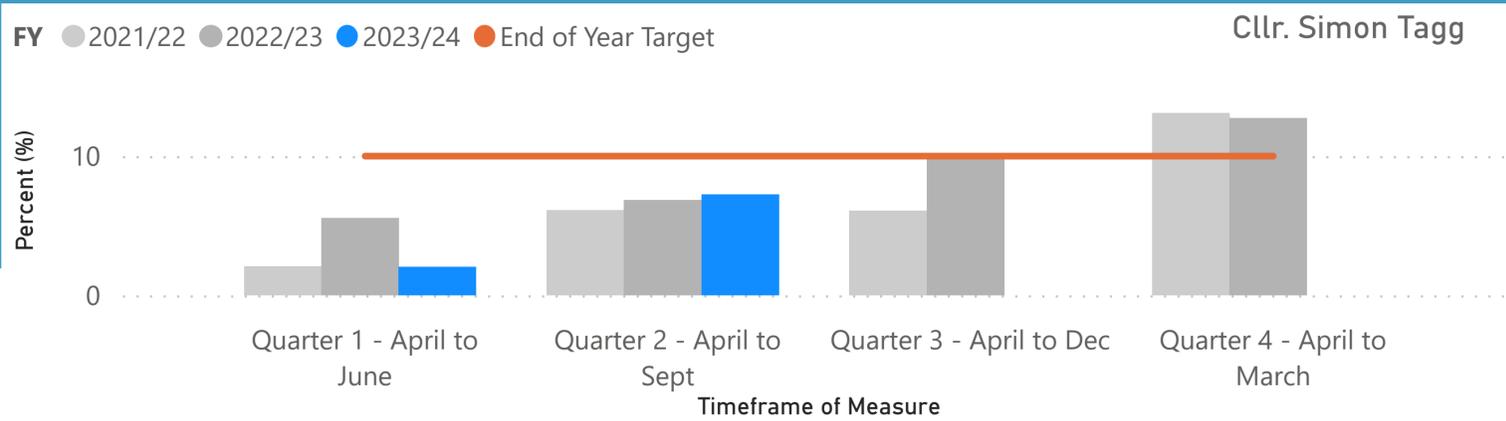
Target: 4.40

Sickness absence actually reduced in September in comparison to August with an average 1.07 working days lost per employee. We are implementing an action plan to reduce sickness absence.

ID1.14 - Staff Turnover Current Status SMART Actions if Off Target

Low
Is Good
Cumulative
(Per Annum)

Negative
Yearly Trend



Cllr. Simon Tagg

7.22✓

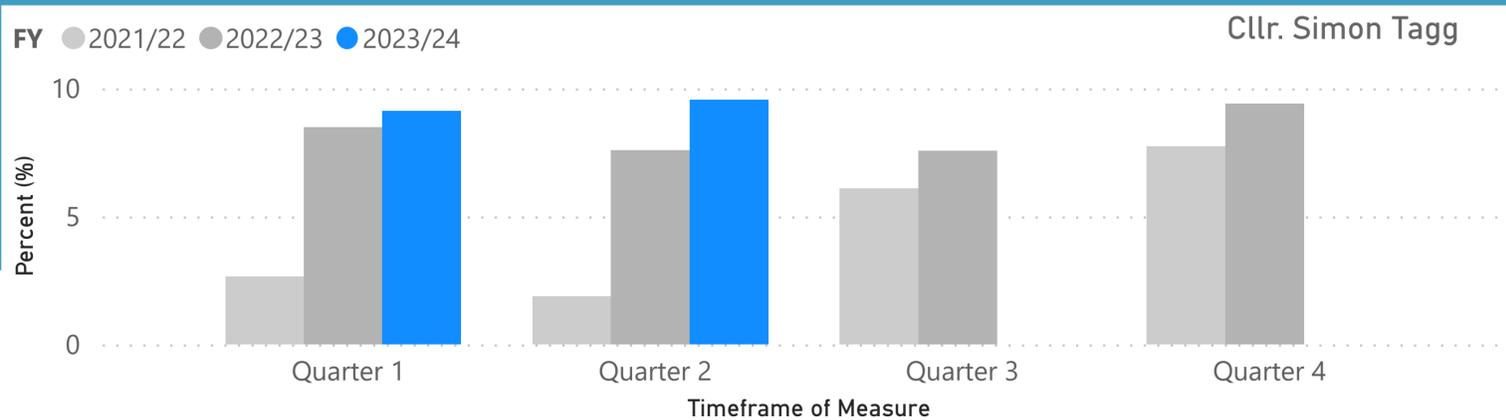
End of Year Target: 10.00

Not Required as Target Met

ID1.15 - Staff Vacancy Rate Current Status SMART Actions if Off Target

Low
Is Good
Per Quarter
(Snapshot)

Negative
Yearly Trend



Cllr. Simon Tagg

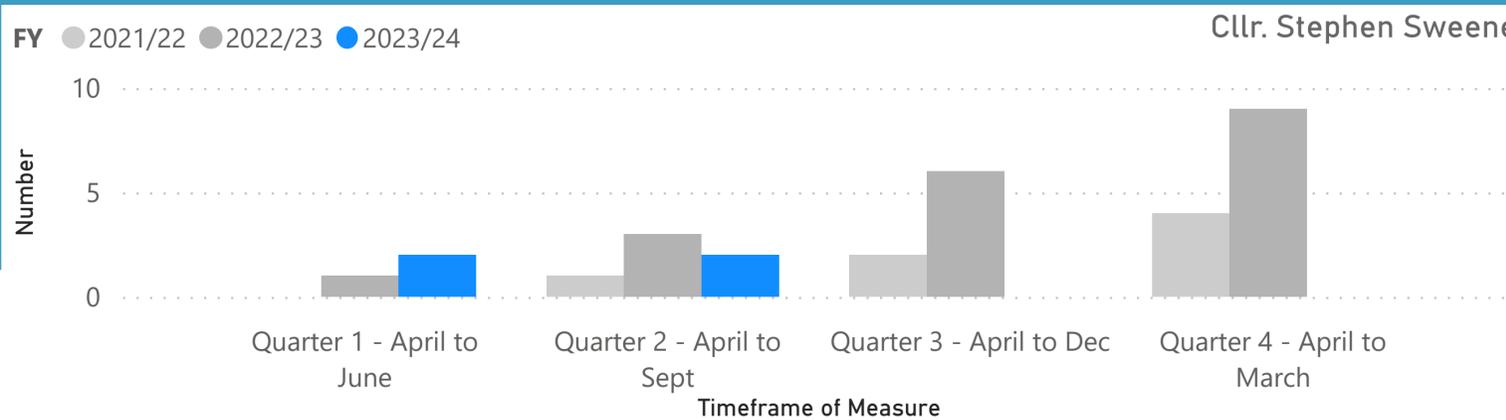
9.56

Vacany rates remain consistent, with regular reviews of vacant posts to ensure efficiency. Very few posts remain hard to fill

ID1.3 - No. Accidents/Incidents reported (RIDDOR) Current Status SMART Actions if Off Target

Low
Is Good
Cumulative
(Per Annum)

Positive
Yearly Trend



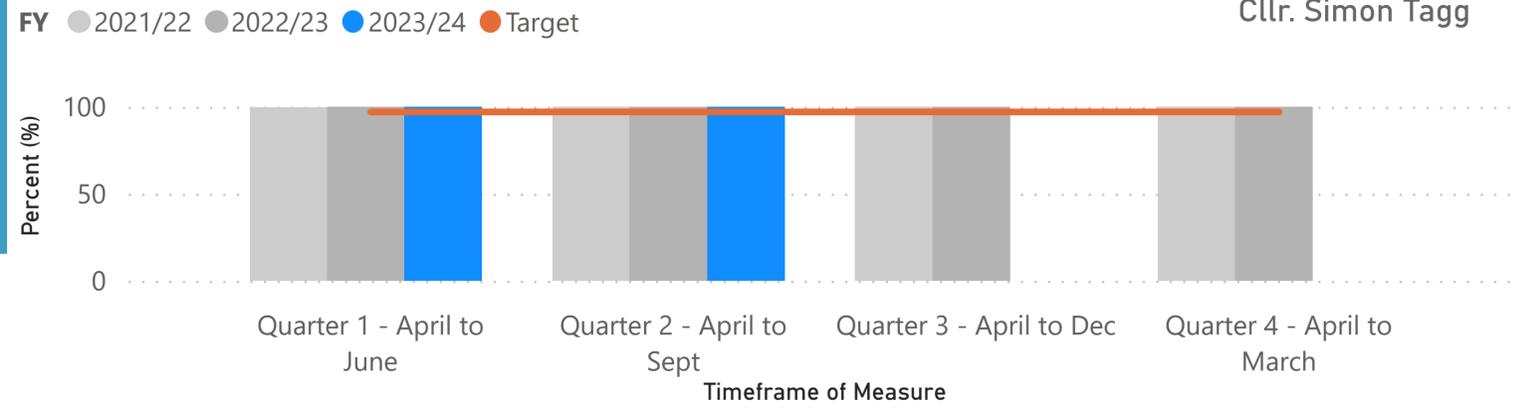
Cllr. Stephen Sweeney

2.00

RIDDOR reportable accident levels are currently running below that in the comparable period for 22/23. However it should be noted that the latter half of the year typically increases due to inclement weather conditions.



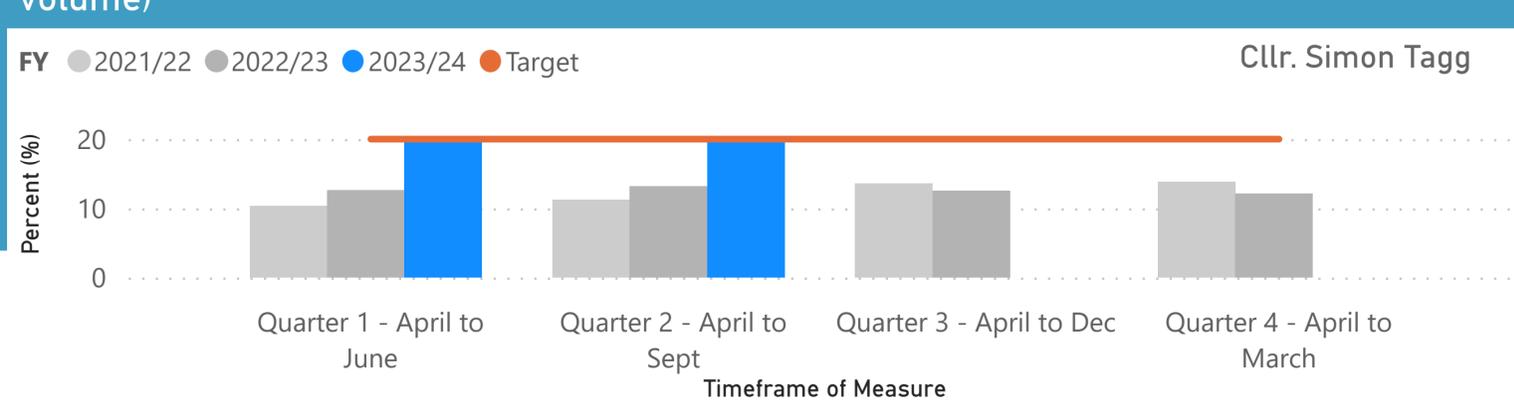
High Is Good Cumulative (Per Annum) Positive Yearly Trend ID1.6 - Percentage of Customer Hub requests resolved at first point of contact Current Status SMART Actions if Off Target



100.00 ✓
Target: 97.00

Not Required as Target Met

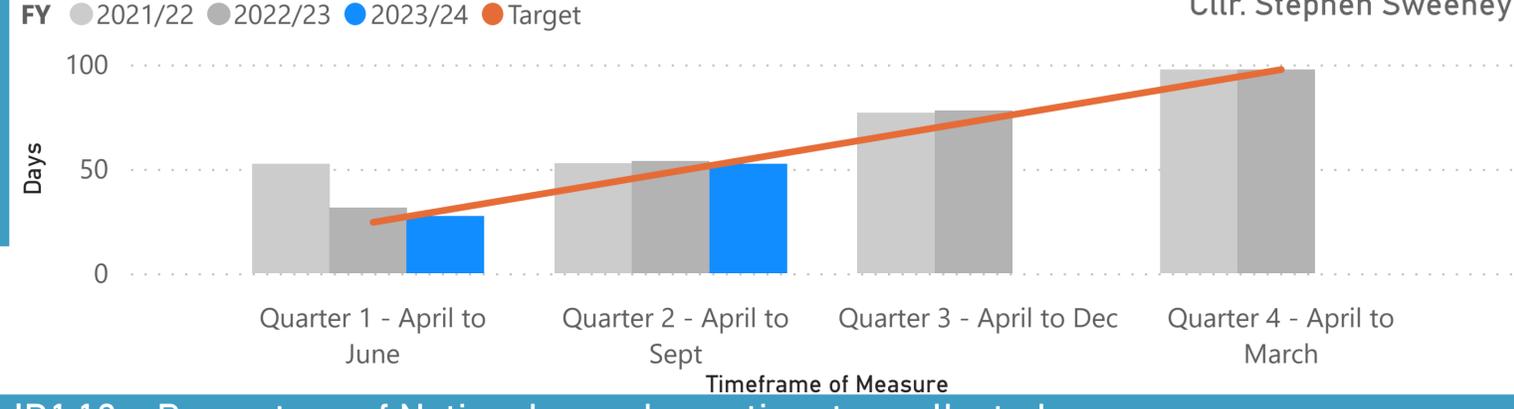
Low Is Good Cumulative (Per Annum) Negative Yearly Trend ID1.7 - % Unmet demand (number of calls not answered as a % of total call handling volume) Current Status SMART Actions if Off Target



19.50 ✓
Target: 20.00

Not Required as Target Met

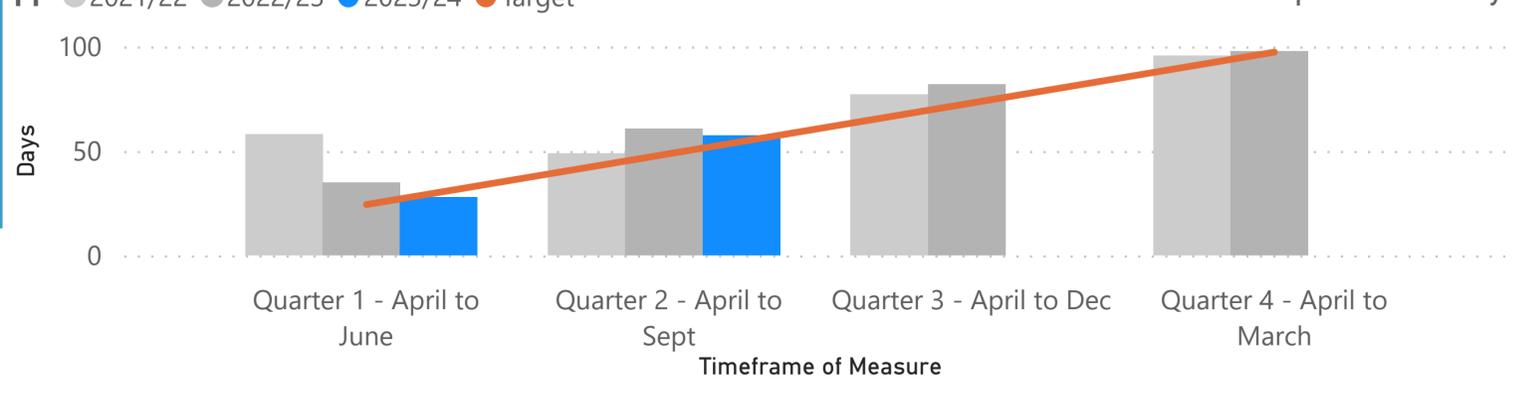
High Is Good Cumulative (Per Annum) Negative Yearly Trend ID1.11 - Percentage of Council Tax collected Current Status SMART Actions if Off Target



52.20 ✓
Target: 48.75

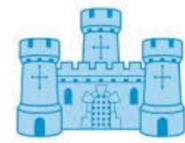
Not Required as Target Met

High Is Good Cumulative (Per Annum) Negative Yearly Trend ID1.12 - Percentage of National non-domestic rates collected Current Status SMART Actions if Off Target



57.30 ✓
Target: 48.65

Not Required as Target Met



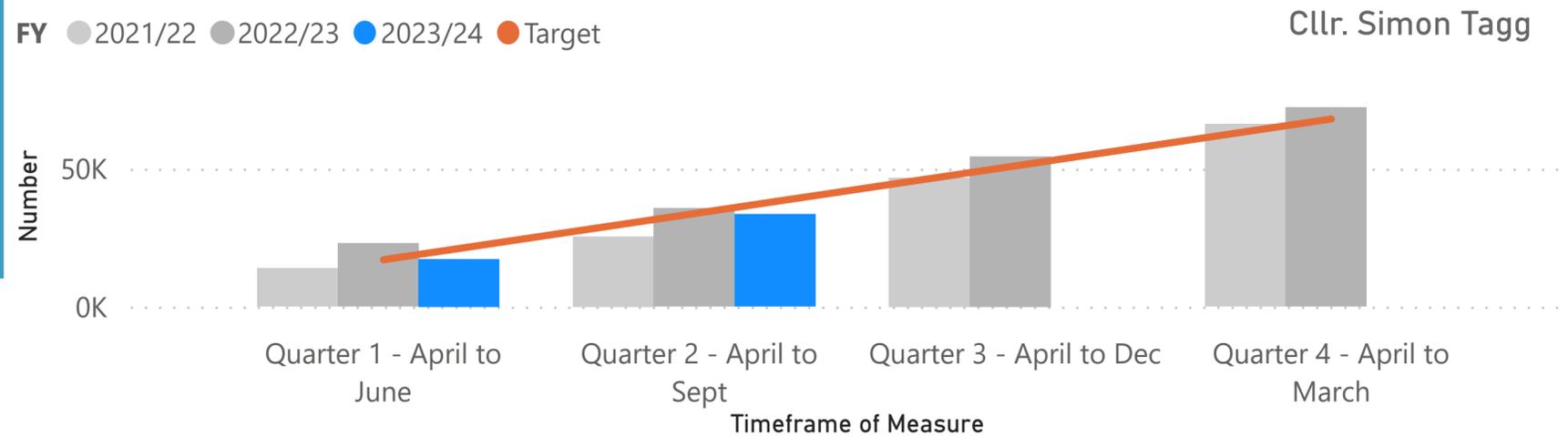
ID1.8a - Total number of digital online transactions

Current Status

SMART Actions if Off Target

High
Is Good
Cumulative
(Per Annum)

Negative
Yearly Trend



33.53K!
Target: 34.00K

Jadu Forms accounted for 32506 and Citizens Access Transactions accounted for 6322 of the total at the end of September 2023. Due to system outage in April this year we have not met the target within the quarter, month on month activity is encouraging and we are confident that in year targets will be met.

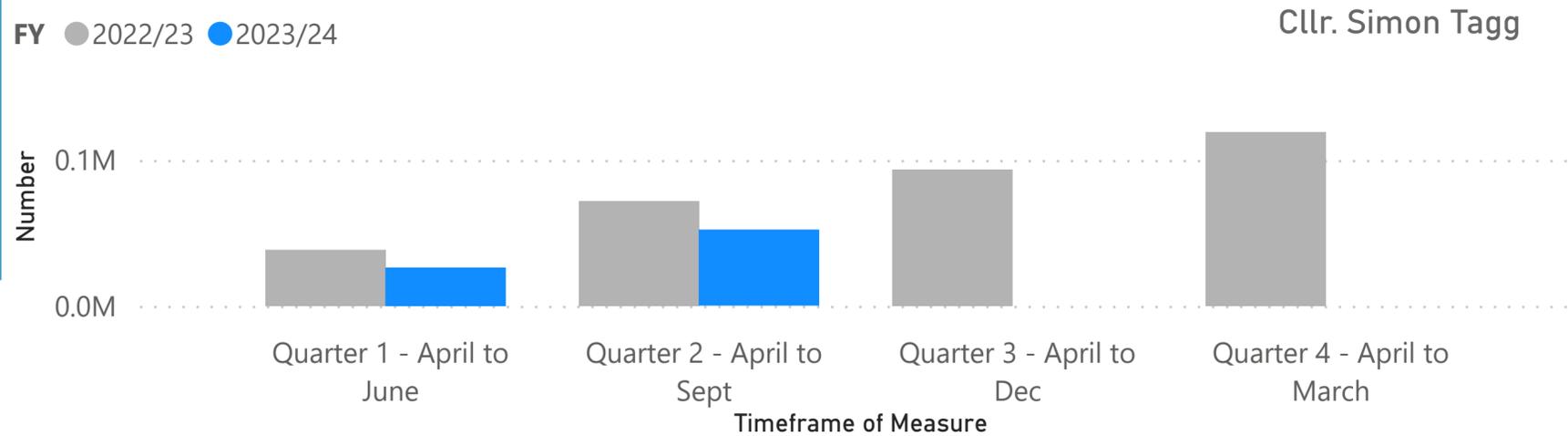
ID1.8b- Total number of calls offered into the Customer Hub

Current Status

SMART Actions if Off Target

Low
Is Good
Cumulative
(Per Annum)

Positive
Yearly Trend



52.07K

Number of calls offered have dropped by 12439 when comparing against Quarter 1 from 2022/23. The improved digital forms and improved citizens access functionality will have had some impact as this can be related to the council providing better digital customer experiences than compared to a year ago. The large drop however is likely to have been impacted by other factors such as implementing of "5 a day" to remove work backlog and reduce failure demand into the council for customer chasing for updates.

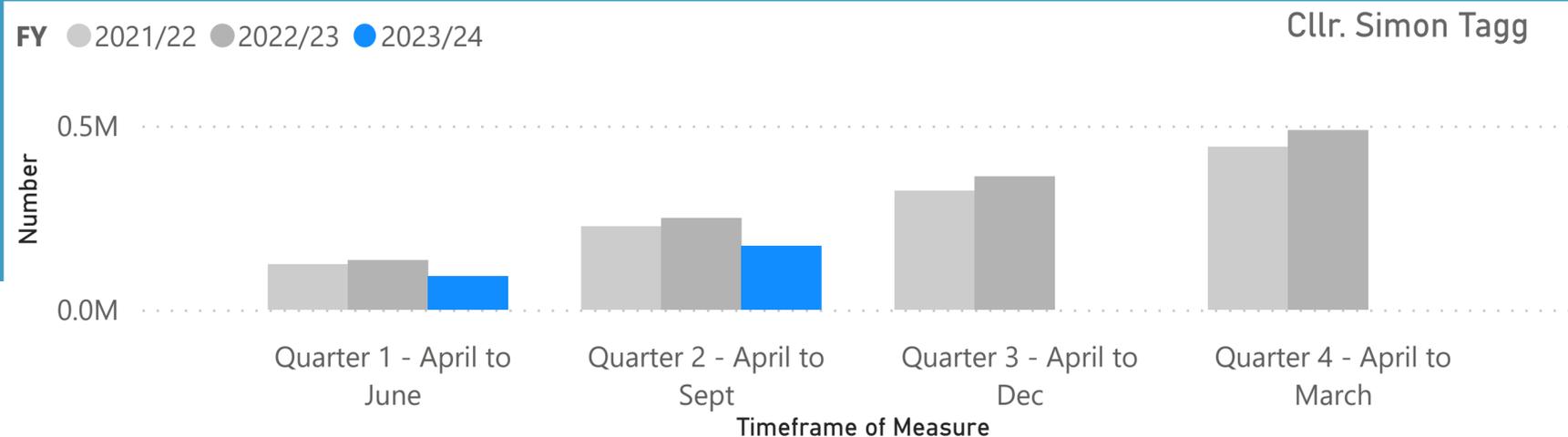
ID1.9 - Total number of unique users to the website

Current Status

SMART Actions if Off Target

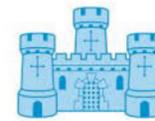
High
Is Good
Cumulative
(Per Annum)

Negative
Yearly Trend



173.72K

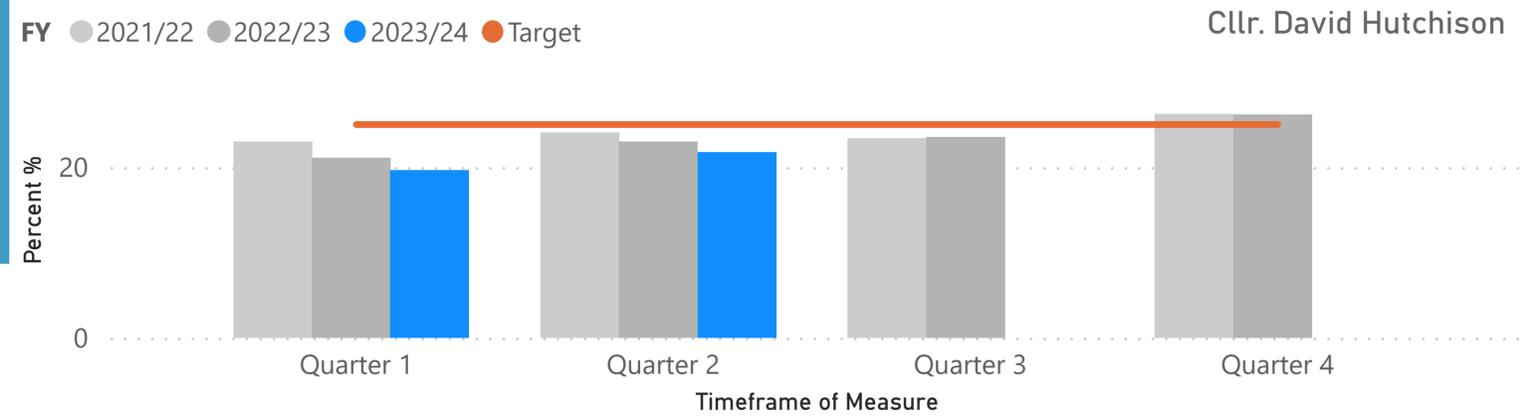
Google Analytics new version GA4 went live on the 1st July 2023 with the old version stopped recording new data. This new version is different to the original Google Analytics setup which has required new set up and an understanding on what what can be extracted out of it. Following investigations on GA4, we have been able to view active users for our website at particular date ranges. These figures are consistent and appropriate, but are significantly lower to the figures that we thought were correct previously. Looking at the dashboard figures in particular and Google's explanation behind the figures, we believe that the old report was not a true reflection of the users and was giving significant higher values than the actual figure. It is also worth noting that the change in Google Analytics versions has also impacted how certain metrics are calculated, so there may be some slight variation on figures while we adjust over to the new GA4 version. GA4 version.



ID1.4a - Dry Recycling:- Household collections from the kerbside (%) Current Status SMART Actions if Off Target

High
Is Good
Per
Quarter
(Snapshot)

Negative
Yearly Trend



21.76!

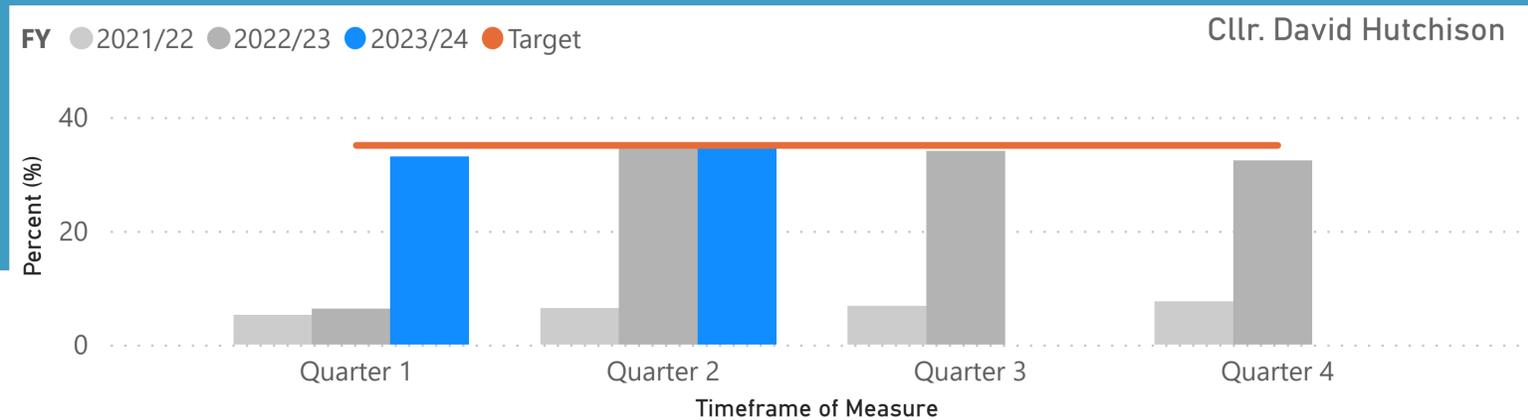
Target: 25.00

Recycling rates across the country are falling, potentially due to cost of living crisis. Residual waste volumes have not increased, so would point to a change in residents shopping behaviour. The Council remains the second highest performer of Staffordshire authorities for recycling. Looking wider across the country within the Councils Recycling rate in comparison against CIPFA neighbours puts the Council at the top of the league table

ID1.4b - Food:- Household collections from the kerbside (%) Current Status SMART Actions if Off Target

High
Is Good
Per
Quarter
(Snapshot)

Positive
Yearly Trend



35.00✓

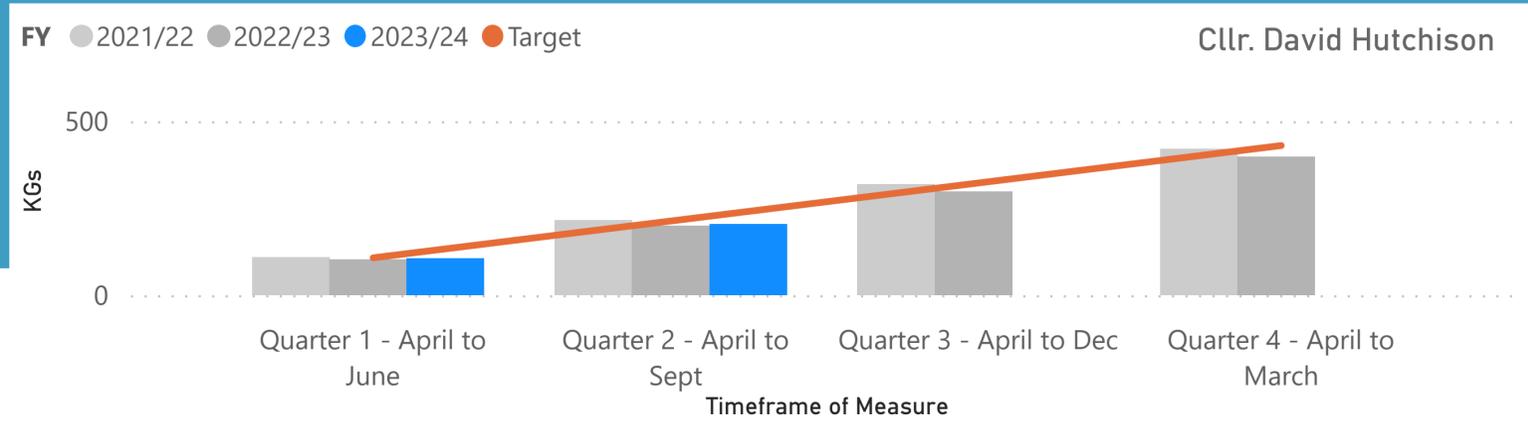
Target: 35.00

Not Required as Target Met

ID1.4c - Residual Waste per household:- Household collections from the kerbside (Kgs) Current Status SMART Actions if Off Target

Low
Is Good
Cumulative
(Per
Annum)

Negative
Yearly Trend



204.74✓

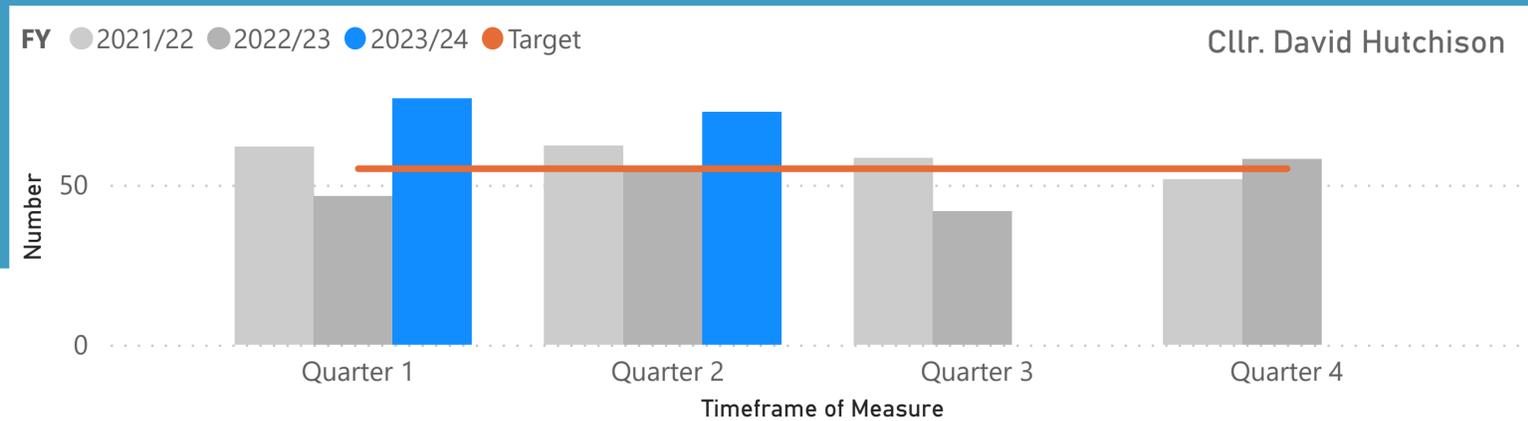
Target: 215.00

Not Required as Target Met

ID1.4d - Number of missed kerbside collections:- Total (per 100,000 collections) Current Status SMART Actions if Off Target

Low
Is Good
Per
Quarter
(Snapshot)

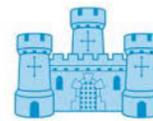
Negative
Yearly Trend



72.68!

Target: 55.00

Staffing issues along with vehicle problems have disrupted collections over the summer months, resulting in more missed collections than we would like. However the successful collection rate is very high at 99.99% collected. A reduced number of missed collections from Q1 has been noted so trend direction is positive.



High ID1.5a - Litter: Levels of street and environment cleanliness (LEQ survey) free / predominantly free of litter Current Status / SMART Actions if Off Target

Is Good Cllr. David Hutchison

Per Quarter (Snapshot) 97.50[✓]

Positive Yearly Trend Not Required as Target Met

Target: 92.00

Year	Percent (%)
2021/22	100
2022/23	100
2023/24	100
Target	92.00

High ID1.5b - Detritus: Levels of street and environment cleanliness (LEQ survey) free / predominantly free of detritus Current Status / SMART Actions if Off Target

Is Good Cllr. David Hutchison

Per Quarter (Snapshot) 88.75[!]

Positive Yearly Trend Previous sweeper fleet became very unreliable, and a design fault took a number of them off the road for a period of time, putting sweeping schedules behind. The new sweeper fleet is now in service and redressing the backlog, and making positive progress in improving sweeping operations

Target: 92.00

Year	Percent (%)
2021/22	100
2022/23	100
2023/24	100
Target	92.00

High ID1.5c - Graffiti: Levels of street and environment cleanliness (LEQ survey) free / predominantly free of graffiti Current Status / SMART Actions if Off Target

Is Good Cllr. David Hutchison

Per Quarter (Snapshot) 100.00[✓]

Positive Yearly Trend Not Required as Target Met

Target: 98.00

Year	Percent (%)
2021/22	100
2022/23	100
2023/24	100
Target	98.00

High ID1.5d - Fly-Posting: Levels of street and environment cleanliness (LEQ survey) free / predominantly free of fly-posting Current Status / SMART Actions if Off Target

Is Good Cllr. David Hutchison

Per Quarter (Snapshot) 100.00[✓]

Positive Yearly Trend Not Required as Target Met

Target: 99.00

Year	Percent (%)
2021/22	100
2022/23	100
2023/24	100
Target	99.00

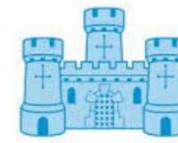


Project Status Split for Priority 1.

Project/Action is Progressing as Expected

5

Portfolio Holder	Service Area	Action	Corporate Objective	Status report	Commentary on progress
Cllr. Simon Tagg	1. Strategy, People and Performance 2. All services	Deliver a Workforce Strategy	Develop professional talent across the Council and provide opportunities for staff to grow their careers	✔ Project/Action is Progressing as Expected	The People Strategy is in development. Sessions with the People Team and COT have taken place to consider themes and outcomes, with next sessions planned with Trade Union colleagues and Business Managers in November.
Cllr. Simon Tagg	1. Strategy, People and Performance 2. IT and Digital 3. Neighbourhoods 4. All (digital enablement)	Deliver the One Council Programme	Ensure our services are efficient and accessible	✔ Project/Action is Progressing as Expected	The One Council is on track to release its target benefits, with final services considering their customer journeys and process review over the coming months.
Cllr. Stephen Sweeney	1. Commercial Delivery 2. Finance 3. Legal & Governance	Identify and deliver opportunities to generate income from commercial development	Ensure strong financial discipline across the Council	✔ Project/Action is Progressing as Expected	1. The Museum continues to offer a wide range of events, this quarter has included the Matisse exhibition and the Obsolescence and Renewal exhibition as part of the British Ceramics Biennial has opened. 2. Bereavement Services continue to expand the range of memorial options, new columbaria vases are now available at Bradwell. 3. Site investigation studies continue at Keele for a potential solar project.
Cllr. Simon Tagg	1. Strategy, People and Performance 2. All services	Work with our communities to ensure services reflect local need	Work with our communities to ensure services reflect local need	✔ Project/Action is Progressing as Expected	Partnership Board themes to date have included employment and skills, Sustainability and Mental Health and Wellbeing with our next focus around Cost of Living in order to help our wider and joined understanding of local need, and ensuring our commissioned services are performing in line with strategic intent.
Cllr. Simon Tagg	1. Strategy, People and Performance 2. neighbourhoods 3. Regulatory	Work with partners to deliver the best for our communities	Work with partners to deliver the best for our communities	✔ Project/Action is Progressing as Expected	We remain in close contact with partners over a number of key areas including vulnerability and community safety.



Priority 2: Performance Indicators Current Status



Corporate Aim (Priority)	Number of Indicators
Priority 2: A Successful and Sustainable Growing Borough	6

Smart Narrative

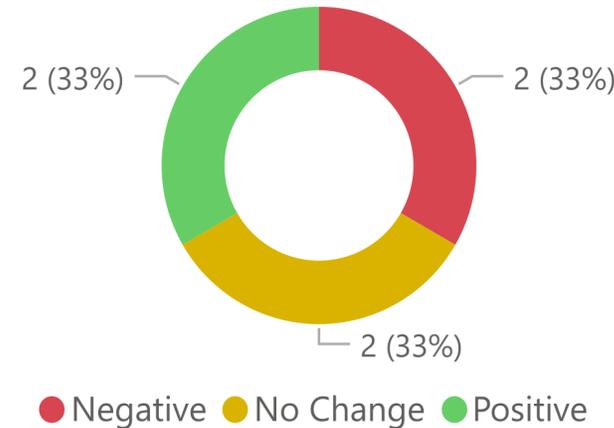
- There are 6 Indicators which have set targets this quarter within Priority 2.
- 83% met their targets within Quarter Two. 2 Indicators which met their target showed improvement when compared to the same time period last year. 3 Indicators which met their target showed a negative trend when being compared to last year.
- There is 1 measure (2.6) shown as off target this quarter which equates to 17% overall. This measure however did show an improvement when compared to the previous financial year.
- Within Priority 2, there was 1 Projects/Actions which was raised to not be progressing as expected and related to the following; "Delivering the £16m Kidsgrove Town Deal"

Priority 2: Qtr.2 Summary Project Status Split

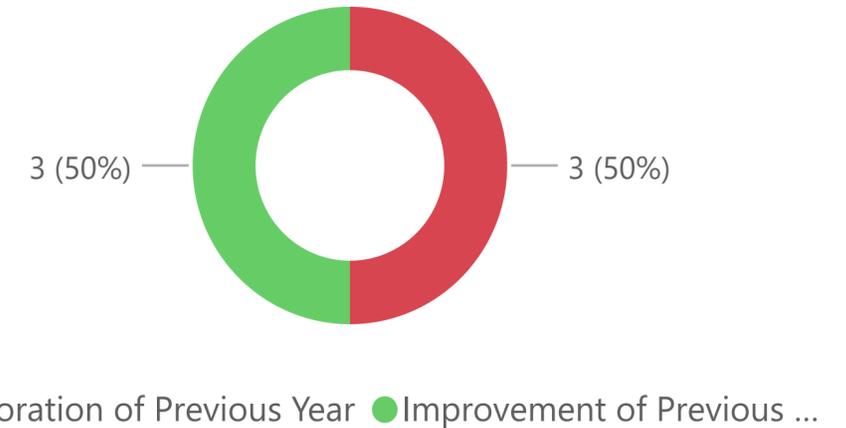
● Project/Action is Not Progressing as Expected ● Project/Action is Progressing as Expe...



Priority 2: Qtr.2 Trend Direction of PI's Compared to Previous Quarter



Priority 2: Qtr.2 Trend Status of PI's Compared On Same Qtr in the Previous Financial Year





ID2.1 - Percentage of investment portfolio vacant (NBC owned)

Current Status

SMART Actions if Off Target

Low

Is Good

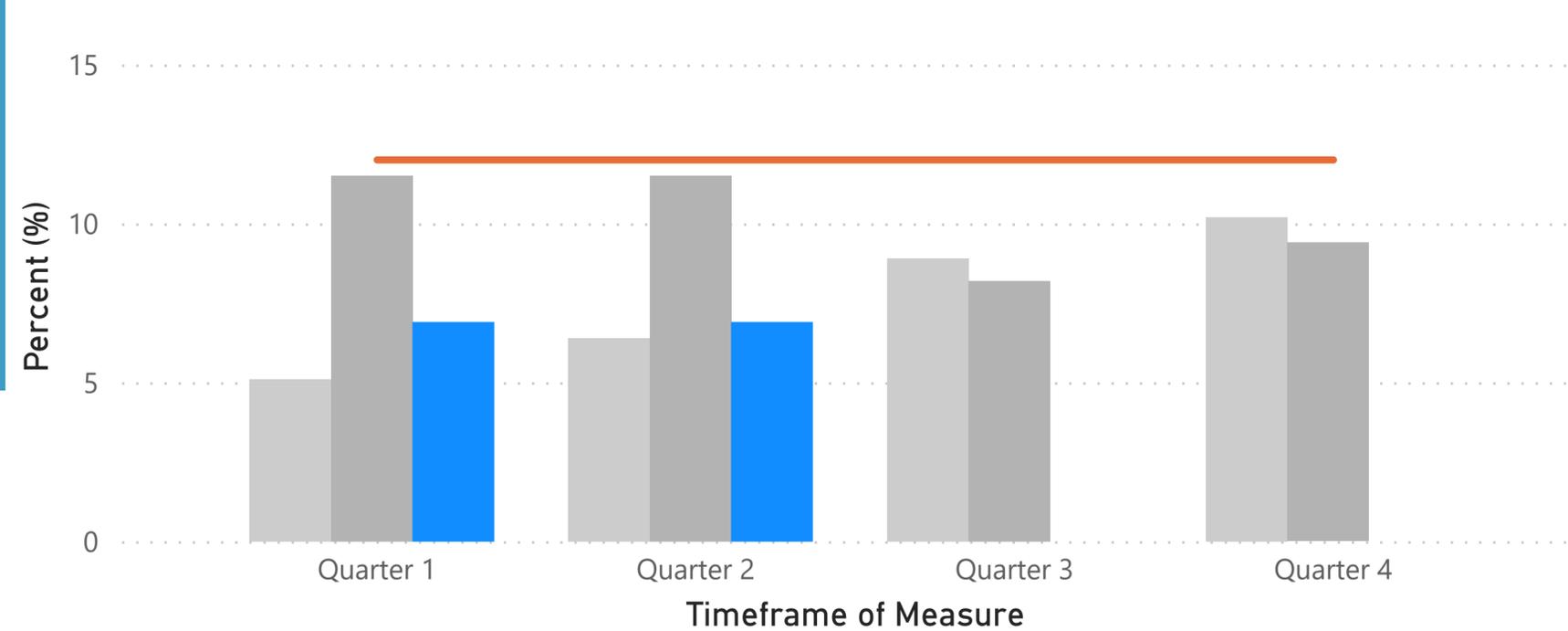
Per Quarter
(Snapshot)

Positive

Yearly Trend

FY ● 2021/22 ● 2022/23 ● 2023/24 ● Target

Cllr Stephen Sweeney



6.90✓

The number of properties % vacant is below target

Target:

12.00

ID2.6 - Percentage of complainants informed within the required timescales of any action to be taken about alleged breaches of planning control

Current Status

SMART Actions if Off Target

High

Is Good

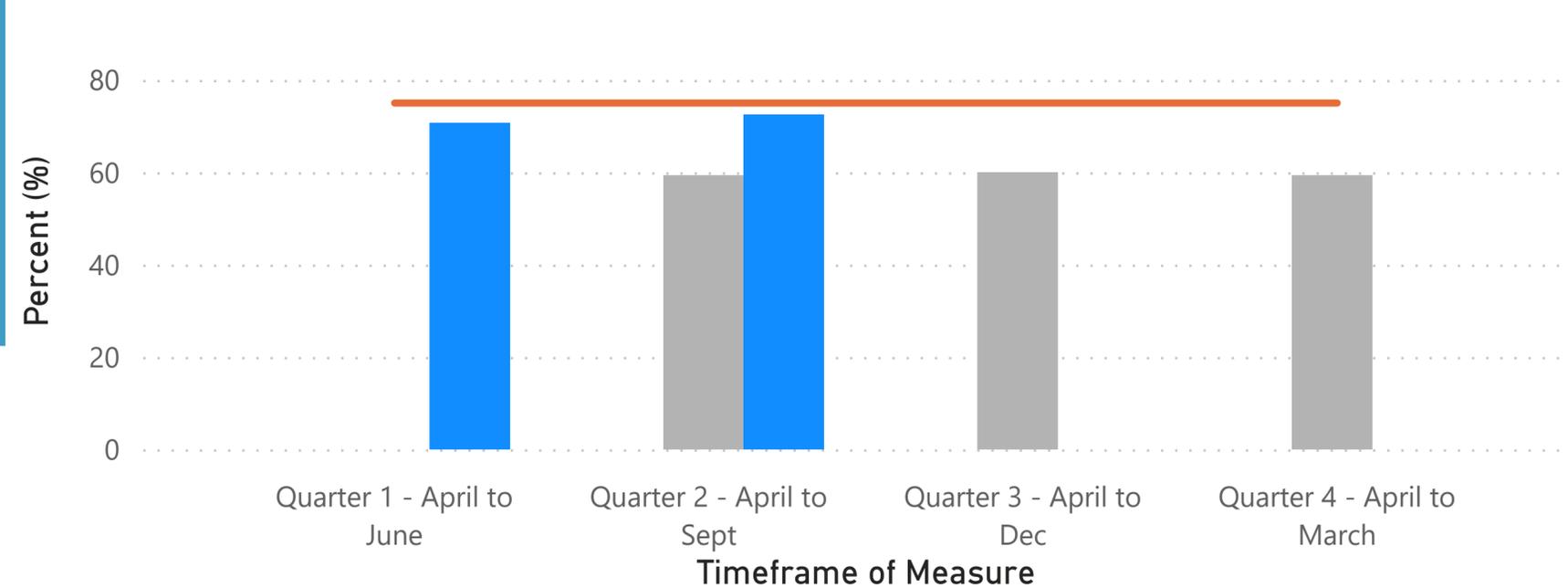
Cumulative
(Per Annum)

Positive

Yearly Trend

FY ● 2021/22 ● 2022/23 ● 2023/24 ● Target

Cllr. Andrew Fear

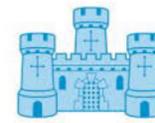


72.50

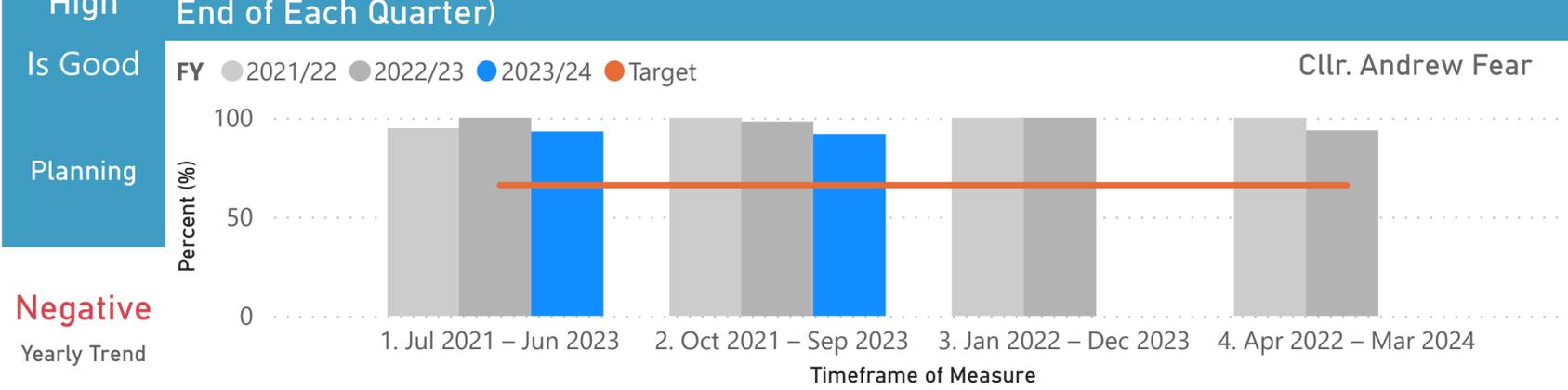
This is an improvement from the previous quarter but the number of complaints remains high. A new Enforcement Policy with revised timescales has recently been agreed and changes in process and procedures have been or are being introduced as a result of the One Council Programme'

Target:

75.00



High ID2.2 - Speed of major development applications (P151a - 24 Month Rolling Period up to End of Each Quarter) **Current Status** **SMART Actions if Off Target**

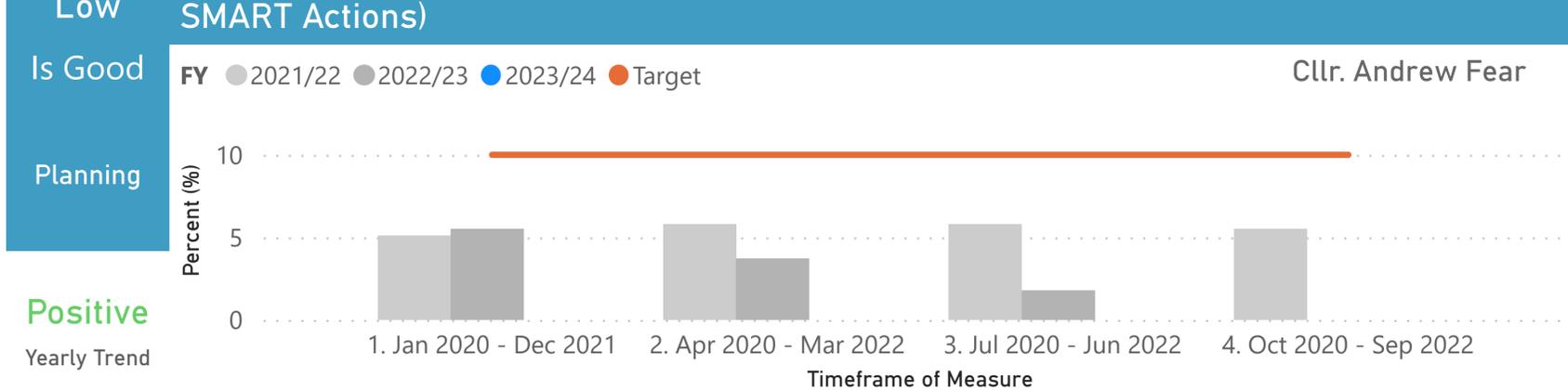


91.80 ✓

Target: 66.00

Measure shown is the % within 13 weeks or within agreed time - Central Gov metric which measures a rolling time period of 24 months - Newest metric shows the following time period October 2021 – September 2023

Low ID2.3 - Quality of major development applications (P152a - 24 Month Rolling Period - See SMART Actions) **Current Status** **SMART Actions if Off Target**

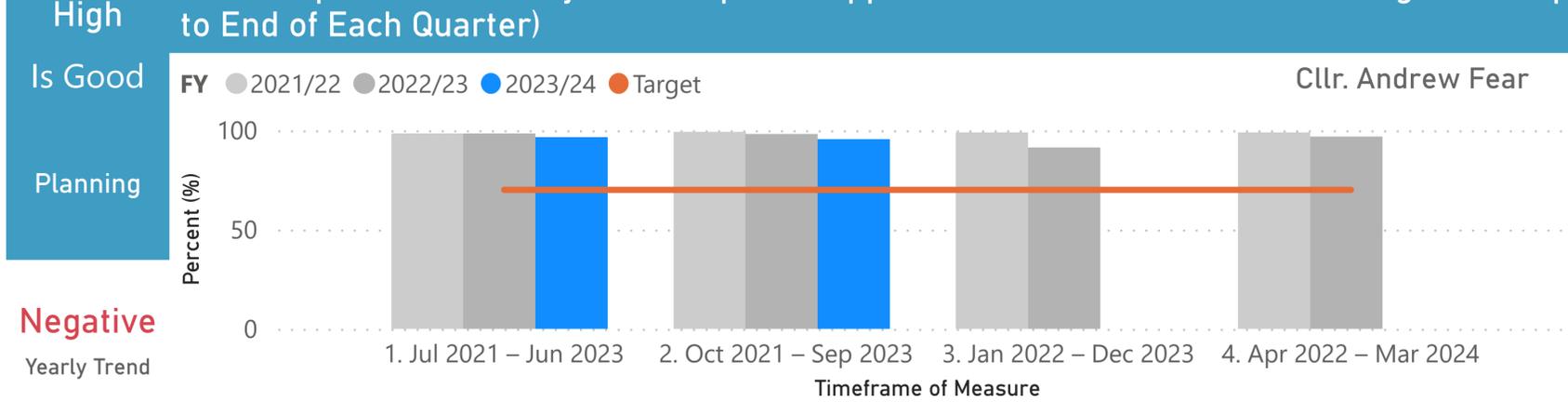


0.00 ✓

Target: 10.00

Measure shown is the Quality of decisions (% overturned at appeal) - Central Gov metric which measures a rolling time period of 24 months - They have currently advised they are behind schedule. Newest metric shows the following time period April 2020 – March 2022

High ID2.4 - Speed of non-major development applications (P153 - 24 Month Rolling Period up to End of Each Quarter) **Current Status** **SMART Actions if Off Target**

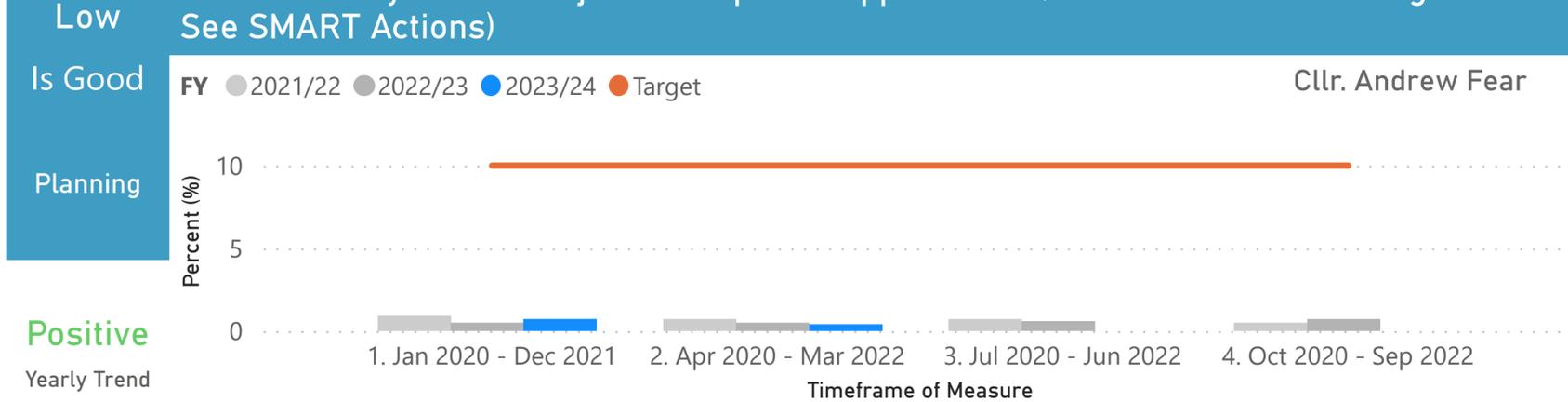


95.50 ✓

Target: 70.00

Measure shown is the % within 8 weeks or within agreed time - Central Gov metric which measures a rolling time period of 24 months - Newest metric shows the following time period October 2021 – September 2023

Low ID2.5 - Quality of non-major development applications (P154 - 24 Month Rolling Period - See SMART Actions) **Current Status** **SMART Actions if Off Target**



0.40 ✓

Target: 10.00

Measure shown is the Quality of decisions (% overturned at appeal) - Central Gov metric which measures a rolling time period of 24 months - They have currently advised they are behind schedule. Newest metric shows the following time period April 2020 – March 2022



Project Status Split for Priority 2.

Project/Action is Progressing as Expected

9

Project/Action is ...

1

Portfolio Holder	Service Area	Action	Corporate Objective	Status report	Commentary on progress
Cllr. David Hutchison	1. Sustainable Environment 2. All	Deliver the Sustainable Environment Strategy	Ensuring that the Council's operations are carbon neutral by 2030	✔ Project/Action is Progressing as Expected	A review of the SES is scheduled for discussion at Cabinet at its October 23 meeting, and includes reporting on the decarbonisation analysis undertaken for the Councils operational buildings and fleet. This will now form the basis for a new action plan moving forward to take the Council to its net zero target. The report acknowledges the work in reducing carbon which has already taken place with a 50% reduction in carbon emissions being achieved over the last decade.
Cllr. David Hutchison	1. Regulatory 2. Neighbourhoods	Secure a successful resolution to the Walley's Quarry odour problem.	Protecting our communities by improving how we use our enforcement powers.	✔ Project/Action is Progressing as Expected	Complaints of odour have remained relatively low over the summer period. Monitoring and visits are continuing to support the investigation. The Environment Agency (EA) has required additional capping of the flanks at the site in order to better manage fugitive emissions. The EA has recently announced that inaccuracies have been identified with the hydrogen sulphide monitoring at all the MMFs. This has resulted in the UK-HSA being unable to rely on this data to assess the risk to people's health. The risk of long-term health problems is likely to be small but cannot be excluded at this stage. A community zoom event was attended in relation to this issue. It is not considered that this alters the Council's abatement notice. There have been calls for a public inquiry.
Cllr. Andrew Fear	1. Planning 2. Legal & Governance	Delivering the Newcastle Local Plan	Support the sustainable development of our towns and villages	✔ Project/Action is Progressing as Expected	Consultation on the First Draft Local Plan started on the 19th June and ended on the 14th August. The team are now registering comments received to the consultation alongside identifying key issues which have been raised. The identification and analysis of key issues raised will inform the development of the next draft of the Local Plan (the final draft Local Plan) alongside any new / revised evidence prepared to support the Plan and its proposals.
Cllr. David Hutchison	1. Neighbourhoods	Protect our parks and green spaces for future generations	Ensuring that the Council's operations are carbon neutral by 2030	✔ Project/Action is Progressing as Expected	Phase 5 of the Urban Tree Planting Strategy is in the planning stage, with public consultation programmed for October/November 2023. Subject to consultation results, 6 sites will be planted in January - March 2024.
Cllr. Stephen Sweeney	1. Commercial Delivery 2. Strategy, People and Performance 3. Finance	Continue to bid for government funding to support the borough's ambitions, including the further development of Keele Science and Innovation Park and the University Growth Corridor.	A strong and sustainable economy where everyone benefits	✔ Project/Action is Progressing as Expected	The Council continues to deliver the two Town Deals and the Shared Prosperity Fund.
Cllr. David Hutchison	1. Sustainable Environment 2. All	Play an active role in the Staffordshire Sustainability Board	Secure a carbon neutral Borough by 2050	✔ Project/Action is Progressing as Expected	The Council continues to play a leading role in the SSB, most recently making a presentation about the Council's separate collection of food waste, something it's been doing for the last 13 years, and is the only authority in Staffordshire to do so.



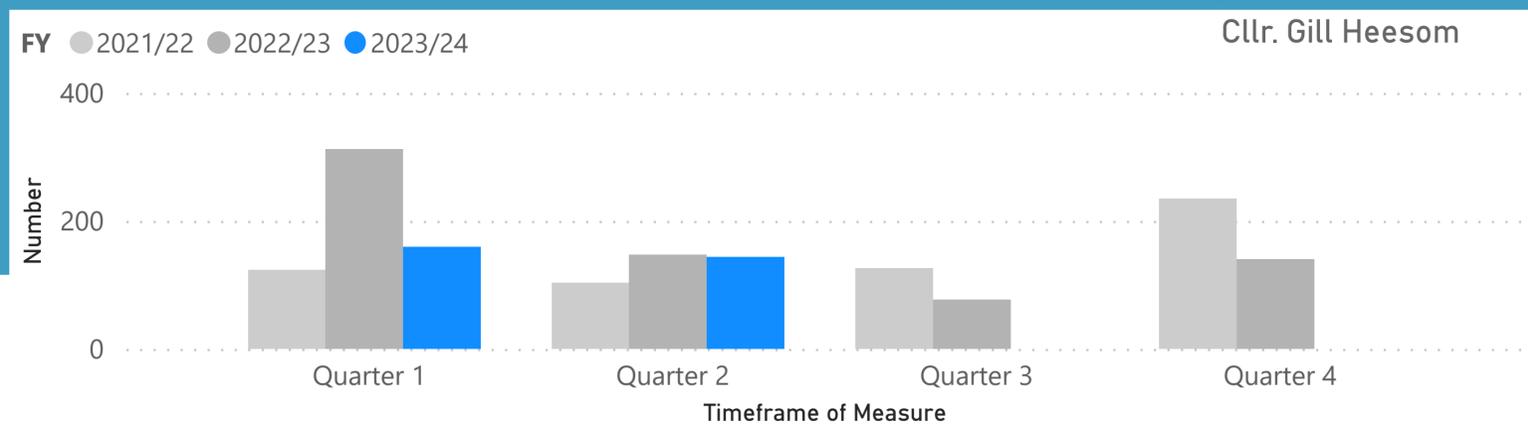
Portfolio Holder	Service Area	Action	Corporate Objective	Status report	Commentary on progress
Cllr. Stephen Sweeney	1. Commercial Delivery 2. Neighbourhoods	Delivering the £4.8m Uk Shared Prosperity Fund programme, including: Improving the town centre; Supporting culture and heritage; Skills development for local people; Supporting the most vulnerable people.	A strong and sustainable economy where everyone benefits	✔ Project/Action is Progressing as Expected	In July confirmation was received that "slippage" funding could be used for additional projects which could be delivered within this financial year and operational from September. These projects would focus on job creation and supporting self-starters not only in the mainstream business functions such as engineering and social care but also in the cultural industry. One example is EEE4Disadvantaged - a registered Charity that has been established to train and employ disadvantaged individuals from the local conurbation by the recycling of redundant IT equipment. Their experience as an organisation has addressed the needs of individuals who are unable to become active members of the labour market due to physical and/or mental health issues, or through not having appropriate Basic Skills or having no hands-on experience of a real work environment. EEE4Disadvantaged uses the recycling and refurbishment of redundant electronic and electrical equipment to fund the training and employment of individuals who have a mental and/or physical health issue. It is our aim to train a minimum of 40 individuals each year. HoneyBox project Bringing local original musical talent from within the area while also presenting Spoken Word/Poetry this is a platform for local musicians and performances to showcase their talent and art work. The project supports cultural employment as well as volunteer opportunities for the back office technicians who learn the art of lighting, sound and digital media.
Cllr. Stephen Sweeney	Commercial Delivery	Delivering the £16m Kidsgrove Town Deal, including: Facilitating the Chatterley Valley Enterprise Zone development to deliver 1700 quality jobs for local people; Enhancing Kidsgrove Railway Station and access to the local canal network; Developing a Shared Service Hub with key partners.	A strong and sustainable economy where everyone benefits	⚠ Project/Action is Not Progressing as Expected	Delivery continues with the remain projects to be delivered through Kidsgrove Town Deal. The Canal & River Trust are on schedule to start on site in line with the terms of their funding agreement. A planning application has been submitted for construction of the Shared Service Hub and associated works and negotiations continue with relevant land owners and interested parties for that project. The Railway Station project continues to experience issues with resolving ground conditions associated with historic mine works at the site. the project team continues to work finding a satisfactory resolution of these issues.
Cllr. Stephen Sweeney	Commercial Delivery	Delivering the £23m Newcastle Town Deal, including: Development of key gateway sites including the 'Zanzibar' and Midway; Connecting residents and businesses to skills training for the digital world; Improving bus, cycling and walking infrastructure; Delivering a circus-themed performing arts Centre; Building more than 400 homes in Knutton and Chesterton.	A strong and sustainable economy where everyone benefits	✔ Project/Action is Progressing as Expected	All Newcastle projects have now been approved for delivery by DLUHC. A number of projects have now commenced on-site works or are expected to in the next quarter. Planning consent has been received for Keele in Town, the extension of Newcastle Enterprise Centre, construction of a new Football Changing Room at the Wammy and the Philip Astley Centre, a circus heritage centre in Merrial Street.
Cllr. Gill Heesom	1. Regulatory 2. Legal & Governance	Ensure that there are good homes for everyone and that every citizen has a safe and secure place to live	Ensure that there are good homes for everyone and that every citizen has a safe and secure place to live	✔ Project/Action is Progressing as Expected	The new DFG service is becoming established with 32 grants completions since 01.04.23 and 70 grants formally approved and waiting for works to start or complete. Cabinet approval has been gained to procure a property to deliver the homeless hub project using UKSPF.



ID3.1a - Anti-Social Behaviour (ASB) cases - New cases received during the quarter Current Status SMART Actions if Off Target

Low
Is Good
Per
Quarter
(Snapshot)

Positive
Yearly Trend



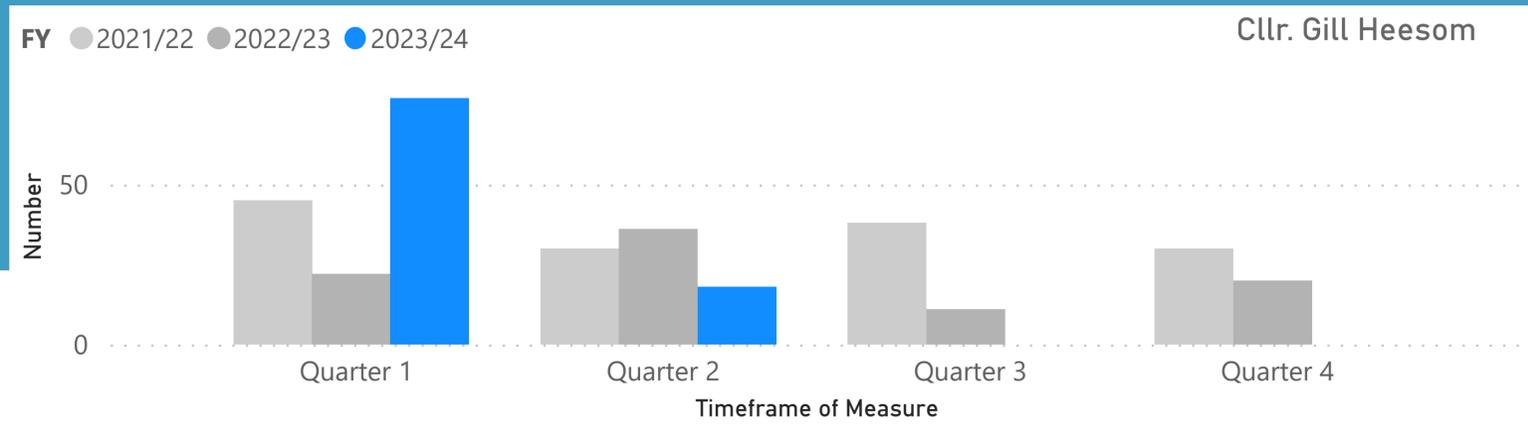
143.00

Work is continuing with a range of partner agencies to address ASB efficiently and effectively. We are also working on ways to encourage reporting of ASB to ensure that this is a fair reflection of ASB problems.

ID3.1b - (ASB) cases - Current open cases at the end of the quarter Current Status SMART Actions if Off Target

Low
Is Good
Per
Quarter
(Snapshot)

Positive
Yearly Trend



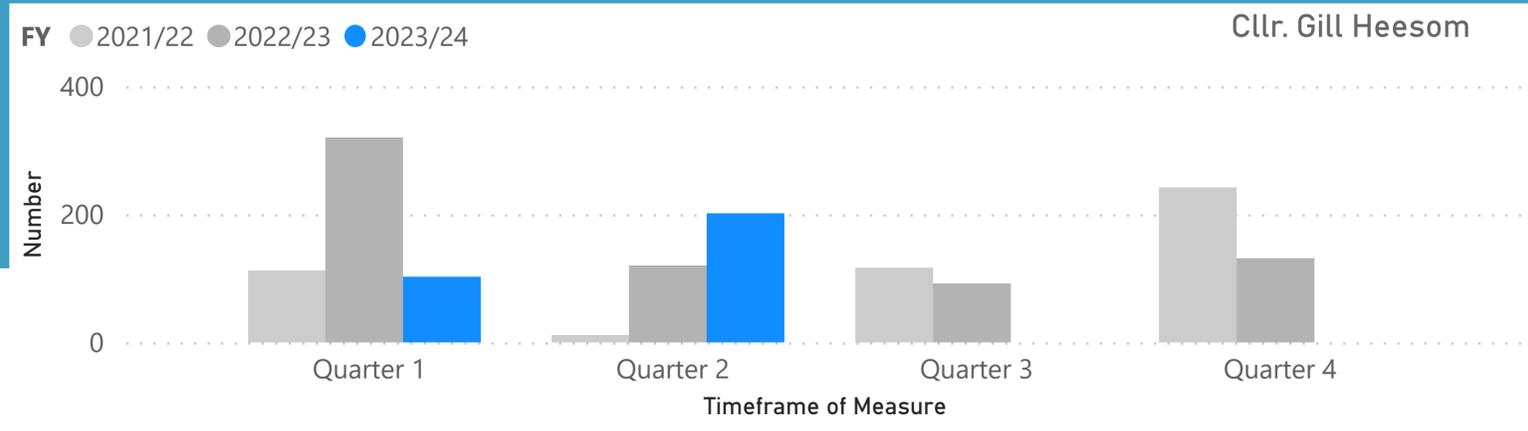
18.00

We continue partnership working to reduce ASB and ensure any complaints are dealt with efficiently and effectively in a timely manner. We are also working on ways to encourage reporting of ASB to ensure that this is a fair reflection on ASB problems.

ID3.1c - (ASB) cases - Cases closed in the quarter Current Status SMART Actions if Off Target

High
Is Good
Per
Quarter
(Snapshot)

Positive
Yearly Trend



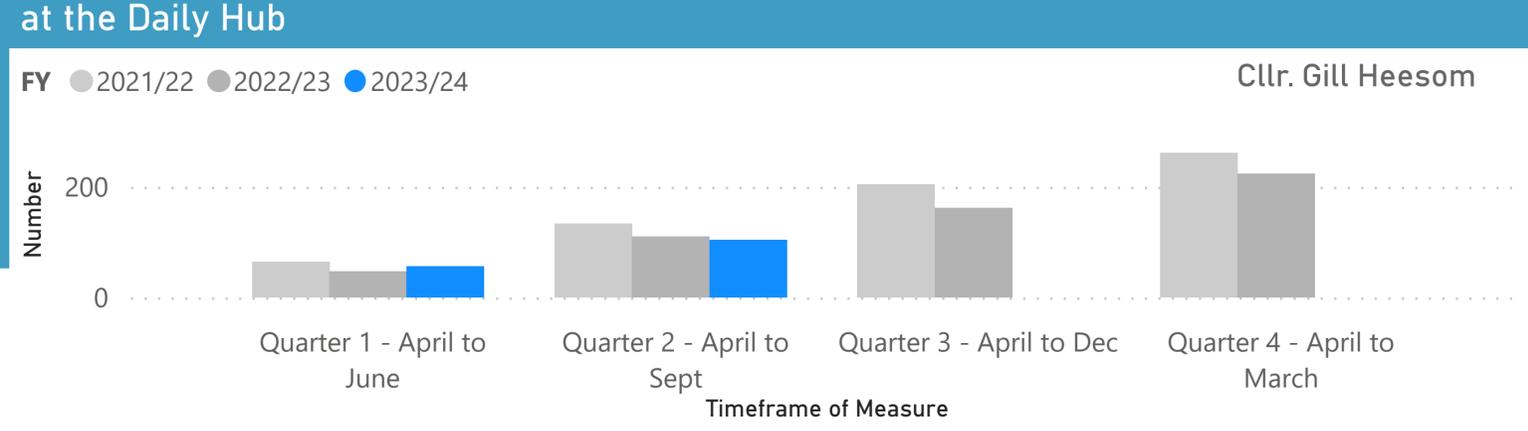
201.00

Value is also relative to the measure of new cases received. We continue partnership working to reduce ASB and ensure any complaints are dealt with efficiently and effectively in a timely manner.

ID3.2 - Number of referrals made regarding vulnerability by participating organisations at the Daily Hub Current Status SMART Actions if Off Target

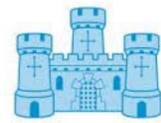
Low
Is Good
Cumulative
(Per
Annum)

Positive
Yearly Trend



104.00

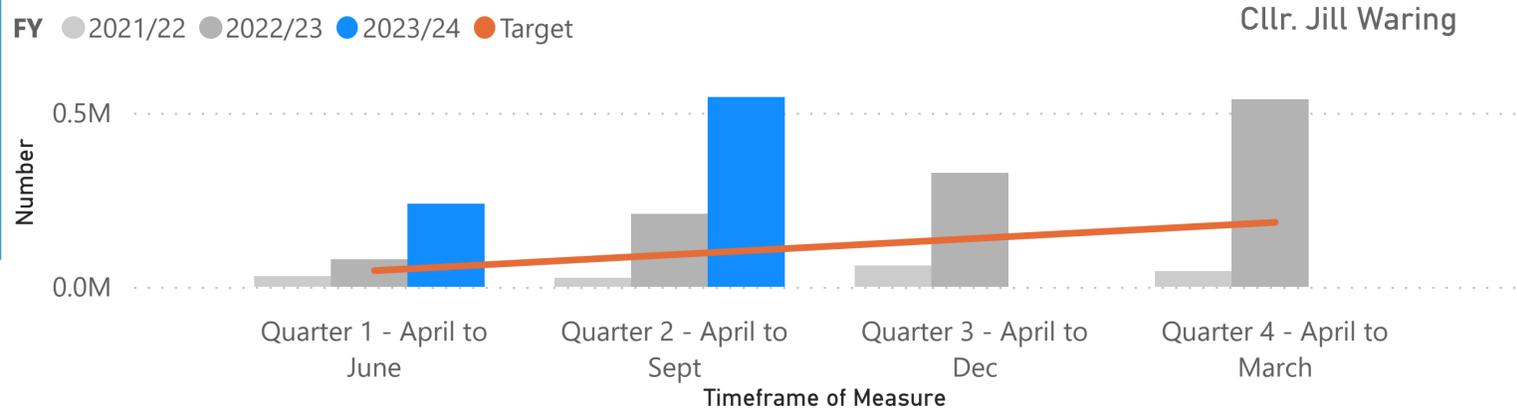
Service has seen a reduced number when comparing to previous financial year by 6 referrals and is less than 2021/22 by 29 referrals.



ID3.3 - Number of People Accessing the Museum's collections online and in person Current Status SMART Actions if Off Target

High
Is Good
Cumulative (Per Annum)

Positive
Yearly Trend



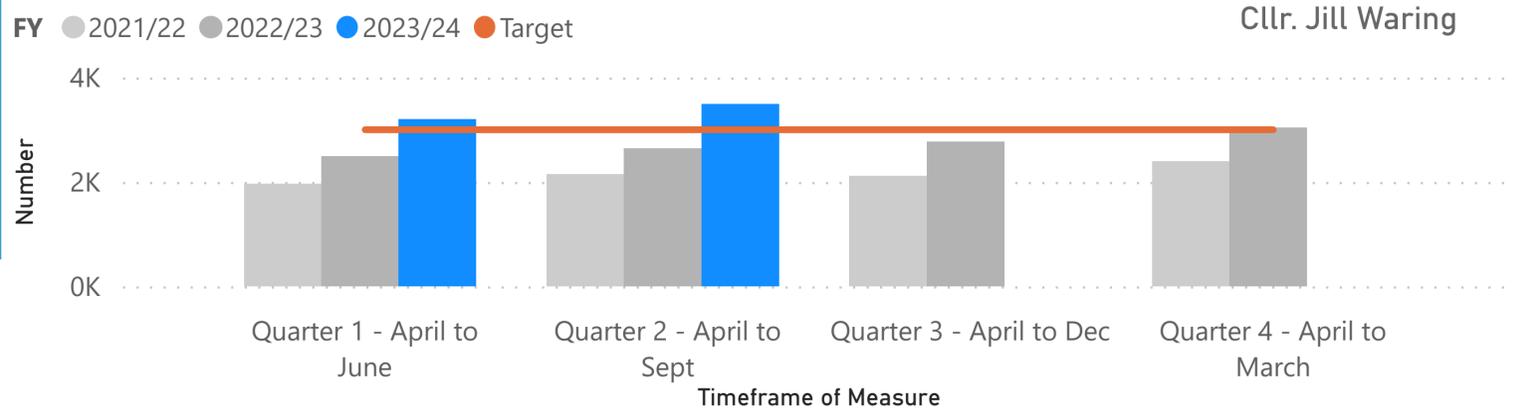
545.01K ✓
Target: 92.50K

Not Required as Target Met

ID3.4 - J2 Membership growth Current Status SMART Actions if Off Target

High
Is Good
Cumulative (Per Annum)

Positive
Yearly Trend



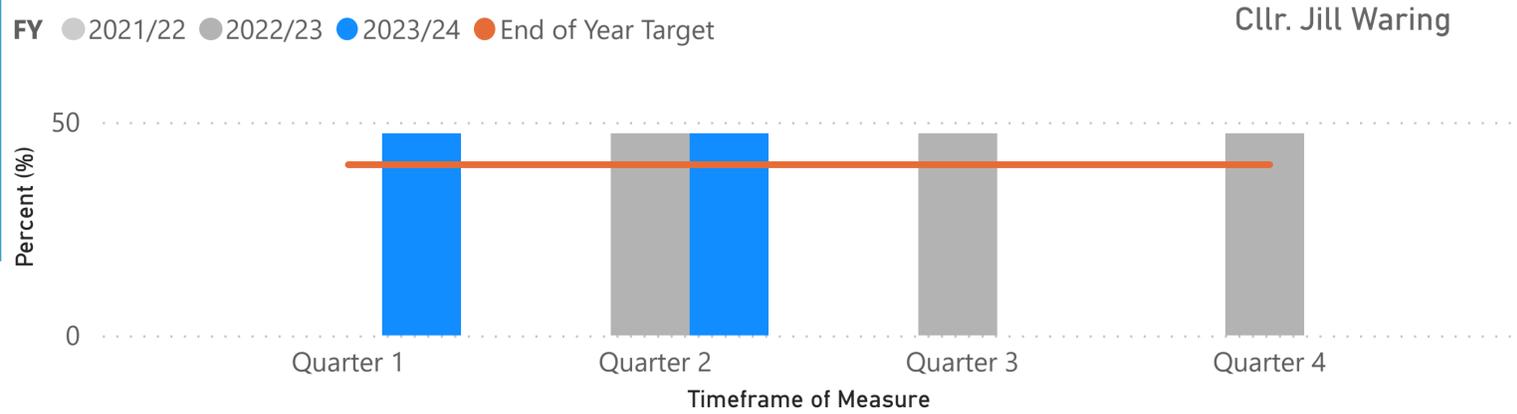
3.49K ✓
Target: 3.00K

Not Required as Target Met

ID3.5 - Jubilee 2 Customer Satisfaction – Net Promotor Score Current Status SMART Actions if Off Target

High
Is Good
Per Quarter (Snapshot)

No Change
Yearly Trend



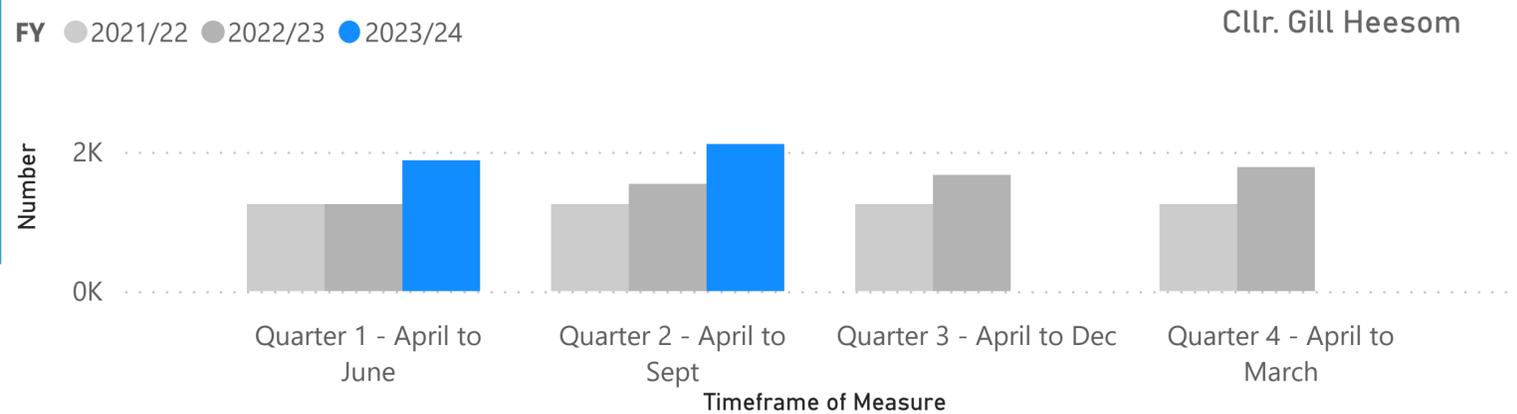
47.30 ✓
End of Year Target: 40.00

Not Required as Target Met

ID3.6 - Live application on the housing register Current Status SMART Actions if Off Target

Low
Is Good
Per Quarter (Snapshot)

Negative
Yearly Trend



2.11K

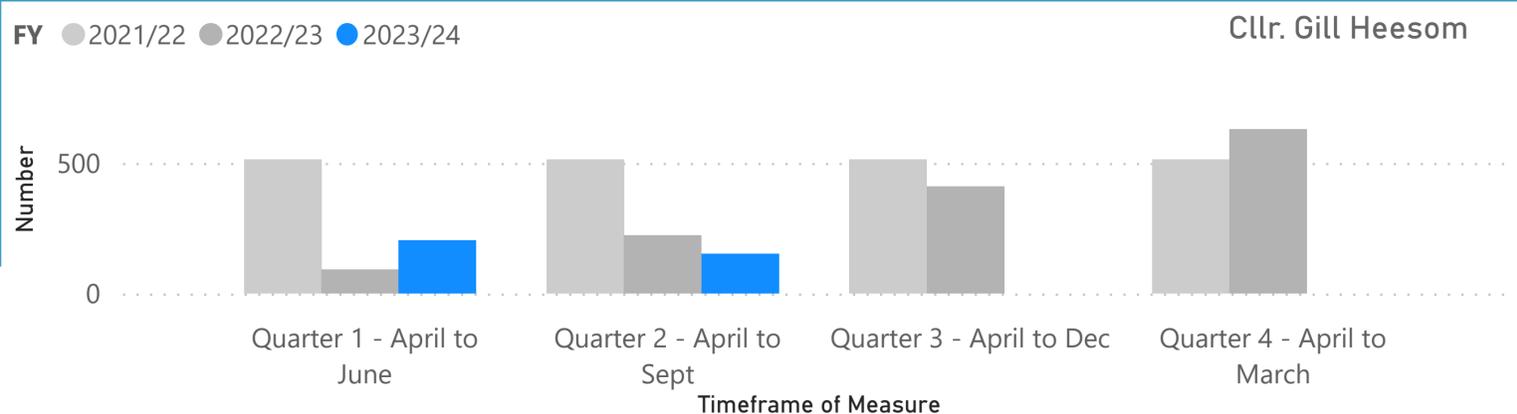
Live application numbers reflects the increasing demand for social housing at a time of increasing housing costs



High ID3.7 - Number of lets to registered providers from the housing waiting list **Current Status** **SMART Actions if Off Target**

Is Good
Per Quarter (Snapshot)

Negative
Yearly Trend



Cllr. Gill Heesom

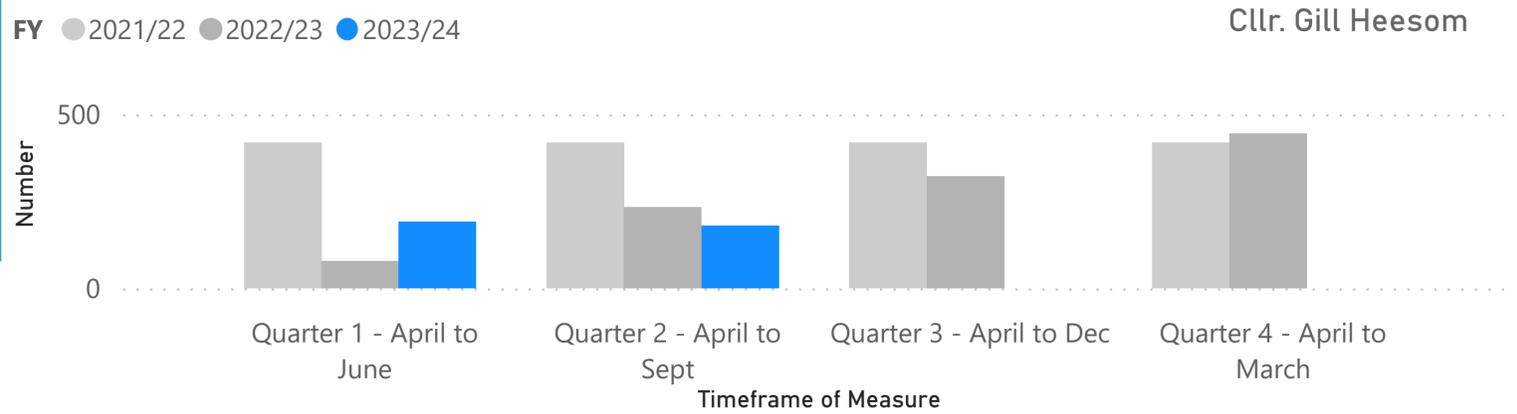
152.00

Depends on partnership working with registered providers in the borough

Low ID3.8 - Emergency homeless presentations **Current Status** **SMART Actions if Off Target**

Is Good
Cumulative (Per Annum)

Positive
Yearly Trend



Cllr. Gill Heesom

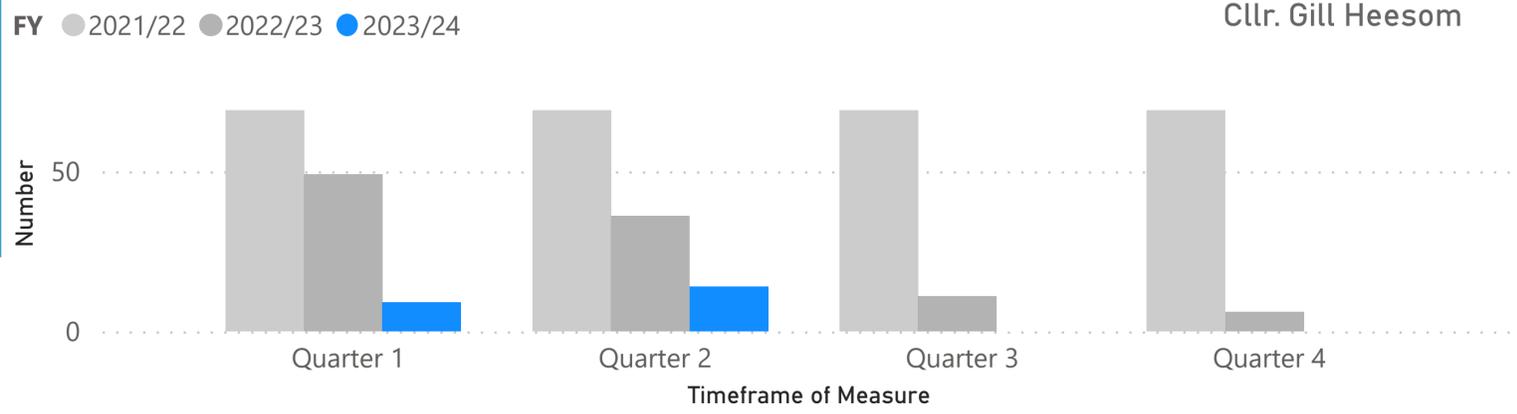
180.00

Second quarter of monitoring will identify any trends

Low ID4.4 - Total Rough Sleepers Verified in Quarter **Current Status** **SMART Actions if Off Target**

Is Good
Per Quarter (Snapshot)

Positive
Yearly Trend

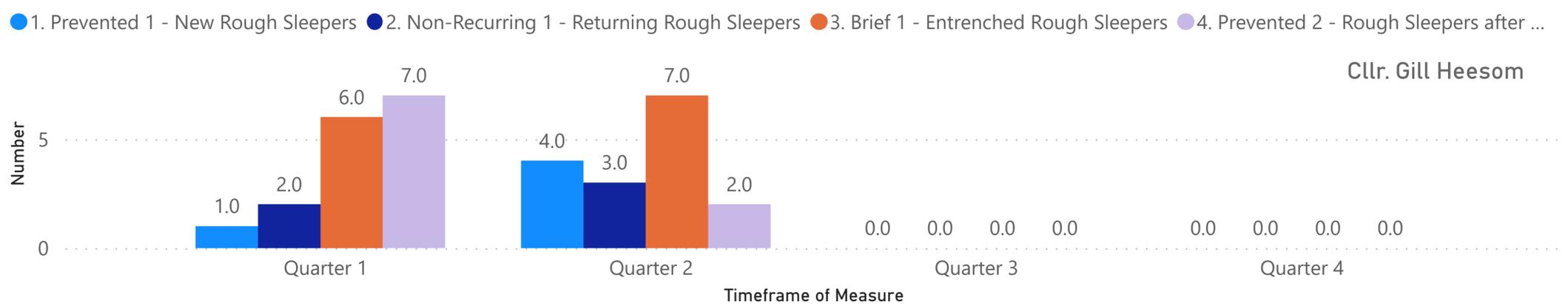


Cllr. Gill Heesom

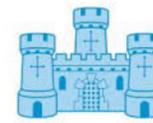
14.00

Our rough sleeper figures for a single night have increased this month. Out of the 9 rough sleeping, 5 have Stoke connection. The 6 that are entrenched are our target priority group. They have been offered accommodation outside the area, but they refuse to accept it as they only want Newcastle. They do not meet the criteria for the temporary accommodation pathway created with Aspire, as they require 24/7 staffed accommodation, something we do not have in the Borough.

ID4.4a, 4.4b, 4.4c and 4.4d - Breakdown of Rough Sleepers Verified in Quarter



Cllr. Gill Heesom



Project Status Split for Priority 3.

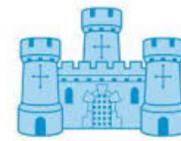
Project/Action is Progressing as Expected

6

Portfolio Holder	Service Area	Action	Corporate Objective	Status report	Commentary on progress
Cllr. Gill Heesom	Neighbourhoods	Build on our work with Staffordshire Police	Reduce anti-social behaviour and crime in our communities	✔ Project/Action is Progressing as Expected	Partnership working continues with Staffordshire Police, including a focus on Newcastle Town Centre enforcement of PSPO. Other initiatives are continuing, including the Safe Space for women and girls on Friday nights and the street pastors at weekends.
Cllr. Jill Waring	1. Commercial Delivery 2. Neighbourhoods	Delivering an economic and cultural legacy from the celebration of the borough's 850th anniversary in 2023.	Delivering an economic and cultural legacy from the celebration of the borough's 850th anniversary in 2023.	✔ Project/Action is Progressing as Expected	The museum continues to deliver a monthly programme of talks and events celebrating the 850. The first Chris Malkin memorial lecture was held on the Knights Templar of Keele, two history walks on Newcastle town and Newcastle cemetery have been held and the New Vic Theatre has launched the Astley Astounding Adventures show.
Cllr. David Hutchison	1. Neighbourhoods 2. Sustainable Environment	Expansion of the street warden scheme and the creation of neighbourhood delivery teams.	Secure a step change in street cleanliness and the quality of the public domain	✔ Project/Action is Progressing as Expected	Recruitment to vacant roles in the team has been successfully completed and training is in progress. Business as Usual is continuing across a number of environmental enforcement, community safety and neighbourhood issues.
Cllr. David Hutchison	Sustainable Environment	Further increasing recycling rates across the borough with a particular focus on food waste	Further increasing recycling rates across the borough with a particular focus on food waste	✔ Project/Action is Progressing as Expected	Nationally recycling rates have stalled and in some cases are going backwards. The Council is currently maintaining its recycling rates, and continues to look at opportunities to increase them, food waste being of particular focus.
Cllr. Simon Tagg	1. Strategy, People and Performance 2. Neighbourhoods	Work collaboratively with the Newcastle Partnership	Ensure that our most vulnerable residents are supported through the impact of the rising cost of living.	✔ Project/Action is Progressing as Expected	We are engaged with Better Health Staffordshire as well as projects around health inequalities, cost of living and community safety. Work has been undertaken to create a comprehensive list of partnership meetings and projects which feed into the Partnership Board to further embed knowledge across the Borough.
Cllr. Jill Waring	Neighbourhoods	Work with partners to develop effective community bodies	Support the development of community solutions to local problems	✔ Project/Action is Progressing as Expected	Support, advice and guidance continues to be offered to communities to assist in developing solutions to local neighbourhood issues and projects.

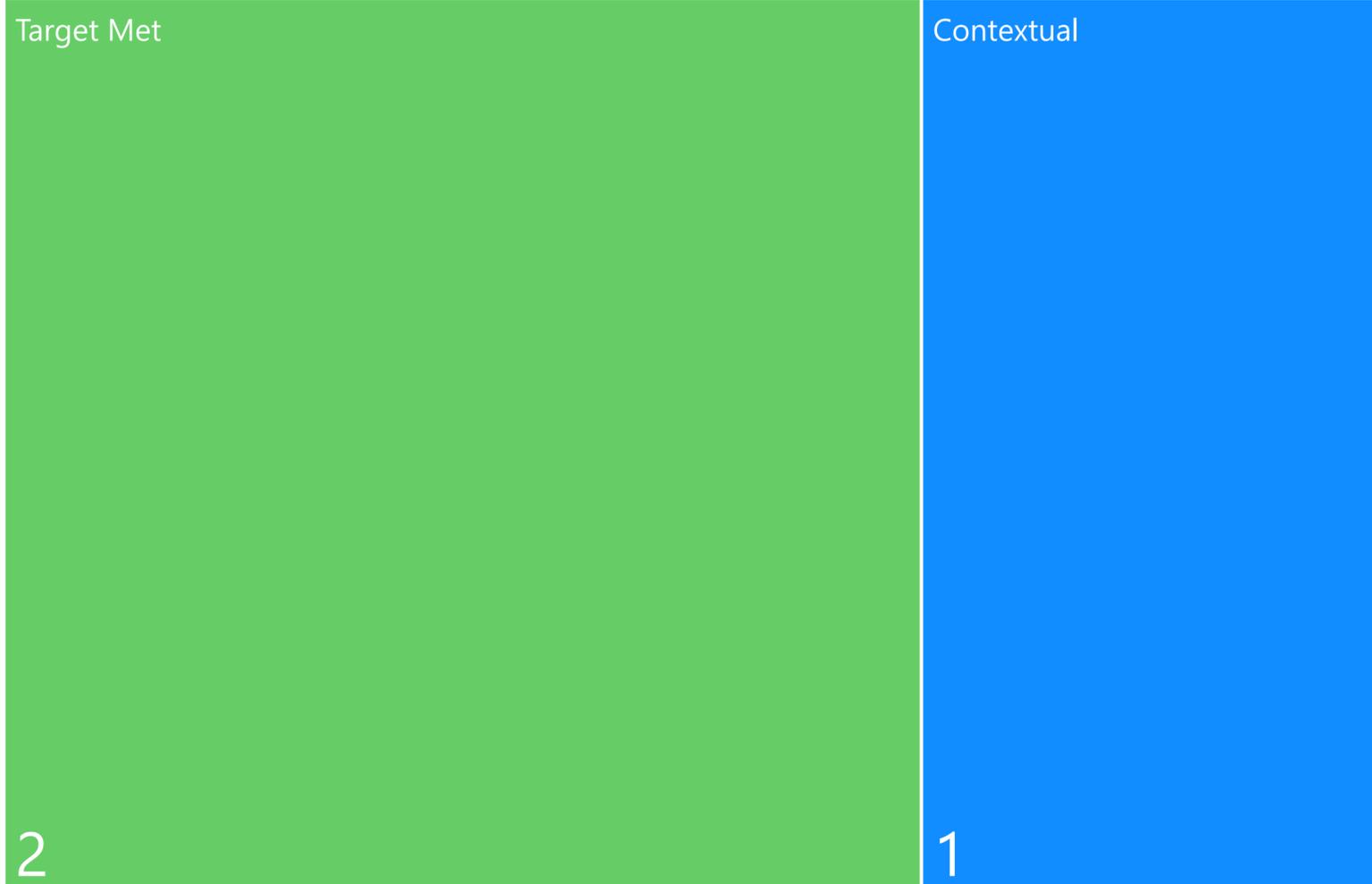


Priority 4: Town Centres for All



NEWCASTLE·UNDER·LYME
BOROUGH COUNCIL

Priority 4: Performance Indicators Current Status



Corporate Aim (Priority)	Number of Indicators
Priority 4: Town Centres for All	3

Smart Narrative

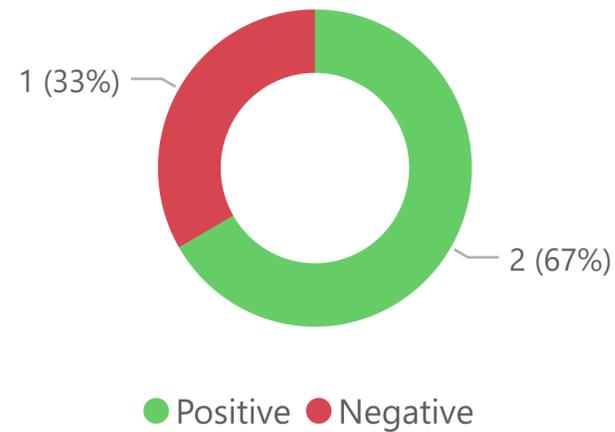
- There are 3 Indicators which have set targets this quarter within Priority 4.
- 100% of measures with set Target. met them within Quarter Two. With both indicators which met their target also showed improvement when compared to the same time period last year; the remaining 2 showed no change.
- There is 1 Indicators which are contextual this quarter and does not have a target to meet. When compared to last year, this measure demonstrated an improvement in terms of performance. 3.
- Within Priority 4, All Projects/Actions were identified to be progressing as expected.

Priority 3: Qtr.2 Summary Project Status Split

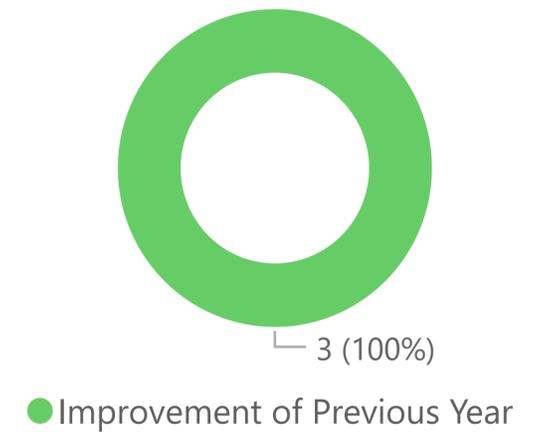
● Project/Action is Progressing as Expected

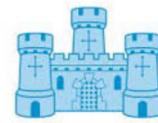


Priority 4: Qtr.2 Trend Direction of PI's Compared to Previous Quarter



Priority 4: Qtr.2 Trend Status of PI's Compared On Same Qtr in the Previous Financial Year

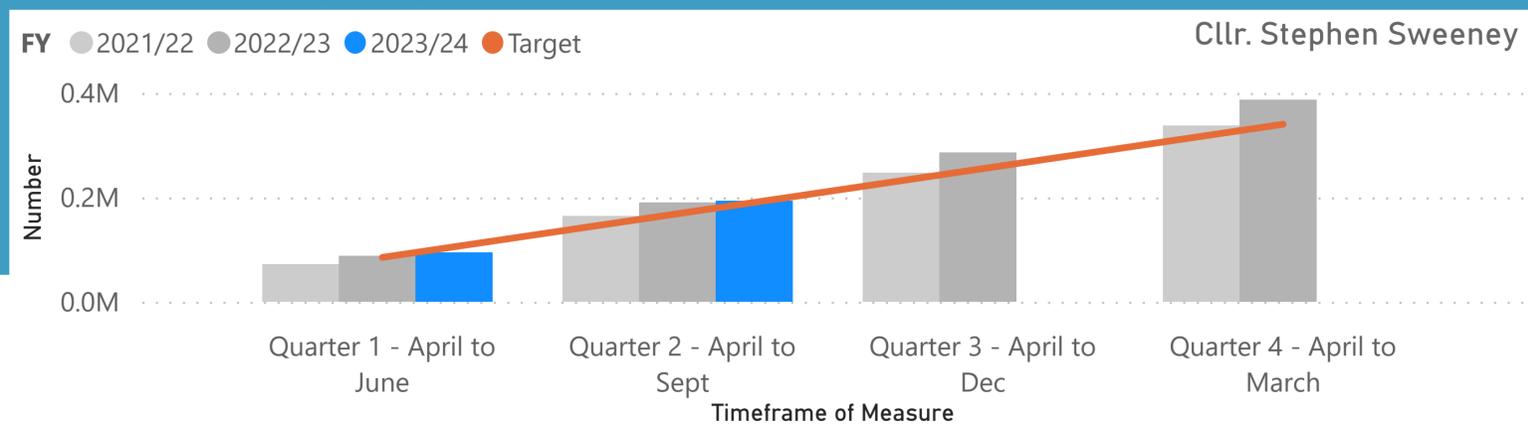




ID4.1 - Car parking usage:-Number of tickets purchased Current Status SMART Actions if Off Target

High
Is Good
Cumulative (Per Annum)

Positive
Yearly Trend



193.28K ✓

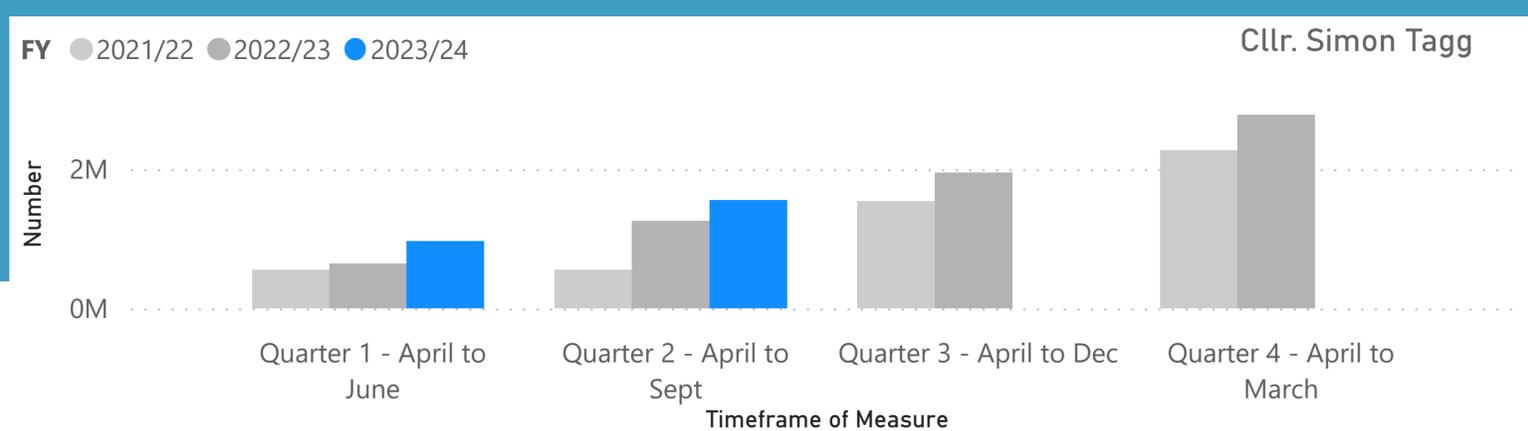
Target: 170.00K

Not Required as Target Met

ID4.2 - Town Centre Footfall - Newcastle Current Status SMART Actions if Off Target

High
Is Good
Cumulative (Per Annum)

Positive
Yearly Trend



1.55M

Measure shows continued improvement and has also demonstrated greater footfall figures when comparing to the end of Q2 last financial year.

ID4.3 - Average stall occupancy rate for markets - Overall Current Status SMART Actions if Off Target

High
Is Good
Cumulative (Per Annum)

Positive
Yearly Trend



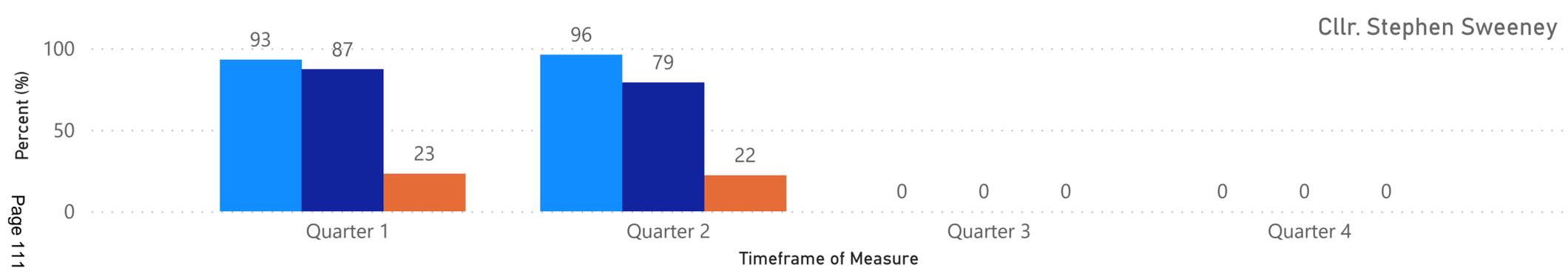
63.00 ✓

Target: 61.00

Stall occupancy for Sunday specialist markets and AFG markets on Tuesdays and Thursdays is high and above target. Occupancy rates for the general market are lower, particularly on Mondays and Wednesdays and proposals to address this are currently being scoped.

ID4.3a, 4.3b and 4.3c- Average stall occupancy rate for Specific Markets

● 1. Specialist event markets - Average stall occupancy rate for markets ● 2. Antique Forum Group Licensed Market - Average st... ● 3. General market - Average stall occu...



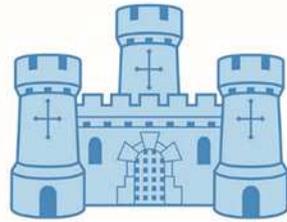


Project Status Split for Priority 4.

Project/Action is Progressing as Expected

5

Portfolio Holder	Service Area	Action	Corporate Objective	Status report	Commentary on progress
Cllr. Stephen Sweeney	1. Commercial Delivery 2. Planning	Redeveloping Midway car park to provide aspirational town centre residential accommodation	Increasing the number of people living, working and using Newcastle town centre	✔ Project/Action is Progressing as Expected	Capital and Centric have been chosen as the developers for the site and initial surveys are underway.
Cllr. Stephen Sweeney	1. Neighbourhoods 2. Commercial Delivery	Developing a Town Centre Strategy for Kidsgrove	Encourage visitors and support local businesses in Kidsgrove	✔ Project/Action is Progressing as Expected	Town centre strategy drafted and consultation with Go Kidsgrove and Kidsgrove Town Council complete. Final strategy being prepared for publication on website.
Cllr. Stephen Sweeney	Commercial Delivery	Redevelopment of Ryecroft Site	Continuing to work with key partners to deliver the redevelopment of opportunities across the borough	✔ Project/Action is Progressing as Expected	The Council continues to work with several key partners to bring a variety of plans for different uses on the Ryecroft site. The development of the new multistorey car park is now commencing with initial ground works commencing. Procurement of the brand for the new hotel has been undertaken with a recommendation due to go to the October Cabinet.
Cllr. Stephen Sweeney	Commercial Delivery	Redevelopment of York Place	Continuing to work with key partners to deliver the redevelopment of opportunities across the borough	✔ Project/Action is Progressing as Expected	Work is progressing on the relocation of businesses at York Place to enable the redevelopment of the site. Capital and Centric have been appointed as the lead developer and plans are progressing for the tender and contract award for the partial demolition.
Cllr. Stephen Sweeney	Neighbourhoods	Further enhance the historic market and public realm and boost our signature specialist market programme	Further enhance the historic market and public realm and boost our signature specialist market programme	✔ Project/Action is Progressing as Expected	Work is in progress on preparing proposals to improve the market infrastructure and public realm. Consultation will take place in October and depending on the outcome, work will commence in November/December with completion due in March 2024.



NEWCASTLE·UNDER·LYME
BOROUGH COUNCIL

Cabinet Forward Plan: Newcastle under Lyme Borough Council

Notice of Key Decisions to be taken under the Local Authorities (Executive Arrangements) (Meetings & Access to Information) (England) Regulations 2012 between 1 November 2023 and 29 February 2024

This plan gives notice of decisions that [Cabinet](#) is expecting to take over the next few months. It also gives, except in cases of urgency, at least 28 days notice of all “Key Decisions” that will be taken “Key Decisions” are decisions about “executive” functions that will:-

- A) result in the Council incurring expenditure or making savings of an amount which is significant having regard to the Council’s budget for the service or the function to which the decision relates. (NB: The financial threshold above which expenditure or savings become significant has been set by the Council at £100,000 Revenue and £250,000 Capital Expenditure); and/or
- B) be significant in terms of its effects on communities living or working in an area comprising two or more wards of the Borough.

We have to take some Cabinet decisions in private because they deal with confidential or “exempt” information. That is information described in one or more of the following categories set out in Schedule 12A of the Local Government Act 1972.

1. Information relating to any individual
2. Information which is likely to reveal the identity of an individual
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
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
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals an 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
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of a crime

If we intend to take a decision in private, we will tell you why in the plan below. If you disagree with our reasons, you can tell us why using the contact details below. We will respond to you directly and will publish our response in the meeting agenda. If we have published the meeting agenda before we can respond, we will respond verbally at the meeting and record the response in the minutes.

You can find more information about Cabinet, Cabinet Members and their portfolios, agendas, reports and minutes [here](#).

More information on Cabinet procedures, executive functions, Key Decisions, urgent decisions and access to information is available in our [Constitution](#).

For all enquiries, please contact Democratic Services, Castle House, Barracks Road, Newcastle-under-Lyme, Staffordshire ST5 1BL.
Telephone – 01782 742222 / Email – DemocraticServices@newcastle-staffs.gov.uk

Report Title	Description	Portfolio	Intended Decision Taker and Date	Overview & Scrutiny Committee	Wards Affected	Reason for Determining in Private Session (if Applicable)	Key Decision
Newcastle Town Deal - Projects in Knutton	To consider a report on projects in Knutton as part of the Town Deal	Cabinet Portfolio Holder - Finance, Town Centres and Growth, Cabinet Portfolio Holder - Sustainable Environment	Cabinet 7 November 2023	Economy and Place	Knutton	N/A	No
Walleys Quarry Update Report	To consider an update report on Walleys Quarry	Cabinet Portfolio Holder - One Council, People and Partnerships	Cabinet 7 November 2023	Health, Wellbeing and Environment	All Wards	N/A	No

Report Title	Description	Portfolio	Intended Decision Taker and Date	Overview & Scrutiny Committee	Wards Affected	Reason for Determining in Private Session (if Applicable)	
Temporary Accommodation Policy	To consider a report on the Temporary Accommodation Policy	Cabinet Portfolio Holder - Community Safety and Wellbeing	Cabinet 7 November 2023	Health, Wellbeing and Environment	All Wards	N/A	Yes
Procurement of Temporary Personnel via Framework Agreement	To consider a report on the procurement of temporary personnel via a framework agreement.	Cabinet Portfolio Holder - Sustainable Environment	Cabinet 7 November 2023	Finance, Assets and Performance	All Wards	N/A	Yes
Quarter Two - Finance and Performance Report 2023/24	To consider a report on the Finance and Performance figures for Quarter Two of 2023/24	Cabinet Portfolio Holder - Finance, Town Centres and Growth, Cabinet Portfolio Holder - One Council, People and Partnerships	Cabinet 7 November 2023	Finance, Assets and Performance, Audit and Standards	All Wards	N/A	No
Procurement of Internal Audit Service	To consider a report on the Procurement of the Internal Audit Service	Cabinet Portfolio Holder - Finance, Town Centres and Growth	Cabinet 7 November 2023	Finance, Assets and Performance, Audit and Standards	All Wards	N/A	Yes
Council's Annual Report 2022/23	To consider the Council's Annual Report for 2022/23	Cabinet Portfolio Holder - One Council, People and Partnerships	Cabinet 5 December 2023	Finance, Assets and Performance	All Wards	N/A	No

Report Title	Description	Portfolio	Intended Decision Taker and Date	Overview & Scrutiny Committee	Wards Affected	Reason for Determining in Private Session (if Applicable)	
Draft Savings Proposals 2024/25	To consider a report on Draft Savings Proposals for 2024/25	Cabinet Portfolio Holder - Finance, Town Centres and Growth	Cabinet 5 December 2023	Finance, Assets and Performance	All Wards	N/A	No
Chatterley Valley - Small Business Park Project	To consider a report on the Chatterley Valley - Small Business Park Project	Cabinet Portfolio Holder - Finance, Town Centres and Growth	Cabinet 5 December 2023	Economy and Place	Kidsgrove & Ravenscliffe	3 Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Yes
Chatterley Valley - Lucideon Project	To consider a report on the Chatterley Valley Lucideon Project	Cabinet Portfolio Holder - Finance, Town Centres and Growth	Cabinet 5 December 2023	Economy and Place	Kidsgrove & Ravenscliffe	3 Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Yes
Kidsgrove Town Deal Contract Award - Shared Services and Garage Replacement	To consider a report on the Kidsgrove Town Deal Contract Award - Shared Services and Garage Replacement	Cabinet Portfolio Holder - Finance, Town Centres and Growth, Cabinet Portfolio Holder - One Council, People and Partnerships	Cabinet 5 December 2023	Economy and Place	Kidsgrove & Ravenscliffe	3 Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Yes

Report Title	Description	Portfolio	Intended Decision Taker and Date	Overview & Scrutiny Committee	Wards Affected	Reason for Determining in Private Session (if Applicable)	
						holding that information)	
Technology Strategy 2023-2028	To consider a report on the Technology Strategy 2023-2028	Cabinet Portfolio Holder - One Council, People and Partnerships	Cabinet 5 December 2023	Finance, Assets and Performance	All Wards	N/A	No
Walleys Quarry Update Report	To consider an update report on Walley's Quarry	Cabinet Portfolio Holder - One Council, People and Partnerships	Cabinet 5 December 2023	Health, Wellbeing and Environment	All Wards	N/A	No
Draft Revenue & Capital Budget & Strategies 2024/25	To consider a report on the Draft Revenue & Capital Budget and Strategies 2024/25	Cabinet Portfolio Holder - Finance, Town Centres and Growth	Cabinet 16 January 2024	Finance, Assets and Performance	All Wards	N/A	No
Schedule of Fees and Charges 2024/25	To consider a report on the Schedule of Fees and Charges for 2024/25	Cabinet Portfolio Holder - Finance, Town Centres and Growth	Cabinet 16 January 2024	Finance, Assets and Performance	All Wards	3 Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Yes
Newcastle Borough Local Plan	To consider a report on the Newcastle Borough Local Plan	Cabinet Portfolio Holder - Strategic Planning	Cabinet 16 January 2024	Economy and Place	All Wards	N/A	Yes

Report Title	Description	Portfolio	Intended Decision Taker and Date	Overview & Scrutiny Committee	Wards Affected	Reason for Determining in Private Session (if Applicable)	
Consultation Responses and Next Stages	Consultation Responses and Next Stages						
Communications Services	To consider a report on Communications Services	Cabinet Portfolio Holder - One Council, People and Partnerships	Cabinet 16 January 2024	Finance, Assets and Performance	All Wards	3 Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Yes
Revenue and Capital Budget and Strategies	To consider a report on the Revenue and Capital Budget and Strategies	Cabinet Portfolio Holder - Finance, Town Centres and Growth	Cabinet 6 February 2024	Finance, Assets and Performance	All Wards	N/A	No
Town Centre Regeneration Update	To consider an update report on the Town Centre Regeneration	Cabinet Portfolio Holder - Finance, Town Centres and Growth	Cabinet 6 February 2024	Economy and Place	Town	3 Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Yes
Quarter 3 Finance and Performance	To consider a report on the Quarter 3 Finance and	Cabinet Portfolio Holder - Finance, Town Centres and	Cabinet 6 February 2024	Finance, Assets and Performance	All Wards	N/A	No

Report Title	Description	Portfolio	Intended Decision Taker and Date	Overview & Scrutiny Committee	Wards Affected	Reason for Determining in Private Session (if Applicable)	
Report 2023/24	Performance Report 2023/24	Growth, Cabinet Portfolio Holder - One Council, People and Partnerships					

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

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