

**NEWCASTLE-UNDER-LYME BOROUGH COUNCIL**

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

**04 June 2024**

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

**Submitted by:** Corporate Leadership Team

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

**Ward(s) affected:** All

**Purpose of the Report**

To provide Cabinet with the Financial and Performance Review report for 2023-24 (Quarter Four).

**Recommendation**

**That Members note**

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.

**Reasons**

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.

1. **Background**

- 1.1 This quarterly report provides Members with a detailed update on how the Council has performed during the quarter by presenting performance data and progress summaries set within a financial context. The report provides broad financial information (Appendix A) and also details service performance (Appendix B) for the period to the end of quarter four in 2023/24.

**2024-25 Revenue and Capital Budget Position**

- 1.2 The Council approved a General Fund Revenue Budget of £17,046,150 on 14 February 2024. Further financial information is provided in Appendix A.

**Performance**

- 1.3 The Q4 report (April 2023 to March 2024) 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 72%, with the remaining 28% falling short of target. A greater proportion of off target measures this quarter show a positive trend when comparing the same time period of the previous financial year. It must also be noted that a small number of these 'off target' measures have more stretching targets this year, in line with benchmarking findings and council ambition. In terms of trend data overall, the proportion of indicators showing an improvement or maintenance of the previous year's performance stands at 52%.
- 1.7 Three project/actions have been classified as completed by their respective owners this quarter.

## 2. **Issues**

- 2.1 There are 8 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 with there being two amber rated projects/actions identified in Quarter 4.

The first action flagged was the successful resolution to the Walleys Quarry odour problem. It was noted that there was significant escalation in complaints in January 2024 to 736, when compared to the previous month (December 2023) of 248 demonstrates an increase of 297%. In response the Service Director wrote to Walleys Quarry Limited highlighting an increase in complaints over the January period. Complaints remained high in February 2024 with a high of 1232. This level of complaint has not been seen since July 2021. This escalation of complaint numbers in January and February was subject to an Officer review that concluded that breaches of the Abatement Notice had occurred. Walleys Quarry Ltd were notified in writing of the breaches on 08 April 2024 with a 14 days response time. At the Council meeting on 10 April 2024 it was agreed that legal action would be prepared.

The second and last amber rated project/action related to the delivery of the £16m Kidsgrove Town Deal. The same issues as seen in Quarter 3 have remained around the delivery of the railway station project, the project team continues to seek a solution to ground conditions caused by historic mine works. All other projects part of the Kidsgrove Town Deal are progressing as planned.

## 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.