

NOTICE OF MEETING

Meeting:	RESOURCES AND TRANSFORMATION OVERVIEW AND SCRUTINY PANEL
Date and Time:	THURSDAY, 23 JANUARY 2025 AT 10.00 AM
Place:	COUNCIL CHAMBER - APPLETREE COURT, BEAULIEU ROAD, LYNDHURST, SO43 7PA
Enquiries to:	Email: andy.rogers@nfdc.gov.uk Andy Rogers Tel: 023 8028 5070

PUBLIC INFORMATION:

This agenda can be viewed online (<https://democracy.newforest.gov.uk>). It can also be made available on audio tape, in Braille and large print.

Members of the public are welcome to attend this meeting. The seating capacity of our Council Chamber public gallery is limited under fire regulations to 22.

Members of the public can watch this meeting live, or the subsequent recording, on the [Council's website](#). Live-streaming and recording of meetings is not a statutory requirement and whilst every endeavour will be made to broadcast our meetings, this cannot be guaranteed. Recordings remain available to view for a minimum of 12 months.

PUBLIC PARTICIPATION:

Members of the public may speak in accordance with the Council's [public participation scheme](#):

- (a) on items within the Resources and Transformation Overview and Scrutiny Panel's terms of reference which are not on the public agenda; and/or
- (b) on individual items on the public agenda, when the Chairman calls that item. Speeches may not exceed three minutes.

Anyone wishing to attend the meeting, or speak in accordance with the Council's public participation scheme, should contact the name and number shown above no later than 12.00 noon on Monday, 20 January 2025.

Kate Ryan
Chief Executive

Appletree Court, Lyndhurst, Hampshire. SO43 7PA
www.newforest.gov.uk

AGENDA

Apologies

1. MINUTES

To confirm the minutes of the meeting held on 20 November 2024 as a correct record.

2. DECLARATIONS OF INTEREST

To note any declarations of interest made by members in connection with an agenda item. The nature of the interest must also be specified.

Members are asked to discuss any possible interests with Democratic Services prior to the meeting.

3. PUBLIC PARTICIPATION

To receive any public participation in accordance with the Council's public participation scheme.

4. ASSET MAINTENANCE AND REPLACEMENT PROGRAMME AND GENERAL FUND CAPITAL PROGRAMME 2025/26 (Pages 5 - 16)

To consider a proposed Asset Maintenance and Replacement Programme and General Fund Capital Programme 2025-26.

5. CAPITAL STRATEGY 2025-26 (To Follow)

To consider the Capital Strategy for 2025-26.

6. TRANSFORMATION PROGRAMME UPDATE (TO FOLLOW AT THE MEETING)

To receive an update on progress with the Transformation Programme.

7. CORPORATE PLAN: KEY PERFORMANCE DATA FOR QUARTER 1 AND 2 (Pages 17 - 30)

To review the key performance data for Quarter 1 and 2 against the Key Performance Indicators and associated targets for the Corporate Plan.

8. PORTFOLIO HOLDER'S UPDATE

An opportunity for the Portfolio Holders to provide an update to the Panel on developments within their portfolio.

9. WORK PROGRAMME (Pages 31 - 34)

To agree the work programme to guide the Panel's activities over the coming months.

10. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

To: **Councillors**

Alan O'Sullivan (Chairman)
Barry Dunning (Vice-Chairman)
Alan Alvey
Jack Davies
Jacqui England

Substitutes

John Adams
Peter Armstrong
Philip Dowd

Councillors

Barry Rickman
Alex Wade
Christine Ward
Phil Woods

Substitutes

David Harrison
Alvin Reid
Joe Reilly

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**Resources and Transformation Overview and Scrutiny Panel – 23
January 2025**

**Asset Maintenance and Replacement Programme and
General Fund Capital Programme 2025/26**

Purpose	For Review
Classification	Public
Executive Summary	This report provides the council’s proposed revenue funded Asset Maintenance and Replacement programme (AMR) and General Fund Capital programme for 2025/26 and outline budgets to 2026/27.
Recommendation(s)	<p>It is recommended that Panel members give feedback on:</p> <p>1) the schedule of projects as included in Appendix 1 and 2 for onward consideration by the Cabinet.</p> <p>2) the proposed Cabinet recommendations as follows:</p> <p>a) Recommend to Council that the schedule of projects, as included in Appendix 1 and Appendix 2 be approved within the 2025/26 budget, noting that this commits the Council to expenditure beyond 2025/26 whereby a project commences in 2025/26 and extends into future years.</p> <p>b) Recommend to Council that the Vehicle and Plant replacement programme be approved for a 2-year period, covering purchases due in 2025/26 and 2026/27.</p> <p>c) Recommend to Council that the Appletree Court scheme previously approved in August 2024 be removed from the Capital Programme, updating the Council’s MTFP accordingly and note the new</p>

	<p>£200,000 allocation for a reduced scope of work in the revised Capital Programme under recommendation 1.</p> <p>d) Notes the intention to create an Asset Management Strategy.</p>
Reasons for recommendation(s)	<p>To support the council setting an annual balanced budget and presenting how its financial resources are to be allocated and utilised.</p> <p>To ensure the council continues to invest in and maintain its assets in order to carry out its duties and minimise risk.</p>
Ward(s)	All
Portfolio Holder(s)	Councillor Jeremy Heron – Finance and Corporate
Strategic Director(s)	Alan Bethune – Strategic Director Corporate Resources and Transformation (Section 151 Officer)
Officer Contact	<p>Paul Whittles</p> <p>Assistant Director - Finance</p> <p>02380 285766</p> <p>paul.whittles@nfdc.gov.uk</p>

Introduction and background

1. This report provides the proposed revenue funded Asset Maintenance & Replacement programme (AMR) and General Fund Capital programme for 2025/26 and outline budgets to 2026/27.
2. The December 2024 Medium Term Financial Plan included a revenue budget allowance to cover the AMR programme for 2025/26 of £2.500 million for the General Fund and £390,000 for the HRA (total £2.890 million). This maintains the level of investment provided in 2024/25 and there are currently no further planned or approved adjustments to the overall programme budget over the period covered by the current Medium Term Financial Plan.
3. Service Managers were asked to come up with their proposed projects for 2025/26, whilst being realistic in terms of timeframes and deliverability. The programme sums now being proposed matches the funding allocated, after work via the Capital and

Change Board (CCB) was required to reprioritise projects to align to the sums available, with priority given to statutory and health and safety items.

4. The proposed General Fund Capital Programme for 2025/26 totals £19.411 million. Projects are funded by a range of resources including NFDC reserves (capital reserve and receipts received), various grants, funds and Developer Contributions including the Community Infrastructure Levy (CIL) and external borrowing as required. Full financing detail is covered in the Council's Capital Strategy.
5. The council is commencing the creation of an Asset Management Strategy to fully understand its requirements particularly in light of Local Government Reorganisation and further updates shall be brought back for consideration at future meetings.

Proposed Asset Maintenance and Replacement Programme 2025/26

6. The summary programme covering 2025/26 – 2027/28 is included as Appendix 1. The budget is monitored at this overall summary level to allow for sufficient flexibility should more urgent projects come to light during the financial year.

Further Information Relating to Projects

Health & Leisure Centres Annual Maintenance Programme £750,000

7. During 2019, a full condition survey of the Council's 5 Leisure Centres was procured by the Council and carried out by a third-party specialist. The resultant report identified a works schedule covering a 15-year period to maintain the centres at the current standard/condition. Annually, this report will be reviewed and will inform the necessary maintenance required at the Leisure Centres. The prioritised programme of works, which will include the cyclical replacement of end-of-life plant with newer more efficient alternatives, will be agreed with the Strategic Director for Corporate Resources & Transformation.

Replacement fuel tank £130,000

8. Budget provision of £130,000 is being set aside within the programme to carry out works to remove the Marsh Lane depot fuel bunker from below ground and install a 3,000 litre above ground fuel tank at the same location within the service yard.

Offices and Depots £75,000

9. Further to the investment in the new depot at Hardley this budget will improve the welfare facilities for its staff at the Council's other depot sites. The project will include a review of changing facilities and mess rooms for front line staff to improve staff satisfaction with their workplace.

Appletree Court East wing roof £65,000

10. Budget provision of £65,000 is being set aside within the programme to strip back and reline the roof structure above the CCTV suite at Appletree Court.

ICT Equipment Replacement Programme £190,000

11. The Council invested significantly in new devices over the period 2017-2019 and has a cyclical replacement programme in place to ensure IT equipment remains fit for purpose. An annual budget of £150,000 is in place throughout the period covered by this Medium Term Financial Plan.
12. Furthermore, £40,000 has been included in 2025/26 to fund the replacement of wireless access points.

Vehicles & Plant Replacement Programme £1,650,000

13. Members will note that the replacement of Vehicles & Plant (V&P) occurs on both the revenue AMR programme and the Capital Programme. The Council's policy is to capitalise individual items with a value greater than £10,000 and then depreciate these over their estimated useful life. The capital programme therefore includes the cash amount required to purchase the V&P, and the revenue programme includes the depreciation charge. The depreciation charge to revenue then makes a direct contribution towards the capital cost through a charge known as the Minimum Revenue Provision (MRP). The significant capital outlay required will result in older less efficient vehicles being replaced with the latest more efficient models.
14. The 2025/26 programme includes cyclical replacement of 'standard' fleet vehicles and plant. The £1.650 million budget here does not relate to the additional vehicles or the capitalisation of the containers associated with the role out of the waste strategy.

Programme Contingency £30,000

15. To provide cover for inevitable project variations as they arise, a programme contingency of £30,000 has been allowed for.

16. The programme as outlined above totals £2.890 million. Of this total, approximately £390,000 is rechargeable to the HRA leaving £2.500 million to be funded via the General Fund. In keeping with the amount currently provided for in the MTFP. The recharge to the HRA will be accommodated within the detailed budget planning for 2025/26.

Projects that didn't make it through to the final prioritised programme were as follows:

17. Milford on Sea and Hurst Spit coastal protection works; will need to be managed as part of broader Flood and Coastal Erosion Risk Management (FCERM) strategy and funding review.
18. Salisbury Arcade roof replacement; will need to be considered separately and funded from direct income receipts.
19. Litter bin replacements; considered non statutory, external funding options to be explored.
20. Public conveniences renovations; will be considered as part of broader future asset management strategy.
21. Maintenance of new open spaces; will be considered separately as part of a broader review of service delivery for all open spaces.
22. Careline digital upgrades; will be considered more broadly as part of separate service business case.

Other One-Off Funded Programmes

23. In December 2024 the Council was awarded £327,146 from the UK Shared Prosperity Fund (UKSPF) for 2025/26. This allocates £60,401 for capital expenditure and £266,745 for revenue expenditure.
24. Consideration is currently being given to how best to allocate the UKSPF resources and a separate Cabinet report will follow.
25. The Community Grants programme has a maximum budget of £100,000 for one-off capital grant applications for 2025/26. The Panel are aware this is a financial ceiling, and not a target. Currently the recommendation from the Task and Finish group to the Housing and Communities Overview and Scrutiny Panel is to award grants totalling £77,871.

26. The above will require financial resources, funded by the revenue budget or reserves and will be included on the Medium Term Financial Planning Reports through Cabinet.

General Fund Capital Programme 2025/26

27. The capital programme consists of projects funded by NFDC resources (capital reserve and receipts received), various grants, funds and Developer Contributions including the Community Infrastructure Levy (CIL).
28. The proposed programme for 2025/26 totalling £19.411 million including the outline financing is included as Appendix 2.
29. The project proposals for a 3-year period have been included for overall context. Where a project commences in (or continues into) 2025/26 and spans several financial years, a commitment to start in 2025/26 is a commitment to approve the funding required to complete over the period of the programme. Where a sum is included in future years, it is not requiring approval now but is included for completeness and overall programme context; approval for these items will come at the appropriate point in the budget setting cycle for the year in question. Due to the lead in time of the Vehicles and Plant Acquisition programme, the programme sums for 2025/26 and 2026/27 will be approved now to enable necessary work to commence in the year prior to when the new vehicle and plant will actually be delivered.

Further Information Relating to NFDC Funded Projects

Appletree Court accommodation refurbishment (2025/26 £200,000)

30. Further to Council approval in August 2024, a £1.75m budget was included in the council's capital programme to enable the modernisation of the east wing at Appletree Court and in turn facilitate the third party letting of the south wing and the generation of c£300,000 per annum in income.
31. Further to the government's devolution agenda and the likely local government reorganisation across Hampshire, concerns regarding the schemes ability to pay back the proposed investment in keeping with the original timeframe now exist.
32. Therefore, it is recommended that Council approve the removal of this previously approved scheme and adjust the Council's MTFP accordingly, particularly the removal of the previously anticipated income stream.

33. £200,000 will be reinstated in the capital programme to fund a reduced programme of works.

Sustainability and Climate Action (2025/26 £100,000; 2026/27 £100,000; 2027/28 £100,000)

34. The Council has maintained its commitment to an annual budget of £250,000 to support the Climate Strategy and action plan throughout the Medium Term Financial Plan. Subject to confirmation of the specific activity an element of this funding may need to be treated as revenue expenditure. It is currently assumed £150,000 shall be considered revenue expenditure in 2025/26, leaving £100,000 to be capitalised.

Vehicles & Plant (2025/26 £2.463 million; 2026/27 £390,000; 2027/28 £908,000)

35. The significant Capital Outlay required will result in older less efficient vehicles being replaced with the latest more efficient models. For 2025/26 the replacement programme for the refuse and recycling part of the fleet focuses in the main on vehicles which can be utilised on our current service, whilst also being suitable for a future service, albeit in some cases with some retrospective modifications likely.

Vehicles and Plant – New Waste Strategy (2025/26 £3.709 million; 2026/27 £453,000; 2027/28 £84,000)

36. Preparations are underway for the commencement of the new wheeled bin Waste Service to go live from 2025.

Vehicles and Plant – New Waste Strategy Containers (2025/26 £4.550 million)

37. The procurement of wheeled bins and food caddies began in 2024/25 with the majority of costs planned to conclude in 2025/26.

Eling Tide toll bridge and quayside repairs (2025/26 £260,000)

38. To satisfy our statutory obligations regarding our Grade II listed building, repairs are required relating to the mill, bridge and the quayside walls to protect the ongoing operational use.

Further Information Relating to Part or Non-NFDC Funded Projects

UK Shared Prosperity Fund (UKSPF) (2025/26 £60,401)

39. The Council was awarded £60,401 from the UKSPF for capital works in 2025/26. Consideration is currently being given to how best to use these resources. NFDC Capital Contribution: £nil.

Disabled Facilities Grants (2025/26 £1.500 million; 2026/27 £1.500 million; 2027/28 £1.500 million)

40. The Council facilitates the delivery of Disabled Facility Adaptations each year, using central government 'Better Care Fund' to pay for said adaptations. The Council's contribution is in the staffing resource to deliver the adaptations. NFDC Capital Contribution: £nil.

South-East Strategic Coastal Monitoring (2025/26 £2.829 million; 2026/27 £2.216 million)

41. This project is the continuation of the regional coastal monitoring programme, for the next phase that will go through to 2027. The figures above are for the full approval for the SE region as managed and co-ordinated by NFDC. NFDC Capital Contribution: £nil.

Hurst Spit Shingle Source Study (2025/26 £75,000)

42. The existing Hurst Spit Beach Management Plan (BMP) has been in existence since 1996. The plan requires updating to consider additional data, past performance of the spit and future management operations. This study will enable this work to be undertaken, enabling the BMP to be updated in line with current practices. NFDC Capital Contribution: £nil.

Milford-On-Sea Beach and Cliff Study (2025/26 £230,000)

43. This project is a follow on from the Westover urgent works undertaken during 2020. The expected scope and coastal frontage will be broadened to consider the wider defended Milford frontage. The commencement and delivery of this project will be subject to the outcomes of the Christchurch Bay Strategy Study. NFDC Capital Contribution: £nil.

Barton Horizontal Directional Drilling Trials (2025/26 £135,000; 2026/27 £10,000; 2027/28 £15,000)

44. Works expected to take the form of test drainage trials to determine suitability and effectiveness of the system. The aim being to control and manage groundwater levels to reduce erosion risk. Regular monitoring will be required post completion of the project. NFDC

Capital Contribution: 2025/26 £67,000; 2026/27 £5,000; 2027/28 £7,000 (50% match funding).

Developer Contributions / CIL (2025/26 £3.300 million; 2026/27 £3.900 million; 2027/28 £3.938 million)

45. A separate report will confirm the proposed projects, with the Capital Programme at this stage setting aside a gross overall budget to be set for drawdown for individual project delivery. NFDC Capital Contribution: £nil.

Corporate plan priorities

46. The investments laid out in the body of the report are widespread and crosscutting, positively impacting many of the council's corporate priorities including caring for our facilities, neighbourhoods and open spaces in a modern and responsive way, maximising the benefits of inclusive economic growth and investment, and being financially responsible.

Options appraisal

47. As detailed in the body of the report the Capital and Change Board considered a number of potential requests for funding prioritising those of a statutory and health and safety nature first.

Consultation undertaken

48. Internal consultation between finance officers, service managers and budget holders has determined the forecast data presented in the report.

Financial and resource implications

49. This is a financial report with budget implications already detailed and considered in the main body of the report.

Legal implications

50. Many of the maintenance projects ensure the Council is satisfying its health and safety, statutory and contractual obligations .

Risk assessment

51. None undertaken.

Environmental / Climate and nature implications

52. Whilst constrained to the funding available a number of the schemes included in the council's AMR and Capital Programme, such

as replacing old less efficient fleet vehicles and coastal protection work, make positive contributions to the environment.

Equalities implications

53. There are no equality implications arising directly from this report.

Crime and disorder implications

54. There are no crime and disorder implications arising directly from this report.

Data protection / Information governance / ICT implications

55. There are no data protection, information governance or ICT implications arising directly from this report.

Appendices:

Appendix 1 – Asset Maintenance and Replacement Programme 2025/26

Appendix 2 – Capital Programme 2025/26 – 2027/28

Background Papers:

None

GENERAL FUND ASSET MAINTENANCE AND REPLACEMENT (AMR) PROGRAMME

	2024/25	2025/26	2026/27	2027/28
	£'000	£'000	£'000	£'000
Health & Leisure Centres	750	750	-	-
Office, Depots and Outlying Buildings	170	270	-	-
Programme Contingency	41	30	1,090	1,090
Cemeteries	40	-	-	-
Eling Experience	40	-	-	-
Water Safety	21	-	-	-
Public Conveniences	28	-	-	-
	1,090	1,050	1,090	1,090
ICT Replacement Programme	150	190	150	150
Vehicle and Plant (Depreciation/MRP)	1,650	1,650	1,650	1,650
	1,800	1,840	1,800	1,800
Less: Proportion allocated to the HRA	-390	-390	-390	-390
TOTAL GENERAL FUND AMR PROGRAMME	2,500	2,500	2,500	2,500

Portfolio	PROJECT REQUIREMENTS £			ORIGINAL 2025/26 PROJECT FINANCING £			
	2025/26	2026/27	2027/28	NFDC Resources / Loan	Better Care Fund	Grant / Income	Developer contributions / CIL
UK Shared Prosperity Fund	60,000	-	-	-	-	60,000	-
Disabled Facilities Grants	1,500,000	1,500,000	1,500,000	-	1,500,000	-	-
Strategic Regional Coastal Monitoring (2025-2027)	2,829,000	2,216,000	-	-	-	2,829,000	-
Hurst Spit Beach Shingle Source Study	75,000	-	-	-	-	75,000	-
Milford Beach and Cliff Study	230,000	-	-	-	-	230,000	-
Barton Horizontal Directional Drilling Trials	135,000	10,000	15,000	67,000	-	68,000	-
Mitigation Schemes	2,000,000	2,750,000	2,788,000	-	-	-	2,000,000
Infrastructure Schemes	1,300,000	1,150,000	1,150,000	-	-	-	1,300,000
ATC Accommodation refurbishment	200,000	-	-	200,000	-	-	-
Sustainability Fund - Unallocated	100,000	100,000	100,000	100,000	-	-	-
Vehicle & Plant; Replacement Programme	2,463,000	390,000	908,000	2,463,000	-	-	-
Vehicle & Plant; Replacement Programme - Waste Strategy	3,709,000	453,000	84,000	3,709,000	-	-	-
Eling Tide Mill	260,000	-	-	260,000	-	-	-
Waste Strategy Container Roll Out	4,550,000	-	-	4,214,000	-	336,000	-
TOTAL GENERAL FUND CAPITAL PROGRAMME	19,411,000	8,569,000	6,545,000	11,013,000	1,500,000	3,598,000	3,300,000
							19,411,000
LOAN FINANCED			Vehicle & Plant	-9,913,000			
RESIDUAL NFDC RESOURCES				1,100,000			

Resources and Transformation Overview and Scrutiny Panel – 23 January 2025

Corporate Plan: Key Performance Data for Quarter 1 and 2

Purpose	For Review
Classification	Public
Executive Summary	Following a recent review by the Executive Management Team (EMT) of targets for the Corporate Plan Key Performance Indicators (KPIs), we now present available data in the form of a dashboard report. This report covers Q1 and Q2 data of 2024-25.
Recommendation(s)	That the Panel consider and review the Q1 and Q2 dashboards.
Reasons for recommendation(s)	These Key Performance Indicators are integral to our Corporate Plan 2024-2028. Reporting and accountability for the commitments set out in the plan are described in our Performance Management Framework (approved at Cabinet on the 7 th August 2024). As part of this accountability, Q1 and Q2 data, where available is now presented back in the form of our dashboards.
Ward(s)	All
Portfolio Holder(s)	Councillor Jill Cleary, Leader
Strategic Director(s)	Alan Bethune, Strategic Director Corporate Resources S151 and Transformation
Officer Contact	Saqib Yasin Performance and Insight Manager 023 8028 5495 saqib.yasin@nfdc.gov.uk

Introduction and background

1. Following the approval of a suite of performance documents, at Cabinet last year, EMT were asked to consider the list of Key Performance Indicators and associated targets. This work was concluded at EMT on the 10th October 2024. At that meeting, it was agreed that the quarterly dashboards of approved measures and targets be fed into the reporting cycle which includes all panels.
2. We are now able to present KPI data (where available for reporting), for quarters 1 and 2, 2024-2025. This report represents our first performance report of our new Corporate Plan and in line with our new Performance Management Framework.

The following should be read in conjunction with the Q1 and Q2 dashboard referenced in the appendix.

Layout of the dashboard.

3. There are 48 KPIs in total presented in the dashboard. Each is organised by Corporate Plan theme and then priority. The Portfolio Holder, associated panel and data owner for each KPI is given. Data metadata is shown as follows:
 - Desired direction of travel – indicates whether good performance is typified by an increasing or decreasing value
 - Return format – shows the unit of the value being reported
 - Frequency – shows how often the KPI is to be reported.
 - Target – shows the desired value
 - This period – shows the value for the given reporting period
 - RAG status are as per our Performance Management Framework
 - Green, on target or above target
 - Amber, up to 10% below target
 - Red, over 10% below target

Quarter 1

4. Data is presented for 36 of the KPIs, including some annual figures. Where possible, a baseline position is given. This provides a value as we step into the new reporting year (from April 2024) and gives

numerical context to any KPIs reported at the start of the reporting year.

Highlights

ID	Observation
Housing and Communities	
1	Homelessness duty cases successfully prevented continues good form from the baseline position.
2	This control is also reflected in the number of households in external emergency accommodation being low.
3	Number of families with children under 16 in external emergency shared accommodation over 6 weeks. Small numbers mean this is amber in numerical terms. Some staffing availability has impacted on this result.
8	Education and awareness sessions are underway in relation to serious crime, focussing on weapons control.
10	Thirteen cultural events were supported by NFDC against our target of six.
13	Our tenant satisfaction measure reports well with an 81% overall satisfaction level.
Place and Sustainability	
16-19	All our planning measures performed well. Although major and minor applications determined in time are amber, our local targets are set much higher than the government prescribed targets.
20	The total outstanding net dwelling supply is forecast to fall short of its target. Remedial actions are planned as per the Housing Delivery Action Plan.
24	It is thought at least in part, the significant increase in household waste sent for recycling is due to the move to wheeled bins for garden waste. Seasonal variations will likely impact this over the next two quarters.

27	Cooler weather over spring and summer meant lower visitor numbers utilising our water-filling stations.
28	The conversion from commercial to residential countered the development of industrial / employment land developed.
Resources and Transformation	
39	Where staff are unwell, appropriate notifications are sent to managers for action, in line with our agreed policy.

Quarter 2

5. Data is presented for 27 of the KPIs. In quarter 2, we are able to reflect on the quarter 1 position.

Highlights

ID	Observation
Housing and Communities	
1	Homelessness duty cases successfully prevented has dipped from a strong starting position in Q1. Advice and practical support continues to be offered while solutions are being sought by the team.
2	Households in external emergency accommodation has accordingly increased from 44 to 59 (with a target of below 50).
3	Number of families with children under 16 in external emergency shared accommodation over 6 weeks. This is now on target from an amber-rated position last quarter.
4	The number of Appletree Careline services to customers continues to fluctuate against a revised set of challenging targets.
7	CCTV – a number of new cameras have been deployed and this is reflected in our spend.

10	Six further cultural events were supported by NFDC in the last quarter.
15	There are very high compliance rates for our five safety and compliance management, Tenant Satisfaction Measures (TSMs).
Place and Sustainability	
16-19	Performance for our planning measures continue to perform well, however major applications determined in time is below target. Our locally set target of 85% is 25 percentage points above the government prescribed target of 60%. 2 of our 15 appeals were allowed, 13 being dismissed. These small numbers give large variances (against target).
22	Households using our chargeable garden waste service performs well to our (cumulative) targets.
25	Fly-tipping remains green-rated.
27	Cooler weather over spring and summer meant lower visitor numbers utilising our water-filling stations. This remains amber in that it is lower than our target, albeit by 4.5%.
Resources and Transformation	
37	Although our vacancies filled first time figure has fallen (and this is red-rated), there are a number of pending appointments.
39	Employee absence remains a challenge, being reported red-rated over the first two quarters this year. There has been a drop in short term absences but an increase in long term absence. HR have capacity to support managers to resolve.

Corporate plan priorities

6. The dashboard presents the KPIs ordered by our new corporate plan priorities.

Options appraisal

7. The KPI list 2024-2028 has been developed following extensive work and consideration of alternative KPIs and targets. This work

was completed in conjunction with the development of the Corporate Plan 2024-2028.

Consultation undertaken

8. The performance team have worked closely with data owners, responsible service managers and Strategic Directors to form the KPI list 2024 / 28. We have sought to identify KPIs which align with corporate plan objectives. Consideration was given to setting a baseline and reviewing benchmarking data (where applicable) for the setting of SMART targets.

Financial and resource implications

9. There are no financial or resource implications arising from this report.

Legal implications

10. There are no legal implications arising from this report.

Risk assessment

11. There are no new risks arising from this report. The nature of KPI reporting means performance is scrutinised at a service level as data becomes available and any associated risks and mitigation are put in place and reported in the KPI narrative as appropriate.

Environmental / Climate and nature implications

12. There are no environmental / climate and nature implications arising from this report.

Equalities implications

13. There are no equalities implications arising from this report.

Crime and disorder implications

14. There are no crime and disorder implications arising from this report.

Data protection / Information governance / ICT implications

15. There are no data protection / information governance / ICT implications arising from this report.

Conclusion

16. Review of our key performance indicators, ultimately provides Cabinet with a sense check of progress against our corporate plan commitments. Passing the scorecard through the levels of governance outlined in our Performance Management Framework promotes accountability. We look forward to bringing back quarters 3 and 4, leading to our end of year performance report.

Appendices:

Appendix 1 – Corporate
Performance Dashboards 2024-25

Background Papers:

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APPENDIX 1

Quarter 1 Corporate Performance Dashboard | Transformation and performance | April - June 2024

Theme	Priority	NFDC ID	Short Name	Overview and Scrutiny Panel	Portfolio holder	Data owner	Desired DOT	Return Format	Freq.	Baseline	Q1 Target	This period	RAG Status	Supporting Narrative
25 People	Helping those in our community with the greatest need	1	Percentage of homelessness duty cases successfully prevented.	Housing and Communities	Cllr Steve Davies	Chris Pope	Up	%	Q	50%	>50%	52.40%	-	
		2	Number of households in external emergency accommodation.	Housing and Communities	Cllr Steve Davies	Chris Pope	Down	Num	Q	50	<50	44	-	
		3	Number of families with children under 16 in external emergency shared accommodation over 6 weeks	Housing and Communities	Cllr Steve Davies	Chris Pope	Down	Num	Q	7	<7	12	-	The main reason for this is finding suitable temporary accommodation (TA) in locations where families need to live. The team continue to work hard to find accommodation to move families to, searching our own TA stock initially. Performance has been impacted by staff availability due to the time of year and annual leave.
		4	Number of Appletree careline services provided to customers.	Housing and Communities	Cllr Dan Poole	Carrie Hesp	Up	Num	Q	3,942	3,991	3,974	-	Seventeen more services would bring this measure to target. It should be noted this represents less than half a percentage point below target.
	Empowering our residents to live healthy, connected and fulfilling lives	5	Resident perception that their quality of life is affected by the fear of crime	Housing and Communities	Cllr Dan Poole	Saq Yasin	Down	%	2 years	24.5%	N/A	N/A	-	Data not available until completion of next resident survey.
		6	Resident perception that they feel safe when outside in their local area	Housing and Communities	Cllr Dan Poole	Saq Yasin	Up	%	2 years	85%	N/A	N/A	-	Data not available until completion of next resident survey.
		7	Investment in and rollout of public space CCTV system	Housing and Communities	Cllr Dan Poole	Brian Byrne	Up	£	Q	£0	£10,000	£0	-	The CCTV expansion report was reviewed at the Housing and Community Scrutiny panel on July 17th, receiving full support prior to full cabinet in August. Once agreed at Cabinet the programme of installation can commence.
		8	Number of education and awareness sessions in relation to serious crime.	Housing and Communities	Cllr Dan Poole	Nikki Swift	Neutral	Num	Q	0	Monitor	68	-	Sessions delivered on Weapons prevention between April 1st and June 30th. Preparation work has commenced on the roll out of a district wide, weapons intervention programme facilitated by the Community Safety Team. Following engagement with the Head Teachers network and youth engagement services, we are receiving nominations for training in the autumn of 2024.
		9	Number of positive interventions in response to Public Spaces Protection Orders (1 and 2).	Housing and Communities	Cllr Dan Poole	Nikki Swift	Neutral	Num	Q	953	Monitor	429	-	In the first quarter, there were 429 interventions with the public relating to PSPO 1 and 2. 313 engagements related to animals and 116 related to fire. One fixed penalty notice was issued.
		10	Number of cultural events and activities supported by New Forest District Council.	Housing and Communities	Cllr Dan Poole	Kealy Whenray	Up	Num	Q	0	6	13	-	8 projects funded by NFDC, 3 projects managed and lead by NFDC. Projects include managing Folio, and supporting Culture in Common, funding projects such as the BBC Gardeners World, Elevate creative work experience programme, Future First youth climate play production, creative drop-ins at the Totton creative hub and a new LGBTQ+ artist hub.
	Meeting housing needs	11	Number of affordable social housing homes delivered by NFDC and its partners.	Housing and Communities	Cllr Steve Davies	Catherine Bonnett	On forecast	Num	Annual	133	N/A	0	-	
		12	Number of affordable council homes delivered against the 2026 Target set.	Housing and Communities	Cllr Steve Davies	Tim Davis	On forecast	Num	Annual	339	N/A	4	-	4 properties were acquired through NFDC's Buy Back programme in Q1.
		13	Percentage score for overall tenant satisfaction with the Council as a landlord, as determined in the Tenant Satisfaction Measures (TSMs)	Housing and Communities	Cllr Steve Davies	David Brown	Up	%	Annual	81.1%	N/A	81%	-	This 81% is the final TSM 'overall satisfaction' for the 2023/24 reporting period. There are no new or updated figures to report on for Q1 2024/25.
		14	Number of council homes achieving Energy Performance Certification band C.	Housing and Communities	Cllr Steve Davies	Callum Ranger	Up	Num	Annual	2,546	N/A	2,546	-	Reported annually, figure unchanged for this period.
		15	Percentage scores for the 5 safety and compliance management Tenant Satisfaction Measures (TSMs)	Housing and Communities	Cllr Steve Davies	Callum Ranger	Up	%	Q	96.08%	96.80%	96.85%	-	

Theme	Priority	NFDC ID	Short Name	Overview and Scrutiny Panel	Portfolio holder	Data owner	Desired DOT	Return Format	Freq.	Baseline	Q1 Target	This period	RAG Status	Supporting Narrative
Place	Shaping our place now and for future generations	16	Percentage of major planning applications determined in time	Place and Sustainability	Cllr Derek Tipp	Martine Parkes	Up	%	Q	86%	85%	80%	Amber	Although this is flagged as amber, it should be noted the local target is set at 25% above the Government prescribed target of 60%.
		17	Percentage of minor planning applications determined in time	Place and Sustainability	Cllr Derek Tipp	Martine Parkes	Up	%	Q	94%	95%	90%	Amber	The local target is set at 25% above the Government prescribed target of 70%
		18	Percentage of other planning applications determined in time	Place and Sustainability	Cllr Derek Tipp	Martine Parkes	Up	%	Q	97%	95%	96%	Green	The local target is set at 15% above the Government prescribed target of 80%
		19	Percentage of allowed planning appeals	Place and Sustainability	Cllr Derek Tipp	Martine Parkes	Down	%	Q	25%	<10%	0%	Green	No planning appeals were allowed
		20	The total outstanding net dwelling supply as set out in our development plan.	Place and Sustainability	Cllr Derek Tipp	James Smith / Peter McGowan	Down	Num	Annual	8,443	N/A	6,285	Red	Total net completions 2016/17 to 2023/24: 2,179 dwellings which is shortfall of 521 against Local Plan Housing Delivery target to date (2,700). Total outstanding housing supply needed to meet Local Plan Housing Delivery target (10,420) by 2036 is 8,241. Currently the housing supply which is considered achievable by 2036 is 6,285 meaning a likely shortfall of 1,956. The 2024 Housing Delivery Action Plan explains in detail and sets out actions we intend to take to encourage housing delivery.
	Protecting our climate, coast, and natural world	21	Kilogrammes of non-recycled waste produced per household	Place and Sustainability	Cllr Geoffrey Blunden	Nicola Plummer	Down	Kg	Q	475.18kg	114	109.2kg	Amber	Q1 figure is estimated at this stage.
		22	Households using our chargeable garden waste service as a percentage of total properties in NFDC.	Place and Sustainability	Cllr Geoffrey Blunden	Samantha Marrache	Up	%	Q	26%	25%	27%	Green	-
		23	Emissions from the council's vehicle fleet.	Place and Sustainability	Cllr Geoffrey Blunden	Simon Cooper	Down	Tonnes of CO2e	Annual	1,696	Monitor	N/A	Grey	-
		24	Percentage of household waste sent for recycling.	Place and Sustainability	Cllr Geoffrey Blunden	Nicola Plummer	Up	%	Q	33.9%	38.5%	40.64%	Green	The increase in recycling rate, is mostly due to the increased tonnages of garden waste collected with the move to wheeled bins. This will be influenced by seasonal garden growth so may not continue to remain this high.
	Caring for our facilities, neighbourhoods and open spaces in a modern and responsive way	25	Number of fly-tipping incidents per 1,000 people	Place and Sustainability	Cllr Geoffrey Blunden	Stewart Phillips	Down	Num	Q	13.94	<13.94	4.4	Green	The reported figure is based on the total of 775 fly-tipping incidents occurring in Q1, (divided by 175,942 people (2022 media population estimate; source: Nomis) * 1,000 = number of incidents per 1,000 people).
26		Percentage customer satisfaction with the appearance of their local area.	Place and Sustainability	Cllr Geoffrey Blunden	Saq Yasin	Up	%	2 years	93%	N/A	N/A	Grey	-	
27		Equivalent number of 0.5 litre bottles filled at water-filling stations – waste averted	Place and Sustainability	Cllr Geoffrey Blunden	Stewart Phillips / Neil Passmore	Up	Num	Q	22,880	9,200	8,370	Amber	Cooler weather than usual throughout spring and early summer, visitor numbers lower than usual. 3 water meters not registering.	
Prosperity	Maximising the benefits of inclusive economic growth and investment	28	Squared metres of industrial/employment land developed.	Place and Sustainability	Cllr Derek Tipp	James Smith / Peter McGowan	Up	Sqm	Annual	21,209 sqm	N/A	-5sqm	Red	Low levels of gross completions (only 678sqm) and former office changed to residential (losing 683sqm) resulting in a net loss in employment floorspace of -5sqm in 2023/24. Employment completions are difficult to predict as they can involve the building/demolition of large amounts of floorspace in a single building and can often rely on the release of single large employment sites which leads to a surge in development when they become available.
		29	Level (£) of retained business rates (at source)	Place and Sustainability	Cllr Jeremy Heron	Kevin Green	Up	£	Annual	£0	N/A	£0	Green	-
	Supporting our high-quality business base and economic centres to thrive and grow	30	Resident perception of our highstreets and town centres	Place and Sustainability	Cllr Geoffrey Blunden	Saq Yasin	Up	%	2 years	-	N/A	N/A	Grey	-
		31	Vacancies of retail premises within town/local centres	Place and Sustainability	Cllr Derek Tipp	James Smith / Peter McGowan	Down	%	Annual	10%	N/A	N/A	Grey	-
	Championing skills and access to job opportunities	32	Employment rate percentage of working age adults (aged 16-64).	Place and Sustainability	Cllr Derek Tipp	Sally Igra	Up	%	Annual	80%	N/A	82.30%	Green	Last updated by ONS: 14 May 2024
33		Proportion (in percentage terms) of employee jobs with hourly pay below the living wage.	Place and Sustainability	Cllr Derek Tipp	Sally Igra	Down	%	Annual	14.2%	N/A	N/A	Grey	2024 figures to be released early 2025	

Theme	Priority	NFDC ID	Short Name	Overview and Scrutiny Panel	Portfolio holder	Data owner	Desired DOT	Return Format	Freq.	Baseline	Q1 Target	This period	RAG Status	Supporting Narrative
Putting our customers at the heart		34	Resident satisfaction with Council services	Resources and Transformation	Leader, Cllr Jill Cleary	Saq Yasin	Up	%	2 years	62%	N/A	N/A	-	
		35	Staff satisfaction score with NFDC ICT services.	Resources and Transformation	Cllr Jeremy Heron	Rich Bird / Kim Gray	Maintain	Num	Annual	-	N/A	N/A	-	
		36	Resident satisfaction score with the quality of NFDC digital services	Resources and Transformation	Cllr Jeremy Heron	Rich Bird / Kim Gray	Maintain	Num	Annual	-	N/A	N/A	-	
Being an employer of choice		37	Percentage of vacancies filled first time.	Resources and Transformation	Leader, Cllr Jill Cleary	Heleana Aylett	Up	%	Q	73.5%	80%	90%	Green	41 Vacancies with only 4 not filled first time
		38	Percentage staff turnover.	Resources and Transformation	Leader, Cllr Jill Cleary	Heleana Aylett	Down	%	Annual	13.48%	N/A	N/A	-	
		39	Average number of days sickness absence per employee.	Resources and Transformation	Leader, Cllr Jill Cleary	Sophie Taylor	Down	Num	Q	9.88	8	9.27	Red	There are ongoing instances of sickness and our absence management policy requires these are followed up appropriately by managers. Automated notifications are sent to managers to support the application of the policy.
		40	Number of council apprenticeships	Resources and Transformation	Leader, Cllr Jill Cleary	Heleana Aylett	Up	Num	Annual	12	N/A	N/A	-	
Being financially responsible		41	Percentage variance to Council budget +/- (General fund budget variations).	Resources and Transformation	Cllr Jeremy Heron	Kevin Green	Up or Down	%	Q	-8.1%	+/- 3%	0%	-	No budget variation report until Q2
		42	Percentage variance to Housing Revenue budget +/- (HRA budget variations).	Resources and Transformation	Cllr Jeremy Heron	Kevin Green	Up or Down	%	Q	3.89%	+/- 3%	0%	-	No budget variation report until Q2
		43	Percentage of Council Tax collected in year	Resources and Transformation	Cllr Jeremy Heron	Ryan Stevens	Up	%	Q	98.65%	29.9%	29.68%	Green	Collection is slightly down when compared to 23/24, this could be due to extending instalments (and last year there was the also the Council Tax Support Fund payments).
		44	Percentage of Non-domestic Rates collected in year	Resources and Transformation	Cllr Jeremy Heron	Ryan Stevens	Up	%	Q	98.96%	29.6%	29.64%	-	
Designing modern and innovative services		45	Benefit realisation from ICT investment	Resources and Transformation	Cllr Jeremy Heron	Rich Bird	Maintain	%	Every 6 Months	-	N/A	87.5%	-	
		46	Percentage of ICT incidents resolved within SLA.	Resources and Transformation	Cllr Jeremy Heron	Kim Gray	Up	%	Q	98.8%	95%	99%	-	
		47	Percentage of annual ICT work programme delivered on time and on budget.	Resources and Transformation	Cllr Jeremy Heron	Rich Bird	Maintain	%	Q	-	70%	100%	-	
		48	Percentage unscheduled downtime for critical systems	Resources and Transformation	Cllr Jeremy Heron	Kim Gray	Down	%	Q	-	<5%	0%	-	

Quarter 2 Corporate Performance Dashboard | Transformation and performance | July - September 2024

Theme	Priority	NFDC ID	Short Name	Overview and Scrutiny Panel	Portfolio holder	Data owner	Desired DOT	Return Format	Freq.	Previous Period	Q2 Target	This period	RAG Status	Supporting Narrative
People	Helping those in our community with the greatest need	1	Percentage of homelessness duty cases successfully prevented.	Housing and Communities	Cllr Steve Davies	Chris Pope	Up	%	Q	52.4%	>50%	41%	Red	The Prevention Duty is where we try to prevent people from becoming homeless by either securing their current accommodation or seeking new accommodation for them. Despite the challenges in the private sector rented sector, the team work hard to support clients by providing advice or practical support.
		2	Number of households in external emergency accommodation.	Housing and Communities	Cllr Steve Davies	Chris Pope	Down	Num	Q	44	<50	59	Red	The number of people in Emergency Accommodation (EA) fluctuates throughout the year. The reason for the jump in EA usage is due to the number of people being asked to leave family accommodation or private landlords ending tenancies. In these scenarios we try to prevent homelessness by searching for new private accommodation or using our own TA which is an enormous challenge currently as there are not many available in the price range that our clients can afford and our own TA is at capacity.
		3	Number of families with children under 16 in external emergency shared accommodation over 6 weeks	Housing and Communities	Cllr Steve Davies	Chris Pope	Down	Num	Q	12	<7	7	Green	We had a higher number of households with large numbers of children, often with complex needs, requiring accommodation.
		4	Number of Appletree careline services provided to customers.	Housing and Communities	Cllr Dan Poole	Carrie Hesp	Up	Num	Q	3,974	4,040	3,968	Red	Due to the fluctuation in client base and services being delivered changing daily, The highest service by volume was 4004 at the end of July with 3965 at the end of August. In addition to dispersed alarms and services delivered, the service also provides fixed careline monitoring alarms in Housing Extra Care stock to 112 flats which does not form part of this data.
	Empowering our residents to live healthy, connected and fulfilling lives	5	Resident perception that their quality of life is affected by the fear of crime	Housing and Communities	Cllr Dan Poole	Saq Yasin	Down	%	2 years	N/A	N/A	N/A	Grey	Data not available until completion of next resident survey.
		6	Resident perception that they feel safe when outside in their local area	Housing and Communities	Cllr Dan Poole	Saq Yasin	Up	%	2 years	N/A	N/A	N/A	Grey	Data not available until completion of next resident survey.
		7	Investment in and rollout of public space CCTV system	Housing and Communities	Cllr Dan Poole	Brian Byrne	Up	£	Q	£0	£20,000	£66,000	Green	Target is cumulative. 66K has been spent on securing 10 x 4g PTZ cameras for rural locations which also includes transmission costs for 2 years. A camera has been installed in Calshot Play park as part of the upgrade to St. Georges Hall providing 24 hour monitoring, live linked to the control room.
		8	Number of education and awareness sessions in relation to serious crime.	Housing and Communities	Cllr Dan Poole	Nikki Swift	Neutral	Num	Q	68	Monitor	47	Yellow	Sessions delivered on weapons prevention between 1st July and 30th September 2024 included workshops and assemblies to 130 young people and 47 sessions delivered to 15 individual participants on a 1:1 basis. Lower figure of 47 sessions confirmed and awaiting final number of sessions delivered to 130 people. Final numbers delayed and will be updated at a later date once clarified with partners.
		9	Number of positive interventions in response to Public Spaces Protection Orders (1 and 2).	Housing and Communities	Cllr Dan Poole	Nikki Swift	Neutral	Num	Q	429	Monitor	522	Yellow	Quarterly data is collated by Forestry England and includes data from the National Parks Authority and the Verderers.
		10	Number of cultural events and activities supported by New Forest District Council.	Housing and Communities	Cllr Dan Poole	Kealy Whenray	Up	Num	Q	13	12	19	Green	Target is cumulative. This quarter we have funded the development of Suitcase Stories, a school based theatre project via SPF funding. Aswell as providing funding for improved music production at this years New Forest Pride in Lyminster. We have also provided project support to Waterside Arts Festival, Artful Scribe's Play on Words festival in New Milton, and the NFDC Litter Nest project. We have also lead Folio in developing their new project ROAM, as well as continued funding, project support and leadership on multiple projects from Q1.
Meeting housing needs	11	Number of affordable social housing homes delivered by NFDC and its partners.	Housing and Communities	Cllr Steve Davies	Catherine Bonnett	On forecast	Num	Annual	0	N/A	N/A	Yellow	Data last reported 2023/24 EOY position to determine a baseline figure.	
	12	Number of affordable council homes delivered against the 2026 Target set.	Housing and Communities	Cllr Steve Davies	Tim Davis	On forecast	Num	Annual	4	N/A	N/A	Yellow	Data last reported 2024/25 Q1 Corporate Dashboard.	
	13	Percentage score for overall tenant satisfaction with the Council as a landlord, as determined in the Tenant Satisfaction Measures (TSMs)	Housing and Communities	Cllr Steve Davies	David Brown	Up	%	Annual	81%	N/A	N/A	Yellow	Data last reported 2024/25 Q1 Corporate Dashboard.	
	14	Number of council homes achieving Energy Performance Certification band C.	Housing and Communities	Cllr Steve Davies	Callum Ranger	Up	Num	Annual	2,546	N/A	N/A	Yellow	Data last reported 2024/25 Q1 Corporate Dashboard.	
	15	Percentage scores for the 5 safety and compliance management Tenant Satisfaction Measures (TSMs)	Housing and Communities	Cllr Steve Davies	Callum Ranger	Up	%	Q	96.85%	96.8%	99.27%	Green	High compliance rates for the end of September for all 5 Safety Measures.	

Theme	Priority	NFDC ID	Short Name	Overview and Scrutiny Panel	Portfolio holder	Data owner	Desired DOT	Return Format	Freq.	Previous Period	Q2 Target	This period	RAG Status	Supporting Narrative
Place	Shaping our place now and for future generations	16	Percentage of major planning applications determined in time	Place and Sustainability	Cllr Derek Tipp	Martine Parkes	Up	%	Q	80%	85%	75%	Amber	Although this is flagged as amber, it should be noted the local target is set at 25% above the Government prescribed target of 60%.
		17	Percentage of minor planning applications determined in time	Place and Sustainability	Cllr Derek Tipp	Martine Parkes	Up	%	Q	90%	95%	95%	Green	The local target is set at 25% above the Government prescribed target of 70%
		18	Percentage of other planning applications determined in time	Place and Sustainability	Cllr Derek Tipp	Martine Parkes	Up	%	Q	96%	95%	97%	Green	The local target is set at 15% above the Government prescribed target of 80%
		19	Percentage of allowed planning appeals	Place and Sustainability	Cllr Derek Tipp	Martine Parkes	Down	%	Q	0%	<10%	13%	Red	2 appeals allowed; 13 appeals dismissed.
		20	The total outstanding net dwelling supply as set out in our development plan.	Place and Sustainability	Cllr Derek Tipp	James Smith Peter McGowan	Down	Num	Annual	6,285	N/A	N/A	Grey	Data last reported 2024/25 Q1 Corporate Dashboard.
	Protecting our climate, coast, and natural world	21	Kilogrammes of non-recycled waste produced per household	Place and Sustainability	Cllr Geoffrey Blunden	Nicola Plummer	Down	Kg	Q	109.2kg	228kg	220.9kg	Grey	Target is cumulative. Data is only available around 2 months after the end of the quarter when it is returned from HCC. Data will be updated at a future date.
		22	Households using our chargeable garden waste service as a percentage of total properties in NFDC.	Place and Sustainability	Cllr Geoffrey Blunden	Samantha Marrache	Up	%	Q	27%	26%	28%	Green	Target is cumulative.
		23	Emissions from the council's vehicle fleet.	Place and Sustainability	Cllr Geoffrey Blunden	Simon Cooper	Down	Tonnes of CO2e	Annual	N/A	Monitor	N/A	Grey	Data last reported 2023/24 EOY position to determine a baseline figure.
		24	Percentage of household waste sent for recycling.	Place and Sustainability	Cllr Geoffrey Blunden	Nicola Plummer	Up	%	Q	40.64%	38.5%	39%	Grey	Data is only available around 2 months after the end of the quarter when it is returned from HCC. Data will be updated at a future date.
	Caring for our facilities, neighbourhoods and open spaces in a modern and responsive way	25	Number of fly-tipping incidents per 1,000 people	Place and Sustainability	Cllr Geoffrey Blunden	Stewart Phillips	Down	Num	Q	4.4	<13.94	3.8	Green	The reported figure is based on the total of 670 fly-tipping incidents occurring in Q2.
26		Percentage customer satisfaction with the appearance of their local area.	Place and Sustainability	Cllr Geoffrey Blunden	Saq Yasin	Up	%	2 years	N/A	N/A	N/A	Grey	Data not available until completion of next resident survey.	
27		Equivalent number of 0.5 litre bottles filled at water-filling stations – waste averted	Place and Sustainability	Cllr Geoffrey Blunden	Stewart Phillips Neil Passmore	Up	Num	Q	8,370	23,000	21,954	Amber	Target is cumulative. Cooler weather than usual throughout spring and early summer, visitor numbers lower than usual. 3 water meters not registering.	
Prosperity	Maximising the benefits of inclusive economic growth and investment	28	Squared metres of industrial/employment land developed.	Place and Sustainability	Cllr Derek Tipp	James Smith Peter McGowan	Up	Sqm	Annual	-5sqm	N/A	N/A	Grey	Data last reported 2024/25 Q1 Corporate Dashboard.
		29	Level (£) of retained business rates (at source)	Place and Sustainability	Cllr Jeremy Heron	Kevin Green	Up	£	Annual	£0	N/A	N/A	Grey	Data last reported 2023/24 EOY position to determine a baseline figure.
	Supporting our high-quality business base and economic centres to thrive and grow	30	Resident perception of our highstreets and town centres	Place and Sustainability	Cllr Geoffrey Blunden	Saq Yasin	Up	%	2 years	N/A	N/A	N/A	Grey	Data not available until completion of next resident survey.
		31	Vacancies of retail premises within town/local centres	Place and Sustainability	Cllr Derek Tipp	James Smith Peter McGowan	Down	%	Annual	N/A	N/A	N/A	Grey	Data last reported 2023/24 EOY position to determine a baseline figure.
	Championing skills and access to job opportunities	32	Employment rate percentage of working age adults (aged 16-64).	Place and Sustainability	Cllr Derek Tipp	Sally Igra	Up	%	Annual	82.30%	N/A	N/A	Grey	Annual data released November 2024.
33		Proportion (in percentage terms) of employee jobs with hourly pay below the living wage.	Place and Sustainability	Cllr Derek Tipp	Sally Igra	Down	%	Annual	N/A	N/A	N/A	Grey	2024 figures to be released early 2025.	

Theme	Priority	NFDC ID	Short Name	Overview and Scrutiny Panel	Portfolio holder	Data owner	Desired DOT	Return Format	Freq.	Previous Period	Q2 Target	This period	RAG Status	Supporting Narrative
Future New Forest	Putting our customers at the heart	34	Resident satisfaction with Council services	Resources and Transformation	Leader, Cllr Jill Cleary	Saq Yasin	Up	%	2 years	N/A	N/A	N/A		Data not available until completion of next resident survey.
		35	Staff satisfaction score with NFDC ICT services.	Resources and Transformation	Cllr Jeremy Heron	Rich Bird Kim Gray	Maintain	Num	Annual	N/A	N/A	N/A		Plan to work with colleagues to identify best way to capture this metric.
		36	Resident satisfaction score with the quality of NFDC digital services	Resources and Transformation	Cllr Jeremy Heron	Rich Bird Kim Gray	Maintain	Num	Annual	N/A	N/A	N/A		Plan to work with colleagues to identify best way to capture this metric.
	Being an employer of choice	37	Percentage of vacancies filled first time.	Resources and Transformation	Leader, Cllr Jill Cleary	Heleana Aylett	Up	%	Q	90%	80%	63%	Red	We had 57 vacancies, 15 of those we are still waiting for outcomes as they were September recruitments.
		38	Percentage staff turnover.	Resources and Transformation	Leader, Cllr Jill Cleary	Heleana Aylett	Down	%	Annual	N/A	N/A	N/A		Data last reported 2023/24 EOY position to determine a baseline figure.
		39	Average number of days sickness absence per employee.	Resources and Transformation	Leader, Cllr Jill Cleary	Sophie Taylor	Down	Num	Q	9.27	8	9.78	Red	Between Q1 and Q2, there has been a decrease in short term absence (4.22 to 4.17), but an increase in long term (5.06 to 5.61) which has subsequently increased total sickness days per FTE. As HR now have more capacity, we are able to work more closely with managers to support them in assisting their team back to work sooner following absences.
		40	Number of council apprenticeships	Resources and Transformation	Leader, Cllr Jill Cleary	Heleana Aylett	Up	Num	Annual	N/A	N/A	N/A		Data last reported 2023/24 EOY position to determine a baseline figure.
	Being financially responsible	41	Percentage variance to Council budget +/- (General fund budget variations).	Resources and Transformation	Cllr Jeremy Heron	Kevin Green	Up or Down	%	Q	0%	+/- 3%	0%	Green	Indicative figures as at 16 October 2024, final figures will be confirmed as set out in the Financial Monitoring Report taken to Cabinet 6 November 2024.
		42	Percentage variance to Housing Revenue budget +/- (HRA budget variations).	Resources and Transformation	Cllr Jeremy Heron	Kevin Green	Up or Down	%	Q	0%	+/- 3%	0.55%	Green	Indicative figures as at 16 October 2024, final figures will be confirmed as set out in the Financial Monitoring Report taken to Cabinet 6 November 2024.
		43	Percentage of Council Tax collected in year	Resources and Transformation	Cllr Jeremy Heron	Ryan Stevens	Up	%	Q	29.60%	57.6%	57.40%	Green	Target is cumulative.
		44	Percentage of Non-domestic Rates collected in year	Resources and Transformation	Cllr Jeremy Heron	Ryan Stevens	Up	%	Q	29.60%	57.9%	57.50%	Green	Target is cumulative.
	Designing modern and innovative services	45	Benefit realisation from ICT investment	Resources and Transformation	Cllr Jeremy Heron	Rich Bird	Maintain	%	Every 6 Months	87.50%	70%	N/A		Data last reported 2024/25 Q1 Corporate Dashboard.
46		Percentage of ICT incidents resolved within SLA.	Resources and Transformation	Cllr Jeremy Heron	Kim Gray	Up	%	Q	99%	95%	98%	Green	-	
47		Percentage of annual ICT work programme delivered on time and on budget.	Resources and Transformation	Cllr Jeremy Heron	Rich Bird	Maintain	%	Q	100%	70%	93.33%	Green	-	
48		Percentage unscheduled downtime for critical systems	Resources and Transformation	Cllr Jeremy Heron	Kim Gray	Down	%	Q	0%	<5%	2.89%	Green	-	

Agenda Item 9

RESOURCES AND TRANSFORMATION OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME – 2025/26			
20 MARCH 2025			
ICT Strategy Delivery Update	To receive the Annual Update on progress with delivery of the ICT strategy	Presentation	Rich Bird / Kim Gray
Digital Strategy Update	To consider a proposed Digital Strategy and to make any recommendations to Cabinet	Written Report	Rich Bird / Kim Gray
Platinum Jubilee Business Park (TBC)	To receive an update	Presentation	Alan Bethune
Transformation Programme Update	To receive an update on progress with the Transformation programme.	Written Report	Rebecca Drummond / Ingrid Archer
Peer Review Update	To receive details of the recent Peer Review and related action plan	Written Report	Rebecca Drummond
Performance Dashboards	To receive portfolio performance data	Written Report	Saqib Yasin
25 JUNE 2025			
Commercial and Residential Property Strategies	To receive a presentation on the performance to date in the delivery of the Commercial and Residential Property strategies.	Presentation	Alan Bethune / Andrew Mills
Solent Freeport Annual Update	To receive an update on the current position with Solent Freeport	Presentation / Written Report	Alan Bethune
Transformation Programme Update	To receive an update on the current position with the Transformation programme.	Written Report	Rebecca Drummond / Ingrid Archer

Task and Finish Group Arrangements for 2025	To agree the Task and Finish Group arrangements for the 2025 process	Agenda item	Andy Rogers
Information Governance and Complaints Half Yearly Update	To receive the half yearly update complaints performance and service improvement report.	Written Report	Amanda Wilson
Annual Performance and Budget Outturn Report	To receive the Annual Performance and Budget Outturn Report	Written Report	Paul Whittles / Saqib Yasin
Performance Dashboards	To receive portfolio performance data	Written Report	Saqib Yasin
18 SEPTEMBER 2025			
Performance Dashboards	To receive portfolio performance data	Written Report	Saqib Yasin
Transformation Programme Update	To receive an update on progress with the Transformation programme.	Written Report	Rebecca Drummond / Ingrid Archer
Procurement Update	To receive an update on the Procurement service.	Written Report	Josie West
Universal Credit Update	To note the current position in regard to the Universal Credit Migration	Written Report	Ryan Stevens
Financial Strategy Task and Finish Group update	To receive an update on the actions recommended in the report of the Financial Strategy Task and Finish group received in November 2024	Written Report	Paul Whittles
20 NOVEMBER 2025			
Performance Dashboards	To receive portfolio performance data	Written Report	Saqib Yasin

Transformation Programme Update	To receive an update on progress with the Transformation programme.	Written Report	Rebecca Drummond / Ingrid Archer
Citizens Advice New Forest Update	To receive an update from Citizen's Advice New Forest on their activities and operation over the last year and to make recommendations on future funding.	Written Report	Ryan Stevens
Information Governance and Complaints Half Yearly Update	To receive the half yearly update complaints performance and service improvement report (to include the annual complaints performance and service improvement report 2023/24)	Written Report	Amanda Wilson

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