

**Resources Department
Town Hall, Upper Street, London, N1 2UD**

AGENDA FOR THE POLICY AND PERFORMANCE SCRUTINY COMMITTEE

Members of the Policy and Performance Scrutiny Committee are summoned to the meeting which will be held in Council Chamber, Town Hall, Upper Street, N1 2UD on **11 December 2023 at 7.30 pm.**

Enquiries to : Jonathan Moore
Tel : 0207 527 3308
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Despatched : 1 December 2023

Membership

Councillors:

Councillor Flora Williamson (Chair)	Councillor Hannah McHugh
Councillor Paul Convery (Vice-Chair)	Councillor Bashir Ibrahim
Councillor Jilani Chowdhury	Councillor Saiqa Pandor
Councillor Jason Jackson	Councillor Angelo Weekes
Councillor Tricia Clarke	Councillor Heather Staff
Councillor Sheila Chapman	Councillor Benali Hamdache

Substitutes:

Councillor Nick Wayne	Councillor Troy Gallagher
Councillor Dave Poyser	Councillor Caroline Russell
Councillor Praful Nargund	

Quorum is 4 Councillors

A. Formal Matters	Page
1. Apologies for Absence	
2. Declaration of Substitute Members	
3. Declarations of Interest	

If you have a **Disclosable Pecuniary Interest*** in an item of business:

- if it is not yet on the council's register, you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent;
- you may **choose** to declare a Disclosable Pecuniary Interest that is already in the register in the interests of openness and transparency.

In both the above cases, you **must** leave the room without participating in discussion of the item.

If you have a **personal** interest in an item of business **and** you intend to speak or vote on the item you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent but you **may** participate in the discussion and vote on the item.

***(a) Employment, etc** - Any employment, office, trade, profession or vocation carried on for profit or gain.

(b) Sponsorship - Any payment or other financial benefit in respect of your expenses in carrying out duties as a member, or of your election; including from a trade union.

(c) Contracts - Any current contract for goods, services or works, between you or your partner (or a body in which one of you has a beneficial interest) and the council.

(d) Land - Any beneficial interest in land which is within the council's area.

(e) Licences- Any licence to occupy land in the council's area for a month or longer.

(f) Corporate tenancies - Any tenancy between the council and a body in which you or your partner have a beneficial interest.

(g) Securities - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

This applies to all members present at the meeting.

4. Minutes of the previous meeting	1 - 6
5. Chair's Report	

6. Public Questions

For members of the public to ask questions relating to any subject on the meeting agenda under Procedure Rule 70.5. Alternatively, the Chair may opt to accept questions from the public during the discussion on each agenda item.

B. Items for Call-In (if any)	Page
C. Discussion Items	
1. Scrutiny Review of Complex Anti-Social Behaviour: Evidence <ul style="list-style-type: none">• The Metropolitan Police will attend for this item.	7 - 24
2. Annual Presentation - Executive Member for Equalities, Culture and Inclusion	25 - 54
3. Budget Monitor - Quarter 2 2023-24	55 - 102
4. Update on Sickness Absence	103 - 116
5. Local Government and Social Care Ombudsman (LGSCO) Annual Review performance report 2022-2023	117 - 140
6. Monitoring Item <ul style="list-style-type: none">• Council Forward Plan• Scrutiny Review Tracker• Responses from previous meetings• Verbal Updates from Committee Chairs• Work Programme	141 - 162

D. Urgent Non-Exempt Matters

Any non-exempt items which the chair agrees should be considered urgently by reason of special circumstances. The reason for urgency will be agreed by the Chair and recorded in the minutes.

E. Exclusion of Public and Press

To consider whether, in view of the nature of the business in the remaining items on the agenda any of them are likely to involve the disclosure of exempt or confidential information within the terms of the access to information procedure rules in the constitution and if so, whether to exclude the press and public during discussion thereof.

F. Exempt Items for Call-In (if any)

G. Exempt Items

The public may be excluded from meetings whenever it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that exempt information would be disclosed.

H. Other Business

The next meeting of the Policy and Performance Scrutiny Committee will be on 18 January 2024

Please note all committee agendas, reports and minutes are available on the council's website: www.democracy.islington.gov.uk

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London Borough of Islington

Policy and Performance Scrutiny Committee - 2 November 2023

Non-confidential minutes of the meeting of the Policy and Performance Scrutiny Committee held at Council Chamber, Town Hall, Upper Street, N1 2UD on 2 November 2023 at 7.30 pm.

Present: **Councillors:** Williamson (Chair), Convery (Vice-Chair),
Chowdhury, Jackson, Clarke, Chapman, McHugh,
Pandor, Weekes, Staff and Hamdache

Also Present: **Councillors:** O'Halloran, Ward and Woolf.

Councillor Flora Williamson in the Chair

143 APOLOGIES FOR ABSENCE (Item A1)

Apologies for absence were received from Cllr Bashir Ibrahim.

144 DECLARATION OF SUBSTITUTE MEMBERS (Item A2)

None.

145 DECLARATIONS OF INTEREST (Item A3)

None.

146 MINUTES OF THE PREVIOUS MEETING (Item A4)

RESOLVED:

That the minutes of the previous meeting held on 9 September 2023 be agreed as a correct record and the Chair be authorised to sign them.

147 CHAIR'S REPORT (Item A5)

The Chair noted the evidence sessions scheduled as part of the scrutiny review of Complex Anti-Social Behaviour. This included a focus group with residents on 20th November and attendance at a virtual meeting with Housing Associations on 4th December. Further evidence sessions would be scheduled in due course.

148 PUBLIC QUESTIONS (Item A6)

None.

149 VOLUNTARY AND COMMUNITY SECTOR ANNUAL REPORT - EXECUTIVE MEMBER FOR HOMES AND COMMUNITIES (Item D1)

Councillor Una O'Halloran, Executive Member for Homes and Communities, and Billy Wells, Assistant Director – Homes and Communities, introduced the report.

The following main points were noted in the discussion:

- The report provided a detailed summary of the council's work to support the voluntary and community sector.
- The Executive Member noted that applications for the 2024 grants programme were currently being considered. The number of applications for financial support from voluntary sector organisations had doubled since last year.
- A member asked if some local community centres could be better utilised; it was commented that some community centres had unused office space that could be used by local people. In response, the Executive Member noted the ongoing Community Centre review. There was a broad range of community centres in Islington, some were managed by Islington Council, others were owned by the council but let to other organisations to manage, and there was considerable variation in terms of facilities and usage. The review was currently ongoing but aimed to make recommendations on how to best use these community spaces.
- A member commented that many local organisations were struggling with recruitment, with key community organisers retiring and other volunteers not willing or able to take on this workload. It was queried how the council could support people in engaging with the community and voluntary sector, particularly on tenants and residents associations. In response, officers summarised the council's work in supporting these organisations, including providing advice and training to TRA members. Although some people could only commit to an hour or so a week, it was important to provide opportunities for local people to be able to contribute as much or as little time as they were able to offer.
- Following a question on monitoring outcomes, the Executive Member summarised how VCS grant agreements were monitored and reviewed.
- A member noted the great partnership work with the voluntary sector and asked how the voluntary sector was able to provide feedback to the council and contribute to council policy. The Executive Member commented on the strong relationships built during the pandemic and the importance of genuine partnership with the voluntary sector.
- Following a question, officers summarised the investment in community facilities on estates, including outdoor football pitches, MUGAs, outdoor fitness equipment, and community garden spaces. It was important for facilities to meet local needs and officers commented on engagement with local residents, community groups and schools on how this money is invested.
- A member referenced the We Are Cally initiative, commenting that this was a comprehensive programme that involved place-based investment, dedicated staff, an engagement programme, community governance and an action plan. It was queried what could be learnt from the programme, and if a similar model could be implemented elsewhere. The Executive Member agreed that it was a good model and commented that each area would have different local partners and issues to consider if developing a similar programme of work.

- It was suggested that some community spaces could be used to help with the provision of affordable community workspaces.
- The Committee noted community centres that were owned and managed by housing associations and other organisations; some of these were underused and one was thought to be empty. Although the council could work to influence the owners of these properties, it was confirmed that the council did not have power to change how these operate.
- Following a question, the Executive Member commented it was not possible to increase the amount of Local Initiatives Funding available; the council was facing financial challenges and it was not currently feasible to increase allocations, however it was important to work with partner organisations, including the Cripplegate Foundation, the GLA and others, to ensure that money was invested locally.
- In response to a question on supporting TRAs, officers explained work to review and simplify the TRA handbook, provide governance advice, and encourage residents to get involved.
- A member noted the relatively low turnout at ward partnership meetings and other community meetings. The Executive Member commented on the successful implementation of community drop in sessions in some wards. It was thought that traditional community meetings had limited appeal, whereas greater turnout could be achieved if meetings were linked to specific community events, particularly at weekends.
- Following a question on wi-fi access at community centres, the Executive Member confirmed that not all centres had an internet connection, and it was the responsibility of the centre management to provide these facilities if they were needed for their services.
- It was noted that the Warm Spaces initiative over the previous winter was delivered largely on the good will of partner organisations. The Executive Member thanked all organisations supporting residents with the cost of living crisis.

RESOLVED:

That the report be noted.

150

CORPORATE PERFORMANCE Q1 2023-24 (Item D2)

Joanna Dawes, Corporate Performance Manager, Dave Hodgkinson, Corporate Director – Resources, and Cllr Diarmaid Ward, Executive Member for Finance, Planning and Performance, introduced the report.

The following main points were noted in the discussion:

- The collection of business rates and council tax was on track and currently above target.
- In relation to diversity in the council's workforce, the percentage of Black, Asian and Minority Ethnic Staff, and Disabled staff in the top 5% of earners had increased from the previous quarter. The Committee requested that this figure be provided as an absolute number, rather than a percentage.

Policy and Performance Scrutiny Committee - 2 November 2023

- The council's complaints backlog had been cleared. Developments in the council's telephone systems had decreased the amount of abandoned calls from 22% to 5%.
- A member expressed concern about the overspend in Adult Social Care and commented that the financial position may be improved through decreased usage of agency staff. In response, officers summarised the cost pressures on the department, including inflation, demographic pressures, and increased complexity of need. There was an adult social care transformation plan that sought to manage demand to improve the financial position.
- Following a question on staff redundancies, it was confirmed that the council had a voluntary redundancy scheme, however few staff in Adult Social Care would have chosen redundancy through this scheme.
- The Committee expressed concerns about levels of sickness absence and asked for detailed data and analysis of sickness rates. It was confirmed that a further detailed update on sickness absence was scheduled for the December meeting.
- A member commented on the need to convert agency staff to permanent employees. The report noted the scheme to move temporary staff onto permanent contracts if they had been with the council for more than 12 months, however members suggested that managers should have regular conversations with agency staff about moving into the council's employment far sooner than this. Officers confirmed that the council is committed to permanent recruitment; there would always be a need to recruit some agency staff to provide skills, expertise and short-term capacity, but it was accepted that the council wanted to decrease the number of staff employed through agencies.
- A member noted concerns at the findings of the Local Government and Social Care Ombudsman and Housing Ombudsman over recent months, that had both found fault with the council's services. The Executive Member commented on the work underway to improve services for residents.
- In response to a query on FOI and SAR response times, officers commented on specific issues in searching and retrieving information from historic paper records, as well as insufficient central coordination of responses. The council had recently introduced a new structure that centralised the coordination of responses and it was anticipated this would lead to improvements.
- Following a question, it was confirmed that interim executive spend included both specialist and senior roles, so was not only limited to interim directors, for example.
- A member asked for further information on overtime paid to agency staff.
- The Executive Member commented that he would be interested to see the results of 4-day-week trials in local authorities, and noted his disappointment that the government was seeking to intervene how councils managed their staff. There were no current plans to implement 4-day-week trial in Islington.
- The Committee expressed concern about the council's adverse financial position, particularly overspends in Adult Social Care and Children's Services, which were particularly high for the end of Quarter 1. Officers noted the challenges facing the local government sector, and advised that the budget monitor would be submitted to the next meeting.

RESOLVED:

To monitor and challenge performance trends for Q1 2023/24 for Organisational Health.

ACTIONS:

- Statistics on council staff diversity to be provided as absolute numbers rather than as a percentage.
- A member asked for further information on overtime paid to agency staff.

151

SCRUTINY REVIEW OF COMPLEX ANTI-SOCIAL BEHAVIOUR: EVIDENCE (Item D3)

Ian Swift, Director of Housing Needs and Strategy, and Sinem Yanik, Acting Head of Housing Partnerships, presented to the committee on the work of the council's housing landlord function in managing anti-social behaviour.

The following main points were noted in the discussion:

- A high proportion of ASB was perpetrated by vulnerable residents with complex needs and it was important that local agencies worked with them in a sensitive manner. It was intended to restructure the housing management function; this would increase capacity in the service and would help to ensure the service was able to better respond to residents with complex needs.
- Enforcement action had increased recently, in the last 6 months the council had taken more enforcement action than it had in the previous 6 years.
- The council was increasing engagement with residents and had held 60 drop-in sessions, with some attended by around 80-100 people. These allowed residents to raise a range of concerns, including ASB issues.
- Officers commented on the new online ASB reporting system in development. This would allow reporting 24/7.
- Officers acknowledged that, historically, the collection of data on ASB issues raised by tenants had not been good enough. The service was focused on improving this.
- Commenting on organisational culture, officers emphasised the importance of working with residents, treating them with respect and dignity.
- There were significant backlogs in the justice system that meant seeking court orders against tenants for ASB issues was a lengthy process.
- A member asked for further details of the housing management restructure and why this had not yet been implemented. In response, officers advised that it was intended to restructure the service into 3 locality-based teams, North, Central and South, with each officer having a caseload of 550 households, rather than the 2,000 they do currently. Officers would be provided with new technology, such as iPads, to allow them to carry out tenancy audits remotely. It was commented that the job evaluation process had taken longer than anticipated, and it would not be appropriate to carry out a restructure prior to the festive period.

- A member commented on press reports that some housing providers did not take ASB issues seriously and noted that this could have serious detrimental impacts on residents. Officers commented on the importance of culture change in the organisation; it was essential that staff understood the impact that ongoing ASB could have on residents. Staff needed to understand the impact of trauma, take a risk-based approach, and not be judgemental.
- Officers summarised the recently agreed Islington Housing Providers' Partnership that sought a consistent approach to handling ASB. Senior officers were meeting with counterparts in housing associations to discuss how to increase performance across the sector.
- A member asked for further information on the number of ASB cases linked to addiction and mental health issues. It was confirmed that addiction services had been invited to attend a future meeting.
- Officers noted that resident engagement with support services was voluntary and it could be particularly problematic when those with complex needs did not wish to engage with the support available.
- The council had evicted residents for ASB issues in the past but officers reiterated that this was an absolutely last resort and would only happen after residents are offered alternative housing options. It was essential to ensure that those evicted were not sleeping rough.
- Commenting on neighbour nuisance, officers noted that simple practical things could avoid issues, such as fitting carpets to reduce noise between floors.
- A number of mandatory training courses were being rolled out to support culture change in the department. Officers were also assessing performance through mystery shopping exercises and focus groups.
- It was thought that 50% of council tenants had a specific vulnerability, however it was accepted that data on the particular needs of residents was not currently good enough.
- A discussion was had on if it was possible to share some details with neighbouring residents when the council was engaging with a vulnerable person who was a perpetrator of ASB. Although the council must be mindful of data protection and the right to privacy, it was thought that some acknowledgement from the council that they were aware of local ASB issues and explaining that appropriate action was being taken would help to reassure residents.

The Committee thanked officers for their attendance.

152 MONITORING ITEM (Item D4)

Noted.

The meeting ended at 9:40pm

CHAIR

POLICY AND PERFORMANCE SCRUTINY COMMITTEE MEETING

11TH DECEMBER 2023

A New Met For London

Following the Casey Review

A New Met for London sets out our three priorities for reform: community crime-fighting, culture change and fixing our foundations.

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1. Community crime-fighting is how we cut crime, rebuild trust and restore our bond with communities. We'll put more officers and Police Community Support Officers (PCSOs) into local neighbourhoods and make sure they're delivering against the priorities of Londoners. We'll work with them to fight crime and anti-social behaviour, bringing all the specialist resources of the Met together to make a difference in the highest crime, lowest trust communities.

2. Culture change will be delivered across the Met to embed the values of policing by consent and build a strong culture focused on delivering for London, maintaining high standards and learning from others. We'll become a police service that does not discriminate – tackling racism, misogyny and homophobia – and better reflects the diversity of the city we serve.

3. Fixing our foundations is how we'll set up our people to succeed. We'll organise and deploy our people better, and give them the training, equipment and tools they need to cut crime. We'll equip them with the data and technology they need to use their powers precisely while maintaining trust and upholding high standards.

A New Met For London

Following the Casey Review

Communities-first: We will prioritise the Londoners we serve in everything we do. We will listen to them and work with them to solve problems.

Frontline-focussed: We will prioritise officers and staff who work directly with the public, so they have what they need to provide the best service to Londoners.

Inclusive: We will be anti-discriminatory. We will seek to understand diverse perspectives and treat people according to their needs. We will create a workplace where everyone can thrive and is accessible and inclusive to all.

Collaborative: We recognise policing in London is at its best when the diverse communities we serve help us shape our response and the impact we have. We will take every opportunity to work with partners and our colleagues; to listen, reflect, learn and act.

Precise: We will make data and insight driven decisions informed by the best available evidence so we focus our efforts on achieving results with the greatest benefit to the public.

Central North – Local Action Plan

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Action 1

Strengthening
Neighbourhood
Policing

MORE TRUST | LESS CRIME

Action 2

Enhancing
our
Professionalism

MORE TRUST | HIGH STANDARDS

Action 3

Greater involvement
of Citizens in
Policing

MORE TRUST

Action 4

Delivering
Coordinated
Crime Fighting

LESS CRIME

Action 5

Developing and
supporting our
people

HIGH STANDARDS

Action 6

Improving
our Communication

MORE TRUST

Action 7

Taking a Trauma
Informed Approach
to Policing

MORE TRUST | HIGH STANDARDS

Action 8

Strengthening
Public
Protection

LESS CRIME

Action 9

Protecting the most
vulnerable in
Islington

MORE TRUST

Action 10

Delivering high
quality
investigations

MORE TRUST | LESS CRIME

Neighbourhoods Performance

October 2023 – performance data

Islington (CN)

Neighbourhoods	Offences			
	Islington Current FYTD	Islington Previous FYTD	Islington % Change	
Personal Robbery	623	597	4.4%	↑
Theft Person	1521	1715	-11.3%	↓
Residential Burglary	692	673	2.8%	↑
Theft of Motor Vehicle	314	353	-11.0%	↓
Theft From Motor Vehicle	951	1066	-10.8%	↓
Interfering with MV	112	131	-14.5%	↓
Aggravated Taking of MV	4	12	-66.7%	↓

MPS Pan-London

Neighbourhoods	Offences			
	MPS-wide Current FYTD	MPS-wide Previous FYTD	MPS-wide % Change	
Personal Robbery	16899	14947	13.1%	↑
Theft Person	38662	31434	23.0%	↑
Residential Burglary	21583	20817	3.7%	↑
Theft of Motor Vehicle	19251	18779	2.5%	↑
Theft From Motor Vehicle	34589	37922	-8.8%	↓
Interfering with MV	6402	6498	-1.5%	↓
Aggravated Taking of MV	374	432	-13.4%	↓

ASB Governance

Governance

- Our current structure consists of regular partnership meetings. These take place at the tactical and strategic level, in partnership with other agencies – such as the Local Authority.
- We have recently undertaken a governance workshop (04/10/23) in conjunction with our Local Authority partners, which identified the requirements for:

Joint priorities

Streamlining of existing meetings

Effective action tracking / performance against delivery

- We have conducted an ASB workshop with senior stakeholders, and are subsequently developing a co-chaired Performance Management Meeting. This will be underpinned by a robust performance framework, designed to monitor delivery and the effectiveness of interventions.
- We are restructuring at the local level, to ensure we are aligned with Local Authority Ward boundaries, and delivering for our communities.

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ASB Process

All confirmed ASB incidents, whether notified by MetCC, direct to an officer, third party or any other method of communication, are recorded on AirSpace, unless there is evidence that it is:

a) NOT ASB or

b) It is an isolated incident with NO VICTIM / COMMUNITY IMPACT and NO likelihood of recurrence.

- The Anti-Social Behaviour Early Intervention Scheme (ASBEIS) is an innovative way of managing ASB at the earliest opportunity, alongside partners using interventions and diversions, with the benefit of potentially preventing future criminal behaviour. using practices and powers from the Anti-Social Behaviour Act 2014.

Stage 1 - Opportunity for intervention & diversion

Page 13 Intervention & Diversion first

1st ASB warning issued. Individual receives a warning informing them of the ASB Legislation and how the process works the details are then captured on Airspace. It may be appropriate to issue the 1st warning alongside a restorative approach or other intervention/diversion.

Of Note

If a warning is disputed - If a subject has challenged an ASB warning and no evidence of ASB is found then the ASB warning will be removed, as is required under the data protection act i.e. any information we hold has to be up to date and relevant.

2: 2nd warning

A letter is sent warning of the consequences of continuing the activity. Where relevant, diversion or other assistance is considered.

ASB Process

3: 3rd warning

Home visit and partner involvement for intervention and diversion such as Local Authority, Drugs Intervention, Youth Diversionary Activities.

4: Community Protection Warning (CPW)

Continued behaviour will lead to a CPW being issued. This allows conditions to restrict behaviour to be imposed (to those 16 and over)

Stage 2 - Enforcement

5: Community Protection Notice (CPN)

Breaches of a CPW will escalate to a CPN.

Breaches of CPNs can provide evidence for escalation to Criminal Behaviour Orders, Injunctions, Closures, Evictions, etc.

Of Note:

The process can be fluid, if an ASB warning is not appropriate, then an assessment can be made as to what Intervention/Diversion is most appropriate – usually a warning letter. All stages need to be proportionate to the behaviour being committed.

ASB powers and policy

Section 50 Police Reform Act:

Officers in uniform may use this legislation to obtain the name and address of a person causing Anti-Social Behaviour. This has a power of arrest if they refuse.

Community Protection Notice (CPN):

Community Protection Notices can be used to put conditions on the subject as part of a home visit. In the case of a CPN these conditions can be prohibitions and/or positive requirements.

Criminal Behaviour Order (CBO):

If a CPN is breached then consideration could be made to obtain at Criminal Behaviour Order using the ASB Warning, Home Visit, CPN and diversion options to evidence the need for a CBO.

Civil Injunctions:

Partners from the Local Authority or Housing Providers may have collated sufficient evidence to seek an injunction against the subject.

Closure Powers:

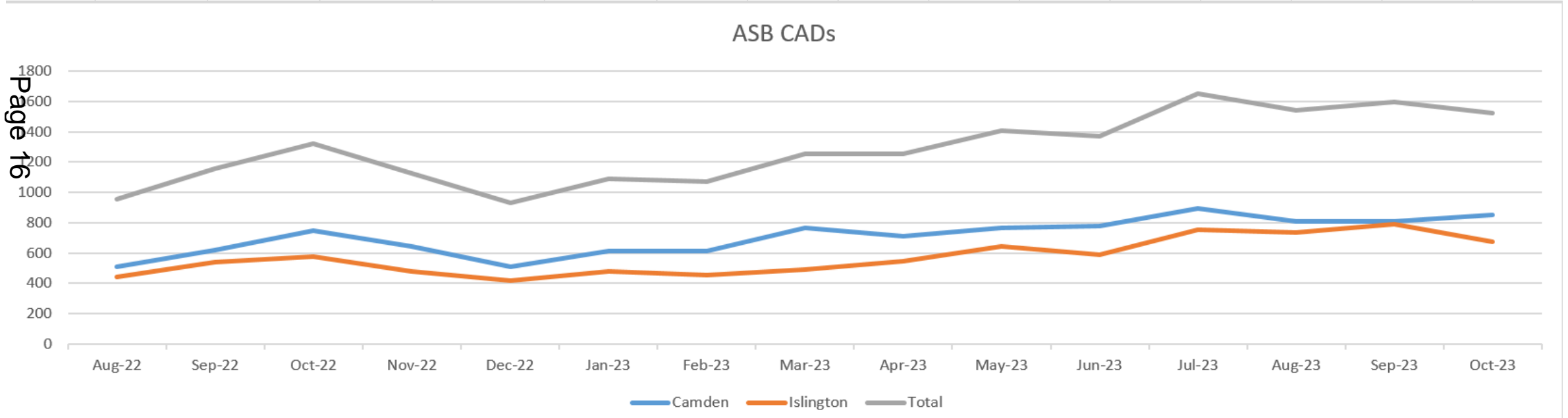
There may be sufficient evidence that anti-social behaviour is directly linked to the subject's property so please consider the use of closure powers.

Eviction (Section 21 and Section 8 Housing Act 1998) this legislation assists with either the eviction of a tenant after a fixed term ends or during a term and the tenant has broken the terms of their tenancy.

ASB Performance

ASB CADs

	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23
Camden	510	617	749	646	510	611	614	767	710	766	778	894	806	808	854
Islington	443	540	574	478	420	478	457	489	544	641	591	755	735	789	672
Total	953	1157	1323	1124	930	1089	1071	1256	1254	1407	1369	1649	1541	1597	1526

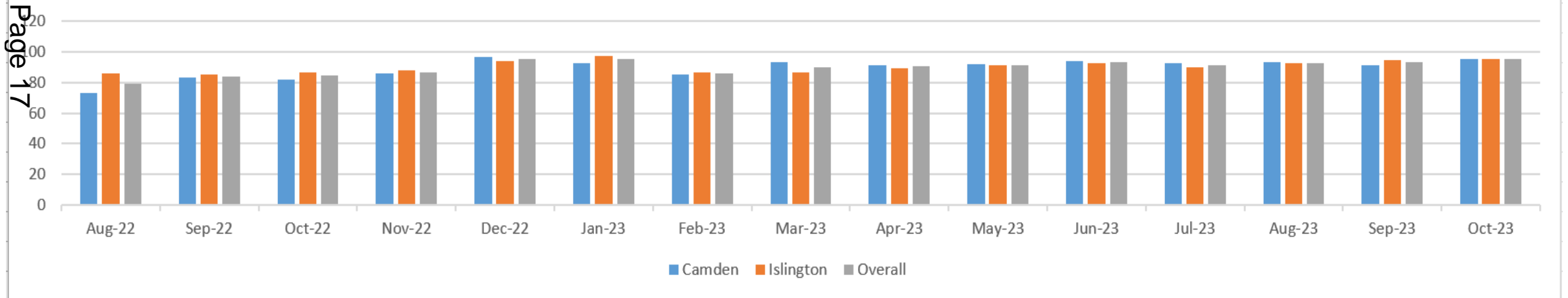


ASB Performance

ASB CAD Compliance

	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23
Camden	72.82	83.04	81.88	86.13	96.59	92.86	85.04	93.18	91.16	91.61	93.94	92.57	93.15	91.45	94.96
Islington	85.84	85.12	86.67	87.6	93.81	97.22	86.67	86.27	89.36	91.27	92.73	90.14	92.25	94.62	95.05
Overall	79.33	84.08	84.27	86.86	95.2	95.04	85.855	89.725	90.26	91.44	93.335	91.36	92.7	93.03	95

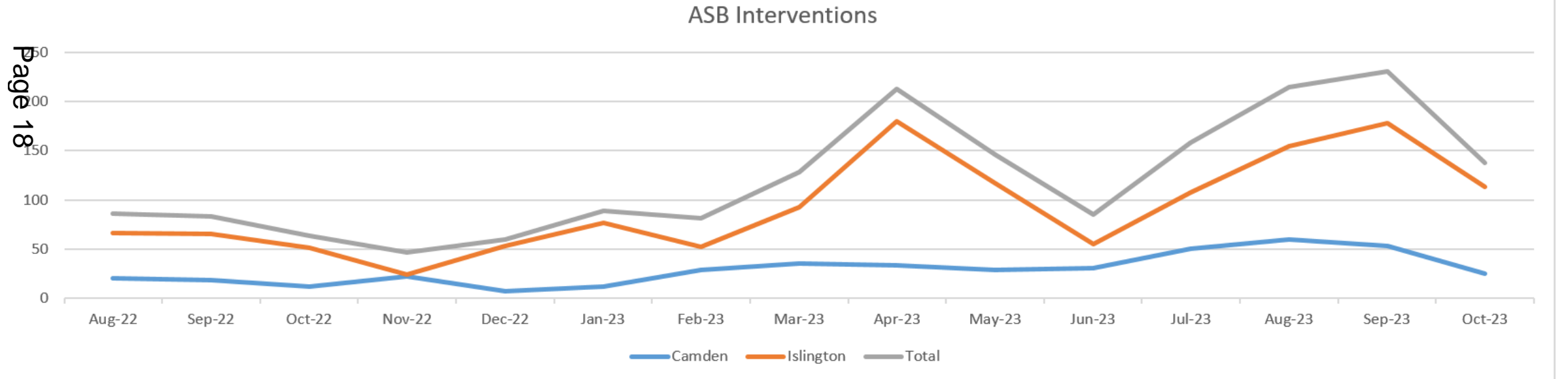
ASB CAD Compliance



ASB Performance

ASB Interventions

	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23
Camden	20	18	12	22	7	12	29	35	33	29	30	50	60	53	25
Islington	66	65	51	24	53	77	52	93	180	117	55	108	155	178	113
Total	86	83	63	46	60	89	81	128	213	146	85	158	215	231	138



Tasking and Coordination

Collaborative working

We are working collaboratively, making informed decisions.

- A weekly Hotspot meeting with Islington Community Safety. Antisocial behaviour Hotspots are determined using both MPS and Islington Local Authority data. These meetings are chaired by Dan Lawson from Islington, and attended by our Inspectors. Our joint patrols between Police, Parkguard, Targeted Youth Support and Islington Council officers considers capacity, capability, and ownership. In considering our powers and policies, we strive to effectively deliver for our local communities.

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The Early Intervention Scheme twice a month.

A Cuckooing Panel meeting monthly.

- A Repeat Callers Meeting monthly.
- A Community MARAC monthly.
- Local community meetings and Ward Panels
- The Tactical Tasking and Coordination Group (TTCG)

ASB Performance

What is working well and how do we improve?

Early Intervention Scheme (EIS)

- Two meetings per month with Matt Bunce at LBI. This is to discuss problem areas, people and address which cause the most ASB. Tactics are identified and actions generated for police and partners.
- There appears to be a healthy appetite by both the LBI and the police ASB team to deal robustly with ASB issues. This has definitely improved over the past 12 months.

ASB team provide CAD data to LBI in order for them to task Parkguard into hotspot areas. They also provide a weekly overview of the EIS statistics to LBI, who then utilise their analysts to come up with mapping information.

Operation Pantera

- Two meetings per month with regards cuckooing, one triage and one full partners. At the partners meeting it will be discussed what are the highest risk cases. Actions drafted at this meeting for partners to take forward.
- ASB team then work with both partners and internal police teams to try to address the issues. This includes SNT, Project Adder, Op Outreach. Range of ASB tools considered, including closure orders.
- Good communication and flexibility between ASB team and partners at LBI which fosters trust. Assists with information sharing.

ASB Performance

What is working well and how do we improve?

Repeat Callers

- There is a joint meeting with LBI once a month. Repeat caller lists are compared and prioritised. It is at this meeting that tactics are discussed to try and deal with those who are constantly causing issues for both police and LBI.
- This involves working with other Council partners, such as MH workers, support workers, Housing colleagues to try to address any vulnerabilities. This is working well.

CMARAC

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This is a monthly meeting which is attended by the Neighbourhood Inspector. Complex ASB cases are discussed and solutions identified. The ASB team complete the research for each of these cases. This system appears to work well as there is a healthy churn of names at each meeting and no repeat cases.

- Sharing of information ensures that the relevant partner agency best suited to tackle the problem is identified and tasked.

Information Sharing

Information Sharing

- If a subject has challenged an ASB warning and no evidence of ASB is found, then the ASB warning will be removed, as is required under the data protection act i.e. any information we hold has to be up to date and relevant.
- Subject to the revised Pan-London data sharing arrangement ratified in 2022/23, we share ASB data with our Local Authority partners.
- This is achieved through direct reporting where necessary, and at a variety of meetings at the tactical and strategic level.

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All data is securely stored. The sharing of subject specific information is recorded on police indices, noting the rationale for dissemination and to whom. This is in-line with the standards set out by the Information Commissioners Office and MPS policy.

Deployments and Initiatives

Operational deployments

- We are piloting Clear, Hold, Build across three boroughs, with our partners and community stakeholders. Significant progress has been made on this initiative, as we look to implement Phase One under the Love Finsbury Park banner.
- We have undertaken a week of action focussed on Nitrous Oxide (Nos) in Night Time Economy areas, such as Cowper Street. This forms part of a larger project to deal with antisocial behaviour and crime, empowered by the use of new legislation.
- We are working in partnership with the Local Authority on Cleaner Safer Islington, focussed on reducing crime and antisocial behaviour in the Nags Head area.
- We are committed to remaining flexible, with quick deployment capacity provided as necessary. This is in line with our protocol for Gold (Gx) and Silver (Sx) groups, post incident.
- We are working closely with our Local Authority partners to deliver Safer Spaces Walk & Talk events, engaging positively with our communities in Islington.





**MORE
TRUST**

**LESS
CRIME**

**HIGH
STANDARDS**

Challenging Inequality

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2023 Annual Scrutiny Report

Agenda Item D2

What we plan to cover

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1

Challenging
Inequality
Programme

2

Challenging
Inequality
Priority
Outcomes

3

Equality
Events

4

Black Cultural
Centre





Challenging Inequality Programme

The backdrop

The Challenging Inequality programme was established in 2021 on the back of the Covid 19 Pandemic, the death of George Floyd and the Black Lives Matter movement. It has played a significant role in **shaping our conversations around inequality and embedding our approach to tackling it as part of our core business** across our organisation, partnerships and community.

Since the programme's initiation our society has changed significantly. Recovery of the impacts of Covid 19, the war in Ukraine, the cost-of-living crisis and overall funding reductions across the public sector have introduced new pressures that continue to **impact and create further obstacles for those who are most disadvantaged**.

Our 'Let's Talk Islington' engagement enabled us to better understand the lived experiences of our residents and target intervention at specific issues that exist for different groups. The launch of our **Islington Together 2030 corporate plan** puts tackling inequality at the centre of our mission to deliver a more equal Islington.

The core nature of inequality means that we continually **evolve our approach to respond to new issues and challenges**.

Programme structure



Important steps to overcoming the challenges

Sharing Responsibility for Equality

Work with HR to deliver mandatory statutory equality duty training

Embed equalities training in onboarding of new staff

Introduce mandatory refresher training to be completed by all staff each year

Equality Action Plans

Use the Equalities Framework for Local Government and Racial Equality Standards to set standards

Work with services to develop clear action plans
Make it compulsory to demonstrate impact and benefits realisation in action plans

Identify subject matter experts and specialists to deliver department specific guidance and training

Leadership

Continue to ensure that Executive Members and Corporate Directors have leading roles in the delivery of priority outcomes

Equalities action planning captured through service planning.
CEO to approve all equalities flagship projects.

Deliver data and impact workshops
Offer equalities innovation funding

Reporting

Refresh reporting arrangements and memberships
Report through corporate performance

Ensure department equalities leaders have appropriate knowledge and accountability for action plans

Embed consistent reporting arrangements to CMB

Communications

Develop a comms strategy that promotes CI activity within the context of the Islington Together 2030 plan

Attend all senior leadership team meetings to share the responsibility of equality across the whole department

Increase opportunities to bring residents together around the CI agenda

Deciding priorities

A long list of priorities were identified through:

- Let's Talk Islington engagement
- Extended 'Being Black in Islington' report
- Ongoing analysis of council data and review of trends
- Complaints and queries
- Feedback from residents more generally
- Other pervasive issues known to be impacting the lives and experiences of residents i.e. cost of living crisis

These different data sources were carefully evaluated to determine a shortlist of priority outcomes that were delivered across the year through the Challenging Inequality action learning approach.

The outcomes framework clearly outlines the different groups that will benefit from action taken through this approach.

Sense of Belonging
Improved trust
Improved Satisfaction
Empowered communities

Warm and Good quality
Housing

Criminal justice

Digital Inclusion
Disparities of income

Black owned business

Education
School Exclusions

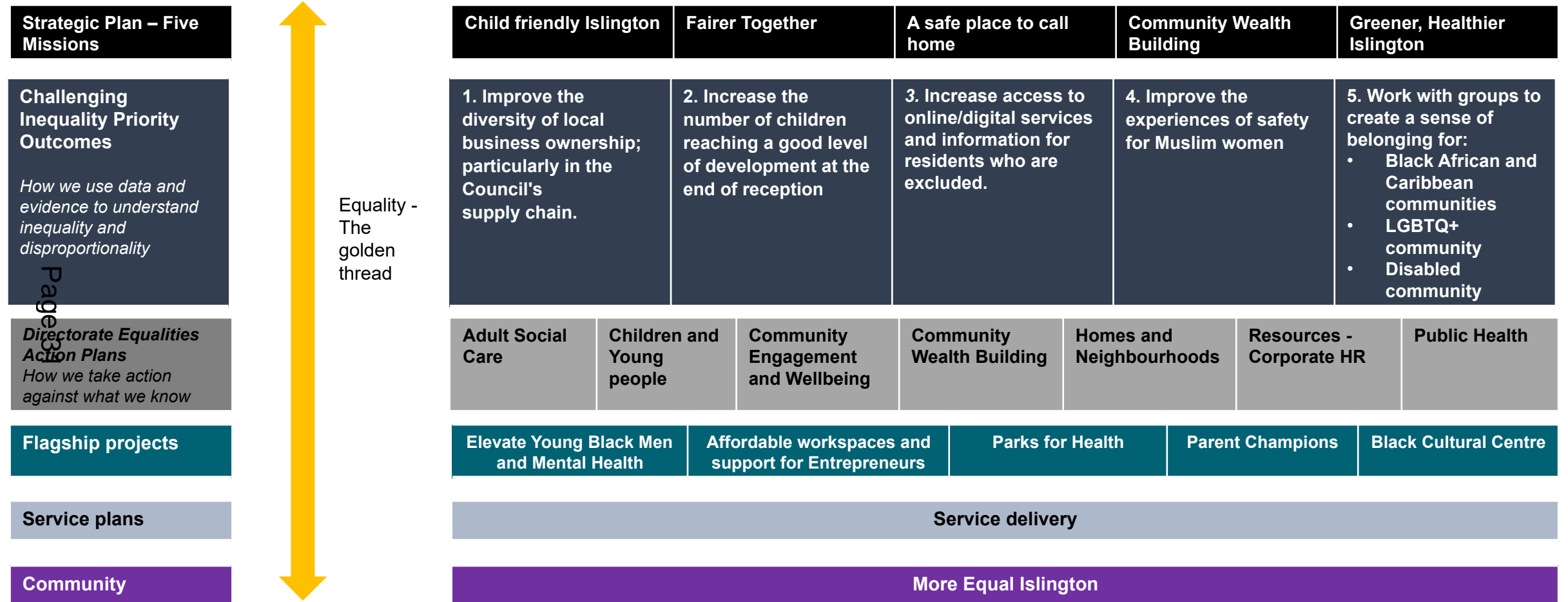
Accessibility of
services/Increased
access to services

Health Inequalities

Warm and Good Quality Housing was strongly considered as a priority area of focus, however it was withdrawn from the short list because work is underway on a **national scale** to ensure that residents can heat their homes and access warm space. Also, providing quality housing is already a baseline priority for the council.

Challenging inequality in the broader corporate context

Tackling inequality is a golden thread that runs through everything we do as a council. We will continue to address inequality through the three workstreams set out in the Challenging Inequality Strategy: **Strategic leader, Employer and Service provider and commissioner** within the broader context of our strategic priorities.



Governance arrangements and actions taken

The framework used to scrutinise, monitor and evaluate the Challenging Inequality equality action plans for each directorate will be carried out through existing programme governance arrangements. The frequency of meetings will consider action learning sessions.

Governance Group	Change from	Change to
Challenging Inequality Programme Board meetings	Monthly meetings	Bi-monthly meetings
Race Equality Working Group	Monthly meetings	Renamed 'Challenging Inequality Councillors Working Group' Meet 6 times a year
Challenging Inequality Coalition	Every eight weeks (6 times a year)	Three times a year
Challenging Inequality Working group	Every eight weeks (6 times a year)	Merge with CI Coalition and meet three times a year.

The team have completed the following steps to implement the action learning approach that oversees the delivery of the framework.



Directorate equality action plans progress

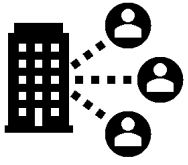
- The Equalities team is working closely with departments and Equality Champions to advise and ensure Action plans are clearly defined with practical actions to be delivering within existing resources.
- The Outcomes Framework Development, work has been carried out on refreshed departmental action plans, led by departments and supported by the Equalities Team.
- Work has started to map the actions against the Challenging Inequality Plan targets and the Islington Together 2030 plan ensuring outcomes are aligned.

Directorate	Progress
Adult Social Care	Reviewed by C.I team, scrutinised by residents through peer review.
Children's Services	Reviewed by C.I team
Community Wealth-building	Reviewed by C.I team
Environment	Reviewed by CI team
Homes & Neighbourhoods	Updated version recently reviewed by C.I team
Public Health	Under review
Resources	Reviewed by CI team

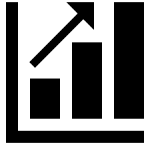


Challenging Inequality Priority Outcomes

Overview: Challenging inequality priority outcomes



1. **Improve the diversity of local business ownership**; particularly in the Council's supply chain



2. **Increase the number of children** reaching a good level of development at the end of reception from **Black Caribbean, Turkish Cypriot and mixed White and Black Caribbean backgrounds**, to catch up and keep up with all Islington pupils



3. **Increase access to online/digital services** and information for residents who are **excluded**



4. Improve experiences of **community safety for Muslim women**

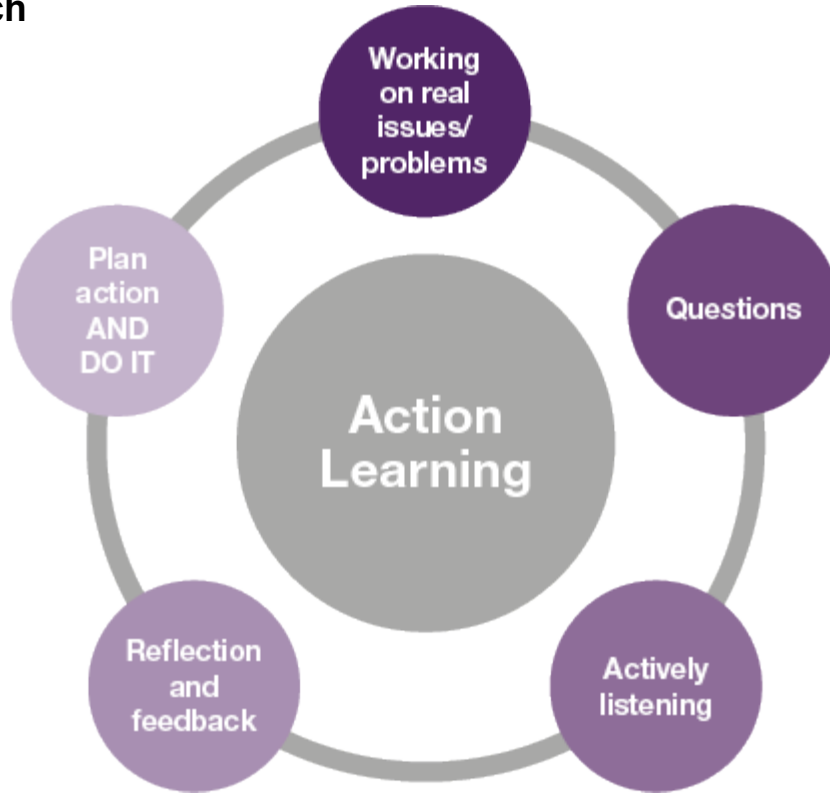


5. **Work with focus groups to deliver actions that promote a sense of belonging:**

- Black African and Caribbean communities
 - LGBTQ+ community
- Residents with a disability

Using action learning to challenge inequality

The purpose of our action learning approach



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How action learning will make a difference



The framework and schedule for action learning

Outcome	Early Measures	Corporate Director	Executive Member	Stakeholder groups	Sessions
<p>1. Improve the diversity of local business ownership; particularly in the Council's supply chain</p>	<ul style="list-style-type: none"> Number of disabled residents supported into work Number of Black, Asian and other minoritised ethnic groups supported into work Begin capturing equalities data for SMEs and local business Undertake mapping to understand how many local business supply the council 	Stephen Biggs	Cllr Santiago Bell-Bradford	External – Anchor institutions, employers and local business, entrepreneurs MSDUK Ethnic Minority Businesses	[Commissioned external provider]
<p>2. Increase the number of children reaching a good level of development at the end of reception from Black Caribbean, Turkish Cypriot and mixed White and Black Caribbean backgrounds, to catch up and keep up with all Islington pupils</p>	<ul style="list-style-type: none"> Take up of early education entitlements Early years foundation stage profile Achieving the milestones set out in the education plan 	Jon Abbey	Cllr Michelline Safi Ngongo	Parent Champions Bright Start Family practitioners School practitioners	June 2023 September 2023 TBC TBC
<p>3. Increase access to online/digital services and information for residents who are excluded</p>	<ul style="list-style-type: none"> An increase in the number of residents who have access to digital resources i.e. computer's, tablets and or Wi-Fi An increase in the number of residents who are digitally literate and able to access online content 	Raj Chand	Cllr Una O'Halloran Cllr Diarmaid Ward	Pensioners Forum, Octopus Community Networks, Healthwatch, British Academy, Age UK, Choices, Citizens Advice	July 2023 TBC TBC TBC
<p>4. Improve experiences of community safety for Muslim women</p>	<ul style="list-style-type: none"> Capture early experiences and views of safety through ongoing case studies and regular surveys. 	Jed Young	Cllr John Woolf	Islington Faith's Forum, Muslim Welfare House, London Met Police, Finsbury Park Mosque	September 2023 January 2024 April 2024 September 2024
<p>5. Work with focus groups from:</p> <ul style="list-style-type: none"> Black African and Caribbean communities LGBTQ+ community Residents with a disability <p>To deliver actions that promote a sense of belonging</p>	<ul style="list-style-type: none"> Capture experiences/accounts of 'belonging' from 'pilot' groups Monitor shift in attitude over time Record feedback and testimonials 	Raj Chand	Cllr Roulin Khondoker Cllr Rowena Champion Cllr Nurullah Turan	Forum+, Islington Mind/Outcome, London Met Archives, Brickworks Community Centre, Go Africa, BCC engagement group, Disability Action Islington	October 2023 February 2024 June 2024 October 2024

Delivery updates

Outcomes	
Outcome 1 <i>Improving the diversity of local businesses ownership, particularly in the council's supply chain</i>	<ul style="list-style-type: none">• Commissioned MSDUK – the nation's leading supplier diversity organisation• Calls booked with City & Westminster (long-term members) to discuss their experience and best practice• Working to identify potential local suppliers and next steps with our account manager
Outcome 2 <i>Increasing the number of children reaching a good level of development at the end of reception</i>	<ul style="list-style-type: none">• 1st Action Learning Set - Friday 16 June (representation from partners, practitioners and parent champions) Proposed actions: Diversify leadership in schools, nurseries and early years, understand, map and reach our community stakeholders, perinatal and postnatal support and parenting programmes that reflect the local community• 2nd Action Learning Set – Thursday 28 September. Children's team identified significant existing work across proposed actions and potential for duplication. Currently working with Children's services to potentially pivot and identify more appropriate gap and target for outcome.
Outcome 3 <i>Increasing access to online digital services and information for residents who are excluded</i>	<ul style="list-style-type: none">• 1st Action Learning Set – Friday 4 July (included British Academy and Digital Poverty experts)• Improvement to be made on community representation• 3 areas of work identified: Connectivity, Devices, Skills & Confidence• Transformation team leading on extensive mapping of Islington's digital offer• Next workshop date paused due to staff changes
Outcome 4 <i>Improving experiences of community safety for Muslim women</i>	<ul style="list-style-type: none">• 1st Action Learning Set – Wednesday 13 September at Finsbury Park Mosque• Great attendance and representation of Muslim women• Highly positive feedback of event with tangible actions proposed by participants including: Women-only swimming sessions, advocate in all Islington Mosques, support for 3rd party reporting• Great support from Community Safety team to work on taking actions forward• Second workshop planned for Thursday 25 January 24
Outcome 5 <i>Work with focus groups from: Black African and Caribbean communities LGBTQ+ community, residents with a disability, to deliver actions that promote a sense of belonging</i>	<ul style="list-style-type: none">• 1st Action Learning Set – 12 October 2023• Positive feedback from attendees, though improvement to be made to engage wider audience. Tangible actions proposed will be sense-checked at engagement events for respective community groups• Increased partnership with London Metropolitan Archives• Next workshop planned for 8th February 2024

Delivery updates

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Participant feedback

“The three discussion sessions felt very relevant and concise. There was enough time to discuss everything and it didn't feel like we were being asked questions just for the sake of it. I think it was extremely well managed and run. And it ended on time!”

Participant that attended outcome four workshop

Evaluating the priority outcomes

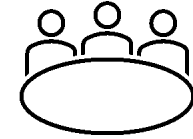
The first workshop for each outcome ends by drafting an initial action plan whereby participants identify practical solutions



In-between sessions, the Challenging Inequality team work with relevant departments to identify existing work in each area, while spotting any gaps



Session two looks to solidify an action plan, considering existing work and gaps, as participants mutually agree tangible steps and measures for success.





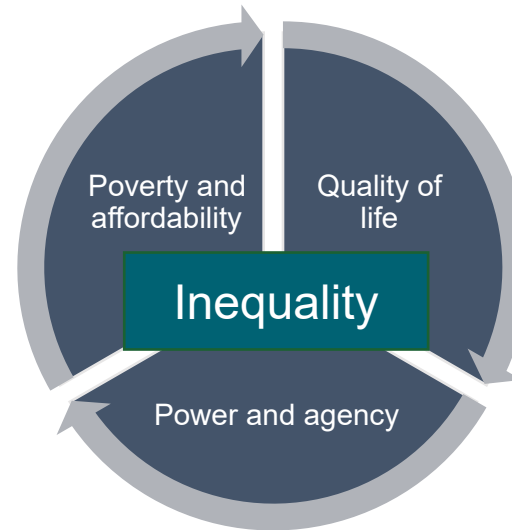
Equality Events

Equality events and learning calendar 2023

Every year Islington deliver a calendar of equality events that aim to **provide learning and opportunities to celebrate the diversity and rich culture** that exists in our borough. The calendar represents a programme of events, which aim to promote an inclusive, fair and equal society.

It enables the delivery team to forward plan and commission or create a series of activities that actively respond to our **Islington Together 2030 plan**; to create more equal futures for Islington residents. We aim to mark significant events, which represent Islington's diverse resident population. Examples of these events include Holocaust Memorial Day, International Women's Day, Refugee Week, and Islamophobia Awareness Month.

This section provides an overview of the types of events that we celebrate and why.



All events align with the following three key objectives that have been identified through the cycle of inequality.

1.

Provide education, raise awareness around issues and sign post services

2.

Celebrate culture, diversity, heritage and inclusion

3.

Create opportunities for community cohesion and togetherness

Our equality events and learning offer 2023

Islington goes beyond its duty of care to meet and exceed the equality duty set out under the Equality Act 2010. The events' programme delivered by the team reflects our commitment to promoting a fair and more equal society. It is also a response to the insights we have about the inequalities that exist within Islington.

Event	Our insights	Attendees
Holocaust Memorial Day & Education Day 2023	0.9% of Islington's population is Jewish. The event aimed to commemorate the millions of people murdered in the holocaust, and the genocides that occurred thereafter.	171
We Are Islington Festival	Islington is the 5th most deprived borough in London. The festival was a response to coming out of Covid, the cost of living crisis and increasing community cohesion.	Approx. 120
Black History Islington 2023	Councillors shared that a year round Black History offer is the way forward. 12.8% of Islington's population identify as black. We know that Black African and Caribbean communities desire an increase in their sense of belonging, these events contribute to this.	187 (not including the fitness classes)
UK Disability History 2023 <i>(All year round offer)</i>	14% of Islington residents have a disability. This year's programme aimed to break down systemic barriers and raise awareness of the lived experience of our blind and disabled residents.	TBC

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This year our approach aimed to build relationships with stakeholders and residents to foster trust and understanding that led us to create events that centre our residents, resulting in increased engagement and repeat participation.

As an example; we have begun to forge alliances with Islington's voluntary and community organisations that work with blind and disabled residents to better understand what the council can be doing for them. We hosted the Social Model of Disability workshop, which helped to recognise the barriers that make life more difficult for them

Here are some examples of events that make up the 2023 event calendar.



Equality event's programme for Autumn 2023

Black History Islington

Our celebration of Black History is not limited to one month, we recognise and celebrate the contributions of our Black community all year round through our Black History Islington offer. This year the launch theme for Black History is 'Saluting Our Sisters', which recognises that Britain's rich cultural tapestry is interwoven with the threads of remarkable black women. The launch of the programme included fitness classes, local history walks and talks.



An article in the Islington Tribune covering a Black History Walk's tour in October 23, which formed part of the launch event programme.

Resident feedback

'I write to thank you for putting on this Black History Event at the Jean Stoke Community Centre last week. It was good to learn and celebrate the good works of women in our Community. I am particularly interested to learn more about the project to resurrect/commemorate 'Black Mary Mineral Springs' in Clerkenwell Islington in 2024'

Resident who attended a Black History Islington event 2023

Equality Events in 2024

Day of week	Date	Month	Occasion/Event
Friday	1/26/2024	January	Holocaust Memorial Day
tbc	tbc	January	Holocaust Education Day
Friday	3/8/2024	March	International Women's Day
Sunday	6/16/2024	June	Refugee Week
Saturday	6/22/2024	June	Windrush Day
Friday	11/1/2024	November	Islamophobia Awareness Month
Saturday	11/16/2024	November	UK Disability History Month
		All year round	Black History Islington



Black Cultural Centre

The council vision for the centre

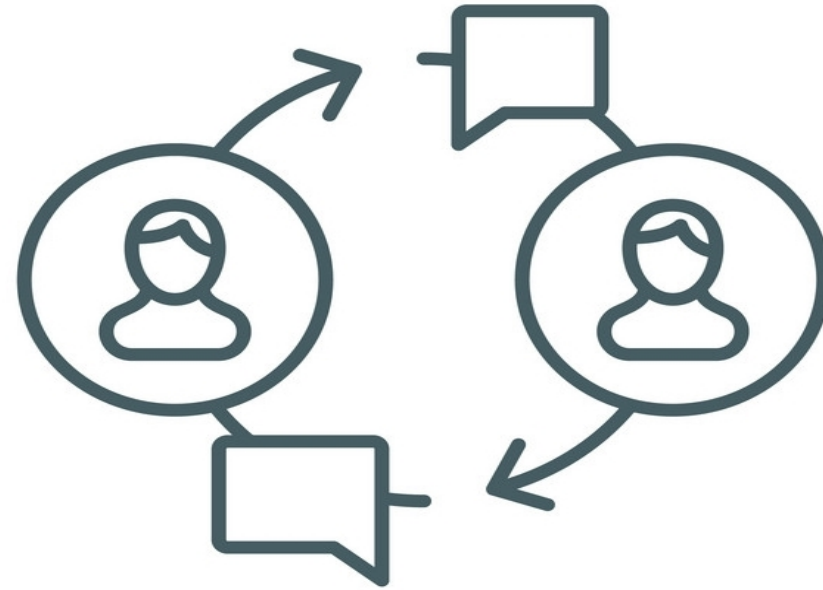
Create a space that primarily unites residents from Black African and Caribbean backgrounds and is inclusive to all ethnic groups

Provide a safe environment that allows groups to come together to address issues that impact the community disproportionately

Provide opportunities for education and provide positive representation of Black history, Black icons, art, culture and heritage

Empower marginalised groups and create a sense of connection and belonging to the borough

Sign post services and opportunities that can support marginalised groups



COMMUNITY

Demonstrate Islington's commitment and dedication to supporting and empowering marginalised groups

Develop and nurture budding entrepreneurs and new community organisations

Provide health (*mental and physical*) and wellbeing services including holistic and therapeutic support in response to trauma and abuse

The Black Cultural Centre

16-18 Horney Road - Refurbishment works are progressing

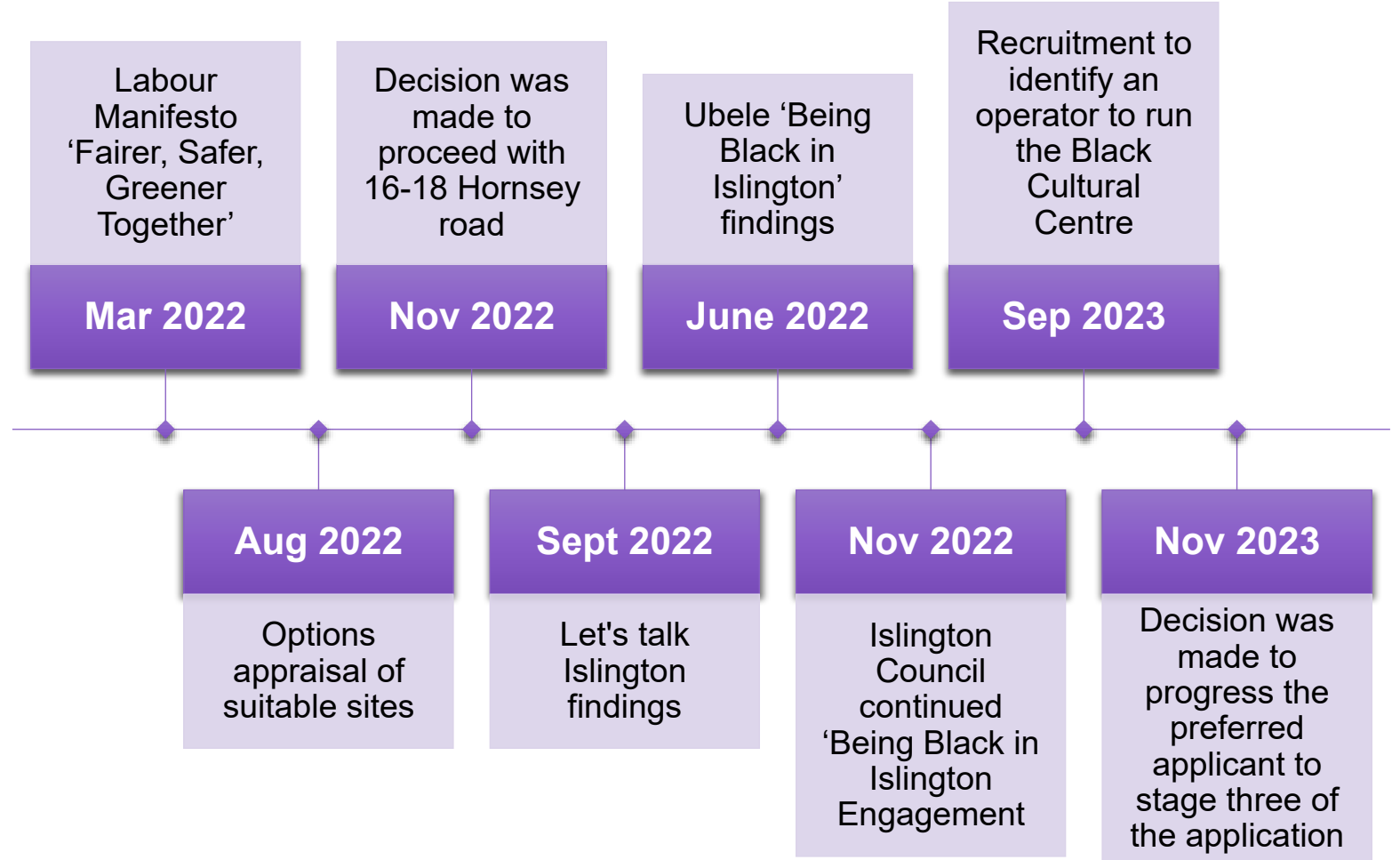
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Black Cultural Centre

In 2021-2022 we rolled out our Let's Talk Islington borough wide engagement to better understand residents lived experiences.

Understanding that residents of African and Caribbean heritage reported more complex accounts of inequality, we commissioned the Ubele Initiative to carry out more in-depth researching with the Black community to understand the experiences of being Black in Islington.



Next steps

December 2023

- Panel review submission of stage three of the application process

January 2024

- Recommendations from Panel reviewed by CEW DMT & CMB
- Completion of Capital works
- Grant the lease to preferred operator
- Handover to the preferred operator

February 2024

- Grand Opening of the Black Cultural Centre

ANY QUESTIONS?

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Report of: Corporate Director of Resources

Meeting of: Policy and Performance Scrutiny Committee

Date: 11 December 2023

Subject: Budget Monitoring 2023/24 Quarter 2

1. Synopsis

- 1.1. The Resources Directorate produces quarterly budget monitoring reports on the council's current financial position to allow the Executive to fulfil its responsibility to monitor the budget and make decisions on budget revisions and the allocation of contingency funding.
- 1.2. The Policy and Performance Scrutiny (PPS) Committee's Terms of Reference include responsibility to consider matters relating to the council's financial position. Therefore, the latest budget monitoring report is submitted regularly to meetings.

2. Recommendations

- 2.1. To consider and note the enclosed budget monitoring 2023/24 Quarter 2 report, considered by the Executive on 30 November 2023.

3. Background

- 3.1. The council is required by law to conduct its business efficiently and ensure it has sound financial management policies, strictly adhered to. Reviewing the budget during the year and taking necessary action is the Executive's responsibility. Monitoring of the budget by the Policy and Performance Scrutiny Committee provides an additional level of assurance.

4. Implications

- 4.1. The implications are detailed in the related report.

5. Reason for Recommendations

- 5.1. To enable the Policy and Performance Scrutiny Committee to fulfil its obligation to consider matters relating to the financial position of the council.

Appendices

Report to the Executive: Budget Monitoring 2023/24 Quarter 2 and associated report appendices.

Background Papers: None

Authorised by:		
	Corporate Director of Resources (Section 151 Officer)	Date

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Report of: Executive Member for Finance, Planning and Performance
Meeting of: Executive
Date: 30 November 2023

Subject: Budget Monitoring 2023/24 Quarter 2

1. Synopsis

- 1.1. This report presents the provisional outturn position for the 2023/24 financial year Quarter 2 (Q2) which covers the three-month period to the end of September 2023. This estimated financial position for the financial year incorporates known and emerging budget variances and details any known residual risks. Overall, there is a forecast General Fund (GF) overspend of **£5.767m** following the application of corporate provisions and contingencies.
- 1.2. The Q2 forecast for the Housing Revenue Account (HRA) is an in-year deficit of +£6.839m. As the HRA is a ringfenced account, a surplus or deficit at the end of the financial year will be transferred to or from HRA reserves.
- 1.3. As at the end of Q2, total capital expenditure of £48.300m has been incurred against a 2023/24 forecast of £196.532m, representing 25% of spend against forecast.
- 1.4. Individual school balances in Islington have been in decline since 2018/19. Balances reduced steadily since then and are budgeted by schools to decline sharply during 2023/24. Balances are then forecast to reduce further over the next two years to an overall deficit balance of £5m in 2024/25 and £15m in 2025/26. The decline in school balances is a national issue as schools face increasing cost pressures and reducing numbers on rolls.
- 1.5. The Environment and Climate Change directorate is currently under interim corporate reporting arrangements due to vacant posts in the Senior Leadership Team:
 - Environment & Commercial Operations reported under Homes & Neighbourhoods Director
 - Climate Change and Transport reported under Community Wealth Building Director
 - Civic Services reported under Community Engagement and Wellbeing Director

2. Recommendations

- 2.1. To note the breakdown of the forecast GF outturn by variance at **Appendix 1** and service area at **Appendix 2. (Section 3, Table 1, and Appendix 1 and 2)**
- 2.2. To note the forecast 2023/24 GF position. **(Section 3 and Table 1)**
- 2.3. To approve a one-off budget virement which creates an income budget and a corresponding expenditure budget due to the announcements of the Market Sustainability and Improvement Fund (MSIF) Workforce fund from the Department of Health and Social Care. **(Paragraph 4.13)**
- 2.4. To note, and where necessary agree, the virements of budgets between directorates. **(Paragraphs 4.63 to 4.65 and Appendix 2)**

- 2.5. To note the Collection Fund forecast for council tax and National Non-Domestic Rates. **(Paragraphs 4.70 to 4.78)**
- 2.6. To note progress on delivering the 2023/24 agreed budget savings. **(Appendix 4)**
- 2.7. To note the HRA forecast. **(Section 5 and Appendix 1 and 2)**
- 2.8. To note the capital expenditure forecast for Q2. **(Section 6, and Appendix 5)**
- 2.9. To approve capital slippage to future financial years and to note that there is a risk of further slippage over the remainder of the financial year. **(Section 6)**
- 2.10. To agree the latest earmarked reserve allocations and forecast drawdowns for 2023/24. **(Section 7 and Appendix 3)**

3. Revenue Summary

- 3.1. A summary position of the 2023/24 GF financial position is shown in Table 1, with a breakdown by individual variance in **Appendix 1**.

Table 1 - 2023/24 GF Over/(Under)Spend

	Total Q2 Over/(Under) Spend £m	Total Q1 Over/(Under) Spend £m	Change since Q1 £m
Adults Social Services	4.911	5.189	(0.278)
Chief Executive's	-	-	-
Children & Young People	2.480	2.339	0.141
Community Engagement & Wellbeing	0.741	0.572	0.169
Community Wealth Building	1.255	0.638	0.617
Environment & Climate Change	9.084	4.220	4.864
Homes & Neighbourhoods	0.083	(0.246)	0.329
Public Health	-	-	-
Resources	0.604	0.481	0.123
Total: Directorates	19.158	13.193	5.965
Corporate	(1.429)	(1.031)	(0.398)
Total: General Fund	17.729	12.162	5.567
Less: Inflation, Energy, and Demand Contingencies	(6.962)	(5.000)	(1.962)
Less: General Corporate Contingency	(5.000)	-	(5.000)
Net: General Fund	5.767	7.162	(1.395)

- 3.2. Further management actions are required to deliver a significant downward movement in directorate overspend positions by the end of the financial year. If this does not happen and an overall overspend materialises at the end of the financial year, it would need to be balanced from earmarked reserves. Drawing on earmarked reserves would significantly restrict the council's ability to replenish reserves and increase financial resilience as previously planned in the original 2023/24 budget.

4. General Fund

Adult Social Services +£4.911m overspend, a decrease of £0.278m since previous reported position

4.1. The Q2 forecast for Adult Social Services is a net overspend of +£4.911m, which is detailed by key variances in **Appendix 1**.

Unavailability of Care Home Beds (+£2.554m, an increase of +£0.484m since previous reported position)

4.2. The unavailability of beds in care homes within Islington and the cost of providing bed spaces out of borough has resulted in a cost pressure of +£2.554m, the increase in cost is due to the time required to reoccupy the care homes.

4.3. Further information was provided in the Exempt Appendix accompanying the Quarter 1 budget monitor, submitted to the 7th September Executive meeting.

Memory Cognition and Physical Support - Increase in placement cost above demographic growth allocation (+£1.978m, an increase of +£1.470m since the previous reported position)

4.4. Adult Social Services continues to be impacted by wider demographic pressures, including increased demand for services, the need for acute care and increases in acuity of need of existing service users.

4.5. Since Q1 there has been a significant increase in the costs of existing service users due increased needs - this relates to 285 service users equating to an £2.1m increase. Some of this increase has been offset by decreases in service user costs resulting in a net increase in costs of £1.470m.

4.6. Management actions to mitigate the pressures include:

- Using the Integrated Quality Assurance Meeting (IQAM) to focus on promoting independence and maximising enablement.
- Operational Social Work Management are working with the Finance team and Data Intelligence to capture further information on the pressures to be able to focus targeted work on areas of growth earlier.

Figure 1 - Quarterly Snapshot of people accessing Homecare over the past three financial years.

4.7. This graph shows that whilst demand for homecare is less than it was in 2021/22, demand is still above early pandemic levels.

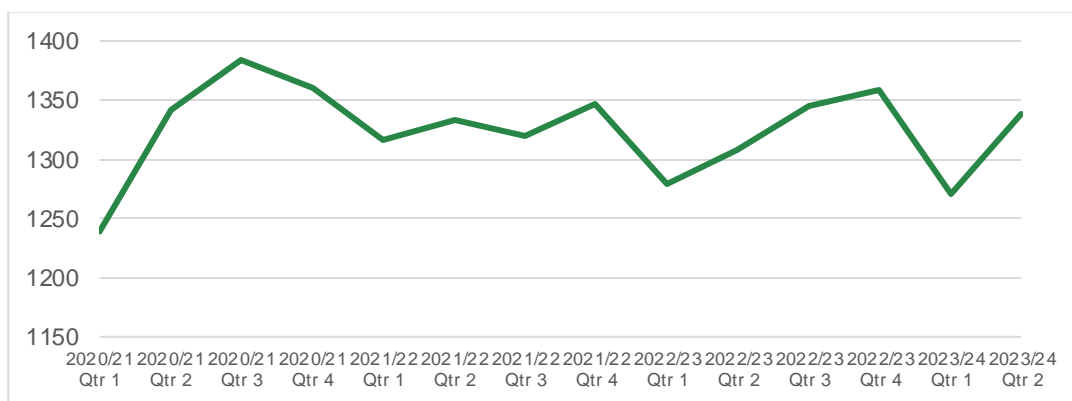
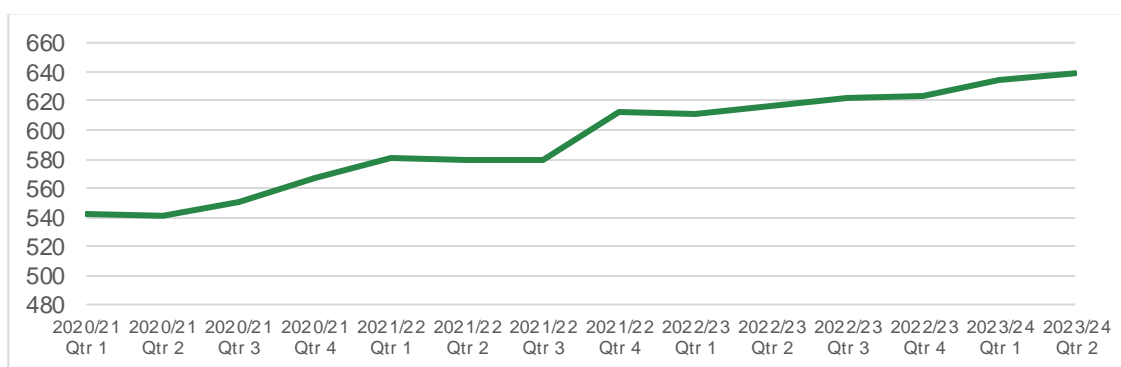


Figure 2 - Monthly Snapshot of people accessing Residential and Nursing beds over the past three financial years.



4.8. This graph shows that since the pandemic, demand for residential and nursing beds has been steadily increasing.

Learning Disability - Increase in placement cost above demographic growth allocation (+£1.428m, an increase of +£0.361m since previous reported position).

4.9. This pressure is due to the: Full year impact of service users who had been previously funded by Children’s services and now have reached 18 years old and are now funded by Adult Social Care (+£0.610m). Also, there is an increase in the acuity of needs of existing service users (+£0.818m).

Slippage in the delivery of savings (+£2.066m, an increase of +£0.522m since previous reported position).

4.10. Delays in savings delivery in Learning Disabilities (+£0.602m). The reasons for this slippage are Continuing Health Care (CHC) agreements are taking longer than anticipated to finalise and staffing issues within the services which have delayed reviews savings being realised. These issues are being resolved and the aim is to deliver part year impact of these savings in 2023/24.

4.11. Delays in savings delivery in Memory Cognition and Physical Support +£1.464m:

- Impact of the reablement service on the demand for ongoing care services, has led to a pressure of +£0.138m.

- The introduction of Take Home and Settle service, to reduce the need for ongoing services, required the recruitment of specialist staff, which was delayed resulting in a pressure of +£0.279m
- Review of placements savings have slipped by +£1.046m, as more people have required additional care and support.

Mental Health placement underspends (-£0.115m, an increase of (-£0.115m) since previously reported position)

4.12. Currently the mental health placement budget is forecasting a small underspend of -£0.115m.

Additional Grant Income

4.13. It is recommended, for the Executive, to approve a one-off budget virement which creates an income budget and a corresponding expenditure budget due to the announcements of the Market Sustainability and Improvement Fund (MSIF) Workforce fund from the Department of Health and Social Care. The amount of income received in 2023/24 was £1.956m.

4.14. The MSIF fund aims to ease winter pressures by providing funding support for increasing uplifts to Adult Social Care providers, staffing demands and reducing waiting times, whilst also aiming to work in contingent with the NHS winter plans.

4.15. The service will use the MSIF fund to offset appropriate projected expenditure above budget and any additional spends to support the grant conditions.

4.16. Use of Grant Income and one-off funds to offset projected expenditure (-£3.000m, an increase of (-£3.000m) since previous reported position).

4.17. The service will use the MSIF fund and one-off discharge funding from the North Central Integrated Care Board (NCL ICB) to offset appropriate projected expenditure above budget.

4.18. Management actions include:

- Director level weekly reporting to track pressures, issues and risks.
- Increased communications to the teams highlighting the benefits of the Reablement, Assistive Technology and the Take Home and Settle Service,
- Production of a weekly dashboard of reablement usage to inform service improvement options.
- Further CHC training to support staff in the CHC process.
- A weekly steering group instigated to support the delivery of Reviews, Reablement and Take Home and Settle savings.
- A programme group has been set up across Adults and Children's Services to better understand and manage the progression to adulthood.

4.19. The position assumes the remaining savings are achieved going forward.

Risks and Opportunities for Adult Social Care finances:

4.20. Inflationary Pressures – Adult Social Care face a significant risk from Inflationary pressures exceeding the departmental market inflation allocation resulting an on-going pressure in Adult Social Care budgets. Uplift requests are being managed within the established Adults uplift process however inflation is still running at 6.7% (as of September 2023) increasing the pressure from providers. To mitigate this pressure, the Brokerage Teams and the Care Cost Negotiator are working with Providers to ensure their rates are appropriate and affordable for the Council and benchmark favourably with other London Boroughs.

Chief Executive’s Directorate £0.000m break-even position

4.21. The Chief Executives Directorate’s forecast is a balanced budget position.

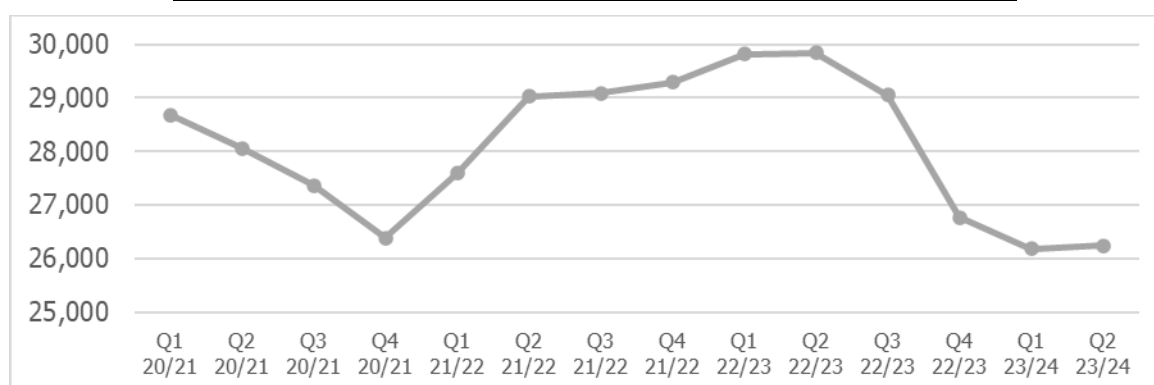
Children and Young People +£2.480m, Schools +£0.077m

4.22. The forecast for Children and Young People is a net overspend of +£2.480m (an increase of £0.141m since Q1), which is detailed by key variances in **Appendix 1**.

4.23. Variances to note include:

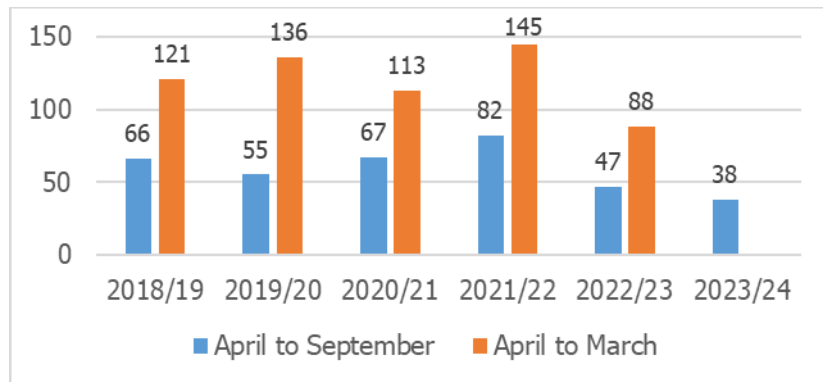
- -£0.201m underspend against the children’s social care placements budget (a reduction of £0.454m) after the application of demographic growth of £1.050m. The outlook for this budget has continued to improve during Q2. The forecast takes into account that the service is on track to deliver £2.503m of demand management actions against the placement budget in 2023/24. However, this is a volatile demand led budget and significant risks remain, in particular in relation to market pressures, which have been largely contained in 2023/24 but are expected to increase in 2024/25.
- Bed night activity has levelled off in Q2 following reductions over the last three quarters and was 12% lower in the first half of this year compared to the first half of last year. Similarly, the numbers of children becoming looked after is 19% lower over the same time period compared to last year.

Figure 3 - Quarterly bed night activity data (non-UASC)



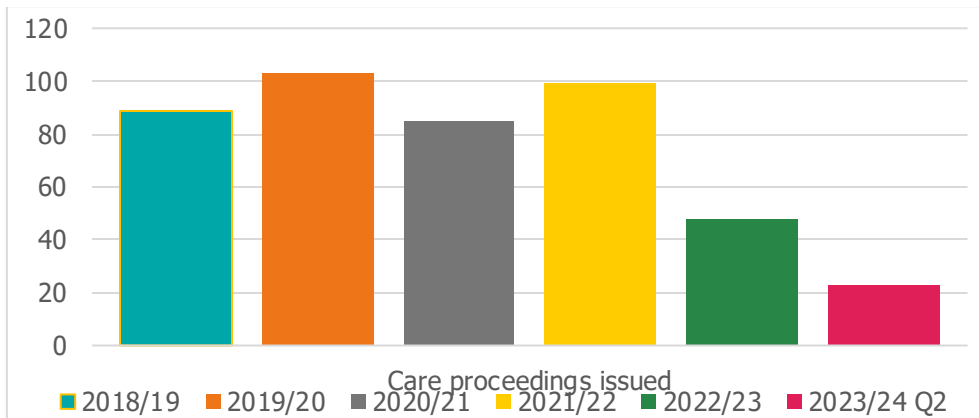
- Care proceedings activity data is shown below, indicating that the large reduction in care proceedings seen during 2022/23 has been sustained during Q1.

Figure 4 – Numbers of children becoming looked after (non-UASC)



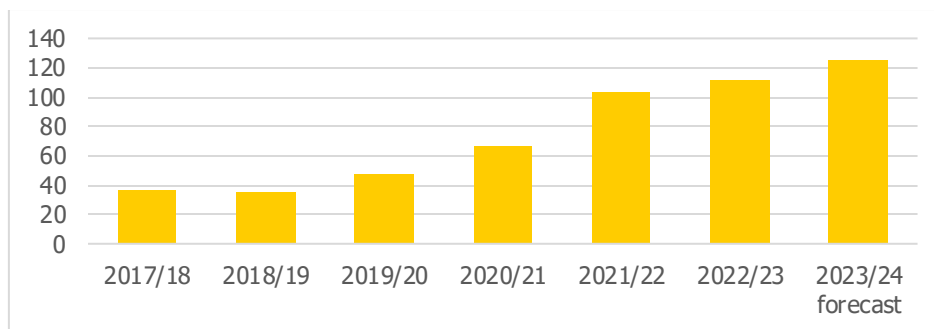
- Care proceedings activity data is shown below, indicating that the large reduction in care proceedings seen during 2022/23 has been sustained during Q2. In addition, Counsel spend is significantly lower than in previous years.

Figure 5 - Numbers of care proceedings issued



- +£0.973m forecast overspend against the budget for SEND transport (an increase of £0.365m from Q1). Activity on buses and taxis remains static, but there is a significant growth in the number of Personal Travel Budgets (PTBs). This costs less, but the overall growth in numbers is leading to a cost pressure. The cost of using PTBs is around a third of the cost of using taxis / busses, therefore the pressure would be significantly higher if the growth was on buses or taxis instead. Numbers of PTBs grew by 203% between 2018/19 and 2022/23 and are forecast to grow by another 9% this year. Inflationary pressures under the new taxi framework contract that commences from September is a significant contributor to the overspend, with unit costs increasing by an average of 30%.

Figure 6 - Demand for personal travel budgets



- +£0.293m forecast demand cost pressure in relation to short breaks and personal budgets (a reduction of £0.148m from Q1).
- +£0.250m forecast temporary accommodation pressure in the leaving care service whilst we await care leavers to be allocated permanent accommodation.
- +£0.223m structural shortfall in the budget for school support service and a shortfall in traded income (an increase of £0.147m since Q1).
- +£0.227m cost pressure from bringing Platform back in house (an increase of £0.035m from Q1).

4.24. The forecast overspend for Children and Families takes into account the delivery of savings. All savings are on track for delivery.

4.25. Risks to note include:

- Significant market pressures are being experienced in relation to children's social care placements. Each additional 1% increase costs above those already factored into the forecast will add an average £0.110m of costs to the placements pressure.
- There is a significant backlog at the Home Office in agreeing UASC cases which increases the risk that anticipated income may not materialise in full.

Dedicated Schools Grant

4.26. The forecast for the Dedicated Schools Grant (DSG) is an in-year overspend of +£0.077m, (a reduction of -£0.207m from Q1).

4.27. Variances to note include:

- +£0.512m forecast overspend against the school's block. This represents drawdown of the school's block balance from previous years to meet potential technical funding adjustments in relation to business rates for schools and distribution of the remaining balance of funding to schools.
- -£0.443m underspend against the high needs block. This underspend is the in-year high needs contingency that is being held to help meet future demand pressures. Demand for education health and care plans is increasing by between 8% and 12% per annum, but funding from the DfE is only set to increase by between 2% and 3%.
- -£0.207m underspend against the budget for centrally commissioned SEND provision in independent, out of borough, and post-16 provision (a new variance since Q1).

4.28. DSG balances are forecast to decrease by £0.077m during 2023/24 to £5.083m (an improvement of £0.207m from Q1). This is shown in the table below. These balances are earmarked in future years to manage increasing pressures on the high needs block and early years block, and to meet cost pressures within schools. The outlook for high needs is particularly concerning, with the balance forecast to reduce to £1.5m in 2024/25, before going into deficit in 2025/26. The forecast for 2025/26 is a £2.5m deficit balance that increases to £9m in 2026/27.

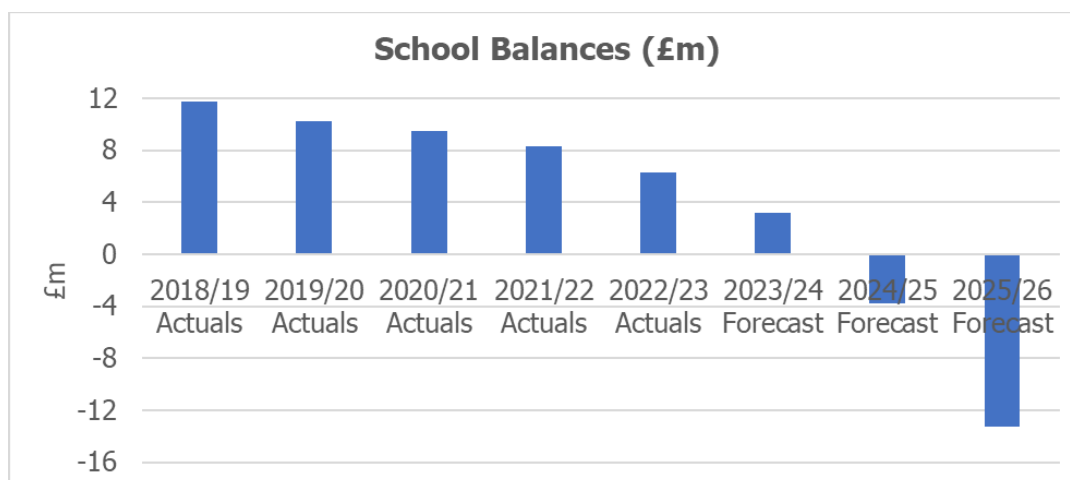
Table 2 - Forecast DSG Balances

	Schools Block	De-delegated budgets	Central Schools Services	High Needs Block	Early Years Block	Total
	£m	£m	£m	£m	£m	£m
Opening balance	0.512	0.156	0.264	3.284	0.867	5.083
In-year DSG variance	(0.512)	(0.156)	(0.059)	0.650	0.000	(0.077)
Forecast closing balance	0.000	0.000	0.205	3.934	0.867	5.006

4.29. Schools budgeted to reduce their balances during 2023/24 by £4.811m to £1.480m. Q2 budget returns from schools forecast an improvement in the position, with balances forecast to be £3.230m at the end of the year (an improvement of £1.750m from budget setting and £1.456m from Q1). The number of schools forecast to be in deficit at the end of the year is 14 (27% of maintained schools) a reduction of 1 from the start of the year, with 3 schools entering into deficit and 4 emerging from deficit. A further analysis of balances, when compared to the Education and Skills Funding Agency (ESFA) suggested guidance of balances held by schools; 8% for nursery, primary and special schools and 5% for secondary schools, shows that just 12 schools will be above the suggested limits at the end of 2023/24, a reduction from 17 at the start of the year. Despite the improvement in the net position at Q2, the gross deficit for all schools forecast to be in deficit at the end of the financial year is largely unchanged from budget setting.

4.30. Individual school balances in Islington have been in decline since 2018/19 when they stood at £11.732m. Balances reduced steadily since then and are budgeted by schools to sharply decline during 2023/24. Balances are forecast by schools to reduce further over the next two years to an overall deficit balance of £5m in 2024/25 and £15m in 2025/26. The improvement in the position at Q2 improves the outlook for 2024/25 and 2025/26 to an overall deficit balance of £3.8m and £13.3m respectively. The decline in school balances is a national issue as schools face increasing cost pressures and reducing numbers on roll.

Figure 7 – Schools Balances Forecast (£m)



4.31. The main causes of the decline in Islington are:

- Reducing pupil numbers. 90% of school funding is pupil led – each reduction in pupils equates to an average loss of funding per pupil of £5,706 in primary and £8,479 in secondary schools. Actual losses per pupil for individual schools will depend on the pupil characteristics at that school.
- Increased numbers of elective home educated pupils – there are currently 356 elective home educated pupils, at a cost of £2.2m in lost funding for our schools. This is an increase of 197 from before the pandemic, and 270 since 2016/17. If the 197 additional pupils returned to Islington schools, the additional funding would be equivalent to £1.2m.
- Increasing numbers of pupils with SEND. Education health and care plans increased by 8% in Islington in 2022/23 and are forecast to increase by 12% in 2023/24.
- Below inflation per-pupil increases in funding under the national funding formula. This is significantly less than the increases in energy costs and likely staff pay awards in schools, as well as other cost pressures.

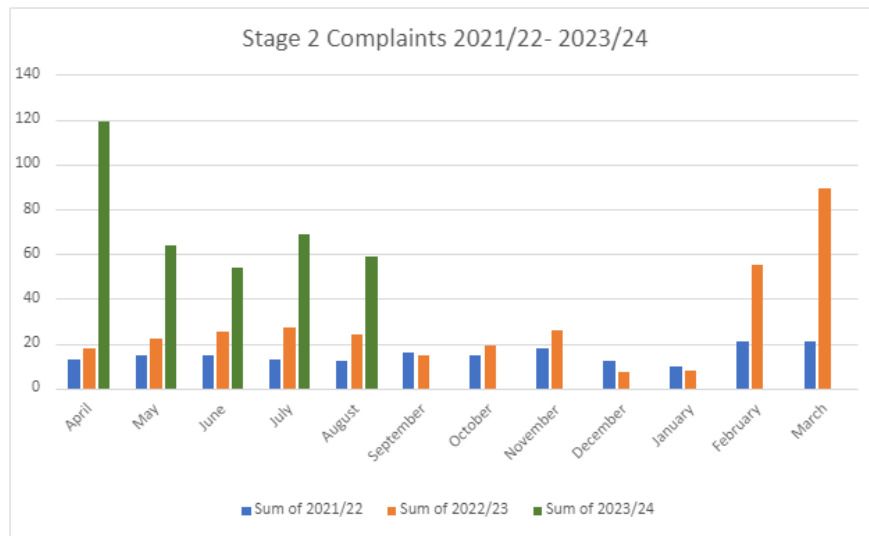
Community Engagement and Wellbeing +£0.741m overspend, +0.169m since previous reported position

4.32. The Community Engagement and Wellbeing Directorate is forecasted to overspend by +0.741m, which is detailed by key variances in **Appendix 1**.

4.33. Key variances within the department are as follows:

- (+£0.300m, new variance) unachieved saving due to the proposed alignment of Resident Experience and Libraries management structures not being achieved.
- (+£0.278m, +0.057m since previous reported position) cost pressure due to overtime and agency staff to deal with Chief Executive complaints effectively and efficiently, to combat Ombudsman action and ultimately avoid fines. The overspend relates to the staffing resource necessary to clear the backlog of complaints, and compensation payments to complainants were necessary. Cost pressure has increased since Q1 due to temporary staff contract extensions because of the backlog.

Figure 8 – Number of complaints cases dealt with by the Chief Executive Team (Stage 2)



- (+£0.163m, -£0.188m since previous reported position) cost pressures including staffing overspends and one-off costs across Community Engagement and Wellbeing, which is detailed further in **Appendix 1**. The position has reduced since the previous reported position due to staffing efficiencies from recruitment delays.

Community Wealth Building +£1.255m overspend

4.34. The revenue position for Community Wealth Building Directorate is an overspend of +£1.255m, assuming a drawdown from the Street Trading Reserve of £0.096m due to shortfall in income. Key variances are detailed in **Appendix 1**.

4.35. Corporate Landlord Division: +£1.182m

- Shortfall in Commercial Property Income of +£0.500m - The projected value of committed leases for the current fiscal year is estimated to be approximately -£3.800m, which falls short of the budgeted amount of -£4.300m. Efforts are currently underway within the organisation to address and rectify this historical deficit in the budget and this position has improved on the Q1 reported position of £0.638m.
- The Future Work project's budgeted savings will be delayed due to adjustments in project timelines. Initial estimates were based on a draft Business Plan from December 2022, finalised in April 2023. Following an options appraisal, the programme was baselined in August 2023. Due to delays in furniture orders, NBW will now close in December 2023, resulting in only £0.154m in savings being realised this year. The remaining £0.682m in savings will be deferred to next year.
- The movement from Q1 position is due to slippage of savings of +£0.682m as explained above, offset by favourable movement of -£0.138m due to additional commercial property income because of agreeing new rents.

4.36. Inclusive Economy and Jobs: +£0.073m

- The Inclusive Economy Division faces a staffing cost pressure of £0.073m. An underlying pressure of £0.310m exists due to a lack of core funding. The service

largely depends on external sources like grants and S106/CIL contributions. Negotiations are underway to secure additional CIL funding to alleviate this pressure.

- There is a shortfall in the Street Trading expected income of £0.096m. The team are currently working to mitigate this risk. This is a ring-fenced account and any surplus or deficit will be transferred to this reserve and will not impact the GF.

4.37. Risks and Opportunities for Community Wealth Building finances:

- Staffing cost pressure in Inclusive Economy and Jobs Division - There is a potential risk of overspending in staffing costs, resulting in a shortfall of +£0.227m. This risk stems from the current situation of insufficient external funds. To address this risk, management is actively pursuing further external funding opportunities and conducting a comprehensive review of recruitment policies. These measures are being taken to minimise the potential overspend and ensure effective financial management.
- Planning and Development Income - There is a potential risk of not achieving the expected planning and development income, primarily due to a slowdown in the construction industry. The impact of this risk is currently under evaluation, and the service is actively monitoring the situation and will provide further updates regarding the potential implications.
- Corporate Landlord Service is currently undergoing a restructure which aims to deliver historic savings of £0.323m. If this is delayed, it is likely that this pressure will materialise in Q3.
- The Corporate Landlord service is currently awaiting the results of stock condition surveys, which could lead to increased costs in the repair and maintenance budget, thereby creating a financial pressure. The precise financial impact is unknown at this point and is contingent upon the outcomes of these surveys which is expected in January 2024.
- In the Community Financial Resilience Division, there is a risk of overspending on the Resident Support Scheme budget due to inflationary cost pressures, estimated at around £0.330m. To mitigate this, the team is actively seeking additional recharge income from Housing and Children's services.

Environment and Climate Change +£9.084m overspend, +£4.864m increase since previous reported position

- 4.38. The Environment & Climate Change directorate is reporting a +£9.084m overspend position (an increase of £4.864m since Q1), which is detailed by key variances in **Appendix 1**.
- 4.39. Business Performance Improvement -£0.012m underspend – there is a small underspend of -£0.012m across miscellaneous budgets.
- 4.40. Directorate -£0.151m underspend – there is a forecast underspend of -£0.151m due to vacant posts within the Senior Management Team of the Environment & Climate Change department due to the interim corporate reporting arrangements.
- 4.41. Climate Change & Transport – break even position - The Climate Change & Transport division is reporting a balanced budget position. There is a risk around income received

from the advertising contract of c.£0.200m, but the service is looking to manage this risk with overperformance on other income lines within Highways and Streetworks.

- 4.42. Civic Services +£0.115m overspend – there is a forecast overspend position of +£0.115m within the divisions mainly due to additional staff overtime / sessional fees within Registrars, additional storage costs within the mortuary service.
- 4.43. Environmental and Commercial Operations +£9.131m overspend – there is a forecast +£9.131m overspend position within the division with the variances per service detailed below. This is a movement of almost £5m from the reported position of £4.2m overspent at Quarter 1. These changes are detailed below.
- 4.44. Fleet – there is a forecast underspend position of -£0.146m due to additional recharges for workshop services.
- 4.45. Greenspace & Leisure – there is a projected underspend of -£0.081m with higher levels of CPI on rental received on the leisure contract and higher levels of parks event income offset by pressures delivering the vacancy factor within grounds maintenance. The tree service cost pressure has been removed following allocation from reserves agreed as part of the Quarter 1 reporting.
- 4.46. Parking account – The parking account is projecting a +£9.094m shortfall mainly as a result of shortfall across a number of income lines.
- Permits & Vouchers – there is a shortfall on permit income of +£5.569m with lower levels of additional income from the permit prices changes implemented in January 2023 than was budgeted for. There has also been a decrease in the number and value of permits sold as residents make cleaner and more sustainable travel choices. The rate of change has been quicker than modelled and consequently our forecast income from permits and vouchers has decreased from the reported shortfall of £3.3m at Quarter 1.
 - Paid for Parking – there is a shortfall in paid for parking income of +£1.828m. Whilst income has increased because of changes implemented in January 2023, transaction levels remain at around 70% of the pre-Covid levels. This shortfall has increased from the reported £1.4m position at Quarter 1 with lower level of transactions indicating an increased move to more sustainable travel options.
 - Road Closure income – there is a shortfall in income of around +£0.479m mainly as a result of a refund of income that was accounted for during the previous financial year that was not accrued for.
 - Penalty Charge Notice (PCN) - there is a forecast overperformance of -£0.426m due to higher levels of PCN issues forecast. Higher levels of PCN tickets issued have been offset by more irrecoverable PCNs due to higher levels of PCNs issued to unregistered vehicles.
 - Suspension income – there is a forecast overperformance of -£0.310m. This assumes income of around £1.000m being received as part of the roll-out of high-speed internet connections. This was originally forecast to be much higher which would have offset other pressures, but the level of works is much lower. The service is meeting with other providers to encourage a quicker roll-out of this programme across the Borough.

There is a risk that works may not commence as expected during this financial year which would reduce this forecast.

- Expenditure - based upon last year levels of spend it is forecast that there will be an overspend of around +£1.954m across pay and non-pay lines. This includes +£0.550m contribution to fund the negotiation pay increase for front-line staff. The remainder of the variance relates to higher staff costs, general IT spend and financial charges.

4.47. Street Operational Services – the is projected overspend of +£0.265m mainly relating to base income pressures from sale/rent of containers and additional IT spend. These pressures are being offset from income received as part of the pilot contract arrangement for litter enforcement.

Homes and Neighbourhood £0.083m overspend, £0.329m increase since previous reported position

4.48. The Homes and Neighbourhood directorate (Housing Needs and Community Safety, Security, and Resilience (CSSR)) is reporting a £0.083m overspend position.

4.49. Within the overspend position there are a number of variances to note:

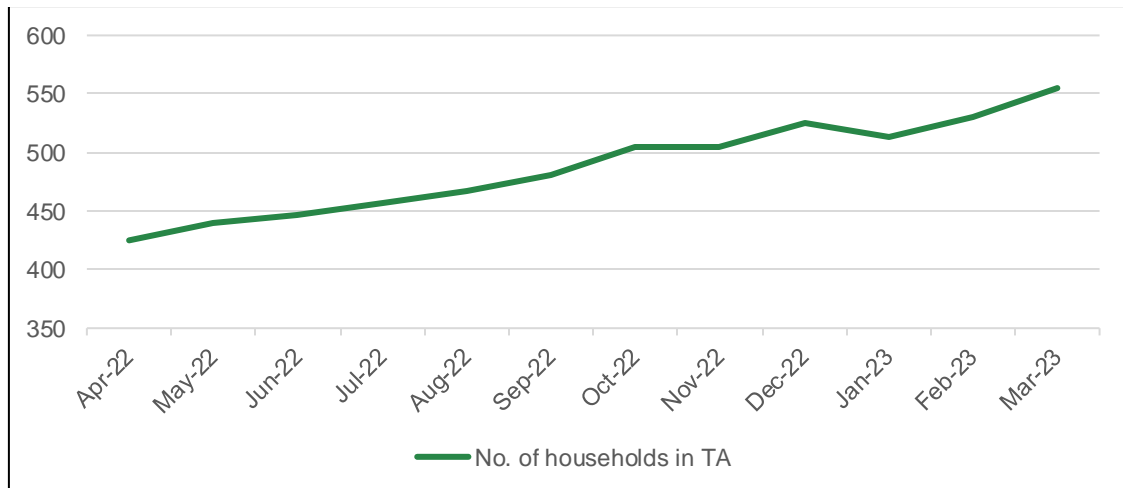
- Housing Needs: currently showing an overall underspend of -£0.257m. Nightly Booked Temporary Accommodation (TA) is the primary driver of costs in this area, reporting an underspend of -£0.265m. Numbers in TA have continued to rise due to the large and increasing number of people presenting as homeless. There is also a rise in costs as private sector rents are increasing and the department is forced to use of expensive hotel costs as the number of private sector landlords continues to diminish. The underspend is consequence of the provision of grant money to meet TA costs.
- Community Safety, Security, and Resilience: currently showing an overall overspend of £0.340m. Income from fixed penalty notices (FPNs) for littering, fly tipping, and commercial waste is below current targets, creating a forecast shortfall of £0.296m. Income targets have been revised up in recent years, yet the team are struggling with staff shortages, legal changes and competing littering compliance activities in other services. In any situation where fines increase, improved compliance can mitigate further fines creating diminishing returns. Staff pressures exist in the Compliance function of CSSR. Pan-London salary regrading in previous years and unfunded posts have contributed to £0.173m worth of financial pressures in this FY23/24.
- This is offset by smaller variances detailed in **Appendix 1**.

4.50. There are a number of risks and opportunities to report for 2023/24. TA cases nationally are rising and expected to rise to rise over the next 3 years by 20% per year by Heriot-Watt University and 21% by Islington's own forecasts. The local and national picture are increasingly difficult for the homeless:

- Nationally the cost-of-living crisis is beginning to impact on residents, private sector rents are rising in Inner London by 18.5pc (based on inner-London rental values March 2022 to March 2023).

- The number of private rented sector properties available for use as TA in London to rent has fallen in London by 42% (April 2022 to April 2023).

Figure 9 – April 2021 to September 2023 – Number of Households in Temporary Accommodation



- Islington is participating in a number of refugee schemes. This could potentially lead to insufficient resources to meet new resettlement demands. New freedoms for settled refugees to move and settle around the UK may see higher numbers move to Islington, placing further responsibilities on the TA teams.
 - A number of different capital grants are coming into the HRA/HGF that will lead to an increase in Islington’s acquisitions programme and the new Stacey Street project releasing up to 100 new properties in FY23/24 and 310 new properties in FY24/25. These properties will be cost neutral to the Housing GF budget and will help lower TA costs in the long term.
 - The Housing Needs Service and CSSR teams are currently undertaking restructures. It is not clear at this point what the impact will be in future financial years, but for both areas will need to balance to balance staff numbers with income maximisation and savings realisation. CSSR are reviewing their post numbers to see if any ‘invest to save’ opportunities exist in the short term.
 - The Homes and Neighbourhood service has become heavily dependent on grant funding to meet costs that it would otherwise likely need to absorb. The department has a commitment £1.636m of grant funding for costs including prevention, relief, and assisting tenants with rent arrears. If these grants were withdrawn or reduced then the position would become +£1.719m overspent.
- 4.51. Savings – The HGF has a significant amount of savings £0.474m to be delivered in 2023/24. Sustained rises in TA case numbers are increasing the risk that the primary £0.374m Housing Needs savings will not be delivered. Finance will monitor this position closely.
- 4.52. It is difficult to draw long-term conclusions for 2023/24 and beyond for the department. TA case rises, service restructure costs, FPN income shortfalls, and the increasing cost of rent deposits will all add to the financial challenges in 23/24. Housing Needs and CSSR are

both reliant on grants, if they are withdrawn or reduced the Council may be left with unfunded financial pressures that cannot be reduced easily.

Public Health £0.000m break-even position

- 4.53. Public Health is funded by a ring-fenced grant of £29.052m in 2023/24. The directorate is currently forecasting a break-even position.
- 4.54. There are number of variances that may impact on the department and have been included in the current forecast position for 2023/24:
- Central North West London (CNWL) NHS Trust has detailed a deficit in their funding for the delivery of sexual health and contraception service that requires a contribution from PH Islington to help support the budget deficit. Islington PH will be contributing (+£0.150m) this year. Islington PH is in active discussion to minimise the financial costs to the Council and reduce any contribution going forward.
 - The department is funding a number of one-off projects (+£0.477m) in the Other Public Health division. This includes one-off commitment to fund staff costs (+£0.149m). This will be met from wider underspends in Public Health and would require a drawdown of (+£0.070m) from Public Health reserves.
 - This is offset by smaller variances detailed in **Appendix 1**.
- 4.55. There are number of risks and opportunities in the area for 2023/24 and beyond.
- There is an increase in demand for online sexual health services that is not offset by a reduction in costs for in-clinic sexual health services. PH cannot realise cost efficiencies in clinics without undermining the clinical and financial position of the clinics. Planning for the recommissioning of these services for new contacts to commence in July 2025 is underway.
 - There is an increase +£0.918m in Public Health grant allocation in 2023/24. This uplift has provisionally been allocated; however, if there are pressures arising from inflation, pay award pressures, or similar, as well as previously agreed contract uplifts, these will need to be managed and maintained within the grant.
 - Central government has not committed to funding future Agenda for Change pay awards with PH NHS partners from 2024/25 onwards. It is possible that Islington PH will be required to meet the financial gap in the absence of any additional money.
 - Savings – Public Health have a significant amount of recurring savings with £0.500m to be delivered in 2023/24. At this stage it is assumed that all savings will be delivered.

Resources +£0.604m overspend, £0.123m increase since previous reported position

- 4.56. The Resources directorate is currently forecasting an overspend of +£0.604m, which is a £0.123m increase since the previous reported position. The increase is due to the increased staffing pressures across the Business Support service.
- 4.57. +£0.428m is due to the delayed delivery of the £0.500m Back Office Efficiency saving. Plans are in place to implement the projects relating to this saving within the current financial year.

- 4.58. +£0.176m relates to staffing pressures across the Business Support service. A review of the service is underway with the expectation that a new structure will contribute to the Back Office Efficiency saving and eradicate any overspend by the next financial year.

Corporate Items -£1.429m underspend, -£0.398m decrease since the previous reported position

- 4.59. Corporate items are currently showing an underspend of -£1.429m, a -£0.398m decrease since the previous reported position.
- 4.60. This is predominantly due to reduced payments for the London Pension Fund Authority levy of -£0.646m and reduced contributions to Transport for London for the cost of concessionary fares of -£0.357m.
- 4.61. There is a small underspend within Other Corporate Items of -£0.398m. Variances largely relate to -£1.835m of unused corporate energy provision mainly offset by £1.423m pressures arising from the implementation of cross-cutting savings.
- 4.62. There is a council-wide risk in relation to the budgeted pay award for 2023/24. At the time of writing, the local government pay offer for the period 1 April 2023 to 31 March 2024 is a flat rate increase of £2,352 (for NJC pay points) for inner London councils. This offer has been rejected by both GMB and Unite unions and are set to move to ballots on industrial action. The Chief Officer pay award for the period 1 April 2023 to 31 March 2024 has been agreed at a 3.5% increase. There is currently a centrally held budget to allow for an average 6.5% pay award in 2023/24 however there is a risk that the pay award is higher than the centrally held budget. Any further pressure would adversely impact the council's overall in-year position, and the ongoing additional cost would need to be reflected in the 2024/25 base budget position going forward.

Inter-directorate Virements and Structural Adjustments

- 4.63. Inter-directorate virements and structural adjustments are detailed in **Appendix 2**.
- 4.64. The majority of the structural adjustments and virements posted relate to the updated senior leadership team structure. **Appendix 2** details the inter-directorate budget adjustments which have been made to reflect the new senior leadership team structure since budget setting.
- 4.65. Other virements posted in-year related to the delivery of agreed cross-cutting savings and to one-off growth for the estimated costs (£15,000) of the EPIC Awards event.

Treasury Management

- 4.66. The borrowing costs for the year were budgeted at £13m. This is forecast to increase by an additional £1m to £14m. This is split £10m HRA and £4m GF. The increase is due to an external borrowing requirement to fund the HRA capital programme leading to an expected £100m of borrowing during Q3 and Q4. Previously the capital programme was funded through internal borrowing, however cash has now reduced significantly.
- 4.67. Interest rates remain at multi decade highs leading to increased interest costs to the council for any new borrowing.

- 4.68. Interest income in 2023/24 will be approximately £1.8m. This is above the interest income budget of £1m and continues to be higher than 2022/23 & 2021/22 levels of income due to significant increases in interest rates.
- 4.69. The forecast net interest costs for the Council is expected to be approximately £12.2m.

Collection Fund Update

Background

- 4.70. Council tax and National Non-Domestic Rates (NNDR) income is a major source of the council's overall funding, together representing around a quarter of the council's gross GF income and collected via a ring-fenced Collection Fund. In 2023/24, the council will retain 76.07% of council tax income collected (the remaining 23.93% is the GLA share) and 30% of NNDR income collected (of the remaining 70%, 37% is the GLA share and 33% is the central government share).
- 4.71. The overall Collection Fund surplus/deficit in-year is affected by number of variables such as movements in the gross taxbase (e.g., the number of properties in the borough and for business rates, the impact on business rate appeals), offsetting deductions to bills (e.g., single person discount and council tax support for council tax and mandatory charitable relief for business rates) and the collection rate. Any forecast surplus or deficit on the Collection Fund will not impact the council's budget until the following financial year due to accounting regulations. The forecast surplus or deficit on the Collection Fund is made annually in January and factored into the budget setting estimates for the subsequent financial year.

Council Tax

- 4.72. The latest 2023/24 council tax forecast, which is subject to change between now and the end of the financial year, is a +£2.780m deficit (£2.115m Islington share; £0.665m GLA share) compared to assumptions at 2023/24 budget setting (as at January 2023). This comprises a +£1.346m in-year 2023/24 deficit and an additional +£1.434m deficit brought forward from 2022/23. The later relates to adverse movements in the 2022/23 council tax position between the January 2023 forecast and the actual 2022/23 outturn.
- 4.73. The forecast in-year deficit of +£1.346m is due to the following variances:
- Higher than budgeted, exemptions and single person discounts have contributed to extra costs of +£2.725m compared to budget. The costs of exemptions have increased substantially due to three years of backlog cases relating to student accommodation.
 - However, the extra cost is offset by a projected -£1.379m improvement in the bad debt assumption compared to budget.
- 4.74. The budgetary impact of the council's share of the council tax deficit forecast is set out in **Table 3** and will be fully offset by a transfer from the Core Funding Reserve that has been earmarked for this purpose.

Table 3 - Forecast 2023/24 Council Tax (Surplus)/Deficit

	LBI's Share £m	GLA's Share £m	Total £m
1/3 of 2020/21 Exceptional COVID-19 Deficit (Final Year of 3-Year Spreading)	0.478	0.130	0.608
Remainder of Forecast (Surplus)/Deficit at 2023/24 Budget Setting (January 2023 Forecast of 2023/24 Position)	(3.811)	(1.147)	(4.958)
Forecast 2023/24 Transfer (to)/from Core Funding Reserve	(3.333)	(1.017)	(4.350)
Additional Prior Year (Surplus)/Deficit between 2023/24 Forecast (as at January 2023) and Actual 2022/23 Outturn Position	1.091	0.343	1.434
2023/24 In-Year Forecast (Surplus)/Deficit	1.024	0.322	1.346
Forecast 2024/25 Transfer (to)/from Core Funding Reserve	2.115	0.665	2.780

NNDR

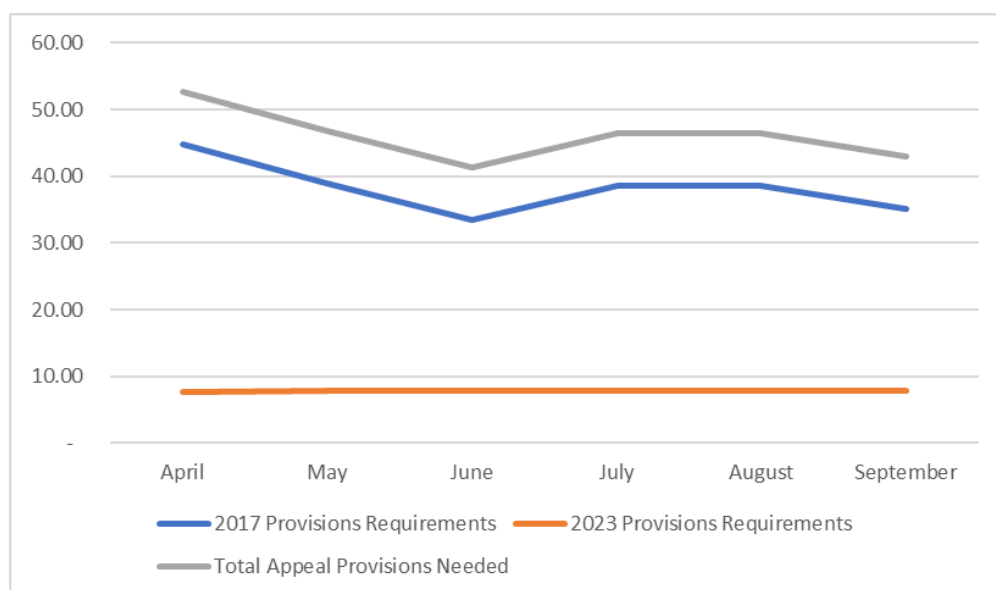
- 4.75. The latest 2023/24 NNDR forecast, which is subject to change between now and the end of the financial year, is -£19.427m surplus (-£5.828m Islington share) compared to assumptions at 2023/24 budget setting. This comprises a -£6.819m in-year 2023/24 surplus and an additional £-12.608m surplus brought forward from 2022/23. The latter relates to favourable movements in the 2022/23 NNDR position (predominantly the business rates appeals estimates) between the January 2023 forecast and the actual 2022/23 outturn.
- 4.76. Partially offsetting this, there is a forecast adverse budget variance of +£2.162m in 2023/24 in relation to Section 31 grant compensation due to the council for the impact of government business rate reliefs.
- 4.77. The budgetary impact of the council's share of the forecast NNDR surplus and the Section 31 grant budget variance, is set out in **Table 4** and would be fully offset by a transfer from the Core Funding reserve that has been earmarked for this purpose.

Table 4 – 2023/24 Forecast NNDR Surplus/(Deficit)

	LBI's Share £m	GLA's Share £m	Govt Share £m	Total £m
1/3 of 2020/21 Exceptional COVID-19 Deficit (Final Year of 3-Year Spreading)	1.101	1.358	1.212	3.671
Remainder of Forecast (Surplus)/Deficit at 2023/24 Budget Setting (January 2023 Forecast of 2023/24 Position)	(7.482)	(9.227)	(8.231)	(24.940)
Forecast 2023/24 Variance on Section 31 Grant Income	2.162			2.162
Forecast 2023/24 Transfer (to)/from Core Funding Reserve	(4.219)	(7.869)	(7.019)	(19.107)
Additional Prior Year (Surplus)/Deficit between 2023/24 Forecast (as at January 2023) and Actual 2022/23 Outturn Position	(3.782)	(4.665)	(4.161)	(12.608)
2023/24 In-Year Forecast (Surplus)/Deficit	(2.046)	(2.523)	(2.250)	(6.819)
Forecast 2024/25 Transfer (to)/from Core Funding Reserve	(5.828)	(7.188)	(6.411)	(19.427)

4.78. The impact of business rate appeals on the NNDR forecast may fluctuate significantly between quarters due to significant uncertainty around the number and value of successful appeals. **Figure 10** below illustrates the fluctuation in appeals risks over the course of the financial year to date, split between the 2017 and 2023 valuation lists. This estimate is provided by the council's external ratings advisor, Analyse Local. The financial consequence to Islington of any appeals risk on the NNDR forecast would be limited to Islington's share of the overall impact, which is 30%, with the remainder split between the GLA and central government.

Figure 10 – Monthly Fluctuations in Appeal Provision



Current Collection Rate

- 4.79. The council has set an in-year target collection rate for council tax of 95.3%, against which 48.4% (£73.9m) has been collected. This is -0.73% (£1.1m) lower than the monthly in year target rate.
- 4.80. For business rates the council has set an in-year target collection rate of 96.7%, against which 56.5% (£155.3m) has been collected. This is +3.7% (£10.2m) higher than the monthly in-year target rate.

Arrears Analysis

- 4.81. The total council tax outstanding balance as at the end of Q2 is £112.9m (£85.9m Islington's share), of which £78.8m (£59.9m Islington's share) or 69.7% is the current outstanding balance. The remaining £34.2m relates to prior years.
- 4.82. Out of the overall £112.9m current outstanding council tax debts, £9.1m (8%) relates to accounts who are in receipt of council tax support. This represents 10,987 council tax accounts.
- 4.83. The total NNDR balance outstanding as at the end of Q2 is £134.7m (£40.4m Islington's share), of which £113.4m (£34.0m Islington's share) or 84.1% is the current year's outstanding balance. The remaining £21.3m relates to prior years.
- 4.84. The reduction in council tax current year arrears between Q1 and Q2 is £33.8m, and a £1.1m movement is for prior years arrears, making the overall reduction in arrears £34.9m or 23.6%.
- 4.85. For business rates, the overall reduction in arrears between Q2 and Q1, is 33.7% or equivalent to £68.5m, of which £65.2m is for the current year arrears and £3.3m is for prior years. The movement in both debts is summarised in **Table 5** below.

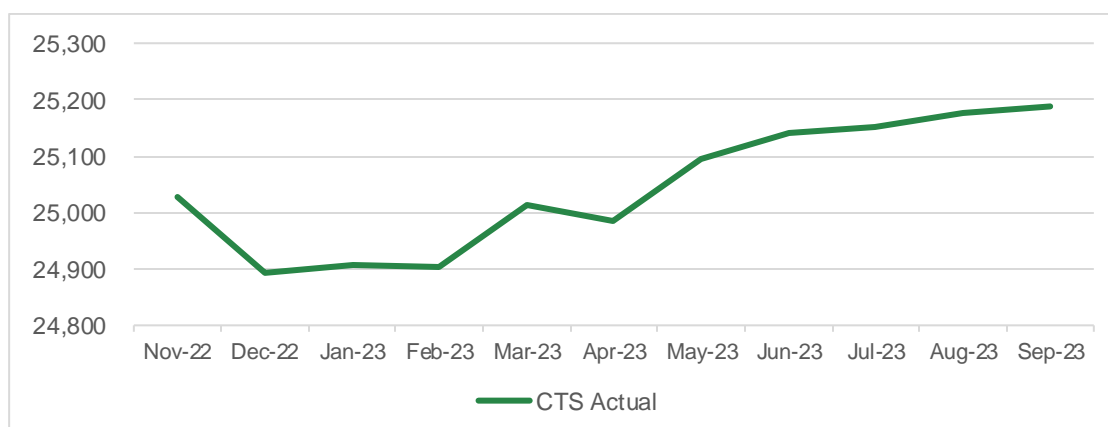
Table 5 – Collection Fund Arrears Movements

	Business Rates				Council Tax			
	Jun-23	Sep-23	Change	Change	Jun-23	Sep-23	Change	Change
	£m	£m	£m	%	£m	£m	£m	%
Current Year Arrears	178.6	113.4	(65.2)	(36.5%)	112.6	78.8	(33.8)	(30.0%)
Prior Years Arrears	24.6	21.3	(3.3)	(13.4%)	35.3	34.2	(1.1)	(3.1%)
Total Outstanding Arrears	203.2	134.7	(68.5)	(33.7%)	147.9	113.0	(34.9)	(23.6%)

Council Tax Support Caseload

4.86. Council Tax Support (CTS) scheme caseloads stood at 25,188 (representing £33.9m in financial terms), of which 18,135 cases (£23.6m) related to working-age recipients and 7,053 cases (£10.3m) to pension-age recipients.

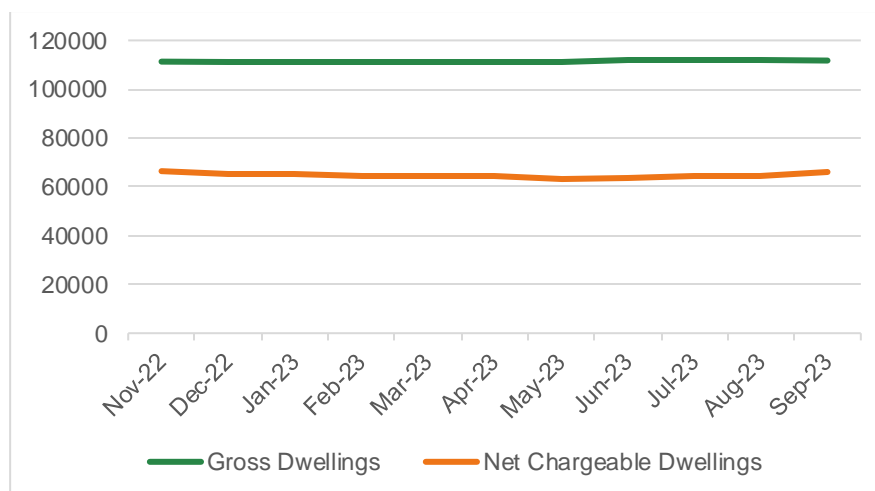
Figure 11 – Total Council Tax Support Caseload Over Time



Tax Base Analysis

4.87. As at end of September the total gross dwellings in the borough have increased by 440 properties, representing a 0.4% increase compared to November 2022. The net chargeable dwellings after taking into account exemptions and discounts also show similar growth. This does not include potential adjustments/reductions due to the CTS scheme. The chart below illustrates changes in gross and net chargeable dwellings.

Figure 12-Changes in Chargeable Dwellings (band D equivalent)



Energy Price Analysis – Q2

- 4.88. There has been a significant and sustained drop in market prices over recent months, and it is expected that this trend will continue in the longer term. **Table 6** shows the estimated annual costs of gas and electricity for the GF, Leisure Centres (GLL), HRA, Schools and Streetlighting.

Table 6 - Electricity and Gas Estimates for 2023/24

	Gas (£m)	Electric (£m)	Total (£m)
HRA	6.748	5.659	12.408
GLL	0.728	1.274	2.002
Schools	1.460	2.450	3.910
Council	1.260	2.666	3.926
Streetlighting	-	1.492	1.492
Total	10.196	13.541	23.737

- 4.89. Energy pressures totalling +£3.170m are reported in directorate forecasts and will be funded from the corporate energy provision which was created as part of the 2023/24 budget setting process.

5. Housing Revenue Account (HRA)

- 5.1. The forecast for the HRA is an in-year deficit of +£6.839m, a decrease of £0.043m since previous reported position.
- 5.2. As the HRA is a ringfenced account, a surplus or deficit at the end of the financial year will be transferred to or from HRA reserves.
- 5.3. A significant proportion of the forecast deficit relates to known emerging pressures arising after the 2023/24 budgets were set. The forecast deficit will be met from HRA reserves in 2023/24 and all ongoing pressures identified will be reflected in the forthcoming HRA business saw plan update in time for 2024/25 budget setting. Depending on the outcome when the business plan is updated, it may become necessary to put in place a savings plan to ensure a sustainable 30-year HRA Business plan is maintained.

5.4. Key variances to note:

- -£1.105m favourable variance from rent and service charge income, representing 0.54% of rent and tenant service charge income budgets.
- +£2.363m (an increase of +£0.347m since the last reported position) pressure arising following the high-profile case of 'Awaab's law'. The Regulators of Social Housing require councils to put in place systems to evidence damp and mould in our homes are being dealt with appropriately. In response, the council has established a damp, condensation and mould taskforce increasing its resource capacity to deal with and manage damp and mould cases more effectively. It is unclear what the financial impact of damp and mould will be in the medium to long term. However, it is currently anticipated that investment in this area will be necessary in the short term and was estimated to cost £1.710m and £1.020m in 2024-25 and 2025-26 respectively. That said, there is a risk that the estimated cost in future years may increase given the additional cost pressures experienced this year.
- +£0.274m pressure anticipated within Repairs and Maintenance, primarily due to rising costs and increased use of repairs sub-contractors.
- +£1.620m pressure anticipated to meet the new burdens from the Fire Safety Act 2021, Fire Safety (England) Regulation 2022 and the Building Safety Act 2022, the council will be establishing a Housing Safety and Compliance Team which is expected to be in place from the next financial year. An IT solution to enable the council to comply with the new stringent requirements has been commissioned at a one-off cost of £1.759m (£1.620m in 2023-24 and £0.139m in 2024-25).
- Housing disrepair claims have continued to remain at elevated levels and as a result is expected to create a cost pressure of +£3.687m in 2023-24. The department are receiving on average 35 cases per month and with the public spotlight currently on damp and mould, case numbers are unlikely to come down in the foreseeable future. To manage the increased caseloads experienced by the department, temporary additional resources have been deployed creating a budget pressure of £0.961m. The number of cases awarded against the council has increased significantly to 151 cases in the first six months of the year compared to 53 cases during the same period last year. Should this continue, damages and compensation payments are expected to reach £2.726m.
- An initial assessment of staff time spent on capital projects indicate the capitalisable salary costs are expected to come in lower than anticipated in the 2023/24 budget (+£0.693m). This will be offset in full by reducing the revenue contributions to capital expenditure thus a net nil impact on the HRA position.

5.5. HRA reserves are reported at **Section 7**.

5.6. Risks and opportunities within the department

- 2023/24 Pay Award - National Employers have tabled a flat rate national pay offer of £1,925 (£2,352 for Inner London Local Authorities) on all NJC pay points up to 43 and a 3.88% increase on all NJC pay points above (excluding chief officer grades) with effect from 1 April 2023. Although the pay offer has been rejected by Union members, a reasonable assumption is the current offer would represent the minimum level of increase which is estimated to cost £4.088m compared to £1.776m (3%)

allowed in the 2023-24 HRA budgets giving rise to a pay award cost pressure of at least £2.312m. It's possible the final pay award could be higher than the current offer. A further 1% increase would result in an additional cost pressure of approx. £0.600m. Any growth arising as a result would need to be met from HRA reserves and reflected in the 2024-25 base budget position.

- HRA tenants in Temporary Accommodation (TA) - The cost for placing HRA tenants into TA is borne by the HRA. The current data indicates a significantly increase in the use of hotels which is a costly option compared to private rented housing. The usage is primarily driven by repair cases, as such, no additional housing benefit can be claimed to meet the costs of TA. There is a risk that if usage continues at the same levels, cost for the year could reach £1.700m compared to a current budget provision of £0.950m.
- Energy cost - The council has secured its required electricity and gas supplies for 2023/24 in full and the budgets have been set to reflect this. Securing energy prices will provide some certainty on electricity and gas expenditure for the year provided consumption levels remain in line with expectation.

6. Capital Programme

- 6.1. As at the end of Q2, total capital expenditure of £48.300m has been incurred against a 2023/24 forecast of £196.532m, representing 25% of spend against forecast. This is summarised between the non-housing and housing capital programme in the table below and detailed in **Appendix 5**.
- 6.2. As part of the 2023/24 Budget Report, a central reprofiling adjustment was made to the budget to consider the macro impact of the delivery risks and broadly reflecting prior performance. As such, expenditure in Year 1 was assumed to slip by 35% in total. This adjustment was made to the bottom line of the capital programme and not a scheme-by-scheme basis.

Table 7 – 2023/24 Capital Programme

Directorate	Original Budget £m	M12 2022/23 Slippage £m	In-year Budget Changes £m	Revised Budget (£m)	Actuals to Date (£m)	Forecast Outturn (£m)	Forecast Variance (£m)	Slippage Requested (£m)
Total Non-Housing	59.370	6.473	0.688	66.531	13.255	46.080	(20.451)	21.106
Total Housing	150.551	7.704	46.950	205.205	35.045	150.452	(54.753)	39.172
Total Programme	209.921	14.177	47.638	271.736	48.300	196.532	(75.204)	60.278

- 6.3. The slippage requested to future years will be included in the 2024/25 Budget Report and detailed capital appendices.

Community Wealth Building

- 6.4. The CWB capital forecast is expenditure of £24.626m compared to the revised budget of £41.498m. £5.422m of capital expenditure had been incurred, representing 20.6% of the capital forecast.
- 6.5. Budget reprofiling to future years identified in Q1 and Q2 relates mainly to the following schemes:
- Finsbury Leisure Centre Redevelopment - -£4.885m updated in line with the most recent cash flow forecast from Perfect Circle. Planning submission will be in February 2024 when another viability assessment will take place and an executive decision to sanction fee spend moving into stage 4.
 - High Needs Provision Allocation – -£3.345m funds are being held for two significant projects at New River College and Samuel Rhodes School. £0.536m additional funding has been agreed from the High Needs Allocation towards the project at NRC Elthorne.
 - New River College SEND/Elthorne - -£1.358m the procurement strategy is currently being developed and works are expected to begin in Autumn/Spring.
 - Compliance & Modernisation - -£1.062m slippage reported against the budget of £4.062m allocated to Compliance & Modernisation. This is to align with the latest works schedule. Several significant projects, such as ventilation and electrical works in different council buildings, are currently in the tender stage. This budget is consistently utilised to address critical compliance-related tasks and is therefore never entirely allocated to specific projects.
 - Toffee Park & Radnor St Gardens - -£1.200m the main works programme has been reset following a first consultation exercise. Works are due to begin in Q3 of 2024.
 - Barnard Park Renewal - -£0.998m programme for the main works has been reset to align with the accelerated pitch works programme, required by the football foundation to comply with grant conditions.
- 6.6. Overspends and funding changes identified relate to the following schemes:
- Cornwallis Adventure Playground: -£0.070m overspend is forecast due to additional security and cameras required to secure the adventure playground during construction. There are also additional costs resulting from delays due to the arson attack and several brake-ins.
 - Following the expansion of the adventure playground, an additional £400k may be required if the Council's loss adjuster is not willing to fund the full rebuild of the AP playground equipment following the arson attack. This is currently under discussion.
 - Future Work Phase 2: £0.688m additional funding was awarded to Future Works by the Executive on 20 April 2023.
 - The Zone Youth Club: £0.030m additional S106 funding was awarded to the Zone Youth Club Refurbishment project by the Borough Investment Panel meeting on 20 June 2023
 - Isledon Road Gardens: £0.074m S106 funding updated to include the full remaining allocation.

Environment and Climate Change

- 6.7. The Environment capital forecast is expenditure of £21.454m compared to the budget of £24.344m. £7.833m of capital expenditure had been incurred to Q2, representing 36.5% of the capital forecast.
- 6.8. Budget reprofiling to future years identified relates mainly to the following schemes:
- Energy Schemes: -£2.050m various projects have experienced a delayed procurement process and/or have been delayed due to issues with Bunhill 2.
 - Flats Above Shops Food Waste Service: -£0.500m currently on hold pending confirmation of DEFRA funding.
 - People-friendly Streets borough-wide roll out Camera enforcement: -£0.505m the camera sites are still under investigation and the cameras need to be calibrated for each specific site.
 - The remaining variance mainly relates to the Bunhill 2 scheme. There is an ongoing dispute with the main contractor, which has meant the council has held back the retention payments. The service is looking at options to finance from underspends within other energy budgets.

Housing Capital Programme

- 6.9. The Housing (HRA & GF) capital forecast totals £150.451m compared to the revised 2023/24 capital budget of £205.205m (which includes additional budget of £46.950m in respect of a property acquisition programme as agreed at Executive on 20 July and £7.704m of net slippage rolled forward from 2022/23 primarily in respect of the new build prog.). This leads to a total variance of -£54.754m. **The property acquisition programme agreed at Executive on 20 July 2023 requires Council approval in accordance with the Council's Financial Regulations, as the approval is for an addition to the capital programme in excess of £1m. The property acquisition programme will be considered at Council on 14 December 2023.**
- 6.10. £35.035m of capital expenditure had been incurred, representing 23% of the forecast capital expenditure. This is detailed at **Appendix 5**.
- 6.11. The major works & improvement programme forecast is £48.674m as compared to a revised budget of £65.511m resulting in a variance of -£16.837m. The primary reasons for this variance are:
- -£10.000m slippage in relation to a £10.000m budget included for compliancy work in relation to fire safety regulations in respect of tall blocks. This budget was included in 2023/24 and forms part of a larger £100m budget spanning future years, in anticipation of improvements required due to the changing regulations. Survey work has now been undertaken and the Housing Team believes that any work required can be managed within the ongoing Cyclical Improvement Programme, so will not now spend this year's allocation, and will reallocate future years funds within the programme.
 - -£10.800m slippage on the ongoing major works programme, particularly on the Cyclical Improvement Programme. The forecast has changed from the previous report (-£1.900m) predominantly due to delays in achieving planning and works approvals

with some works being rephased into future financial years. The total forecast expenditure of £31.9m for the year is approximately in line with last year's equivalent outturn of £30.1m

- +£5.300m forecast overspend in respect of ad hoc boiler replacements and voids capitalisation of kitchen & bathroom replacements and high value repairs.
- A programme of large-scale individual boiler replacements has been replaced by a strategy of replacing boilers at the end of their lifecycle (+£2.3m). During 2022/23, the number of installations was 1,437 and in 2021/22 it was 1,189. So far in 2023/24 there have been 1,038 installations, with a total of 1,877 anticipated for the year.
- Last year also saw an increased pressure against the capitalisation budget in respect of voids kitchens and bathrooms & high value repairs, where it is deemed more economical to replace the kitchen and bathroom whilst the property is empty then the works are undertaken. A similar increase is anticipated this year. These overspends will be absorbed within the overall major works budget in 2023/24 however an increase in the budgets for the 2024/25 financial year is proposed within the current budget setting process, subject to affordability within the context of the 30-year Business Plan.

6.12. The New Build programme forecast is £51.252m as compared to a revised budget of £88.668m resulting in a variance of -£37.417m. The primary reasons for this variance are:

- -£18.200m underspend relating to a few schemes that were aborted at the end of 2022-23 to free up resources to invest in more financially viable schemes. In 2023-24 budget provision totalling £18.200m has been released for re-investment in new schemes where most costs will be incurred in future years.
- -£18.400m slippage relating to 3 schemes that are on site (Harvist, Elthorne & Parkview) that have encountered delays arising in respect of contractual issues, diversion issues and party wall issues and 1 scheme, Elmore & Lindsey delays in obtaining planning approval.
- +£8.000m forecast gross overspend in 2023/24 (overspend net of RTB 141 receipts £4.3m) primarily in respect of Beaumont Rise (£3.6m) and Andover (£4.6m) arising from anticipated changes in the scope of works required due to design changes and contractor loss and expense claims arising from delays caused by scheme re-design. Of this anticipated overspend most of the Beaumont Rise overspend relates to contractor loss and expense claims of which £1.5m has already been settled, in terms of Andover the total anticipated overspend spanning 2023/24 & 2024/25 is £5.8m of which around £3.7m relates to indicative contractor loss and expense claims & £3.1m to scope of works changes the majority of which are anticipated to arise in 2023/24.
- The whole project gross expenditure budget for these 2 schemes agreed during the 2023/24 budget setting process is £49.3m. The 2 schemes have a combined whole project forecast overspend of £8.5m for the reasons mentioned above. In addition, there are overspends forecast on the whole project budgets for some other schemes currently in progress, notably Elthorne Estate (£2.1m) and Park View Estate (£1.7m) also in relation to contractor loss & expense claims and scope of works changes. In addition, there are two schemes not yet on site where growth against the budget agreed for 2023/24 is forecast - 173 Highbury Quadrant (£1.4m) and Elmore &

Lindsey (£2.7m). As these schemes are not yet on site, these pressures are not linked to claims from contractors, but are associated with changes in the scope of works from that expected at 2023/24 budget setting. Overall, there is a programme-wide growth pressure of £16.5m, though £2.2m of this growth will attract additional OMS and RTB financing, so the net pressure on HRA resources is £14.3m

- Whilst this overspend can be accommodated within the overall new build programme 2023/24 budget it does give rise to a net pressure in relation to the 3-year new build current programme of £9.9m (after taking into account additional receipts), this pressure has been included in the latest updated HRA 30-year Business Plan which is currently under review.
- -£8.800m underspend on the pipeline programme for future schemes that may arise. A budget of £14.8m has been included for the development of new schemes. At this stage, there are currently 3 schemes (Vorley Road, Bemerton Estate South and Finsbury Leisure Centre) which are well developed, but other schemes are unlikely to progress too far this year.

S106/CIL

- 6.13. The Community Infrastructure Levy (the 'levy') is a charge which can be levied by local authorities on new development in their area based on an approved charging schedule which sets out its levy rates. Most new development which creates net additional floor space of 100 square metres or more, or creates a new dwelling, is potentially liable for the levy.
- 6.14. In Islington, 50% of the CIL (known as Strategic CIL) collected from developments is used as funding for the Council's Capital Programme.
- 6.15. For the remaining CIL (15% of which is known as Local CIL, and 35% is known as Strategic-Local CIL) Ward Councillors (in consultation with officers, constituents, ward partnerships etc) are asked to make recommendations to the Borough Investment Panel regarding its allocation.
- 6.16. Local CIL may be allocated to the provision, replacement, operation or maintenance of infrastructure and anything else that addresses the demand that developments place on an area. Strategic-Local CIL may be allocated for the provision, replacement, operation or maintenance of infrastructure.
- 6.17. Planning obligations, secured through Section 106 Agreements of the Town and Country Planning Act 1990, are used to make developments acceptable in planning terms that would not be acceptable otherwise. Obligations can include either direct provision of a service or facility, financial contributions towards a provision made by the Council or external service provider, or both. With the introduction of the CIL in 2014, the council mostly now secures financial S106 contribution for non-CIL eligible infrastructure or to meet specific planning policy requirements such as off-site affordable housing and affordable workplace payments, carbon offsetting and employment and training contributions.
- 6.18. **Table 8** sets out current budget position for S106 and CIL including current year income and spend forecast.

Table 8 – S106 and CIL

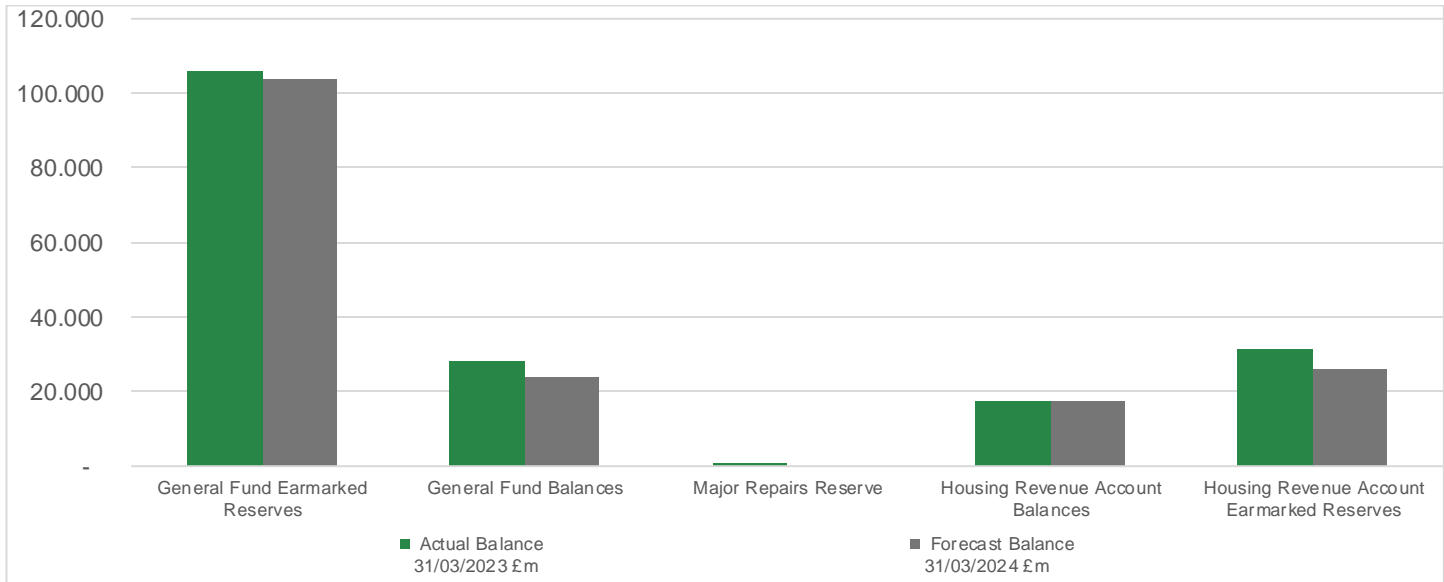
Fund	Brought Forward from Prior Years (£m)	Received in 2023/24 (£m)	Total Balance (£m)	2023/24 Forecast Expenditure (£m)	Forecast Carry Forward to 2024/25 (£m)
S106	25.946	1.352	27.298	(5.117)	22.181
CIL	13.651	4.503	18.154	(1.911)	16.243
Total	39.597	5.855	45.452	(7.028)	38.424

- 6.19. The current combined S106 and CIL Balance is £45.45m. This consists of £33.85m that has been allocated to various projects and programmes and £11.6m that is unallocated.
- 6.20. Of the £33.85m allocated, £10m of CIL has been allocated to the Thriving Neighbourhoods programme.
- 6.21. Several S106/CIL funded capital projects are at planning stage with the majority of spend expected in future years. There is a forecast capital spend of £3.8m in the current financial year. There is also £8m of S106/CIL funding allocated to revenue programmes and projects including staff costs.
- 6.22. Ward councillors are asked to recommend how a proportion of CIL and older S106 contributions (secured before introduction of CIL) are allocated. There is currently £6.1m unallocated CIL and S106 'ward' funding. Of this, St. Peter's & Canalside (£0.9m) and Tufnell Park (£1.1m) and Arsenal (1.1m) have the largest amounts of unallocated funds.

7. Usable Reserves

- 7.1. Maintaining sufficient reserves for future budgetary pressures and risks is a key component of a council's overall financial resilience. Declining levels of reserves can be one of the first signs of financial failure.
- 7.2. Types of Usable Reserves
- **Earmarked Reserves** – Balances held for specific purposes to meet known or predicted one-off expenditure pressures and risks. These can be General Fund or Housing Revenue Account related.
 - **General Balances** - A contingency balance used to support the council's cash flow and for unforeseen and unbudgeted expenditure pressures. It also includes reserves held by local authority-maintained schools, over which the council has no control.
 - **Major Repairs Reserve** - This is ring-fenced for maintenance of the housing stock and committed as part of the 30-year HRA business plan.
 - **Capital Reserves** – Consisting of capital receipts from the sale of assets and capital grants and contributions that have not yet been spent (timing differences between receipt of funding and related expenditure). These can only be used to fund capital expenditure and are fully committed as part of the funding of the approved capital programme.
- 7.3. **Table 9** below shows the actual balance of reserves at 31/03/2023 and the forecast balance of reserves at 31/03/2024. The forecast balances include known transfers to and drawdowns which are detailed in **Appendix 3 (General Fund only)**. Forecasts for the Capital Receipts Reserve and Capital Grants Unapplied will be included at Q3.

Table 9 – Forecast Balance of General Fund and HRA Reserves



HRA Reserves

- 7.4. Whilst HRA reserves are, in the long term, designated to fund the major works capital programme, in the short term, the reserves are available to temporarily delay borrowing this reduce capital financing costs.
- 7.5. The 2023/24 budgeted revenue contributions towards capital expenditure (RCCO) were £15.215m and is now expected to reduce by £0.693m to £14.522m following an anticipated reduction in capitalisable salary expenditure. It is likely that the RCCO contribution of £14.522m will not be required in 2023/24 and will instead be swapped with borrowing in order to take advantage of the HRA 40 basis point reduction in the PWLB interest rates, that runs from June 23 to June 24. This does not represent an increase in overall borrowing as we delayed anticipated borrowing in 2022/23 for the reasons described.
- 7.6. The 2023/24 budget anticipated a transfer from revenue to HRA reserves of £1.220m, however, to fund the forecast deficit of £6.839m, it is now anticipated that transfer to revenue from HRA reserves of £5.619m will be required.

8. Implications

Financial Implications

- 8.1. These are included in the main body of the report.

Legal Implications

- 8.2. The law requires that the council must plan to balance its spending plans against resources to avoid a deficit occurring in any year. Members need to be reasonably satisfied that expenditure is being contained within budget and that the savings for the financial year will be achieved, to ensure that income and expenditure balance (Section 28 Local Government Act 2003: the council's Financial Regulations 3.7 to 3.10 Revenue Monitoring and Control).

8.3. The Financial Regulations in relation to Capital Schemes and Overspends give the Chief Finance Officer authority to agree slippage of up to £1m and overspends as long as the total approved over-spends in any one financial year does not increase the overall budget for the Capital Programme by more than 0.1% and subject to the resources being available. If these limits are exceeded, the matter must be reported to the Executive who can vary the budgets up to £1m. Any excess over a £1m must be approved by full Council.

Environmental Implications

8.4. This report does not have any direct environmental implications.

Equality Impact Assessment

8.5. The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

8.6. An equality impact assessment (EQIA) was carried out for the 2023/24 Budget Report agreed by Full Council. This report notes the financial performance to date but does not have direct policy implications, therefore a separate EQIA is not required for this report.

Appendices:

- **Appendix 1** – General Fund and HRA Revenue Monitoring by Variance
- **Appendix 2** – 2023/24 Revenue by Service Area
- **Appendix 3** – Usable Reserve Allocations
- **Appendix 4** – Savings Delivery Tracker
- **Appendix 5** – Capital Forecast 2023/24

Background papers: None

Signed by:		
	Corporate Director of Resources	Date

Responsible Officer:

Dave Hodgkinson, Corporate Director of Resources
 Paul Clarke, Director of Finance

Report Authors:

Martin Houston, Assistant Director – Corporate Finance
 Tony Watts, Strategic Finance Manager – MTFS
 Lucy Farmer, Finance Manager – MTFS

Legal Implications Author: Sonal Mistry – Senior Lawyer (Governance)

Appendix 1: 2023/24 Key Variances - Quarter 2

GENERAL FUND DIRECTORATE/DIVISION	VARIANCE TYPE	DESCRIPTION	Overspend/ (Underspend) Quarter 2 2023/24 £m
ADULT SOCIAL CARE			
Operations Team	Overspend	Unavailability of Care Home Beds	2.554
Operations Team	Overspend	Increase in placement cost primarily driven by increasing needs of existing service users.	1.978
Operations Team	Overspend	Savings Slippage	1.464
Operations Team	Overspend	Full Year impact Progression to Adulthood Cases and NRPF Case from 2022/23	0.610
Operations Team	Overspend	Increase in placement costs primarily driven by increasing needs of existing service users.	0.818
Operations Team	Overspend	Savings Slippage	0.602
Operations Team	Underspend	Underspend on mental health placements	(0.115)
Operations Team	Additional Income	Market Sustainability and Improvement Fund (MSIF) Workforce fund and North Central London Intergrated Care Board one-off discharge funding.	(3.000)
Total Adult Social Care			4.911
CHIEF EXECUTIVE			
No variances to report			0.000
Total Chief Executive			0.000
CHILDREN AND YOUNG PEOPLE			
Learning and Achievement	Overspend	Net forecast staffing pressures across the division	0.101
Learning and Achievement	Overspend	Structural shortfall in the budget for Cardfields and Schools HR and shortfall in traded income	0.223
Learning and Achievement	Overspend	Increased demand for SEND transport and personal transport budgets and impact of increased costs from new taxi contract	0.973
Learning and Achievement	Overspend	Structural shortfall in the budget following centralisation of Business Support	0.183
Learning and Achievement	Overspend	Staffing and income pressures in Children's Centres	0.101
Learning and Achievement	Underspend	Reduced demand for universal free school meals	(0.075)
Safeguarding and Family Support	Overspend	Wrap around support cost pressures in relation to children in care (majority of this pressure is court ordered taxi transport to schools)	0.115
Safeguarding and Family Support	Overspend	Demand pressure on personal budgets in the Disabled Children's Service	0.293
Safeguarding and Family Support	Overspend	Legal costs for care proceedings. Use of agency staff for backlog of cases	0.148
Safeguarding and Family Support	Overspend	Net forecast staffing pressures in Children's Social Care	0.047
Safeguarding and Family Support	Overspend	Forecast temporary accommodation pressure in the Leaving Care Service	0.250
Safeguarding and Family Support	Overspend	Net underspend against the Children's Social Care placements budget after demographic growth	(0.201)
Safeguarding and Family Support	Overspend	Estimated SEND transport related cost pressure in relation looked after children in out of borough provision	0.110
Young Islington	Overspend	Net staffing pressures in Young Islington	0.022
Young Islington	Overspend	Cost pressure from bring youth provision at Platform back in-house	0.227
Young Islington	Overspend	Estimated overspend against the budget for secure remand	0.109
Young Islington	Underspend	Underspend against the Youth Council budget	(0.029)
Young Islington	Underspend	Contract efficiencies and underspend against Isleddon contract	(0.182)
Health Commissioning	Overspend	Net staffing pressures and loss of ISCB funding in Health Commissioning	0.055
Directorate	Overspend	Net staffing pressure	0.010
Total Children and Young People			2.480
COMMUNITY WEALTH BUILDING			
Corporate Landlord Services	Income	Commercial Income Shortfall	0.500
Corporate Landlord Services	Overspend	Future Work Saving Delivery	0.682
Inclusive Economy and Jobs	Overspend	Staffing cost pressure	0.073
Total Community Wealth Building			1.255
Community Engagement and Wellbeing			
Resident Experience	Unachieved Saving	Unmet savings due to proposed alignment of Resident Experience and Libraries management structures being abandoned	0.300
Resident Experience	Cost Pressure	Agency and Overtime costs to fund the clearing of the Backlog of Complaints, including Compensation payments due to fault of the Complaints Service.	0.278
Resident Experience	Cost Pressure	Cost of three temporary full time Customer Service agents to support the Council's Cost of Living Campaign	0.055
Resident Experience	Underspend	Staffing efficiencies across the service due to recruitment delays	(0.246)
Libraries	Cost Pressure	Unmet vacancy factor savings due to full establishment	0.189
Policy and Equalities	Cost Pressure	Staffing overspend due to secondment replacement being recruited to and the seconded staff member returning to substantive role	0.060
Policy and Equalities	Cost Pressure	Structural shortfall in relation to budgeted section 106 income and expected rental income	0.090
Cross-Department	Underspend	Adhoc underspends due to recruitment delays	(0.113)
Communications	Cost Pressure	Islington Life Magazine external printing	0.020
Management	Cost Pressure	Adhoc overspends across the service due to one-off costs	0.088
Management	Cost Pressure	Senior Management overspend	0.020
Total Community Engagement and Wellbeing			0.741
ENVIRONMENT & CLIMATE CHANGE			
Business Performance & Improvement	Underspend	Net underspend on employee costs due to vacancies offset by shortfall in naming & numbering income	(0.012)
Civic Services	Cost Pressure	Additional staff costs within Registrars and additional storage costs within the Mortuary service	0.115
Directorate	Underspend	Net underspend on employee costs due to part year vacancies	(0.151)
Fleet	Underspend	Net additional recharge income for workshop services	(0.146)
Greenspace & Leisure	Underspend	Higher levels of CPI rental income on the Leisure contract and parks event income offset by vacancy factor within grounds maintenance	(0.081)
Parking	Overspend	Net shortfall in Parking income streams and overspend on pay/non pay lines.	9.094
Street Operational Services	Overspend	Shortfall in income around rental / sale of containers and additional IT spend, offset by litter enforcement income as part of a new pilot contract arrangement.	0.265
Total Environment & Climate Change			9.084
HOMES & NEIGHBOURHOODS			
Housing Needs	Underspend	Temporary Accommodation: Nightly Booked/PSL	(0.265)
Housing Needs	Overspend	Bad Debt/Arrears: Case numbers in TA are rising and due to the impact of cost of living, other priorities will conflict with TA rent, resulting in increased arrears.	0.368
Housing Needs	Overspend	Islington Lettings - Charges for voids and uncollected rent.	0.081
Housing Needs	Underspend	Other Housing Needs	(0.440)
CSSR	Overspend	Compliance, ASB, private sector housing, commercial services and community safety.	0.340
Total H&N			0.083
PUBLIC HEALTH			
Obesity & Physical Activity	Overspend	Commissioning of 2 year pilot programme for Adult Weight Management Get Active Service.	0.089
NHS Health Checks	Overspend	Increase in activity for GP Health Checks.	0.057
Smoking & Tobacco	Underspend	Low activity numbers for stop smoking services, figures based on 2022/23	(0.045)
Public Health	Underspend	Underspend from remaining PH divisions.	(0.102)
Total Public Health			(0.000)
RESOURCES DIRECTORATE			
Law and Governance	Overspend	Staffing pressures in Business Support	0.176
Law and Governance	Overspend	Delayed delivery of 'back office efficiency' saving	0.428
Total Resources			0.604
Directorates Total			19.158
CORPORATE			
Levies	Underspend	Reduced payments for London Pension Fund Authority levy	(0.646)
Levies	Underspend	Reduced payments for Transport for London Concessionary Fares	(0.357)
Provisions	Underspend	Unused Energy Provision	(1.835)
Other	Overspend	Cross-cutting savings delivery	1.423
Other	Underspend	Other Corporate variances	(0.014)
Total Corporate			(1.429)
GROSS GENERAL FUND			17.729
Less: Inflation, Energy and Demand Provision			(6.962)
Less: General Corporate Contingency			(5.000)
NET GENERAL FUND			5.767

HOUSING REVENUE ACCOUNT DIRECTORATE/DIVISION	VARIANCE TYPE	DESCRIPTION	Overspend/ (Underspend) Quarter 2 2023/24 £m
HOUSING REVENUE ACCOUNT			
Housing Property Services	Overspend	Establishment of Damp, condensation and mould taskforce	2.363
Housing Property Services	Overspend	New burdens in relation to New Building Safety Regulations	1.620
Housing Property Services	Overspend	Rising number of Housing disrepair claims	3.687
Housing Property Services	Overspend	Increased use of Repairs and Maintenance sub-contractors	0.274
Finance	Income overachievement	Dwelling rents and tenant service charge income	-1.105
Finance	Overspend	Increased Leaseholder building insurance premium	2.850
Finance	Additional Income	Increased Leaseholder service charges income recovery	-2.850
Total Housing Revenue Account			6.839

Appendix 2: 2023/24 Budget Monitoring by Service Area - Q2

GENERAL FUND					
	Expenditure Budget	Income Budget	Net Budget	Forecast Outturn	Over/ (Under) Quarter 2
	£m	£m	£m	£m	£m
ADULT SOCIAL CARE					
Adult Social Care	(0.578)	(42.830)	(43.408)	(43.408)	0.000
Strategy Commissioning & Investment	46.557	(22.201)	24.356	24.356	0.000
Assurance , Strategy & Improvement	2.453	(0.256)	2.197	2.197	0.000
Operational Team	89.559	(26.602)	62.957	67.868	4.911
Provider Services	7.347	(0.962)	6.385	6.385	0.000
Total Adult Social Care	145.338	(92.851)	52.487	57.398	4.911
CHIEF EXECUTIVE'S DIRECTORATE					
Chief Executives	0.385	(0.342)	0.043	0.043	0.000
Total Chief Executive's	0.385	(0.342)	0.043	0.043	0.000
CHILDREN AND YOUNG PEOPLE					
Directorate	0.487	(1.230)	(0.743)	(0.733)	0.010
Learning and Achievement	253.581	(223.571)	30.010	31.516	1.506
Safeguarding and family support	58.308	(10.890)	47.418	48.180	0.762
Health Commissioning	1.999	(1.193)	0.806	0.861	0.055
Young Islington	10.467	(4.240)	6.227	6.374	0.147
Total Children and Young People	324.842	(241.124)	83.718	86.198	2.480
COMMUNITY WEALTH BUILDING					
Corporate Landlord Services	24.513	(12.466)	12.047	13.229	1.182
Planning and Development	4.450	(3.537)	0.913	0.913	0.000
Procurement	1.440	0.000	1.440	1.440	0.000
Community Financial Resilience	6.691	(2.565)	4.126	4.126	0.000
Inclusive Economy and Jobs	5.266	(2.650)	2.616	2.689	0.073
Directorate	0.334	0.000	0.334	0.334	0.000
Street Trading	0.679	(0.744)	(0.065)	(0.065)	0.000
Total Community Wealth Building	43.373	(21.962)	21.411	22.666	1.255
COMMUNITY ENGAGEMENT AND WELLBEING					
Resident Experience	5.687	(2.538)	3.149	3.536	0.387
Management	0.462	0.000	0.462	0.570	0.108
Policy, Equality and Heritage	3.351	(1.431)	1.919	1.994	0.074
Communications	1.903	(0.651)	1.252	1.273	0.020
Transformation	0.822	0.000	0.822	0.794	(0.028)
Libraries	4.439	(0.929)	3.511	3.700	0.189
Voluntary Community Service	3.225	(0.981)	2.243	2.243	0.000
Coaching	0.510	(0.372)	0.138	0.129	(0.009)
Total Community Engagement and Wellbeing	20.399	(6.902)	13.497	14.239	0.741
ENVIRONMENT & CLIMATE CHANGE					
Business Performance & Improvement	1.379	(0.567)	0.812	0.800	(0.012)
Climate Change & Transport	23.446	(9.901)	13.545	13.545	0.000
Civic Services	4.137	(4.542)	(0.405)	(0.290)	0.115
Directorate	0.709	(0.582)	0.127	(0.024)	(0.151)
Environment & Commercial Operations	59.394	(77.178)	(17.784)	(8.653)	9.131
Total Environment and Climate Change	89.066	(92.770)	(3.704)	5.380	9.084
HOMES AND NEIGHBOURHOODS					
Temporary Accommodation (Homelessness Direct)	13.310	(9.264)	4.046	3.541	(0.505)
Housing Needs (Homelessness Indirect)	4.610	(3.641)	0.969	1.236	0.266
Housing Strategy and Development	0.062	0.000	0.062	0.062	0.000
Housing Administration	1.170	(0.140)	1.030	1.009	(0.021)
No Recourse to Public Funds	1.605	(0.404)	1.201	1.204	0.002
Compliance	1.770	(0.762)	1.008	1.484	0.477
ASB	2.566	(0.900)	1.666	1.750	0.083
Private Sector Housing	1.669	(1.051)	0.618	0.467	(0.150)
Commercial Services	1.517	(0.715)	0.802	0.688	(0.114)
Community Safety	1.120	(0.576)	0.545	0.588	0.044
Total Homes and Neighbourhoods	29.399	(17.453)	11.945	12.028	0.083
PUBLIC HEALTH					
Children 0 - 5 Years	3.565	0.000	3.565	3.565	0.000
Children & Young People	2.482	(0.160)	2.322	2.324	0.003
NHS Health Checks	0.245	0.000	0.245	0.302	0.057
Obesity & Physical Activity	0.722	(0.082)	0.640	0.729	0.089
Other Public Health	10.280	(30.159)	(19.879)	(20.007)	(0.128)
Sexual Health	6.735	(0.794)	5.941	6.085	0.144
Smoking & Tobacco	0.737	(0.318)	0.420	0.375	(0.045)
Substance Misuse	6.747	0.000	6.747	6.626	(0.120)

Appendix 2: 2023/24 Budget Monitoring by Service Area - Q2

	Expenditure Budget	Income Budget	Net Budget	Forecast Outturn	Over/ (Under) Quarter 2
	£m	£m	£m	£m	£m
Total Public Health	31.513	(31.513)	0.000	(0.000)	(0.000)
RESOURCES					
Finance	217.271	(209.585)	7.686	7.686	0.000
Digital Services	21.801	(5.466)	16.335	16.335	0.000
Law and Governance	11.281	(4.296)	6.985	7.589	0.604
Human Resources	4.987	(1.701)	3.286	3.286	0.000
Total Resources	255.340	(221.048)	34.292	34.896	0.604
Directorates Total	939.653	(725.964)	213.690	232.848	19.158
CORPORATE					
Other and Reserves	55.089	0.000	55.089	54.690	(0.399)
Levies	16.369	0.000	16.369	15.338	(1.031)
Corporate Financing	1.866	0.000	1.866	1.866	0.000
Specific Grants	0.000	(3.530)	(3.530)	(3.530)	0.000
Technical	0.000	(24.101)	(24.101)	(24.101)	0.000
Council Tax	0.000	(116.351)	(116.351)	(116.351)	0.000
Core Funding	0.000	(148.781)	(148.781)	(148.781)	0.000
Pensions	5.750	0.000	5.750	5.750	0.000
Total Corporate Items	79.073	(292.763)	(213.690)	(215.119)	(1.429)
TOTAL GENERAL FUND	1,018.727	(1,018.727)	(0.000)	17.729	17.729
Less: Inflation, Energy, and Demand Contingency					(6.962)
Less: General Corporate Contingency					(5.000)
NET GENERAL FUND					5.767

Appendix 2: 2023/24 Budget Monitoring by Service Area - Q2

HOUSING REVENUE ACCOUNT(HRA)			
Service Area	Net Budget	Forecast Outturn	Over/(Under) Spend Outturn
	£m	£m	£m
Dwelling Rents	(181.340)	(182.327)	(0.987)
Tenant Service Charges	(23.270)	(23.388)	(0.118)
Non Dwelling Rents	(1.384)	(1.384)	0.000
Heating Charges	(4.584)	(4.584)	0.000
Leaseholder Charges	(19.042)	(21.892)	(2.850)
Parking Income	(2.138)	(2.138)	0.000
PFI Credits	(6.140)	(6.140)	0.000
Interest Receivable	(0.643)	(0.643)	0.000
Contribution from the General Fund	(0.816)	(0.816)	0.000
Transfer from HRA Reserves	0.000	(5.619)	(5.619)
Other Income	(0.500)	(0.500)	0.000
Income	(239.857)	(249.431)	(9.574)
Repairs and Maintenance	46.582	48.324	1.742
General Management	63.625	73.370	9.745
PFI Payments	14.598	14.598	0.000
Special Services	33.309	33.309	0.000
Rents, Rates, Taxes and Other Charges	1.024	1.024	0.000
Capital Financing Costs	18.231	18.231	0.000
Depreciation (mandatory transfer to Major Repairs Reserve)	35.212	35.212	0.000
Bad Debt Provisions	3.247	3.247	0.000
Contingency	7.594	7.594	0.000
Revenue contributions to Capital expenditure	15.215	14.522	(0.693)
Transfer to HRA Reserves	1.220	0.000	(1.220)
Expenditure	239.857	249.431	9.574
(Surplus)/Deficit	0.000	0.000	0.000

Appendix 2: 2023/24 Budget Monitoring by Service Area - Q2

Inter-Directorate Virements/Movements 2023/24

Description	Adults	Chief Executive	CWB	Childrens	CEW	Housing	Environment	Resources	Public Health	Corporate	Net Total
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Original Budget (at Budget Setting)	52.232	1.327	21.312	87.595	8.564	7.888	0.497	35.147	0.000	(214.561)	0.000
SLT Restructure	0.000	(1.284)	(0.118)	(3.294)	5.030	4.093	(4.028)	(0.677)	0.000	0.277	0.000
Revised Opening Budget	52.232	0.043	21.194	84.302	13.594	11.981	(3.531)	34.470	0.000	(214.284)	0.000
One off Growth	0.000	0.000	0.000	0.000	0.015	0.000	0.000	0.000	0.000	(0.015)	0.000
Cross-cutting savings	0.000	0.000	(0.162)	(0.205)	(0.025)	(0.035)	(0.173)	(0.851)	0.000	1.450	0.000
Other (e.g. recharges, structural)	0.255	0.000	0.380	(0.380)	(0.087)	0.000	0.000	0.673	0.000	(0.841)	0.000
Current Budget	52.487	0.043	21.412	83.717	13.497	11.945	(3.704)	34.292	0.000	(213.690)	0.000

Appendix 3: General Fund Earmarked Reserve Allocations

Planned/ Unplanned	Directorate	Purpose	Reserve Name	2023/24 Forecast Movement
Planned Drawdown	CWB	BSF Projection	BSF PFI 1 reserve	0.504
One-Off Requests BRI	CEW	One-Off Growth: Coronation Grants	Budget Risk and Insurance	- 0.033
One-Off Requests BRI	CEW	One-Off Growth: Equality Events	Budget Risk and Insurance	- 0.020
One-Off Requests BRI	Env	One-Off Growth: Trees	Budget Risk and Insurance	- 0.800
One-Off Requests BRI	Resources	One-Off Growth: Democratic Services	Budget Risk and Insurance	- 0.042
One-Off Requests BRI	Resources	One-Off Growth: End User Computing (EUC) Programme	Budget Risk and Insurance	- 0.703
One-Off Requests BRI	Resources	One-Off Growth: HR Customer Delivery Extensions	Budget Risk and Insurance	- 0.256
One-Off Requests BRI	Resources	One-Off Growth: HR IT Programme	Budget Risk and Insurance	- 0.191
One-Off Requests BRI	Resources	One-Off Growth: Workforce Adjustments	Budget Risk and Insurance	- 0.130
One-Off Requests BRI	Resources	One-Off Growth: Artificial Intelligence	Budget Risk and Insurance	- 0.311
One-Off Requests BRI	Resources	One-Off Growth: Audit Fees	Budget Risk and Insurance	- 0.260
Planned Drawdown	Resources	Settlement Costs	Budget Risk and Insurance	- 0.259
Planned Transfer To	Corporate	£4m Financial Resilience	Budget Risk and Insurance	4.000
Planned Drawdown	CEW	Corporate Director Costs	Budget Risk and Insurance	- 0.076
One-Off Requests BS	CEW	One-Off Growth: Resident Experience	Budget Strategy	- 2.055
Planned Drawdown	Corporate	SPS Running Costs (£0.5m Allocation)	Budget Strategy	- 0.500
Planned Drawdown	Corporate	GF Overspend (Q2 Net)	Budget Strategy	- 5.767
Planned Transfer To	Corporate	£1.5m Transformation Contribution	Budget Strategy	1.500
Transformation Project	CWB	Liveable Neighbourhoods/LTN business engagement (PFS)	Budget Strategy	- 0.155
Transformation Project	CWB	People Friendly Streets	Budget Strategy	- 0.013
Transformation Project	CWB	Procurement Capacity	Budget Strategy	- 0.244
Transformation Project	H&N	Anti-Social Behaviour Programme	Budget Strategy	- 0.066
Transformation Project	H&N	ASB Case Management Team Pathfinder	Budget Strategy	- 0.140
Transformation Project	Env	SES Back Office System	Budget Strategy	- 0.292
Transformation Project	Resources	Applications upgrades & HR Zellis	Budget Strategy	- 0.500
Transformation Project	Resources	Digital Experience Platform	Budget Strategy	- 1.792
Transformation Project	Resources	Intranet Re-design	Budget Strategy	- 0.180
Transformation Project	Resources	Legal Case Management	Budget Strategy	- 0.321
Transformation Project	Resources	Modernising Finance	Budget Strategy	- 0.222
Transformation Project	Resources	Workforce Strategy	Budget Strategy	- 0.250
Capital Impact on Revenue	CWB	Non-Capitalisable Staffing Costs	Capital Financing	- 0.437
Planned Drawdown	Corporate	SPS Payments	Care Experience	- 0.320
Collection Fund Movement	Corporate	CTAX 20/21 CF Deficit (Spreading)	Core Funding	- 0.478
Collection Fund Movement	Corporate	CTAX CF Surplus (Deficit)	Core Funding	3.811
Collection Fund Movement	Corporate	NNDR 20/21 CF Surplus (Deficit) - Spreading	Core Funding	- 1.101
Collection Fund Movement	Corporate	NNDR CF Surplus (Deficit)	Core Funding	7.482
Planned Drawdown	Schools	DSG Deficit	Dedicated Schools Grant	- 0.077
Planned Drawdown	Corporate	Budgeted Levies Drawdown	Levies	- 0.196
Planned Drawdown	CEW	NLWA Rebate: One Off Grant Fund on Application basis	Levies	- 0.100
Planned Drawdown	CWB	NLWA Rebate: Energy Credit Fund (Households in crisis)	Levies	- 0.114
Planned Drawdown	CWB	NLWA Rebate: IMAX one additional post	Levies	- 0.046
Planned Drawdown	Env	NLWA Rebate: Debt Relief Fund	Levies	- 0.072
Planned Drawdown	Env	NLWA Rebate: SHINE one additional post for one year	Levies	- 0.041
Planned Drawdown	CWB	NLWA Rebate: Support delivery of warm spaces	Levies	- 0.050
Planned Drawdown	Schools	TP Schools Projections	Pooled Schools Budgets	- 0.828
Planned Drawdown	Schools	Schools Balances	Schools Balances	- 4.811
Planned Drawdown	Public Health	One-off projects	Public Health	- 0.070
				7.021

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APPENDIX 4 - DELIVERY PROGRESS OF 2023/24 BUDGET AGREED SAVINGS

TOTAL		10.995	5.069	2.818		
Directorate	Summary Description	2023/24 £m	2024/25 £m	2025/26 £m	Savings Type	Quarter 2 Update
Adult Social Care	The introduction of a 7 day 'Recovery Model' of home care to reduce the demand for ongoing care services.	0.855	0.939	0.563	Growth Reduction	Significant concerns with delivery timing and/or amount
Adult Social Care	The introduction of the new in-house re-ablement service will increase available capacity, increase face to face resident contact, increase the potential to maximise more peoples independence through a greater emphasis on strength based practice, reduce care packages and therefore reduce the demand for ongoing care services.	0.862	0.356	0.213	Growth Reduction	Significant concerns with delivery timing and/or amount
Adult Social Care	Review of Mental Health contracted services to deliver good outcomes for residents and value for money.	0.040	0.125	0.000	Service Reconfiguration	On track to deliver
Adult Social Care	Review housing related floating support contract to reduce inefficiencies such as duplication of provision and deliver value for money.	0.000	0.120	0.000	Efficiency	On track to deliver
Adult Social Care	Refresh of older people's day services to provide more choice to residents and therefore reducing the need for homecare during the day.	0.183	0.000	0.100	Service Reconfiguration	Problems with delivery timing and/or amount
Adult Social Care	Improved price negotiations with providers to enable better value for money care packages and placements.	0.100	0.000	0.000	Efficiency	On track to deliver
Adult Social Care	Increase the take-up of Shared Lives which allows a more cost-effective way of delivering support compared to traditional support solutions.	0.050	0.000	0.000	Efficiency	On track to deliver
Children and Young People	Pupil Services: 1) Elective Home Education - charging of general fund post to the DSG. 2) SEND transport Increase the use of flexible personal budgets and greater choice, including independent travel training for older children. Review the cost of the commissioned routes such as taxi / minibus runs, existing contracts and eligibility criteria.	0.080	0.080	0.000	Service Reconfiguration	On track to deliver
Children and Young People	Funding swaps from the general fund to the Family Hub and Start For Programme funding - for services such as advice for parents, perinatal mental health and home learning environment training.	0.210	0.000	0.000	Service Reconfiguration	On track to deliver
Children and Young People	Lunch Bunch - Activity for 5-16s to be funded through the Holiday Activities and Food grant instead of using the Lunch Bunch budget.	0.140	0.000	0.000	Income	On track to deliver
Children and Young People	Bright Start - Streamlining the budgets allocated to each locality.	0.051	0.000	0.000	Service Reconfiguration	On track to deliver
Children and Young People	Bright Start - Removal of hosting budgets from the 5 Council maintained children's centre nurseries	0.106	0.000	0.000	Efficiency	On track to deliver
Children and Young People	Review of operating model in Children's Services to make efficiency savings by realigning the service to meet service needs at lower cost	0.199	0.077	0.027	Service Reconfiguration	On track to deliver
Children and Young People	Adopt London North (Regional Adoption Arrangements) - review of partnership arrangement to develop new cost sharing arrangements with partners	0.102	0.000	0.000	Efficiency	On track to deliver
Children and Young People	Reduction in scale of the motivational practice model in line with reduction in demand and budget and realignment of model to better reflect need and meet the requirements of the Children's Social Care Review once in force. Phase 1 saving of £0.500m in 2022/23. Phase 2 will deliver further savings of £0.220m in 2024/25 and 2025/26 based on remodelling of provision across localities	0.500	0.220	0.220	Service Reconfiguration	On track to deliver
Children and Young People	Investment in the House Project as a permanent service in Islington	0.019	0.000	0.000	Service reconfiguration	On track to deliver
Community Engagement and Wellbeing	Alignment of management structures across Access Islington & Libraries to secure greater efficiency whilst maintaining quality service delivery	0.300	0.000	0.000	Service Cut	Significant concerns with delivery timing and/or amount
Community Engagement and Wellbeing	Redirecting money from commissioning budgets into the new Voluntary & Community Sector (VCS) grants programme to ensure local and more efficient delivery of services through our local VCS organisations	0.000	0.000	0.150	Service Reconfiguration	On track to deliver
Community Wealth Building	Council Tax Support (CTS) - banded scheme. CTS is currently based on a discount of up to 95% for working age households. The Council proposing moving to a banded scheme for working age households, offering varying levels of discount linked to financial need. This will allow the CTS scheme to be better targeted on households most in need. A banded scheme would also be simpler to administer, generating a cost saving. All changes to CTS require public consultation and Full Council approval, so the saving is targeted from 2024/25.	0.000	0.250	0.000	Efficiency	On track to deliver
Community Wealth Building	New administrative fee for adult social care self-funders who secure social care via the council. Introducing a new charge would require public consultation, so the full year income target would be achieved by 2024/25	0.040	0.040	0.000	Income	Problems with delivery timing and/or amount
Community Wealth Building	New administrative charge for Appointeeships, where the council manages benefits income on behalf of adult social care users. Introducing a new charge would require public consultation, so the full year income target would be achieved by 2024/25	0.040	0.040	0.000	Income	Problems with delivery timing and/or amount
Community Wealth Building	The Council is developing its long term approach to flexible and hybrid working - the FutureWork Programme. This work has identified excess office space which will be released to generate both cost savings and additional income, as well as creating opportunities to build new Council homes.	0.836	0.793	0.069	Efficiency	Problems with delivery timing and/or amount
Community Wealth Building	Corporate Landlord Services - deliver resourcing and purchasing efficiencies through the consolidation and rationalisation of services.	0.075	0.000	0.000	Service reconfiguration	On track to deliver

APPENDIX 4 - DELIVERY PROGRESS OF 2023/24 BUDGET AGREED SAVINGS

Community Wealth Building	Increase in statutory Pavement License Fees in line with central government legislation.	0.000	0.015	0.000	Income	On track to deliver
Community Wealth Building	Secure additional compliance funding for Town Centre Management arrangements in Nags Head and Archway town centres.	0.000	0.050	0.050	Income	On track to deliver
Community Wealth Building	Restructuring Street Trading to support a more streamlined and efficient service.	0.030	0.000	0.000	Efficiency	On track to deliver
Cross-Cutting	Making the organisation more efficient by restructuring back office services to reduce costs and improve services.	0.500	0.000	0.000	Efficiency	Problems with delivery timing and/or amount
Cross-Cutting	Reduction in departmental senior management costs across the council.	0.440	0.000	0.000	Service Reconfiguration	On track to deliver
Cross-Cutting	Voluntary Enhanced Business Efficiency and Redundancy Scheme across the council.	2.000	0.000	0.000	Service Reconfiguration	On track to deliver
Environment and Climate Change	Non-sports Park keepers' winter provision re-purposed to grounds maintenance and other front-line service activities.	0.073	0.000	0.000	Service Reconfiguration	On track to deliver
Environment and Climate Change	Revise Street Cleansing and Enforcement operations to meet the needs of the borough.	0.000	0.379	0.000	Service Reconfiguration	On track to deliver
Environment and Climate Change	Additional enforcement operations to increase the level of littering enforcement and other environmental enforcement.	0.000	0.478	0.000	Service Reconfiguration	On track to deliver
Environment and Climate Change	Improve debt recovery of Penalty Charge Notices. This will be achieved by strengthening the debt management function, enabling the council to review debt cases more effectively and efficiently before they are passed to the council's specialist parking debt recovery contractors, reducing council costs.	0.150	0.025	0.025	Income	On track to deliver
Environment and Climate Change	Improve process workflows and data metrics through the use of a 'hosted' parking system, giving access to greater functionality not available in the current system. This will enable intelligence-led enforcement and increased productivity.	0.200	0.000	0.000	Efficiency	On track to deliver
Environment and Climate Change	Integration of the appeals processing and correspondence staff into the parking services contract, with the saving generated from improved productivity as part of a larger 'back-office' operation and reduced accommodation costs.	0.075	0.075	0.000	Funding Substitution	On track to deliver
Environment and Climate Change	Accelerated vehicle purchases funded from the existing capital programme to reduce hire/leasing costs charged to the revenue account.	0.120	0.140	0.140	Efficiency	On track to deliver
Environment and Climate Change	Increase in net Fixed Penalty Notice income following the proposed recruitment of an additional Streetworks Inspector to support highways enforcement.	0.030	0.000	0.000	Income	On track to deliver
Environment and Climate Change	Additional filming income via the Filmfixer contract.	0.050	0.000	0.000	Income	On track to deliver
Environment and Climate Change	Implementation of a commercial waste and recycling strategy to increase commercial customers and recycling.	0.000	0.000	0.250	Income	On track to deliver
Environment and Climate Change	Increasing Controlled Parking Zones (CPZ) controllable hours on a Saturday in 11 CPZ areas.	0.280	0.120	0.000	Income	On track to deliver
Environment and Climate Change	Reducing energy consumption and costs in Street lighting by replacement of older technology street lights.	0.030	0.010	0.000	Service change	On track to deliver
Environment and Climate Change	Bunhill Heat and Power Network - income generated from the sale of heat and electricity.	0.031	0.000	0.000	Income	Problems with delivery timing and/or amount
Environment and Climate Change	Review of measures to reduce vehicle emissions and improve air quality.	0.303	0.000	0.000	Income	On track to deliver
Environment and Climate Change	Capture illegal parking suspensions, upholding current fees and charges for suspending parking bays.	0.020	0.000	0.000	Income	On track to deliver
Environment and Climate Change	Streamlining of services across Street Works, Highways and the Energy Team.	0.096	0.000	0.000	Service reconfiguration	On track to deliver
Environment and Climate Change	Create single team to support licensing, street trading, land charges, naming and numbering with automation through a new back office system.	0.030	0.000	0.000	Efficiency	On track to deliver
Environment and Climate Change	Removal of non-operational parking machines, allowing the budget for these works to be removed.	0.175	0.000	0.000	Efficiency	On track to deliver
Homes and Neighbourhoods	Align the operations of the out of hours Anti-Social Behaviour service and the commissioned Patrolling and ASB Enforcement service (currently operated by Parkguard) to achieve efficiency savings	0.000	0.030	0.040	Service Reconfiguration	On track to deliver
Homes and Neighbourhoods	Reconfigure and target the Out of Hours, Anti-Social Behaviour and Noise Service, changing the service timings.	0.050	0.100	0.000	Service Reconfiguration	On track to deliver
Homes and Neighbourhoods	Improving night-time waste crime enforcement.	0.050	0.050	0.000	Service Reconfiguration	Problems with delivery timing and/or amount
Homes and Neighbourhoods	Temporary Accommodation (TA) a range of measures to be put in place that aim to both reduce the cost of the provision of TA (e.g. by using lower cost accommodation) and managing demand by expanding homelessness prevention strategies.	0.374	0.407	0.511	Growth Reduction	Significant concerns with delivery timing and/or amount
Public Health	Introduce targeted offer of oral health fluoride varnish within Children's Centres and Primary Schools.	0.000	0.000	0.060	Service Reconfiguration	On track to deliver
Public Health	Driving greater cost savings into our Public Health (PH) commissioned contracts thereby releasing PH grant to be re-invested in other eligible PH spend across the Council.	0.500	0.000	0.000	Efficiency	On track to deliver
Resources	Reduced costs of the Finance service, through the consolidation of systems, improvements in processes and development of staff to deliver a more efficient service.	0.000	0.050	0.300	Efficiency	On track to deliver
Resources	Additional Legal income from s.42 Notices (leaseholder lease extensions and other requests), s.106 Agreements (covering development contributions) and Right to Buy applications.	0.100	0.050	0.050	Income	On track to deliver
Resources	Digital Services Future Operating Model - modernisation towards hosting in the cloud will require different levels of support.	0.300	0.000	0.000	Service Reconfiguration	On track to deliver
Resources	Digital Services third party contract consolidation and efficiencies.	0.200	0.000	0.000	Efficiency	On track to deliver
Resources	Reduced costs of the Human Resources service, by improving systems and processes.	0.000	0.050	0.050	Efficiency	On track to deliver

APPENDIX 5 - CAPITAL PROGRAMME MONITORING
QUARTER 2 BUDGET MONITORING

Directorate	Housing/ Non-Housing	Scheme	Original Budget £m	M12 2022/23 Slippage £m	In-Year Budget Changes £m	Current Budget £m	Spend to Date at Q2 £m	Forecast Outturn at Q2 £m	Variance to Budget £m	Requested Q2 Slippage	Reason for Variance
CWB	Non-Housing	16-18 Hornsey Road	0.280	0.050	-	0.330	0.003	0.330	-	-	No Current Variance
CWB	Non-Housing	29-33 Old Street	1.200	-	-	1.200	-	0.400	-	0.800	Reprofiling to Future Years
CWB	Non-Housing	7 Automated Public Toilets	0.888	0.050	-	0.938	0.008	0.200	-	0.738	Reprofiling to Future Years
CWB	Non-Housing	Adult social care commissioned services	-	0.028	-	0.028	-	0.028	-	0.000	No Current Variance
CWB	Non-Housing	Adventure Playgrounds - Cornwallis Adventure Playground	0.014	0.215	-	0.229	0.275	0.299	-	0.070	Overspend
CWB	Non-Housing	Adventure Playgrounds - Martin Luther King	0.008	0.169	-	0.177	0.155	0.177	-	-	No Current Variance
CWB	Non-Housing	Affordable Workspaces	-	-	-	-	0.002	-	-	-	No Current Variance
CWB	Non-Housing	Compliance and Modernisation	3.416	0.646	-	4.062	0.539	3.000	-	1.062	Reprofiling to Future Years
CWB	Non-Housing	Disability/Accessibility Works	0.600	0.250	-	0.850	0.186	0.850	-	-	No Current Variance
CWB	Non-Housing	Early Years and Children's Centres	0.068	-	-	0.068	0.002	0.068	-	-	No Current Variance
CWB	Non-Housing	Finsbury Leisure Centre Redevelopment	5.921	0.164	-	6.085	0.807	1.200	-	4.885	Reprofiling to Future Years
CWB	Non-Housing	Fully Funded Small S106/CIL Schemes	4.520	0.066	-	4.586	0.969	4.586	-	-	No Current Variance
CWB	Non-Housing	Future Work Phase 2	2.401	0.058	0.688	3.147	0.459	3.147	-	-	No Current Variance
CWB	Non-Housing	Hayward Adventure Playground	0.180	-	-	0.180	-	0.025	-	0.155	Reprofiling to Future Years
CWB	Non-Housing	High Needs Provision Allocation	3.258	0.406	-	3.664	0.050	0.310	-	3.354	Reprofiling to Future Years
CWB	Non-Housing	Libraries - Islington Museum and Local History Centre	0.250	0.024	-	0.274	0.006	0.100	-	0.174	Reprofiling to Future Years
CWB	Non-Housing	Libraries - South Library	-	0.307	-	0.307	-	0.307	-	0.000	No Current Variance
CWB	Non-Housing	Libraries Modernisation	-	0.167	-	0.167	-	0.048	-	0.119	Reprofiling to Future Years
CWB	Non-Housing	Lift Building Development	0.350	0.127	-	0.477	-	0.477	-	-	No Current Variance
CWB	Non-Housing	Mildmay Library	0.610	0.010	-	0.620	0.008	0.300	-	0.320	Reprofiling to Future Years
CWB	Non-Housing	Packington Nursery Expansion	0.175	0.005	-	0.180	0.010	0.180	-	-	No Current Variance
CWB	Non-Housing	Primary Schools Condition Schemes/Schools Modernisation SEN - New River College SEND/Eithorne	2.914	0.338	-	3.252	0.273	1.894	-	1.358	Reprofiling to Future Years
CWB	Non-Housing	Prior Weston Primary School Playground Redevelopment	0.320	0.080	-	0.400	-	0.070	-	0.330	Reprofiling to Future Years
CWB	Non-Housing	Schools - Schools Condition Schemes	2.664	0.400	-	3.064	0.822	2.500	-	0.564	Reprofiling to Future Years

APPENDIX 5 - CAPITAL PROGRAMME MONITORING
QUARTER 2 BUDGET MONITORING

Directorate	Housing/ Non-Housing	Scheme	Original Budget £m	M12 2022/23 Slippage £m	In-Year Budget Changes £m	Current Budget £m	Spend to Date at Q2 £m	Forecast Outturn at Q2 £m	Variance to Budget £m	Requested Q2 Slippage	Reason for Variance
CWB	Non-Housing	Schools - Tufnell Park School Expansion	0.020	-	-	0.020	-	0.020	-	-	No Current Variance
CWB	Non-Housing	The Zone Youth Club - Refurbishment and Reconfiguration	-	0.128	-	0.128	0.113	0.158	0.030	-	External Funding Changed
CWB	Non-Housing	Toffee Park & Radnor St Gardens	1.279	0.044	-	1.323	0.097	0.123	- 1.200	1.200	Reprofiling to Future Years
CWB	Non-Housing	Vorley Road Library	0.950	-	-	0.950	-	0.084	- 0.866	0.866	Reprofiling to Future Years
CWB	Non-Housing	Chapel Market	0.975	-	-	0.975	0.343	0.975	-	-	No Current Variance
CWB	Non-Housing	Greenspaces - Barnard Park Renewal	2.298	-	-	2.298	-	1.300	- 0.998	0.998	Reprofiling to Future Years
CWB	Non-Housing	Greenspaces - Bingfield Park (including Crumbles Castle legacy)	0.570	-	-	0.570	0.223	0.570	-	-	No Current Variance
CWB	Non-Housing	Greenspaces - Highbury Bandstand/Highbury Fields	0.669	-	-	0.669	-	0.034	- 0.635	0.635	Reprofiling to Future Years
CWB	Non-Housing	Isledon Road Gardens	0.350	-	-	0.350	-	0.424	0.074	-	External Funding Changed
CWB	Non-Housing	Wray Crescent Cricket Pavilion	0.412	-	-	0.412	-	0.412	-	-	No Current Variance
CWB	Non-Housing	Greenspaces - Park Improvements	0.207	-	-	0.207	0.072	0.029	- 0.178	0.178	Reprofiling to Future Years
Environment	Non-Housing	Bunhill Energy Centre Phase 2	-	0.214	-	0.214	0.488	0.796	0.582	-	Other
Environment	Non-Housing	Clerkenwell Green	0.850	0.205	-	1.055	0.193	1.055	-	-	No Current Variance
Environment	Non-Housing	Corporate CCTV Upgrade	1.200	-	-	1.200	-	1.200	-	-	No Current Variance
Environment	Non-Housing	Energy - LED Lighting Upgrades	0.667	0.333	-	1.000	-	0.143	- 0.857	0.857	Reprofiling to Future Years
Environment	Non-Housing	Energy - Retrofitting Existing Council Buildings	3.000	0.312	-	3.312	1.341	2.998	- 0.314	0.314	Reprofiling to Future Years
Environment	Non-Housing	Energy - Solar Panels on Corporate Buildings	0.667	0.333	-	1.000	-	0.121	- 0.879	0.879	Reprofiling to Future Years
Environment	Non-Housing	External S106/CIL Schemes	0.404	-	-	0.404	-	0.404	-	-	No Current Variance
Environment	Non-Housing	Flats above shops food waste service	0.500	-	-	0.500	-	-	- 0.500	0.500	Reprofiling to Future Years
Environment	Non-Housing	Greening the Borough	0.500	-	-	0.500	0.095	0.400	- 0.100	0.100	Reprofiling to Future Years
Environment	Non-Housing	GreenSCIES (New River Heat Network)	-	0.025	-	0.025	0.037	0.094	0.069	-	Other
Environment	Non-Housing	Greenspaces - New River Walk	0.103	0.172	-	0.275	0.237	0.103	- 0.172	-	Other
Environment	Non-Housing	Highways - Highways	1.400	0.023	-	1.423	0.172	1.423	-	-	No Current Variance
Environment	Non-Housing	Leisure - Sobell Leisure Centre	0.400	0.028	-	0.428	0.185	0.428	-	-	No Current Variance
Environment	Non-Housing	Leisure - Strategic Provision	1.115	-	-	1.115	3.004	1.115	-	-	No Current Variance
Environment	Non-Housing	Leisure - Tufnell Park all-weather pitch	0.146	0.050	-	0.196	0.074	0.196	-	-	No Current Variance

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APPENDIX 5 - CAPITAL PROGRAMME MONITORING
QUARTER 2 BUDGET MONITORING

Directorate	Housing/ Non-Housing	Scheme	Original Budget £m	M12 2022/23 Slippage £m	In-Year Budget Changes £m	Current Budget £m	Spend to Date at Q2 £m	Forecast Outturn at Q2 £m	Variance to Budget £m	Requested Q2 Slippage	Reason for Variance	
Environment	Non-Housing	Mull Walk & Pritchard Court - Welfare facilities upgrade	0.052	-	-	0.052	-	0.052	-	-	No Current Variance	
Environment	Non-Housing	People Friendly Streets - Liveable Neighbourhoods, Low Traffic Neighbourhoods & School Streets	3.100	-	0.732	2.368	0.297	2.368	-	-	No Current Variance	
Environment	Non-Housing	People-friendly Streets borough-wide roll out - Camera enforcement	0.905	-	-	0.905	-	0.400	-	0.505	Reprofiling to Future Years	
Environment	Non-Housing	Public Realm - Fortune Street Area	-	0.592	-	0.592	-	0.592	-	-	No Current Variance	
Environment	Non-Housing	Public Realm - Kings Square Shopping Area Public Space	0.466	0.131	-	0.597	-	0.597	-	-	No Current Variance	
Environment	Non-Housing	Public Realm - Old Street/Clerkenwell Road	0.200	-	-	0.200	-	0.200	-	-	No Current Variance	
Environment	Non-Housing	Public Realm - St Johns Street Public Realm Improvements	0.954	0.050	-	1.004	0.011	1.004	-	-	No Current Variance	
Environment	Non-Housing	Recycling Site Improvement & Estate recycling and refuse bin storage accelerated improvement programme	0.367	0.099	-	0.466	0.224	0.250	-	0.216	Reprofiling to Future Years	
Environment	Non-Housing	Street Lighting - LED upgrades	0.198	-	-	0.198	-	0.198	-	-	No Current Variance	
Environment	Non-Housing	Traffic & Parking - T&E Cycle Schemes	0.450	-	-	0.450	0.144	0.450	-	-	No Current Variance	
Environment	Non-Housing	Traffic & Parking - T&E EV Charging Points	0.160	0.055	-	0.215	0.008	0.215	-	-	No Current Variance	
Environment	Non-Housing	Traffic & Parking - T&E Safety Schemes	0.500	-	0.045	0.455	0.169	0.455	-	-	No Current Variance	
Environment	Non-Housing	Traffic & Parking - T&E Traffic Enforcement/Parking	0.300	-	0.010	0.290	0.027	0.290	-	-	No Current Variance	
Environment	Non-Housing	Vehicle fleet electrification (infrastructure)	0.999	-	-	0.999	0.388	0.999	-	-	No Current Variance	
Environment	Non-Housing	Vehicle Replacement	2.000	0.908	-	2.908	0.738	2.908	-	-	No Current Variance	
		TOTAL NON-HOUSING	59.370	6.473	0.688	66.531	13.255	46.079	-	20.451	21.106	
Housing - GF	Housing	HRA Current New Build Programme - General Fund Open Market Sales Units	12.608	0.915	-	13.523	1.727	8.297	-	5.226	3.363	Reprofiling to Future Years
Housing - HRA	Housing	HRA Current New Build Programme - HRA Social Rented Units	56.163	4.167	-	60.330	17.464	36.958	-	23.372	15.058	Reprofiling to Future Years

APPENDIX 5 - CAPITAL PROGRAMME MONITORING
QUARTER 2 BUDGET MONITORING

Directorate	Housing/ Non-Housing	Scheme	Original Budget £m	M12 2022/23 Slippage £m	In-Year Budget Changes £m	Current Budget £m	Spend to Date at Q2 £m	Forecast Outturn at Q2 £m	Variance to Budget £m	Requested Q2 Slippage	Reason for Variance
Housing - GF	Housing	HRA Pipeline New Build Programme - General Fund Open Market Sales units	7.105	0.236	-	7.341	0.257	2.999	- 4.342	-	Underspend
Housing - HRA	Housing	HRA Pipeline New Build Programme - HRA Social Rented Units	7.105	0.370	-	7.475	0.247	2.999	- 4.476	-	Underspend
Housing - HRA	Housing	Thriving Neighbourhoods Scheme	3.500	-	-	3.500	-	3.500	-	-	No Current Variance
Housing - HRA	Housing	Retrofitting Existing Council Housing Stock	0.500	-	-	0.500	-	-	- 0.500	-	Underspend
Housing - HRA	Housing	Housing Revenue Account Major Works and Improvements	63.570	1.941	-	65.511	15.315	48.674	- 16.837	20.751	Reprofiling to Future Years
Housing - HRA	Housing	Property Acquisitions	-	0.075	46.950*	47.025	0.035	47.025	-	-	No Current Variance
		TOTAL - HOUSING	150.551	7.704	-	205.205	35.045	150.452	- 54.753	39.172	
		TOTAL PROGRAMME	209.921	14.177	0.688	271.736	48.300	196.531	- 75.204	60.278	

Human Resources Department
222 Upper Street, N1 1XR

Report of: Corporate Director of Resources

Meeting of: Policy and Performance Scrutiny Committee

Date: 11 December 2023

Ward(s): not applicable

Sickness Absence Management

1.Synopsis

1.1 This report provides information on the levels of sickness, highest recorded reasons for absence and trends at Islington Council. It also updates on the actions to reduce sickness absence and support staff wellbeing.

1.2 Sickness absence figures are calculated in a rolling 12-month period. This report includes data, including leavers, to 31 August 2023.

2.Recommendations

2.1 To note and comment on the contents of this report to allow the report to be submitted to Policy and Performance Scrutiny Committee on 2 November 2023.

3.Introduction

3.1 The council's corporate target for sickness absence is 7.5 days per employee. This target was set several years ago and was intended to place Islington below the London Council average working days lost per employee which was 8.2 days at the time. It should be noted that workforces differ vastly across London boroughs with some boroughs having few in-sourced services populated by high levels of manual workers.

3.2 As of 31 August 2023, the average number of days taken as sickness absence in the last 12 months is 9.87 days. This is up from the last period at the end of Q1 at 9.79 days. The London Councils' average in 2022/23 was 9.27 days.

3.3 Year-end figures at Islington council have increased from a low of 7.4 days in 2020/21. Sickness absence remains is an on-going focus and will be subject to a series of initiatives under the council's workforce strategy - wellbeing and resilience theme.

4. Key Findings

Sickness by Directorate

4.1 Six Directorates have sickness absence levels that are above the current target of 7.5 days. Levels are highest in Homes and Neighbourhoods, followed by Environment and Resources. Except for Resources, these directorates include high numbers of front-line manual staff as well as the council's contact centre. If leavers are excluded, Resources drops to 6th position indicating that a number of staff with high absences levels have now left the council.

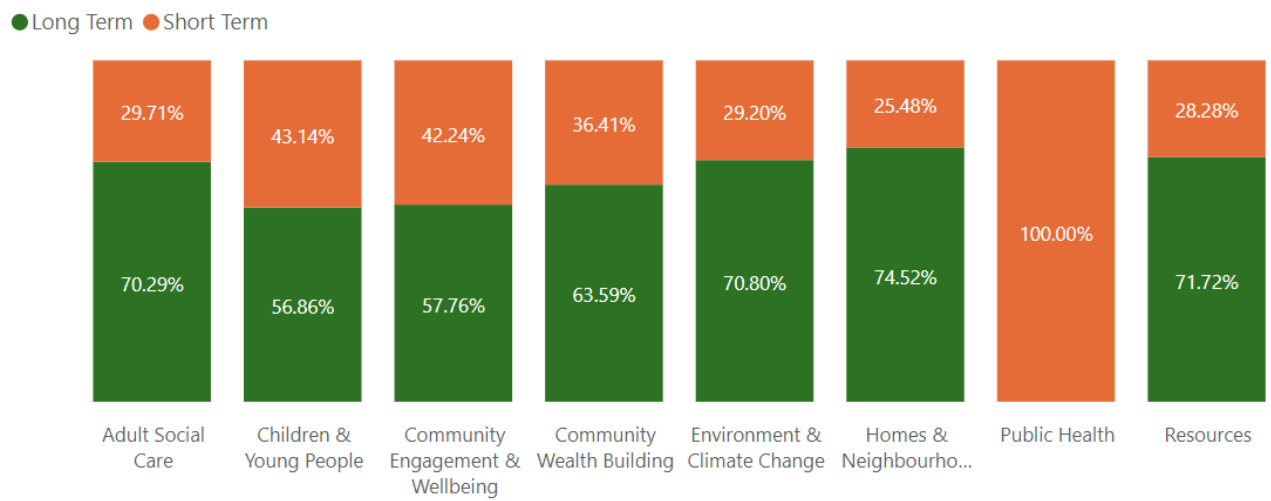
Directorate	Average Headcount	Average Days Lost Per Headcount	Average Days Lost Per Headcount Excluding Leavers
Adult Social Care	363.5	9.91	8.06
Children & Young People	933.0	6.38	5.32
Community Engagement & Wellbeing	320.5	7.02	7.30
Community Wealth Building	509.5	8.72	7.31
Environment & Climate Change	829.0	12.37	9.92
Homes & Neighbourhoods	1144.0	12.75	9.95
Public Health	63.0	2.89	3.03
Resources	565.0	10.02	7.28
Grand Total	4727.5	9.87	8.06

Long Term Sickness

4.2 Long Term Sickness is defined as all absence above 20 working days. It forms 68% of all working days lost, which constitutes 25,477 days out of a total of 37,922 days during the reporting period (rolling 12 months as at 31/8/2023). Overall case numbers are 358 long-term cases and of those 121 are over 60 days. In comparison, London Councils' average long-term cases form 63% of the total and Islington's position is broadly comparable.

4.3 43% of all sickness falls within the 60 working days+ category.

4.4 Analysis has taken place to identify the Directorates with the highest rate of long-term sickness absence (including Leavers). Four Directorates are above the council's average long-term rate of 68%. Except for Resources, all the Directorates above 68% have a large proportion of front-line and operational staff.



Causes of Sickness Absence

4.5 25.91% of total absence during this period (rolling 12 months as at 31/8/2023) was mental health related (including stress and depression). The second highest overall cause is musculoskeletal issues (including neck and back) at 22.59% followed by Other at 9.88%:

All Sickness

Absence Reason	Working Days	%
Stress, Depression, Mental Health	9,825.49	25.91%
Musco-skeletal	4,569.49	12.05%
Back and Neck	3,997.49	10.54%
Other	3,745.49	9.88%
Infections	3,239.96	8.54%
Covid-19 Infectious Disease	2,541.49	6.70%
Stomach, Liver, Kidney and Digestion	1,826.48	4.82%
Cancer	1,330.00	3.51%
Eye, Ear, Nose and Mouth/Dental	1,317.00	3.47%
Chest and Respiratory	1,148.49	3.03%
Heart Blood Pressure and Circulation	1,055.00	2.78%
Neurological	973.99	2.57%
Back & Neck	706.00	1.86%
Pregnancy Related	575.99	1.52%
Surgery/Medical Procedure	566.00	1.49%
Genital Urinary/ Gynaecological	462.49	1.22%
	23.00	0.06%
Pregancy Related	18.00	0.05%
Total	37,921.87	100.00%

4.6 Mental health related absence (including stress and depression) is the top reason for long term sickness absence. The second highest overall cause is musculoskeletal issues (including neck and back) followed by Other. These three top reasons are no different to those for overall sickness. The CIPD's 2023 Health and Wellbeing at Work survey found that mental ill health remains the most common cause of long-term absence followed by musculoskeletal issues which mirrors the council's data.

Long Term Sickness		
Absence Reason	Working Days	%
Stress, Depression, Mental Health	8,230.00	31.71%
Musco-skeletal	3,640.00	14.02%
Back and Neck	2,957.00	11.39%
Other	2,914.50	11.23%
Covid-19 Infectious Disease	1,318.00	5.08%
Cancer	1,292.00	4.98%
Heart Blood Pressure and Circulation	906.00	3.49%
Stomach, Liver, Kidney and Digestion	775.00	2.99%
Back & Neck	698.00	2.69%
Eye, Ear, Nose and Mouth/Dental	627.00	2.42%
Infections	537.00	2.07%
Neurological	500.00	1.93%
Surgery/Medical Procedure	469.00	1.81%
Pregnancy Related	379.00	1.46%
Chest and Respiratory	372.50	1.44%
Genital Urinary/ Gynaecological	317.00	1.22%
	23.00	0.09%
Total	25,955.00	100.00%

Diversity Data Disability

4.7 9.6 % of our staff have shared via our HR system that they have a disability while 51.1% have confirmed that they do not. This leaves 39.3% not stated either way. In a previous staff survey 18% of respondents told us anonymously that they have a disability. This is more aligned to government data reported last year which indicated a gradual increase in disability prevalence amongst the working age population to 18.5%.

4.8 12.66% of the council's overall sickness absence is recorded for staff with a shared disability. A further "share not declare" campaign (this campaign will encourage staff to feel confident to share their disability with the council) is scheduled for December 2023. It will be linked with UK Disability History Month and a new "sunflower" lanyards scheme.

Disabled Indicator	Long Term	Short Term	Total
Disabled	13.97%	12.41%	12.66%
Not Disabled	44.13%	48.00%	47.82%
Unknown	41.90%	39.58%	39.52%
Total	100.00%	100.00%	100.00%

4.9 Our last staff survey provided some more data on the type of disability or long-term condition that our staff have. This provides us with useful information due to the higher rates of sharing anonymously. 29% of disabilities are due to a mental health condition, 26% due to a non-visible health condition or impairment such as cancer or HIV and 19% due to a physical impairment. 8% of those responding are deaf or have a hearing impairment, 7% Blind or have a visual impairment and 7% have learning difficulties.

Age

4.10 Sickness absence by age group broadly aligns with the council’s workforce. With the average age of the council workforce being 48 years, it is unsurprising that the highest category 41.11% of sickness falls within the 50-64 age group. For the 50-64 and 65 + age bands long term absence is higher than short term absence, which is not the case for the other age bands.

Age Band	Long Term	Short Term	Total
16 - 24	1.12%	2.13%	2.04%
25 - 39	22.35%	27.17%	26.32%
40 - 49	21.79%	24.33%	23.78%
50 - 64	45.25%	40.19%	41.11%
65+	9.50%	6.18%	6.75%
Total	100.00%	100.00%	100.00%

Sex

4.11 Total sickness absence by sex broadly aligns with the council’s workforce. Male staff have a higher proportion of long-term absence than female staff.

Sex	Long Term	Short Term	Total
Female	48.04%	55.06%	54.02%
Male	51.96%	44.94%	45.98%
Total	100.00%	100.00%	100.00%

Ethnic Origin

4.12 Total sickness absence by ethnic origin broadly aligns with the council’s workforce.

Broad Ethnic Origin	Long Term	Short Term	Total
Asian	7.82%	9.19%	9.04%
Black	29.89%	26.95%	27.11%
Mixed	6.70%	6.01%	6.16%
Not Stated	1.68%	1.20%	1.14%
Other	1.68%	1.75%	1.74%
Prefer Not to Say	7.54%	6.83%	6.95%
White	44.69%	48.06%	47.86%
Total	100.00%	100.00%	100.00%

Work Styles

4.13 50% of working days lost are from frontline roles. This does however broadly align with the Council's workforce.

Workstyle	Sum of Working Days	%CT Sum of Working Days
FRONTLINE	18,778.44	50.20%
ROAMING	7,315.97	19.56%
FRONT FACING	6,174.47	16.51%
DESK BASED	5,007.98	13.39%
	127.00	0.34%
Total	37,403.87	100.00%

5. Observations and Insights

5.1 Total sickness has increased slightly since Q1 2023/24 from 9.79 days to 9.87 days. The number of long-term absences has decreased from 391 at the end of Q1 2023/24 to 358 staff on long term sick as of 31 August 2023. As part of system improvements, we are now able to calculate sickness absence more accurately, but we continue to improve our sickness reporting. The figures reported in this report are likely to reduce as a result of further improvements, but this will not change the reasons for sickness absence and the areas of focus to reduce sickness.

5.2 Long term sickness figures are close to London Councils' average. Focus is placed on reducing these cases, in particular those above 60 days absence.

5.3 Sickness patterns are addressed on a case by case basis. If a pattern is identified, such as regular absence on particular days of the week or after annual leave these are addressed

through either the sickness policy or as a disciplinary matter. However, this has not been identified as a common feature or reason for concern.

5.4 Only 19% of sickness absence is below eight days. At eight days a sickness certificate needs to be provided and failure to do so will ultimately result in sick pay being ceased.

5.5 Nearly 50% of working days lost are by staff in group Scale 2-6. This compares to 31.5% of staff in this group. For the most senior staff, CO4-CO1, 0.77% of working days are lost compared to 1.71% of staff in the group. This is not unusual in organisations and at the council, many of our roles in group Scale 2-6 are front line, operational roles.

5.6 The council’s last staff survey asked a series of questions on health and wellbeing to build on pulse surveys conducted during the pandemic. The data showed that 66% of staff feel generally supported in their physical health by the Council, while 63% feel generally supported in their mental health and wellbeing.

5.7 64 Leavers in the monitoring period (rolling 12 months) accounted for 8,902 days out of a total of 37,922 days. The reasons for these 64 staff leaving are outlined below:

Employee Leave Reason	Sum of Working Days	Count of Employee Number
Resignation	3,021.00	32
Ill Health Retirement	2,125.00	8
Dismissal	2,065.00	13
Retirement	936.00	4
Death in Service	453.00	2
Voluntary Redundancy	281.00	4
Business Efficiency	21.00	1
Total	8,902.00	64

6. Occupational Health (OH) and Employee Assistance Programme (EAP)

Medigold Health Service

6.1 The council has held an occupational health contract with Medigold Health since 1 June 2018. A new contract commenced on 1 April 2023 and will run for one year with the ability to extend further until 31 March 2025.

6.2 Mental health referrals continue to dominate the overall total. The data reflects those referrals is as follows:

Sub Condition	Assessments in 2023/24 (01/04/23 - 31/07/2023)	Assessments in 2022/23	Assessments in 2021/22
Anxiety	12 (20.34%)	40 (25.16%)	43 (28.10%)
Depression	13 (22.03%)	45 (28.31%)	34 (22.22%)
Other	7 (11.86%)	26 (16.35%)	24 (15.69%)
Stress (combination of stressors)	14 (23.73%)	27 (16.98%)	29 (18.95%)
Work Related Stress (only work stressors present)	12 (20.34%)	15 (9.43%)	20 (13.07%)
Substance Abuse	1 (1.70%)	6 (3.77%)	1 (1.97%)

6.3 Medigold have recently launched a new internal management system to replace existing legacy systems. It is expected that these changes will provide a speedier and better service to clients.

6.4 Medigold have acquired Health Management Ltd, another leading occupational health provider. This has enabled the introduction of a new range of services for customers including workplace adjustment services, neurodiversity support service, workplace training and consultancy.

6.5 The Medigold "Perform" service continues to be available and includes workshops and webinars on a wide range of topics focussed on working well, thinking well and living well. Medigold have supported a number of the council's Wellbeing Wednesdays with speakers.

6.6 There is a charge for non-attended appointments and the volume of non-attended appointments (DNA) has remained quite static despite efforts to reduce them, including training for managers. Manager communication with the employee is generally very helpful in ensuring attendance. DNA rates in 2021/22 and 2022/23 were 19.9 and 19.8%

7. Employee Assistance Programme

7.1 The council has a new EAP provider. The contract started on 01 June 2023 and is in place until 31 March 2025 (21 months).

7.2 Since 1 June there have been a total of 59 booked appointments – 53 were successful for 17 individuals. 6 appointments were cancelled (10.17%) by LBI staff (2 employees cancelled in July and 4 in August). MCL has confirmed the higher cancellation ratio is common during the summer holiday period.

7.3 Appointment reasons are Anxiety 28 (47.46%), Bereavement 9 (15.25%), Family problems 6 (10.17%), Marital Problems 4 (6.78%), Relationship Problems 6 (10.17%), Work related stress 6 (10.17%).

7.4 The EAP's work-life support function offers staff practical information and support on areas such as:

- Referrals to local providers in the local community
- Research undertaken to answer a particular question
- Discreet delivery of information via email or text
- Offer support ranges from child and elder care solutions, legal resources, financial planning and other daily life challenges.

7.5 The majority of staff accessed the service for telephone counselling instead of face-to-face.

7.6 Factsheets and webinars on topics including Mental health, Suicide Awareness, Balancing Working from Home and Leading Teams in Covid Times, were available to staff during this period. HR is working with the provider to run deep trauma support sessions through the provision of 'Safe Spaces' for staff in response to Black Lives Matter and Challenging Inequalities actions. These have been positively received and full evaluation will be available in the next reporting period.

7.7 Online webinars continue to be made available to staff to support national and international wellbeing events.

8.Actions and Improvements

8.1 Like most organisations the council uses a combination of initiatives to manage absence and promote attendance.

8.2 HR are working to improve sickness absence reports for managers now that the HR system has migrated to the Cloud. The Cloud migration has opened up opportunities to provide local dashboards and data sets for managers that can then be reviewed during management team meetings and one to ones with Strategic HR Business Partners.

8.3 The HR team of Employee Relations Specialists work with managers to discuss individual cases and measures to support staff. These include phased returns, assignment to temporary duties and reasonable adjustments.

8.4 The Employee Relations Specialists also support managers where a return cannot be achieved in a timely way. This includes considering options such as ill-health retirement and invoking the formal sickness management process. This work will be given additional focus with closer scrutiny of progress and escalation to senior managers if cases become protracted.

8.5 Long-term absences are more challenging to manage, as these require increased support, target setting, review meetings and medical referrals and are often disability related. We continue working with the Business Disability Forum who provide a helpline on cases and have run training sessions to upskill HR colleagues.

8.6 Guidance has been provided for staff and managers on making adjustments to workstyles where a member of staff has a disability or long-term condition and they experience barriers in working to their assigned workstyle. Guidelines also addresses non-disabled staff for example on return to work following a medical operation. This may include changes to assigned workstyles and short-term recuperative duties, something strongly supported by our trade union colleagues.

8.7 The council has a Disability and Wellbeing Officer and a centralised workplace adjustment budget which was introduced in March 2022. The purpose of this role and budget is to develop and manage a centralised process for procuring and funding workplace adjustments for disabled staff. This is resulting in staff getting the adjustments they need quicker. The Disability and Wellbeing Officer also acts as a key contact for advice and support on issues affecting staff with disabilities and long-term conditions.

8.8 The council will continue to monitor the success of its workplace passport which has been designed to encourage and allow meaningful conversation with an employee about their health and wellbeing and the management of their condition/disability. We are currently working with staff forums to update the passport so it captures all aspects of a person's identity and wellbeing needs. For example, a staff member may be a carer, have a disability and be going through the menopause.

8.9 We will continue our popular Wellbeing Wednesday sessions – these are hybrid events open to all staff. The first Wednesday each month is a Yoga session. The third Wednesday of the month we invite a guest speaker to talk on a wellbeing related subject. This is often linked to our equalities calendar. Time and locations vary in an effort to capture staff who work different shift patterns or from different locations in the borough. Between Sept 2022 – April 2023 we ran 16 events, which saw 326 attendees. 272 attended online, 54 in person.

8.10 Our Corporate Health and Safety Advisors work with services, managers and staff to complete risk assessments; identify hazards and effective mitigations to prevent injury or further injury that can lead to back and neck plus musculoskeletal absence. Subsequent training and supervision appropriate to the task are then provided, in particular where tasks involve manual handling or DSE use.

8.11 Corporate Health and Safety also offer a suite of e-learning and training which includes targeted team training on specific tasks e.g. moving and handling of people. Their reporting system analyses trends and identify where we can proactively intervene to prevent incidents or injuries.

8.12 Our Organisational Development team have worked closely with staff to develop a neurodiversity toolkit. Learning more about neurodiversity and taking steps to create a neuro-

inclusive Islington will benefit everyone. Whilst still in its final stages of development, the toolkit will be launched this year and will include information on types of neurodivergent such as autism, dyslexia and ADHD. It will also contain practical suggestion on workplace adjustments that may benefit neurodivergent staff.

8.13 Initiatives to reduce sickness absence in each Directorate have been summarised below:

Resources – Managers are aware of corporate targets to reduce sickness absence and to hold return to work interviews in all cases. Managers have been asked to consider stress risk assessments in relevant mental health related absence cases. If leavers are excluded sickness absences figures in Resources would reduce to below target. This is because a number of long-term cases have recently been concluded.

Children and Young People – Sickness absence is below target and emphasis is being placed on supporting staff through stress risk assessments and early intervention in all cases to maximise staff attendance.

Adult Social Care – Focus has been on reviewing ways to reduce mental health/Stress and depression with emphasis on stress risk assessments in the workplace and managers are recommended to use the stress risk assessment and supporting toolkits to develop action plans to maximise staff attendance.

Homes and Neighbourhoods – In order to address sickness absence levels, the directorate has developed a strategic and holistic approach to ensure health and wellbeing priorities are integrated across the Homes and Neighbourhood service. Line managers are checking in regularly with their teams, spotting any early warning signs of poor wellbeing and referring to expert sources of help where needed. The Chartered Institute of Personnel and Development's 'Mind People Managers' Guide to Mental Health' has helped managers facilitate conversations about stress and mental health. Managers promote and embed flexible working practices across the services so that people with health and wellbeing issues can flex their hours and responsibilities to suit any fluctuating needs.

Environment – The directorate is continuing to promote the need for healthy work-life-balance across all services and in particular its front-line services where they have the most musculoskeletal issues. Through the performance check-in process the directorate has identified the importance of developing skills, confidence, and resources for managers on how to support colleagues to stay at work when managing health conditions, and to ensure timely return to work.

Public Health – Sickness absence in Public Health is low and well below target. Any cases that occur are managed in line with the council's policies and procedures.

Community Engagement and Wellbeing – Sickness absence is below target and has seen a reduction in absence in some of its front-line services. A number of cases are at formal stages of the sickness management process and are reaching a conclusion. The council's policies and procedures are followed in all cases.

Community Wealth Building – Directors hold regular meetings with service heads to investigate and challenge actions to reduce sickness and review priority cases. Line managers adopt a proactive approach in providing support and managing individual cases at the earliest opportunity without being prompted by senior managers or HR ensuring early intervention. Available support is promoted and HSE and council guidance is reviewed including good working practices, stress risk assessment and managing wellbeing and stress.

9.Implications

Financial Implications

9.1 There are two main financial implications arising from sickness absence:

- The cost of paying an individual sick pay
- The cost of covering the role (normally with agency).

9.2 Sick pay entitlement is based on an individual's length of service. Employees who have over five years of service are paid full pay for the first six months, which then reduces to 50% of their pay for the following six months.

9.3 Over the last 12 months, it is estimated that the council has paid £3.646m in sick pay to their employees.

9.4 On top of this, the council will often need to cover the role with agency due to the unexpected nature of sickness and the need for flexibility with the cover. The data is not currently available for how much agency spend is directly related to covering sickness however the council has spent £37m over the last twelve months on agency and interims.

9.5 If sickness absence could be reduced, this could generate a cost reduction across all departments in the council.

9.6 The council has created a £0.130m centralised Workplace Adjustment budget to enable staff to receive the adjustments they need quicker and hopefully increase productivity.

10.Legal Implications

10.1 There are no legal implications arising from this report. Legal advice and support will be provided, where necessary in respect of actions and improvements, and on individual cases of sickness absence.

11.Environmental Implications

11.1 Not applicable

12.Equalities Impact Assessment

12.1 This report is an update on sickness absence for information. It is not a new policy and does not constitute a significant change to a current practice. An Equalities Impact Assessment is not applicable.

13. Conclusion

13.1 The headline is that the council's sickness absence is comparable to other London councils. The CIPD (Chartered Institute of Personnel and Development) has recently reported an average sickness figure of 7.8 days across all sectors for 2023, an increase from 5.8 days in 2019. The council's target of 7.5 day is outdated and it will be recommended to amend this ready for the beginning of the next financial year. It will also be recommended to have a separate target for long term absence cases.

13.2 Actions will continue to be taken forward by Directorates with the support and advice from HR to both, reduce sickness absences and to initiate developments to achieve and maintain a healthy work environment.

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Community Engagement and Wellbeing
222 Upper Street
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Report of: Executive Member for Finance, Planning and Performance

Meeting of: Policy and Performance Scrutiny Committee

Date: 11 December 2023

Ward(s): All

Subject: Local Government and Social Care Ombudsman (LGSCO) Annual Review performance report 2022-2023

1. Synopsis

- 1.1. Following the publication of the LGSCO Annual Review letter 2022-23, this report provides a summary of the council's performance in complaint handling from 1 April 2022 – 31 March 2023, highlighting decisions upheld by the LGSCO.

The number of complaints received by the LGSCO for the authority during 22/23 totalled 98.

Of the 98 cases received, 17 underwent a detailed investigation, 81 cases received decisions, which resulted in alternative outcomes directed to the complainant. All LGSCO decisions are shown in the statistics report included with the LGSCO Annual Review letter.

Of the 17 cases investigated 12 cases received a decision of upheld or maladministration with or without injustice.

Of the 12 cases, the authority provided a satisfactory remedy to 2 cases before the complaint reached the Ombudsman.

There were 6 cases with compliance outcomes 100% of cases were satisfied by the council.

2. Recommendations

- 2.1. To note the Local Government & Social Care Ombudsman Annual Review letter 2022-23 dated 19 July 2023, **See Appendix 1.**
- 2.2. To note that, of the 17 cases investigated, there were 12 upheld decisions with the remaining 5 cases not upheld.
- 2.3. To note that, 2 out of the 12 upheld cases, received a satisfactory remedy before the Ombudsman involvement.
- 2.4. To note that 6 out of the 6 cases with compliance outcomes during 1 April 2022 to 31 March 2023, 100% complied with the Ombudsman recommendations.
- 2.5. To note that separate to the complaints investigated by the LGSCO reported in the Annual Review Letter, 6 upheld decisions during the period in question (finding of maladministration) were decided by the Housing Ombudsman, **See Appendix 2.**

3. Background

- 3.1. A total of 12 cases with decisions upheld by the LGSCO.
- 3.2. Shown in Table 1 (summary and learnings) the LGSCO's remit is widespread and the number of upheld decisions low, as a result there isn't a main theme running through the findings and learning. The Council is committed to its corporate strategy and priorities and where non-compliance with our priorities has been identified in the complaints, Directorates have been immediately notified for swift action to be undertaken. The complaints investigated during the reporting period relate to cases which completed the authority's complaint process from 2020 and reflective of the issues known during this time; Covid, financial and social challenges, along with pressure on Adult Social Care and Housing Services, and the administration of government grants. And in response changes undertaken by the authority including working from home. However, as shown in the learnings, the authority has recognised the issues in the ombudsman decisions and is intent on implementation of lessons learned and this is reflected by the 100% compliance with the recommendations. Complaints improvement and learning takes place on a departmental level and the Council has invested in a new complaints system, which will come in at the start of Jan 2024 and will strengthen the Council's ability to report learning from complaints on a wider organisational level.

Table 1: Services and summary of decisions

Adults Total of upheld cases - 2

Summary of complaint	Findings	Compensation Reason & Amount
<p>21017685</p> <p>The Council was at fault for the delay in its safeguarding investigation. This did not result in a significant injustice.</p>	<p>Finding</p> <p>Upheld</p> <p>Remedy</p> <p>No Satisfactory remedy offered by the Council before the LGSCO involvement.</p>	<p>Compensation</p> <p>£400</p> <p>Reason Compensation Paid</p> <p>Distress</p> <p>Learnings</p> <p>Review section 42 safeguarding enquiries policy and guidance to make sure that the Council contacts a deceased person's representative or next of kin with the outcome of any safeguarding referral or decision (in the same way it would if the person at risk was not deceased) and keep them informed. Remind relevant staff (including managers from the adult social care team and the complaints team) that they must contact and inform the person's representative or next of kin with the outcomes of safeguarding decisions, even if they did not make the referral themselves.</p>
<p>22003113</p> <p>The Council could not secure a residential care</p>	<p>Finding</p> <p>Fault with injustice</p> <p>Remedy</p>	<p>Compensation</p> <p>£500</p>

<p>home placement in its area.</p> <p>Failings in the personal care received while living in a care home out of Borough.</p>	<p>No Satisfactory remedy offered by the Council before the LGSCO involvement.</p>	<p>Reason Compensation Paid</p> <p>Distress, time and trouble.</p> <p>Learnings</p> <p>Ensure the concern about the shortage of residential care beds in the Borough, caused by the ongoing building works affecting the three residential care homes is shared with the senior officers and elected Member with responsibility in this area.</p> <p>Give a reminder to relevant social work staff and those who work with complaints about expectations around openness and transparency; that in communications with users of services and their relatives who are in the same position as the complainant, the Council should be clear about the reasons for the shortage of residential care beds and how long it expects this to last.</p> <p>Issue a reminder to staff who deal with complaints of the need to be specific about the action to be taken (and by when and by whom) when agreeing to take action to remedy a complaint.</p>
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Community Wealth Building and Resources (revenues)

Benefit/Tax Total of upheld cases - 2

Summary of complaint	Findings	Compensation Reason & Amount
<p>22000225</p> <p>The Council failed to advise the complainant to claim Universal Credit. Instead, they pursued a claim for housing benefit, to which they are not entitled, and now has rent arrears causing financial hardship and affecting a transfer request.</p>	<p>Finding</p> <p>Upheld held Fault and Injustice</p> <p>Remedy</p> <p>No Satisfactory remedy offered by the Council before the LGSCO involvement.</p>	<p>Compensation</p> <p>£360</p> <p>(Increase on original compensation)</p> <p>Reason Compensation Paid</p> <p>Two weeks rent, time and trouble.</p>
<p>22010622</p> <p>The complainant emailed the Council about housing benefit and asked some questions and reported some changes in circumstances. The Council did not respond to the email, but it processed the information and sent new decision notices which showed the information had been assessed.</p>	<p>Finding</p> <p>Upheld not investigated injustice remedied</p> <p>Remedy</p> <p><u>Satisfactory remedy offered by the Council before the LGSCO involvement.</u></p>	<p>Compensation</p> <p>£175</p> <p>Reason Compensation Paid</p> <p>Delay</p>

Environment Total of upheld cases - 2

Summary of complaint	Findings	Compensation Reason & Amount
<p>22000592</p> <p>Council failed to provide suitable and adequate information, including about its discretion to approve large memorials, when buying a grave plot. The complainant and family were distressed by the Council's later approval of a large memorial near their grave plot.</p>	<p>Finding</p> <p>Upheld held Fault and Injustice</p> <p>Remedy</p> <p>No Satisfactory remedy offered by the Council before the LGSCO involvement.</p>	<p>Compensation</p> <p>£1075</p> <p>Reason Compensation Paid</p> <p>Distress, delay in complaint handling.</p> <p>Learnings</p> <p>Reviewed the Rules to: - include information about PIR, set out the 'correct' memorial sizes for different grave types, and explain how discretion will be exercised, which should include consideration of the impact on all service users, when dealing with applications for memorials that will not comply with the specified 'correct' size. Officers trained to ensure they explain and or provide written information about PIR and its potential implications for large memorials when dealing with</p>

		service users buying grave plots.
<p>22006243</p> <p>Mr X complained that they should not have to pay storage costs before the car is released by enforcement agents acting on behalf of the Council. They suffered injustice because being without a car has meant they had difficulty working and made it difficult to visit the child.</p>	<p>Finding</p> <p>Upheld held Fault and Injustice</p> <p>Remedy</p> <p>No Satisfactory remedy offered by the Council before the LGSCO involvement.</p>	<p>Compensation</p> <p>£1000</p> <p>Reason Compensation Paid</p> <p>Distress and inconvenience.</p> <p>Learnings</p> <p>Reviewed the policies and procedures for working with its enforcement agents. Systems in place for ensuring that records are updated when informed of a service-users change of address and that all known methods of communication with a service-user are utilised before applying storage charges for keeping a car in storage when it has been released for collection.</p>

Housing Total of upheld cases 6

Summary of complaint	Findings	Compensation Reason & Amount
<p>21018497</p> <p>The Council was delayed in issuing its decision letter regarding an application for homelessness. As a result of the Council's delays, they remained in temporary accommodation that was not suitable.</p>	<p>Finding</p> <p>Upheld held Fault and Injustice</p> <p>Remedy</p> <p>No Satisfactory remedy offered by the Council before the LGSCO involvement.</p>	<p>Compensation</p> <p>£500</p> <p>Reason Compensation Paid</p> <p>Delay</p>
<p>22001218</p> <p>The Council's response to reports of ongoing anti-social noise. The Council was at fault for poor communication. However, the Council was not at fault in how it decided the noise was not anti-social.</p>	<p>Finding</p> <p>Upheld held Fault and Injustice</p> <p>Remedy</p> <p>No Satisfactory remedy offered by the Council before the LGSCO involvement.</p>	<p>Learning</p> <p>Remind staff they should promptly communicate the decision to close anti-social behaviour investigations to the complainant.</p>
<p>22002468</p> <p>The Council delayed in responding to an official complaint.</p> <p>There was also disrepair in the temporary accommodation offered.</p> <p>There was no fault in the time it took to find the complainant permanent housing after fleeing violence or</p>	<p>Finding</p> <p>Upheld not investigated injustice remedied</p> <p>Remedy</p> <p><u>Satisfactory remedy offered by the Council before the LGSCO involvement.</u></p>	<p>Compensation</p> <p>£300</p> <p>Reason Compensation Paid</p> <p>Distress, delay in complaint handling, inconvenience from the disrepair.</p>

<p>in its payment of Council tax support.</p>		
<p>22002539</p> <p>The Council failed to promptly assess the need for care and support and Occupational Therapy and make safeguarding enquiries, consider reasonable adjustments, provide Occupational Therapy support with the final accommodation offer. The Council failed to consider the request for support with a move, respond properly to concerns about the accommodation after the move, respond to review request and the delays in its complaint handling.</p>	<p>Finding</p> <p>Upheld held Fault and Injustice</p> <p>Remedy</p> <p>No Satisfactory remedy offered by the Council before the LGSCO involvement.</p>	<p>Compensation</p> <p>£750</p> <p>Reason Compensation Paid</p> <p>Significant distress, time and trouble.</p> <p>Learnings</p> <p>Procedures and guidance to officers on providing information about the availability of and considering and offering support to applicants moving to accommodation offered under its Housing Act duties; procedures for referrals from other services to ASC for care and support need assessments and safeguarding enquiries; procedures for considering and recording reasonable adjustments for service users and how agreed adjustments can be accessed by all parts of the Council.</p>

<p>22003446</p> <p>Ms X complains about how the Council handled the homelessness and housing applications when she fled domestic abuse. Ms X complains the Council's actions caused further distress and uncertainty. The Ombudsman finds fault with the Council for how it communicated with Ms X about her applications. The Ombudsman also finds fault with the Council for how it communicated about personal data, medical assessments and for the Council's complaint handling.</p>	<p>Finding</p> <p>Upheld held Fault and Injustice</p> <p>Remedy</p> <p>No Satisfactory remedy offered by the Council before the LGSCO involvement.</p>	<p>Compensation</p> <p>£550</p> <p>Reason Compensation Paid</p> <p>Distress, time and trouble caused and the delay in not responding to the complaint.</p> <p>Learnings</p> <p>Review whether the Council needs to develop information for homelessness applicants to outline what information, including photos, may be requested. Ensure that complaints which are escalated receive a timely response.</p>
<p>22009383</p> <p>The Council failed in the way it handled Miss X's homelessness application when she sought assistance after fleeing domestic abuse</p>	<p>Finding</p> <p>Upheld held Fault and Injustice</p> <p>Remedy</p> <p>No Satisfactory remedy offered by the Council before the LGSCO involvement.</p>	<p>Compensation</p> <p>£4,050</p> <p>Reason Compensation Paid</p> <p>Distress and delay</p> <p>Learnings</p> <p>The Service will also make changes to its processes including improvement in complaint handling.</p>

3.3. **Table 2: Comparison to the Previous Year**

	Complaints received	Complaints investigated	Complaints upheld	Upheld rate
2018/2019	106	26	11	42%
2019/2020	84	24	17	71%
2020/2021	71	17	12	71%
2021/2022	89	15	11	73%
2022/2023	98	17	12	71%

The number of complaints received by the LGSCO for 202/23 increased by 9 cases this is higher than received in the previous 3 years however the upheld rate has remained in the lower 70%.

The ombudsman is being more selective on complaints put forward for investigation prioritising cases where there is public interest. They are less likely to investigate 'borderline' issues, therefore finding a higher portion of fault overall.

Recommendation from the annual letter is to compare annual statistics with similar organisations to understand performance.

Table 3: Comparison of upheld decisions with similar organisations

Authority	Investigations	Upheld decisions	Remedy
Camden	20	14 (70%)	0
Islington	17	12 (71%)	2
Hackney	28	25 (89%)	8

Overall Islington's performance is satisfactory in comparison to similar organisations.

Table 4: Satisfactory remedy provided before LGSCO involvement

	Complaints Upheld	Complaints remedied	% of upheld cases
2018/19	11	3	28
2019/20	17	5	29
2020/21	12	3	25
2021/22	11	3	27
2022/23	12	2	17

Of the upheld cases (12), the ombudsman has decided that it will not investigate 2 cases because they were satisfied with the actions the council has taken or proposes to take. ***(Local Government Act 1974, section 24A (7), as amended)***. These cases were classified in the LGSCO decision letter as, upheld not investigated – injustice remedied.

Table 5: Compliance with Ombudsman recommendations

	Complaints recommendations for current year	Compliance with recommendations for current year	% of upheld cases
2019/20	9	9	100
2020/21	9	9	100
2021/22	9	9	100
2022/23	6	6	100

In all cases, remedies were completed within the agreed timescales.

Table 6: Compensation payments

	Compensation paid	£ +/-
2019/20	£3,950.00	
2020/21	£8,355.00	4,405.00
2021/22	£10,463.00	2,108.00
2022/23	£9,660.00	-£803

In one case for Homes and Communities, Housing Options Service the council was ordered to pay over £4,000 in compensation, which is 40% of the total compensation awarded for 2022/23.

Organisation's performance

The Local Government & Social Care Ombudsman Annual Review letter highlighted in its report the uptake of three online courses. The investment in training by the council shows our interest in good complaint handling.

The LGSCO has highlighted occasions where their investigations were delayed by the council's failure to respond on time to enquires and draft decisions. The increase in staff and improvement in performance at stage two will assist in improving response times.

There was also a backlog in the council's responses to complaints leading to people waiting far longer than they should have; the ability to seek redress when things go wrong and the council's ability to identify and learn from its mistakes as soon as practically possible. The stage two backlog was cleared in May 2023 and the approach taken by the council agreed by the LGSCO with a letter of satisfaction.

- Recruitment of more staff to clear its backlog.
- Commissioned an independent review of its complaint handling processes, which has progressed through the Complaint Improvement Programme.
- Apologised to the residents affected by the backlogs.

The LGSCO will continue to review and asks that the council reflects on the steps that can be taken to ensure the delays noted in the complaints process are reduced.

Appendix 3 - LGSCO letter of satisfaction following public report on complaint handling.

Summary

The Annual Review letter 2022 shows a good year in the council's performance regarding the outcome of complaints investigated by the LGSCO. However, there are areas of improvement needed to local complaint handling and responsiveness to LGSCO enquiries and draft decisions which has been acknowledged by the council. This year's report conclusion is as follows;

- ✓ Despite the challenges over the last year with the backlog in complaints there has not been a significant increase in upheld investigations by the LGSCO.
- ✓ Compliance with recommendations at 100%.
- ✓ The emphasis placed on providing a satisfactory remedy before LGSCO continues to show results with 2 cases appropriately remedied, which is a decrease of 1 from the previous year. This has in comparison to other authorities (Table 3) give us an advantage in overall performance.

The Corporate Complaint Service with oversight by the complaint's improvement board will ensure improvement initiatives are delivered and the service and outcomes for complainants improved. The LSGCO states "A good complaints service offers a rich source of intelligence and insight that has potential to be transformational." We aim to be an organisation that listens and learns from its mistakes. Accountability at service level, good governance and using

complaint outcomes and feedback will assist the council in improving the standard of services delivered to residents and service users.

4. Financial Implications

- 4.1 This report details the costs of compensation awarded due the fault of Islington Council in responding to complaints.
- 4.2 The Complaints Team Resident Experience budget sits within Community Engagement and Wellbeing and had a core budget of £3,488,322 during 2022/23. Compensation awarded is an unfunded budget pressure.
- 4.3 A total of £9,660 has been paid in compensation for 2022/23, a decrease of £803 since 2021/22 when £10,463.00 was paid. Compensation payments are funded directly by the service responsible for the complaint, creating an in-year budget pressure for services.

4.2 Legal Implications

4.2.1 The LGSCO is an independent body responsible for investigating complaints made against a public body where it is alleged that there has been maladministration causing injustice. Under Section 26(1) of the Local Government Act 1974, the LGSCO has the power to investigate complaints against the council where there has been:

1. maladministration causing injustice,
2. a failure to provide a service that it was the council's function to provide
3. there was a total failure to provide such a service.

Complaints to the LGSCO must be made within 12 months of the action complained of. The LGSCO will not investigate a complaint until a complainant has exhausted the council's internal complaints procedure. However, the LGSCO can dispense with this requirement in certain circumstances (eg. where it is particularly urgent that a complaint is resolved because the complainant could be made homeless).

The LGSCO has the power to make recommendations to the council following the complaint on how to improve its services and put things right for the complainant. Whilst these recommendations are not mandatory and the council does not have to accept or follow them, the Council needs to be aware of the importance of providing assurance to residents to minimise further challenges.

4.3 Environmental Implications and contribution to achieving a net zero carbon Islington by 2030

There are no environmental implications as a result of this report.

4.4 Equalities Impact Assessment

The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

5. Reason for recommendations

To ensure that the Council Leader, the Chair of the Scrutiny Committee and local residents are kept informed about complaints that have been reviewed by the Local Government and Social Care Ombudsman.

Appendices:

- **Appendix 1**- Local Government and Social Care Ombudsman Annual Review letter 2022.
- **Appendix 2** - Table 1 summary of upheld decision by the Housing Ombudsman 2022.
- **Appendix 3** – Local Government and Social Care Ombudsman letter of satisfaction.

Final report clearance:

Legal Implications Author: Alison Stuart | Director of Law and Governance | Monitoring Officer
Email: alison.stuart@islington.gov.uk

Financial Implications Author: Ellena Smith | Deputy Finance Manager
Tel: 020 7527 4257
Email: Ellena.smith@islington.gov.uk

Report Author: Karen McKenzie | Head of Service
Tel: 020 75271924
Email: karen.mckenzie@islington.gov.uk

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19 July 2023

By email

Mr Biggs
Acting Head of Paid Service
London Borough of Islington

Dear Mr Biggs

Annual Review letter 2022-23

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

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

Complaint statistics

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

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

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

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

that of similar organisations, rather than previous years, to better understand your organisation's performance.

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

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

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

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

Your organisation's performance

During the year, there were several occasions where our investigations were delayed by your Council's failure to respond on time to our enquiries and draft decisions. Equally concerning, we noted both significant delay in how your Council deals with complaints locally, and significant backlogs that meant people were left waiting far longer than they should have for responses to their complaints.

I was concerned about the impact this had on the public's ability to seek effective and efficient redress when things go wrong, as well as the Council's ability to identify and learn from its mistakes as soon as practicable. I am therefore pleased to hear that the Council has recruited more staff to clear its backlog, commissioned an independent review of its complaint handling processes, and apologised to the residents affected by the backlogs.

This is an issue we will continue to review, and I ask you to reflect on the steps that can be taken to ensure the delays we have noted in the complaints process are reduced. If there is anything we can do to assist the Council with this, please do let me know.

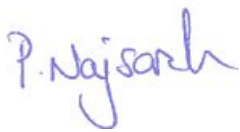
Supporting complaint and service improvement

I know that complaints offer organisations a rich source of intelligence and insight that has the potential to be transformational. These insights can indicate a problem with a specific area of service delivery or, more broadly, provide a perspective on an organisation's culture and ability to learn. To realise the potential complaints have to support service improvements, organisations need to have the fundamentals of complaint handling in place. To support you to do so, we have continued our work with the Housing Ombudsman Service to develop a joint complaint handling code that will provide a standard for organisations to work to. We will consult on the code and its implications prior to launch and will be in touch with further details.

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

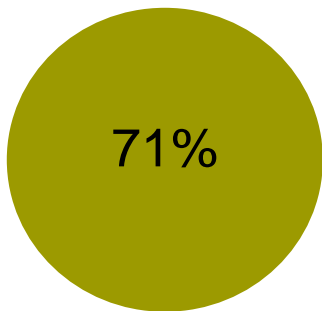
We were pleased to deliver three online complaint handling courses to your staff during the year. I welcome your Council's investment in good complaint handling training and trust the courses were useful to you.

Yours sincerely,



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

Complaints upheld



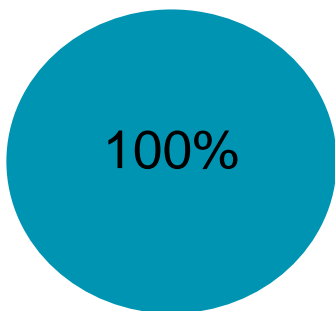
71% of complaints we investigated were upheld.

This compares to an average of **77%** in similar organisations.

12
upheld decisions

Statistics are based on a total of **17** investigations for the period between 1 April 2022 to 31 March 2023

Compliance with Ombudsman recommendations



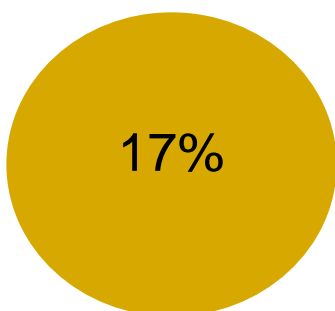
In **100%** of cases we were satisfied the organisation had successfully implemented our recommendations.

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

Statistics are based on a total of **6** compliance outcomes for the period between 1 April 2022 to 31 March 2023

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

Satisfactory remedy provided by the organisation



In **17%** of upheld cases we found the organisation had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of **15%** in similar organisations.

2
satisfactory remedy decisions

Statistics are based on a total of **12** upheld decisions for the period between 1 April 2022 to 31 March 2023

Appendix 2

Finding of Maladministration by the Housing Ombudsman (HO).

Below is a table of cases with findings of maladministration by the HO for 2022/23, which have gone through the Council's complaints process.

Summary of complaint	Compensation amount	Compensation reason
Handling of the resident's reports of antisocial behaviour. Response to the resident's concerns that the landlord's staff were racially discriminating. Complaint handling.	£550	Failures in managing the antisocial behaviour, complaint handling and considering vulnerabilities.
The level of redress the landlord offered in response to the resident's concerns about anti-social behaviour and repairs. Complaint handling.	£1500	Distress and inconvenience
The landlord's response to the resident's concerns about the installation of a new boiler at the property. Complaint handling.	£700	Distress and inconvenience
The landlord's handling of repairs. Noise nuisance for the flat above the resident's property. Complaints handling and communication with the resident.	£1400	Distress and inconvenience
The landlord's handling of Repair issues related to damp and mould including the condition of the property. The refurbishment of the kitchen. Complaint handling.	£2101.61	Delay Distress and inconvenience
The landlord's handling of persistent damp and mould issues at the property. The landlord's handling of various other repairs to the property. Complaint handling.	£650	Distress and inconvenience

Total upheld cases for 2022/23 for the HO – 6

In July 2020, the HO introduced the Complaint Handling Code (CHC) which sets out good practice for landlords when handling complaints. The code came into effect

from the 1 April 2022 with Islington being 98% complaint to the code requirements. Every complaint investigated against the council by the HO will be assessed against the code to ensure complaint handling is in line with code requirements. Non-compliance could result in complaint handling failure orders being issued.

As a result of the CHC there is an increase in maladministration cases due to complaint handling failures. It is important that Islington continues to monitor compliance to the code through the complaint board, departmental meetings, and Member scrutiny panels, along with training and guidance provided to complaint handlers and partner organisations providing services for the Council and following Islington's Corporate Complaint Policy.

The Councils self- assessment against the code can be found here: [Complaints process](#)

12 July 2023

Ms Linzi Roberts-Egan
Chief Executive
London Borough of Islington
Town Hall
Upper Street
London
N1 2UD

Your ref:

Our ref: 22 007 259

(Please quote our reference when contacting us and, if using email, please put the number in the email subject line)

If telephoning please contact: Suzanne de Planta on 0330 403 4242

If emailing: e.matthews@coinweb.lgo.org.uk

Dear Ms Roberts-Egan

Complaint: AN Other

Thank you for your email of 26 June.

We welcome the action your Council has taken following our report, using our powers to remedy injustice caused to others who had not complained to us. This letter is therefore to tell you formally we are satisfied with the Council's response in accordance with section 31(2) of the Local Government Act 1974.

We have recorded a compliance outcome of ***Remedy complete and satisfied.***

Yours sincerely



Paul Najsarek
Interim Local Government and Social Care Ombudsman for England

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FORWARD PLAN OF KEY DECISIONS



ISLINGTON

KEY DECISIONS TO BE CONSIDERED BY THE EXECUTIVE/COMMITTEES/OFFICERS FOR THE PERIOD TO THE EXECUTIVE MEETING ON 11 JANUARY 2024 AND BEYOND

Islington Council
Town Hall
Upper Street
London N1 2UD

Contact Officer: Mary Green
Democratic Services
E-Mail: democracy@islington.gov.uk
Telephone: 020 7527 3005
Website: <http://democracy.islington.gov.uk/>

Published on 2 November 2023

FORWARD PLAN OF KEY DECISIONS

KEY DECISIONS TO BE CONSIDERED BY THE EXECUTIVE/COMMITTEES/OFFICERS

FOR THE PERIOD TO THE EXECUTIVE MEETING ON 11 JANUARY 2024 AND BEYOND

This document sets out key decisions to be taken by the Executive within the next 28 days, together with any key decisions by Committees of the Executive, individual Members of the Executive and officers. It also includes potential key decisions beyond that period, though this is not comprehensive and items will be confirmed in the publication of the key decisions document 28 days before a decision is taken.

It is likely that all or a part of each Executive meeting will be held in private and not open to the public. This may be because an appendix to an agenda item will be discussed which is likely to lead to the disclosure of exempt or confidential information. The items of business where this is likely to apply are indicated on the plan below.

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20
14
If you wish to make representations about why those parts of the meeting should be open to the public, please contact Democratic Services at least ten clear days before the meeting.

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The background documents (if any) specified for any agenda item below, will be available on the Democracy in Islington web pages, five clear days before the meeting, at this link -<http://democracy.islington.gov.uk/> - subject to any prohibition or restriction on their disclosure. Alternatively, please contact Democratic Services on telephone number 020 7527 3005/3184 or via e-mail to democracy@islington.gov.uk to request the documents.

If you wish to make representations to the Executive about an agenda item, please note that you will need to contact the Democratic Services Team on the above number at least 2 days before the meeting date to make your request.

Please note that the decision dates are indicative and occasionally subject to change. Please contact the Democratic Services Team if you wish to check the decision date for a particular item.

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FORWARD PLAN OF KEY DECISIONS

	Subject/Decision	Ward (s)	Decision taker	Date(s) of decision	Background papers	If all or part of the item is exempt or confidential this will be stated below and a reason given. If all the papers are publically accessible this column will say 'Open'.	Corporate Director/Head of Service Executive Member (including e-mail address)
1.	Leisure Contract CPI uplift	All Wards	Acting Corporate Director of Homes and Neighbourhoods	10 November 2023	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Jed Young Jed.young@islington.gov.uk
2.	Procurement strategy for an estate recycling site enclosures framework agreement	All Wards	Acting Corporate Director of Homes and Neighbourhoods	10 November 2023	None	Open	Jed Young Jed.young@islington.gov.uk
3.	Contract award for Parking Services debt recovery	All Wards	Acting Corporate Director of Homes and Neighbourhoods	10 November 2023	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Jed Young Jed.young@islington.gov.uk
4.	Contract award for supported living accommodation for service users with learning disabilities - Windsor Street	All Wards	Director of Adult Social Care	17 November 2023	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	John Everson john.everson@islington.gov.uk

FORWARD PLAN OF KEY DECISIONS

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Page 144	5. Contract award for the Barnard Park Project	Barnsbury	Director of Inclusive Economy and Jobs (Joint Acting Corporate Director Community Wealth Building)	17 November 2023	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Caroline Wilson Caroline.wilson@islington.gov.uk
	TfL 2022/23 - 2024/25 LIP Delivery Plan, Cycle Improvement Plan and Bus Priority Programme update	All Wards	Director of Planning and Development (Joint Acting Corporate Director Community Wealth Building)	20 November 2023	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Karen Sullivan Karen.Sullivan@islington.gov.uk

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7.	Contract award for Home Care	All Wards	Director of Adult Social Care	21 November 2023	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	John Everson john.everson@islington.gov.uk
8.	Contract award for consultancy services for RE:FIT projects	All Wards	Director of Planning and Development (Joint Acting Corporate Director Community Wealth Building)	24 November 2023	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Karen Sullivan Karen.Sullivan@islington.gov.uk
9.	Procurement strategy for Legal Disrepair Works	All Wards	Acting Corporate Director of Homes and Neighbourhoods	27 November 2023	None	Open	Jed Young Jed.young@islington.gov.uk

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10.	Contract award for renewal of heating and hot water source system at Bevin Court & Holford House		Acting Corporate Director of Homes and Neighbourhoods	27 November 2023	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Jed Young Jed.young@islington.gov.uk
11.	Contract award for Microsoft Windows Software Enterprise Agreement	n/a	Corporate Director of Resources	29 November 2023	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Dave Hodgkinson Dave.hodgkinson@islington.gov.uk
12.	Procurement strategy for renewal of main parking contract(s)	All Wards	Executive	30 November 2023	None	Open	Jed Young Jed.young@islington.gov.uk Councillor Rowena Champion, Executive Member for Environment, Air Quality and Transport rowena.champion@islington.gov.uk

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13.	Procurement strategy for Council energy contracts	All Wards	Executive	30 November 2023	None	Open	Karen Sullivan Karen.Sullivan@islington.gov.uk Councillor Rowena Champion, Executive Member for Environment, Air Quality and Transport rowena.champion@islington.gov.uk
14.	Fees and charges	All Wards	Executive	30 November 2023	None	Open	Dave Hodgkinson Dave.hodgkinson@islington.gov.uk Councillor Diarmaid Ward, Executive Member for Finance, Planning and Performance diarmaid.ward@islington.gov.uk
15.	Procurement strategy: Office furniture	n/a	Executive	30 November 2023	None	Open	Caroline Wilson Caroline.wilson@islington.gov.uk Councillor Diarmaid Ward, Executive Member for Finance, Planning and Performance diarmaid.ward@islington.gov.uk

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Page 148	16. Contract award for decarbonisation works at Archway Leisure Centre	All Wards	Director of Planning and Development (Joint Acting Corporate Director Community Wealth Building)	1 December 2023	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Karen Sullivan Karen.Sullivan@islington.gov.uk
	Contract award for Islington Violence Against Women and Girls services: Domestic Abuse Refuge service	All Wards	Corporate Director, Children and Young People	8 December 2023	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Jon Abbey Jon.abbey@islington.gov.uk
	18. Response of the Executive to Health and Care Scrutiny Committee - Health Inequalities and Covid-19	All Wards	Executive	11 January 2024	None	Open	Jonathan O'Sullivan Jonathan.O'Sullivan@islington.gov.uk Councillor Nurullah Turan, Executive Member for Health and Social Care nurullah.turan@islington.gov.uk

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19.	Procurement strategy for testing and maintenance of fire protection, fire detection and emergency lighting	All Wards	Executive	11 January 2024	None	Open	Jed Young Jed.young@islington.gov.uk Councillor Una O'Halloran, Executive Member for Homes and Communities una.o'halloran@islington.gov.uk
20.	Procurement strategy for enforcement agency services for council tax and business rates	All Wards	Executive	11 January 2024	None	Open	Dave Hodgkinson Dave.hodgkinson@islington.gov.uk Councillor Diarmaid Ward, Executive Member for Finance, Planning and Performance diarmaid.ward@islington.gov.uk
21.	Islington Boxing Club: Grant of new lease	Hillrise	Executive	11 January 2024	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Caroline Wilson Caroline.wilson@islington.gov.uk Councillor Diarmaid Ward, Executive Member for Finance, Planning and Performance diarmaid.ward@islington.gov.uk

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22.	Islington Boat Club: 7 year lease extension	All Wards	Executive	11 January 2024	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Caroline Wilson Caroline.wilson@islington.gov.uk Councillor Diarmaid Ward, Executive Member for Finance, Planning and Performance diarmaid.ward@islington.gov.uk
23.	Procurement strategy for responsive repairs and maintenance contracts	All Wards	Executive	11 January 2024	None	Open	Jed Young Jed.young@islington.gov.uk Councillor Una O'Halloran, Executive Member for Homes and Communities una.o'halloran@islington.gov.uk
24.	Procurement strategy: Supply of building and construction materials	All Wards	Executive	11 January 2024	None	Open	Jed Young Jed.young@islington.gov.uk Councillor Una O'Halloran, Executive Member for Homes and Communities una.o'halloran@islington.gov.uk

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25.	Finsbury Leisure Centre Redevelopment	All Wards	Executive	11 January 2024	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Karen Sullivan Karen.Sullivan@islington.gov.uk Councillor Diarmaid Ward, Executive Member for Finance, Planning and Performance diarmaid.ward@islington.gov.uk
26.	Community Wealth Building Strategy	All Wards	Executive	11 January 2024	None	Open	Caroline Wilson Caroline.wilson@islington.gov.uk Councillor Santiago Bell-Bradford, Executive Member for Inclusive Economy and Jobs Santiago.BB@islington.gov.uk
27.	Procurement strategy for New Build framework	All Wards	Executive	11 January 2024	None	Open	Karen Sullivan Karen.Sullivan@islington.gov.uk Councillor Diarmaid Ward, Executive Member for Finance, Planning and Performance diarmaid.ward@islington.gov.uk

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28.	Finsbury Square car park letting	All Wards	Executive	11 January 2024	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Caroline Wilson Caroline.wilson@islington.gov.uk Councillor Diarmaid Ward, Executive Member for Finance, Planning and Performance diarmaid.ward@islington.gov.uk
29	Contract award for Mental Health Employment Service	All Wards	Director of Adult Social Care	15 January 2024	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	John Everson john.everson@islington.gov.uk
30.	Executive response to the recommendations of the Environment and Regeneration Scrutiny Committee - Circular Economy and Jobs	All Wards	Executive	8 February 2024	None	Open	Caroline Wilson Caroline.wilson@islington.gov.uk Councillor Santiago Bell-Bradford, Executive Member for Inclusive Economy and Jobs Santiago.BB@islington.gov.uk

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31.	New build properties pipeline	All Wards	Executive	8 February 2024	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Karen Sullivan Karen.Sullivan@islington.gov.uk Councillor Diarmaid Ward, Executive Member for Finance, Planning and Performance diarmaid.ward@islington.gov.uk
32.	Culture Strategy	All Wards	Executive	8 February 2024	None	Open	Councillor Roulin Khondoker, Executive Member for Equalities, Culture and Inclusion Roulin.Khondoker@islington.gov.uk
33.	Procurement strategy for lift modernisation schemes	All Wards	Executive	8 February 2024	None	Open	Jed Young Jed.young@islington.gov.uk Councillor Una O'Halloran, Executive Member for Homes and Communities una.o'halloran@islington.gov.uk

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34.	Admission to Islington Community Schools 2025-2026	All Wards	Executive	8 February 2024	None	Open	Jon Abbey Jon.abbey@islington.gov.uk Councillor Michelline Safi Ngongo, Executive Member for Children, Young People and Families michelline.ngongo@islington.gov.uk
35.	Contract award for New River College main contractor		Director of Inclusive Economy and Jobs (Joint Acting Corporate Director Community Wealth Building)	8 February 2024	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Caroline Wilson Caroline.wilson@islington.gov.uk
36.	Procurement strategy: Mental Health Recovery Pathway	All Wards	Executive	14 March 2024	None	Open	John Everson john.everson@islington.gov.uk Councillor Nurullah Turan, Executive Member for Health and Social Care nurullah.turan@islington.gov.uk

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37.	Accommodation with Care Strategy	All Wards	Executive	14 March 2024	None	Open	John Everson john.everson@islington.gov.uk Councillor Nurullah Turan, Executive Member for Health and Social Care nurullah.turan@islington.gov.uk
38.	Strategic Asset Management Plan	n/a	Executive	14 March 2024	None	Open	Stephen Biggs stephen.biggs@islington.gov.uk Councillor Diarmaid Ward, Executive Member for Finance, Planning and Performance diarmaid.ward@islington.gov.uk
39.	Contract award for Arboricultural Framework Agreement	All Wards	Executive	14 March 2024	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Jed Young Jed.young@islington.gov.uk Councillor Rowena Champion, Executive Member for Environment, Air Quality and Transport rowena.champion@islington.gov.uk

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Membership of the Executive

Councillors:

Portfolio

Kaya Comer-Schwartz	Leader
Santiago Bell-Bradford	Executive Member for Inclusive Economy and Jobs
Powena Champion	Executive Member for Environment, Air Quality & Transport
Paulin Khondoker	Executive Member for Equalities, Culture & Inclusion
Michelline Safi Ngongo	Executive Member for Children, Young People & Families
Una O'Halloran	Executive Member for Homes and Communities
Nurullah Turan	Executive Member for Health and Social Care
Diarmaid Ward	Executive Member for Finance, Planning and Performance
John Woolf	Executive Member for Community Safety

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**SCRUTINY REVIEWS
IN PROGRESS**

SCRUTINY REVIEWS 2022/23						
SCRUTINY REVIEW	COMMITTEE	SID approval	DATE SUBMITTED/DUE TO GO TO EXECUTIVE	RESPONSE TO RECOMMENDATIONS DUE (3 months after submission to Executive)	RESPONSE TO RECOMMENDATIONS SUBMITTED TO EXECUTIVE	12 MONTH REPORT DUE TO ORIGINAL REVIEW COMMITTEE
Visibility of Children (school attendance, NEET, children's voice in decision-making, etc)	Children's Services	08-Sep-22	Sep-23	Dec-23	Feb 24 TBC	
Net Zero Carbon 2030 strategy focusing on the Circular Economy and Green Jobs	Environment and Regeneration	21-Jul-22	Nov-23	Feb-24	Feb 24 TBC	
Transformation in Adult Social Care	Health and Care	04-Oct-22	Nov-23	Feb-24	Feb 24 TBC	
Strategic Review of Overcrowding in Islington	Housing	22-Sep-22	Jan-24	Mar-24	Feb 24 TBC	
Cost of Living Crisis	Policy and Performance	25-Jul-22	Nov-23	Feb-24	Feb 24 TBC	

SCRUTINY REVIEWS 2021/22						
SCRUTINY REVIEW	COMMITTEE	SID approval	DATE SUBMITTED/DUE TO GO TO EXECUTIVE	RESPONSE TO RECOMMENDATIONS DUE (3 months after submission to Executive)	RESPONSE TO RECOMMENDATIONS SUBMITTED TO EXECUTIVE	12 MONTH REPORT DUE TO ORIGINAL REVIEW COMMITTEE
Overview of the Council's 2030 Net Zero Carbon Programme	Environment and Regeneration	Jun-21	21-Apr-22	Sep-22	Mar-23	Apr-24
Waste Management (informal working group)	Environment and Regeneration	N/A	This was incorporated into the above report.			
Preparing for the end of PFI2 in 2022	Housing Scrutiny Committee	Jul-21	21-Apr-22	Jul-22	Jul-22	May-23
Communal Heating (mini review)	Housing Scrutiny Committee	Jul-21	21-Apr-22	Jul-22	Jul-22	Apr-24
Health Inequalities in the light of the Covid 19 Pandemic	Health and Care Scrutiny Committee	Oct-21	09-Jun-22	Sep-22	Jan-24	TBC
Special Educational Needs	Children's Services Scrutiny	2021	01-Sep-22	Dec-22	May-23	Jan-24
Employment, Business and Economy/Financial Effects on Council – COVID (main topic)	Policy and Performance	Jul-21	09-Jun-22	Sep-22	Mar-23	Jan-24
Performance Management and Development (informal working group)	Policy and Performance	Jul-21	09-Jun-22	Sep-22	Mar-23	Mar-24

Older Outstanding Scrutiny Reviews:

SCRUTINY REVIEW	COMMITTEE	SID approval	DATE SUBMITTED/DUE TO GO TO EXECUTIVE	RESPONSE TO RECOMMENDATIONS DUE (3 months after submission to Executive)	RESPONSE TO RECOMMENDATIONS SUBMITTED TO EXECUTIVE	12 MONTH REPORT DUE TO ORIGINAL REVIEW COMMITTEE
Private Rented Sector (mini review)	Housing Scrutiny Committee	N/A	Nov-20	Feb-21	Jan-22	Dec-22
Adult Paid Carers	Health and Care Scrutiny Committee	N/A	Jul-21	Sep-21	Nov-21	Dec-22
Behavioural Change	Environment and Regeneration	N/A	Feb-21	May-21	Feb-22	Nov-23
Covid-19 Recovery	Children's Services	N/A	Jul-21	Oct-21	Mar-22	Nov-22

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Policy and Performance Scrutiny Committee
Scrutiny Committee Response Tracker – December 2023

	Date of meeting	Query raised	Response/ Update
1.	24 July 2023	<p>Update on Complaints Performance</p> <p>The Committee requested that a further update on the Resident Experience Programme to be scheduled in six months' time.</p>	This has been scheduled for the January 2024 meeting.
2.	24 July 2023	<p>Corporate Performance – Year End 2022-23</p> <p>The Committee requested that detailed update on staff sickness absence be scheduled for a future meeting.</p>	This appears elsewhere on the agenda.
3.	2 November 2023	<p>Corporate Performance – Q1 2023-24</p> <p>In relation to diversity in the council's workforce, the percentage of Black, Asian and Minority Ethnic Staff, and Disabled staff in the top 5% of earners had increased by 3.8% from the previous quarter. The Committee requested that this figure also be provided as an absolute number, rather than a percentage. Members also asked if this figure reflected the demographics of the borough.</p>	<p>In Q4 22/23 the number of Black and Minority Ethnic staff in the top 5% of earners equated to 75 staff. In Q1 23/24 it equated to 79 staff, an increase of four.</p> <p>Work is underway to determine the most appropriate comparative data. This is looking at the demographics of the working age population, taking into account salary levels to be comparable with the metric. Targets are also being reviewed, with consideration of turnover levels.</p>

4.	2 November 2023	Corporate Performance – Q1 2023-24 A member asked for further information on overtime paid to agency staff.	Overall spend on agency overtime (client net) stands at £1,444,948 (1st April 2023 to 12th October 2023 – the last time report was run specifically by directorate by Matrix). Total spend on Agency staff for April '23 – Oct '23 was £27,602,764. That is, roughly 5% of agency spend was on overtime.
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POLICY AND PERFORMANCE SCRUTINY COMMITTEE

WORK PLAN 2023-24

8 June 2023 (agenda publication: 31 May)

- Update from the Metropolitan Police
- Draft Workforce Strategy 2023-26
- Membership and Terms of Reference 2023-24
- Selection of Scrutiny Topic 2023-24
- Proposed Work Plan 2023-24
-

24 July 2023 (agenda publication: 14 July)

- Update on Complaints Performance
- Corporate Performance Q4 2022-23
- Budget Outturn 2022-23
- Cost of Living Crisis Scrutiny Review Final Report
- Scrutiny Review – Approval of Scrutiny Initiation Document

21 September 2023 (agenda publication 13 September)

- Annual Presentation – Leader of the Council
- ASB Scrutiny Review – Evidence
- Budget Monitor – Q1 2023-24
 - o Budget Outturn 2022-23 also included

2 November 2023 (agenda publication 25 October)

- Voluntary and Community Sector Annual Report
- Corporate Performance – Q1 2023-24
- ASB Scrutiny Review – Evidence

11 December 2023 (agenda publication 1 December)

- Annual Presentation – Executive Member for Equalities, Culture and Inclusion
- Budget Monitor – Q2 2023-24
- ASB Scrutiny Review – Evidence
- Deep Dive on Sickness Absence
- LGSCO Annual Report

18 January 2024 (agenda publication 10 January)

- Scrutiny of Budget Proposals
- Corporate Performance – Q2 2023-24
- Annual Presentation – Executive Member for Finance, Planning and Performance
- 12 Month Update – Scrutiny Review of Covid-19, impact on Council Finances and local businesses
- Update on Resident Experience Programme

22 February 2024 (agenda publication 14 February)

- ASB Scrutiny Review - Evidence

26 March 2024 (agenda publication 18 March)

- Budget Monitor – Q3 2023-24
- Draft Recommendations of ASB Scrutiny Review
- Performance Management Working Group – 12 Month Report Back
- Update on Council Transformation Projects

25 April 2024 (agenda publication 17 April)

- Crime and Disorder Scrutiny – Metropolitan Police to attend
- Annual Presentation – Executive Member for Community Safety
- Corporate Performance – Q3 2023-24
- ASB Scrutiny Review – Approval of Report
- Scrutiny in Islington Annual Report

1st meeting of 2024-25 – date TBC

- Agree work plan and selection of scrutiny topic
- 12 Month Update – Scrutiny Review of Cost of Living Crisis