

Communities Overview and Scrutiny Committee

Date: Wednesday 21 June 2023
Time: 2.00 pm
Venue: Committee Room 2, Shire Hall

Membership

Councillor Jeff Clarke (Chair)
Councillor Jonathan Chilvers (Vice-Chair)
Councillor Sarah Feeney
Councillor Jenny Fradgley
Councillor Dave Humphreys
Councillor Peter Gilbert
Councillor Bhagwant Singh Pandher
Councillor Daren Pemberton
Councillor Mejar Singh
Councillor Andrew Wright

Items on the agenda: -

- 1. General**
 - (1) Apologies**
 - (2) Disclosures of Pecuniary and Non-Pecuniary Interests**
 - (3) Chair's Announcements**
 - (4) Minutes of Previous Meeting** 5 - 14
 1. 12th April 2023
 2. 16th May 2023
- 2. Public Speaking**
- 3. Questions to Portfolio Holder** 15 - 16
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| 8. | Urgent Items | |

Monica Fogarty
Chief Executive
Warwickshire County Council
Shire Hall, Warwick

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- Declare the interest if they have not already registered it
- Not participate in any discussion or vote
- Leave the meeting room until the matter has been dealt with
- Give written notice of any unregistered interest to the Monitoring Officer within 28 days of the meeting

Non-pecuniary interests relevant to the agenda should be declared at the commencement of the meeting.

The public reports referred to are available on the Warwickshire Web
<https://democracy.warwickshire.gov.uk/uuCoverPage.aspx?bcr=1>

Public Speaking

Any member of the public who is resident or working in Warwickshire, or who is in receipt of services from the Council, may speak at the meeting for up to three minutes on any matter within the remit of the Committee. This can be in the form of a statement or a question. If you wish to speak please notify Democratic Services in writing at least two working days before the meeting. You should give your name and address and the subject upon which you wish to speak. Full details of the public speaking scheme are set out in the Council's Standing Orders.

COVID-19 Pandemic

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Communities Overview and Scrutiny Committee

Wednesday 12 April 2023

Minutes

Attendance

Committee Members

Councillor Jeff Clarke (Chair)
Councillor Jonathan Chilvers (Vice-Chair)
Councillor Jenny Fradgley
Councillor Dave Humphreys
Councillor Bhagwant Singh Pandher
Councillor Andrew Wright
Councillor Marian Humphreys
Councillor Penny-Anne O'Donnell

Portfolio Holders

Councillor Andy Crump, Portfolio Holder for Fire & Rescue and Community Safety
Councillor Kam Kaur, Portfolio Holder for Education
Councillor Wallace Redford, Portfolio Holder for Transport & Planning

Officers

David Ayton-Hill, Assistant Director - Communities
Shail Chohan, Service Manager (County Highways)
Kim Fraser-Bell, Strategy and Commissioning Manager (Economy & Skills)
Caroline Gutteridge, Delivery Lead Commercial & Regulatory
Jagjit Mahal, Delivery Lead Flood Risk Management
Isabelle Moorhouse, Democratic Services Officer
Christina Osbourne, Technical Specialist Development and Performance
Jon Rollinson, Lead Commissioner – Strategy & Policy
Mark Ryder, Strategic Director for Communities
Sarah Tregaskis, Strategy and Commissioning Manager

External Speakers

Matt Lewis, Network and Operations Lead – Severn Trent Water
Rob Lunt, Partnership & Strategic Overview Team Leader – Flood and Coastal Risk Management – Environmental Agency
Tim Smith, Flooding and Partnerships Manager – Severn Trent Water

1. General

(1) Apologies

Councillor Tim Sinclair was substituted by Councillor Penny-Anne O'Donnell
Councillor Mejar Singh was substituted by Councillor Marian Humphreys
Councillor Richard Baxter-Payne
Councillor Martin Watson (Portfolio Holder for Economy)
Councillor Heather Timms (Portfolio Holder for Environment, Climate and Culture)

(2) Disclosures of Pecuniary and Non-Pecuniary Interests

None.

(3) Chair's Announcements

None.

(4) Minutes of Previous Meeting

The minutes were approved as a correct record.

2. Public Speaking

None.

3. Questions to Portfolio Holder

In response to Councillor Jenny Fradgley, Councillor Wallace Redford (Portfolio Holder for Transport & Planning) confirmed that progress was going well for clearing the backlog of fixing potholes with delegated budgets. He agreed to chase up any that were being delayed.

Mark Ryder (Strategic Director for Communities) informed the committee that Warwickshire had been allocated an extra £2 million by central government to fix potholes. This had been added to the list of schemes to be prioritised.

Shail Chohan (Service Manager (County Highways)) added that winter had created more potholes which added to the backlog and the bad weather meant more money had to be spent on temporary fixes for other defects on the highways. £1.8 million had been spent on delegated budgets in the last year compared to just over £1 million in 2021. Every scheme planned to be delivered in year will be.

In response to Councillor Dave Humphreys, Shail Chohan said that potholes that needed to be filled in for safety reasons would not use delegated budgets. Delegated budgets could be used to accelerate the road works WCC were doing.

Councillor Redford agreed to chase up the puffin crossing scheme on Coventry Road in Exhall for Councillor Bhagwant Pandher as it had been delayed for three years.

He also agreed to chase up a crossing in Birchwood in Polesworth on behalf of Councillor Marian Humphreys which had been delayed for four years.

(1) Economic Development Update

Kim Fraser-Bell (Strategy and Commissioning Manager (Economy & Skills)) summarised the following points:

- The Warwickshire Support Employment Service was launched in February 2023 and it supports adults with autism and learning difficulties get into sustainable employment

- The launch event was held in Nuneaton with 50 attendees and 98 people have signed up for it in the first few weeks. The target was 400 people this year
- WCC's Digital Creative Grants scheme received 11 applications requesting £280,000 in total. Six applications requesting £350,000 in total were granted £160,000 after an evaluation process
- The Property and Infrastructure Fund (PIF) is the third strand of the WRIF and will be fully launched at UK REEF in May 2023. It will provide £10 million in loans to support and facilitate the development of employment land in the county or to help bring forward the necessary site infrastructure to bring a site to market. CPRE will be leading this
- WCC's Skills Hub celebrated its third birthday. Over 1000 businesses have engaged with it and received 5000 hours of help. There are currently 18 members of staff
- £1.1 million had been provided to small/medium businesses through the Apprenticeship Levy Fund, which covers mainly training costs for young people which has led on to 120 apprenticeships and 66 businesses making inclusive jobs
- WCC's business branding team had been working with Coventry City Council's team to develop new branding ahead of key development

Councillor M Humphreys congratulated the work with people with autism and requested that transport be possible for residents to attend events in Nuneaton from North Warwickshire. Kim Fraser-Bell agreed to look into and added that there was a new job portal that mapped people to different job opportunities.

Councillor Penny-Anne O'Donnell concurred with Councillor M Humphreys. In response to Councillor O'Donnell, Kim Fraser-Bell stated that people who were awaiting a diagnosis could self-refer themselves to the service or in the past people had been referred by DWP or Adult Social Care. Education providers were worked with too regarding apprenticeships for young people with autism but this could be improved.

Councillor Kam Kaur (Portfolio Holder for Education) added that a lot of work was done between the education teams and Skills Hub to get this scheme going. There was a lot of ground to cover with employment support and she congratulated the team on their work.

4. Q & A with Severn Trent Water and the Environment Agency

Environmental Agency

Rob Lunt (Partnership & Strategic Overview Team Leader – Flood and Coastal Risk Management) presented a PowerPoint and summarised the following points:

- The Environment Agency (EA) was started in 1996 to protect and improve the environment and have 10,500 staff members
- EA covers regulating major industry and wastes treatment of contaminated land, water quality, water resources and across to fisheries, inland navigation, conservation and ecology and flood risk management (managing flood risk from main rivers, reservoirs, estuaries, and the sea)
- The current six-year programme will protect 336,000 properties compared to 300,000 properties in the previous six-year programme. There will also be 2000 new flood risk of flood defence schemes funded in this programme

- The £5.2 billion of funding is split nationally and Warwickshire get £12 million to protect up to 10,500 properties. 4618 residential properties in Warwickshire are at flood risk
- With the new six-year programme they looked more at the benefits than what could be achieved
- All issues are geographically linked so the relevant departments from across the EA were brought together to deal with issues. Warwickshire would involve fisheries, biodiversity, geomorphology, and water quality
- There were five separate catchment issues across Warwickshire and Coventry (four in Warwickshire)
- In Leamington 227 properties were at flood risk and climate change could cause these number to rise by 10%
- The data model they use was being improved for the River Leam project
- Flood storage and flood defences were planned for Leamington's vulnerable locations
- Natural flood risk management is also possible for flood defences e.g. tree planting, scrapes etc. to stop water backing up and reaching water peak levels
- A whole-scale review was being undertaken of the River Avon with the new model

In response to Councillor Fradgley, Rob Lunt said that the River Avon review should start in 2023 but it was unknown what scale it could be so no end date was available.

Councillor Redford said that his area needed to know what the flood peak was in his area so they could be prepared for flooding. Rob Lunt stated that there had been discussions around the weir in Eathorpe.

In response to Councillor Jonathon Chilvers, Rob Lunt noted that they were still looking at the best way for funding opportunities for schemes as well as benefits and risks. All schemes should improve the environment and include natural flood prevention methods. A lot of variables need to be considered like soil texture, but WCC can try its own methods of natural flood prevention as it would always benefit the environment.

Councillor Dave Humphreys noted that houses were being built in Birch Coppice which was often flooded so those houses then get flooded. Warehouses have also been built on flood plains which makes the flooding worse. He added that the EA rarely seem to have objections to planning applications. Rob Lunt confirmed that EA were a statutory consultee on all planning applications. Sustainable development was encouraged, and they would flag up flooding risks when seen; they could not disagree with applications if they did not affect water courses. Their comments could be ignored by the planning authorities though. He agreed to investigate the Birch Coppice development.

Councillor Andy Wright added that Peddimore Brook that ran through Birch Coppice was 'ripped out' annually by the EA despite the biodiversity. Other officers from the EA said this should be happening and the Brook itself never floods. Rob Lunt agreed to investigate this and it was likely linked to asset performance.

Councillor O'Donnell requested that elected members be kept up to date with works going on in their area.

Severn Trent Water

Matt Lewis (Network and Operations Lead) Tim Smith (Flooding and Partnerships Manager) presented a PowerPoint and summarised the following points:

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Communities Overview and Scrutiny Committee

12.04.23

- Severn Trent Water (STW) have 4.6 million customers nationally and are the only major water company with no coastline. Therefore, none of their water waste is discharged to coastal waters
- Water is taken from the environment, processed and supplied to customers. Then wastewater is taken away, treated and discharged back into the environment
- STW responsible for managing flood risk from sewers when water comes out of it. 80% of this flooding is caused by modern products being flushed e.g. wet wipes, nappies and cooking oils. The UK's sewage system is too old to manage these
- Foul (wastewater) water flooding happens with excess rainwater
- Sewer contents at any time was always at least 5% raw sewage. Climate change rain will increase flooding
- There were approximately 700 incidents of sewage getting into houses annually
- Look after some natural flood risk areas
- Extensions/conservatories that will cover manholes should be moved when these additions happen but not a lot of people do this as it costs money
- STW have approximately 2400 storm overflows. These overflows on the sewer network help protect properties from sewer flooding in wet weather. They are consented by the EA and checked regularly
- Over £20m was invested in improving Leamington's sewerage sewer in 2011 / 2012
- Millions of pounds were spent on individual houses to protect them from flooding
- STW planned to implement 40,000 civil monitors to monitor water levels in sewers and whether there were any blockages causing the flooding
- The monitors were put in data led areas but there is a team that looks at river catchments where flooding can happen. Some will also be put into places where developers had misused the sewer system before
- STW are not a statutory consultee in the planning process on drainage, but builders have a right to connect to their system. STW have requested developers to involve them earlier on in building developments
- Sustainable urban drainage scheme (SUDs) guidance was given to new developers
- STW was leading a £76 million water separation scheme in Mansfield that will become the UK's blueprint for SUDS and STW will look at getting funding for the next asset management planning period and several of these schemes could benefit from it and reduce the flooding impact
- 27% of reasons for rivers in England not achieving good ecological status is caused by the water industry according to EA data so STW were working to improve this and have reduced this to 16% in their operating area. They were working with the other 85% to improve river quality
- They had five river pledges (ensure storm overflows and sewage treatment does not harm rivers, create more opportunities for everyone to enjoy rivers, improve river care, enhance rivers to improve wildlife and be transparent with performance plans)
- STW were working to achieve bathing quality river quality on a stretch of the River Leam
- Central government was pushing for water companies to have storm overflow plans which STW had already invested in, and they were ahead of government targets
- There is a 25-year plan in place until 2050 setting out STW's plans
- Other initiatives that STW were doing included decarbonising the water supply, helping customers save water and faster environmental improvements to rivers. These initiatives are part of an additional £566m investment which were approved by OFWAT as part of post-COVID 'Green Recovery

Councillor Fradgley informed the committee that they collected surface water and separated it from becoming foul water. After STW tested it, they got a reduction in their water bills. Matt Lewis stated that they did work with some developers to put water swales in so they would save costs on their usage, but nothing was mandatory for new builds.

In response to Councillor Wright, Matt Lewis said they do not use the pitch fibre pipe anymore. They had 95,000 kilometres of pipe to replace so they would replace and prioritise repair work on a risk basis. He agreed to see where it was on the list.

In response to Councillor Chilvers, Matt Lewis stated that in a full sewage pipe, 95% of it is formed of rainwater. In heavy rainfall, wastewater is diverted into rivers instead of homes/businesses, but this water waste is very diluted. Ammonia samples taken from the river can show little impact to the environment; STW were trying to prevent any impact. STW are regulated by the EA so when there is an overspill in dry weather, they talk to each other. To stop this the infrastructure would need to be increased which would cost billions of pounds. Overspills in dry weather are caused by blockages and STW would receive an alarm when this happens and seek to respond to prevent issues before they cause flooding or pollution.

Following a supplementary from Councillor Chilvers, Matt Lewis stated that they would be responsible for clearing up any impact they make in a river. Rob Lunt added that any other clean up in a river would be the responsibility of the landowner where the river flows through. The Chair noted that rivers were often land boundaries so landowners would dispute whose responsibility it would be to clean. Tim Smith said that EA stated that agricultural waste was the biggest cause of rivers not getting good river status. Matt Lewis noted that everyone had a responsibility to not dump in rivers otherwise the water quality will not improve.

In response to Councillor M Humphreys, Matt Lewis said that all works have permanent reference numbers that can be used to see when work was being done. He agreed to investigate any specific issues.

Tim Smith informed the committee that more information was available on their website.

[Leamington-Sewerage-Strategy-2011.pdf \(waterprojectsonline.com\)](#)

[65-23-Get-River-Positive-Annual-Report-March-2023.pdf \(stwater.co.uk\)](#)

[Drainage and wastewater management plan | Our plans | About us | Severn Trent Plc green-recovery-report-2022.pdf \(severntrent.com\)](#)

5. Local Transport Plan Consultation Review and Recommendation for Adoption

Jon Rollinson (Lead Commissioner – Strategy & Policy) summarised the following points:

- The LTP consultation ran from September to November 2022
- A citizens panel was set up to provide feedback through the LTP process too
- The feedback from the panel and consultation were good and constructive
- The LTP will go to Cabinet in June and hopefully approved by Full Council in July 2023
- There were 300 responses which was good compared to some neighbouring authority's when they did their LTP consultation

In response to the Chair, Jon Rollinson confirmed the strategy was 67 pages long. The LTP should run for 10 years but it will be refreshed when needed. Its purpose is to be a living document.

In response to Councillor M Humphreys, Jon Rollinson said that the purpose of the LTP was to address different areas separately. WCC worked closely with bus companies but as they were private companies they could not be forced to improve or add new bus routes. In the past bus routes were subsidised by WCC but public transport funds were limited nationally.

Following a point from the Chair, Jon Rollinson stated that WCC was working on improving buses through the BSIP (bus service improvement plan) and maximum funding opportunities like S106 funding. Mark Ryder added that WCC were looking more at demand response services to fill in for bus routes.

6. Adult and Community Learning (ACL) Progress and Performance Report 2021/22

Sarah Tregaskis (Service Manager, Education Services) summarised the following points:

- This is an annual report that the committee receives on the performance of the council's adult education service (Adult and Community Learning service). This report relates to academic year 2021-2022
- The service operates out of over 30 venues across the county including community venues, children centres and Council buildings
- The number of residents aged 19 and over accessing the service and taking courses had increased from the previous academic year but learner numbers were still not back to pre-Covid levels
- The service maintained its 'Good' Ofsted judgement when it was inspected in October 2022
- 80% of learners were female and 20.3% were male. Nationally 25% of adult learners were male

After a more targeted recruitment drive, 4 out of 7 curriculum areas gained more male learners. This was mainly in ICT and maths and there was an increase in male students on courses with learning difficulties and disabilities

- The highest proportion of learners were aged 30-39
- Attendance had increased to 84% compared to the previous year at 82%, the service has a target to increase attendance to 90%
- The service retained the Matrix Standard accreditation, which demonstrates how well the service provides impartial advice and guidance
- This service is funded by a grant from the Education and Skills Funding Agency. The service only achieved 92.6% of its funding allocation last year which led to a clawback
- Grant funding was provided by the Department for Education to WCC for a maths programme called Multiply to support numeracy and financial literacy cross-county. The service was successful in obtaining a portion of this funding and delivery has started

In response to the Chair, Sarah Tregaskis stated that despite the clawback in funding, the service has still been allocated the same amount of grant funding this academic year.

Councillor Kaur said that the clawback was caused by not having enough adult learners joining the programmes available. Targeting marketing is taking place to encourage residents to use the services provided.

In response to Councillor M Humphreys, Sarah Tregaskis said that they operated in 30 venues across the county and some courses were available online e.g. GCSE Maths.

Following a question from Councillor O'Donnell, Sarah Tregaskis noted that the Covid pandemic created more competition from providers offering free courses online. WCC's courses are reviewed to ensure they are still relevant and meet resident's needs.

7. Q3 Integrated Performance Report

Mark Ryder highlighted that:

- More people with educational needs were engaging with the employment support team
- More secondary schools were engaging with the violence prevention programme
- More incidents of domestic abuse were being reported last year

In response to the Chair, Mark Ryder said that the schemes listed in the report were complex infrastructure ones. Programme boards covered all the transport infrastructure projects and monitored their progress.

David Ayton-Hill (Assistant Director – Communities) added that there is a risk of schemes going off course because of inflation. This has led to schemes being reprioritised.

Following a question from Councillor Fradgley, David Ayton-Hill said that Birmingham Road in Stratford was labelled at risk because it had not started yet, instead of financial constraints. WCC could fund the first two stages but needed to check whether they could still fund the final stage.

The Chair concurred with this and requested that a report be added onto the work programme to investigate these project delays and how they will be addressed. Councillor Fradgley noted it would be good if members knew what was causing the delays.

8. Communities OSC Work Programme

The following item was added to the work programme:

Transport infrastructure delays and action to be taken

9. Urgent Items

None.

The meeting rose at 15:59

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Chair

Communities Overview and Scrutiny Committee

Tuesday 16 May 2023

Minutes

Attendance

Committee Members

Councillor Jeff Clarke (Chair)
Councillor Jonathan Chilvers (Vice-Chair)
Councillor Sarah Feeney
Councillor Jenny Fradgley
Councillor Dave Humphreys
Councillor Bhagwant Singh Pandher
Councillor Daren Pemberton
Councillor Andrew Wright

1. General

(1) Apologies

Apologies were received from Councillor Pete Gilbert and Councillor Mejar Singh.

(2) Disclosures of Pecuniary and Non-Pecuniary Interests

None.

2. Appointment of Chair

Councillor Bhagwant Pandher proposed that Councillor Jeff Clarke be Chair of the committee for the municipal year.

This was seconded by Councillor Andy Wright.

Resolved

That Councillor Jeff Clarke be Chair of the Communities Overview and Scrutiny Committee for the municipal year.

3. Appointment of Vice-Chair

Councillor Jeff Clarke proposed that Councillor Jonathan Chilvers be Vice-Chair of the committee for the municipal year.

This was seconded by Councillor David Humphreys.

Resolved

That Councillor Jonathan Chilvers be Vice-Chair of the Communities Overview and Scrutiny Committee for the municipal year.

The meeting rose at 11:53

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Chair

Communities Overview and Scrutiny Committee

21 June 2023

Questions to Cabinet and Portfolio Holders

Recommendation

That the Communities Overview and Scrutiny Committee considers the forthcoming Cabinet and Portfolio Holder decisions relevant to its remit, asking questions and considering areas for further scrutiny, where appropriate.

1.0 Cabinet and Portfolio Holder Decisions

1.1 The decisions relevant to the remit of the Committee are listed below. Members are encouraged to seek updates on decisions and identify topics for pre-decision scrutiny. They are also encouraged to submit questions to Democratic Services two working days before the meeting, in order that an informed response may be given. The responsible Portfolio Holders have been invited to the meeting to answer questions from the Committee.

1.2 The list was last updated from the Forward Plan on 15th March 2023.

| Decision Title | Description | Date | Decision Maker |
|--|---|--------------|---------------------------|
| WRIF bids for approval - July 2023 | WRIF bids for approval - July 2023 | 13 July 2023 | Cabinet |
| Energy Strategy | Approval of the Energy Strategy | 13 July 2023 | Cabinet |
| Reorganisation of Coventry & Warwickshire Growth Hub | An exempt report concerning the proposed reorganisation of the Coventry & Warwickshire Growth Hub | 13 July 2023 | Cabinet |
| Concessionary Travel - Introduction of a Companion Pass | Feasibility study into the introduction of a companion pass to allow passholders with a severe disability to take a carer/companion with them on the bus free of charge | 13 July 2023 | Cabinet |
| Kenilworth to Leamington Spa (K2L) Cycle Route Section 1a, Kenilworth Road, Leamington Spa | Review of Traffic Regulation Order and public notices | 14 July 2023 | Portfolio Holder Decision |
| HCAF -20MPH SPEED LIMIT HENLEY - IN - ARDEN | This report is to set out the objection that has been received in relation to the 20mph Speed Limit Order proposed for Henley In-Arden | 14 July 2023 | Portfolio Holder Decision |
| School Keep Clear Enforcement Zone | A project to enforce all School Keep Clear Zone in Warwickshire. Currently the lines and signs that make up the zones are not enforceable. Works are required to remedy this and an enforcement vehicle leased/purchased to patrol the schools. | 14 July 2023 | Portfolio Holder Decision |

| | | | |
|---|--|--------------|---------------------------|
| Approval to update guidance and charges on flood risk preapplication advice service | This report seeks approval to update the guidance and charges on the pre-application advice service on flood risk and surface water drainage. Approval is also sought for future updates to the charges to the preapplication advice service to be delegated to Assistant Director for Environment Services | 14 July 2023 | Portfolio Holder Decision |
| A444 Griff Way, Nuneaton - Proposed 40mph Speed Limit | To consider objections received during consultation on a Traffic Regulation Order for a 40mph speed limit on a short section of the A444 Griff Way, Nuneaton, between the Bermuda bridge and the roundabout junction with College Street. | 14 July 2023 | Portfolio Holder Decision |
| Warwickshire Biological Record Centre and Historic Environment Record charges | Report regarding charges with Warwickshire Biological Record Centre and Historic Environment Record | 14 July 2023 | Portfolio Holder Decision |
| BEIS Low Carbon Skills Fund | | 14 July 2023 | Portfolio Holder Decision |
| School Keep Clear Enforcement Zone | A project to enforce all School Keep Clear Zone in Warwickshire. Currently the lines and signs that make up the zones are not enforceable. Works are required to remedy this and an enforcement vehicle leased/purchased to patrol the schools | 14 July 2023 | Portfolio Holder Decision |
| Portfolio Holder Historical Delegated Budget | Use of unspent Delegated Budget Scheme funding for the Highways Community Action Grant | 14 July 2023 | Portfolio Holder Decision |
| Traffic Modelling Framework - Procurement of New Provision | Approval is sought to proceed with tenders for a new Traffic Modelling Framework. The County Council has been operating a Traffic Modelling Framework with a single supplier for the past three years, (we are currently in the final 12-month extension period) and this has proved critical to the support of the Local Plan process and development assessments. To ensure continuity of this service it is necessary to test the market to ensure that best value can be achieved through provision of a new framework | 14 July 2023 | Portfolio Holder Decision |

2.0 Background Papers

None

| | Name | Contact details |
|---------------------------|--------------------|--|
| Report Author | Isabelle Moorhouse | isabellemoorhouse@warwickshire.gov.uk |
| Assistant Director | Sarah Duxbury | |

Communities O&S – June 2023

Economic Development Update

The following briefing note provides an update to the Communities Overview & Scrutiny Committee on recent economic development activity in Warwickshire.

It covers work undertaken by County Council officers and partners across a range of services as well as other key pieces of relevant news and information.

CONTENTS

1. Economic Overview
2. Business & Economy Support
3. Employability & Skills Support
4. Sector Development and Inward Investment

Appendix 1: Business News – Major business headlines from around Warwickshire

HEADLINES/ KEY SUMMARY POINTS

- New business centre Holly Walk has opened in Leamington Spa. This newly refurbished space will provide much needed office space within the town, in particular for Digital and Creative businesses. The press release will be going out in June.
- Our Fair Chance employer programme sees us work with over 40 businesses who are committed to recruiting in an inclusive way. As part of this programme, we have committed to delivering industry tours which allow individuals with additional needs gain an insight into a range of sectors and possible employment opportunities. The first of these tours took place in May, with a spotlight on the hospitality industry which saw participants from our Warwickshire Supported Employment service visit 5 hospitality businesses. The industry tour was an enormous success, with 9 of the 33 participants now considering a job in the hospitality industry, 1 interview arranged and 1 trial job offered.
- The new Property Infrastructure Fund was officially launched at UKREiiF, (The UK's Real Estate Investment and Infrastructure Forum). The Fund has been well received by the market and opportunities worth £31 million across seven projects have been established through initial networking. These opportunities are at various stages of progression, and most due to their complex nature remain some months away from genuine consideration for PIF funding.

- In collaboration with Warwick District Council, the University of Warwick and several game studios from around Warwickshire we held a day event titled Interactive Futures. The event allowed Students, their parents, and prospective career changers the opportunity to discover how to forge a career in one of the UK's fastest growing industries. The event was a sell out with over 400 people in attendance. Based on the success of the event we are now looking at planning a January event which will bring back the large scale 2-day event which had become a regular event in the industry calendar pre pandemic.

1. ECONOMIC OVERVIEW

National Overview

- **Gross Domestic Product:** monthly real GDP is estimated to have fallen in March by 0.3% after showing no growth in February. Monthly GDP is now estimated to be 0.1% above its pre-coronavirus levels (February 2020).
 - **Services output** - the services sector fell by 0.5% in March 2023 and was the main driver of the decrease in GDP. The largest driver of the fall was 'Wholesale and retail trade; repair of motor vehicles and motorcycles', which fell by 0.14%.
 - **Production output** grew by 0.7% in March 2023 with manufacturing being the largest contributor, after falling 0.1% in February. This was the strongest monthly growth since May 2021.
 - **Construction output** increased by 0.2% in March, after a growth of 2.6% in February.
- **CPI inflation** rose by 8.7% in the 12 months to April 2023, down from 10.1% in March 2023. The largest downward contributions to the CPI rates came from electricity and gas, as last April's rise dropped out of the annual comparison. This was offset by food and non-alcoholic beverages inflation at 19.1%.
- The Bank of England's Monetary Policy Committee (MPC) raised **interest rates** by 0.25% on its last meeting on 10th May 2023, this takes the base rate to **4.50%**
- **Average weekly earnings** excluding bonuses were £598 in March 2023 up from £559 in March 2022. In real terms (adjusted for inflation), pay fell.
- **Employment** – 29,845,199 people were in PAYE employment in April 2023 (flash estimate), losing the gains from the last year yet still up 297,434 from April 2022. The three-month employment rate (Jan-Mar 2023) was 75.9% up 0.3 percentage points from the previous quarter but 0.7 percentage points lower than before the pandemic.
- **Unemployment** - the UK unemployment rate was 3.9% in the 3-months January-March 2023, higher than the same period last year where it was 3.7%. The number of people unemployed for over 12-months continues to increase.
- **The value of sterling** remained flat from 1.2453 US\$ in March 2022 to 1.2478 US\$ in March 2023, falling to its lowest value of 1.0745 in September 2022.

Local Overview

- The **Warwickshire unemployment rate (aged 16-64)** shows an increase from 2.4% in the year Jan-Dec 2021 to 2.8% in the year Jan-Dec 2022. The local unemployment rate remains low compared to the equivalent rate of 3.6% for Great Britain and 4.6% for the West Midlands.

All latest economic updates can be found in the [Economic Recovery Dashboard](#) developed by WCC's Business Intelligence team for CWLEP partners.

2. BUSINESS & ECONOMY SUPPORT

Access to Finance

Overall Performance

WCC had provided a further £877,512 of loans and grants by the end of 2022/ 23 Q4 bringing the total funded this year to £3,159,819.



WCC's investment has levered over £2.95 million of private sector investment, safeguarded 186 jobs and created 117 apprenticeships. It has also created 58.5 new jobs and is expected to create a further 139 new jobs as well as save 40.88 tonnes of CO2 annually.

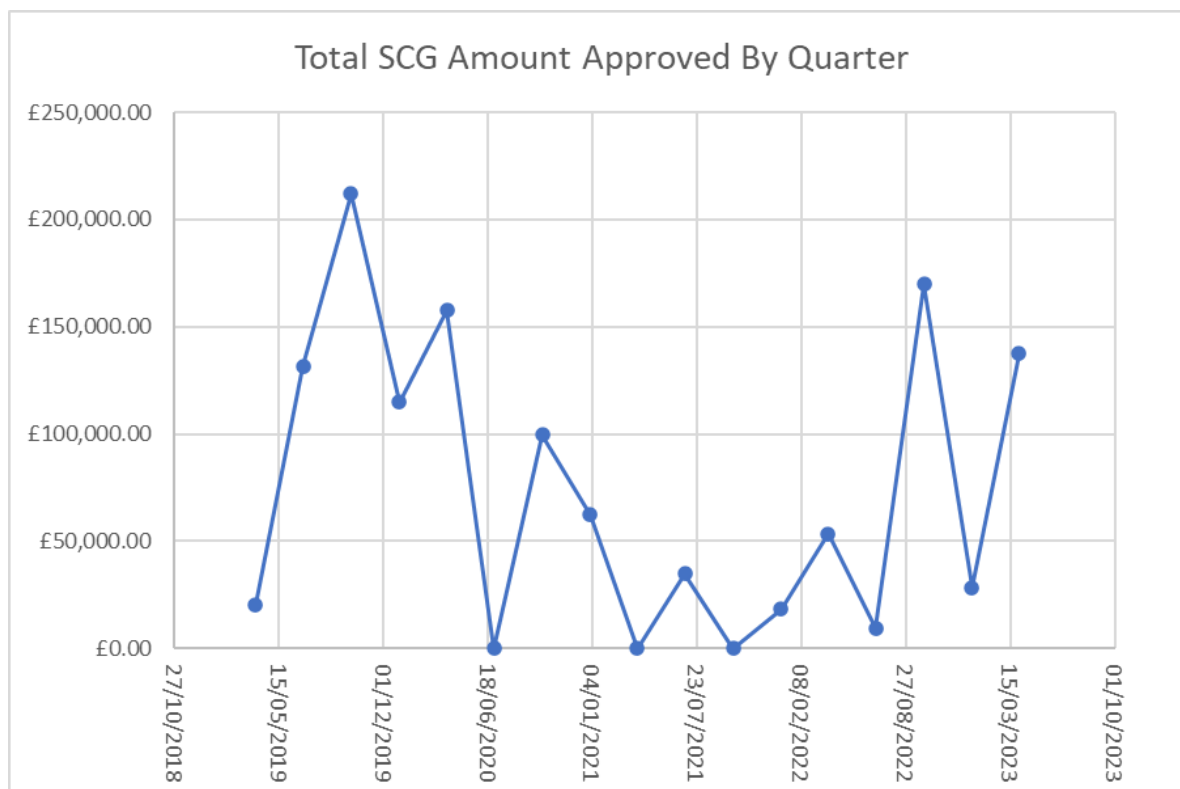
Small Capital Grant

Warwickshire County Council offers small capital grants to small businesses with growth plans where loans or other sources of finance are not appropriate.

WCC's Small Capital Grants programme is continuing to see positive levels of interest. Enquiries continue to come from a range of sectors. The most recent Grants Panel in May approved a further four projects worth £321,754 with WCC agreeing to make total grant contribution of £110,283. The four projects, as well as unlocking over £197,671.55 of private sector investment, are expected to create 18 new jobs.

The graph below shows how the levels of investment are returning to pre-pandemic levels.

4 | Economic Development Update



For general information about the programme, contact Jon Stead in the Business & Economy team (jonstead@warwickshire.gov.uk).

To refer a Warwickshire business, contact WCC's Business Growth Delivery team (business@warwickshire.gov.uk).

Programme RAG: **Green** – The programme continues to support businesses at each Grants Panel. The projects approved are assessed against WCC's priorities including job creation and due diligence requirements and only approved once satisfied. 225 new jobs have been created since 2015 (against a target of 310 in the revised business case) and a further 229 new jobs are still forecasted to be created. A further £0.5 million is also still to be allocated. It is, therefore, expected that the programme will exceed its targets by some margin despite the pandemic and current economic uncertainty.

WRIF (Warwickshire Recovery and Investment Fund)

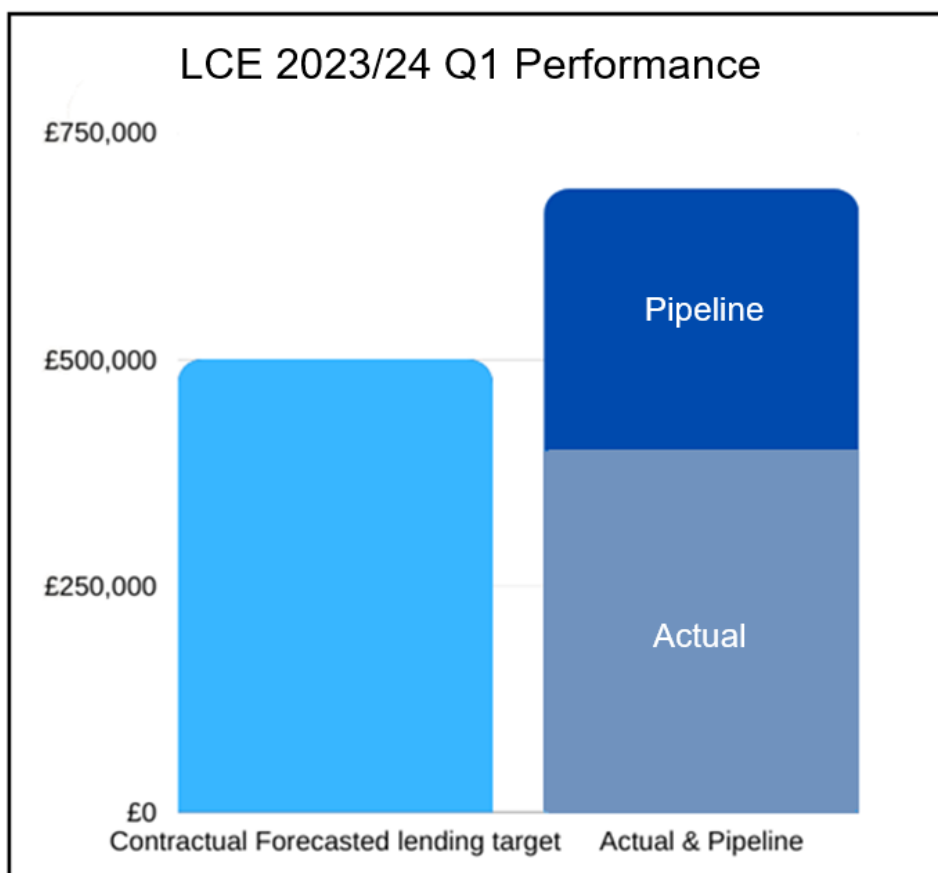
The WRIF has now had its own website designed and launched by WCC which features all three pillars and new online expression of interest (EOI) forms. This is now located at www.wrif.co.uk.

Local Communities & Enterprise Fund

- Seven new loans approved since the last Communities O&S with a total value of £399,000;

- 25 total loans approved to date;
- £1,301,700 total value disbursed to date;
- Lending in 2023/24 forecasted to achieve £2 million;
- Maximum loan size increased to £150,000;
- No defaults on any payments.

The Local Communities and Enterprise Fund (LCE) pillar of the WRIF, launched at the end of April 2022 and delivered by Coventry and Warwickshire Reinvestment Trust (CWRT) on behalf of WCC, has now awarded 25 loans worth £1,301,700 with a further seven loans since the last Communities O&S. The 25 loans have unlocked over £1 million of private sector investment, safeguarded 90 jobs and are expected to create 80 new jobs in the future.



The above chart shows that, as of 31st May 2023, CWRT have disbursed £399,000 and are planning to disburse a further £289,000 of loans by the end of June against a contractual target of £500,000.

The LCE fund continues to attract positive levels of interest with a current pipeline of 15 businesses totalling over £500,000 of potential applications.

The LCE pillar of the WRIF provides loans of between £1,000 and £100,000 to help small businesses including social enterprises start, survive, and grow. The fund is managed by Coventry and Warwickshire Reinvestment Trust (CWRT) on behalf of WCC.

For general information about the LCE fund, contact Jon Stead in the Business & Economy team (jonstead@warwickshire.gov.uk).

For more detailed information, to register an interest or to refer a business, visit www.wrif.co.uk or www.cwrt.uk.com/wrif-lce-fund

RAG: **Green** – The LCE continues to see a high level of interest and Q1 lending figures show that the Q1 lending target should be achieved (subject to CWRT Lending Board decisions).

Property Infrastructure Fund

Following a procurement exercise, CBRE have been appointed to help Warwickshire County Council promote and manage the Property & Infrastructure Fund element of the WRIF. The fund, which was soft launched in February 2023, will provide loans of up to £10m to support or facilitate the development of employment land within the county, or to help bring forward the necessary site infrastructure to bring a site to market.

CBRE launched the origination strategy for the PIF in Q1 2023, engaging with local stakeholders including developers, commercial agents and local authorities, amongst others.

The fund has been well received by the market and several opportunities worth £31 million across seven projects have been established through initial networking. These opportunities are at different stages of progression, and most due to their complex nature remain some months away from genuine consideration for PIF funding.

The PIF was also promoted at this year's UKREiIF (The UK's Real Estate Investment and Infrastructure Forum) which provided an opportunity to network with UK developers to create awareness of the fund.

For general information about the PIF fund, contact Jon Stead in the Business & Economy team (jonstead@warwickshire.gov.uk).

For more detailed information, to register an interest or to refer a business, visit www.wrif.co.uk

RAG: **Green** – The PIF has had a positive start with initial outreach activities resulting in a provisional pipeline of approximately £31m across seven projects.

ERDF Business Support Programmes

CW Business – Start, Grow and Scale

WCC's ERDF programme which is due to close at the end of June is expected to achieve its main contracted targets. The only area behind profile is the number of new jobs created which is lower than contracted due to the impacts of the Covid-19 pandemic and small businesses in some sectors (particularly tourism, hospitality &

leisure) facing recruitment issues. However, it is understood that 87% achievement is higher than many similar projects elsewhere in the West Midlands. It should also be recognised that the 181 jobs created to-date actually represents 230 individual jobs, but that a number of these are part-time or seasonal roles.

| End of programme forecast | Total programme | | | | |
|--|---------------------------------|--------------------------------|-------|---------|------------|
| | Achieved (Jan 2019 to March 23) | Forecast (April 23 to June 23) | Total | Profile | Percentage |
| Number of businesses supported for more than 12 hours | 683 | 66 | 749 | 749 | 100% |
| New businesses (under 12 months old) | 259 | 20 | 279 | 290 | 96% |
| FTE jobs created | 181.1 | 6 | 187.1 | 215 | 87% |
| Potential Entrepreneurs supported to start a business with over 12 months of support | 108 | 6 | 114 | 102 | 112% |

The programme is funded by £1.8 million from the European Regional Development Fund (ERDF) as well as WCC, University of Warwick Science Park, and the District and Borough Councils.

Recent case studies:

| |
|---|
| https://business.warwickshire.gov.uk/february-2023/news-in-brief/project-warwickshire-helps-experimental-escape-build-on-number-one-status |
| https://business.warwickshire.gov.uk/february-2023/talk-up-our-towns/coffee-shop-targeting-hat-trick-after-project-warwickshire-support |
| https://business.warwickshire.gov.uk/march-2023/news-in-brief/business-ready-support-helps-black-ivy-to-climb |
| https://business.warwickshire.gov.uk/april-2023/news-in-brief/bedworth-entertainment-business-bigger-and-better-than-ever-after-project-warwi |
| https://business.warwickshire.gov.uk/april-2023/news-in-brief/forward-thinking-schoolfriends-aiming-high-with-business-ready-support |

RAG: **Green**

Looking forward, WCC is working with the five District and Borough Councils on the implementation of the new UK Shared Prosperity Fund. A report was considered by Cabinet on 18th April 2023.

<https://democracy.warwickshire.gov.uk/mgConvert2PDF.aspx?ID=30258>

For more information visit: www.warwickshire.gov.uk/cwbsp or contact Gillian Dale in the Business & Economy team (gilliandale@warwickshire.gov.uk).

Coventry and Warwickshire Innovation Programme

The Coventry and Warwickshire Innovation Programme, part funded by European Regional Development Fund (ERDF) provides a range of help for SMEs to develop innovative and new to the market, products, services, or technologies. Grants of up to £100k are available to support businesses on innovative projects. The programme is managed by Coventry City Council and a WCC Growth Advisor as part of the Business Investment Growth Team.

Warwickshire County Council were contracted by Coventry City Council to achieve 12 C1's (Enterprises receiving support – Business Assists) and 12 C2's (Enterprises receiving grants) and we have achieved 100% on both outputs since the launch of the programme in early 2019. The advisor still has a couple of outputs pending and we are confident that these will land by the end of the June deadline.

Six businesses have been supported to secure grant funding since September 2023 to develop innovative products; the combined project size will be a total of £465,628. Which will see a total private sector investment of £233,839, a total grant funding of £231,789 and 22 new jobs created across the six Warwickshire businesses. These grants are all in the process of being finalised.

With the programme ending in June 2023, there has been a focus on working with those business who have been awarded grants, to make sure they are able to deliver their projects and submit their claims and evidence of settlement in suitable time. This approach has resulted in several businesses confirming that aspects of their original grant projects are not going to be finished within the deadline and therefore monies have been clawed back for reallocation. Some of this grant reallocation has already been awarded to three Warwickshire businesses, which have a collective project value of £112,048, of which £56,024 is grant funded. These figures are included in the totals shown above. All businesses benefiting from additional grant funds, will also need to complete their projects within the deadlines.

3. EMPLOYABILITY & SKILLS SUPPORT

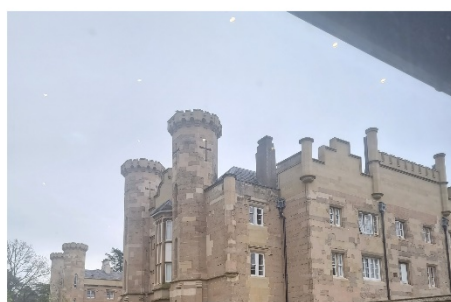


Fair Chance Employer Programme

The programme currently has over 40 businesses who have made pledges to recruit in an inclusive way and work with the Fair Chance Skills Advisor to shape roles and promote them locally.

Currently the Fair chance programme has successfully supported 11 people into employment opportunities and apprenticeships across 4 sectors (hospitality, public service & digital).

The programme has supported the creation of industry tours with a spotlight on Hospitality, taking county wide tours of 5 Warwickshire hotels. The tours have given participants a taste of the types of roles the industry has to offer!

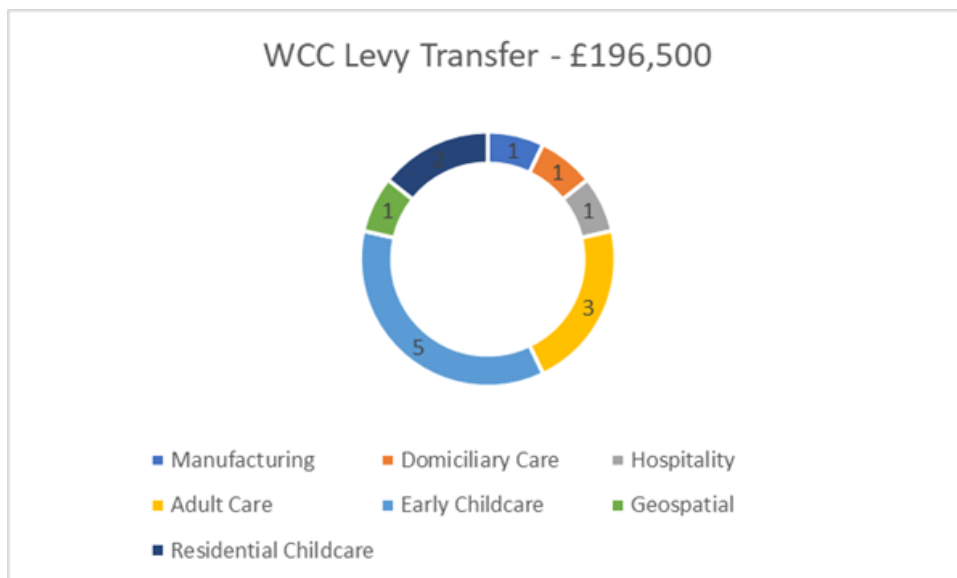


| | |
|--|----|
| Total Participants | 33 |
| People wanting to work in the sector post tour | 9 |
| Interviews arranged | 1 |
| Job trials arranged | 1 |

Warwickshire Small Business Apprenticeship Support Programme

The Warwickshire's Small Business Apprenticeship Support Programme is one of our most popular and flexible skills support programmes that can be utilised by any sector for apprenticeship qualifications from levels 2-7 to ensure county wide continuous skills investment.

So far 2023 has seen a healthy stream of applications from the programme has created **14** new apprenticeship roles, totalling **£196,500** of Apprenticeship Levy funds shared to 14 Warwickshire businesses.



Future Skills Project

Despite strong demand for labour across Warwickshire in recent years, the number of apprenticeships in the county has fallen since the highs seen in the early 2010's. Key changes to apprenticeships over recent years, including the requirement for 20% off the job training which has seen individuals spend less time on operation duties, has affected Apprenticeship take up.

Our response to this is to carve an apprenticeship programme to support businesses in creating apprenticeship employment opportunities to ensure they are able to evolve with current technologies and ensure they have a pipeline of future talent.

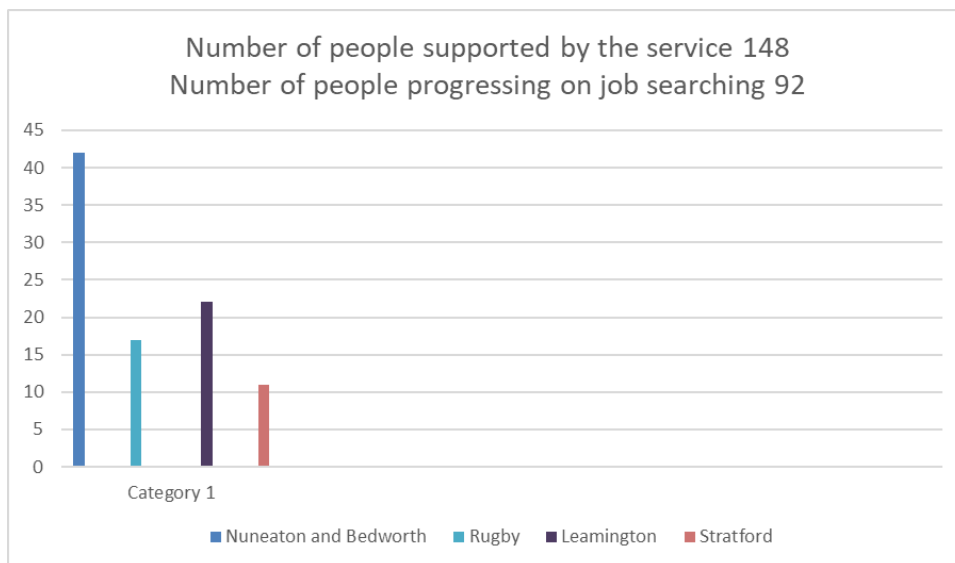
A key element of this project is to recruit a Future Skills Advisor who will provide specialist support to our businesses and training provider network. The Future Skills Advisor will work proactively to identify key skills trends and emerging skills themes which will support in the development of new skills programmes and skills support and link to a number of local Employability and Skills plans and strategies.

The role will have a focus on future innovation and will provide businesses with impartial and specialist support, helping them to develop a well skilled workforce which will reflect their growth plans and associated innovation led skills needs

<https://www.wmjobs.co.uk/job/160999/business-skills-support-advisor>

The Warwickshire Supported Employment Service has proved to be a service in high demand, with over 148 customers now being supported by the team and over 60% have progressed onto looking for work far earlier than expected.

We believe the bespoke Warwickshire Job Clubs which highlight local employers, various careers paths and job searching activity has really enabled an accelerated route into looking for paid employment.



Rag: Green 148 people already in the service against a target of 400, means 48% of target achieved. We aim to have 40% of those ready to search for employment at any stage and we are currently at 60%.

Support for Ukrainian refugees

WCC's Resettlement, Refugee and Asylum team, with support from the Business & Economy team, have submitted an application for funding from the European Social Fund (ESF) to support with the costs of facilitating the reception, welcoming and integration of people fleeing the war in Ukraine who have come to Warwickshire. The ESF funding is available retrospectively to support upper tier local authorities and their partners with costs incurred between February and August 2022 including with employment and training support. If the application is successful, over £1.3 million will be awarded to WCC. The Resettlement team are currently working on how the additional funding will be used.

4. Business Centers

A wide-ranging improvement program continues to be delivered on time and to budget across Warwickshire Business Centres with significant progress being made and value added to the buildings themselves. For the first time all the managed sites

will have designated communal spaces to allow community building to take place amongst the businesses there. This is a huge step forward in terms of the economic impact that WBC can have across the county. The refurbishments also mean that buildings are having new toilets and kitchens fitted. See the photos below to see how much value these improvements have added to the environment in these buildings. These works will continue for several months and will allow us to increase the performance of our centres.



These works are key part of our plans to improve the commercial performance of the estate whilst allowing us to increase the economic impact that we can have.

We have now finalised amendment works on Holly Walk House to transform it into a premium flexible workspace and have signed up our first customer. We are also in advanced discussions with other companies to take space. The building has been heavily modernised and everyone who has been to see it has been very impressed with the finished product. It offers individual spaces to let that can accommodate between 4 and 25 desks for local businesses on a fully managed and flexible basis.



Occupancy across the estate continues to be strong with a current level of over 90% and strong levels of demand across the county particularly in the south.

RAG: Green Occupancy is at 92% against a target of 85%

5. SECTOR DEVELOPMENT AND INWARD INVESTMENT

Interactive Futures – Gateway into Games

Students, their parents, and prospective career changers had the opportunity to discover how to forge a career in one of the UK's fastest growing industries, when the Leamington Spa video games hub opened its doors for this one-day event which took place on the 13th of May.

The day was dedicated to inspiring the next generation to take a closer look at the multiple career opportunities and pathways the video games sector has to offer, and the event also shone a light on how well the industry responds to issues of equality, diversity and inclusion. There was the opportunity for those attending to enjoy some valuable one-to-one time with developers, artistic creatives and recruiters to review portfolios and CVs.

With representatives from the 'Silicon Spa' cluster of studios including Lab42, Lively – a Keyword Studio, SEGA HARDlight, Sumo Leamington, Third Kind Games and Ubisoft Leamington all taking part as key partners. The event was organised by WCC's Digital Creative Sector Lead in collaboration with local studios, University of Warwick and WDC. The event was a sell out with over 400 people in attendance. Based on the success of the event we are now looking at planning a January event

which will bring back the large scale 2-day event which had become a regular event in the industry calendar pre pandemic.



West Midlands Tech Review

May also saw the launch of Tech UKs West Midlands Tech Review which highlighted the regions strengths and highlighted key geographical areas of importance. For Warwickshire this highlighted both Warwick and Leamington as key Tech Hubs. The event also saw Birmingham Tech relaunch as Tech WM with a new plan to connect, amplify and transform the West Midlands tech sector, with the aim of helping it to become a globally recognised tech hub. [West Midalnds Tech Review - Full Report](#)

UKREiIF

The inward investment team, invest in Warwickshire, has worked with our colleagues in the equivalent team at Coventry City Council, to launch our new Investment prospectus at the development and investment trade show and conference UKREiIF in Leeds in May (UK Real Estate Investment and Infrastructure Forum).

The updated materials and website bring together our existing Invest Coventry & Warwickshire brand with the 'Be Here' concept. The investment prospectus includes six major sites (MIRA South Site, Transforming Nuneaton, Creative Quarter Leamington Spa, Friar gate Coventry, City Centre South and West Midlands Gigafactory) and 18 other sites.

The Coventry & Warwickshire industrial market had a record year last year, with over 5m sqft leased, the best year since commercial property data company CoStar

began compiling figures. The Invest team were able to evidence a strong pipeline of over 20m sqft of industrial space under construction or in development, and a figure of over 350,000sqft of grade A office space in development Coventry, Warwick and Leamington Spa.

The teams at city and county hosted a stand at the show, and WCC and WPDG fielded panellists at a number of events. Invest Coventry & Warwickshire also hosted an investment session on Wednesday 16th May, focusing on town and city development, and out of town development. Panellists were drawn from a number of major investors into the area, including Queensberry (Transforming Nuneaton/ Grayson Place) and SEGRO (SEGRO Coventry Gateway).

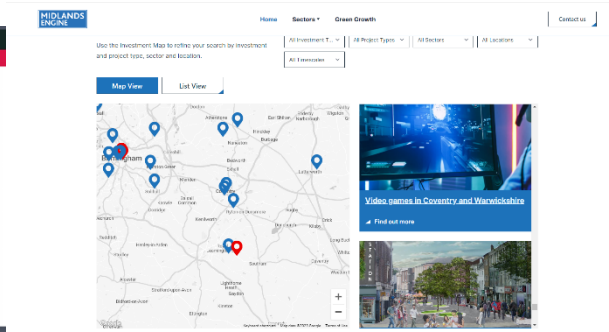


West Midlands Investment Prospectus and Midlands Engine Investment Atlas

Also launched at UKREiiF was the West Midlands Investment Prospectus launched by the WMCA and an updated Midlands Engine Investment Portfolio Map which both include our 6 major sites highlighted in our investment prospectus alongside two additional ones for Warwickshire, which are Rugby Town Centre and University of Warwick Innovation Campus, Stratford-upon-Avon (formerly known as Wellesbourne Innovation Campus).

[West Midlands Investment Prospectus](#)

[Midlands Engine Investment Portfolio Map](#)



SMMT Regional Forum

SMMT is the trade body for UK manufacturing and retail automotive. Their Regional Forum provides a platform for discussion on the opportunities and challenges for the automotive industry in the region and regularly attracts 200+ senior automotive delegates, from a wide range of companies including vehicle manufacturers, global and local suppliers.

The Regional Forum returned to the West Midlands for the first time post-Covid on May 4th and took place at the British Motor Museum, Gaydon. Invest in Coventry & Warwickshire was invited to make a welcome address and join the opening panel with SMMT Chair Mike Hawes, Judith Richardson, JLR Global Supply Chain Director, Murray Goodrick, DHL Supply Chain Director and Prof Dave Greenwood, head of WMG Advanced Manufacturing Catapult Centre.

Other speakers included local firms Dennis Eagle, UKBIC and Aston Martin Lagonda. The conference was supplemented with an exhibition showcase, where Invest Coventry & Warwickshire had display space.

The event provided an excellent opportunity to raise the profile of the local supply chain and promote the support services that are provided by Warwickshire County Council and our partners.



Major Local Net Zero Transport Technology Trade Events in May/ June

[Micromobility UK](#), organised by [Warwick Manufacturing Group](#) in its second year, was recently held at NAEC Stoneleigh Park. The UK's only live, dedicated micro mobility event, it included exhibitors of smaller vehicles on two, three and four wheels and, as well as trialling vehicles, attendees heard from speakers discussing the latest data from industry and technology experts and listened to panel discussions.

June sees the annual return of [Rail Live](#) at the Long Marston Rail Innovation Centre, home of rail technology company Porterbrook. The event takes place on June 21st and 22nd and is the only exhibition to bring the entire rail industry together in a real railway environment. It includes the largest outdoor rail exhibition in the UK, attracting more than 5,000 rail professionals a year, representing all aspects of the industry, including developments in hydrogen and electric rail propulsion.

[The Big Zero Show](#), on June 20th at Coventry Building Society Arena, will cover a range of net zero issues and include information on electrifying transport solutions.

Later in June sees the NEC host [Battery Cells & Systems Expo](#) which will bring together automotive manufacturers, electric utilities, battery system integrators, cell manufacturers and the entire manufacturing supply chain. It is a truly unique showcase as companies from around the world will use the show to launch products and demonstrate their technology to an audience of over 4,500 professionals.

Battery Cells & Systems Expo, Vehicle Electrification Expo, The Advanced Materials Show and The Advanced Ceramics Show bring together four connected industries for two days of networking, lead generation and education at the NEC, Birmingham. A four-track, free conference featuring global experts covers the latest innovations and developments across these four exciting industries.

These events are showcasing new and emerging decarbonisation technologies and providing opportunities for our local supply chain to exhibit and engage and collaborate with local and global industry. [Invest Coventry & Warwickshire](#) will have a presence at all of these events, either in person or as delegates in attendance, to promote our services and track local and global developments in transport technology.

FDI Foreign Direct Investment

The UK remains Europe's leading destination for foreign direct investment, according to FDI Intelligence, the leading investment publication. Invest Coventry & Warwickshire is finalising the local data 2022-3 data with the Department for Business & Trade (formerly DIT), and it looks like this will be another strong year for successful projects and jobs created. The final data will be released in July.



For more information, contact Ian Flynn, Technical Specialist (Automotive, Advanced Engineering & Manufacturing) (ianflynn@warwickshire.gov.uk) or Stacy O'Connor, Technical Specialist (Digital Creative) (stacyoconnor@warwickshire.gov.uk).

APPENDIX 1: BUSINESS NEWS

Major business headlines from around Warwickshire

Digital Creative Sector

Another AAA Games developer opens in Leamington

A new AAA development studio has opened doors in the UK hub of Leamington Spa, helmed by the former studio head and co-founder of Forza Horizon creator Playground Games. Lighthouse Games is the latest venture by veteran developer Gavin Raeburn, who helped form Playground in 2010 and oversaw the creation and rise of the Horizon games, which became some of Microsoft's best-selling titles – even outperforming the core Forza Motorsport games from which they were spun out.

Now heading up a team of 30, comprised of both former colleagues and other experienced developers, Raeburn is hard at work on an unannounced new IP.

<https://www.gamesindustry.biz/new-aaa-studio-lighthouse-games-formed-by-playground-co-founder-gavin-raeburn>

Local games development cluster in spotlight

While the Midlands is famous for being at the heart of UK manufacturing, it is also a powerhouse for one of the world's largest and fastest growing sectors, games development. Video games will be a \$192bn industry by the end of this year, significantly bigger than music and film combined, and with predictions of three billion gamers in the world by 2027, and Warwickshire is in important UK base.

<https://www.insidermedia.com/blogs/midlands/gaming-the-midlands-hidden-champions>

West Midlands to grow screen industry skills base

Training opportunities to help people secure jobs in the screen industry are set to open up in the West Midlands following the award of £1m towards a new BFI Skills Cluster. Funding from BFI's National Lottery Skills Fund has been secured by Create Central and will be topped up with more than £1.6m creative skills support funding from the West Midlands Combined Authority (WMCA).

<https://www.insidermedia.com/news/midlands/west-midlands-selected-as-bfi-skills-cluster>

Automotive/ Future Mobility Sector

TATA Battery cell decision Imminent

The government is said to be in serious talks with Tata, the Indian owners of West Midlands-based Jaguar Land Rover, to build a gigafactory at Gravity in Somerset.

According to reports, the Treasury has developed a multi-million-pound package of incentives to encourage Tata to invest in a gigafactory in the UK rather than Spain, the other preferred location.

<https://thebusinessmagazine.co.uk/construction-commercial-property/could-north-somerset-be-home-to-major-battery-factory-at-coventrys-expense/>

China's Geely doubles stake in Aston Martin

Automotive group Geely has doubled its stake in British luxury car manufacturer Aston Martin, with a £234 million investment, taking the stake it owns to 17%. Geely also owns major stakes in local brands London EV Company, Lotus and Polestar.

<https://thebusinessmagazine.co.uk/manufacturing-engineering/geely-doubles-stake-in-warwickshire-motor-manufacturer-aston-martin/>

Warwickshire Automotive to share in £77 million Zero-Emission funding

£77 million in new funding for projects developing clean transport technologies has been announced, with companies from across the county part of the consortia. Local companies receiving the funding include Jaguar Land Rover, Leamington Spa-based Altair, and Warwick based Aeristech.

<https://thebusinessmagazine.co.uk/news/more-than-77-million-committed-by-government-and-industry-to-develop-zero-emission-vehicles/>

Other Business News

A significant industrial estate in Nuneaton has been sold following a £6.375 million deal.

Warwickshire property and development firm The Wigley Group has expanded its portfolio after agreeing terms to acquire two logistics sites in the region.

The group has agreed to purchase Bermuda Park on Buckingham Close, Nuneaton, and a city centre trading estate on Craven Street, Leicester, at a total price of £7.95 million.

<https://thebusinessmagazine.co.uk/property/warwickshire-property-firm-the-wigley-group-acquires-first-logistics-sites-through-new-partnership/>

DP World sails into Baginton

Global logistics firm DP World Logisitcs/ Synchreon is taking a pre-let for an almost 600,000 sq. facility at SEGRO Park Coventry, the 200-acre development site on the Coventry border near Baginton and Coventry Airport. The new 598,050 sq. ft unit will be the fourth building at the development following last year's 300,000 sq. ft pre-let to DHL and SEGRO's decision to build two speculative units of 140,000 sq. ft and 220,000 sq. ft, which complete in September 2023.

<https://www.insidermedia.com/news/midlands/global-logistics-firm-signs-at-segro-park-coventry>

Three good reasons to dine out in Warwickshire, according to the latest list of Michelin Star restaurants

The annual Michelin Star guide is a welcome friend to diners who are looking for somewhere to enjoy that special meal. The star ratings range from one star which implies high quality, two which signals excellent with three stars indicating exceptional cuisine. Salt, Stratford-upon-Avon, The Royal Oak, Whatcote near Shipston-on-Stour and The Cross, in Kenilworth, all feature on the list.

<https://www.businessinnovationmag.co.uk/full-list-of-michelin-star-restaurants-in-the-west-midlands-2023/>

NORTH WARWICKSHIRE HIGH PROFILE SCHEMES IN DEVELOPMENT



| Scheme ID | Scheme Name | Status | Expected Delivery | Stage of the Scheme | | | | Commission Priority | | | Scheme Value | | | Top Risks | | | | | Comments | Scheme Brief | Project Manager / Lead Engineer | Date Last Updated | Updated By | |
|-----------|---|--------|-------------------|----------------------------|-------------|-----------------|-------------|---------------------|--------|------|--------------|--------|-------------|-----------|-----------|---------------|-----------|-------------------|----------|--|---|-------------------|------------|---------|
| | | | | Preliminary / Optioneering | Feasibility | Detailed Design | Procurement | Low | Medium | High | Low | Medium | High | Technical | Strategic | Environmental | Financial | Health and Safety | | | | | | |
| 1 | Capital (PPM) Avon Mill and Hunters Lane | R | 2025/26 | | | | | | | | | | £22,700,000 | | | | | | | Preliminary Ecological Assessment and Baseline Biodiversity Report completed. Most ecological surveys complete. Structures and highway designs are being progressed ready for feeding into the Outline Business Case (OBC) submission to DfT (for costing). OBC to be submitted Summer 2023, but delays in DfT responding to prerequisite work and flood modeling suggest this might now be later. Pre-application advice for planning being progressed with Atkins as planning agent. Land requirements have been cost estimated. Flood modelling uncertainty while waiting on the modelling conclusion (required for EA approvals, planning permission, and defining bridge levels). | Improved roundabout, new roundabout and bridge, new footway cycleway bridge over the river | CP / AC & DH | 07/06/2023 | CP/TH |
| 2 | Capital (PPM) A47 Hinckley Road Corridor | R | 2023/2024 | | | | | | | | | | £5,000,000 | | | | | | | Scheme is at detailed design which is expected to be concluded in June 2023 in a revised phased approach which now focuses on the cycling element. Scheme has been awarded £1.15 million from Department for Transport Active Travel 4 funding which will now fully realise the cycling element of the scheme. | Improved junctions and ped/ cycle facilities | SP | 07/06/2023 | SP |
| 3 | Capital (PPM) A444 College Street, Nuneaton | A | 2023/2024 | | | | | | | | | | £4,120,000 | | | | | | | Phase 1: Greenmoor/Heath End Road Signalised Junction - yellow lines TRO consultation complete with no objections. Signals TRO objections need Portfolio Holder sign off. Ordering of signals equipment (3 month lead-in) subject to TRO objections being approved. Construction to be delivered by Balfour Beatty via HMC. Phase 2: Bull Ring junction, College Street, A444 Roundabout, Eliot Way set-back signals - Bull Ring design has been through RSA2 process. 3rd party land acquisition ongoing. TRO speed limit reduction to 40mph (section of A444 Griff Way) consultation complete but requires Portfolio Holder to sign off objections. Works to commence following completion of Phase 1. | Improve 3No. junctions | CP / NC & DC | 07/06/2023 | CP |
| 4 | Capital Lawford/Addison Rd Casualty Reduction | G | 2024 | | | | | | | | | | £1,600,000 | | | | | | | C4 estimates and utility consultations ongoing. Land acquisition and compound provision in progress. Design finalisation and Tender documents preparation ongoing. Planning requirements being investigated. Roadspace clash issues with S278 job until Winter. Tender potentially Winter 23. | Casualty reduction roundabout scheme. | AC / SS | 05/05/2023 | AC |
| 5 | Capital (PPM) A446/ Birmingham Road Junction (Coleshill) | G | 2024/2025 | | | | | | | | | | £2,378,000 | | | | | | | Concept/feasibility design in progress and at early stages. | Signalisation of roundabout | FK / RB & SS | 07/06/2023 | FK |
| 6 | Capital (PPM) Transforming Nuneaton | A | From 23/24 | | | | | | | | | | £29,700,000 | | | | | | | Design work on going; funding from Towns Fund approved, no mechanism yet in place to allow us to draw down from NBBC. High inflation has caused cost estimates to rise meaning currently, we may not have a fully funded programme. This will be reviewed regularly as inflation rises/falls. Abbey Green cycleway granted planning permission, with a view to being on site late summer 2023. The Wheat St design is now mostly set and an RSA has been done. Leicester Road new roundabout is now the smaller version to retain Dunelm. Design team working through comments raised in RSA. | Series of junction improvements (Wheat Street / Leicester Road Roundabout(gyratory) / Corporation Street-Queens Road/Coton Road | DC&DM / NC / SD | 07/06/2023 | DC / DM |
| 7 | Capital (PPM) Hinckley To Nuneaton Cycle Route (A47 Long Shoot) | A | 2023/24 | | | | | | | | | | £976,000 | | | | | | | Formal consultation planned July 2023. Target construction start late 2023. Additional S106 funding made available. | New segregated cycle track | AF / CM | 07/06/2023 | AF |
| 8 | S278 A4254 Eastboro Way (Heart of England Way) | G | 2024 | | | | | | | | | | £2,500,00 | | | | | | | A developer led scheme which needs careful monitoring of delivery programme to "fit in" with other up and coming works including further S278 Schemes | Signalised Junction as part of development planning conditions | KBBK | 01/06/2023 | CH |

SOUTH WARWICKSHIRE HIGH PROFILE SCHEMES IN DEVELOPMENT



| Scheme ID | Scheme Name | Status R / A / G / Blank | Expected Delivery Completion of construction | Stage of the Scheme | | | | | Priority Low Medium High | Scheme Value | | | Top Risks | | | | | Comments | Scheme Brief | Project Manager / Lead Engineer | Date Last Updated | Updated By | |
|-----------|---|-----------------------------|---|----------------------------|-------------|-----------------|-------------|-----|-----------------------------------|--------------|------|--------------------|--------------------------------------|----------------------|-----------|-----------|---------------|----------|--|--|-------------------|------------|-----------|
| | | | | Preliminary / Optioneering | Feasibility | Detailed Design | Procurement | Low | | Medium | High | Low < 5 Million | Medium 5 Million < X < 10 Million | High > 10 Million | Technical | Strategic | Environmental | | | | | | Financial |
| 1 | Capital (PPM) A3400 Bham Road Stratford Corridor Phase 2 | A | 2023/24 | | | | | | | | | £6,550,000 | | | | | | | Phase 1 has been completed. Phase 2 utility works have begun and are to be completed prior to main civil works starting in October. ECI has helped in resolving design issues e.g. drainage, utilities, pavement design. Outstanding issues still to be resolved prior to the main civil works starting. Works to be delivered via the HMC. Final construction cost subject to design changes and pre-construction info being concluded and issued. Phase-3 design work is ongoing and responding to constraints around utility apparatus. | Ped/ cycle facilities and junction improvements | CP & SP/ Atkins | 06/07/2023 | CP |
| 2 | Capital (PPM) A429 Coventry Road Corridor (Cycleway Element) | A | Cycleway Summer/Autumn 2023 | | | | | | | | | £4,680,000 | | | | | | | Cycleway: Formal consultation completed Feb-April 23. Delivery of the section between Primrose Hill and Coventry Road to be withheld until a later date, the remainder of the scheme is programmed for construction start in Summer 2023. Improvements at Spinney Hill roundabout in programme for development in future years. | Provision of 1.2km new high quality off-carriageway shared use cycleway/footway with additional signalised crossings | AF | 07/06/2023 | AF |
| 3 | Capital Warwick Town Centre St Johns Road (PPM) | R | 2023 | | | | | | | | | £1,026,000 | | | | | | | Engineering team are working to complete the engineering feasibility design. Public engagement undertaken in November / December 2022 and results of feedback are being analysed. Modelling work is currently being undertaken to show the impact that the scheme will have on the network during construction. This will be taken back to network management to confirm when construction can take place as they currently cannot confirm road space. Planning to include Emscote Road link 1 within this project. | Signalised Junction improvement, town gateway | BJ | 07/06/2023 | BJ / TH |
| 4 | Capital A452 Europa Way Programme (PPM) | A | WCC-3 Q4 FY23/24 | | | | | | | | | £19,500,000 | | | | | | | <p><u>WCC-3: Fords Foundry and Queensway roundabouts</u> Detailed design drawings and contract documentation to be concluded with a view to the tender process beginning by end of June, although there are some risks around this. Works on site targeted to start in Autumn 2023 subject to road space availability. Approval has been granted to provide a pedestrian crossing south of Queensway roundabout which will feature in future design iterations.</p> <p><u>WCC-2: Gallows Hill to Fusilliers Way</u> The optioneering stage of design, which has had to take into account the unexpected retention of a pylon and basal support, is largely complete. A review is currently underway to establish whether this scheme should take precedence over WCC1 with regards order of delivery (see below).</p> <p><u>WCC -1: M40 Spur to Greys Mallory Roundabout</u> High level design work has been completed and has highlighted several constraints and opportunities with each. These are currently being worked through and fully understood. Discussions with National Highways are ongoing to work collaboratively on a scheme that reduces blocking back onto the M40 and beyond. This has been supported with anecdotal evidence and surveys of the issues currently being experienced by the travelling public and possible resolutions that will address or mitigate current experiences.</p> | <p>WCC-3: Upgrading existing roundabouts & additional lane capacity</p> <p>WCC-2: Dualling from Fusilliers Way to Gallows Hill Rdbt.</p> <p>WCC-1: Dualling from the M40/J14 to Greys Mallory Rdbt</p> | SL & SP / NC & EA | 07/06/2023 | SP/TH |
| 5 | Capital A452 K2L Cycle Route (PPM) | A | 2025/26 | | | | | | | | | £7,251,000 | | | | | | | <p>Section 1a: Phase 1 On site Jan-May 23, Phase 2: On site Autumn 2023</p> <p>Section 1b: Retaining wall design with specialists. Land assembly ongoing. Consultation date TBC. Target start date Summer 2024</p> <p>Section 2: Concept design and cost estimate for a preferred bridge solution prepared. With Project Board and the EA for consideration.</p> <p>Section 3b: Concept design produced. Awaiting ecology and forestry survey reports. Collaborating with projects nearby on designs and programme.</p> <p>Fresh funding from Capital Inflationary Contingency fund (£981k) and DfT EATF4 (£961k)</p> | Approx 5km, high quality off-carriageway cycle route, including a new pedestrian / cycle bridge crossing the River Avon | AF /AC | 07/06/2023 | AF |
| 6 | S278 Signal installation at Bridgefoot and Banbury Road (Clopton Bridge) SoA | A | TBA | | | | | | | | | £2,000,000 | | | | | | | Location of the scheme means disruption in the centre of SoA is unavoidable but traffic management proposals by the contractor will be scrutinised to minimise this. Some fundamental aspects of the scheme being reconsidered. | Traffic signalisation of Clopton Bridge in Stratford Upon Avon | KBBK/DS | 25/05/2023 | DS |

NORTH WARWICKSHIRE HIGH PROFILE SCHEMES IN CONSTRUCTION



| | Scheme Name | Status | Expected Delivery | Stage of the Scheme | | | | | Commission Priority | | | Scheme Value | | | Top Risks | | | | | Comments | Scheme Brief | Project Manager / Lead Engineer | Date Last Updated | Updated By |
|---|--|-------------------|-------------------|----------------------------|----------------------------|-------------|-----------------|-------------|---------------------|-----|--------|--------------|--------------------|--------------------------------------|----------------------|-----------|-----------|---------------|-----------|--|--|---------------------------------|-------------------|------------|
| | | R / A / G / Blank | | Completion of construction | Preliminary / Optioneering | Feasibility | Detailed Design | Procurement | Construction | Low | Medium | High | Low < 5 Million | Medium 5 Million < X < 10 Million | High > 10 Million | Technical | Strategic | Environmental | Financial | | | | | |
| 1 | Capital (PPM) Bermuda Connectivity | R | Q3 23/24 | | | | | | | | | | | £14.941m | | | | | | Works progressing on Heath End Road Junction, expected completion of this element in July 2023. Works on bridge continue, bridge scaffolding and restrictions of A444 removed in the period - expected scheme completion autumn 2023. | Delivering additional highway capacity & improved connectivity in Nuneaton | BK/GH (Atkins) | 09/06/2023 | TH |
| 2 | S278 Gipsy Lane - Yew Tree Farm | G | Q3 23/24 | | | | | | | | | £2,000,000 | | | | | | | | TM complexities with the Quarry and other works on the network. Decision for a full road closure taken - Commenced Feb 2023 | Roundabout , two junctions and road straightening in Gipsy Lane | DM | 01/06/2023 | CH |
| 3 | Capital (PPM) Greenman Crossroads | G | Autumn 2023 | | | | | | | | | £826,000 | | | | | | | | Works expected to commence in June 2023 - stakeholders being informed. | Casualty Reduction Scheme | FK / CM & AS | 07/06/2023 | FK/TH |
| 4 | Capital Temple Hill Roundabout, Wolvey | G | Winter 2023 | | | | | | | | | £1,600,000 | | | | | | | | The contract was awarded on 28th March to CR Reynolds Ltd. Proposed start date is 19th June. Despite difficulties with Street Works Permits, we have managed to get several utility diversions done in advance of our main works, which should reduce risk during or construction phase. | Casualty Reduction Scheme | NC | 07/06/2023 | NC/TH |

SOUTH WARWICKSHIRE HIGH PROFILE SCHEMES IN CONSTRUCTION



| Scheme ID | Scheme Name | Status | Expected Delivery | Stage of the Scheme | | | | | Priority | | | Scheme Value | | | Top Risks | | | | | Comments | Scheme Brief | Project Manager / Lead Engineer | Date Last Updated | Updated By | |
|-----------|--|-------------------|-------------------|----------------------------|----------------------------|-------------|-----------------|-------------|--------------|-----|--------|--------------|-------------|----------------------------|--------------|-----------|-----------|---------------|-----------|----------|---|---|-------------------|------------|-------------------|
| | | R / A / G / Blank | | Completion of construction | Preliminary / Optioneering | Feasibility | Detailed Design | Procurement | Construction | Low | Medium | High | < 5 Million | 5 Million < X < 10 Million | > 10 Million | Technical | Strategic | Environmental | Financial | | | | | | Health and Safety |
| 1 | Capital (PPM) Stoneleigh Junction | A | Summer 2023 | | | | | | | | | | | £38,300,000 | | | | | | | The new A46 bridge is taking shape, with deck in place and connected to the abutments. Westley Bridge is nearing completion and expected to open to traffic in June. Work is ongoing for overall completion, which is expected summer 2023. Aerial footage of progress is available on the website. | New signalised gyratory system. | PB / NS | 07/06/2023 | PB |
| 2 | S278 Evesham Rbt - Shottery Link Rd | A | Summer 2023 | | | | | | | | | | £5,200,000 | | | | | | | | Potential traffic management complications. Local interests are being kept informed. Completion pivotal to commencement of other major SoA schemes | Construction of a new roundabout on Evesham Rd for connection to link rd. | DM | 01/06/2023 | CH |
| 3 | S278 Gallows Hill (Lower Heathcote Farm) Major scheme | A | Winter 23/24 | | | | | | | | | £2,000,000 | | | | | | | | | Works commenced in January 2023, issue with utilities being resolved, delays on site for this scheme impact the wider programme in the Warwick/Leamington area including WCC 3 - Europa Way | Construction of a signalised junction as entrance to the new development. | KBBK | 01/06/2023 | CH/TH |
| 4 | S278 B4100 GLH ancillary/B4455 Fosse Way/C43 Harbury/Chesterton Road | A | Winter 23/24 | | | | | | | | | £3,400,000 | | | | | | | | | There will be considerable disruption and local interests are being kept informed through construction including vibration issues from the need for piling. | Traffic Signals junction | TN | 01/06/2023 | CH |
| 5 | S278 Glasshouse Lane - Kenilworth School | A | Q2 23/24 | | | | | | | | | £1,800,000 | | | | | | | | | School opening Sept 2023. Scheme being prioritised for delivery to meet that date, but there remain challenges. | Final two access to school; speed humps and toucan crossings | GH | 01/06/2023 | CH |
| 6 | BrM Clopton Bridge renovations | G | Winter 2023 | | | | | | | | | £1,000,000 | | | | | | | | | Works on site, working Avon Navigation Trust to ensure safety of interface with river users, | Maintenance to Grade 1 listed scheduled ancient monument 14 span bridge | SPI | 09/06/2023 | SPI/TH |

| | | | | | | | | | | | | | | | |
|---------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Key - Colour Scheme | A | O | F | D | P | C | L | M | H | L | M | H | L | M | H |
|---------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|

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Communities Overview and Scrutiny Committee

21 June 2023

Update on Virtual Residents Parking Permit System

Overview

The existing Residents Parking Permit system requires replacing and the move from a paper system to a virtual option. This was approved by Cabinet on 8th October 2020.

There have been delays in migrating from the existing system over to a new virtual permit system. This briefing note provides an explanation for those delays and sets out our plans and timelines for the delivery of a new virtual system.

1.0 Key Issues

- 1.1 In November 2021 NSL (Marstons) successfully maintained the Civil Parking Enforcement contract. Within that contract, the supplier is required to provide a functional permit system, this has been provided by a 3rd party provider called Imperial since 2014. This existing paper permit system is no longer supported by Imperial and needs replacing.
- 1.2 In December 2021, Imperial provided a new virtual permit system for the Authority as part of this new contract. Further to significant configuration and testing, unfortunately the new system was not compatible with the Authorities requirements. The new system could not accurately deliver an address database to differentiate eligible and non-eligible properties. It is imperative for the system to accurately issue permits for eligible properties and restrict non eligible properties from obtaining a permit. Failure to provide an accurate secure system risks financial and reputational damage for the Authority and would cause our customers unnecessary distress and confusion.
- 1.3 In December 2022 NSL provided an inhouse working alternative virtual permit system, this was not previously available. This new system is compatible with the Authority and will provide the secure virtual permit service required.
- 1.4 Testing is underway on the new system with a new project team and new delivery timelines.

2 Background information

- 2.1 The existing secure system - Permit Gateway, is provided by Imperial who also provide the secure back office Penalty Charge Notice processing software for NSL and Warwickshire.
- 2.2 With the successful retender of the Civil Parking Enforcement contract (which was retained by NSL) in November 2021, NSL and the Authority set up a project team to manage the transfer from existing permit system to a new virtual system.

- 2.3 From November 2021 the Authority started the system configuration and testing. This configuration included ensuring all eligible properties were migrated accurately from the existing system.
- 2.4 The Authority and NSL on-street and back-office staff started the required testing on all elements of the permit scheme including the residents permit application process (including documentation upload), cancellation, refunds and all correspondence.
- 2.5 The original go live date of June 2022 was delayed due to testing failures. In testing for eligible addresses, the new system was not enabling eligible properties to obtain a permit while enabling non eligible properties to obtain one.
- 2.6 The WCC/NSL project team met every two weeks with senior representatives from Imperial to seek solutions following investigations and system reconfigurations. At each stage further testing was completed by the Authority, with further errors detected.
- 2.7 In November 2022, Imperial had reprogrammed the address data and reconfigured the new system but were not successful in fixing the eligibility issue.
- 2.8 With a mutual agreement of all parties, it was decided that the Imperial Permit Virtual system was not fit for use by the Authority.
- 2.9 From the Authorities perspective, the system must be accurate and enable eligible properties to manage their permit applications, renewals, amendments and cancellations with ease and trust in the system.
- 2.10 In December 2022, an alternative system, Permit Apply was identified by NSL as being suitable for the Authority. This system was not previously available but has now been successfully implemented in three further Local Authorities.
- 2.11 In January 2023, following detailed discussions with NSL and their programming team the Authority agreed to implement Permit Apply since NSL confirmed it is able to provide all elements required.

2.12 Benefits of Permit Apply

- Streamlined and intuitive customer journey
- Tested and approved address database
- Fully auditable refund process
- NSL back-office staff are familiar with the application
- In house application enabling quick fixes to issues
- No 3rd party permit supplier

- 2.13 Since January, the Authority have been configuring and testing the permit system and can confirm that the eligible/non eligible address testing has been completed and approved. All system generated emails have been drafted, tested and approved. Regular meetings are held between NSL and the Authority to progress with testing and configuration.

2.14 Next steps

- The continuation of testing and final system sign off
- Permit renewal letters for all existing permit holders
- Communication of updated system via multiple media outlets.
- Monthly roll out from existing system to new virtual system

3.0 Financial Implications

3.1 None

4.0 Environmental Implications

4.1 None

5.0 Timescales associated with the decision and next steps

5.1 Final test system sign off 16th June 2023
System implementation date 24th July 2023

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Communities Overview & Scrutiny Committee

21 June 2023

Customer Feedback Annual Report 1 April 2022 to 31 March 2023

Recommendation

That the Communities Overview and Scrutiny Committee considers and comments on the content of the report

1. Executive Summary

- 1.1 This is the Annual Report for Communities Directorate in relation to Compliments, Complaints, Questions and Comments covering the period 1 April 2022 to 31 March 2023.
- 1.2 The report summarises the compliments, complaints, questions and comments received by the two services including the lessons learned. The data, trends and themes have been collated over the last 3 years.

2. Corporate Complaints Process

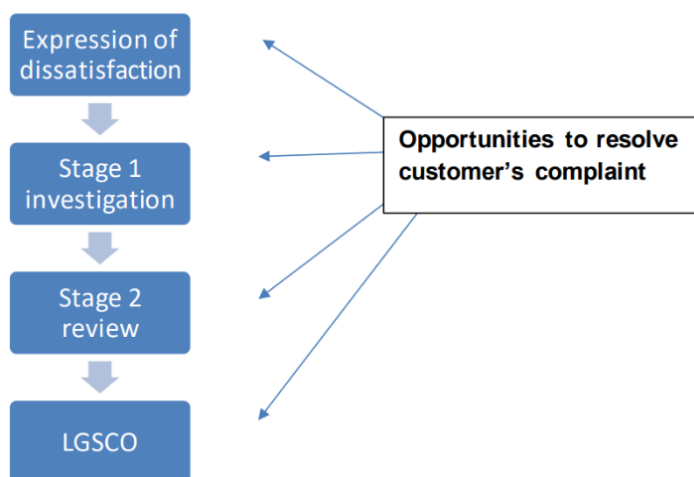
- 2.1 The Council has a Corporate Complaints Process as part of the overall Complaints Policy which involves two stages and includes the following:
 - 2.1.1 Stage one complaints are investigated and responded to by the appropriate service area. Complaints should be responded to within 10 to 30 working days. The expectation should be to complete stage 1 complaints within 10 working days where possible and the maximum timescale would be where the complaint is considered more complex to deal with.
 - 2.1.2 Stage two, if a customer remains dissatisfied with the response that has been given a complainant can request their complaint to be escalated to stage two. The Customer Relations Team (CRT) are responsible for the stage 2 review process and the expectation is to complete the stage 2 review if this is undertaken within 30 working days. The County Council Complaints Policy also states that:

“Complaints about all other services have a two-stage (non-statutory) process but there is no automatic right to take a complaint to stage two. The customer must provide an explanation of why and how the initial response failed to fully

address their concerns, and evidence what element(s) of the complaint have not been answered.”

2.1.3 After consideration, if it is decided that there is no reason to escalate the complaint to a stage two review, this will be explained within ten working days.

2.1.4 If a complainant remains unhappy after exhausting all stages of a complaints process, the complainant can take their complaint to the Local Government and Social Care Ombudsman (LGSCO). A complainant can access the LGSCO at any point during the complaint process; however, the LGSCO normally allows the Local Authority the opportunity to process a complaint through every stage of the appropriate complaints procedure, before investigating it themselves. Complaints referred to a Local Authority by the LGSCO to process under the relevant complaints process are classed as ‘premature’ complaints- <https://www.lgo.org.uk/>



3. Analysis of the Customer Feedback Received During 2022 and 2023

3.1 Feedback from members of the public is recorded on a customer relations software referred to as ‘Contact Us.’ Feedback can be shared through either an online portal, or via telephone, email or through the postal service and is categorised into Complaints, Compliments, Comments or Questions. Depending on the type of contact, feedback will be processed through different internal procedures.

3.2 The County Council takes every submitted case seriously, especially complaints, as it wants to make sure its customers are dealt with fairly, consistently and within timelines. It is essential that the County Council is dealing effectively with all feedback to provide efficient services, learning and improvements. Procedures relating to how it deals with and responds to complaints is detailed in its Complaints Policy -

<https://api.warwickshire.gov.uk/documents/WCCC-550390340-762> This Policy has been developed in line with best practice recommendations and

legislation that covers complaints about local authority services. The Policy is currently being reviewed and updated to ensure it covers all up to date legislation. In the policy, a complaint is defined as:

“... any expression of dissatisfaction with a service that the Council (or one of its partners or contractors) has provided, and that requires a response.”

Method of Analysis

3.2.1 This report provides a summary of all cases that were submitted to Contact Us during 2022/2023 and sets this in relation to cases received over the previous two years. It focuses on cases allocated to the Communities Directorate (except the Fire and Rescue Service), whilst Customer Feedback reports detailing the Children & Families and Education Services, Resources and Fire and Rescue Services and Adult Social Care and Public Health will be reported to the relevant Overview & Scrutiny Committee.

3.2.2) Data presented in this report was obtained directly from ‘Contact Us.’ Where appropriate, data was summed over different time intervals and averages and percentage changes over time were calculated. Data was extracted for the past three years, i.e., 2020/2021; 2021/2022 and 2022/2023.

3.3 Trends in received cases over time

3.3.1 In 2022/2023, Contact Us received 4,335 cases across all Directorates of the Council, a 13.6% decrease from the previous year (n= 5,017). 2021/2022 had more cases than 2020/2021, with 4,737 total cases.

3.3.2 There was an overall decrease in cases from 2020/2021 and 2021/2022 to 2022/2023. Questions and compliments experienced a significant decline falling by 13.3% and 32.4% respectively. Complaints for 2022/2023 have also decreased by 7.11% in comparison to the previous year. Questions have decreased by 12.39% (Figure 1).

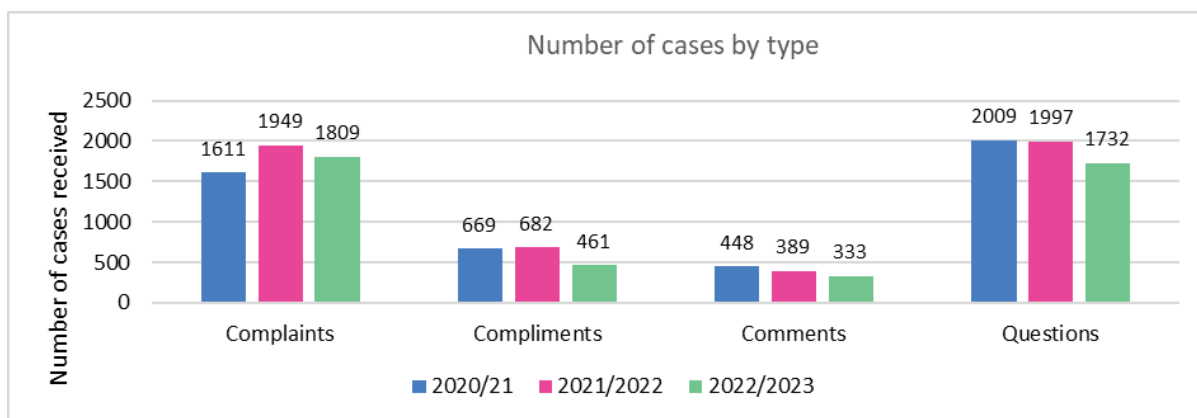


Figure 1: Number of cases received during the years 2020/2021, 2021/2022 and 2022/2023 across all Directorates within the Council by type of case.

3.3.3 Once a case is received, it is reviewed by the CRT. Depending on each case, the CRT can assign a case to the team it concerns or complete a case themselves. CRT will most often complete a case where the case:

- references a service that is not provided by Warwickshire County Council (WCC), for example, issues on private land;
- does not fall in the specific subject area of any other WCC team, for example, it may be a Warwick District Council issue such as waste collection from members of the public's homes;
- is submitted anonymously and cannot be followed up. Anonymous complainants will often go on to complain that their complaint has not been addressed; and
- can be dealt with by the CRT team which has a broad knowledge of many areas so can answer and close questions and comments without sending them to the services directly.

3.7 During 2022/2023, 1915 (44.2%) of cases were assigned to the CRT, which is an increase of 9.1% compared to the previous year. Compared to 2020/2021, cases assigned to the CRT have nearly doubled. Of the remaining 2,420 cases received during 2022/2023, 1,112 were assigned to Communities Directorate (Table 1). Please note, Communities Directorate figures throughout the report include Communities Service and Environment Services only, as Fire and Rescue Service data can be found in the Resources and Fire and Rescue Overview & Scrutiny Customer Feedback report.

| Service | Communities Directorate | | |
|--------------|-------------------------|--------------|--------------|
| | 2020/2021 | 2021/2022 | 2022/2023 |
| Complaints | 733 | 634 | 528 |
| Compliments | 146 | 121 | 78 |
| Comments | 210 | 106 | 67 |
| Questions | 936 | 656 | 439 |
| Total | 2,025 | 1,517 | 1,112 |

Table 1: Number of cases assigned to Communities Directorate by type over the previous three years.

3.8 In 2022/2023, the number of cases tht Communities Directorate received decreased by 26.7% from 2021/2022 and decreased by 45.1% compared to 2020/2021. These cases comprised of 47.5% complaints, 7% compliments, 39.5% questions, and 6% comments. Since 2020/21 the number of complaints has gone down from 2025 to 1112 in 2022/23, a decrease of 45%; however, complaints as a percentage of contact volume have risen from 36.2% in 2020/2021 to 47.5% in 2022/2023.

Complaints Data

3.9 Data on Complaints received via Contact Us:

- i.) Complaints received by Communities Directorate per month showed a steady decrease over the past three years. In 2022/2023 the highest numbers were received during August 2022 and January 2023, with 60 and 56 complaints, respectively.

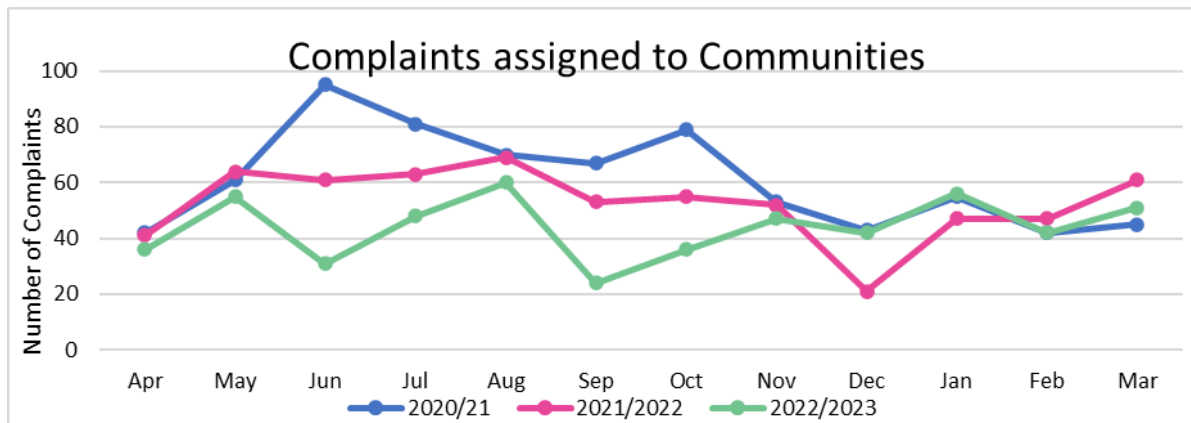


Figure 1: Number of complaints assigned to Communities Directorate over time.

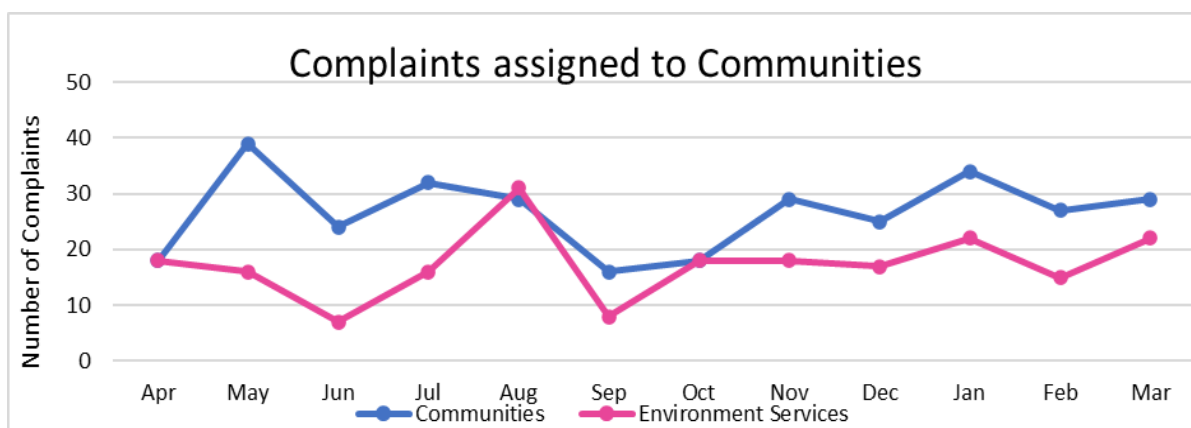


Figure 2: Number of complaints assigned to Communities and Environment Services in 2022/2023

- ii.) Within Communities Directorate, case volumes were dealt with by several teams, with Parking Civil Enforcement having the highest number in 2020/2021, accounting for 13% (n=95) of all cases and increasing to 20.1% (n=106) in 2022/2023. This was followed by Waste Management with 10% (n=53) of cases.
- iii.) For Communities Directorate, most complaints were related to the initial investigation (Stage 1), accounting for 80.1% (n=423) in 2022/2023. The remaining 19.9% (n=105) were assigned to 'Other' complaints.
- iv.) During 2022/2023, subject categories of complaints assigned to Communities Directorate most often related to issues in Physical Environment and Communication (Table 2):

| Subject Categories | Communities Directorate | |
|--------------------------------|-------------------------|-------|
| | Number of cases | % |
| Physical environment issues | 224 | 42.4% |
| Communication | 119 | 22.5% |
| Financial Issues | 56 | 10.6% |
| WCC Service standards | 52 | 9.8% |
| Staff conduct | 24 | 4.5% |
| Outside contact us process | 17 | 3.2% |
| Policy | 16 | 3.0% |
| Protection of user | 8 | 1.5% |
| Commissioned Service Provision | 8 | 1.5% |
| Discrimination | 4 | 0.8% |

Table 2: Subject Categories of complaints assigned to Communities Directorate during 2022/2023

- iv.) In 2020/2021, the proportion of complaints assigned to Environmental Services that addressed physical environment issues was 9% (n=66), which increased to 32.5% (n=206) in 2021/2022 and 42.4% (n=224) in 2022/2023. Complaints relating to communication decreased from 78.9% (n=578) in 2020/2021 to 51.6% (n=327) in 2021/2022 and 22.5% (n=119) in 2022/2023.

Complaints Closed

- 3.10 The number of closed complaints resolved within the expected service standard has stayed static over the last three years for Communities Directorate. In 2020/2021, 94.5% (n=689) were closed, slightly increasing to 94.7% (n=610) in 2021/2022 and then decreasing to 92.9% (n=486) in 2022/2023.
- 3.11 The number of Communities' closed complaints exceeding the service standard has also remained static over the last three years, with 5.5% (n=40) in 2020/2021, 5.3% (n=34) in 2021/2022, and a slight increase to 7.1% (n=37) in 2022/2023.

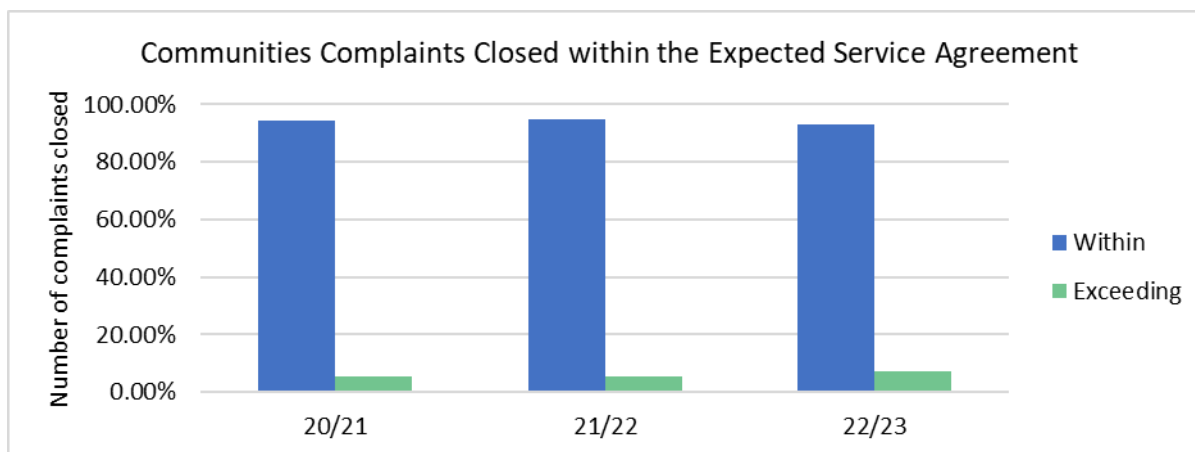


Figure 4: Total Complaints Closed for Communities Directorate within service standard over time.

- 3.12 The system records how a particular case is resolved under a number of category headings. These include provision of an apology, financial remedy, change in process and change of policy which are self explanatory. The remaining possibilities are “providing an explanation” (for example, the Council provides an explanation to a customer in response to a query or complaint as to why/how a course of action has been taken, or the meaning of a policy or criteria for service are explained) or “providing a service” (where the Council will agree delivery of a service to a customer in response to a query or complaint raised).
- 3.13 In 2020/2021, the most common complaint remedy for Communities Directorate complaints was "providing an explanation". This occurred for 52.7% (n=384) of all resolved complaints. “Providing a service” and “apologies” accounted for 26.8% (n=195) and 9.5% (n=69) respectively, with only a small number of complaints resulting in “changes in process” (0.7%; n=5), “change of policy” (0.3%; n=2) or financial remedies (0.3%; n=2).
- 3.13 In 2021/2022, the % of complaints resolved through “providing an explanation” decreased to 48.8% (n=314) of all complaints resolved. “Apologies” increased to 11.3% (n=73), “providing a service” increased to 33.2% (n=214), while “changes in process” (0.6%; n=4), “change of policy” (0.2%; n=1), and financial remedies (0.2%; n=1) remained stable.
- 3.14 In 2022/2023, “providing an explanation” remained the most common remedy at 49.7% (n=260). “Apologies” decreased to 11.1% (n=58) and “providing a service” increased to 38.2% (n=200). The least common remedies were “change in process” (0.6%; n=3) and financial remedies (0.4%; n=2) (Table 3).

| Complaint Remedies | Communities Directorate | |
|----------------------|-------------------------|-------|
| | Number of cases | % |
| Explanation Provided | 260 | 49.7% |
| Service Provided | 200 | 38.2% |
| Apology | 58 | 11.1% |
| Change in Process | 3 | 0.6% |
| Financial Remedy | 2 | 0.4% |
| Change of Policy | 0 | 0.0% |

Table 3: Closed Complaint Remedies for Communities Directorate over time.

- 3.15 In the Communities Directorate, the most common complaint outcome since 2020/2021 has been “Question Answered”, accounting for with 59.7% (n=312) of complaints resolved in 2022/2023. This was followed by cases where no

outcome was selected on Contact Us with 9.2% (n=48) and Complaint: Not Upheld with 7.3% (n=38) in the same year.

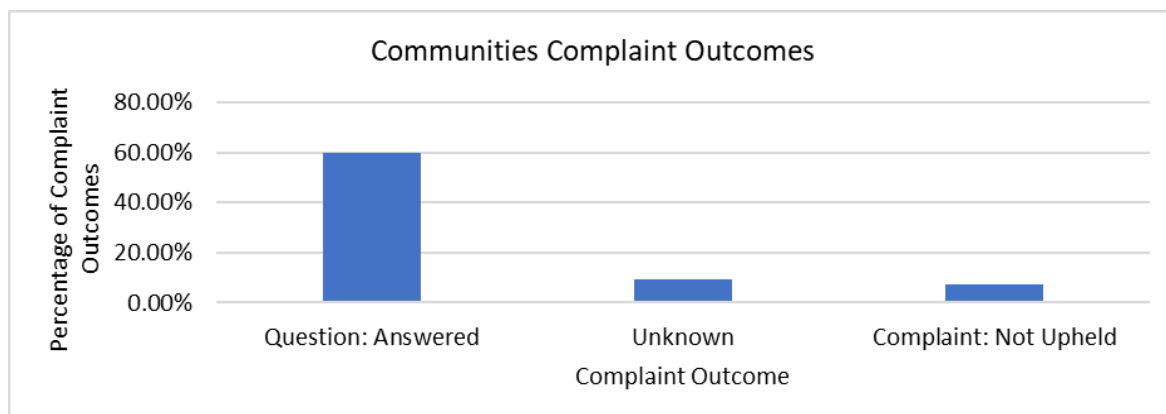


Figure 5: Complaint Outcomes for Communities Directorate in 2022/2023.

4 Lessons Learnt

- 4.1 When a complaint, question, comment, or compliment is completed and closed, colleagues must record certain information including 'Lessons Learned.' This is an opportunity for staff to reflect on how a case could have been handled differently or better – whether a complaint could have been avoided or prevented, whether our response could have been improved and whether there are lessons for the Council that will improve our approach. This is used for learning and training purposes within both the team who have handled the case and the wider Council. Officers are encouraged to capture all relevant ideas and suggestions to inform future approach.
- 4.2 In 2022/2023, 13.2% (n=69) of closed complaints in Communities Directorate had recorded lessons learned, 2.5% (n=13) for organisation processes and 2.3% (n=12) for additional training.

5. Compliments, Comments and Questions

- 5.1 In 2022/2023, compliments, comments and questions made up 52.5% (n=584) of the total cases assigned to Communities Directorate, this is a 33.9% decrease from 2021/2022. Communities Directorate have experienced a steady decline in the number of compliments, comments, and questions over the past 3 years. In 2021/2022, these types of cases accounted for 58.2% (n=883) which is lower than the 63.8% (n=1292) in 2020/2021.
- 5.2 In 2022/2023, 75.2% (n=439) of the total compliments, comments and question cases received were Questions, 13.4% (n=78) were compliments and 11.5% (n=67) were comments.

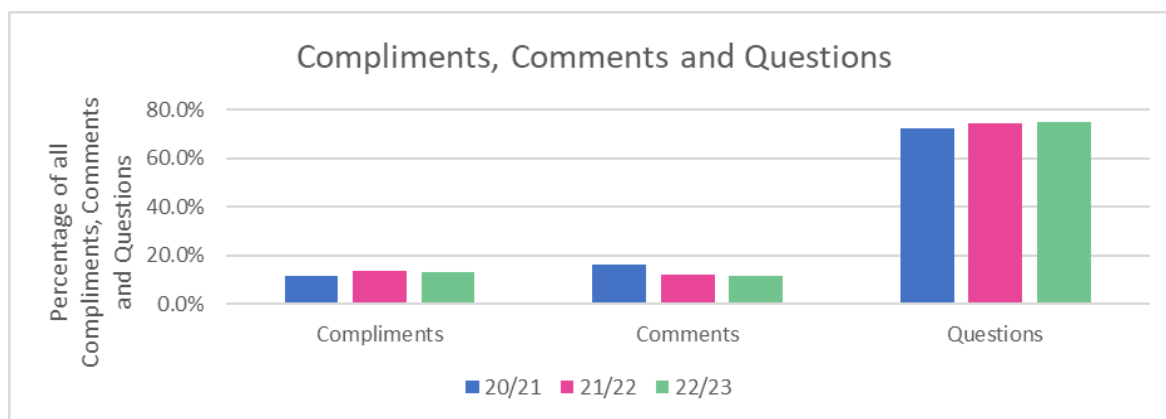


Figure 6: Compliments, Comments and Questions for Communities Directorate over time.

- 5.3 In 2020/2021, the Communities Directorate received 1292 comments, questions, and compliments. Out of these, 90.2% (n=1165) were closed within expected service standard and 9.8% (n=126) exceeded service standard, and 0.1% (n=1) were not closed. The number of comments, questions and compliments decreased to 883 in 2021/2022, with 90.4% (n=798) being closed within expected service standard and 9.6% (n=85) exceeding it. In 2022/2023, 584 comments, questions and compliments received, of which 84.6% (n=494) were closed within expected service standard and 15.2% (n=89) exceeded it. The remaining 0.2% (n=1) were not closed.
- 5.4 Complaints during COVID were often due to confusion and misunderstanding of the situations arising because of the fast changing legal and medical landscape. Customers were not happy with certain activities and changes in process during this time. As COVID restrictions lifted, contact regarding County Highways (North/South, increased due to the increase in users on the highway network. These had understandably been lower during the COVID period as travel was limited and the network was a lot quieter. Complaints against Streetworks departments within Local Authorities are difficult to gauge, particularly given that the public perception of who is responsible for the works that are being undertaken can be confusing. Most of the complaints registered with WCC against Streetworks are in reality against third parties whether that be utilities, contractors or other organisations working in the public highway.
- 5.5 Appendix 1 gives examples of complaints and compliments received through Contact Us.

6 Customer Platform

- 6.1 In January 2023 Cabinet agreed that the Microsoft Technology Platform (Dynamics) would be used to replace the existing customer relationship management system solution. This is a significant change which will help to address some of the weaknesses in the data, recording and insight about customer feedback set out in this report.
- 6.2 A single customer platform for the Council, allows:

- direct 1-to-1 communication with citizens so they can view and easily understand where they are in any process with us;
- a single view of the citizen;
- consistent and quality data collection and analytics accessible to our reporting tools; and
- simple and repeatable digitisation for those able to use it.

6.3 The first release of the customer platform, currently planned for August 2023, includes the modules for dealing with customer feedback and complaints. This will provide a single customer platform enabling officers to view the full history of the Council's interaction with a customer including actions taken previously. This will allow officers to access a fuller record of contact so as to provide a more joined up response. Further releases are planned throughout the financial year.

6.4 It is important that the Council has an effective and efficient customer feedback system in place which ensures that:

- we are able to actively listen and respond empathetically and professionally to concerns, complaints or queries from members of the public
- to allow us to work with colleagues to provide the best response within the timescales determined by the appropriate complaints procedure,
- complaints and compliments are accurately recorded, leading to accurate performance data being produced to drive improvement;
- when things have gone wrong, they are put right as quickly as possible
- both complainants and staff understand the relevant complaints procedure, how it relates to them and their rights and responsibilities within it;
- any learning from complaints is acknowledged and that the Customer Relations Team, work with the appropriate service area to ensure that the necessary changes are made to improve services provided; and
- high quality and timely performance reporting is provided to management teams, to ensure that they are aware of issues arising and can work with the Customer Relations Team to resolve these and maintain a high-quality service.

6.5 Over time, the customer platform will provide a foundation for the careful application of automation and other technologies to enhance customer experience. This will help meet increasing demand, provide greater consistency and assurance about process, and support the Council's challenging financial position.

7 Financial Implications

7.1 Where customer feedback resulted in a service being provided, a process change or other activity such as staff training, the cost was managed within

the existing resources of the relevant services. The Customer Platform funding was approved by Cabinet on 27th January 2023.

8. Environmental Implications

8.1 There are no direct environmental implications arising from this report.

9. Supporting Information

Not Applicable

10. Timescales associated with the decision and next steps

Not Applicable

Appendices

Appendix 1 – Complaint and Compliment Examples

Background Papers

None

| | Name | Contact Information |
|--------------------|---|--|
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The report was circulated to the following members prior to publication:

Councillors Dahmash, Crump, Watson, Timms and Matecki.

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**Appendix One – Examples of Complaints and Compliments received relevant to areas covered by Communities Overview and Scrutiny
1 April 2022 to 31 March 2023**

Examples of the complaints received through Contact Us include the following:

- *“Hello As everyone knows we must stay at home and we are allowed to go to work just for shopping, medicine and walk. We citizens are forced to stay at home and to work can go just key workers. My issue is ongoing construction work in middle of the town centre, all town is dusty and air full it , as they are destroying building, they are NOT KEY WORKERS, why they are still working? I can’t even open windows for fresh air, in normal situation I would be at work and wouldn’t notice all this but at this time I cannot even get fresh air. I’m a key worker and when I went to my car you can’t see through the window because of layer of the dust on it from construction.*

“due to the layout of the street, we normally enjoy a derogation allowing waste to be put out in black bags and recycling to be put out a black box. Due to the current restrictions on movement, increase in online shopping and closure of schools, we are obviously generating more waste than usual. However this morning, the kerbside collection refused to take much of our recycling as it was 'not in a black box';xxxxx District Council, .told that we should 'Store waste until we were able to take it the council waste disposal centre'.....The decision to close refuse disposal sites is in absolute contradiction with Government advice (<https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance#waste-management-businesses>) that they should stay open.....If public authorities refuse to follow Government Guidelines, how can they blame the public for failing to follow them?.....The instruction to 'Stay at Home' is not absolute, otherwise over 60 million people would have starved to death by now; we all have a role to play, whether that be by working in extraordinary circumstances from my xxx as I am, or whether it be by safely maintaining public services as you should be doing. Will you offer a rebate on Council Tax as a result of services being unnecessarily withdrawn?”

- *“Dear sirs I write to complain about the continued system at our local dump. At present ALL shops are open, from May 17 dining inside, cinemas and gyms are allowed and we will be free to visit other peoples houses and travel abroad. But STILL you have the highly inconvenient and annoying booking system to dispose of our excess rubbish. I do not know in advance when I may need to visit the dump, sometimes I have more than one car boot full, I never know what the weather will do and I can never book a slot on the same day or even 24 hours in advance. The recycling centres are paid for by us, the residents, ALL spending by ALL government is paid for by US THE TAXPAYER. YOU WORK FOR US.As a result of problems going to the dump when needed I have already seen an increase in fly tipping, in the long run it will cost more to clean this up. If you are concerned about non residents using the tip then, by all means, ask for proof of address (Council tax bill). You already have number plates recognition at the site.*
- *“My complaint is about your discriminatory policy insisting on card only payments, e.g. <https://countryparks.warwickshire.gov.uk/burtondassett> , and refusing to take cash. Many people use only cash, or do not have cards that are reliable. Your policy is bad for public service and also bad for Council and local businesses, because it will reduce takings and visits to tourist sites.”*

Examples of compliments received through Contact Us include the following:

- *"I just wanted to pass on my thanks to the resurfacing team (& the tarmac delivery drivers), who all worked on the above during the last week of May. They worked so hard, and diligently. I was fascinated watching the whole process. The end result is fabulous!! I hadn't realised how noisy and broken the lane was, and now it's so quiet and smooth. Thank you very much."*
- *"xxx was excellent with the kids teaching them calmly and clearly about the activity. They also went round pointing out and teaching the kids things as they built the dens. They all absolutely loved the party. xxx in particular is a credit to you. Thanks"*
- *"Dear All, it gives me great pleasure to be writing this E Mail to you. I am unable to Walk very well and not far. Over the bank holiday I came to XX tip to empty my car of Rubbish from my New address....., I was Very Politely met by a Man called XX, LOOKED INSIDE MY VEHICLE and then asked me a few questions. I explained my situation to him. He then gets me to Park opposite the general waste bins. he then waited with me until the bin was free and put me on a bin that was the Shortest walk from the back of my car. After emptying the general waste from my car, he got me to leave the site and drive back to the queue. He then repeated the process and put me on the Shortest walk to the Wood bin. He then assisted me with the Heavy pieces of Timber. Your Company should be so PROUD to have someone to represent you in this manner. Please pass on my sincere regards to him and thank him again for the way that he Represented your Company. Yours with Thanks."*
- *"I took the tank to..... at the appointed time and date where I found the staff to be a credit to the council in terms of their specialist knowledge and willingness to assist."*
- *"Many thanks for your speedy attention. I shall look forward to receiving my new pass shortly. Merry Christmas to you"*
- *"Thank you so much, you are so efficient, shame that all organisations are not as good. Well done to the team!"*
- *"Thank you so much for actioning this so quickly and for the update"*
- *"Thank you very much for your email of this Afternoon regarding my Application for a Bus Pass it was nice of you to let me know."*
- *"I would like to thank you for the effort you put in tracing me and returning my lost bus pass."*

Communities Overview & Scrutiny Committee

21 June 2023

Council Plan 2022-2027 Integrated Performance Report Year End 2022/23

Period under review: April 2022 to March 2023

Recommendations

That the Committee considers and comments on Year End organisational performance, progress against the Integrated Delivery Plan, management of finances and risk.

1. Executive Summary

- 1.1 This report is a retrospective summary of the Council's performance at Year End (April 2022 - March 2023) against the strategic priorities and Areas of Focus set out in the Council Plan 2022-2027. All information contained within this report has been taken from the Year End Integrated Performance and Finance reports Cabinet considered on the 15th June. Performance is assessed against the Key Business Measures (KBMs) contained within the agreed Performance Management Framework (PMF) in Section 2 and Appendix 1a. Summary performance for the Warwickshire Outcome Measures is contained within Appendix 1b and changes to the PMF are outlined in the Appendix 1c.
- 1.2 Progress against the Integrated Delivery Plan is summarised in Section 3 and more fully presented within Appendix 2.
- 1.3 Management of Finance is summarised in Section 4 and the summary table is presented in Appendix 3.
- 1.4 Management of Risk is summarised in Section 5 and more detailed information is presented in Appendix 4.
- 1.5 The paper sets out a combined picture of the Council's delivery, performance, and risk. Officers are still embedding this new approach and performance framework, and at Year End a number of new measures are now available for reporting. The format and content of these integrated performance reports has continued to evolve within the current financial year. Both the Performance Management Framework and the Integrated Delivery Plan have recently been reviewed in preparation for the 2023/24 reporting period.

- 1.6 This summary report and the detailed performance appendices provide the complete picture of the Council's performance enabling scrutiny and transparency for the organisation, partners and the public. It enables Overview and Scrutiny Committees the opportunity to consider performance within their own remits. All Members also have continual access to the Performance Management Framework using the Performance Portal in Power Bi to further monitor performance on an ongoing basis.
- 1.7 Overall, for the Council's performance at Year End, with 10 more annual measures being reported, there has been a consistently, strong performance delivered against the PMF. This is an encouraging position despite the continuing volatile, uncertain, and high-risk external environment which is impacting on resources and the wider economic environment, capacity, and uncertainty about a number of key national policy areas.
- 1.8 There are 19 KBMs in total that are in the remit of this Committee and 16 KBMs are being reported at Year End. 1 KBM has a status of Not Applicable at this quarter as no grant funding applications have been supported for Regeneration & Place Shaping initiatives as none have been received at this point. For the KBMs available for reporting, the following table indicates an assessment of performance compared to previous Quarters this year:

| Quarter | On Track | Not on Track |
|----------|----------|--------------|
| 1 | 89% (8) | 11% (1) |
| 2 | 70% (7) | 30% (3) |
| 3 | 83% (10) | 17% (2) |
| Year End | 75% (12) | 25% (4) |

- 1.9 Appendix 1 details performance for all the Committee related measures within the Performance Management Framework. Detailed measure-by-measure performance reporting is accessible through the Performance Portal available through this [link](#).
- 1.10 There are some emerging issues within this Integrated Report, including:
- Previously Capacity and workload issues are impacting delivery across the organisation. Staff feedback has highlighted the issue which is a high priority. Difficulties in recruiting and retaining staff in a highly constrained national and local labour market have been highlighted previously and although overall there has been some improvement at Year End there remain issues within specific service teams. The Our People Strategy year 3 priorities have identified 5 key priority areas for action, recruitment and retention, pay and reward, strategic workforce planning, equality diversity and inclusion and engagement, which will be progressed through the year.
- 1.11 Notable aspects of positive performance relate to the "Promote inclusive, sustainable economic growth, successful business, good quality jobs and future skills" Area of Focus which is encouraging with 7 of the 9 KBMs considered On Track at Year End.

- 1.12 The main performance challenges relate to:
- the No. of Domestic Abuse Incidents reported to the Police which is behind prior year and considerably below target; and
 - the No. of properties better protected from flooding, which is significantly under target, with only 4 properties taking up the scheme across the year.

There is some delay in the ability to assess performance against 2 of the 4 KBMs supporting the “Tackle climate change, promote biodiversity and deliver on our commitment to Net Zero” Area of Focus with baselining and measurement mechanisms being developed.

- 1.13 The report sets out services’ projected performance trajectory, which recognises a more volatile than usual environment as a result of external factors.
- 1.14 The position is also positive in terms of delivery of the 58 Communities actions set out in the Integrated Delivery Plan, with 64% being On Track and 24% At Risk or Compromised and 3% not started and it is these actions which are reported on in Appendix 2 on an exception basis.
- 1.15 Three of the Council’s 18 strategic risks relate to the remit of this committee and currently have a red status:
- that economic growth slows or stalls;
 - inflation / the cost of living; and,
 - meeting 2050 climate change targets for the county.

At service level the key risks being highlighted are those that are currently rated red (high) risk and which at the same time have had a risk rating higher than the target risk rating for 3 quarters. There are currently 3 risks meeting this criteria relating to Adult and Community Learning funding, transport and highways scheme delays leading to loss of time limited funding, and SEND and mainstream transport pressures.

- 1.16 The wider national context remains a critical frame within which to view the Council’s performance. The UK continues to experience the consequences of both significant political, global and macro-economic turbulence, including industrial action across many sectors, the legacy impact of the pandemic, and the war in Ukraine. High inflation, rising interest rates and the resulting fiscal challenges are impacting the cost of living, increasing pressure on an already tight labour market, demand for public services and public finances.
- 1.17 Such an unprecedented combination of events at a global and national level creates a period of significant uncertainty and a very challenging financial outlook in the short- to medium-term. This volatility is impacting on the Council’s resources, both financial and in terms of recruitment and retention, levels of demand, and future national policy, particularly Adult Social Care reform, devolution, levelling up, cost of living and climate change Net Zero ambitions.

- 1.18 Inevitably these factors, which were not anticipated at the time the Integrated Delivery Plan and the Performance Management Framework were developed, are impacting on our priorities, focus, capacity and project delivery timescales. Our reporting will track and highlight these impacts on delivery and performance. Our analysis has informed prioritisation of activity and resource allocation during the refresh of the Integrated Delivery Plan, which was approved at the May Cabinet, and the Performance Management Framework.

2. Performance against the Performance Management Framework

- 2.1 The three strategic priorities set out in the Council Plan 2022 - 2027 are delivered through seven Areas of Focus. In addition to these, there are three further areas to support the Council to be known for as 'a Great Council and Partner'. The full performance summary is contained in [Appendix 1](#).
- 2.2 Comprehensive performance reporting is enabled through the Power BI link [Performance Portal](#) as part of the revised and adopted Performance Management Framework. Where applicable, some performance figures may now have been updated on the reporting system. For the latest situation, please refer to the Performance Portal. The number of reportable measures will change each quarter as the framework considers the availability of new data.
- 2.3 Of the 16 KBMs, an increase from 12 at Quarter 3, which are being reported at Year End, 12 (75%) are On Track and 4 (25%) are Not on Track. There is one other measure being reported but has a status of Not Applicable as no grant funding applications have been supported for Regeneration & Place Shaping initiatives as none have been received to date. The only measure to deviate status from Quarter 3 to Year End was % of people with Special Educational Needs and Disabilities supported by Warwickshire Employment Support Team moving into employment which moved from On Track to Not on Track as more people joined the service.
- 2.4 Overall Direction of Travel for the KBMs, where there is sufficient data, shows that performance is positive and is improving or staying in the same positive position. There is just the one KBM, No. of Domestic Abuse Incidents reported to the Police, where the Direction of Travel is in the wrong direction and forecast indicates further decline expected.
- 2.5 All reportable KBMs 16 have a forecast projection from the responsible Service for the forthcoming period. Of the 13 measures that are forecast to be On Track at next reporting period, 46% (6) are forecast to improve, 46% (6) to remain static and 8% (1) is forecast to decline over the next quarter. For the 3 that are forecast to be Not on Track, performance is set to improve for 2 and decline for 1.

- 2.6 Of the 12 KBMs reported on at Quarter 3 with a service forecast, it was forecast that 10 would be On Track at Year End, with two Not On Track. Performance has materialised broadly as expected, with all but 1 KBM performing as forecast. The Service projections made at Quarter 3 for Year End were accurate so it is anticipated that the forecast for the next reporting period position made now will be accurate also.
- 2.7 A set of high-level, cross-cutting, long-term Warwickshire Outcome Measures, which the Council can influence but are not solely responsible for, are also contained in the Performance Management Framework. These are being reported as a summary for the first time within Appendix 1b with further reporting within a [dashboard](#) informing our ongoing State of Warwickshire reporting and includes Levelling Up and the Cost of Living metrics.
- 2.8 Of the 39 Warwickshire Outcome Measures that are currently reportable, Warwickshire performs better than the national average in 22 of them. The areas where Warwickshire outperforms the national average to the greatest degree include the employment rate, levels of pay, unemployment, homelessness and child poverty. Areas where Warwickshire's performance falls notably behind the national average include school attainment levels for disadvantaged children and greenhouse gas emissions per capita.
- 2.9 As an agile approach is being taken to the new Performance Management Framework changes for the 2023/24 reporting period are being requested and are outlined in Appendix 1c. The review of the Service Business Plans and the Integrated Delivery Plan have identified the changes being requested to ensure that the Performance Management Framework supports delivery of the agreed priorities.

3. Progress on Delivery Plan

- 3.1 The Integrated Delivery Plan aligns priority activity from across all service areas against all Areas of Focus within the Council Plan 2022-27. The plan shows how activity across services collectively contributes to delivering these priorities.
- 3.2 Detailed information on the performance summary of the Integrated Delivery Plan is included at [Appendix 2](#). A new [Power BI reporting dashboard](#) is now available and will enable Members to track progress by Service, status, Council Plan Area of Focus, Overview and Scrutiny Committee and Portfolio Holder.
- 3.3 There are 192 remaining actions within the Integrated Delivery Plan, 58 of which are assigned to Communities. Detailed information on the performance summary of the Integrated Delivery Plan in relation to Communities is included at Appendix 2. The majority of deliverables are On Track (64%), 9% are Completed, 24% are At Risk or Compromised and 3% Not Started, with any exceptions covered in Appendix 2.

- 3.4 A number of actions that are at risk relate to capital programmes and projects, where current inflation levels and supply chain challenges are creating very significant levels of risk and uncertainty about our capacity to deliver as planned within available resources, a challenge common to all Councils.

4. Management of Finance

- 4.1 The key metrics of financial management are summarised below with further information available in [Appendix 3](#) and in the [Cabinet Outturn Report](#) presented to Cabinet on 15th June 2023.

| Metric | Target | Service | Performance at Outturn 2022/23 |
|--|---|-------------------------------------|--------------------------------|
| Performance against the latest approved revenue budget as measured by forecast under/overspend | On budget or no more than 2% underspent | Environment Services | 13.1% overspent |
| | | Strategic Commissioning Communities | 9.8% Underspent |

The headline revenue overspend reported at Outturn is £3.9m (5.1%), however, after funds have been transferred to earmarked reserves. The adjusted forecast position is £4.5m (5.9%)

| | | | |
|---|-----------------------|-------------------------------------|--------|
| Performance against the approved savings target as measured by forecast under/overachievement | 100% | Environment Services | 77% |
| | | Strategic Commissioning Communities | 97% |
| Performance against the approved capital programme as measured by forecast delays in delivery | No more than 5% delay | Environment Services | -8.5% |
| | | Strategic Commissioning Communities | -27.3% |
| | | S278 funded schemes | -10.5% |

5. Management of Risk

- 5.1 Risks are monitored in risk registers at a strategic/corporate level and at service level. At a corporate level the following strategic risks are more directly related to Communities OSC and are currently rated as red (high risk):
- Economic growth slows or stalls;
 - Inflation and the Cost of Living; and
 - 2050 county climate targets not met

5.2 Mitigating actions are in place in respect of these risks, for example the Council Plan prioritising the support of Warwickshire’s economy, working with regional and local partners to access available funding streams, a Medium Term Financial Strategy planning process that is incorporating the risks of inflation, enabling and promoting climate change action in the community for example through a dedicated website and specific initiatives such as the green shoots community climate change fund.

5.2 At a service level there are 15 risks recorded against services relating to Communities and Environmental Services. At service level at this reporting period there are 3 risks that are both red and over target relating to communities or environmental services:

- Loss of income for Adult and Community Learning (ACL).
- Transport and highways scheme delays leading to loss for time limited funding.
- SEND and mainstream transport pressures

To highlight the key risks a table of both red risks and risks significantly above target is provided at [Appendix 4](#).

5.4 Mitigating actions are in place in respect of these risks including for example identifying new ACL opportunities and contributing to national campaigning regarding ACL funding, and project management within transport and highways schemes.

6. Environmental Implications

6.1 There are none specific to this report.

Appendices

Appendix 1 – [Quarterly Performance Report](#)

Appendix 2 – [Progress on the Integrated Delivery Plan](#)

Appendix 3 – [Management of Financial Risk](#)

Appendix 4 – [Management of Risk](#)

Background Papers

Cabinet Report 15th June 2023

| Role | Name | |
|--------------------|---|--|
| Report Author | Vanessa Belton, Delivery Lead Business Intelligence Performance, Planning and Quality | vanessabelton@warwickshire.gov.uk |
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| Portfolio Holder | Cllr W Redford, Cabinet Portfolio Holder for Transport & Planning | cllrredford@warwickshire.gov.uk |

1. Communities OSC Quarterly Performance Report Year End

- 1.1 Detailed measure by measure performance reporting is accessible through the [Performance Portal](#).
- 1.2 The three strategic priorities set out in the Council Plan 2022 - 2027 are delivered through seven Areas of Focus. In addition to these, there are three further areas to support the Council to be known for as 'a Great Council and Partner'. These are detailed in the table below alongside the number of KBMs that will be used to assess delivery, and the number being reported at Year End.

| Area of Focus | No. of KBMs | No. of KBMs available for reporting Year End |
|--|-------------|--|
| Create vibrant places with safe and inclusive communities | 8 | 8 |
| Deliver major infrastructure, digital connectivity and major transport options | 7 | 5 |
| Promote inclusive, sustainable economic growth, successful business, good quality jobs and future skills | 10 | 8 |
| Tackle climate change, promote biodiversity and deliver on our commitment to Net Zero | 7 | 5 |
| Deliver our Child Friendly Warwickshire strategy - Happy, healthy, safe children | 10 | 10 |
| Through education, improve life opportunities for children, young people and those with special educational needs and disabilities | 16 | 15 |
| Support people to live healthy, happy, and independent lives and work with partners to reduce health inequalities | 12 | 11 |
| A Great Council and Partner | No. of KBMs | No. of KBMs available for reporting Year End |
| Harnessing community power | 3 | 3 |
| Our people and the way we work | 8 | 7 |
| Using our data and digital solutions to improve service delivery | 4 | 4 |

1.3 Key Insights for Year End 2022/23

There are 19 KBMs in total that are in the remit of this Committee. Chart 1 details the reported status of 16 KBMs which are being reported at Year End. One further measure has a status of Not Applicable at Year End as no grant funding applications have been supported for Regeneration & Place Shaping initiatives as none have been received at this point. There are a further 2 Climate Change related measures that were scheduled for reporting at Year End, however that has proved not possible:

- Annual change in soil and vegetation carbon storage by habitat (tonnes of Carbon per hectare) in WCC rural settings which is being baselined across 2023/24; and,

- % habitat biodiversity net gain in WCC rural estate where a mechanism to measure is being established.

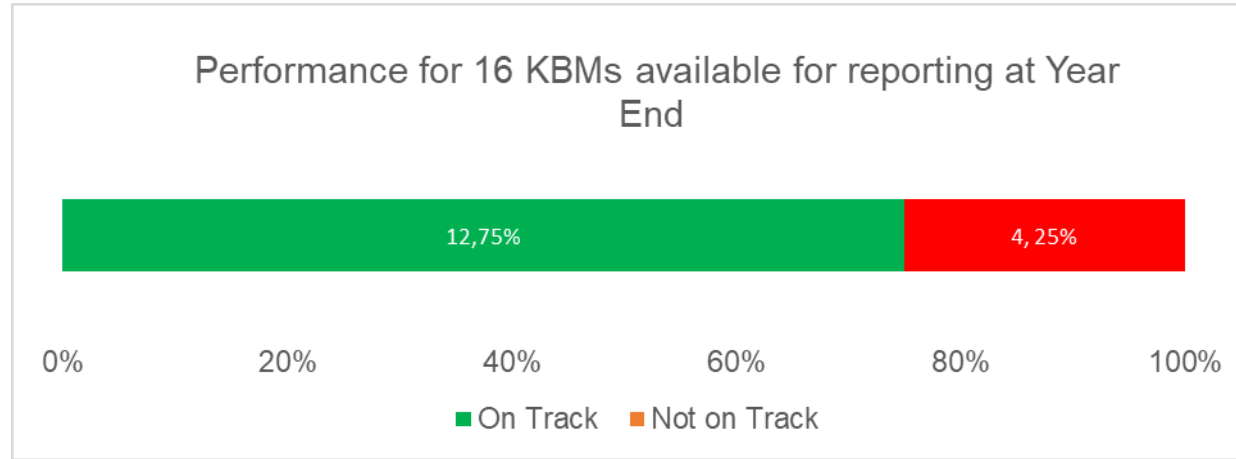


Chart 1

Chart 2 details the overall Direction of Travel for the KBMs being reported at Year End, there are 7 KBMs where there is insufficient data at this time to determine a Direction of Travel at this time.

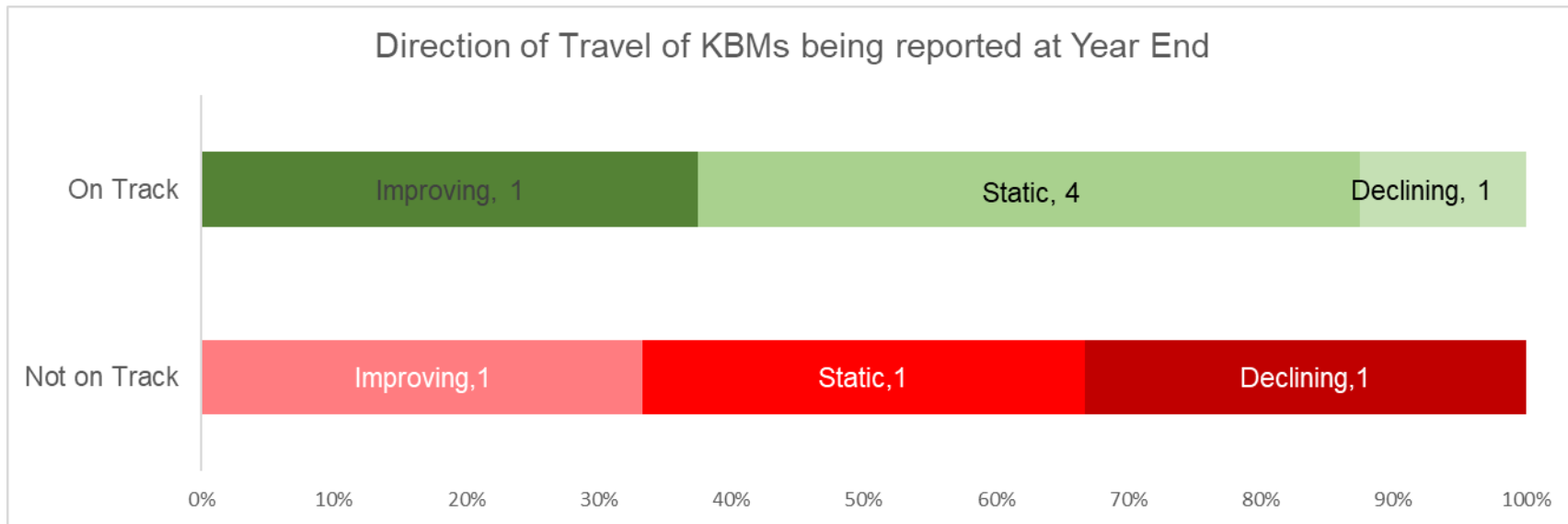


Chart 2

Chart 3 details the projected performance based on a Service forecast of the 16 reportable KBMs at the next Quarter, broadly projecting the current position will remain moving forward. The No. of grant funding applications supported for the delivery of the Regeneration & Place Shaping initiatives measure has a forecast of Not Applicable as work on supporting funding applications is on an as and when funding basis, dependant on when it becomes available from external and internal sources.

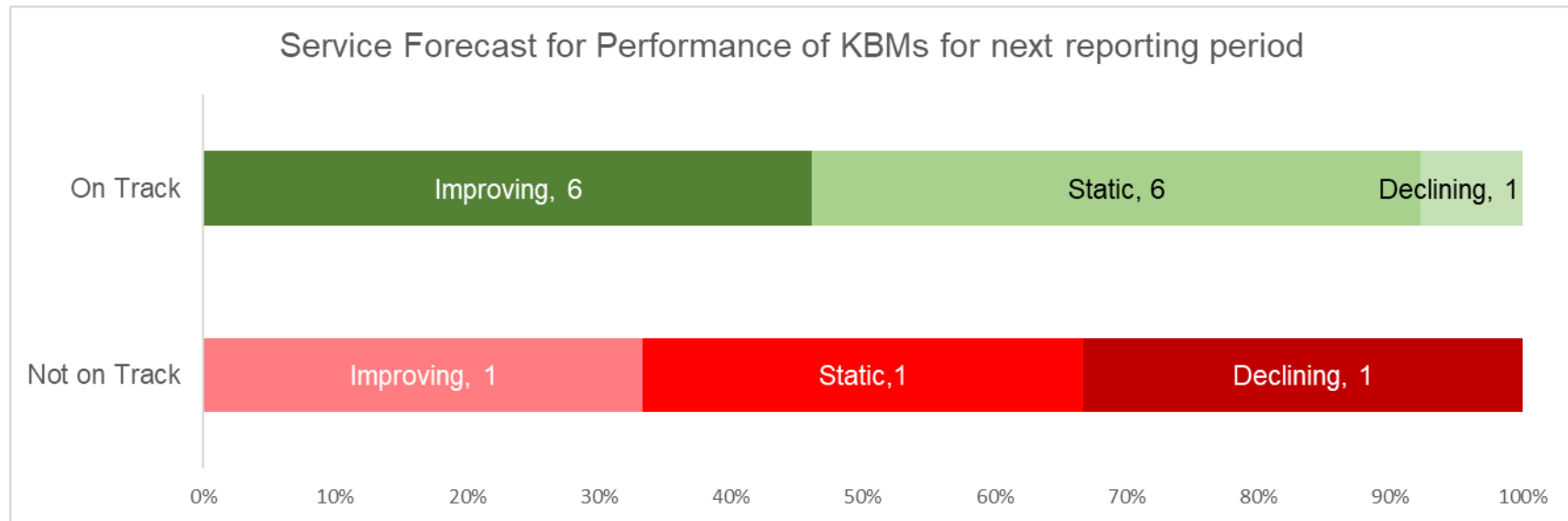


Chart 3

Explanatory Notes on Summary Tables

The following sections provide an overview of current performance by Area of Focus. The measure summary tables are a representation of the tables in the full Committee report on Power BI and are interactive. Please note:

- data is being added into the system as it becomes available so new information may be in the reports since the writing of this Quarterly position report;
- measure names in the summary tables and where highlighted are all links to take the reader directly to the measure report page in Power BI which provides full detail on the measure including charted data, performance narrative, improvement activity, trends and targets if applicable;
- KBMs are highlighted in Bold within the tables;
- a measure status is included based on performance either against the target and polarity of measure or where there is no target on improving/ declining performance;

- Services provide a forecast of where performance is heading over the next reporting period, this is informed by local knowledge, improvement activity and trend information;
- where the measure status or projection is Not Applicable, this is due to exceptional circumstances regarding the measure such as it is setting a baseline this year, the Power BI report will provide the reason by measure;
- the Latest Figure column represents the most current data available including last quarter, previous year or longer if data is lagged, full details are on Power BI report;
- Direction of Travel is an indication of whether performance is improving based on trend data where available;
- not all measures have targets and the approach now is to have improving performance and targets where appropriate, where there is no target the table is populated with N/A; and,
- as the framework is more responsive there are annual or termly measures included on the tables with no reported data, this will be added as the relevant data becomes available e.g. attainment data from November.

1.4 Create vibrant places with safe and inclusive communities

| Measure Name | Year End Actual | Year End Target | Measure Status | Direction of Travel | Service Forecast for next period |
|---|-----------------|-----------------|----------------|-----------------------------|---------------------------------------|
| No. of Domestic Abuse Incidents reported to the Police | 10931 | 11339 | Not on Track | Declining | Not on Track Performance Declining |
| No. of secondary schools engaged in violence prevention Whole Schools Approach | 13 | 10 | On Track | Improving | On Track Performance Improving |
| % complaint satisfaction with Trading Standards action | 70 | N/A | On Track | Static | On Track Performance Remaining Static |
| % KSI collision reduction at sites where casualty reduction schemes have been implemented | 46 | 65 | Not On Track | N/A insufficient trend data | On Track Performance Remaining Static |

At Year End progress in this Area of Focus is mixed and remains at a similar place from Quarter 3 however projection is for an improved position at Quarter 1.

Area of Good Progress due to being above target and seeing an improvement since Quarter 2 reporting:

- No. of secondary schools engaged in violence prevention Whole Schools Approach

Improvement Activity due to Year End target not being achieved and being below levels recorded in previous year:

- No. of Domestic Abuse Incidents reported to the Police

1.5 Deliver major infrastructure, digital connectivity and improved transport options

| Measure Name | Year End Actual | Year End Target | Measure Status | Direction of Travel | Service Forecast for next period |
|---|-----------------|-----------------|----------------|-----------------------------|---|
| No. of properties better protected from flooding | 4 | 32 | Not on Track | Static | Not on Track Performance Remaining Static |
| No. of schools signed up to our Safe and Active Programme | 96 | 80 | On Track | N/A insufficient trend data | On Track Performance Improving |

Improvement activity due to being behind target across year despite target being reviewed and reduced mid year:

- No. of properties better protected from flooding

1.6 Promote inclusive, sustainable economic growth, successful business, good quality jobs and future skills

| Measure Name | Year End Actual | Year End Target | Measure Status | Direction of Travel | Service Forecast for next period |
|--|-----------------|-----------------|----------------|-----------------------------|---------------------------------------|
| % Business Centre Occupancy Rate | 87 | N/A | On Track | Declining | On Track Performance Remaining Static |
| % of employees in our key priority sectors | 31 | N/A | On Track | Static | On Track Performance Remaining Static |
| No. of successful Foreign Direct Investment projects | 45 | N/A | On Track | Static | On Track Performance Remaining Static |
| Value (£) of external funding secured by Communities or other WCC services/ partners to support Council priorities | £10.7 million | N/A | On Track | N/A insufficient trend data | On Track Performance Remaining Static |
| Value (£) of investment secured by Warwickshire businesses as result of WCC funded business support activities | £4.65 million | N/A | OnTrack | N/A insufficient trend data | On Track performance Declining |
| No. of apprenticeships created through WCC support | 13 | N/A | On Track | N/A insufficient trend data | On Track Performance Improving |
| No. of grant funding applications supported for the delivery of the Regeneration & Place Shaping initiatives | 0 | N/A | Not Applicable | N/A insufficient trend data | Not Applicable |
| Total visitor related spend (£) | £860,972,410 | N/A | On Track | Improving | On Track Performance Improving |
| % of people with Special Educational Needs and Disabilities supported by Warwickshire Employment Support Team moving into employment | 2 | N/A | Not on Track | N/A insufficient trend data | Not on Track Performance Improving |

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Performance within this Area of Focus is strong with 7 of the 9 measures being On Track, projection moving forward is to maintain this overall position.

Area of Good Progress due consistent high performance:

- Value (£) of investment secured by Warwickshire businesses as result of WCC funded business support activities

1.7 Tackle climate change, promote biodiversity and deliver on our commitment to Net Zero

| Measure Name | Year End Actual | Year End Target | Measure Status | Direction of Travel | Service Forecast for next period |
|---|-----------------|-----------------|--|---------------------|----------------------------------|
| No. of tonnes of carbon emitted by the Council as a waste disposal authority | 752 | N/A | On Track | Improving | On Track Performance Improving |
| % of household waste re-used, recycled and composted | 49.4 | 50 | On Track | Static | On Track Performance Improving |
| Annual change in soil and vegetation carbon storage by habitat (tonnes of Carbon per hectare) in WCC rural settings | N/A | N/A | Mechanism for measuring being investigated | | |
| % habitat biodiversity net gain in WCC rural estate | N/A | N/A | Baselining across 2023/24 | | |

For the two reportable measures at Year End for this Area of Focus performance levels continue to be as expected and projected to improve for the next quarter.

Area of Good Progress as the performance is improving and the target is being achieved within levels of tolerance:

- % of household waste re-used, recycled and composted

1b Warwickshire Outcome Measures

For 2022/23, an additional layer of 'outcome' measures was added to the Performance Framework. These sit above the KBMs and are indicators that WCC is interested in and can influence but cannot fully control. They are also influenced by other drivers, such as partner activity and national drivers. Examples include the unemployment rate or crime rate.

The table below presents the latest reported figures for the 2022/23 suite of Warwickshire Outcome Measures. It is important to note that these indicators are typically published by central government departments and can often have a lag period of a year or more. The table identifies when each measure was last published and, where possible, provides regional and national benchmarks for comparative purposes, the [State of Warwickshire Dashboard](#) contains information in graphical form.

| Indicator | Latest Date | Warwickshire | West Midlands Region | National |
|--|-------------|--------------|----------------------|----------|
| Gross Valued Added (GVA) per hour worked | 2020 | £38.40 | £33.10 | £37.70 |
| Average personal wellbeing estimates - Anxiety (% Very Good) | 2021/22 | 33% | 33% | 33% |
| Average personal wellbeing estimates - Happiness (% Very Good) | 2021/22 | 30% | 29% | 30% |
| Average personal wellbeing estimates - Life Satisfaction (% Very Good) | 2021/22 | 25% | 24% | 24% |
| Average personal wellbeing estimates - Worthwhile (% Very Good) | 2021/22 | 34% | 31% | 31% |
| Newly born enterprise 5-year survival rate | 2021 | 43.5% | 34.6% | 38.4% |
| Business start-up rate (new businesses as % of all businesses) | 2021 | 12.0% | 14.2% | 12.4% |
| Percentage of people that live in the local area who are in managerial or professional occupations | 2021 | 48.9% | 41.7% | 46.5% |
| Business density per 10,000 population | 2022 | 525 | 434 | 480 |
| Gross Valued Added (GVA) per job filled | 2020 | £58,661 | £50,463 | £58,054 |
| Employment rate for 16 to 64 year olds | 2021/22 | 79.8% | 73.5% | 75.4% |
| Gross median weekly pay | 2022 | £578.20 | £516.20 | £532.50 |
| Median housing affordability ratio (ratio of house price to income) | 2021 | 8.55 | 7.55 | 9.05 |
| Unemployment (claimant count aged 18-64) | Jan-23 | 2.6% | 4.8% | 3.6% |
| Healthy life expectancy at birth – Males (years) | 2018-2020 | 62.1 | 61.9 | 63.1 |
| Healthy life expectancy at birth – Females (years) | 2018-2020 | 64.1 | 62.6 | 63.9 |

| Indicator | Latest Date | Warwickshire | West Midlands Region | National |
|--|-------------|--------------|----------------------|----------|
| Infant mortality rate (per 1,000 live births) | 2019-2021 | 4.03 | 5.63 | 3.93 |
| Percentage of premises with Gigabit capable broadband | May-22 | 66% | n/a | 67% |
| Percentage of people using public transport to travel to work | 2021 | 2.2% | 5.4% | 8.2% |
| Proportion of adults (aged 18+) classified as overweight or obese | 2020/21 | 65.6% | 66.8% | 63.5% |
| Proportion of Year 6 children classified as overweight or obese | 2021/22 | 35.9% | 40.8% | 37.8% |
| Households owed a duty under the Homelessness Reduction Act (per 1,000 households) | Q3 2022 | 2.43 | 2.80 | 3.03 |
| Early years - percentage of all children achieving a good level of development | 2022 | 66.0% | 63.7% | 65.2% |
| Early years - percentage of disadvantaged (Free School Meal eligible and claiming) children achieving a good level of development (GLD) | 2022 | 45.6% | 50.5% | 49.1% |
| KS2 - proportion of all children achieving the expected standard in Reading, Writing and Maths | 2022 | 60.5% | 57.5% | 58.9% |
| KS2 - proportion of disadvantaged children achieving the expected standard in Reading, Writing and Maths | 2022 | 40.1% | 43.9% | 42.7% |
| KS4 - proportion of all children achieving 9-5 (strong pass) in English and Maths | 2022 | 52.6% | 47.2% | 50.0% |
| KS4 - proportion of disadvantaged children achieving 9-5 (strong pass) in English and Maths | 2022 | 23.8% | 30.8% | 29.7% |
| Proportion of pupils attending an Ofsted judged 'good' or 'outstanding' school | Jan-23 | 88.0% | 85.4% | 87.8% |
| Proportion of 16/17-year-olds recorded in education or training (EET) | 2022 | 94.89% | 93.23% | 92.92% |
| Vacancies - number of job postings per 10,000 population aged 16-64 | Feb-23 | 520 | n/a | n/a |
| Percentage of 19-year-olds qualified to Level 3 (two or more A-levels or equivalent vocational qualification) | 2020/21 | 61.7% | 57.4% | 62.2% |
| Recorded rate of neighbourhood crime (per 1,000 population per year) | Sept-22 | 11.0 | 15.2 | 12.9 |
| Children in relative low-income families (child poverty) | 2021/22 | 14.2% | 27.0% | 20.1% |
| Killed and Seriously Injured road casualties (per billion vehicle miles) | 2021 | 44.29 | 41.38 | 56.60 |
| Greenhouse Gas Emissions per capita - Nitrous Oxide (N ₂ O) and Carbon Dioxide (CO ₂) kilotonnes CO ₂ equiv. | 2020 | 7.86 | 4.64 | 4.87 |
| Reduction in county-wide per capita CO ₂ emissions since 2005 | 2020 | 38.9% | 46.7% | 48.9% |
| Net carbon emissions in Warwickshire per capita (kilotonnes CO ₂ equiv.) | 2020 | 7.57 | 4.41 | 4.56 |

| Indicator | Latest Date | Warwickshire | West Midlands Region | National |
|---|-------------|--------------|----------------------|----------|
| Proportion of clients who use services who are satisfied with their care and support (aged 18-64) | 2021/22 | 56.7% | 65.7% | 66.7% |
| Proportion of clients who use services who are satisfied with their care and support (aged 65+) | 2021/22 | 59.9% | 60.0% | 61.8% |
| Access to Green Space (average number of parks, public gardens or playing fields within 1km) | 2020 | n/a | 4.23 | 4.43 |

Note: National figures could be England, Great Britain or UK depending on the indicator.

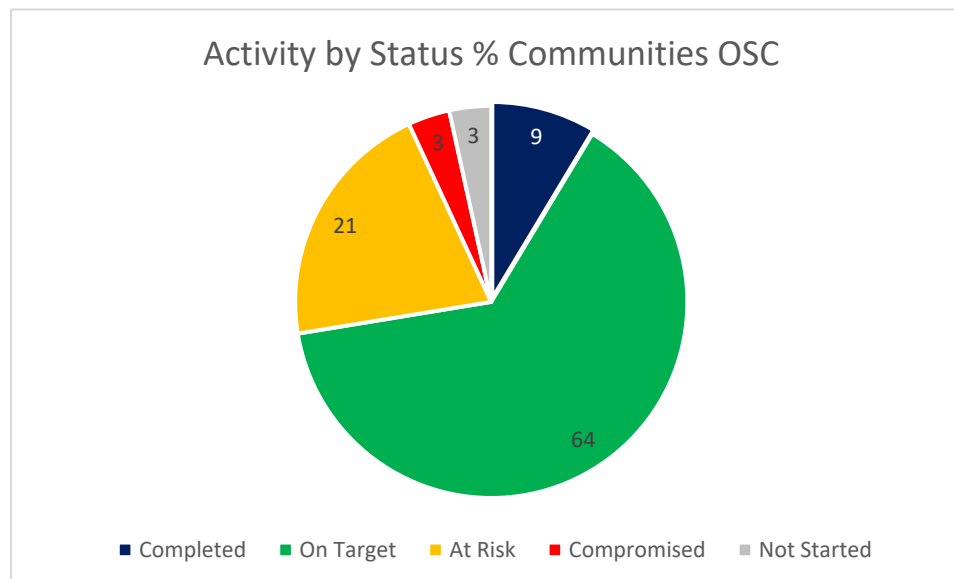
1c Performance Management Framework 2023/24

As an agile approach is being taken to the new Performance Management Framework changes for the 2023/24 reporting period are being requested and are outlined in this Sway presentation [Performance Management Framework 2023/24](#). The review of the Service Business Plans and the IDP have identified the changes being requested to ensure that the PMF supports delivery of the agreed Priorities.

1. Communities OSC Progress on the Integrated Delivery Plan Year End

1.1 Key Insights for Year End 2022/23

Of the 192 remaining actions within the Integrated Delivery Plan, 58 are attributable to the Communities OSC. The number of activities reporting Compromised or At Risk this Quarter has reduced by 7% to 24%. 64% of activities remain on track to achieve their objectives within the set timeframes, with 3% yet to start.



The following activities are now complete.

- **Progress with plans on sustainable transport to include exploring opportunities with partner organisations to introduce more sustainable public transport options.**

The Warwickshire Enhanced Partnership (EP) for buses was established in Dec 2022. The Partnership is made up of representatives from WCC, local bus operators, the Warwickshire Rural Community Council and business representatives. The EP will help identify priorities for improving the bus offer across Warwickshire and look for sources of funding to help deliver these priorities.

- **Progress with plans on sustainable transport to include working closely with District and Borough authorities to aid further delivery of charge points in off-street carparks.**

A total of 76 twin-headed charging points have been installed across 24 locations across Warwickshire. This includes a mix of off-street car park and on-street locations. Usage continues to increase, with the total number of charging events across all sites almost doubling from 2213 events from Jan-Mar 2022 to 4368 events in Oct-Dec 2022.

- **Increase our approach to Natural Capital by using the biodiversity net gain initiative to increase our rural tree planting scheme with a target to plant 2,000 standard hedgerow trees (or small copses) on Council land by March 2023. (Subject to the award of a Local Authority Treescape Fund (LATF) bid).**
The LATF project has been successfully completed with more than 2000 trees being planted.
- **Increase our approach to Natural Capital by using the biodiversity net gain initiative to increase our rural tree planting scheme with a target to explore the creation of a tree nursery on Council land to ensure the supply of trees in future years.**
The Tree Nursery is being established.
- **Increase our approach to Natural Capital by using the biodiversity net gain initiative to increase our rural tree planting scheme with a target to maximise our contribution to the Queen’s Green Canopy (part of the Platinum Jubilee initiatives).**
Ecology Historic Environment & Landscape officers will look to support Coronation Planting and where necessary Wildflower Meadows currently being promoted by the King.

1.2 Create vibrant places with safe and inclusive communities

| Activity | Status | Narrative |
|---|----------------|---|
| <p>Work with partners to prevent violence, serious & organized crime, modern slavery & human trafficking, reducing reoffending, exploitation and rural crime to to meet the outcomes set by the relevant strategies and delivery plans as approved by the Safer Warwickshire Partnership Board. https://safeinwarwickshire.com/</p> | <p>At Risk</p> | <p>As referenced in the October report, serious violence and the causes of serious violence remain the biggest priority for the Safer Warwickshire Partnership Board. Violence with injury has increased by just over 5% in 2022/3 compared with 2021-22. A third of all recorded violence with injury cases are domestic abuse related. Knife related violence offences have increased across the county by just under 3%, but there are higher increases in some parts of the county, alongside increases in recorded incidences of possession of an article with a blade or point. A considerable amount of work has been undertaken by partner agencies in the delivery of Round 4 of the Safer Streets programme which has seen over £350,000 of environmental improvements in key locations across the county. Recorded Anti-social behaviour incidents have decreased across Warwickshire, by around 20% and there has also been a reduction in recorded Hate Crime incidents, by just under 8%. However, acquisitive crime rates, particularly theft of and theft from vehicles has increased by 45% and 32% respectively. These increases can in part be attributed to lower-than-normal recorded incidents in 2021-As</p> |

| | | |
|---|----------------|---|
| | | <p>referenced in the October report, serious violence and the causes of serious violence remain the biggest priority for the Safer Warwickshire Partnership Board. Violence with injury has increased by just over 5% in 2022/3 compared with 2021-22. A third of all recorded violence with injury cases are domestic abuse related. Knife related violence offences have increased across the county by just under 3%, but there are higher increases in some parts of the county, alongside increases in recorded incidences of possession of an article with a blade or point. A considerable amount of work has been undertaken by partner agencies in the delivery of Round 4 of the Safer Streets programme which has seen over £350,000 of environmental improvements in key locations across the county. Recorded Anti-social behaviour incidents have decreased across Warwickshire, by around 20% and there has also been a reduction in recorded Hate Crime incidents, by just under 8%. However, acquisitive crime rates, particularly theft of and theft from vehicles has increased by 45% and 32% respectively. These increases can in part be attributed to lower-than-normal recorded incidents in 2021-22.</p> |
| <p>Continue to deliver the Transforming Nuneaton regeneration programme - Finalising plans to redevelop Vicarage Street with planning permission secured and contractor appointed.</p> | <p>At Risk</p> | <p>Vicarage Street Development Site: outline planning application awaiting determination, estimated completion June 23. Vacant possession of key building is progressing with Wilko and Royal Mail now in contract to surrender leases.</p> <p>The Library & Business Centre is undergoing a value engineering process as part of the process to reduce cost for delivery.</p> <p>Transforming Nuneaton Highway Schemes - Abbey Green cycle scheme is due on site for delivery in Spring 23, design work progresses on Wheat Street and Corporation.</p> <p>For both the residential scheme and the highways schemes cost pressures through inflation and supply</p> |

| | | |
|--|--------------------|---|
| | | <p>pressures are generating some risks to delivery. Works to mitigate these risks are underway. Vicarage Street Development Site: outline planning application awaiting determination, estimated completion June 23. Vacant possession of key building is progressing with Wilko and Royal Mail now in contract to surrender leases. The Library & Business Centre is undergoing a value engineering process as part of the process to reduce cost for delivery.</p> <p>Transforming Nuneaton Highway Schemes - Abbey Green cycle scheme is due on site for delivery in Spring 23, design work progresses on Wheat Street and Corporation.</p> <p>For both the residential scheme and the highways schemes cost pressures through inflation and supply pressures are generating some risks to delivery. Works to mitigate these risks are underway.</p> |
| <p>Continue to deliver the Transforming Nuneaton regeneration programme - Implementing highway improvement schemes with the first scheme on site during 2022/23.</p> | <p>Compromised</p> | <p>First highway scheme planned for implementation in 2022/23 will now be in 2023/2024 due to time taken to resolve planning and design issues.</p> <p>Decision made to amend design for Corporation Street scheme to avoid Compulsory Purchase Order of Dunelm site. This will reduce project cost but require elements of redesign.</p> <p>Application to release allocated Capital Investment Fund inflationary fund to be made to Cabinet for the wider programme.</p> |

1.3 Deliver major infrastructure, digital connectivity and improved transport options

| Activity | Status | Narrative |
|--|----------------|--|
| <p>Implement 6 new planned Cycle schemes (subject to planning and land consents) across Warwickshire, with construction either completed or underway, to support</p> | <p>At Risk</p> | <p>1) St Nicholas Park - Complete 2) Woodloes - Complete 3) Coventry Road Warwick - Delayed due to road space issues - planned for summer 2023</p> |

| | | |
|---|----------------|---|
| <p>an improved network of cycle and pedestrian facilities and promote sustainable travel choices.</p> <p>Work with our partners to encourage the expansion of 4G and 5G coverage across Warwickshire, aiming for connectivity by 2025 - 100% of areas have 4G coverage (including rural locations).</p> | <p>At Risk</p> | <p>4) Kenilworth Road (K2L1a) - underway 5) Birmingham Road Stratford Phase 1 - Complete 6) Birmingham Road Stratford Phase 2 - Underway</p> <p>The Major Network Operators continue to concentrate on more urban areas leading to a slow down of the deployment into the more rural areas.</p> |
|---|----------------|---|

1.4 Promote inclusive, sustainable economic growth, successful business, good quality jobs and future skills

| Activity | Status | Narrative |
|---|----------------|--|
| <p>Engage and work with businesses to access loan funding via the Warwickshire Recovery & Investment Fund to support business and employment growth in the county and review the impact of the loans on the number of businesses supported</p> | <p>At Risk</p> | <p>The Local Communities and Enterprise pillar of the Warwickshire Recovery & Investment Fund (WRIF) is on track. It provided a further £323k of loans to six businesses in Q4. This brings the total value of loans in 2022/23 to £943k and the total number of businesses supported to 19.</p> <p>The Business Investment Growth (BIG) pillar of the WRIF has so far received 43 enquiries and approved one loan worth £1 million. Currently two businesses seeking £11.5 million are at due diligence stage, and we have two enquiries at the early exploratory stage seeking investments of approximately £1.75 million. The size of the BIG pillar has been reduced following a review.</p> |
| <p>Engage and work with businesses to access loan funding via the Warwickshire Recovery & Investment Fund to support business and employment growth in the county and review the impact of the loans on the level of private sector investment levered</p> | <p>At Risk</p> | <p>The Local Communities and Enterprise pillar of the Warwickshire Recovery & Investment Fund (WRIF) has so far levered £934k of private sector investment on a ratio of just under £1 for every £1 of WCC investment.</p> <p>The Business Investment Growth (BIG) pillar of the WRIF has so far levered £1.5 million of private sector investment. The target for private sector investment</p> |

| | | |
|---|---------|--|
| | | levered has been reduced following the reduction in the size of the BIG pillar. |
| Engage and work with businesses to access loan funding via the Warwickshire Recovery & Investment Fund to support business and employment growth in the county and review the impact of the loans on the number of jobs safeguarded | At Risk | <p>The Local Communities and Enterprise pillar of the Warwickshire Recovery & Investment Fund (WRIF) has so far safeguarded 69 jobs.</p> <p>The Business Investment Growth (BIG) pillar of the WRIF has so far safeguarded six jobs. The target for jobs safeguarded has been reduced following the reduction in the size of the BIG pillar.</p> |
| Engage and work with businesses to access loan funding via the Warwickshire Recovery & Investment Fund to support business and employment growth in the county and review the impact of the loans on the number of new jobs created | At Risk | <p>The Local Communities and Enterprise pillar of the Warwickshire Recovery & Investment Fund (WRIF) is forecasted to create 55 new jobs.</p> <p>The Business Investment Growth (BIG) pillar of the WRIF has so far created 58.5 jobs. The target for the number of new jobs created has been reduced following the reduction in the size of the BIG pillar.</p> |
| Engage and work with businesses to access loan funding via the Warwickshire Recovery & Investment Fund to support business and employment growth in the county and review the impact of the loans on the GVA increase | At Risk | <p>The Local Communities and Enterprise pillar of the Warwickshire Recovery & Investment Fund (WRIF) is expected to deliver its GVA increase.</p> <p>The Business Investment Growth pillar is expected to deliver its revised target after the reduction in the size of the pillar.</p> |
| Work with our world class universities on research and development (R&D) to power growth and innovation including working with partners to develop and commission a future programme to support R&D and innovation with a focus on commercialising research and encouraging collaboration between Small & Medium Enterprises (SMEs) and research institutions. | At Risk | A review of future business support in Warwickshire has recommended that WCC and the District & Borough (D&B) Councils jointly commission a new high growth programme that would also address barriers to innovation and improve access to knowledge. However, the level of investment potentially available via the new UK Shared Prosperity Fund (UKSPF) represents an estimated 75% reduction on the amount currently |

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| | | available via European funding. Alternative funding opportunities will, therefore, need to be explored. The D&B Councils are expected to make decisions on the extent to which they wish to use some of the UKSPF funding allocations to fund a new high growth programme (if at all) between now and the end of June. |
| Develop, commission, manage and (where appropriate) deliver a range of skills programmes and initiatives which help ensure an appropriately skilled population can access well-paid jobs to include through the “My World of Work” programme, support consistent and high-quality careers provision through showcasing future careers opportunities and informing young people about the range of careers pathways available to raise aspirations and support positive transition from education into employment. | At Risk | Whilst there is uncertainty with regards to the funding of a wide My World of Work programme, utilising the budget available a number of "Industry Tours" are taking place with Hospitality hosting groups of young people and adults with SEND. This will provide opportunity to pilot such work whilst further funding is sourced. |

1.5 Tackle climate change, promote biodiversity and deliver on our commitment to Net Zero

| Activity | Status | Narrative |
|--|-------------|--|
| Progress with plans on sustainable transport to include developing a strategy and action plan to move our Council fleet to sustainable energy. | Not Started | Funding for project development approved. With PMO to assign resource and then develop the use of Hydrotreated Vegetable Oil as a sustainable fuel for council vehicles. |
| Progress with plans on sustainable transport to include implementing a pilot to assess the suitability of delivering on street, residential EV charge points using existing street lighting connections with up to 9 points to be delivered as part of a trial in 2022/23 | At Risk | The pilot initiative using street lighting connections to power EV charging points in residential streets has been delayed due to changes in standards necessitating a re-design of the charging units and re-certification of these units. The rollout is expected to take place in May 2023. |

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| Increase our approach to Natural Capital by using the biodiversity net gain initiative to increase our rural tree planting scheme with a target to plant 10 hectares of woodland in the first year (2022/23) | Compromised | No hectares have been planted this year with the 10 hectares being moved to 2023/2024 target. Officers are progressing one site and investigating others to be planted this year with Forestry Commission grants. |
| Continue to take action to promote recycling: Review and refresh the joint waste strategy and action plan for Warwickshire with our partners | Not Started | The County, District and Borough Councils are all working well through the Warwickshire Waste Partnership. Service and performance improvements continue to be made wherever possible and during 2022 a new kerbside collection system including the separate collection of food waste was introduced in Stratford and Warwick districts. The local municipal Waste Management Strategy is due for review and clarity on Government's new resources and the waste strategy is awaited to allow this work to start in earnest. |

1.6 Using our data and digital solutions to improve service delivery

| Activity | Status | Narrative |
|---|-------------|---|
| Deliver our Customer Experience programme to improve how users of our services can have a better experience of interacting with the Council. Our initial focus will be on improving Home-to-School Transport: Build on our review of school admissions to undertake a complete end to end review of our Home to School Transport arrangements to support the provision of school places. | Not Started | Following on from the SEND Transport review a project looking at Home to School Transport in total will commence and consider improvements for the customer journey. The project is currently being worked up and resource to be provided by the PMO. |

1.6 The following Activities are On Track

| Activity |
|---|
| Create a pipeline of projects and initiatives across the county to develop neighbourhoods and generate pride in our localities - Identify and invest in revitalising those town centres which are a priority based on our approach to Levelling-Up with priority actions determined. |
| Improve sites and facilities for Gypsy and Traveller communities through a programme of capital works to Council owned sites. |

Implement a rolling programme of road safety improvements to address the top accident cluster sites in the County. This will include pedestrian schemes, speed camera pilots, casualty reduction roundabout schemes and road safety education initiatives. <https://www.warwickshire.gov.uk/roadsafety>.

Deliver our Warwickshire Fire & Rescue Service (WFRS) 2-year improvement plan - **Improve the understanding of Equality, Diversity and Inclusion across our Warwickshire Fire & Rescue Service including undertaking a cultural audit, staff engagement, training and a review of fire station facilities.**

Deliver our Warwickshire Fire & Rescue Service (WFRS) 2-year improvement plan - **Deliver new firefighter training sites to upgrade our facilities. review of fire station facilities.**

Deliver our Warwickshire Fire & Rescue Service (WFRS) 2-year improvement plan - **Achieve a positive reinspection outcome by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).**

Deliver a refreshed Local Transport Plan (LTP4) for Warwickshire that sets out the priority areas for the County's transport policies and strategies around the themes of Wellbeing, Environment, Place and Economy. <https://ask.warwickshire.gov.uk/insights-service/ltp-themes/>

Deliver priority Road schemes that will make it easier to travel around the County including **a new signalised gyratory at the Stoneleigh junction on the A46.**

Deliver priority Road schemes that will make it easier to travel around the County including **opening up the existing Bermuda Bridge over the A444 to two-way traffic delivering additional highway capacity and improved connectivity between West Nuneaton and Griff Roundabout.**

Deliver priority Road schemes that will make it easier to travel around the County including **improvements to the Europa Way corridor in Leamington Spa / Warwick to improve connectivity to the M40, reduce congestion and support local development.**

Work with our partners to encourage the expansion of 4G and 5G coverage across Warwickshire, aiming for connectivity by 2025 - 85% of premises are gigabit connected.

Work with our partners to encourage the expansion of 4G and 5G coverage across Warwickshire, aiming for connectivity by 2025 - 60% of urban areas have 5G coverage.

Work with our partners to encourage the expansion of 4G and 5G coverage across Warwickshire, aiming for connectivity by 2025 - 99% of areas have access to Broadband superfast

Engage and work with businesses to access loan funding via the Warwickshire Recovery & Investment Fund to support business and employment growth in the county and **review the impact of the loans on the amount of land and development enabled.**

Building on our pandemic recovery work, continue to implement a business support programme to address specific barriers to business growth including **pre-start support for new business ideas.**

Building on our pandemic recovery work, continue to implement a business support programme to address specific barriers to business growth **including start-up support for new businesses.**

Building on our pandemic recovery work, continue to implement a business support programme to address specific barriers to business growth including **support for businesses looking to access finance.**

Building on our pandemic recovery work, continue to implement a business support programme to address specific barriers to business growth including **support for tech-based and other innovation-led businesses.**

Building on our pandemic recovery work, continue to implement a business support programme to address specific barriers to business growth including **specialist sector support including a dedicated programme to support the recovery and future growth of the tourism and leisure sector.**

Building on our pandemic recovery work, continue to implement a business support programme to address specific barriers to business growth including **specialist sector support including a comprehensive programme of business loans and grants.**

Building on our pandemic recovery work, continue to implement a business support programme to address specific barriers to business growth including **specialist sector support including support and brokerage on skills, apprenticeships and recruitment.**

Work with partners to secure funding from the UK Shared Prosperity Fund and other Government programmes for Warwickshire for business support and employment & skills programmes.

Promote Warwickshire and secure inward investment by developing and delivering Sector Growth Plans for our key priority sectors; automotive, advanced engineering & manufacturing, digital creative and tourism.

Work with our partners and businesses to transition towards a goal of decarbonising the Warwickshire economy **including supporting Coventry City Council and Coventry University with the delivery of the Coventry and Warwickshire Green Business Programme to maximise take-up of the support by Warwickshire businesses.**

Work with our partners and businesses to transition towards a goal of decarbonising the Warwickshire economy including **Working with partners to develop and commission a future programme to support Warwickshire businesses with the transition towards a net zero economy and the growth of the low carbon sector in Warwickshire.**

Work with our world class universities on research and development (R&D) to power growth and innovation including **working with Coventry City Council and Coventry University to deliver the Coventry and Warwickshire Innovation Programme.**

Work with our world class universities on research and development (R&D) to power growth and innovation including **working with the University of Warwick Science Park to deliver the “Business Ready” programme.**

Develop, commission, manage and (where appropriate) deliver a range of skills programmes and initiatives which help ensure an appropriately skilled population can access well-paid jobs to include **delivering our Fair Chance Employers and Supported Employment programme to support Warwickshire employers to break down the barriers to sustainable employment and consider employing those further from the job market.**

Develop, commission, manage and (where appropriate) deliver a range of skills programmes and initiatives which help ensure an appropriately skilled population can access well-paid jobs to include **providing a digital marketplace for career opportunities in Warwickshire to be showcased in an accessible way which will provide opportunity for over 10,000 15-25 year olds, help businesses market their careers and provide schools with career resources.**

Develop, commission, manage and (where appropriate) deliver a range of skills programmes and initiatives which help ensure an appropriately skilled population can access well-paid jobs to include **offering the Warwickshire Apprenticeships Support programme to employers to increase the take up of Apprenticeships across the County by sharing Apprenticeship Levy funds with external businesses.**

Develop, commission, manage and (where appropriate) deliver a range of skills programmes and initiatives which help ensure an appropriately skilled population can access well-paid jobs to include **work with local businesses, partners and stakeholders to refresh the Council's Careers Strategy, addressing the post-pandemic recruitment challenges and identifying the future skills agenda to ensure Warwickshire residents are able to access careers and learning which deliver sustainable employment and meet the future demands of the Warwickshire economy.**

Attract tourism and maximise the benefits of Warwickshire’s magnificent heritage, culture and visitor economy to include **a focus on working with partners to create a Tourism Sector Growth Plan for Warwickshire to inform our future programme of work to support the sector.**

Explore place-based opportunities to deliver regeneration and improve social mobility as part of the Levelling-Up strategy to include **developing the Leamington Transformation Framework, alongside Warwick District Council and Leamington Town Council, specifically looking at place making and accessibility in the town centre.**

Explore place-based opportunities to deliver regeneration and improve social mobility as part of the Levelling-Up strategy to include **delivery of the Transforming Nuneaton programme, specifically Abbey Green Cycle Route and a new public realm and wayfinding project.**

Progress with plans on sustainable transport to include **engaging with the Government's strategy for Electric Vehicle (EV) Charging and seek funding through government schemes for EV developments.**

Progress with plans on sustainable transport to include **investigating the development and implementation of rural charging hubs in Warwickshire.**

Increase our approach to **Natural Capital** by using the biodiversity net gain initiative to increase our rural tree planting scheme with a target to plant an accumulated 30 hectares of woodland by March 2024.

Increase our approach to **Natural Capital** by using the biodiversity net gain initiative to increase our rural tree planting scheme with a target to Implement a woodland tree strategy for Warwickshire with our partners.

Continue to take action to promote recycling: **Deliver an annual campaign of communications and activities to encourage further waste reduction and recycling across the county.**

Deliver a programme of technology upgrades for Warwickshire Fire and Rescue Service to support operational performance and national compliance with standards including updating our operational management & risk management system for recording for fire risks and hazards in buildings and our mobile data terminals on fire appliances.

Implement a new Trading Standards IT system to support our Trading Standards team to continue to address issues of community safety and protection.

Appendix 4 Communities OSC Management of Risk

Key Service Risks Summary

At a service level there are 15 risks recorded against services relating to Communities. Key risks are highlighted where they are red risks (high risk) and where a risk level has been higher than the risk target for 3 quarters or more and is currently still 3 points or more over target.

| Key Service Risks | Net risk is currently green or amber | Net risk is currently red |
|---|---|---|
| <p>Risk level has not exceeded the target for 3 quarters in a row</p> | <ul style="list-style-type: none"> • 11 other risks | <ul style="list-style-type: none"> • None |
| <p>Risk level has exceeded target for 3 quarters in a row and is currently more than 3 points above target</p> | <ul style="list-style-type: none"> • (Communities) Insufficient resources to deliver the Council Plan | <ul style="list-style-type: none"> • (Education Services) Loss of income for Adult Community Learning • (Communities) Transport and highways scheme delays leading to loss of time limited funding • (Environmental Services) SEND and mainstream transport pressures |

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Communities Overview and Scrutiny Committee - Work Programme

| Date of next report | Item | Report detail |
|---------------------|--|--|
| Page 95 | Standing items | The Committee may put questions to the Cabinet Portfolio Holders on issues within their remit. The report will set out the forthcoming items listed in the Council's published Forward Plan relevant to the Committee. |
| | Economic Development Update | To receive an update on economic development in Warwickshire. This has expanded from the previous Coventry and Warwickshire Local Enterprise Partnership (CWLEP) update at the request of the Chair and Spokespersons. To be a briefing note to be sent to the Committee Members rather than an agenda item (allowing members to raise any issue/ ask questions at the Committee should they wish). |
| | EDS Dashboard (to be received every other meeting) | A table on all cycling, walking, train and road developments in Warwickshire and their progress |
| | Transport Scheme Evaluation (to be received every other meeting or quarterly – update dependent) | A mini report showing completed schemes and lessons learnt from them This will start from 2024 |
| 21 June 2023 | Update on Virtual Permit System for Resident Parking | An update on the Council's Virtual Permit System for Resident Parking |
| 21 June 2023 | OSC Customer Feedback 22/23 | |
| 21 June 2023 | Q4 Integrated Performance Report | Council Plan 2022-27 Integrated Performance Report - Q4 (April 2022 - March 2023) |

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|----------------------------------|--|---|
| 20 September 2023 | Delegated Budgets Schemes | An update on schemes paid for by member budgets |
| 20 September 2023 | Councillor Grants Update | An update on Councillor grants |
| 20 September 2023 | Transport infrastructure delays and action to be taken | A breakdown on why schemes referenced in the quarter reports are delayed and what will be done to put them back on track |
| 15 November 2023 | Results of the Average Speed Camera pilot | The results of the average speed camera rollout following the report received in November 2022 |
| 20 September or 15 November 2023 | Sustainable Futures Strategy | An update on the strategy |
| February 2024 | Vehicle Activated Sign Update | An update on the approved policy on the management of future deployment of Vehicle Activated Signs and potential removal of non-operational, non-beneficial VAS |
| February 2024 | EV Rollout Progress | An update on the progress of EV charging points rollout |
| April/June 2024 | 20mph Limits Update | An update on 20mph limits in Warwickshire and their progress |

Items for future work programming and review

| Item | Description |
|----------------------|---|
| Planning | |
| Capital programme | How managed/ overall picture of schemes (Note Resources & Fire and Rescue are also getting regular update on capital slippage). |
| Bermuda Connectivity | (post-implementation) A report on the Bermuda project |
| Economy | |

| | |
|---|---|
| Strategic Investment | To monitor WCCs investment in priority road safety schemes across Warwickshire targeted at reducing the numbers killed or seriously injured on our roads. This includes monitoring investment in local highways priorities, spending on LED streetlights and investment in safer routes to schools. |
| Community Cohesion | |
| KSIs and Speed Limits | To review the Council's speed limit and speed camera policies. |
| Population statistics | To review to population growth in Warwickshire in relation to housing developments (briefing note) |
| A46 Strategic Link Road Outline Business Case | This report presents the Outline Business Case for the proposed new A46 travel corridor. For submission to the Department for Transport. |
| Sustainable Transport | |
| Cycling Liaison Group Report | A report from the CLG regarding cycling updates in Warwickshire and the benefits to the environment and tourism |
| NUCKLE Update | An update on the NUCKLE line when progress has been made |

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