



Agenda

To all Members of the

OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

Notice is given that a Meeting of the above Committee is to be held as follows:

Venue: Council Chamber, Civic Office, Waterdale, Doncaster DN1 3BU

Date: Thursday, 12th October, 2023

Time: 10.00 am

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Damian Allen
Chief Executive

Issued on: Wednesday, 4th October 2023

Governance Services Officer for this meeting

Christine Rothwell
Tel. 01302 735682

Items for Discussion:

1. Apologies for absence.
2. To consider the extent, if any, to which the public and press are to be excluded from the meeting.
3. Declarations of Interest, if any.
4. Minutes from the Meeting of the Overview and Scrutiny Management Committee held on 29th June and 7th September 2023 (*Pages 1 - 20*)
5. Public Statements.

[A period not exceeding 20 minutes for statements from up to 5 members of the public on matters within the Committee's remit, proposing action(s) which may be considered or contribute towards the future development of the Committee's work programme].

A. Reports where the public and press may not be excluded.

6. 2023-24 Quarter 1 Finance and Performance Improvement Report (*Pages 21 - 80*)
7. St Leger Homes of Doncaster Limited (SLHD) Performance and Delivery Update Quarter 1 (*Pages 81 - 94*)
8. Overview and Scrutiny Work Plan and Council's Forward Plan of Key Decisions (*Pages 95 - 110*)

MEMBERSHIP OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

Chair – Councillor Jane Kidd
Vice-Chair – Councillor Jake Kearsley

Councillors Gemma Cobby, Steve Cox, Leanne Hempshall, Richard A Jones, Majid Khan and Glynis Smith

Education Co-optees*

Antoinette Drinkhill
Bernadette Nesbit

*Education Co-optees are invited to attend the meeting and vote on any Education functions which are the responsibility of the Authority's Executive. They may also participate in but not vote on other issues relating to Children and Young People.

Agenda Item 4

DONCASTER METROPOLITAN BOROUGH COUNCIL

OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

THURSDAY, 29TH JUNE, 2023

A MEETING of the OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE was held at the COUNCIL CHAMBER - CIVIC OFFICE, DONCASTER on THURSDAY, 29TH JUNE, 2023 at 10.00 AM

PRESENT:

Chair - Councillor Jane Kidd

Councillors Jake Kearsley, Gemma Cobby, Steve Cox, Leanne Hempshall, Richard A Jones and Glynis Smith

ALSO IN ATTENDANCE:

Councillor Phil Cole, Cabinet Member for Finance, Traded Services and Planning
Councillor Mark Houlbrook, Cabinet Member for Sustainability and Waste
Debbie Hogg, Director of Corporate Resources
Phil Holmes, Director of Adults, Health and Wellbeing
Scott Cardwell, Assistant Director of Economy, and Development
Lee Golze, Assistant Director of Partnerships and Operation, CYPF
Dave Richmond, Chief Executive, St Leger Homes
Richard Smith, Head of Sustainability

APOLOGIES:

Apologies for absence were received from Councillors Majid Khan, Antoinette Drinkhill and Bernadette Nesbit

		<u>ACTION</u>
6	<u>DECLARATIONS OF INTEREST, IF ANY.</u>	
	No declarations were reported at the meeting.	
7	<u>MINUTES FROM THE MEETING OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE HELD ON 30TH MARCH 2023</u>	
	<u>RESOLVED</u> that the minutes of the meeting held on 30th March, 2023 be approved as a correct record and signed by the Chair.	
8	<u>PUBLIC STATEMENTS.</u>	
	There were no public statements made at the meeting.	

9	<p><u>2022-23 QUARTER 4 FINANCE AND PERFORMANCE IMPROVEMENT REPORT</u></p>	
	<p>The Committee considered the Quarter 4 Finance and Performance Report for 2022-23, and highlighted significant issues faced by the Council that included inflation levels, 'Cost of Living', pressures on the wider housing system and the ability to achieve good economic growth. Despite all the challenges the recent Local Government Association Peer Review visit suggested that the Council continued to operate effectively as a council and provided good value for money.</p> <p>It was reported that the Council was not immune from inflationary pressures which was reflected in the revenue budget outturn position. The outturn had reduced to a £3.0m overspend compared to £7.8m in quarter 3 in part due to the managerial decisions taken to delay and reduce non-essential spend. The report stated that the Council continued to explore all options to retain a functioning airport in Doncaster.</p> <p>The following areas were raised through discussions and consideration of the report: -</p> <p><u>Regenerative Council</u></p> <p>Members noted the lower than expected overspend in the current quarter and asked whether these decreases would continue in the next quarter. It was also asked whether any additional strategies or measures would be put in place to further reduce the overspend. In response, it was advised that the outturn was better than expected for several reasons. As the Council were part owners in the Barnsley, Doncaster and Rotherham (BDR) Waste facility, which sells electricity, the prices regarding waste and electricity rose and as a result the Council received a dividend of £1.3m which improved the financial position.</p> <p>This year, the Council would start from zero and services would need to build up with a new capital programme outlining a whole set of new projects to start. The Council would then endeavour to work to a balanced budget by the end of the year.</p> <p>In terms of the risk rating, it was explained that the failure to deliver the Medium-Term Financial Statement (MTFS) was showing as red as this was about threats and barriers in the MTFS being delivered and what was put in place to mitigate those risks. In terms of the MTFS, the Council must plan its financial strategy over a 4-year timeframe allowing it to outline its vision and priorities.</p> <p>Discussion took place regarding the increasing costs associated with Out of Authority placements which was continuing to rise. It was reported that this was a concern and in part was something that was</p>	

very difficult to manage and control. It was advised that there were measures in place to reduce the financial burden by creating more appropriate residential support within the borough. In terms of cost, it was clarified that some of the challenges around keeping children within the City were related to the recruitment and retention of staff which was significantly cheaper than out of authority placements and was a national issue.

A query was made regarding homeless placement claims and whether there were concerns around the level of claims coming forward, why claims were taking longer to be processed and what improvements had been made. Regarding the homeless provision, it was explained that the cost had increased and the ability for the Council to recover that via a subsidy had lessened. In terms of demand, the number of people to whom the council owed a duty around homelessness had increased significantly.

Discussion took place regarding the workforce profile and how the Council was encouraging more diverse candidates. It was reported that there was a lot of work being carried out regarding this in terms of recruitment processes, the reach, and the approach that the Council takes to ensure that the advertisements were inclusive and as simple as possible. In terms of the approach taken, discussion had taken place on those positions that were hard to recruit to and the service had learnt that the recruitment and selection process had evolved with the increased use of social media, job fairs and through the Department of Work and Pensions (DWP). It was advised that other forums for advertising were being used such as schools, community and faith groups and a Job Centre Newsletter. Members were also advised that the Council has the logo about being a disabled employer and because of this anyone who meets the minimum criteria for a position they will be interviewed for the role.

Paragraph 195 shared information in respect of Market Asset Management (MAM) Doncaster Ltd, and it was advised that details on income and expenditure were commercially sensitive and unable to be disclosed. Members were informed that MAM did provide such information with the Council as part of their arrangement. In relation to the markets, clarity was sought regarding footfall and whether it was being monitored different to previous times. It was advised that the data was consistent and used from the camera near the market. However, this could be checked following the meeting and a response provided.

Clarify was provided around why Great 8 priorities were not ticked and it was explained that this was due to the nature of the report this was not needed here. It was noted that this could be taken out from the report.

Developing the skills to thrive in life and work

Members were informed that persistent absence in secondary schools had risen across the country. Reasons included some parental disengagement post pandemic, which included parents not sending their children for illnesses they would have sent them with beforehand, and the recruitment and retention of staff creating capacity issues within some schools. It was reported that the Attendance Panel brings together Primary and Secondary Schools, with public health colleagues and leaders in education across the Council. The Panel looks at what strategies can be put in place to try and understand the scale of the problem, to understand it at a local level and to develop a targeted approach. It was advised that green shoots were now being seen and that this was heading in the right direction.

In terms of the high targets for children missing in education and the number of Children and Young People in elected home education, it was explained that this was due to the many benefits for children learning in a school surrounding. It was acknowledged that for some children, a school environment was not always the best place, however, this does remain a Council ambition to have all children and young people accessing a setting where it is in their best interests.

Regarding high numbers of Education, Health and Care Plan (EHCP) being issued (highlighted at page 28) of the report, Members were advised of the challenges around EHCPs, and it was noted that before the pandemic, Doncaster were above the national average in terms of completion within 20 weeks. The increase in demand for statutory assessments for EHCPs had risen significantly and there had been a lag in the Councils response in being able to respond to that demand. This had been recognised and the Council had put in place a fixed term resource to help carry out the assessments. In addition, there was also some work being undertaken with schools around the need for a high number of statutory assessments and whether support could be managed by the school without the need for an EHCP. This would continue to be monitored and further work would be carried out regarding Special Educational Needs and Disabilities (SEND), which was one of the priorities for the year. It was noted that a SEND inspection was expected imminently.

Nurturing a child and family friendly borough everyone belongs

Members heard that the 'Fostering for Doncaster' campaign had progressed well since its launch in April 2023. It was advised that last year there had been 17 enquiries for potential foster carers, 17 in Quarter 1 and 35 so far this year with 6 families being approved. It was felt that children were better placed with in-house foster care provision for the wrap around support provided and the Council would continue to promote that.

Further clarity was sought as to whether the new Social, Emotional and

Mental Health (SEMH) buildings planned on 4 school sites in Doncaster were part of the Dedicated Schools Grant overspend detailed at Paragraph 174 of the report. In response, it was advised that the Dedicated Schools Grant presented a challenge. It was explained that the opening of the SEMH buildings would help to support more children in Doncaster to be educated in Doncaster schools, providing them with better outcomes and also to be more cost effective.

Members were advised that transport costs had risen due to 'cost of living' pressures and that there were too many children out of area that required taxis. In terms of managing this, the Council had established a detailed efficiency plan which was linked to the agreed MTFS. Included in the measures were a number of independent travel trainers, to train young people on how to be independent and enable them to travel by bus, the use of personalised budgets and that single use taxis were being reviewed. It was also advised that the tender for transporting children to special schools was due to be renewed in April and the Council were looking at options such as block booking arrangements with providers. Further discussion took place on reviewing the taxi providers and the charges made to the Council. Members were assured that this will be undertaken.

Promoting the borough and its cultural, sporting and heritage opportunities

Members were told that this remained a priority for the Council and the reason why it was less prominent in the report was because the Council acted as an enabler, for example, facilitating cultural events and supporting others agents such as Cast and Doncaster Cultural Leisure Trust (DCLT). In addition, Members were also advised that the Council produced an annual visitors guide and promoted the City as best as it can. It was noted that whilst the Council needed to be careful in terms of resources, it was committed to those events.

Details of a group ran by Councillor Steve Cox were shared with the Committee, who outlined the work carried out in engaging young people and giving them a sense of place. A short discussion took place around Cusworth Hall and its limitations around holding events due to health and safety reasons. It was acknowledged that such feedback needed to be picked up on how the Council can make overall use of this asset within the borough.

Building opportunities for healthier, happier & longer lives for all

Concerns were raised regarding healthy life expectancy figures and reference was made to work within the Council's control that was being undertaken via the Health and Well-Being Board by focussing on aspects of healthy living. It was acknowledged that further work could be done alongside NHS colleagues who have that commitment to

inequality but perhaps more funding in terms of inequality and prevention was needed. It was advised that overall Doncaster was very similar to Barnsley and Rotherham and that our officers were committed and focussed on the issues of inequality.

Reference was made to the number of carers assessments at Page 37 of the report and it was advised that a target had not been set other than to continuously improve. Members were advised that a different model was being used compared to last year, giving carers more access and less bureaucracy which had resulted in more carers assessments being completed. At present, there were 109 people waiting for a carers assessment, and people tended to be seen within 4 weeks. It was noted that whilst challenges came particularly with increased awareness, the service would continue to do all that it could for those waiting lists not to increase.

Discussion took place regarding discharges from hospital and the adaptations for properties. It was reported that in terms of the performance information for Occupational Therapy (OT) assessment times, it was noted that the figures remained quite high. It was advised that improvements would be shown in Quarter 1 when the backlog had been removed and new people were now being seen within days. However, this backlog would be pushed from the OT service into the major adaptation service which had also been challenged by access to skilled installers. It was advised that at present the Adaptations Team were working to increase that supplier base as well as improving efficiency. In relation to hospital discharge, it was noted that these would be prioritised although there were challenges because staff in hospitals were more aware of risks perceived in getting a person home than those for that person remaining in hospital (particularly with older and disabled people by losing physical and mental dependence).

Creating Safer, Stronger, Greener & Cleaner Communities where everyone belongs

In exceeding the target for fly tips being investigated and removed, it was reported that the management of the street scene and fly-tipping service had improved through the introduction of an immediate short term action plan and investment. It was noted that investment in front-line services included increased Street Scene Operatives and Enforcement Officers which had improved services and new technology now helped operatives to address Council enquiries quicker. In relation to enforcement and an increase in resources, staff could pick up and address the fly-tipping incidents proactively with increased social media also playing a part. Investment had also been made into covert and overt cameras within hotspots for fly-tipping in urban and rural locations.

In terms of the rate of recycling going down, it was noted that waste tonnages had gone up and the Council had found that increased

contamination has had an adverse effect on the recycling rates (as it must be dealt with separately). It was noted by the Council that a higher number of furniture that were being found in rural areas also required separation and decreased the amount of tonnage being measured. Another area was green waste which stopped being collected in the autumn and winter months and had an adverse effect on tonnages. It was noted that there was a lot of contamination that occurred on Council land such as play parks although the forthcoming Play Parks Strategy included a specific section on recycling.

It was reported that the Council had seen a rise in air pollution possibly due to increased use of vehicles and a return to daily life since the pandemic. It was also noted that the uptake of electric vehicles had taken a hit due to challenges such as affordability. Members were advised that a cross service area group had been set up that regularly met to discuss air quality. It was outlined that there was an Air Quality Action Plan, setting out target areas and steps to tackle the measures, which could be shared with Members. Members were assured that work was being done although as a Local Authority, it can only do what was within its powers. It was noted that the team dealing with air quality also feeds into planning applications.

Discussion took place regarding the current increase in Anti-Social Behaviour (ASB) including off-road bikes and vehicle nuisance. One of the positives seen was that publicity campaigns around raising awareness had resulted in more people coming forward and reporting ASB. The Council had greater confidence in the CCTV network as it was targeted and deployed, using images to pursue convictions. There had also been increased sharing of data between partners such as the Police and SLHD around trends that required a targeted approach.

Members were provided with details of the action plan to deal with rough sleeping within the city. It was advised that the Complex Lives Alliance, had been hugely effective on rough sleeping, however, with the 'cost-of-living' crisis, the Council was experiencing an increase. It was noted that there continued to be too many people who had a route to rough sleeping from prison release, which identified the need for further collaborative work with the prison service. It was advised that part of the action plan was addressing those people with underlying vulnerabilities using bed and breakfast accommodation and when the accommodation had expired this could become a route to homelessness. The Complex Lives service was working with SLHD and those people to ensure a plan was in place.

Tackling Climate Change

It was advised that the tree planting target had certain challenges although the Council had improved tree planting in the city (107,000 over 2-year period) and would continue to do so over the next 8 years. It was explained that there were limitations in that trees could only be

planted from November to March (which equated to 10,000 trees per month). It was reported that there had been successful partnership with schools with 20 tiny forests and then also Queens Green Canopy. Members heard that improvements could be made through better engagement with key stakeholders such as landowners and businesses. It was noted that an action plan was in place and the next stages for year 3 were being considered.

It was advised that tree inspections had previously been carried out by a company called Tree Wise before being transferred to a company called Alloy and this had resulted in a backlog of inspections. It was explained that the Council had a tree register and encouraged residents and businesses to register newly planted trees. It was envisaged that this data would feature in the Quarter 1 report.

Regarding energy efficiency, it was highlighted that to a certain degree the Council was reliant on Government funding coupled with monies from the Council itself to address the insulation social housing decarbonisation needs for council houses and private homes. Members were informed of the unrealistic timescales stipulated to use the funding provided and undertake the work. There were also contractual issues that may arise, alongside potential complexities with each project. It was advised that an action plan was in place and lessons would be learnt from experience. Further details regarding funding schemes through government funding were provided to Members, who were assured that the Council would continue to utilise every opportunity.

Making Doncaster the best place to do business and create good jobs

In terms of completing planning applications, it was advised that the Council currently completed 19 out of 20 applications within time, which was above the national standard. It was explained that the Council faced the same difficulties as other authorities such as the loss and retention of staff (often due to competitive salaries offered elsewhere). Further details were provided regarding innovative work being carried out by the Councils Planning department aimed at improving the experience for people and providing a more efficient system.

Regarding increasing the number of higher paid jobs, it was reported that the Council had been proactive in putting together performance indicators within the Economic Strategy to support (set at £31K). It was shared that those salary levels had not been delivered over the last 12 months. It was noted that at present the market in Doncaster was moving around the logistics industry which did not pay as well as the manufacturing industry. Work was being undertaken to bring companies into Doncaster which would offer higher salaries.

Building transport and digital connections fit for the future

	<p>In terms of digital connections, it was advised that work was being done to establish appropriate indicators for digital connections and it was hoped that some of those indicators would be included in the next report.</p> <p><u>RESOLVED</u> that the Overview and Scrutiny Management Committee noted the Quarter 4 Performance and Financial Information.</p>	
10	<p><u>ST. LEGER HOMES OF DONCASTER LIMITED (SLHD) PERFORMANCE AND DELIVERY UPDATE QUARTER 4 AND YEAR ENDED 31 MARCH 2023 (2022/23)</u></p>	
	<p>The Committee received the Quarter 4 Performance and Delivery Update 2022/23.</p> <p>The following areas were raised through discussions and consideration of the report: -</p> <p>Staff Sickness - It was recently noted at a Southwest Area Councillor forum that it was a concern to St Leger that the number of staff missing work for stress/mental health issues was considerable. Members queried whether this was a contributing reason for certain work not being completed. In terms of issues around installing ramps, it was advised that this was not a St Leger function.</p> <p>It was explained that this performance was thereabouts in-line with that of the Councils, although had worsened since before the pandemic. It was highlighted that SLHD was averaging 11.5 days a year (days lost through sickness per FTE) which was considered as too high. It was clarified that a third of that number was related to stress/depression and mental health-based issues which had both grown considerably throughout the public sector during the last two years. It was acknowledged that such a high average number of days absent would likely have an impact on performance. It was advised that this could be mitigated by using additional measures such as contractors carrying out repairs where possible.</p> <p>Regarding KPI2 Void Rent Loss, it was advised that the target days for turning around properties was ambitious. Members were advised that SLHD was currently in Quartile 1 (top 25%) for performance. Other issues that impacted this indicator included difficulty in recruiting and the retention of staff, for example, electricians. This in turn had an impact on the ability to turn around properties. It was stressed that SLHD continued to make small incremental improvements.</p> <p>In view of KPI4, the number of residents undertaking training or education, it was explained that SLHD had seen a difference in performance from last year and had taken the decision 18 months ago to offer training to residents in addition to SLHD tenants. SLHD was</p>	

	<p>looking at considering the training they were delivering and what could be done to change and develop it.</p> <p>In response to a question raised regarding KPI18 Tenant Satisfaction with property condition %, and the decline in the % from 86.5% to 75.7%. Members were advised that St Leger had a number of tenant satisfaction measures in place, which had been monitored for years and had dropped last year (as part of a national trend) although now sat slightly above the national average. During the pandemic, people had spent further time in their properties which had resulted in more repairs coming forward resulting in a backlog which had now settled.</p> <p>It was reported that resources had not been boosted to cover this increased demand for repairs. It was acknowledged that some frustrations arose from not knowing when repairs were going to be carried out. It was explained that work was being done to mitigate certain issues through a one repairs service, where repairs were triaged.</p> <p>It was highlighted that one of the biggest decreases in satisfaction was around Value for Money. It was commented that this was a difficult area to unravel as St Leger was the 9th lowest in the country in terms of rent and did not have service charges unless a tenant was on district heating scheme. However, this was not to say there was work to be done around this KPI.</p> <p><u>RESOLVED</u> that the progress of SLHD performance outcomes and the contribution SLHD makes to supporting City of Doncaster Council's (CDC) strategic priorities be noted.</p>	
11	<p><u>OVERVIEW AND SCRUTINY WORK PLAN 2023/24 AND APPOINTMENT OF UNION REPRESENTATIVE TO REGENERATION AND HOUSING SCRUTINY PANEL</u></p>	
	<p>The Committee received the Overview and Scrutiny Work Plan 23/24 (latest version circulated by email). Members were asked to appoint a union representative to the Regeneration and Housing Scrutiny Panel.</p> <p>In terms of Appendix C of the report which outlined the Terms of Reference for the Joint Health Scrutiny Committee, it was advised that once the dates for those meetings had been finalised, Members would be informed accordingly.</p> <p><u>RESOLVED</u> that:-</p> <ol style="list-style-type: none"> (1) The 2023/24 Overview and Scrutiny work programme be approved; (2) The Council's Forward Plan of key decisions be noted; 	

	<p>(3) The terms of reference and the appointment to the Joint Health Overview and Scrutiny Committee (South Yorkshire, Nottinghamshire and Derbyshire) Appendix C be noted; and</p> <p>(4) Mark Whitehouse of UNITE be appointed to the Regeneration and Housing Scrutiny Panel.</p>	
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DONCASTER METROPOLITAN BOROUGH COUNCIL
OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

THURSDAY, 7TH SEPTEMBER, 2023

A MEETING of the OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE was held at the COUNCIL CHAMBER - CIVIC OFFICE, DONCASTER on THURSDAY, 7TH SEPTEMBER, 2023 at 10.00 AM

PRESENT:

Chair – Councillor Jake Kearsley

Councillors Leanne Hempshall, Richard A Jones, Majid Khan, Martin Greenhalgh and Glynis Smith

Co-optees – Antoinette Drinkhill (Church of England representative)

ALSO IN ATTENDANCE:

Dulcie Aulton, Head of Customer Service Chief Executive Directorate
Nicky Harvey - St Leger Homes of Doncaster
Toni Illman - Doncaster Culture and Leisure Trust
Cathy Hinde – Doncaster Culture and Leisure Trust
Councillor Tim Needham, Vice Chair Children and Young People Scrutiny Panel
Councillor Nigel Cannings, Vice Chair Community and Environment Scrutiny Panel

APOLOGIES:

Apologies for absence were received from Councillors Jane Kidd and Gemma Cobby

		<u>ACTION</u>
1	<u>TO CONSIDER THE EXTENT, IF ANY, TO WHICH THE PUBLIC AND PRESS ARE TO BE EXCLUDED FROM THE MEETING.</u>	
	There were no items on the agenda.	
2	<u>DECLARATIONS OF INTEREST, IF ANY.</u>	
	There were no declarations made.	
3	<u>MINUTES FROM THE MEETING OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE HELD ON 1ST JUNE 2023</u>	
	<u>RESOLVED:</u> That the minutes of the meeting held on 1 st June 2023, be agreed as a correct record and signed by the Chair.	

5	<u>PUBLIC STATEMENTS.</u>	
	There were no members of the public in attendance at the meeting therefore no public statements were made.	
6	<u>ANNUAL COMPLAINT AND COMPLIMENT REPORT 2022/23</u>	
	<p>The Committee was presented with a report setting out the complaints and compliment information relating to 2022/23 for Doncaster Council (CDC), St Leger Homes of Doncaster(SLHD) and Doncaster Culture and Leisure Trust (DCLT). The following areas were addressed by the Committee:</p> <p><u>Complaints in the most important service areas</u> – a Member stated that the report seemed to paint an overall positive picture but compared to data from 2020/21 the overall number of complaints was much higher and in some of the most important service areas was not ideal and questioned if further scrutiny or investigation was required.</p> <p>It was explained that during the year DCLT had received 244 complaints, a 64% decrease on the previous year. The reason for this was due to a significant change in the method of reporting complaints, bringing it's process in line with the Council's corporate complaints procedure. Previously DCLT had reported all negative feedback as a complaint regardless of whether there was any allegation of fault. DCLT now record dissatisfaction as customer insight if there has been no allegation of failed service.</p> <p>The Committee noted that the number of complaints received in 22/23 was much higher than in 20/21, this was due to the impact of COVID in 20/21 which saw the number of complaints and communication to the Council drastically reduce overall. A more applicable comparison would be to pre-Covid 18/19 where the number of complaints for the council were 796 and Post Covid 21/22 there were 815, identified that the 22/23 figures of 736 was a more comparative amount.</p> <p>Members were informed that complaints and compliments were invaluable feedback from customers, with lessons learnt being used to improve the services provided.</p> <p>It was highlighted that the Place Directorate received the highest number of complaints, (450 a reduction of 100 complaints compared to previous year). It was noted that this was to be expected due to the nature of services provided, for example, Waste & Recycling, Highways, Street Lighting and Street Scene services. However in contract, it was recognised that this Directorate also received the highest number of Compliments. During discussion it was highlight that the Waste & Recycling service received 128 complaints in 22/23, a reduction of 21.5% on the previous year, but it made approximately 10 million waste collections a year. The figures also included the</p>	

Household Waste and Recycling Centres.

In response to a statement relating to the Annual Local Government and Social Care Ombudsman Letter where it evidenced one particular response to a complainant was 'very poor'. This related to a complaint where a request for a statutory complaint to go to Stage 2 was denied by the previous Doncaster Children's Service 's Trust. It was noted that City of Doncaster Council has process in place where any requests for a Stage two are reviewed by a Customer Experience panel, which includes the Head of Service.

High level of housing complaints – a Member questioned if this statistic was reflective of the national picture and had external factors been and influence for example the increase in damp and mould that had developed in some properties throughout the winter months and the reality of sourcing materials through the pandemic.

It was explained that the increase was consistent with the picture nationally with tracking undertaken by HouseMark, for example, its monthly report in February reported an increase in complaints volumes across the UK, with average complaints volumes increasing by 15% from December and up 50% compared to January 2022 for some organisations. March's monthly report showed increases by almost 19% compared to February, with March's volumes 78% higher than the same point in 2022.

There were several factors which had an impacted including an initial increase in complaints about damp and mould towards the end of 2022, although this has since reduced. Increased publicity nationally by Government, the latest of which was published in March 2023 and local publicity about how to make a complaint.

Members noted that recent local data for Q1 23/24 detailed a reduction when compared to the Q1 22/23, with a 9% reduction in the number of complaints received.

Complaints relating to travel assistance in Children, Young People and Families – Further to the points raised by a Member, it was explained that In May 2023, the Travel Assistance Service delivered training to approximately 192 drivers and escorts employed by operators delivering transport services on behalf of the Council. Topics covered included positive handling, safeguarding, Child Sexual Exploitation, County Lines and the code of conduct that all staff operating on behalf of the Council were expected to adhere to, policies and procedures in place on home to school transport were also addressed.

The Committee noted that additional awareness sessions had been arranged on a monthly basis from October 2023.

The response continued to outline that in September 2023, training had been delivered to 36 internal drivers and escorts covering various

topics including positive handling, safeguarding and the code of conduct. The Witherslack Group had also attended the session to cover topics such as having a basic understanding of Special Education Needs in relation to communication and behaviour, practical strategies to implement in the taxi, to support the journeys to and from school, feeling safer when transporting young people, understanding how to communicate safeguarding concerns and improving relationships and communication between schools and drivers/escorts. This training gave attendees an accredited qualification.

It was noted that the Travel Assistance Service operated approximately 400 runs in 2022/2023 academic year. Whilst it was disappointing that approximately 12 complaints had been received but equated to around 2.75% of runs.

A Member of the Committee in response to a Councillors question relating to measuring impact, explained that this could be difficult to measure and explained, for example, that if a child had autism a positive journey to school would lead to a positive day at school with increased quality learning. This could not be measured.

The officer would provide further detail following the meeting in response to questions relating to whether the training was mandatory, if training had been provided on the back of the number of complaints received and after a 6 month period further feedback on how the training had made an impact be provided and what benchmarks were in place to measure improvements.

Ombudsman recommendations relating to the agreed 'moving in process' – It was confirmed that the recommendations from the ombudsman had been implemented, mainly through reorganising responsibilities between the Senior Officers and Managers to ensure there was weekly oversight of all children without a school or on reduced hours within mainstream school. Senior Officers were ensuring contact with other authorities was prioritised. Having the EHCP in advance of the child moving means a setting could be identified quickly and consultation undertaken prior to the child moving into the Doncaster area. The Head of Service responsible for SEND, Attendance and Pupil Welfare and Inclusion teams has brought them closer together ensuring a joined up approach from all the service areas.

Additional Social, Emotional and Mental Health provision – It was explained that there would be a Social, Emotional and Mental Health 'hub' in each locality in Doncaster by January 2024. This would introduce 40 places for children and young people, 30 of which would be in the primary phase and 10 in secondary. In response to this, Members wished for further comment on whether the numbers were adequate, which would be provided following the meeting.

It was outlined that the Local Authority was currently working with schools and families to oversee transition to these hubs. Whilst further provision was expected in future years, substantial changes were being made to the local system in order to ensure that needs could be identified and met at the earliest point, supported by funding and expertise from local authority teams. This would be accompanied by changes to the local landscape of alternative provision providers, which would make more places available to support assessment and reintegration into schools.

Furthermore, the local partnership was currently developing an integrated assessment model, which would also support schools with delivering support at the earliest point.

Complaint logging process where there could be an overlap of service – a Member sought clarification on whether there could be an overlap, for example, could the SEND and EHCP complaints be merged?

It was explained that complaints were allocated according to the service area, for example SEND, Attendance and Pupil Welfare, Inclusion and Behaviour. If the complaint is about an EHCP this was recorded separately to general complaints from parents about children who had special educational needs but do not have an EHCP. Usually complaints about EHCPs were relating to timeliness of issuing or refusal to issue a plan whereas the SEND panel agreed a child would not require an EHCP because their needs could be met with quality first teaching.

All complaints were allocated to relevant officers with a Head of Service quality assuring the response. Where there was an overlap of service areas the Head of Service would allocate the request to more than one officer to complete, one officer would hold overall responsibility with contacting the complainant, investigating the complaint and writing the response. The Head of Service had oversight of all complaints even though they were logged separately according to service.

The officer confirmed that the Committee's comments would be noted and tracking assessed.

St Leger Homes Customer Excellence Training Programme – It was report to the Committee that the Customer Excellence training programme was a continuing programme. The objective was for all employees to attend this mandatory training. As the training had only recently been completed it was too early to analyse the impact on complaints, but this and satisfaction with the services provided have been identified as a measure of success. Those employees, who for a variety of reasons could not attend the initial training would receive in-house training to ensure consistency of approach. The intention was that the training would be delivered internally to new employees and form part of their induction process.

Introducing training Adult Social Care Duty Teams – in response to a question relating to how can improvement be evidenced it was outlined that the improvements to the Adult Social Care Duty had been evidenced by reduced handovers to other workers ensuring that a person receives consistency and does not have to keep repeating their information to new people. If there was a change in worker the clearer handover process ensured that the worker holds all the information making it a smoother transition for the person as the same questions would not be asked.

Going forward the changes to the Access to Adult Social Care would embed the locality-based working further, in line with the practice framework and ensuring that every contact counts, that the person speaks to someone based in their community and that they had a named worker from that first contact.

The evidence of this improvement would be gained by feedback from the person making contact either on the same day if no follow up call was required or at the end of any involvement whether that was a follow up call or when the support from the worker was no longer required.

In response to a question relating to how complaints were monitored and practice quality assured by companies undertaking Council commissioned services, the officer explained that a response would be provided following the meeting.

Complaint ownership – Members held a detailed discussion relating to when numerous complaints about the same issue were being received through different mechanisms, by officers and Members, and if or when such enquiries were recorded as formal complaints.

In response it was explained that if Members or Officers received a number of reports from customers about the same issue, for example reporting potholes, dumped rubbish, street lighting these would not initially be classed as corporate complaints but as requests for services.

However, if the Council then continued to fail to provide that service or the customer was unhappy with the service, the customer may decide to make a corporate complaint which would be managed through the Council's Corporate Complaints process.

It was the responsibility of the public/member of community to raise a corporate complaint unless they provided explicit consent for a Member or Officer to do so on their behalf.

The Customer Experience Teams role was to provide advice and guidance to both Members and Officers on any complaints that were

received.

A Member of the Committee outlined their need to be clear on how service requests were further logged as a corporate complaint and whose responsibility would it be to do this, eg. Member or Officer. The Committee noted that it was dependent on each complaint and was highlighted that if a Member felt a service issue required escalating they could send it to the Customer Experience Team on behalf of the customer. It was stressed that it was everyone's responsibility to refer issues to the Customer Experience Team. An example relating to potholes was provided, it would initially be classed as a service request but if there was service failure then it could be classed as a corporate complaint.

Although it was moved and seconded during discussion that a clear pathway be set out in the corporate complaints procedure outlining whose responsibility it was to escalate a complaint, it was recognised during summing up that there was a need for the Committee fully understand the complaints procedure and that an outline be provided to the Committee on this issue following the meeting.

- Single point of contact (SPOC) – in response to when a SPOC came into effect, it was explained that in some incidences the Council experienced service users acting in an unreasonable way when accessing it's services. This could be when they had a complaint, pursuing their complaints in a way that could impede the investigation of their complaint, or residents who had not made complaints but take up a disproportionate amount of Council time and resources sending in emails, making phone calls, or visiting council buildings. It also covered abusive, threatening and offence behaviour which could be in person, over the phone, in writing or by electronic methods of communication.

In most cases before any action was taken under this policy the Council would explain to the service user by their preferred means of communication, why their behaviour was unacceptable and ask them to alter their behaviour. The communication would include a copy of this policy. The service user would also be warned that if their behaviour persists, they could be considered as unreasonable and the likely action the Council would take as a result.

The decision to place a person on the Unreasonable Behaviour Register had to be made by an Assistant Director in the relevant service area in consultation with the Head of Customer Service. The Customer Experience Team manage the register and ensure that each decision was regularly reviewed.

There were currently 16 individuals on the unreasonable behaviour register and the way in which their behaviour was being managed differed vastly, ranging from complete barring of attending the Civic



City of Doncaster Council

Report

Date: 12th October 2023

To the Chair and Members of the Overview & Scrutiny Management Committee

2023-24 Quarter 1 Finance and Performance Improvement Report

Relevant Cabinet Member(s)	Wards Affected	Key Decision?
Mayor Ros Jones Cllr Phil Cole	All	Yes

EXECUTIVE SUMMARY

- As we transition through the early part of 2023-24 key national issues continue to impact how we operate locally. Inflation is falling but relatively slowly - levels remain at 7.9% (CPI June 23), the 'Cost of Living', pressures have been compounded but higher interest rates and the cost of borrowing. This means that achieving good economic growth securing quality jobs whilst also supporting those who need our support. New initiatives like the Investment Zone for South Yorkshire have the potential to help achieve that growth and we will need to connect this type of initiative to our residents and businesses in the future.
- The Employment rate is relatively stable and average wages have increased in Doncaster, but the inflationary pressures on energy, goods and food mean for residents and businesses that costs have and are increasing faster than incomes. Although inflation is reducing, the pressure it has caused is already 'priced into' the system so it will take time for any changes to feed through and, the impact it has created is likely to continue throughout 2023-24.
- The Council continues to be impacted by these inflationary pressures and this is reflected in the £4.16m overspend position forecast on the revenue budget, at quarter 1. The key pressures include overspends on both adults and children's social care costs significantly exceeding budgets, full details on the main variances are provided in paragraphs 133 to 141. The Council will continue to review and update the projections, alongside actively seek mitigations to reduce the pressures or identify offsetting underspends to reduce the forecast year-end overspend.
- In previous years the position has improved as the year has progressed as cautious projections are gradually reduced. Should this not be the case specific actions will need to be identified.

5. We continue to explore all options to retain a functioning airport in Doncaster including working with potential investors, exploring leasing arrangements and continuing to have productive dialogue with all stakeholders, including soft market testing.
6. In quarter 1 we had an Ofsted Focused visit for Children's Services and a Peer Review for our Adult Social Care services, both showing our strengths and areas to improve in the future, which will inform where we put our focus for the remainder of the year.
7. Our Budget and Corporate Plan outlines the significant efficiencies the Council needs to find whilst also delivering against our 'Great 8 Priorities'. The quality of our Performance and Financial information contained within these reports will enable the Council to be effective and where appropriate address improvement areas so that we continue to deliver for the residents of Doncaster.
8. We are undertaking a review of strategic risks, service standards and their targets, following the realignment of the directorates. These changes will take effect from quarter 2.

EXEMPT REPORT

9. This report is not exempt

RECOMMENDATIONS

10. The Chair and Members of the Overview & Scrutiny Management Committee are asked to note and comment on the quarter 1 performance and financial information.

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

11. The Outcome Framework highlights progress against Doncaster Delivering Together.

	Current Value	Ambition Target	National Average	Direction of Travel	Date
Greener & Cleaner					
Carbon Emissions per capita (tonnes)	6.0		4.6	↓	2021
Air pollution: fine particulate matter	6.2		6.9	↓	2021
Recycling rate for Household Domestic Waste	44.8%		42.5%	↑	2021/22
Fair & Inclusive					
Proportion of ('Lower Super Output') areas in England's most deprived 10%	23.7%		10%	↓	2019
% households living in fuel poverty	17.6%		13.1%	↑	2021
Children in Low-Income Families (%)	24.1%		19.9%	↑	2021/22
Skilled & Creative					
Key Stage 2 – ages 7-11 (Years 3-6)	56.0%		59.0%	↓	2021/22
% of 19 years old that achieve a level 3 qualification	47.9%		60.7%	↑	2021/22
Proportion of adults with no qualifications	4.6%		3.9%	↑	2021
% of people who are qualified to level 3 or above (16-64)	52.4%		61.4%	↑	2021
Prosperous & Connected					
Total Enterprises per 1,000 population	32		43	↑	2022
GVA per hour	£28.20		£38.30	↑	2021
% Employment rate	74.0%		75.8%	↑	2022
% Claimants of Universal Credit	4.7%		3.8%	↓	Jun 2023
Average weekly (residential) wages	£594		£646	↑	2022
Net homes provided per 1,000 population	3.9		4.1	↑	2021/22
Healthy & Compassionate					
Life satisfaction rating (out of 10)	7.43		7.55	↑	2021/22
Healthy Life Expectancy at birth (years) for Males	57.4		63.1	↓	2018 - 20
Healthy Life Expectancy at birth (years) for Females	56.1		63.9	↓	2018 - 20
The proportion of people who use services who have control over their daily life	75.2%		76.9%	↑	2021/22
Children in need per 10,000	337		334.3	↑	2021/22
Safe & Resilient					
Overall Doncaster crime per 1,000 population	138.4		90.0	↓	2022
Overall Doncaster ASB	6929		*	↑	2021
Safeguarding indicator (TBC)	*		*	*	*



TACKLING CLIMATE CHANGE

Service Standard	Quarter 4 22-23	Quarter 1 23-24	Target	RAG	D.O.T (long)
(E&E) Area (m2) of Local Authority Land Allowed to Naturalise / Wildflower	1,613,243	1,555,737	1,500,000		
(E&E) Successful household waste and recycling collections	99.96%	99.95%	100%		
(E&E) Number of homes retrofitted to improve energy efficiency	47	73	640		
(E&E) Number of grants for energy audits given for businesses	41 (Q3 22-23)	-	-		
(E&E) CO2 and NO2 reductions from use of fleet zero emission vehicles	20,587.48	-	-		
(E&E) Pro-active tree inspections completed within timescales.	-	-	-	-	-

What is going well?

12. We are entering the third year of the five-year naturalisation trial, where previous mown grass areas are being left to naturalise or are being prepared and sown as wildflower meadows. There are 117 sites with areas set aside for naturalisation in quarter 1, which sees a slight reduction from quarter 4 (when there were 126 sites). This currently covers 1,555,737 square metres, which is also slightly lower than in quarter 4 (1,613,243 sqm); however, this is still above target. This includes 35,903 square metres of wildflower (44 of the 117 sites). The total is slightly less than previous years following annual consultation with ward members, and there is a wide range of maintenance undertaken on the sites. Three sites have attracted net gain money to further improve their current condition.
13. We continue to sustain a very high standard in relation to the successful collections of household waste and recycling, maintaining a figure close to 100% for this performance indicator (99.95% this quarter, compared to 99.96% in quarter 4). The figure remains consistently high and has done so since the contract with SUEZ started in 2018. We are working with partners to develop a dashboard that will enable this information to be easily interpreted and shared.

What needs further improvement?

14. There are currently 4 housing retrofit schemes in place and a 5th is expected to start in quarter 2. One of the schemes cannot be reported on as it is controlled by the energy companies and data is not shared by Government; however, the 4 we can report on consist of 73 homes so far, based on the following contributors:
 - Social Housing Decarbonisation Fund – St Leger Homes Doncaster (SLHD) thermal improvement programme, 40 of these completed,
 - The Great British Insulation Scheme (ECO Plus), expected to start in quarter 2
 - ECO4 - 25 completed in quarter 1
 - Boiler on Prescription 8 completed in quarter 1



Service Standard	Quarter 4 22-23	Quarter 1 23-24	Target	RAG	D.O.T (long)
(CYP&F) % of Children with First Choice School Placement in Secondary	87% Academic figures for 2023-24	-	83%	✓	↓
(CYP&F) % of Children with First Choice School Placement in Reception	95.9% Academic figures for 2023-24	-	92%	✓	↓
(CYP&F) The number of children in Elective Home Education	585	586	700	✓	↑
(CEX) Number of Refugees (both asylum and resettlement) supported into ESOL and/or Employment	47	64	35	✓	↑
(CYP&F) % of 16/17 year olds not meeting the duty to participate	4.3%	4.3%	5%	✓	↑
(CYP&F) The number of Children Missing in Education	127	128	195	✓	↑
(CYP&F) Secondary schools persistent absent rate (10% Absenteeism)	32%	29%	27%	⚠	↑
(CYP&F) Special Educational Needs Team - Education, Health and Care Plans Issued Within 20 Weeks EXCLUDING Exception Cases	36.17%	48.25%	100.00%	✗	↑

What is going well?

15. Persistent absence in secondary schools has dropped slightly this quarter, compared with the same point last year, and in Doncaster it has fallen by more than most local Authorities. Our ranking has improved to 104 out of 151.
16. There have been between 550 and 590 young people electively home educated this quarter, closing with 586. This quarter officers within the Attendance and Pupil Welfare Service have worked closely with schools to identify young people who are likely to become electively home educated prior to the decision being made. There have been 18 young people returning to mainstream school this quarter via transition packages.
17. This quarter the number of children missing in education are shown as 128. The weekly numbers fluctuate depending on referrals from schools, we know this quarter will usually end with higher numbers of referrals once schools finish their end of year data. The children missing in education specific resource has worked well and will continue.
18. The Participation & Transition Service continues to carry out robust destination tracking and monitoring of the Year 12 and 13 cohort in line with statutory

requirements. The cohort for June 23 was 7,201 an increase of 235 young people (16-18) from June 22. Doncaster's average of 16/17 year olds not meeting the duty to participate in education, employment or training (NEET) is 4.3% for quarter 1 (National: 5%; Yorkshire and Humber: 5.9%). A strong performance for Doncaster, improving 0.2% since quarter 1 2022, when national and regional performance dropped (by 0.3% and 0.1% respectively) during this period.

19. The number of young people with an Education, Health and Care Plans (EHCP) and a recorded destination of NEET stood at 77 (2.96%) in July. This is a slight increase of 3 since March, impacted by the end of the academic year and has been confirmed through ongoing work with the Council's Participation and Transition Service.
20. The Children in Care cohort, Year 12 and 13 caseload currently stands at 163 young people (Year 12 is 21% and Year 13 at 44%). Of this Year 13 cohort, 88% have turned 18 and are classed as Leaving care so will be moving accommodation/area and becoming independent. At this time, Year 12 and Year 13 may be finishing 1 or 2-year courses and registering as NEET which will contribute to higher levels of NEET at the end of the academic year. Virtual School collaborate with the professionals and training providers to support young people with future planning and progression, however if they become NEET a referral to Careers support is made to help them with their next steps.
21. As part of the Education and Skills 2030 programme, during the last quarter Doncaster hosted the UK's first ever Remake Learning Days festival between 25th March to 3rd June. This was a massive success, with 226 events from over 80 different hosts, and engaging over 10,000 residents. The events were themed around science and technology, arts, crafting and making, history and culture, youth voice, professional development, outdoor learning, and sport, and much more. The festival also included a launch event hosted by City of Doncaster Council (CDC) themed around a 'Night at The Museum' at Doncaster Gallery, Library and Museum (DGLAM), around 3,000 people attended this event alone. An evaluation of the festival evidences the great value to residents and hosts, with satisfaction ratings averaging 4.6 out of 5, and many survey respondents stating that they learned a new skill and will be looking to take up more learning opportunities in the future. Work also continues to develop across key work-streams including: A Doncaster Skills Profile, a new Higher Education offer, an ecosystem-wide recruitment and retention programme, and an All-Age Careers Hub

What needs further improvement?

22. The upward trend in performance of timeliness of EHCPs has continued in quarter 1 rising to 48.25% (55/114), the highest since quarter 2 2021. The most common reason for the failure to finalise within the 20 weeks is linked to consultation responses and the additional case work required to resolve these. This was the case for around 21 of the 59 (35%) plans not finalised. National performance for quarter 1 was 48.6%.



MAKING DONCASTER THE BEST PLACE TO DO BUSINESS & CREATE GOOD JOBS

Service Standard	Quarter 4 22-23	Quarter 1 23-24	Target	RAG	D.O.T (long)
(CR) Percentage of Non-domestic Rates Collected	97.25%	97.51%	97.30%	✓	↑
(E&E) Increase in city centre footfall figures through the economic recovery plan work	3,238,772	3,528,005	3,000,000	✓	↓
(E&E) No. of new jobs FTE equivalent jobs created in the borough with a salary level of over £31k per year through Business Doncaster inward investment, property, and key account activity (average salary from ONS)	10	80	40	✓	↑
(E&E) Processing of Planning Applications: Major Applications	87.3%	93.1%	94.00%	⚠	↑
(CR) % of Local Authority Spend with Doncaster Companies/ Suppliers	64	64	70	⚠	↓
(E&E) Overall new inward investment gained into Doncaster with the support of Business Doncaster	£59.3	£0.45m	£10m	✗	↓
(E&E) Overall Investment Gained (into and within Doncaster)	£116.6m	£15.3m	£20m	✗	↓
(AH&W) Number of People with a Learning Disability Helped into Work	4.41%	4.26%	5.1%	✗	↓

What is going well?

23. In the first quarter 29.02% of the total business rates debit has been collected. This compares with 28.76% for the same time last year. Despite a backlog of work collection is still improving, however, now that the team is fully staffed the backlog is expected to be cleared and collection maintained.
24. At the end of quarter 1 there were 80 new jobs created over £31k salary per annum facilitated by Business Doncaster. This is well above the target of 40 jobs that was set for this quarter. Of the new jobs created 20 are in the manufacturing sector, 43 in green technology, 13 in Customer Data Integration (CDI) and 4 in the leisure sector.
25. At the end of quarter 1 footfall into Doncaster City Centre was at 3.52 million, which is above the 3 million target. At the end of quarter 4, recorded footfall into the city centre was over 14.2 million, which was 18% above the target of 12 million for the year. Despite concerns that numbers appeared to be slowly reducing due to worsening economic conditions and the cost of living crisis, the numbers are still above target. This will continue to be measured and monitored regularly.

What needs further improvement?

26. Recorded investment into Doncaster at the end of quarter 1 stands at £15.3 million which is below the target of £20 million for the quarter. Major investment for the quarter was from Doncaster and Bassetlaw NHS Trust investing capital spend into Mexborough Hospital and SPL Powerlines at Balby Carr.
27. At the end of quarter 1 there was only £0.45 million of inward investment delivered into Doncaster which was way below the target of £10 million for this quarter.
28. Processing of planning applications (Major Applications) was in excess of the national target of 60% with our performance at 93.1%. In quarter 4, this figure was at 87.3%, and the increase to 93.1% is closer to the internal stretch target that has been set at 94%. This figure continues to have a large reliance on successfully negotiating extension of times (EOT) with the applicant. This need to agree an EOT on major applications is not unusual, are complex and commonly require on-going negotiations, Section 106 agreements and committee approvals in order to seek a positive resolution on the proposals. It is important that officers continue to work with our customers (by agreeing EOTs where needed for the more major, transformational projects) to achieve a positive outcome.
29. Performance remains static regarding the number of people with a Learning Disability helped into work who are in receipt of paid employment. At 4.26% we remain marginally behind both the regional 4.9% average and the national level. This performance equates to 35 people. The Local Supported Employment Initiative funded recruitment of a work coach/employment co-ordinator, with targets for the initiative set at gaining 28 people with a learning disability into paid employment over a 2-year period, and to date, 15 people are currently engaged in the programme, in various stages of secured employment, job finding, seeking apprenticeships and volunteering. Support provided by the employment co-ordinator is personalised to the person and their goal of obtaining employment (with everyone having a personalised plan in place). Examples of support include help to write a CV, interview practice, support to search for opportunities in line with interests and skills and confidence building. Creating and sustaining more employment opportunities for autistic people, people with a learning disability and people in contact with secondary mental health services is a 2023 priority within our Adult Social Care Local Account “Your Care and Support”.



BUILDING OPPORTUNITIES FOR HEALTHIER, HAPPIER & LONGER LIVES FOR ALL

Service Standard	Quarter 4 22-23	Quarter 1 23-24	Target	RAG	D.O.T (long)
(AH&W) Permanent admissions to residential and nursing care homes, per 100,000 population (18-64 Only)	14.04	2.16	4.70	✓	↑
(AH&W) Percentage of Adult Social Care provision rated as Good or Outstanding by the Care Quality Commission	75.71%	75.34%	75%	✓	↓

Service Standard	Quarter 4 22-23	Quarter 1 23-24	Target	RAG	D.O.T (long)
(CEX) Sexual Health Service: Percentage of contraception that is LARC (Long Acting Reversible Contraceptives)	36%	34%	28%		
(CEX) Health Visiting: percentage of new birth visits completed within 14 days (Universal Partnership Plus families)	98.5%	-	90%		
(CEX) Substance misuse service: Percentage of alcohol treatment successful completions residents	40.7%	39.4%	37%		
(AH&W) We will ensure you have an annual review of your care	77%	78%	75%		
(AH&W) Duration to complete Adult Social Care Needs Assessment (days) MEDIAN AVERAGE	40	37	42		
(CEX) Tobacco Control: Percentage 4 week quit rate recorded by the Yorkshire Smoke-free service for Doncaster residents	68.7%	69.9%	50%		
(AH&W) Proportion of Adults With Learning Disabilities Who Live in Their Own Home or With Their Family	75%	78%	81%		
(AH&W) Duration to complete OT assessment (days)	120.62	109.18	100		
(AH&W) Permanent admissions to residential and nursing care homes, per 100,000 population (65+ Only)	173.6	183.6	166.7		
(AH&W) % of people who are still at home 91 days after their period of re-enablement	56.9	71.7	81.0		
(AH&W) EDI Percentage of Adult Social Care request for where ethnicity recorded	82.1%	82%	100%		
(CEX) The % mothers quit Smoking during pregnancy	92%	76%	85%		
(AH&W) Number of Carers Assessments Completed	113	121	-		

What is going well?

30. We continue our strong performance focus on reducing assessment waiting times in Adult Social Care across all Teams. Quarter 1 saw a further improvement in assessment waiting times for adult social care needs assessments, with a reduction in the average time taken to complete assessments. With an overall median average of 37 days, we have exceeded our target and demonstrate a consistent and improving performance. Monthly improvement clinics and Team level action plans have significantly reduced the waiting list from the start of 2022 with each Team demonstrating improvement. Maintaining this level of performance as we widen our improvement focus to include annual reviews of care and implement new access arrangements later in the year will continue to be

a challenge but will be carefully monitored and managed by oversight arrangements currently in place.

31. Review of the OT service, innovation site focus, recruitment and additional capacity have all aided the reduction in the OT waiting list. Legacy cases continue impact the mean average of 109 days but median average for this quarter stands at 4 days, with all new referrals being dealt with as first contact within 48 hours. As well as reduction in the OT waiting list, we also see improvement in the waiting list for assessment of Minor Adaptations Without Delay (MAWD). Although, the impact of the service improvement means we are experiencing some pressures across major and minor adaptations, with the total number awaiting completion of adaptations standing at 370. Mechanisms to support and address this are being explored.
32. We maintain a consistent performance regarding the number of people who have received an annual review of their care and support arrangements, with performance standing at 78% in quarter 1 compared to 77% in quarter 4. This 78% equates to 2,796 people and is an 8-percentage point increase from the same time last year along with increasing volumes. Team action plans are now in place along with monthly improvement clinics (which are focusing on review performance), with the top priority being the completion of face-to-face reviews for any adults who have moved to registered care establishments outside of the Borough.
33. At the end of quarter 1 Doncaster had 146 CQC registered providers. Of the 146 providers 110 were rated 'Good' or 'Outstanding', 12 providers were rated 'Requires Improvement' and have action plans in place to address the areas highlighted. With 1 service rated 'Inadequate' and is within escalation procedures. Of the 146 providers, 23 were 'not rated'. Should the 'not rated' providers be excluded from the data then out of the 123 providers, 89.4% of providers with current inspection ratings had 'Good' or 'Outstanding' ratings.
34. It is estimated that about 30% of pregnancies are unplanned, with the effectiveness of some contraceptive methods dependent on correct and consistent use. By contrast, the effectiveness of long-acting reversible contraceptive (LARC) methods and their increased uptake could help to reduce unintended pregnancy. Despite reductions over the last three quarters, the latest reportable data indicates the percentage of contraception that is LARC is 34%, which remains above target. Commissioners will continue to monitor the quality of data and work with the provider to ensure comprehensive access to LARC via the main service and community subcontractors.
35. New Birth Visit is a significant core element of the Healthy Child Programme with a Health Worker visit taking place between 10-14 days post-delivery, enabling midwife and health visitor opportunity to work in partnership to assess health needs. Percentage of new birth visit completed exceeds target. By local agreement, multiple (2nd+ child) families on universal pathway are not included in this figure of 98.5%. Target for all families to have a visit within 21 days after birth is 95% and latest data (as at quarter 4) reported 99.2% performance

36. The Yorkshire Smoke Free service provides smoking cessation services to people in Doncaster. People can access the service directly or may be referred by a health professional or community service. A '4 week quit' is used to describe people who have stopped smoking for 4 weeks with support of a service. For 2022-23, the service reports that the smoking 4 week quit rate at 69.9%, exceeding target level of 50%.
37. At the end of June, we undertook an Adult Social Care Peer Review through the Associated Directors of Adult Social Services (ADASS). We await the formal feedback which will inform our readiness for CQC inspection of local authorities and support us in our improvement journey with focus on people's experiences and the standards of care they can expect.

What needs further improvement?

38. The % of Mothers who quit smoking has seen a decline in quarter 4 to 76% against a target of 85%, which is attributed to lower numbers having their quit verified by CO2 monitor. However, the overall value for the year was 84%. The commissioner will continue to work with the service to ensure a more consistent approach to following up quit attempts and ensure that families receive the support they need to quit during a pregnancy and refrain from smoking beyond the birth of the baby.
39. Reducing the number of people living in residential settings is one of our key priorities in Adult Social Care for 23/24. The number of admissions to residential care for working age adults (age 18-64yrs) has slightly reduced in quarter 1 23/24 (compared to the previous quarter and number of admissions projected). Despite being on track to reduce new admissions to residential care for working age adults, we are seeing a significant increase in the average cost of care packages. Forensic analysis has been undertaken to understand the drivers of increased average cost which has identified pressures from two cohorts: transforming care cohort and young people in receipt of care packages transitioning to adult services. One of Adult Social Care's key priorities this year is to reduce the number of older adults (aged 65+) living in restrictive settings. This includes reducing the number of older adults residing in residential care placements by 5%. The data shows that the number of new placements made during this quarter align with our projections (111 placements in the quarter). A monthly analysis of all new admissions to residential care takes place to identify drivers for admissions. This analysis for older people has identified that over half of individuals have gone into a care home following a stay in hospital. Predominately these have been individuals with dementia and the need for supervision over a 24 hour period to safely manage risk. A plan is in place with targeted activity directly linked to address the analysis from new admissions, to reduce residential care placements.
40. The number of people supported by Council Reablement Services who are still at home 91 days after discharge from hospital has seen an increase in the last quarter rising from 56.9% to 71.7%. This is the first increase seen since quarter 1 2022/23. Significant work has been completed to improve data quality, however there are still ongoing issues around collection of data from external organisations

commissioned to deliver reablement services. The improved performance goes some way to better reflect the offer of reablement locally, but further work is needed to also include the bedded ICS setting provided by RDaSH.

41. In the capital programme the adaptation for the disabled scheme is forecasting a £778k overspend for 2023/24 due to inflationary pressures, high levels of activity and a waiting list carried forward from 2022/23.



CREATING SAFER, STRONGER, GREENER & CLEANER COMMUNITIES WHERE EVERYONE BELONGS

Service Standard	Quarter 4 22-23	Quarter 1 23-24	Target	RAG	D.O.T (long)
(E&E) Percentage of Fly Tips Investigated and Removed Within 7 Days from Public Areas	96%	97%	80%	✓	↑
(E&E & SLHD) Number of affordable homes provided (Council, and private sector provider/build)	160	125	80	✓	↑
(E&E) No. of Parks With 'Green Flag' Status Across the Borough	6 Annual Figure (2022-23)	6 Annual Figure (2022-24)	4	✓	↑
(AH&W) Following the referral of a high risk DA victim, contact is made by an Independent Domestic Violence Advocate (IDVA) within two working days to deliver needs led support.	100%	100%	100%	✓	-
(AH&W) Each new Domestic Abuse hub referral is assessed by a DA advisor within two working days to undertake initial contact, triage and allocation to the appropriate service	100%	100%	100%	✓	-
(AH&W) Percentage of redeploy able cameras installed within 28 day timescale	100%	100%	100%	✓	-
(AH&W) Percentage of Safeguarding concerns and enquiries that are repeats in a 12 month period	35%	34.3%	35%	✓	↑
(CEX) Number of Veterans identified and supported within the Communities service (standalone casework and cases within existing themes)	98	115	70	✓	↑
(E&E) Play Areas - Percentage of Quarterly Mechanical Playground Inspections Carried Out	100%	98%	90%	✓	↑
(E&E) Complete all Environmental Permitting regs permit visits within DEFRA required timescales. - Climate control regime	100% Annual Figure (2021-22)	-	100%	✓	-
(AH&W) Percentage Feeling Safer After Safeguarding Intervention	67.01%	69.54%	75.00%	⚠	↑
(E&E) % Licensing Act 2003 Applications Processed Within Statutory Timescales	100%	99.45%	100%	⚠	↓

Service Standard	Quarter 4 22-23	Quarter 1 23-24	Target	RAG	D.O.T (long)
(E&E) Recycling Rate for Household Domestic Waste	41.2%	38.5%	50%		
(AH&W) Average number of 'verified' rough sleepers (rough sleepers seen bedded down in last 7 days) - average for the quarter	33	38	20		
(AH&W) Safeguarding : Duration (Average days - Referral to Completed S42)	191.77	144.28	130		
(AH&W) Number of High Risk Cases Referred to MARAC	218	223	-		
(AH&W) No of Referrals to the Domestic Abuse Hub	490	454	-		
(AH&W) The numbers of Victims of ASB who have met the higher risk threshold, resulting in them being provided with a SPOC and individual support plan	239	152	-		
(AH&W) Number of people and families, where as a single agency we are working to prevent or tackle at an early stage, anti-social behaviour, Hate Crime and low level crime reported to and identified by the Stronger Communities Service.	6,140	6,316	-		
(AH&W) Total number of Fixed Penalty Notices (FPNs) and Community Protection Notices (CPN's) issued by the Neighbourhood Response Team	47	58	-		
(AH&W) Total number of incidents attended by the Neighbourhood Response Team	4,127	4,799	-		

What is going well?

42. In quarter 1 we have extended even further the number of Veterans supported within the Communities Service, with 115 individuals supported and reported our highest figure since before the pandemic. A multi-agency, 2yr Action Plan to meet the Councils statutory duty has been developed with partners and stakeholders to address the key areas of support needed and raise the profile of Veteran's work with both internal and external partners.
43. During quarter 1, our Stronger Communities Area Teams responded to 6,316 early intervention and prevention issues to tackle anti-social behaviour, hate crime and low-level crime. This figure has increased from last quarter and continues to be higher from our pre pandemic level. We are starting to see figures stabilise to a new higher norm due to the number of new appointed officers now being fully trained and working pro-actively to deal with issues in a locality at the earliest opportunity. However, this trend needs to be balanced with the fact that the teams are undertaking dedicated and targeted work in some of the hotspot demand locations, where positive partnership working has had the desired outcome and success, however this has in turn increased incidents reported to the Communities

Service. Of the 6,316 incidents: Central 1,580, North 1,529, South 1,657, East 1,551

44. The number of victims who have experienced ongoing or multiple instances of anti-social behaviour has decreased from 239 to 152 in quarter 1. The reduction is due the amount of contact made to vulnerable victims being less frequent due to them feeling safer, as well as several cases being closed as the repeat ASB has been successfully dealt with by Stronger Communities Officers alongside partners such as SY Police, St Leger Homes and Enforcement colleagues. It should be noted that although the figure has decreased in quarter 1, that the current figure is within the realms of what would be deemed to be at a 'normal' level pre covid. Breakdown of 152 incidents: Central 41, North 22, South 8, East 81.
45. In quarter 1 there has been one Licensing Act 2003 application that was not processed within the statutory timescale. This meant that our target of 100% was not met this quarter and was at 99.45%. This is the first time that any Licence had not met its target, and to remedy this, systems have been reviewed, process has been reiterated to staff and additional safeguards have been put in place to ensure this does not reoccur.
46. We saw an increase in the number of incidents attended by the Neighbourhood Response Team (NRT) with a recording of 4799 attended incidents compared to 4127 in quarter 4, which continues to show an anticipated increase. These incidents are the first level response to a variety of community safety issues, including illegal parking, call outs to building alarms, as well as providing directed patrols in response to local issues or concerns of anti-social behaviour (ASB) at key identified locations, however, this is not a blue light service.
47. There has been an increase in the number of Fixed Penalty Notices and Community Protection Notices issued by our Neighbourhood Response Team. There were 58 in quarter 1 compared to 47 issued within quarter 4. The Neighbourhood Response Team also asked 51 people to move their illegally parked vehicles - these were generally people collecting from fast food outlets.
48. Whilst there has been a slight decrease in the number of referrals into the Domestic Abuse Hub in quarter 1, the numbers continue to remain high with the majority of the referrals coming from the South Yorkshire Police. All referrals were assessed by an advisor within 2 working days.
49. The level of high-risk cases referred to MARAC also remain consistent. We have received a set of recommendations from the independent MARAC Review, which will be implemented in the coming months.
50. The target for fly tips investigated and removed from public areas within 7 days is 80%, but in quarter 1 this target has been exceeded, as 97% of reported cases were closed within timeframe. The additional resources allocated to the service in 2021, combined with changes to operational service delivery, have significantly

reduced the backlog of cases. A number of operatives have been trained in the use of Hiab and Bobcat machinery, which has further increased our capacity. In Quarter 1, 2005 reports of fly-tipped waste were cleared. Specialist fly tip cases, including asbestos removal, require us to use an external contractor and/or specialist equipment and can sometimes take more time to deal with. This is what accounts for the small number of cases not closed within the timeframe.

51. During quarter 1, 149 operational inspections were carried out at Children's play areas across the borough. In addition to the new play inspector completing RoSPA training in quarter 4, an additional van was received in June, meaning that both inspectors were able to work independently thus doubling inspection capacity. Work is being done to increase the number and frequency of routine (additional to operational) inspections based upon site usage.
52. In 2023, we have applied for Green Flag status across 7 sites across the Borough. In 22/23 success was achieved with the award of 6 Green Flags. Visits and judging of the sites have taken place during quarter 1 and the results will be announced during quarter 2.
53. Provisional data show that there have been 125 affordable units completed in Quarter 1 of 23/24, which is above the target of 80. These consist of:
- 18 S106 units across 3 private developer sites
 - 64 Homes England funded units across 1 Council site and 2 Housing Association sites
 - 21 Direct Purchase units across 2 private developer sites
 - 10 additional purchased units across 4 private developer sites (not funded by Homes England)
 - 6 St Leger Homes Doncaster acquisitions
 - 6 First Homes across 2 developer sites.
54. The data shows that 372 net new homes were provided for quarter 1 of 23/24. At the end of quarter 4 of 22/23 the total was 1521, higher than the previous year (1040 for 21/22). This data is obtained from Council Tax information which is used as a proxy for the homes provided, in the absence of on-the-ground surveys of housing developments.
55. In the capital programme carbon monoxide detector installation in council dwellings has been accelerated so that all will now be done in 2023/24.

What needs further improvement?

56. Our Safeguarding Service continues its programme of improvement with repeat safeguarding referrals remaining stable at 34.3% and on at target. As predicted last quarter, this quarter saw an improvement in the average number of days from safeguarding referral to completion of section 42, which reduced from 191 days in quarter 4, down to 144 days and is currently sitting just outside the 130 day target.








57. The number of people reporting they feel safer after safeguarding intervention continues to improve with recording options being explored to ensure accurate recording where people did not feel they were unsafe prior to the enquiry, and so therefore stated 'no change' to their feeling of safety.
58. The indicator for Recycling Rate for Household Domestic Waste, reports one quarter in arrears; so, the figure of 38.5% is the percentage from quarter 4 of 22/23, which is below the target of 50%. More rejects from Mixed Dry Recycling (MDR), which is classed as 'waste' and now having to incinerate upholstered furniture (rather than send for recycling) due to changes in legislation, has had an impact on the recycling rate.
59. We saw an increase in the average number of rough sleepers seen each month, which rose from 24 in quarter 4 to 36 in quarter 1. Rough sleeping numbers are following a similar trend line seen in previous years but with higher numbers seen in March and April this year. In response to the increase in April, a 10-point rough sleeper action plan was implemented with a shared partnership response. Activity includes routine monthly forensic case analysis of every rough sleeper to identify 'routes to the street' and targeted prevention interventions. A dedicated multi-disciplinary team has also been mobilised to work together to remove any barriers that may exist to support rough sleepers into accommodation, with daily tasking and weekly oversight. We are seeing some positive impact of this co-ordinated activity and response. Monthly rough sleeping numbers reduced in May. It is important to acknowledge that the numbers for June (34 rough sleepers) included a family of 5 adults, that were counted as 5 individuals. Over the past quarter we have also supported several of our most entrenched cohort of rough sleepers off the streets into settled accommodation. The action plan aims to reduce numbers to the mid to late 20's within the next quarter.
60. In the capital programme the proposed communal flooring / decor works to the high-rise buildings have been reprofiled due to contractor capacity. It is envisaged that only minimal preparation works will be possible this year with much of the budget being slipped into 2024/25. The council house new build programme phase 2 has been delayed with £24m budget slipping to 2024/25 but the council house new build programme phase 1 at Adwick Lane is now complete.



NURTURING A CHILD & FAMILY-FRIENDLY BOROUGH EVERYONE BELONGS

Service Standard	Quarter 4 22-23	Quarter 1 23-24	Target	RAG	D.O.T (long)
(CYP&F) Percentage of Children Accessing Their Entitlement for Free Childcare (3 & 4 Year Olds)	97.6%	97.8%	95%	✓	↑
(CYP&F) % of Early Years Provision Rated Good or Outstanding by Ofsted	99%	97.5%	97%	✓	↓

Service Standard	Quarter 4 22-23	Quarter 1 23-24	Target	RAG	D.O.T (long)
(CYP&F) Number of Referrals into 'Your Family' Teams	388	285	154		
(PH) (CW) School Nursing: Number of schools with a Health Profile	99	-	75		
(AH&W) Number of early intervention stronger families managed and supported by the Stronger Communities Service. Including work within higher level casework and therefore contributing to the National Government Supporting Families Programme	434	429	400		
(CYP&F CSC) Number of Referrals processed in 24hrs	97.3%	89.8%	80%		
(CYP&F CSC) Referrals to Children's Services that are repeat referrals within 12 mths	27.60%	28.68%	22.00%		
(CYPF) Percentage of Children Accessing Their Entitlement to Free Childcare (2 years olds)	83.6%	79.7%	82%		
(CYP&F CSC) Percentage of Care Leavers in Employment, Training and Education (age 19-21 years)	66.8%	64.2%	72.0%		
(CYP&F CSC) Number of External Residential Placements	55	52	48		
(CYP&F CSC) Percentage of cases where the lead social worker has seen the child/young person within timescales specified in the CP plan. For all children who were the subject of a CP plan during the year.	81.6%	71.4%	80%		
(CYP&F CSC) Percentage and Number of Initial Child Protection Conferences (ICPC) held within the statutory 15 day timeframe	92.39%	82.8%	95%		
(CYP&F CSC) Percentage of Single Assessments Completed Within 45 Days (YTD Cumulative)	84.9%	75.2%	90.0%		
(CYP&F CSC) % of CiC adopted	10%	4%	19%		
(CYP&F) Number of Lead Practitioner in place across partner agencies	296	304	350		
(CYP&F) The proportion of Partnership Early Help audits completed that are rated at Good or higher	50	42.31%	65		
(CYP&F CSC) Rate of Children in Care - Number per 10,000 Population	85.49	81.43	-		
(CYP&F CSC) Health of children looked after - percentage with Review of Health Assessments RHA	88.16%	86.35%	-		
(AH&W) Deliver a wellbeing offer - Number of wellbeing cases handled by Wellbeing Team within the Communities Service	863	776	-		

Service Standard	Quarter 4 22-23	Quarter 1 23-24	Target	RAG	D.O.T (long)
(CYP&F CSC) Rate of Children in Need	361	361	-		
(CYP&F CSC) Health of children looked after - percentage with up to date Dental Checks	62.6%	51.3%	-		
(CYP&F CSC) Referrals - Number per 10,000 Population	219	237	-		-
(CYP&F CSC) Rate of S47 enquiries per 10,000 of the CYP population	42.28	39.00	-		-
(CYP&F CSC) Children with a Child Protection Plan per 10,000 pop aged U18	50.70	55.07	-		-

What is going well?

61. Demand into the Your Families Teams continues to increase (in total), with the vast majority being seen and solved quickly by the team, which in turn means less escalate into a referral. This is positive as it means children and families are having their needs met quickly. This is reflected in the reduction in total number of referrals. The number of enquiries has increased from 743 to 1,637 (+894) and Children and Families tell us they get a good level of support and responsiveness. Families who have received support through the triage have rated the service they have received as 2.9 out of 3. Lead Practitioners who have used the triage service rating has increased to 4.7 out of 5. The teams are trialling a new scheme over the summer school holidays where they will pick up any requests for schools to be Early Help lead practitioners, many of which will be step-downs from children's social care, which will mean that children and families that require this level of support are not waiting, and schools aren't coming back to a waiting list.
62. Doncaster continues to be above the national trend for 2 Years olds accessing their 15 hours entitlement to funded childcare, performing 5.7% above the national average at 79.7% (976/1225). This is a slight decline from the previous reported figure; however, this is not the final published data for the Summer Term. Late starters are yet to be added. These will be received end of July/beginning of August. In comparison with our regional neighbours Doncaster has the second highest take up rate with more children compared to Barnsley and Rotherham. Doncaster continues to exceed the national average take up of the funded entitlement to childcare for 3–4-year olds. This quarter 97.8% (6774/6929) have taken up their entitlement compared to national rate of 94%.
63. The proportion of social care referrals with a decision within 24hrs has continued to perform higher than the target currently set. Focused performance oversight has resulted in almost 90% for the past three months based on over 2000 contacts per month (this is an increase on the number of contacts coming into the front door). A review is being undertaken of the Early Help process and partnership

pathways, and it is hoped that this will reduce the volume of contacts into the Front Door. This is in its early stages with the likely impact being evidenced in quarter 2. Discussions with South Yorkshire Police is underway to avoid duplication of contacts, which should alleviate some of the pressure on the service. The impact of this work is expected in quarter 3. This will also support assistance to families at the correct level in a timely manner.

64. The number of children in care per 10,000 per population has shown a positive reduction this quarter at 81.43. This is an expected and planned reduction which reflects the work the whole system has progressed, from ensuring children are only cared for by Doncaster when all other options have been carefully considered; to ensuring that decisions are dynamically reassessed reflecting that as children and families grow and change, the decision to care is reviewed considering current need. Services such as Multisystemic Therapy for Child Abuse and Neglect and the Families Together Team have worked closely with the wider Team around the child and parents to ensure wherever possible the directorate supports parents to care for their children.

What needs further improvement?

65. The proportion of Early Help Audits that are reported as 'Good' or above has decreased by 7.68% to 42.32% in quarter 1. Of the 52 audits completed in quarter 1, 22 (42%) have been graded as good or above, 19 (37%) graded as requires improvement and 11 (21%) as inadequate. Whilst there has not been an improvement in the number of good or above audits for quarter 1 (as expected), there has been a reduction in the number of inadequate. It is important to note that for many cases that are below good, this is due to the quality of the recording onto a new case management system (Mosaic), not the quality of practice, we know this because families tell us they get a good service, with good outcomes. There are four main focus areas to improve the quality, 1) The development of new workflow forms that collect the voice of the lead practitioner better, to enable a greater understanding of what needs to be recorded, 2) Support from Early Help Co-ordinators who will case track all externally held cases to ensure case file recording for level 3 cases is accurate, timely, demonstrate work undertaken and impact for children, young people and families, 3) Continuous professional development for lead practitioners and in quarter 1, 375 professionals have accessed this training, 4) Established new Early Help panels that will identify the most appropriate lead practitioner and support them to take the case.
66. The Number of Initial Child Protection Conferences held in the 15 working days timescale has reduced in quarter 1, this reflects one month where there were delays in notification, capacity issues for the coordinating business unit and request from family to rearrange conference. A specific piece of work undertaken by Safeguarding service was put in place to address notification and this has seen an in-month increase. Moving forward the performance in this area is expected to remain on or closer to target.

67. The percentage of children subject to Child Protection plans visited within agreed timescales (every 10 working days) shows a significant reduction for quarter 1. Further investigation into this performance confirmed that the actual timeliness of visits to children on a child protection plan is around 90 % as per performance clinics with Team Managers. This offers real time assurance, and this grip is consistent across the service. The discrepancy between real time assurance and reported performance are linked to data capture and the time of the month that performance is recorded. To support a more accurate reflection of visits completed in timescale a new process has been agreed whereby this performance is re-run 4 weeks later, this will improve the monthly and quarterly reported performance.
68. The percentage of Care leavers in Employment, Training and Education in quarter 1 dropped 2.6% to 64.2%. As we are now approaching the end of the academic term this fluctuation is not unusual and highlights some young people leave education and become NEET if they are not progressing on to another opportunity or continuing in their current provision. This is an area we continue to target working with placement, carers, and education colleagues to ensure they have access to opportunities local to their home.
69. The reduction in children adopted through 2022 and into 2023 reflects the challenges Doncaster experienced around progressing plans of adoption last year. The numbers last year were very low and a culmination of issues; smaller number of children were identified for adoption, the post pandemic court delay still impacted delaying decision making and there is a regional and national rise in Special Guardianship Orders (SGO) supporting legal permanence with wider family over adoption. In quarter 1 the number of decisions made to support a plan of adoption has increased and the number of adoptive matches has also increased, and the number of children expected to be adopted by the year end will rise. Adoption is however only one way of recording a positive plan of legal permanence for children who cannot be safely cared for by their parents, and moving into quarter 2, the service proposes that the number of children leaving care via an SGO, and Child Arrangement Order is also included in this service standard measure.
70. The number of children placed in external placements has reduced this quarter from 55 to 52, which is positive. As the the service standard target of 29 has not been met the Medium-Term Financial Strategy has been reprofiled and the current end of year target is 42. Based on the work the service has completed linked to supporting positive moves, back into foster care, semi – independent provision and inhouse provision, plus the ongoing development of further inhouse placements and work to avoid placing in external settings, this revised target feels achievable for the end of 2023-2024.



BUILDING TRANSPORT & DIGITAL CONNECTIONS FIT FOR THE FUTURE

Service Standard	Quarter 4 22-23	Quarter 1 23-24	Target	RAG	D.O.T (long)
(E&E) Principal Roads not Requiring Major Maintenance	96% Annual Figure (2022-23)	-	98%	✓	↓
(E&E) Non-Principal Roads not Requiring Major Maintenance	98% Annual Figure (2022-23)	-	94%	✓	↑
(E&E) % Estate Roads in Good to Fair Condition	87% Annual Figure (2022-23)	-	85%	✓	↑
(E&E) National Highways Transportation Survey Highways Maintenance Overall Satisfaction Score	45% Annual Figure (2022-23)	-	46%	⚠	▬

What is going well?

71. The performance indicators in relation to the condition of principal roads and non-principal roads are reported annually, and in quarter 4 of each year. Doncaster stands in the upper quartile nationally for this indicator and represents ongoing and consistently excellent performance.
72. The % of estate roads in good to fair condition improved by 5% last year, with the figure being 87% for the year.

What needs Further Improvement?

73. In quarter 4 of last year, a paper on the Digital Infrastructure Strategy was taken to the South Yorkshire Mayoral Combined Authority (SYMCA) Housing and Infrastructure Board to update on the South Yorkshire approach to implementation. The Strategy aims to help improve business productivity and competitiveness, address digital exclusion and digital poverty, and support making South Yorkshire places more attractive to inward investors as digitally enabled places to live and work. The implementation of the South Yorkshire Digital Infrastructure Strategy key activities include:
- Superfast South Yorkshire Programme
 - Project Gigabit
 - Gigabit Voucher Scheme
 - Changes to Building Regulations relating to digital connectivity
74. The Digital Infrastructure Delivery plan aligned to the Strategy identifies progress on short to medium-term actions to take forward over the next two years. These include:
- SYMCA and Local Authorities working with Providers to form successful and productive relationships with key digital infrastructure providers – work is progressing on this with meetings taking place as and when required

- Development of an ongoing communications plan for South Yorkshire – draft content has been provided to update the digital infrastructure element of the SYMCA Website
- Commissioning research to fill the information gap relating to the real extent of digital poverty in South Yorkshire, and the actions to address this – this has been commissioned by the SYMCA policy team
- Proactive work with the Department of Culture, Media and Sport (DCMS) on future digital initiatives to capture funding and delivery opportunities for South Yorkshire, including demonstration pilots – opportunities to be shared by DCMS and bids will be developed in a strategic and timely manner.

75. In the capital programme the £4m M18 Junction 3 scheme has been removed. The scheme was funded using Transforming Cities Fund (TCF) and the resources have been reallocated to other TCF schemes to meet increased costs due to inflationary pressures.



PROMOTING THE BOROUGH & ITS CULTURAL, SPORTING & HERITAGE OPPORTUNITIES

What is going well?

76. We have received positive customer feedback about Danum Gallery, Library and Museum (DGLAM) from the launch of the first Remake Learning festival, with valuable insights gained into high volume use of the building. In June an exhibition was launched to mark Windrush 75. This exhibition has been coproduced with BLM Doncaster, Inclusion and Fairness Forum, BME United and 2G Doncaster. On the same evening, an event took place at DGLAM and which featured talks from Doncaster's Windrush generation. Visitor feedback for Drawing In The Dark remains very positive; this is the most high-profile exhibition hosted to date.
77. 510 students from 17 schools have participated in Doncaster Cultural Curriculum workshops at DGLAM or at their school (April – May 2023). Workshops build skills and knowledge through cultural activity, mapped to the national curriculum.
78. Events Doncaster have been part of several events this quarter including Armed Forces Day which was Doncaster's biggest yet.
79. Buy Doncaster is currently reporting a break-even budget position for the first time. The team is engaging with APSE to review the effectiveness of traded services' cost recovery, and to inform and support (critical friend to) Heritage and Culture's income generation plans.
80. Music Education Service and Hub is in a strong position within the South Yorkshire regional alliance towards the formation of a regional hub, with support from South Yorkshire Mayoral Combined Authority. The regional model for South Yorkshire is in a much stronger position than some comparators. Customer feedback from pupils, parents and teachers reiterates the quality of service provision from the team. The breadth and depth of the music programme in schools and communities

remains significant, most recently with Sing Out, Stage Invasion, and a Create Day with Royal Opera House.

81. City of Doncaster Archives has moved on significantly with the management of archive assets, to ensure that storage spaces in the building are used as efficiently and effectively as possible. This also requires effective partnership and customer relationship management. Customer feedback and insights remain very positive.
82. Historic England Place Markers have been unveiled at the three installation sites: Mexborough, Thorne and Edlington Libraries. These will new creative ways for young people to mark and celebrate important local histories.
83. A video made by young people, for young people promoting culture in Doncaster has been produced and can be viewed here: [Doncaster Culture Strategy 2030 - Team Doncaster](#). The Culture Partnership continues to perform to a high level within the SYMCA; e.g. leading culture education partnerships and sustainability planning, work on the regional Music Hub alliance, and support for the South Yorkshire Creative and Cultural Network.
84. Since the previous monitoring period, Culture Services has secured:
 - £99k from National Lottery for Heritage, to develop the Regimental Museum;
 - £88k Know Your Neighbourhood funding to develop volunteering; opportunities in libraries with a specific focus on supporting people aged over 50 who are out of work, into employment.
 - £165k from UK Shared Prosperity Fund 2 Year 2.
Funding applications have also been submitted to Arts Council England's Libraries Improvement Fund and The National Archives' Resilience Fund.
85. Culture Services was integral to the partnership working with LNER to bring Flying Scotsman to Doncaster for a brief photo opportunity. The Service continues to work with the National Railway Museum and LNER on possible plans for further public viewing in the Autumn.
86. The Arts and Health Board has worked with academics from Sheffield Hallam University and University of Sheffield to submit a funding bid for UKRI research funding. If the bid is successful, the funding would enable a 2 year research project with the intention of identifying commissioning models for Arts and Health in Doncaster. A decision is anticipated by October 2023. Alongside this the board is working with arts and health representatives from Sheffield and Barnsley to develop a regional network for Arts and Health. A regional arts and health presentation is also being presented to the Integrated Care Partnership in July 2023, and it is hoped this could open opportunities for regional funding and collaboration.
87. Culture Services have partnered with the National Literacy Trust to create the Doncaster Summer Reading Adventure. The Adventure encourages young people across Doncaster to get involved in reading at home over the school holidays. This is bespoke to Doncaster, and is on the theme of Incredible Journeys, enabling commemoration of important local anniversaries such as the centenary of the Flying Scotsman.

What needs Further Improvement?

88. Funding from The British Library ended in June 2023. Currently exploring opportunities for extending funding through UK Shared Prosperity Year 2 and/ or South Yorkshire Mayoral Combined Authority. This remains a risk to Culture Services at this time, with mitigations in place.



REGENERATIVE COUNCIL

Service Standard	Quarter 4 22-23	Quarter 1 23-24	Target	RAG	D.O.T (long)
(CR) Housing Benefit - Average Number of Days to Process a New Claim	15.72	13.34	18.00		
(CR) CUST 01 Customers Wait no Longer Than 10 Minutes to be Served	0h 00m 00s	0h 00m 00s	0h 10m 00s		
(CR) Council Tax Support Application - Average Number of Days to Process New Claims	38.54	28.06	30		
(CR) % of Council Tax collected in the year	94.38%	94.40%	94.60%		
(CR) CUST 04 90% of Telephone Calls Will be Answered Within 150 Seconds	45%	74%	90%		

What is going well?

89. The average number of days to process a new housing benefits claim continues to improve and is at its lowest ever level. Although the team continues to deal with additional work from the Household Support Fund, the prioritisation of allocating new Housing Benefits claims within 2 days of receipt, has resulted in this improvement at the start of this year.
90. In quarter 1 we received 33,310 customers to the One Stop Shop which is an increase of 2,654 from quarter 4, this was due to Council Tax reminders / Court summons and liability orders being sent out at the same time. We are averaging approximately 2500 customers a week through the doors.
91. Performance in the first quarter for Council Tax Support remains off target but the overall position is significantly improved on the same time last year. The average time to process a CTR claim of 28 days is much improved on the 41 days for the same period last year. CTR claims are more difficult to identify than HB claims as they are often part of a notification from Universal Credit, which can be received for many other reasons other than a CTR claim and as a result each of these notifications needs to be looked at to see if it relates to a CTR claim, which it does

in less than 20% of cases. During the quarter work continued to reduce the backlog in these documents bringing them to less than 1,000 documents which are less than 3 weeks old. It is anticipated that this improvement will continue in quarter 2

What needs further improvement?

92. 26.60% of the total Council Tax debit has been collected in quarter 1 of the year. This compares with 26.58% for the same period in 2022/23. This slight improvement is still affected by a backlog of work and a reduced level of resource due to vacant posts which are being recruited into. Once this backlog is reduced it is hoped the collection rate will improve to reach target.
93. Customer Services received 48,310 telephone calls in quarter 1, 4817 less than in quarter 4, with 74% of calls answered in 150 seconds against a target of 90%, with an average time to answer of 2:24. We had 6 new Customer Service Advisors start in April. After completing their initial training, we have seen performance in June rise to 85% of calls answered in 150 seconds. In quarter 1 we have recruited 2 additional Customer Service Advisors who start in July, we should therefore see further improvement in quarter 2.

Workforce

94. The HR team continue to support managers and employees through a variety of different ways, assisting with capacity building both with the recruitment and retention of staff where needed; embracing different ways of working; and providing health and wellbeing support in managing staff sickness absence and resilience levels.
95. Over the quarter, the overall turnover rate for the council has reduced by 0.49% from 14.78% to 14.29%, which is a slight increase of 0.28% compared to quarter 1 in 2022/23; and remains below the local government average rate of 16.4%. The number of job vacancies across the council is still at a high level. Specific campaigns have commenced including the 'proud to care' campaign to expand the reach and promote the opportunities available. The corporate campaign led approach is still in place to reach as many potential candidates as possible and remain competitive within the labour market. Workforce and succession planning continues within services and a number of apprenticeship posts are currently being advertised to ensure the growth of our own talent in areas where there is evidence of hard to recruit to positions.
96. Sickness absence rate for quarter 1 was 11.69 days per full time equivalent employee, against the corporate target of 10 days. This is a reduction of 0.6 days from 12.29 days in quarter 4. Although a continued reduction overall is a positive trend, it is still significantly above the target of 10 days. Children's Social Care service sickness absence rate, currently reported separately, has a rate of 10.55 days lost per full time equivalent employee. Sickness absence will continue to be monitored to assess impact and ensure effective provisions are in place to manage absence levels across the organisation.

97. Agency worker spend has reduced slightly in quarter 1 by £8k from £621k to £613k (in quarter 4); however the number of assignments has slightly increased by 5 from 41 to 46. In Children's Social Care Services, the spend for quarter 4 is £1.02 million with the number of assignments at 52. Both spend and usage of agency cover will continue to be monitored against the needs and capacity of the business and ongoing recruitment and retention challenges faced both locally and nationally.
98. Mandatory training completion rates remain a concern across the organisation, this was also highlighted at quarter 4. Completion rates for Equality in the Workplace is 42% for Children's Social Care staff and 73% for all other Council staff; Data Protection is 39% of Children's Social Care staff and 92% for all other staff; Protecting Vulnerable Children and Adults is 41% for Children Social Care staff and 72% for all remaining staff. 65% of all managers have completed their Health and Safety training (excluding Children's Social Care staff). Completion rates for senior managers still remain a concern, with 71% completing Equality Act module, 80% completing Hate Crime training and 75% completion rates in Prevent. Further work is needed to ensure that where training is mandatory this is completed by all staff in a reasonable time period.
99. As part of the corporate calendar of EDI events, support and engagement was provided for International Day Against Homophobia, Biphobia & Transphobia, International HR day, carers week and Windrush day.
100. The number of employee-reported injuries at work in this quarter was 69 compared with 54 in the same quarter last year. This increase relates to the transfer of Children's Services back into the council. There continues to be a higher number of employee injuries reported from Directorates that have more significant numbers of operational employees carrying out physical work activities. The three main causes of employee injuries reported across the council were slips and trips, physical assaults, and incidents of being hit by a moving object.
101. There have been 5 RIDDOR incidents reported in this quarter compared to 5 in quarter 1 last year. The Corporate Safety Team are supporting services with the investigation process and any subsequent recommendations.



EQUALITY, DIVERSITY & INCLUSION OBJECTIVES

102. Following the development of a brand and logo in consultation with stakeholders, the 'Be Kind' working title has been changed to 'Choose Kindness'. The new brand reflects the movement and its objectives to promote kindness to people, place and planet and will be applied to all communications.



103. Activity has taken place to engage partners about the movement. An event was held at DGLAM in July to engage with and launch the movement to Team Doncaster, representatives from local community groups as well as local councillors and senior CDC managers were presented with the Choose Kindness objectives and how they can support the movement. Feedback was gathered on what support partners would require enabling them to achieve this; where possible methods to deliver and provide this support will be developed. All partners will be invited to take the Choose Kindness pledge.

104. A public launch of the movement is planned for September/October. This will involve a communications campaign raising awareness, launch events in each locality area and publicity to encourage people to take the Choose Kindness pledge. Specific activity to launch to our business and school audiences is also being explored. Following the launch, a calendar of activity that align to the movement's aims is being developed, which will include supporting NHS, Club Doncaster and local Business awards, a TedX event.

Objective 1: Support older adults to remain independent in their own homes

105. There continues to be a focus on supporting every person in Doncaster to live in the place they call home with the people and things that they love, in communities where they look out for one another, doing things that matter to them.' Evidence shows that retaining independence benefits older people and improves both physical and mental health, boosts people's confidence and self-esteem, and improves people's sense of purpose and quality of life.

106. Work progresses with partners to ensure that we jointly implement the Dementia and carers strategy. A targeted plan and set of actions have been identified for three cohorts of people:

- People living in the Community at risk of requiring permanent residential care (Individuals that go into short stay residential care due to breakdown of arrangements in the community)
- People residing in a care home on a short stay basis, following a hospital admission
- Older people being supported by the older people's community mental health team

107. The actions describe our new approach and interventions to improve the outcomes for people and to reduce the number of permanent residential placements for older adults.

108. For those where we are assured that it is appropriate for them to be supported in residential settings, we ensure that they have a fulfilling and meaningful lives, including increasing independence, focusing on what is important to the person. Work is underway to understand how adults with protected characteristics are impacted and what provision we have within our community and within our care home facilities to support these adults to live well

109. In Quarter 1 we have seen a decrease in the number of admissions to residential care per 100,000 of the population for older adults (65+ years) from Quarter 3. We anticipate a retrospective increase on the numbers of placements for May and June, at which point we will be able to compare the number of placements and be in a position in terms of next step percentage changes between quarters 4 & quarter 1.

110. We have maintained the increased capacity within our community reablement service and we continue to address the recruitment challenges through our Proud to Care Doncaster platform, which supports and encourages people to work in adult social care.

Objective 2: Support victims of domestic abuse and work with partners to reduce the levels of abuse in the Borough

111. The Doncaster Domestic Abuse Service, working in partnership, provides support and advice to victims and their families affected by domestic abuse across the borough. The DA Hub is the "front door", staff receive referrals and enquiries from victims/clients, members of the public and professionals. The staff in the hub give advice, triage and allocate referrals to support workers. Hub staff also signpost to other services. We have Domestic Abuse Caseworkers (DACs) who support people assessed as Standard or Medium risk. DACs also deliver DA awareness courses. We also have Independent Domestic Violence Advocates who support clients assessed as being at high risk of significant harm caused by DA. IDVAs support clients and are the victims voice at the Multi Agency Risk Assessment Conference (MARAC). The MARAC sits every two weeks and is run and administered by DMBC staff.

112. In addition to these services an extensive range of DA training is delivered by our workforce development officer. During 2022/23 2015 people attended a variety of DA training courses. People attending DA Awareness training are identified as DA Champions and form a network of professionals across the City to offer help and support to people impacted by DA. The DA strategy (2021-24) states that "Domestic abuse is everyone's business" In addition to offering practical support and guidance our staff now deliver DA programmes to educate people affected and to increase awareness of the impact that DA has on peoples lives.

113. Demand into the service remains high. During 2022/23 we have recruited an additional survivor liaison worker providing face to face community engagement in localities across the borough. Regular community engagement takes place in localities to ensure the service is visible and accessible. We have a young persons DA Caseworker and a male DA Caseworker. Community engagement and survivor liaison work is planned to reach out to the LGBT+ community. Other work has started to engage with and support minority communities across the borough. This work is being directed via community groups and the minorities partnership board network.

114. DA specialist workers operate in the Housing Options team at St Leger Homes to enable dedicated and focussed support to people fleeing DA and needing accommodation. This team provides an essential link into the DA service.
115. Regular communication takes place through the DMBC communications team, dedicated campaigns are used at different times in the year. A monthly newsletter is circulated to the DA Champions network.
116. Governance is provided by the DA Strategic Board and Safer Stronger Doncaster Partnership. The bi-monthly DA/SA Theme Group links into both the Strategic Board and SSDP.

Outcomes Achieved

117. Staff from the Caseworkers and Survivor Liaison teams deliver the Freedom Programme which aims to help victims understand what has happened to them and why it also describes in detail how children are affected by DA and how lives can improve when the abuse is removed. DACs also deliver You and Me Mum training course which aims to empower and support survivors of DA to further understand the role of mothers and address the needs of children and young people.
118. Our Gypsy Roma Traveller DA Liaison Worker continues to work alongside Public Health colleagues. This post is funded by the Ministry of Justice and is place until March 2025. The role is working to reach out into the community and offer a service that has not previously existed.

Objective 3: Improve engagement with our most deprived communities to increase access to jobs and skills

119. The Doncaster Employment Hub and Associated services are increasing their presence and delivery across Doncaster in all localities.
120. Delivery is out in the community, including via Advance and Launchpad and Youth Hub services and there are coordinated drop-in sessions in areas that are most deprived
121. Advance are doing outreach work across all communities including Hexthorpe, Conisbrough, Woodlands. Launchpad are doing Enterprise Awareness sessions held in Bentley, Mexborough and Thorne and Youth Hub are working with DWP and holding client awareness sessions across the borough

Objective 4: Improve the mental health of our children and young people

122. We have now delivered the first year of the Young People's Mental Health strategy and have defined our priorities for Year 2. This work has been based upon the ambitions created by young people across Doncaster.
123. As part of this project, we have:

- A new Social, Emotional Mental Health (SEMH) hub provision which will open from January 2024 and will deliver the first SEMH places within Doncaster.
- The percentage of children seen within the targeted timeframes for urgent and emergency referrals remain at 100%.
- The longest waits for General Developmental Assessments have reduced from an August 2022 high of 86 weeks to 72 weeks in April 23.
- ensured that mental health remains prominent in discussions linked to the school culture and the graduated approach by having it as standard agenda item at SENCo networks and inviting all mental health leads to these meetings. We have developed new resources to support schools through our school handbook and toolkit
- developed a new model of outreach support and funding to support children and young people in schools. This will begin in Autumn 2024.
- Continued to roll out the Kooth app which allows young people to access support out of hours and electronically. The take up of this from young people has been excellent, with hundreds of hours of direct support delivered and a 92% recommendation rate. We have communicated how support can be accessible on social media, through posters, films and school assemblies.

Objective 5: Support those Children and Young people within our care to have a good start to life and have the same life chances as everyone else living in the Borough

124. At the end of June 2023 there were 522 children in care, which is a reduction compared to the figure in the previous quarter. In the six months to the end of June 2023 93 children came into care and 132 children left care. Six of the children who came into care were unaccompanied asylum seeking children (UASC), which is a reduction when compared to the figure in the previous quarter (18).
125. The number of children leaving care in Doncaster as a result of being adopted was low during the last reporting period. In 2021/22 9 children were adopted. The focussed work to address this has had a positive impact and in 2022/23 21 children were adopted and left care. The number and proportion of children with adoption as their permanence plan is 8%, which is the same position as at the end of September 2022. However, in terms of other routes out of care 23% of children left care due to a Special Guardianship Order (SGO), which is a slight reduction from the previous reported position of 26%. The granting of an SGO enables them to remain within their network of family and friends. This is positive performance and a further increase from the position at the end of July
126. Care Leavers in Doncaster are supported by the Inspiring Futures team. Every Care Leaver is allocated to a Personal Advisor (PA) and has a pathway plan. The pathway plan is subject to ongoing review. Engagement with Education, Employment and Training is a core component of the pathway planning process and focus of ongoing support from the PA
127. 64.2% of the DfE cohort of care leavers are in Employment, Education or Training in June 2023. It should be noted that there is an issue with data quality which is currently being addressed. The 64.2% figure is taken from locally

held data and so is likely to be an underestimate as this is only updated periodically. Performance is better than the most recent reported performance of comparator authorities (62%).

128. 71% of children who have been in care for 2 1/2 years or longer have been in the same placement for at least 2 years (this is the long term placement stability indicator). Of those children in care at the end of June 2023 29 (5.5%) had experienced three or more placements in the previous six months (the short-term placement stability indicator). This position is better than the most recently reported position for comparator authorities

FINANCIAL POSITION:

Revenue Budget

129. The forecast for the year-end position is currently an overspend of £4.16m. The key elements of the overspend are: -

- Adults Social care - £2.54m mainly due to a larger number of people being supported in care homes than has been budgeted and higher increases in care home costs for adults of working age than anticipated, these projections are subject to further review during quarter 2;
- Children's Social Care - £2.34m due to additional demand and increased average external placement costs.

130. The budget included an assumption that council employees would receive a 4% pay award. It is likely that the national pay award will be more than this and a £2.10m shortfall has been calculated. It is expected that the majority of this pressure will be met by use of contingency budget and in-year savings identified by services. The balance of the shortfall (£0.74m) is currently held under Council Wide budgets pending the agreement of in-year savings for the Place directorate. If savings are agreed that aren't already built into Place projections, then the overall overspend will reduce. The in-year savings identified to date do not directly impact on the delivery of front-line services.

131. In previous years the position has improved as the year has progressed as cautious projections are gradually reduced, the projections will continue to be reviewed and updated for quarter 2. The Council will also be actively seeking mitigations to reduce the pressures or identifying offsetting underspends to reduce the forecast year-end overspend. The spend controls remain in place from 2022/23 and further communications will be circulated to all staff to highlight the importance of minimising future spend where possible to achieve a break-even position at year-end.

132. A summary and further details by service area is provided below: -

	Gross Budget £m	Income Budget £m	Net Budget £m	Project ion £m	Q1 Variance £m
Adults, Wellbeing and Culture	165.1	-94.1	71.0	73.8	2.8
Children, Young People & Families	146.2	-65.9	80.3	83.1	2.8
Corporate Resources	92.2	-70.9	21.3	21.4	0.1
Chief Executive	43.2	-29.3	13.9	14.0	0.1
Place	140.3	-87.5	52.8	52.8	0.0
Services Budgets	587.0	-347.7	239.3	245.1	5.8
Council-Wide budgets	27.4	-133.8	-106.4	-108.0	-1.6
Grand Total	614.4	-481.5	132.9	137.1	4.2

133. The following sections provide a breakdown of each directorate's projected variances.

Adults, Wellbeing and Culture

	Gross Budget £m	Income Budget £m	Net Budget £m	Project ion £m	Q1 Variance £m
Adult Social Care	18.8	-11.9	6.9	7.0	0.1
Communities	134.8	-32.9	101.9	104.3	2.4
Director Of Adult Services	11.3	-49.3	-38.0	-37.7	0.3
Localities	0.2	0.0	0.2	0.2	0.0
Adults, Wellbeing And Culture Total	165.1	-94.1	71.0	73.8	2.8

134. Adults, Wellbeing and Culture position at quarter 1 is a forecast overspend of £2.82m.

- Expenditure on social care and support to Doncaster adults (the Care Ladder) is forecast to overspend by £2.54m. The residential care forecast overspend of £3.61m is offset by an underspend in non-residential care of -£2.40m. There is a forecast overspend of £1.19m on Supported Living Services and also £0.14m on Extra Care and Shared Lives. These care ladder projections are subject to further review during quarter 2.
- The residential care £3.61m overspend is made up of:
 - £0.98m Older People - this is due to a significant increase in the number of older people residential care placements in the first part of the year. The current client count is 750, which is a 55 client increase on the budgeted figure. Although client numbers are forecast to fall close to budget by the end of the year, the increase in costs will be seen early on and for the majority of the year. The net overspend reported has been reduced through the allocation of the £1.22m People at the Heart of Care budget, which was set aside in 2022/23 for the Adult Social care charging reform agenda. It wasn't needed in 2022/23 due to the delay in the introduction

of the reforms and is therefore available to use in 2023/24. It was originally set up to provide funding to offset new initiatives and additional costs envisaged as part of the reforms, however, this is needed to support the current overspend, thus reducing the Older People overspend from £2.20m to £0.98m for 2023/24. The ongoing baseline position will be reviewed as part of the 2024/25 budget setting process, to ascertain if the People at the Heart of Care funding could be available in the future to contribute to the additional costs expected as a result of the charging reforms.

- £2.05m Working Age - due to average cost increases, negotiated placements costs are also a significant factor. Average costs have increased significantly since the budget was set, creating a pressure of c£1.30m. The forecast assumes a steady percentage increase in average monthly costs on negotiated rates. However, we have seen average cost increases quicker than expected per previous financial years so will continue to monitor future month increases to ensure we are not overestimating the average future rate. Client numbers have also increased (currently 217 and forecast to rise to 234 by year-end) and are +9 per month on average above budget, creating an additional cost pressure of £0.54m.
- £0.58m Short Stay residential Care – this is based on activity being higher than budgeted levels. It is forecast that activity will gradually reduce throughout the year to around 3,100 days per month as a result of transfers to Homecare.
- Non-residential care -£2.40m underspend is made up -£1.54m additional income (as a result of increased costs), -£0.34m Domiciliary care and -£0.52m direct payments underspends. This forecast is based on current activity levels and reflects the lower activity offsetting higher activity mentioned above.
- Supported Living is expected to overspend by £1.19m due to a continued increase in monthly hours over the last 6 months. This is due to an increase of 8.5% in the number of hours delivered, an analysis of hours per provider has been undertaken and further work will be undertaken in quarter 2 to review hours per provider.
- Extra Care and Shared Lives are anticipated to overspend by £0.14m due to due to an increase in Shared Lives placements.
- Other Communities and Adult Social Care is expected to overspend by a further £0.28m. The overspend includes £0.20m for Deprivation of Liberty Safeguards agency costs and the position also includes a £0.15m pressure arising from a recurrent financial transfer to the Place directorate to support their delivery of City Centre management. Underspends on staffing budgets offset these pressures, forecasts have been amended for vacant posts, where known as well as a one off -£0.05m underspend on the Supporting People contract.
- Further to the above, the Department of Health have recently announced a supplement to the Market Sustainability and Improvement fund of £570m over 2 years, with £365m being allocated in 2023/24 and £205m in 2024/25. The allocation for Doncaster is £2.296m for 2023/24. Doncaster Council has

already accelerated investment in market sustainability and improvement beyond the levels currently demonstrated regionally, and this is reflected by the additional cost pressures outlined in this monitoring report. We will be undertaking a specific piece of work to finalise how the funding will be deployed in light of grant conditions, forecast market sustainability, pre-existing investment, current cost pressures and hospital discharge imperatives. A separate key decision report will be progressed to approve the spend plan for the grant and the overall financial projection updated for the quarter 2 report.

Children, Young People & Families

	Gross Budget £m	Income Budget £m	Net Budget £m	Project ion £m	Q1 Variance £m
Centrally Managed	6.1	-4.7	1.4	1.4	0.0
Partnerships, Early Intervention & Localities	46.7	-31.5	15.2	15.6	0.4
Education Skills Culture & Heritage	20.7	-19.8	0.9	1.0	0.1
Children's Social Care	72.7	-9.9	62.8	65.1	2.3
Children, Young People & Families Total	146.2	-65.9	80.3	83.1	2.8

135. Children, Young People and Families is forecast to overspend by £2.86m at quarter 1, mainly relating to placements and the associated travel assistance. The overspend includes the following variances:-

- Travel Assistance is projected to overspend by £0.32m based on current routes and net growth to date. £0.27m of this relates to provision of 5 routes covering special school buses due to lack of drivers/escorts, which are assumed to be ending in December, with a risk that this could increase if the recruitment process for drivers is not successful in the summer. There is a focus on supporting the recruitment. Further consolidation of routes will occur in September and projections will be revised for this, alongside further possible savings options, that are within the current policy arrangements, being considered by the Assistant Director. There are 4 potential areas to explore with the priority being a review of all 78 single use taxi runs and 32 runs with escorts.
- Children's Social Care's projected outturn at quarter 1 is an overspend of £2.34m. The main elements of the overspend are £3.00m on the Care Ladder from additional demand and increased package costs for external placements above the budgeted activity numbers and average costs. A reframed placement panel is in place from July 2023 chaired by Children's Social Care Assistant Director and will work to ensure momentum on delivering savings continues with a focus on care planning and trajectory of need. There is also a £2.27m overspend on agency worker costs; offset by staffing (non Care Ladder) underspends of -£3.40m, which has contributed to the increase in agency spend. The care ladder forecast includes estimates for the opening of new residential provision, which is dependent upon filling residential staffing vacancies, should there be a further 3-month delay in opening internal provision there would be an estimated additional cost of £0.39m to the care ladder. Further detail on the care ladder projections is included below.

- At 31st March 2023 the activity numbers and average costs for Out of Authority (OOA) and Unregulated 16+ Children in Care (CiC) placements were greater than the budgeted amount set for 1st April 2023, therefore costs pressures for these were brought forward into 2023/24. The Care Ladder projected overspend of £3.00m includes: OOA placements including Day Education £3.35m, Unregulated 16+ Children in Care (CiC) placements £1.12m, and Unaccompanied Asylum Seeking Children (UASC) placements £0.80m, offset by under spends for Fostering -£1.07m, Internal Provision (Residential & Unregulated) -£0.99m, and additional funding of -£0.52m from the Dedicated Schools Grant (DSG) High Needs Block (note: this increases the budgetary pressure to the High Needs Block). Further detail is as follows: -
 - i. OOA placements projected overspend of £3.35m is mainly due to the average costs of packages being higher than budgeted throughout 2023/24 £2.74m, and the placement numbers being above budgeted at 1st April 2023, which is forecast to continue for the first 6 months of the year £1.06m; offset by a prudent assumption of increased Health contributions towards packages -£0.45m. The actual amount will be subject to eligibility assessments being carried out, and funding splits then being agreed if eligible, work is on-going and there is a test case currently being worked through. The number of OOA placements, at 1st April 2023 were 54, 11 OOA placements above the budgeted amount of 43 mainly due to delays in opening internal provision, which meant a significant budget pressure has been carried forward into 2023/24. The projected placement numbers by the end of March 2024 are 36 (5 less than budgeted) and the average for the year to be 43 (1 more than budgeted); therefore the £1.06m pressure is expected to be temporary for 2023/24. The forecast overspend of £2.74m due to increased package costs appears to be a permanent pressure as provider fees continue to be above the budgeted amount; the average placement cost for the year to date is £345k per annum; £64k more than the budgeted average cost of £281k per annum. If Health contributions towards packages can be agreed then this will reduce the average placement cost to Social Care, bringing it closer to the budgeted amount. Unfortunately, there is no correlation between cost and quality / outcomes for young people.
 - ii. Unregulated 16+ Children in Care (CiC) placements projected overspend of £1.12m is mainly due to the average costs of packages expected to be higher than budgeted throughout 2023/24 £0.76m, and delays in internal provision being operational £0.36m. The number of unregulated 16+ Children in Care (CiC) placements at 1st April 2023 were 30; 6 placements above the budgeted amount of 24 which meant a significant budget pressure has been carried forward into 2023/24. The forecast assumes by the end of March 2024 that placement numbers will be 17 (7 less than budgeted) so this pressure is expected to be temporary for 2023/24. At budget setting it was expected that internal provision at Askern Court would be open for April 2023; this now expected to be open March 2024 due to an increase in the capital works required. The £0.76m forecast overspend due to increased package costs appears to be a permanent pressure as provider fees continue to be above the budgeted amount; the average placement cost for the year to date is £164k per annum; £34k more than the budgeted average cost of £130k per annum.

- iii. UASC placements projected overspend is £0.81m. Previously the funding from the Home Office covered the cost of the placements; however, in 2022/23 the outturn spend on UASC placements was £1.97m offset by grant funding of -£1.62m. Due to the increase in the number of UASC, capacity in the market was stretched and therefore some of the UASC were placed with expensive providers leading to the costs being greater than the grant received from the Home Office. This trend has continued into 2023/24, with the forecast spend on placements £3.45m offset by grant funding of £2.22m. The forecast includes an assumption that there are an additional 13 UASC placements via the National Transfer Scheme by the end of September 2023. The Care Ladder budget modelling for 2023/24 assumed Home Office contributions would fund 82% of the package costs but the forecast at quarter 1 assumes 64.4% is covered by the Home Office. The increase in the funding gap is due to a continued increase in average package costs, and the Home Office announcing for the second year running that their contributions rates are to remain unchanged; therefore, they are still the same as 2021/22 rates despite the cost of living of crisis and significant inflationary increases from providers.
- iv. The forecast for Fostering at quarter 1 is an underspend of -£1.07m due to the numbers of placements for both In-House Fostering and Independent Fostering Agencies (IFA's) being less than budgeted for at 1st April 2023, which is expected to continue throughout 2023/24. The number of Fostering placements, at 1st April 2023 were 342, 31 less than the budgeted amount of 373 and the projected placement numbers by the end of March 2024 is 316 (42 less than budgeted). The forecast average for the year is 322 fostering placements split 42.7% IFA's / In-House Fostering 57.3%; the budgeted average for the year is 366 fostering placements split 42.9% / 57.1%. therefore, the forecast underspend of -£1.07m is due to the % split being achieved and the number of placements being less than budgeted throughout the financial year.
- v. Internal Provision (Residential & Unregulated) forecast at quarter 1 is an underspend of -£0.99m. The 4 existing In House Residential homes (Amersall, Cromwell, Morrison & Pinewood) are forecast to under spend by -£0.14m due to being unable to recruit to staffing vacancies. The forecast for Skylarks (2 x 2 beds), new residential provision, is an underspend of -£0.42m, as the homes are not expected to be operational until October 2023; again, from being unable to recruit the staff required. Askern Court (5 beds) requires extensive capital works to be completed and is now expected to be operational in March 2024, the forecast underspend due to this is -£0.43m. The Care Ladder budget modelling assumed both Skylarks & Askern Court would be operational for April 2023, therefore the underspends from these homes not opening offset the increased overspends in OOA and unregulated 16+ Children in Care CiC placements.
- vi. The forecast spend on agency workers is £3.13m against a budget of £0.86m. This £2.27m overspend on agency is offset by staffing (non Care Ladder) underspends of -£3.40m mainly in Social Work Teams, Fostering Team and Parenting and Family Support Service (PAFFS). There has been an increased need for agency social workers to cover vacancies, maternity leave and the retention of some for longer based upon demand / caseloads.

Caseloads, particularly in Assessments and the Area Child Protection Service (ACPS), have continued to be high resulting in additional DCS resource being required via agency placements. Yorkshire and Humber DCS's have signed a memorandum of understanding in relation to capping agency pay.

Corporate Resources

	Gross Budget £m	Income Budget £m	Net Budget £m	Projection £m	Q1 Variance £m
Corporate Resources Director	0.2	-0.3	-0.1	-0.1	0.0
Finance & Technology	82.7	-67.8	14.9	15.0	0.1
Legal & Democratic Services	9.3	-2.8	6.5	6.5	0.0
Corporate Resources Total	92.2	-70.9	21.3	21.4	0.1

136. Corporate Resources is forecast to overspend by £0.07m at quarter 1. The main area of overspend is a housing subsidy shortfall of £0.25m within Revenues and Benefits. This is due to the continued high levels of expenditure on short-term bed and breakfast accommodation, which attracts limited subsidy. Work is being undertaken to further understand this issue and how the work being undertaken across the Council on reducing homelessness will impact this pressure.

Chief Executive

	Gross Budget £m	Income Budget £m	Net Budget £m	Projection £m	Q1 Variance £m
Public Health	29.7	-28.1	1.6	1.9	0.3
Policy Insight & Change	13.5	-1.2	12.3	12.1	-0.2
Chief Executive Total	43.2	-29.3	13.9	14.0	0.1

137. Chief Executive's is projected to overspend by £0.13m. This is due to a budget shortfall against localities lead posts offset by smaller underspends. The development of the community prevention service will allow this shortfall to be absorbed in the longer-term as the new service model will specify the roles required within the available budget envelope.

Place

	Gross Budget £m	Income Budget £m	Net Budget £m	Project ion £m	Q1 Variance £m
Economy & Development	35.4	-22.9	12.5	12.3	-0.2
Director Of Place	0.0	0.0	0.0	0.0	0.0
Environment	77.1	-36.6	40.5	39.9	-0.6
Strategic Housing	4.4	-2.2	2.2	2.2	0.0
Trading Services	21.3	-24.7	-3.4	-2.7	0.7
Communities - Safer Stronger	2.1	-1.1	1.0	1.1	0.1
Place Total	140.3	-87.5	52.8	52.8	0.0

138. Place is forecast to underspend by -£0.07m at quarter 1. The main variances are: -

- Schools Catering: £0.25m overspend; due to an underachievement of income, mainly caused by prices charged to school not recovering the full 2023/24 pay award. The meal price per school has already been agreed with the maintained schools for 2023/24 and agreements with Academy schools for 2023/24 are currently being concluded, however, the price agreements include an option to review prices and implement an in-year price increase, therefore further work is required to identify if/where an in-year price increase can be implemented. The service is working with schools to increase meal numbers and reduce production costs to drive efficiencies. Schools, where the meal price isn't achieving full cost recovery, will be reviewed and challenged.
- Bereavement Services: £0.57m overspend mainly due to a projected shortfall against the income target for cremations. A new private crematorium opened on the 2nd May, and is expected to reduce the number of cremations at Rose Hill from 1,600 to 900 in 2023/24. Fewer cremations will mean lower utility costs which will partly mitigate the income reduction. The impact of the opening of the new crematorium will be monitored as the year progresses.
- Waste: -£0.73m underspend; mainly due to a projected underspend of -£1.19m on waste PFI due to the inclusion of the estimated 2023/24 power gainshare income of -£1.14m. The accuracy of the estimate will not be known until quarter 3 or 4, the final amount due is calculated using an index which tracks gas prices and, as these can be volatile, 12 months data is required to calculate the figure. The 2023/24 royalty income is also expected to overachieve by -£0.25m based on current estimates. This additional income has been reduced by; projected overspend of £0.27m on recycling rebate the price of recyclates is expected to fall, £0.34m overspend on Trade waste mainly due to underachievement of income, £0.29m overspend on Non PFI Disposal due to the increased cost of compliance with the legal requirement to incinerate waste containing Persistent Organic Pollutants (POPs) found in textiles and foam of upholstered domestic seating. POPs are not currently being separated from other general waste prior to disposal, e.g. fly tipping, if waste can be separated costs will reduce, the projection assumes the work to separate the waste will be undertaken.

Council Wide budgets

	Gross Budget £m	Income Budget £m	Net Budget £m	Projection £m	Q1 Variance £m
Change Programme	0.0	-0.2	-0.2	-0.2	0.0
General Financing/Treasury Management	5.0	-0.1	4.9	3.5	-1.4
Levying Bodies/Parish Precepts	17.5	0.0	17.5	17.5	0.0
Other Centrally Funded	8.8	-9.7	-0.9	-1.0	-0.1
Revenue Costs Ex Capital Programme	-20.1	20.1	0.0	0.0	0.0
Technical Accounting	11.0	0.0	11.0	11.0	0.0
Business Rate Retention	0.0	-143.8	-143.8	-143.8	0.0
Severance Costs	5.2	-0.1	5.1	5.0	-0.1
Council Wide Budget Total	27.4	-133.8	-106.4	-108.0	-1.6

139. Council Wide is forecast to underspend by -£1.66m at quarter 1. The main underspends are: -

- -£1.45m Treasury Management. This is due to increasing interest rates on investments and slippage in the capital programme decreasing the borrowing requirement and delaying the need to borrow until September;
- -£1.00m a review of energy price inflation suggests £1m can be removed from budgets;

140. These are partially offset by overspends including:-

- £0.74m 2023/24 pay award. The estimate was for a 4% but the actual increase is expected to be c7%. The original shortfall of £2.84m reduced by £2.10m through in-year savings, including use of contingency budgets. The remaining gap of £0.74m relates to shortfalls from in-year savings from Place (£0.58m), subject to further review and agreement, and AWC (£0.16m), savings anticipated to be delivered in future years;

141. The above figures do not include any estimated loss of income from Council Tax and Business Rates. These form part of the Collection Fund and due to statutory accounting requirements, the impact of gains or losses in the Collection Fund in 2023/24 won't affect the Council's General Fund until 2024/25. The impact on the Collection Fund is discussed below.

Housing Revenue Account (HRA)

142. The outturn projection at quarter 1 is an underspend of £1.04m. The original budget was a balanced budget with no contribution to or from balances; the underspend means that there will be a contribution to balances of £1.04m.

143. The main variances are:

- St Leger Homes' (SLH) management fee – projected overspend of £0.47m as a result of inflationary costs being in excess of those budgeted
- Rent income – £0.59m positive variance is forecast on rent income
- Interest – £0.46m underspend anticipated for additional interest received on HRA balances due to higher interest rates.

- District Heating – a net deficit on the scheme is expected of £0.20m (the budgeted deficit was £0.60m) i.e. costs are not fully met by charges to residents. The net deficit anticipated has reduced mainly due to a projected decrease in gas prices, from a scheme which is available to organisations that are providing heating and/or hot water to domestic properties, resulting in an overall underspend of £0.40m.

144. There has also been a £1.11m increase in the estimate for depreciation costs due to increased property valuations, this has been offset by an equal reduction in revenue contribution to the capital programme, with the net impact being zero on the funding available for the capital programme.

145. HRA balances are estimated to be £7.73m as at 31 March 2024.

146. Current rent arrears at quarter 1 are £2.35m (2.80% of the rent debit); this is an increase of £0.21m from £2.14m (2.74%) at year end. As at 30th June, the amount of former tenants' arrears was £1.10m an increase of £0.11m from year end, there were no write offs in the period.

Fees and Charges

147. The Council's Financial Procedure Rules require any changes to fees and charges to be included in the quarterly finance and performance monitoring reports.

148. In quarter 1 there have been no change to fees and charges.

Capital Budget

149. The 2023/24 capital programme consists of 398 schemes with current projections estimating £137.1m spend within the financial year. The split by directorate is in the table below:

Directorate	Current Year Budget Brought Forward (£'000)	Current Year Budget as at Q1 £'000	Number of Schemes	Future Years Budget Brought Forward (£'000)	Projected Future Years Budget as at Q1 (£'000)
ADULTS, WELLBEING AND CULTURE	7,996	6,406	7	19,929	22,237
ADULTS SOCIAL CARE	7,892	6,362	3	19,929	22,237
CULTURE AND COMMERCIALISATION	44	44	4	0	0
CHIEF EXECUTIVE	12,125	12,175	17	2,017	2,354
LEISURE SERVICES	11,475	11,525	16	2,017	2,354
POLICY INSIGHT AND CHANGE	650	650	1	0	0
CHILDREN, YOUNG PEOPLE & FAMILIES	13,093	10,604	79	24,612	29,601
CENTRALLY MANAGED	370	359	1	400	600
COMMISSIONING & BUSINESS DEVELOPMENT	7,719	5,362	61	20,501	24,322
PARTNERSHIPS AND OPERATIONAL DELIVERY	4,292	4,440	12	3,712	4,412
CHILDRENS SOCIAL CARE	711	444	5	0	267
CORPORATE RESOURCES	9,591	6,743	15	1,470	4,095
FINANCE & TECHNOLOGY	9,391	6,543	14	1,470	4,095
LEGAL & DEMOCRATIC SERVICES	200	200	1	0	0
PLACE	158,142	101,173	280	216,950	276,956
ECONOMY & DEVELOPMENT	62,888	35,908	83	36,458	66,746
ENVIRONMENT	14,351	13,257	128	21,005	22,531
STRATEGIC HOUSING	71,196	42,806	52	159,246	186,933
COMMUNITIES - SAFER STRONGER	86	86	1	0	0
TRADING SERVICES	9,622	9,117	16	241	746
Grand Total	200,888	137,101	398	264,978	335,243

150. The opening budget of £200.9m differs to the figure reported as at budget setting due to additional slippage and newly approved schemes in quarter 4

2022/23. All figures in this report also exclude the Investment & Modernisation Fund (IMF).

151. At quarter 1 there has been a 32% reduction in the projected in year spend when compared to the opening budget of £200.9m which is a reduction of £63.8m.

Directorate	Current Year Budget Brought Forward £'000	Current Year Budget as at Q1 £'000	% Reduction in forecast at Outturn
ADULTS, WELLBEING AND CULTURE	7,936	6,406	19%
ADULTS SOCIAL CARE	7,892	6,362	19%
CULTURE AND COMMERCIALISATION	44	44	0%
CHIEF EXECUTIVE	12,125	12,175	0%
LEISURE SERVICES	11,475	11,525	0%
POLICY INSIGHT AND CHANGE	650	650	0%
CHILDREN, YOUNG PEOPLE & FAMILIES	13,093	10,604	19%
CENTRALLY MANAGED	370	359	3%
COMMISSIONING & BUSINESS DEVELOPMENT	7,719	5,362	31%
PARTNERSHIPS AND OPERATIONAL DELIVERY	4,292	4,440	-3%
CHILDRENS SOCIAL CARE	711	444	38%
CORPORATE RESOURCES	9,591	6,743	30%
FINANCE & TECHNOLOGY	9,391	6,543	30%
LEGAL & DEMOCRATIC SERVICES	200	200	0%
PLACE	158,142	101,173	36%
ECONOMY & DEVELOPMENT	62,888	35,908	43%
ENVIRONMENT	14,351	13,257	8%
STRATEGIC HOUSING	71,196	42,806	40%
COMMUNITIES - SAFER STRONGER	86	86	0%
TRADING SERVICES	9,622	9,117	5%
Grand Total	200,888	137,101	32%

152. The reduction of £63.8m is mainly as a result of slippage but includes reductions to schemes and is net of new schemes added to the programmes and increases to existing schemes. The table below shows all schemes with slippage of £0.5m or more:-

Scheme	Slippage within Quarter (£'000)
COUNCIL HOUSE NEW BUILD PROGRAMME	-24,158
LUF1 WATERFRONT EAST DEVELOP	-4,988
G&T/RESI SITE IMP MINORPROJECT	-3,004
EXT PLANNED MAINT (CONTR)	-2,332
DISABLED FACILITIES GRANTS	-2,308
STRATEGIC ACQUISITION FUND	-2,002
STAINFORTH COMMUNITY HUB	-1,860
CUSWORTH HALL IMPROVEMENTS	-1,850
STAINFORTH STATION ACCESS	-1,564
STAINFORTH HEADSTOCK LIGHTING	-1,529
LUF1 CCQ PUBLIC REALM	-1,372
STAINFORTH STATION FOOTBRIDGE	-1,247
HALL CROSS SCHOOL PLACES INC	-1,116
CIVIC OFFICE MAJOR ITEMS WORK	-1,105
SURPLUS PLACES ARMTHORPE	-1,000
DIG, CLAY LANE FLOOD SCHEME	-900
STAINFORTH EAST LANE GATEWAY	-833
CCQ CINEMA INFRASTRUCTURE	-776
STAINFORTH COUNTRY PARK	-642

STAINFORTH EMPLOYMENT UNITS	-634
LUF1 MARKET CORN EXCHANGE	-505
Grand Total	-55,724

153. Current spend to date is £16.4m which is nearly 12% of the £137.1m projection for the year.

Directorate	Current Year Budget as at Q1 £'000	Current Actuals plus WIP £'000	% Spend after 3 months
ADULTS, WELLBEING AND CULTURE	6,406	873	13.6%
ADULTS SOCIAL CARE	6,362	871	14%
CULTURE AND COMMERCIALISATION	44	2	4%
CHIEF EXECUTIVE	12,175	1,222	10.0%
LEISURE SERVICES	11,525	1,220	11%
POLICY INSIGHT AND CHANGE	650	2	0%
CHILDREN, YOUNG PEOPLE & FAMILIES	10,604	129	1.2%
CENTRALLY MANAGED	359	0	0%
COMMISSIONING & BUSINESS DEVELOPMENT	5,362	144	3%
PARTNERSHIPS AND OPERATIONAL DELIVERY	4,440	34	1%
CHILDRENS SOCIAL CARE	444	-49	-11%
CORPORATE RESOURCES	6,743	151	2.2%
FINANCE & TECHNOLOGY	6,543	151	2%
LEGAL & DEMOCRATIC SERVICES	200	0	0%
PLACE	101,173	13,979	13.8%
ECONOMY & DEVELOPMENT	35,908	5,339	15%
ENVIRONMENT	13,257	1,515	11%
STRATEGIC HOUSING	42,806	6,073	14%
COMMUNITIES - SAFER STRONGER	86	76	88%
TRADING SERVICES	9,117	976	11%
Grand Total	137,101	16,353	11.9%

154. There are 176 schemes totalling £46.4m which have had budget allocated to them but are yet to incur any spend. The numbers are high in Children, Young

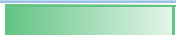





Row Labels	Number of Schemes	Sum of Total for budgets with no spend in year (£'000)
ADULTS, WELLBEING AND CULTURE	4	908
ADULTS SOCIAL CARE	1	884
CULTURE AND COMMERCIALISATION	3	24
CHIEF EXECUTIVE	7	5,072
PUBLIC HEALTH	7	5,072
CHILDREN, YOUNG PEOPLE & FAMILIES	49	7,251
CENTRALLY MANAGED	1	359
CHILDRENS SOCIAL CARE	1	165
COMMISSIONING & BUSINESS DEVEL	39	2,848
PARTNERSHIPS AND OPERATIONAL D	8	3,880
CORPORATE RESOURCES	7	5,032
FINANCE & TECHNOLOGY	6	4,832
LEGAL & DEMOCRATIC SERVICES	1	200
PLACE	109	28,134
ECONOMY & DEVELOPMENT	29	5,356
ENVIRONMENT	50	4,939
STRATEGIC HOUSING	20	15,061
TRADING SERVICES	10	2,778
Grand Total	176	46,398

People & Families due to block budgets being split out to individual schemes for works to take place at schools many of which will start in the summer holidays but are yet to incur spend. Place is high due to the schemes for planned road maintenance and repair having the block budget split out to individual schemes that are yet to be charged any spend.

Current Status of Schemes in the programme

155. 185 schemes have either not started or are still at the planning phase which is nearly 45% of all the current year schemes.

156. 130 schemes have been classified as underway and 66 schemes are now in the completion phase.

Status	Number of Scheme	% in phase based on scheme numbers	
Underway	130		32.66%
Completion Phase	66		16.58%
Block Budget	17		4.27%
Planning Phase	78		19.60%
Not Started	107		26.88%
Grand Total	398		100.00%

Future programme

157. At the beginning of the year the brought forward total of the future years spend (2024/25 onwards) in the approved programme was £302.5m. Due to a combination of slippage and additional new schemes this has increased to £335.2m.

Capital Receipts

158. Based on current estimates there will be a £0.6m shortfall in capital receipts this year. Delays in receiving capital receipts mean that borrowing has to be taken out and interest is payable on borrowing.

Collection Fund

159. The current position on the Collection Fund for Council Tax and Business Rates is detailed below. For both Council Tax and Business Rates the tables show the Collection Fund as a whole and the Council's share of the Collection Fund: -

- Council Tax:

	Budget £m	Outturn £m	Variance £m	Opening Balance £m	Planned Distribution £m	Closing Balance * £m
Collection Fund	-165.59	-165.91	-0.32	1.73	1.10	2.51
Doncaster Council	-135.10	-135.36	-0.26	1.43	0.92	2.10

* Opening balance, planned distribution of surplus and in-year variance = Closing balance

The council tax collection fund variance in the year is a -£0.32m surplus. This is attributable to the high long-term collection rate -£0.83m and transfers from general fund mainly relating to hardship reliefs -£0.43m, partially offset by lower

growth £0.49m and higher levels of Local Council Tax Support granted £0.46m. The in-year surplus reduces the closing balance to a deficit of £2.51m.

Council Tax arrears were £28.24m compared to the target of £28.65m at the end of quarter 1. The target for reduction of Council Tax arrears was £1.95m for quarter 1 and the actual reduction in arrears was £2.40m. As the current backlog of work reduces and resources can be focussed more on business as usual it is anticipated that this trend will continue, and arrears reduction will remain on target.

- **Business Rates:**

	Budget £m	Outturn £m	Variance £m	Opening Balance £m	Planned Recovery £m	Closing Balance * £m
Collection Fund	-108.20	-106.58	1.62	-19.61	20.58	2.59
Doncaster Council	-53.02	-52.23	0.79	-9.61	10.08	1.27

* Opening balance, planned recovery of the deficit and in-year variance = Closing balance

The business rates collection fund variance in the year is a £1.62m deficit. This is attributable to lower growth than anticipated £1.79m, increased small business rates relief £0.42m and increased charitable relief £0.14m. This is partially offset by lower retail relief granted than anticipated -£0.67m (although this gain will be offset by an equivalent loss in section 31 grant which will be managed in 2023/24 using the business rates volatility reserve). The in-year deficit means the closing balance is a deficit of £2.59m.

Business Rates arrears were £7.97m compared to the target of £7.15m at the end of quarter 1. The target for reduction of Business Rates arrears was £0.75m for quarter 1 but the actual level of arrears went up marginally by £0.05m. The main reason for the reduction not being achieved is due to retrospective changes in liability being carried out in the current year back into the previous year which actually increase the arrears figure from the year end position. These changes reduce throughout the year and it is expected that performance will improve through quarter 2 and beyond.

Schools Funding & Dedicated Schools Grant

160. The Dedicated Schools Grant (DSG) outturn position is an overspend by £5.8m during 2023-24 to create an overall overspend on DSG of £25.8m by 31st March 2024. £3.3m of this overspend was already expected from last years' medium term financial plan.

161. The overspend position is mainly due to pressures within the High Needs Block which includes expenditure on Out of Authority placements (agreed via an education or social care route and review by School's Forum), Specialist Post 16 Institutions, Education Health & Care plan (EHCP) top up payments and additional top up payments to special schools and pupil referral units as well as for alternative provision and tuition. The increase in spend for children placed in SEN out of authority placements, is due to a combination of levels of need and increased demand, including the lack of diversity of local specialist provision against this need, and there has been delays in delivering savings on Looked after children (LAC) placements due to additional demand, increased complexity of children and in turn higher package costs. No new homes are open yet as part of the Future

Placement Strategy, initially due to the impact of COVID-19 but now due to difficulties in recruiting the staff required. Strategically senior education leads in the council are also liaising with schools regarding the devolution of elements of the DSG to ensure that locally there are the right services in place to support children, improving outcomes and reducing costs.

162. Whilst the overspend position is significant it is not uncommon to other LA positions and Doncaster Council, amongst 55 LAs, is currently participating in the DfE's Delivering Better Value (DBV) in SEND programme which has looked at plans to manage and reduce the authorities high needs block overspend position through associated investment and based on modelling could potentially realise savings of c.£2m per annum which is factored in from 2024/25 subject to progress on the programme. In the last 2 years the Government has partially recognised the position that many LAs face on their High Needs Block and have increased the DSG High Need Grant to LAs with Doncaster receiving an extra £5.7m in 2022/23 compared to 2021/22 levels and a further £5.6m in 2023/24. Based on the latest DfE guidance the projected increases to the grant for future years have been set at 3%, with DfE provisionally announcing a 2024/25 allocation increase of 3.4% for Doncaster. The current high needs medium term plan requires further review including provision development, local support, demand and growth assumptions numbers of children and young people accessing additional support in future years which will need to be completed in line with the Equity and Inclusive Access to Learning for All: SEND and alternative Provision Model and Approach paper due at Cabinet later this year.

Description	2023/24 £000	2024/25 £000	2025/26 £000	2026/27 £000
DSG High Needs Block grant (after deductions)	47,761	49,672	51,389	53,158
High Needs Block expenditure	53,511	55,014	57,801	60,219
In year High Needs Block variance (less other DSG underspends)	5,749	5,342	6,412	7,062
Savings expected from DBV work per Newton/CIPFA	0	-2,000	-2,000	-2,000
Overall DSG Balance	25,814	29,156	33,568	38,630

163. During quarter 1 of 2023/24 the government has announced that it is to fund the full cost of the teacher pay award above 3.5%, nationally. This is in recognition of the fact that many schools budgeted for a 3.5% pay increase. Further announcements on this grant are expected.

Reserves

164. Earmarked reserves are reviewed each quarter and released where they are no longer required. In quarter 1 no reserves have been identified for release. Releasing reserves would either reduce the overspend discussed above or increase general reserves held for general risks and contingencies. General reserves are currently £11.40m.

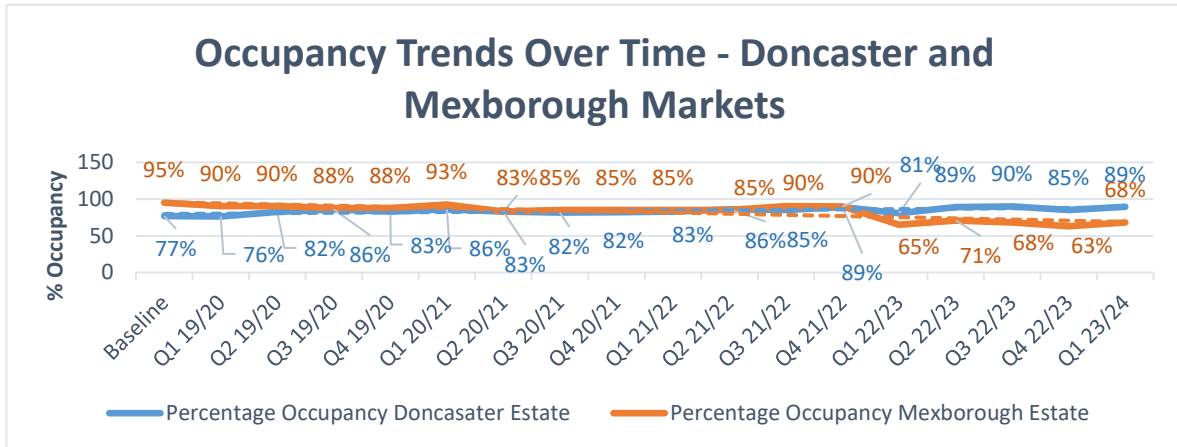
STRATEGIC RISKS

165. The register contains 9 risks. No new risks have been identified and no current risks have been proposed for demotion.

RAG	Risk Title	Current Score	Target Score	Trend
	Failure to safeguard children and young people across the partnership may result in children and young people being vulnerable and susceptible to risk	20	10	
	There needs to be a broad range of service delivery, which supports people in the community and in other settings (depending on their needs), without which makes it more difficult for people to live healthy, independent lives	16	10	
	Failure to successfully prevent a major cyber attack	15	6	
	A failure to have, and proportionate, an evidence based mix of interventions and services in place that will plausibly support a narrowing of the gap in inequalities and a reduction in levels of deprivation across the Borough	12	6	
	The potential impact on formal achievement rates/outcomes due to learning lost during Covid.	12	12	
	Failure to deliver the Medium Term Financial Strategy (MTFS) would result in an alternative budget being required with consequential service reductions and impact on achieving Council priorities.	12	5	
	Safeguarding concerns for adults increase through a combination of greater vulnerability following the pandemic and greater difficulties providing timely care and support because of reductions in workforce capacity	10	5	
	Failure to implement the Partnership priorities across the Team Doncaster Partnership	9	6	
	Failure to maintain and improve the management of health and safety may impact on the Council's ability to mitigate risk to both colleagues and members of the public and our inability to deliver effective services	8	4	

MARKET ASSET MANAGEMENT (MAM) DONCASTER LTD.

Occupancy Trends at Doncaster and Mexborough Market.

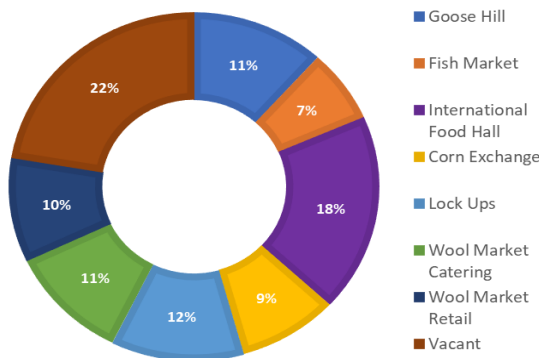


166. Doncaster occupancy levels have increased back up to 89% after a drop to 85% last quarter. A number of units across the estate have been let including those in Goose Hill, Fish Market (which is now fully let) and International Food Hall. New traders in both the International Food Hall and Wool Market are looking to be open by the end of July.

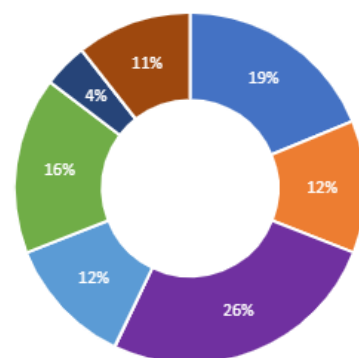
167. Mexborough has seen an increase back up to 68% after it's lowest recorded occupancy percentage however 12 vacant units remain. There has been a new trader open in Mexborough with a further trader to open in September. A campaign for new traders on Mexborough outer Market is currently being developed. Works continue to upgrade the Mexborough Market Café and 5 units are under lease discussions with local artists.

Doncaster Market Occupancy Level Changes per area of the estate (Percentage) at Baseline (May 2019) and Q1 2023-4

PERCENTAGE OCCUPANCY AT DONCASTER MARKET (BASELINE)



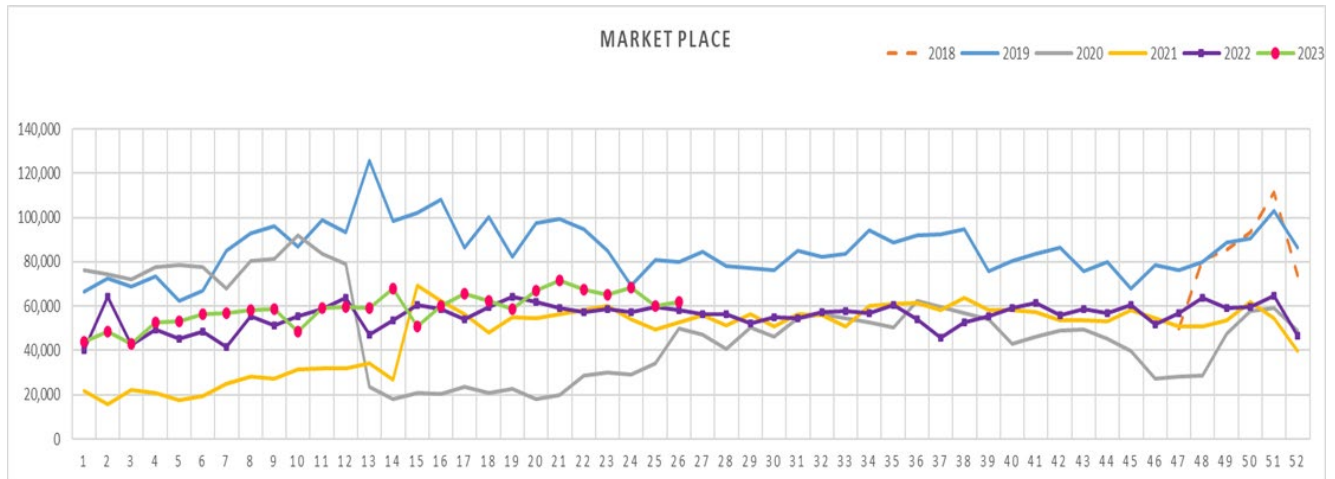
PERCENTAGE OCCUPANCY AT DONCASTER MARKET (Q1 2023/24)



168. The comparison of occupancy across the Doncaster estate between baseline (May 2019) and present levels (Quarter 1 2023/24) shows a significant difference in the number of units in each area.

169. As the work on the Corn Exchange improvement works continues, the occupancy levels in this area of the Market estate remain to be 0%. Occupancy levels between quarter 4 (2022/23) and quarter 1 (2023/24) have improved with overall vacancy levels reducing from 15% to 11%.

Footfall Trends for the Market Place (up to week 26; w/c 26/06/23)



170. Quarter 1 2023/24 has witnessed a progressive trend upwards in footfall being recorded in the Market Place. Overall footfall average across the quarter was 63,625. The highest footfall of the quarter was recorded in Week 21 (w/c 29th May) which was half term week for schools and coincided with good weather all week. As like other school holidays the wool market was open every day and the week ended with the Delicious Doncaster Food Festival.

171. Once again, footfall trends in the Market Place follow similar trends across all other footfall recording areas of the city centre.

172. Regular updates on the Maintenance Schedules of both Mexborough and Doncaster estates are part of the quarterly KPI return. All aspects of the maintenance schedules are up to date.

Events

173. Regular weekly and monthly events have once again continued to be held throughout quarter 1 including the monthly artisan market and record fair, Thursday night quiz night, live music in the Wool Market.

174. MAM held England’s Strongest Man Competition 105kg on the market square and the Council’s Steampunk Festival in May and the Council’s Delicious Doncaster Food Festival at the start of June.

175. The Wool Market is still the location for the Doncaster Creative Network networking meet-ups. Bringing together local creatives to connect and strengthen the community and encourage collaboration.

176. The last Sunday of every month is still The Wool Market's Sunday session open mic. Providing the equipment means young up and coming artists/bands have a platform to play and gain vital experience

177. Doncaster Youth Swing Orchestra and The Doncaster Youth Jazz Orchestra play a Saturday a month at The Wool Market.

Financial Position

178. MAM continue to provide monthly income and expenditure reports and quarterly management accounts. Council officers have been through this in detail and are monitoring the position closely however due to commercial sensitivity, the income and expenditure projections are not disclosed within this report. There has been no financial assistance for MAM in the financial year 2023/24.

BACKGROUND

179. Not applicable

OPTIONS CONSIDERED

180. Not applicable

REASONS FOR RECOMMENDED OPTION

181. Not applicable

IMPACT ON THE COUNCIL'S KEY OUTCOMES

182. This report provides the performance against service standards and deliverables as outlined within the Corporate Plan & Borough Strategy. It would be too complex to assess the individual contribution or conflict against the great 8 priorities as such this section has been left blank for this report.

Legal Implications [Officer Initials: SRF Date: 09.08.23]

183. Whilst there are no specific legal implications arising out of this report, the individual components, which make up the finance and performance report, may require specific and detailed legal advice as they develop further.

Financial Implications [Officer Initials: RLI Date: 24.07.23]

184. Financial implications are contained in the body of the report.

Human Resources Implications [Officer Initials: KG Date: 10.8.23]

185. Key performance indicator outcomes that are specific to the workforce are detailed within the body of the report along with other key areas of performance worth noting. Failure to achieve targets for sickness absence can impact on service delivery to customers and increase costs particularly where cover has to be arranged. The HR & OD team continue to work with managers in service areas to ensure appropriate action is being taken to manage staff absence in an effective and timely way which should have a positive impact on performance.

In addition, there are still difficulties in recruitment in specific areas but recruitment difficulties are generally reducing and applicant numbers are improving. This is said with a note of caution as there remain difficulties in 'hard to fill and more technical roles'. Managers still have concerns over staff departing for posts elsewhere, including other local authorities, on more preferential terms

The appointment challenge is not over nationally with compensation and benefits being the priority for job seekers along with greater importance of hybrid working and flexibility

Technology Implications [Officer Initials: PW Date: 09.08.23]

186. There are no specific technology implications. Technology continues to be a key enabler to support performance improvement and Digital & ICT must always be involved via the technology governance model where technology-based procurements, developments or enhancements are required. This ensures all information is safe and secure and the use of technology is maximised providing best value.

RISKS AND ASSUMPTIONS

187. Specific risks and assumptions are included in the report.

CONSULTATION

188. Consultation has taken place with key managers and Directors at the Directorate Finance & Performance Challenge meetings and Capital Monitoring meetings.

BACKGROUND PAPERS

189. Not applicable

GLOSSARY OF ACRONYMS AND ABBREVIATIONS

190. Not applicable

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City of
Doncaster
Council

Finance Profile

April 2023 – June 2023

APPENDIX A

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Savings Tracker

	Target 23/24 including under/over 22/23	23/24 achieved	23/24 remainder expected to be achieved in year	One-off 23/24	23/24 (unachieved)/ overachieved
Adults, Wellbeing & Culture	-1.538	-0.303	-0.864	-0.097	-0.274
Chief Executive	-1.187	-1.087	0.000	0.000	-0.100
Corporate Resources	-1.513	-1.487	0.000	0.000	-0.026
Council Wide Budgets	-1.863	-1.593	0.000	-0.350	0.080
Children, Young People & Families	-2.795	-0.530	-0.834	0.000	-1.431
Place	-2.257	-1.856	-0.353	-0.133	0.052
Total	-11.153	-6.856	-2.051	-0.580	-1.699

Treasury Management Update – Quarter 1 2023/24

1. The CIPFA (Chartered Institute of Public Finance and Accountancy) Code of Practice for Treasury Management 2021 recommends that members be updated on treasury management activities at least quarterly. This update, therefore, ensures this Council is implementing best practice in accordance with the Code.
2. The forecast position Treasury Management at the end of Quarter 1 is an underspend of -£1.445m on both interest receivable and payable, due to increased investment income and savings on borrowing costs. Investment income is £0.416m higher than anticipated due to increasing interest rates and investing surplus cash balances wherever possible to utilise these high rates. Borrowing costs are also underspent by £1.029m as borrowing will only be undertaken when our cashflow position requires it due to the high interest rates increasing the cost of borrowing. To date we haven't undertaken any borrowing in 2023/24 and the current cashflow position is now more favourable than when we initially set the budget and is only indicating a requirement to borrow £30m which will be staggered throughout the latter part of the year. This requirement is built into this current forecast underspend.
3. The first quarter of 2023/24 has seen further increases in the Bank of England base rate in an attempt to control spiralling inflation. On 11th May, the Bank of England's Monetary Policy Committee (MPC) increased the base rate by 25 basis points to 4.50%, and on 22nd June moved rates up a further 50 basis points to 5.00%. Core CPI inflation rose in both April and May, reaching a new 31 year high of 7.1%. Whilst other countries are experiencing inflationary pressures the rates in the UK are the highest of the G7 countries and therefore it is believed that interest rates will have to stay higher in the UK for longer. These increased rates are in stark contrast to the all-time low of 0.01% throughout the pandemic.
4. The Council has appointed LINK Group as its treasury advisors and part of their service is to assist the Council to formulate a view on interest rates. The latest forecast, made on 26th June, sets out a view that both short and long-dated interest rates will be elevated for some little while, as the Bank of England seeks to squeeze inflation out of the economy. Their view is set out below – note the PWLB rates include the certainty rate which we have also secured. From the 15th June the certainty rate applicable to HRA borrowing is a further 0.4% reduction from the rates shown below.
5. This view of rates peaking and then reducing slowly over the next few years is underpinning our current strategy of not borrowing unless it is needed for cashflow purposes.

Link Group Interest Rate View		26.06.23											
	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
BANK RATE	5.00	5.50	5.50	5.50	5.25	4.75	4.25	3.75	3.25	2.75	2.75	2.50	2.50
3 month ave earnings	5.30	5.60	5.50	5.30	5.00	4.50	4.00	3.50	3.00	2.70	2.60	2.50	2.50
6 month ave earnings	5.80	5.90	5.70	5.50	5.10	4.60	4.00	3.50	3.00	2.70	2.60	2.60	2.60
12 month ave earnings	6.30	6.20	6.00	5.70	5.30	4.80	4.10	3.60	3.10	2.80	2.70	2.70	2.70
5 yr PWLB	5.50	5.60	5.30	5.10	4.80	4.50	4.20	3.90	3.60	3.40	3.30	3.30	3.20
10 yr PWLB	5.10	5.20	5.00	4.90	4.70	4.40	4.20	3.90	3.70	3.50	3.50	3.50	3.40
25 yr PWLB	5.30	5.40	5.20	5.10	4.90	4.70	4.50	4.20	4.00	3.90	3.80	3.80	3.70
50 yr PWLB	5.00	5.10	5.00	4.90	4.70	4.50	4.30	4.00	3.80	3.60	3.60	3.50	3.50

6. This will result in the Council remaining under borrowed for longer than was anticipated previously which was agreed via the Treasury Management Strategy Statement for 2023/24. At the end of 2022/23 the under borrowing was £153m which is 26% of the

underlying borrowing requirement. Whilst this might seem high, the indications from LINK, show this is comparable to other Metropolitan Authorities. Remaining under borrowed relies on utilising working capital and reserve balances to delay taking external debt.

Borrowing

7. Figure 1: The following table summarises the Council's forecast Debt Portfolio as at 30th June 2023: -

Doncaster Council Debt Portfolio and Maturity Profile as at 30th June 2023				
	Upper Limit %	Lower Limit %	Actual %	Actual £(m)
Under 12 Months	30	0	4.90%	19.728
12 to 24 Months	50	0	3.11%	12.500
24 Months to 5 Years	50	0	5.42%	21.820
5 Years to 10 Years	75	0	1.28%	5.153
10 Years to 20 Years	95	10	85.29%	57.648
20 Years to 30 Years				34.873
30 Years to 40 Years				153.873
40 Years to 50 Years				96.880
TOTAL				100.00%

8. As outlined above no borrowing has been undertaken during this quarter and £25m of previous temporary borrowing has been repaid using current cash balances.
9. It is also worth noting that as well as interest rates currently being high they are also very volatile and the variations in PWLB rates throughout the period are shown in the table below. This volatility further supports the strategy of only borrowing temporarily from the market.

HIGH/LOW/AVERAGE PWLB RATES FOR 01.04.23 – 30.06.23

	1 Year	5 Year	10 Year	25 Year	50 Year
Low	4.65%	4.14%	4.20%	4.58%	4.27%
Date	06/04/2023	06/04/2023	06/04/2023	06/04/2023	05/04/2023
High	6.24%	5.71%	5.28%	5.44%	5.23%
Date	28/06/2023	28/06/2023	20/06/2023	30/05/2023	30/05/2023
Average	5.32%	4.87%	4.78%	5.09%	4.82%
Spread	1.59%	1.57%	1.08%	0.86%	0.96%

10. Debt rescheduling opportunities have increased significantly recently as gilt yields, which underpin PWLB rates and market loans, have risen materially. LINK have reviewed our current portfolio and at the moment there is no value to be had by rescheduling or repaying a part of the debt portfolio.
11. Treasury Management officers confirm that there have been no breaches of the treasury and prudential indicators, as set out in the Treasury Management Strategy Statement agreed by Council on 27^h February 2023 during this financial year. These

indicators will be updated for the second quarter report in line with the position within the Capital Programme. It is felt it is too early in the financial year for any update on these indicators to be meaningful.

Investment

12. The annual Investment Strategy sets out the Council’s investment priorities as being the security of capital, liquidity and yield. The Council will aim to achieve the optimum return (yield) on its investments commensurate with proper levels of security and liquidity, aligned with the Council’s risk appetite. The investment portfolio can be seen in Figure 2. These funds are only available for short periods of time due to the timing of receiving grants and income from council tax / business rates and paying costs in relation to the running of the Council and the Capital Programme. On top of the investments outlined below there is an available balance of around £15m kept liquid within the main bank accounts of the Council. Due to the favourable negotiations within the banking contract this liquid balance attracts an interest rate of base rate less 0.09% (so currently 4.91%) therefore we are still earning a favourable return.

Figure 2: The following summarises the Council’s investment portfolio as at 30th June 2023

CLOSE BROS	£10.0m
Total	£10.0m

13. The average investment rate for the first three months of the year was 4.5% which is slightly higher than the benchmark return of 4.46% which is taken from the average SONIA 1 month average for the quarter as shown below. This is a lot higher than the returns achieved through the last few years reflecting the different economic climate we are in.

14. Treasury Management officers can confirm that the approved limits within the Annual Investment Strategy were not breached during the quarter ended 30th June 2023.

Other

15. Risks were reviewed during the quarter and were managed in line with the Annual Treasury Management Strategy Statement agreed by Council on 27th February 2023. The key risks of our current position are highlighted below.

- a. The Council could be unable to borrow when funding is required due to adverse market conditions and/or budgetary restraints. This risk is mitigated by maintaining sufficient easily accessible funds. Further mitigating actions could be scaling back or re-profiling capital expenditure plans if necessary.
- b. There could be an increased use of reserves and working capital which is currently used to finance the under borrowed position. This risk is mitigated by regular monitoring of the use of reserves and having a robust cash flow forecast, which is monitored on a daily basis

Capital Programme Block Budget Allocations Quarter 1 2023/24

	Funding Source	Allocation of block budget 2023/24 £m	Allocation of block budget Total £m
<u>Children, Young People & Families</u>			
Centrally Managed			
Adwick Primary - Health & safety	Government Grant	0.010	0.010
DFE – Capital Maintenance	Government Grant	(0.010)	(0.010)
Partnerships and Operational Delivery			
Harmony House -Fencing	Government Grant	0.010	0.010
Hillside Academy-design	Government Grant	0.005	0.005
SEMH Hub - Castle Hills	Government Grant	0.555	0.555
SEMH Hub - Ivanhoe	Government Grant	0.454	0.454
SEMH Hub - Brooke Academy	Government Grant	0.200	0.200
SEMH Hub - McAuley Academy	Government Grant	0.475	0.475
DFE – High Needs Provision	Government Grant	(1.699)	(1.699)
Children’s Social Care			
Askern Court - Add Works	Housing & General Fund Capital Receipts	0.259	0.259
Skylarks Plot 248/250 - ICT	General Fund Capital Receipts	0.020	0.020
Hatfield Water Park	Housing Capital Receipts	0.080	0.080
Hatfield Water Park - Bungalow	General Fund Capital Receipts	0.085	0.085
Capital Receipts	General Fund Capital Receipts	(0.168)	(0.168)
Capital Receipts	Housing Capital Receipts	(0.276)	(0.276)
<u>Corporate Resources</u>			
Finance & Technology			
Tree Management System transferred back to Council Wide Systems block budget	Borrowing	(0.010)	(0.080)
Council Wide Systems	Borrowing	(0.030)	0.040
Allocate £40k from Council Wide Systems to Corporate Application Fund	Borrowing	0.040	0.040
<u>Place</u>			
Economy & Development			
Cycling	Government Grant	0.100	0.100
Cycle Parking	Government Grant	0.020	0.020
Footways	Government Grant	0.040	0.040
Doncaster Bus Partnership Infrastructure	Government Grant	0.045	0.045
Minor Works Package	Government Grant	0.120	0.120
Major Schemes - TCF Match	Government Grant	0.398	0.398

CRSTS Local & Neighbourhood Complementary Transport Programme - allocation of block budget to specific schemes	Government Grant	(0.723)	(0.723)
Haslam Park Pavilion Irrigation Tank	Corporate Resources	0.012	0.012
Town Field Pavilion Fire Alarm Replacement	Corporate Resources	0.020	0.020
Queens Drive Pavilion Refurbishment	Corporate Resources	0.028	0.028
Retained Buildings - Pavilion Refurbishment	Corporate Resources	(0.060)	(0.060)
Woodlands Library Ventilation (Additional)	Corporate Resources	0.027	0.027
Mexborough Library Lighting (Additional)	Corporate Resources	0.027	0.027
Retained Buildings Block	Corporate Resources	(0.054)	(0.054)
Environment			
Safer Communities- Boroughwide	Government Grant	0.050	0.050
A19 Doncaster Rd/Rockley Ln Safety	Government Grant	0.035	0.035
Beckett Rd/Wentworth Rd Traffic Signals	Government Grant	0.180	0.180
A638 Gt N Rd/Coppice Rd Highfields Safety	Government Grant	0.035	0.035
Traffic Management Measures - Boroughwide	Government Grant	0.070	0.070
Traffic Signing - Boroughwide	Government Grant	0.040	0.040
Gliwice Way Signals Improvements	Government Grant	0.035	0.035
Nutwell Lane/Cow House Lane Junction Consolidation	Government Grant	0.060	0.060
Station Rd/Cuckoo Lane Layout Consolidation	Government Grant	0.030	0.030
A630 Sheffield Rd/Waites Right Turn Provision	Government Grant	0.020	0.020
Goodison Boulevard/Staunton Rd Junction Enhancement	Government Grant	0.015	0.015
Dropped Crossings	Government Grant	0.100	0.100
CRSTS Local & Neighbourhood Complementary Transport Programme - allocation of block budget to specific schemes	Government Grant	(0.670)	(0.670)
Bridges:-			
Crooked Hole Bridge	Government Grant	0.200	0.200
Went Bridge	Government Grant	0.030	0.030
Rose Hill Footbridge	Government Grant	0.260	0.260
Greys Bridge (additional allocation)	Government Grant	0.007	0.007
North Common Bridge (additional allocation)	Government Grant	0.007	0.007
Fish Pond Colvert Bawtry	Government Grant	0.300	0.300
Bridges Maintenance	Government Grant	0.049	0.049
Highways			
Broadway Phase 4 (additional allocation)	Government Grant	0.035	0.035

Nutwell Lane Phase 2 (additional allocation)	Government Grant	0.050	0.050
Mill Lane Armthorpe	Government Grant	0.070	0.070
Carriageway Schemes - b/fwd	Government Grant	0.345	0.345
Surface Dressing	Government Grant	0.880	0.880
Highways Permanent Patching	Government Grant	0.350	0.350
Surface Dressing Pre-Patching	Government Grant	0.350	0.350
Footway Reconstruction/Resurfacing	Government Grant	0.250	0.250
Footway Slurry Surfacing	Government Grant	0.350	0.350
Flood Risk/Drainage Schemes	Government Grant	0.110	0.110
Carriageway Reactive Schemes	Government Grant	0.107	0.107
Footway Reactive Schemes	Government Grant	0.083	0.083
Road Markings	Government Grant	0.020	0.020
Fences-Walls-Barriers	Government Grant	0.030	0.030
CRSTS Highways Capital Maintenance	Government Grant	(3.883)	(3.883)
Strategic Housing			
Void Improvements	Corporate Resources	0.300	0.300
Internal works	Corporate Resources	(0.300)	(0.300)

Virements for Elected Mayor / Cabinet / Portfolio Holder Approval

2023/24 Quarter 1

Financial Procedure Rule B.14 – Proposals for virement between Directorates must be approved by the CFO, up to £250,000 and key decision approval is required for virements greater than £250,000 i.e. by Elected Mayor and/or Cabinet and/or Portfolio Holder. The value of the virement is defined as the gross annual budget.

The following virements are proposed for approval: -

	Reason	Directorate	£
1	Children's Social Care premises related budgets transferred to Corporate Landlord	Place CYPF	266,430 -266,430
2	Functional Realignment – Trading Services (including Metro Clean, Schools Catering, Bereavement Services, Pest Control, Transport and client management for Markets) transferred from Corporate Resources to Place	CR Place	3,350,180 -3,350,180
3	Functional Realignment – Policy, Insight & Change, Human Resources, Communications & Engagement, Customer Services and Corporate Health, Safety & Training transferred from Corporate Resources to Chief Executive Directorate	CR <u>Chf Exec</u>	-12,292,800 12,292,800
4	Functional Realignment – Strategic Commissioning transferred from Public Health to Adults, Wellbeing & Culture	AW&C Public Health	3,392,030 -3,392,030
5	Functional Review – Culture transferred from Children's, Young People and Families to Adults, Wellbeing & Culture	CYPF AW&C	-2,670,405 2,670,405
6	Functional Realignment – Communities, safer and stronger transferred from Adults, Wellbeing & Culture to Place	AW&C Place	-1,012,380 1,012,380
7	Functional Realignment – Public Health transferred to Chief Executive Directorate	Public Health <u>Chf Exec</u>	-1,585,160 1,585,160



To: Chair and Members of the Overview and Scrutiny Management Committee

Report Title: St. Leger Homes of Doncaster Limited (SLHD) performance and delivery update Quarter 1 ended 30 June 2023 (2023/24)

Relevant Cabinet Member(s)	Wards Affected	Key Decision?
Cllr Glyn Jones	All	No

1. EXECUTIVE SUMMARY

- 1.1. As part of the Management Agreement and governance arrangements for SLHD, an Annual Development Plan (ADP) is produced in agreement with City of Doncaster Council (CDC) officers, the Housing Portfolio holder and the Mayor. The ADP identifies the key deliverables, outcomes, milestones and performance measures. The Management Agreement also acknowledges the importance of Value For Money (VFM) and requires both City of Doncaster Council (CDC) and SLHD to use reasonable endeavours to deliver the best possible VFM. Arrangements within the agreement require appropriate VFM reporting which includes a quarterly report of Key Performance Indicators (KPIs) and an annual VFM statement.
- 1.2. This report provides an opportunity to feedback on performance successes and challenges against the 2023/24 KPIs **Appendix A**;
- 1.3. Of the fourteen KPIs measurable at end of Quarter 1 (Q1), five were met or were within agreed tolerances of target. Some of the KPIs are new for 2023/24 and some form part of the suite of the new Tenant Satisfaction Measures (TSM) from the Social Housing Regulation Bill. Commentary appears below as appropriate.

2. EXEMPT REPORT

- 2.1. This report is not exempt

3. RECOMMENDATIONS

- 3.1. That Members note the progress of SLHD performance outcomes and the contribution SLHD makes to supporting City of Doncaster Council's (CDC) strategic priorities.

4. WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

- 4.1. As this report includes the current progress on the SLHD KPIs, the implications of the contents may ultimately affect the delivery of services to the people of Doncaster.

5. BACKGROUND

At the same period last year, arrears stood at 2.5%, which supports the evidence that whilst arrears have not risen dramatically since the start of the financial year (2.72% at week 1), weekly figures are generally tracking higher than last year.

Income Management and Tenancy Sustainability team continue to work closely on arrears cases. This work will continue with the two teams moving under one team as part of the new housing management structure arrangements.

KPI 2: Void rent loss (lettable voids)

Target **0.50%**
Q1 23/24 performance **0.73%** **WORSE THAN TARGET – RED**

The KPI of 0.50% equates to approximately 110 void properties.

The number of voids held in the quarter has generally fluctuated between 120 and 140, and at the end of June is 132. This includes ten non-lettable voids.

	Q1 23/24	Q4 22/23	Q3 22/23	Q2 22/23	Q1 22/23
Void rent loss YTD %	0.73%	0.67%	0.67%	0.72%	0.76%
Target %	0.50%	0.50%	0.50%	0.50%	0.50%
Void numbers incl. non lettable	132	133	126	110	151

For five consecutive weeks up to the end of June, performance improved each week, helping the KPI to improve slowly from 0.76% to 0.73% at quarter end.

Stringent monitoring remains in place to monitor all voids from keys in to re-let to ensure that accurate planning and communication is shared between all teams. As a result of this the number of voids held will reduce and performance will improve.

7.2. KPI 3 : Average Days to Re-let Standard Properties

Target **20.0 days**
Q1 23/24 performance **25.4 days** **WORSE THAN TARGET – RED**

	Q1 23/24	Q4 22/23	Q3 22/23	Q2 22/23	Q1 22/23
Re-let days	25.4	26.7	26.9	29.1	33.6

Whilst off target, this indicator can be seen to be gradually improving. Standard re-let performance for each week has consistently been around the 24 to 26 levels, which has slowly reduced the YTD KPI to 25.4 at the end of Quarter 1. Void properties receive continued and extensive focus as we work towards meeting this challenging target.

Appendix B shows that current performance is top quartile for both relet times and properties vacant indicators when benchmarked in the recent monthly pulse surveys.

7.3. KPI 4: Number of Households placed in B&B Accommodation at month end

Profiled Target	35	
Q1 23/24 performance	50	WORSE THAN TARGET – RED

Homelessness services continue to be under considerable pressure. June saw an increase to 1,382 total nights, a 35% increase on May, which in turn was higher than April.

However, the Q1 total is 46% less than the same period last year and a 27% reduction on the previous quarter. Whilst the number of households placed has remained high, the team are continuing to minimise the number of nights they are staying in hotels. No families were over six weeks. Numbers placed has been impacted by the Council’s Ending Rough Sleeping Action Plan which has a commitment to place people who are sleeping rough despite there being no statutory duty to do so.

7.4. KPI 5: Number of Full Duty Homelessness Acceptances (New KPI for 2023/24)

Target	60%	
Q1 23/24 performance YTD	33%	WORSE THAN TARGET – RED

This is a new KPI for 2023/24 and measures the total number of households whose prevention duty ended during the month and resulted in accommodation secured for 6+months, expressed as a percentage

The number of settled preventions totalled 51 out of a total of 154 preventions ended, representing a KPI of 33%. The target of 60% equates to 92 preventions.

Through Q1 we have seen an increase in application at the Relief Stage. The number of new applications for Q1 has reduced by 11%, however compared to the same period last year it is a 14% increase in applications opened.

Capacity is an issue as officers brought in on Temporary Contracts have left ahead of schedule and the service is now operating at establishment with demand not reducing.

7.5. KPI 6: Complaints relative to the size of the landlord per 1000 properties (New KPI for 2023/24)

Profiled Target YTD	12.5	
Q1 23/24 performance YTD	15.4	WORSE THAN TARGET – RED

This is a new KPI for 23/24 and measures the number of Stage 1 and Stage 2 complaints per 1,000 properties under management.

This KPI is also part of the new Tenant Satisfaction Measures (TSMs) required by the Regulator. Guidance is to include both Stage 1 and Stage 2 complaints. HouseMark also measure complaints as part of their pulse surveys but performance is measured on a monthly basis whereas this KPI is cumulative.

Overall, for Q1 this equates to 15.4 complaints per 1,000 properties (15.0 + 0.4). The split is as follows:

Number of Stage 1 complaints received for Q1 is 299 complaints = 15.0
 Number of Stage 2* complaints received for Q1 7 complaints) = 0.4

* Stage 2 complaints received in month could relate to previous months' complaints. A full review of the complaints processes has been undertaken and a number of changes are being implemented, including the Tenant Appeal Panel should taking a different role and senior managers being more involved in the investigation of the Stage 2 complaint.

7.6. KPI 7: Percentage of complaints responded to within timescale (New KPI for 23/24)

Target **92.30%**
Q1 23/24 performance YTD **92.54%** **BETTER THAN TARGET – GREEN**

This is a new KPI for 2023/24 and is one of the new Regulatory TSMs. Complaints performance is measured one month in arrears.

For this KPI, we have received 201 complaints, a decrease of 33 complaints compared to the same period in 2022. We responded to 186 of these within timescale (92.54%). Those not completed in timescale were due to various reasons, more information required (holding responses sent), complex complaints requiring checking from HOS, timescale to complete by both investigating officer and customer relations team.

7.7. KPI 8 : Number of tenancies sustained post support :

Target **97.3%**
Q1 23/24 performance YTD **98.0%** **BETTER THAN TARGET – GREEN**

Period YTD	Cases closed 6 months previously	No. of tenancies sustained after 6 months	% of tenancies active 6 months after support ended	Target %
Q1 21/22	157	155	98.7%	90.0%
Q2 21/22	335	329	98.2%	90.0%
Q3 21/22	515	507	98.4%	90.0%
Q4 21/22	657	646	98.3%	90.0%
Q1 22/23	267	263	98.5%	97.3%
Q2 22/23	500	484	96.8%	97.3%
Q3 22/23	739	714	96.6%	97.3%
Q4 22/23	1,040	1,007	96.8%	97.3%
Q1 23/24	196	192	98.0%	97.3%

At the end of June, tenancies sustained for 6 months after support has ended has now increased to 98% year to date after steady month on month improvements. The team performance is now back in target after being slightly below target in 2022/23.

7.8. KPI 9 : Number of repairs complete on first visit (FVC)

Target **92.0%**
Q1 23/24 performance YTD **94.8%** **BETTER THAN TARGET – GREEN**

This KPI measures the number of responsive repairs completed at the first visit without the need for the operative to return a second time because the repair was inaccurately diagnosed and/or did not fix the problem.

Period YTD	No. of repairs completed	No. of repairs completed first visit	% repairs complete d first visit	Target %
Q1 21/22	9,839	8,941	90.9%	92.0%
Q2 21/22	18,547	16,841	90.8%	92.0%
Q3 21/22	26,252	23,759	90.5%	92.0%
Q4 21/22	34,595	31,192	90.2%	92.0%
Q1 22/23	7,758	7,308	94.2%	92.0%
Q2 22/23	14,243	13,426	94.3%	92.0%
Q3 22/23	23,093	21,824	94.5%	92.0%
Q4 22/23	32,067	30,406	94.8%	92.0%
Q1 23/24	7,736	7,337	94.8%	94.0%

This indicator has shown continual improvement over the past three years. Performance for June was 95.44%, an improvement on May's figure of 94.76% and April's 94.32%.

Performance at the end of Q1 was 94.84% which is also an improvement when compared to Q1 performance in 2022/23 which stood at 94.20%.

7.9. KPI 10 : Gas Servicing - % of dwellings with a valid gas safety certificate

Target **100.00%**
Q1 performance YTD **99.97%** **WITHIN TOLERANCES - AMBER**

At the end of Q1, the 23/24 servicing programme had six properties without a gas certificate, but all were within the no access process and therefore we are compliant with regulations. This is an improvement from Q1 last year when the figure was 12.

7.10. KPI 11 : Days lost through sickness per WTE (Whole Time Equivalent)

CDC calculation
Target **8.50 days**
Annualised performance **11.73 days** **WORSE THAN TARGET – RED**

June saw 1.10 days absence per FTE against a target of 0.6 days (above target) and a significant increase on the previous two months which sat at 0.84 and 0.85 days. This brings the YTD figure to 2.80 days per FTE against a target of 1.97 days per FTE. The projected outturn 2023/24 has therefore risen to 11.9 days per FTE against a target of 8.5 days (this is different to the annualised calculation shown above).

In June, stress, depression and anxiety remain the highest reason for absence accounting for 37% of all absence with no significant change this month on the number of days. This is followed by Musculo-Skeletal (MSK) contributing to 17% and then infection and virus contributing to 15%.

Short Term sickness continues to drive up the number of cases contributing to 0.66 days per FTE this month vs long term absence which accounts for 0.44 days per FTE.

All cases continue to be managed in line with the attendance management procedure. Changes to the attendance management policy have been live from 1st April 2023 introducing additional short term triggers for management of short term absence. We are now seeing the impact of this on the management of sickness with more short term stage 1 and 2 triggers being met providing in the first instance the opportunity to have robust management conversation at early stages. This impact is likely to continue.

7.11. KPI 12 : Local expenditure

Target	70%	
Q1 23/24 performance YTD	49%	WORSE THAN TARGET – RED

Doncaster spend, both capital & revenue in nature, for the three months to date totalled £2.50m out of total spend to all suppliers of £5.11m. This represents KPI performance at 49%. Within Yorkshire and Humber the percentage is 76%.

However, these figures are both down slightly on the previous quarter (Q4 2022/23) where spend was 53% (Doncaster) and 79% (Yorkshire and Humber).

7.12. KPI 13 : Number of ASB cases per 1,000 properties (New KPI for 2023/24)

Profiled Target YTD	15	
Q1 performance YTD	22	WORSE THAN TARGET – RED

This is a new KPI and measures the number of ASB cases per 1,000 properties under management.

This is also part of the new Tenant Satisfaction Measures required by the Regulator, and is also a HouseMark monthly pulse KPI.

Cumulative performance is tracking at 22 cases per 1,000 dwellings, which is just under last year's figure of 22.3 for the same three month period to the end of June. Monthly volumes are summarised below;

	23/24	22/23
April	104	136
May	150	163

June	183	146
Q1 total	437	445

St Leger has introduced a new dedicated team drawn from existing housing management staff to improve practice and performance in this area.

7.13. KPI 14 : Number of residents undertaking training, education or employment

Profiled Target YTD	12	
Q1 performance YTD	9	WORSE THAN TARGET – RED

This KPI combined two KPIs from 22/23; (1) residents undertaking training or education and (2) residents supported into employment.

In Q1 eight Doncaster residents were supported into Employment. Four of the eight started with the WOW Cleaning team, two more new employment starts were participants who had undertaken and completed the March cleaning course and had subsequently found work outside of SLHD following the end of that course.

Of the other two participants assisted into employment, one had attended a previous WOW cleaning course and had been able to secure a part time cleaning role at the Frenchgate Centre in Doncaster, whilst the other, a former attendant of a WOW multi skills course had secured work elsewhere as a trainee roof joiner. The person assisted into training had recently finished the Cleaning course through WOW and had decided to then take several College on-line training courses in order to improve her chances of securing employment.

No World of Work “Support and Learn” Courses were run at Doncaster College in the first quarter and this subsequently impacted on the figures. In previous years, at least one course had been run in this quarter and as such, the profiled target for Q1 was set higher. The profiling of the year 2023 / 24 has now been reviewed to better align with the anticipated courses. The focus of Q1 every year is Apprentice and Student Placement recruitment, which has been successful for September start dates with the participant figures reportable in Q2.

Further activity in Q2 will include a number of work experience participants who have joined us throughout July and a further two WOW cleaners who were delayed starting in Q1.

8. Annual KPIs

8.1. For 2023/24, there are four annual KPIs. These are shown below with the most recent performance (March 2023 year end) included for reference

8.2. KPI 16 : Tenant satisfaction with overall service

Target 2023/24 85.0%
March 23 year end Performance 81.3%

March 2023 year end performance was the results for the 2022/23 STAR survey. Benchmarking shows a significant drop in satisfaction nationally during 2022, indicating widespread frustration with the issues impacting on performance.

8.3. KPI 17: Percentage of homes meeting Decent Homes standard ANNUAL KPI:

Target 2023/24 100.00%
March 23 year end Performance 99.69%

0.31% of homes were categorised as non-decent at the end of 2022/23. This equates to 62 properties where the roof is in a poor condition as identified through recent stock condition surveys. Where a major component, such as a roof, is in poor condition and requires replacement or major repair, this automatically makes the property non-decent.

The properties identified form part of a dedicated external investment scheme, with the aim to carry out the necessary improvements during the 2023/24 programme.

8.4. KPI 18 : Tenant satisfaction with property condition %

Target 2023/24 83.0%
March 23 year end Performance 79.7%

As with KPI 16, March 2023 year end performance is the results for the 2022/23 STAR survey. Benchmarking shows a significant drop in satisfaction nationally during 2022, indicating widespread frustration with the issues impacting on performance.

8.5. KPI 19: Energy efficiency ANNUAL KPI :

Target 2023/24 73.5%
March 23 year end Performance Data not available

This was a new KPI from 2020/21 and requires all properties to achieve EPC Level C by 2030. Data was not available at the year end.

9. BACKGROUND PAPERS

9.1. None







10. OPTIONS CONSIDERED



10.1. Not applicable

11. REASONS FOR RECOMMENDED OPTION

11.1. Not applicable

12. IMPACT ON THE COUNCIL'S KEY OUTCOMES

Great 8 Priority	Positive Overall	Mix of Positive & Negative	Trade-offs to consider – Negative overall	Neutral or No implications
 Tackling Climate Change	✓			
<p>Comments: The main related KPI is for energy efficiency of properties and is an annual indicator.</p>				
 Developing the skills to thrive in life and in work		✓		
<p>Comments: SLHD work impacts on Council key priorities, with implications on the quality of life for Doncaster Council's tenants and other residents and the communities they live in. There are two specific KPIs related to this priority and as with previous quarter ends, one was exceeding target and one was below target. However, the two are closely linked and when combined performance overall would have exceeded the combined target.</p>				
 Making Doncaster the best place to do business and create good jobs		✓		
<p>Comments: KPIs relate to target spending locally within Doncaster and also within South Yorkshire where possible. Local spend was below target but is being addressed. Residents supported into training education or employment is below target but should improve as the year progresses as a result of a number of initiatives.</p>				
 Building opportunities for healthier, happier and longer lives for all		✓		
<p>Comments: All of the KPIs have an influence on opportunities for healthier, happier and longer lives, by maintaining tenancies, providing secure, warm, safe homes, safe neighbourhoods, training and employment targets, and addressing homelessness issues in the borough.</p>				
 Creating safer, stronger, greener and cleaner communities where everyone belongs		✓		
<p>Comments: A number of the KPIs as reported above and at Appendix A have been established to have a positive influence on this priority.</p>				
 Nurturing a child and family-friendly borough	✓			

Comments: A number of the KPIs as reported above and at Appendix A will have a positive influence on this priority.				
 Building Transport and digital connections fit for the future				✓
Comments: Not applicable				
 Promoting the borough and its cultural, sporting, and heritage opportunities				✓
Comments: Not applicable				
Fair & Inclusive		✓		
Comments: SLHD has its own Equality and Diversity strategy and fair and inclusive considerations are implicit in all of the service provided, and therefore KPIs.				

13. Legal Implications [Scott Fawcus 08.08.23]

13.1. There are no specific legal implications arising from this report. Advice can be provided on any matters arising at the meeting

14. Financial Implications [Julie Crook, Director of Corporate Services SLHD, 23.08.23]

14.1. In 2023/24 SLHD will receive management fees of £39.2m from DC. This is made up of £36.7m from the Housing Revenue Account and £2.5m from the General Fund to pay for the general fund services managed by SLHD.

15. Human Resources Implications [Angela Cotton, HR Business Manager, 31.08.23]

15.1. There are no specific Human Resource Implications for this report

16. Technology Implications [Peter Ward 23.08.23]

16.1. There are no specific technology implications for this report.

RISKS AND ASSUMPTIONS

17. IMPACT ON THE COUNCIL'S KEY OUTCOMES

Specific risks and assumptions are included in the body of this report

18. CONSULTATION

Not applicable

19. BACKGROUND PAPERS

None

20. GLOSSARY OF ACRONYMS AND ABBREVIATIONS

See below

ADP	Annual Development Plan
ASB	Anti- Social Behaviour
DC	Doncaster Council
DHP	Discretionary Housing Payment
DWP	Department for Work and Pensions
EPM	External Property Maintenance
FTE	Full Time Equivalent
KPI	Key Performance Indicator
MSK	Musculo-Skeletal
SLHD	St Leger Homes of Doncaster
STAR	Survey of Tenants and Residents
STF	Sustainable Tenancy Fund
SWEP	Severe Weather Emergency Protocol
TSM	Tenant Satisfaction Measure
WOW	World of Work
YTD	Year to date
PRS	Private Rented Sector

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Appendix A SLHD Key Performance Indicator Summary Q1 2023/24

Appendix B Benchmarking - Housemark monthly pulse survey – April and May 2023 (**in month** performance)

Appendix A - St. Leger Homes Key Performance Indicator Summary Q1 2023/24

KPI	Indicator	22/23 Outturn	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4	23/24 Target	DoT
1	Percentage of current rent arrears against annual debit %	2.74%	2.80%				2.85% ytd 2.75% y/e	↓
2	Void rent loss (lettable voids) %	0.67%	0.73%				0.50%	↓
3	Average Days to Re-let Standard Properties ytd days	26.7	25.4				20.0	↑
4	Number.of Households placed in B&B accommodation at_month end	16	50				35 June 30 y/e	↓
5	% of settled accommodation at Prevention stage (New)	n/a	33%				60%	n/a
6	Number of stage 1 and 2 complaints per 1,000 properties (New)	n/a	15.4				12.5 ytd 50.0 y/e	n/a
7	% of Complaints responded to within timescale (New)	n/a	92.5%				92.3%	n/a
8	Number of tenancies sustained post support	96.8%	98.0%				97.3%	↑
9	Number of repairs first visit complete	94.8%	94.8%				94.0%	↔
10	Gas servicing: % of properties with a valid gas certificate	100.00%	99.97%				100.00%	↓
11	Days lost through sickness per FTE CDC calculation	11.66	11.73				8.50 y/e	↓
12	Percentage of Local Expenditure % Revenue and Capital	67.6%	49.0%				70.0%	↓
13	Number of ASB Cases per 1,000 properties (New)	n/a	22.0				15.0 ytd 60.0 y/e	n/a
14	Number of residents in training, education or employment	58	9				12 ytd 97 y/e	↓
15	Tenant satisfaction levels overall %	81.3%	Annual KPI				85.0%	n/a
16	Percentage of homes maintaining decent standard %	99.69%	Annual KPI				100.00%	n/a
17	Tenant satisfaction with property condition %	75.7%	Annual KPI				83.0%	n/a
18	Energy efficiency. Target: achieve EPC Level C by 2030	Data not available	Annual KPI				73.50%	n/a

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- Notes: 1. Direction of travel (DoT) is against performance in the previous quarter. ↑ = Improving, ↔ = No Change, ↓ = Declining
 2. Targets are for the end of the year performance unless indicated otherwise (ytd = cumulative year to date)

3. Key Meeting / better than target Within tolerances of target Not meeting / worse than target

Benchmarking - Housemark monthly pulse survey results – May 23 and April 23

MAY 23 Housemark pulse survey benchmarking		Peers					quartile	Polarity
Measure	Q1	Median	Q3	SLHD	quartile	Polarity		
May-23 Average re-let time in days (standard re-lets)	27.2	62.9	73.3	25.9	Q1	Lower is Better		
May-23 Current tenant arrears at the end of the month (%)	2.89%	3.75%	4.90%	2.81%	Q1	Lower is Better		
May-23 & of stage 1 and 2 complaints resolved within timescale in month	89.5%	70.5%	72.5%	91.8%	Q1	Higher is Better		
May-23 No. of dwellings vacant but available to let at m/end as % of units	0.66%	1.07%	1.80%	0.64%	Q1	Lower is Better		
May-23 Responsive repairs in month per 1,000 units	202.9	234.6	294.3	205.0	Q2	Lower is Better		
May-23 % of working days lost to sickness absence in month	3.77%	4.30%	5.15%	5.09%	Q3	Lower is Better		
May-23 % voluntary staff turnover	0.33%	0.55%	0.67%	0.64%	Q3	Lower is Better		
May-23 % of homes with a valid gas safety certificate	100.00%	99.98%	99.77%	99.89%	Q3	Higher is Better		
May-23 Formal stage 1 and 2 complaints received per 1,000 units	2.71	4.63	5.39	4.90	Q3	Lower is Better		
May-23 New ASB cases reported per 1000 units	3.31	5.50	7.33	7.60	Q4	Lower is Better		
May-23 % of Responsive repairs within target timescale	97.64%	86.55%	75.79%	67.68%	Q4	Higher is Better		

APRIL 23 Housemark pulse survey benchmarking		Peers					quartile	Polarity
Measure	Q1	Median	Q3	SLHD	quartile	Polarity		
Apr-23 Average re-let time in days (standard re-lets)	31.1	45.9	68.4	24.8	Q1	Lower is Better		
Apr-23 Current tenant arrears at the end of the month (%)	2.23%	2.83%	3.49%	2.61%	Q2	Lower is Better		
Apr-23 & of stage 1 and 2 complaints resolved within timescale	95.8%	84.3%	62.9%	91.9%	Q2	Higher is Better		
Apr-23 Responsive repairs in month per 1,000 units	198.9	236.0	284.8	207.0	Q2	Lower is Better		
Apr-23 No. of dwellings vacant but available to let at m/end as % of units	0.31%	0.60%	0.95%	0.71%	Q3	Lower is Better		
Apr-23 % voluntary staff turnover	0.0%	0.6%	1.4%	1.1%	Q3	Lower is Better		
Apr-23 % of homes with a valid gas safety certificate	100.00%	99.96%	99.82%	99.90%	Q3	Higher is Better		
Apr-23 Formal stage 1 and 2 complaints received per 1,000 units	1.84	3.10	5.39	5.40	Q4	Lower is Better		
Apr-23 New ASB cases reported per 1000 units	1.31	2.42	4.71	5.20	Q4	Lower is Better		
Apr-23 % of working days lost to sickness absence in month	2.70%	3.60%	4.70%	5.62%	Q4	Lower is Better		
Apr-23 % of Responsive repairs within target timescale	93.70%	83.90%	72.40%	65.70%	Q4	Higher is Better		

Please note dates of meetings/rooms/support may change

OVERVIEW & SCRUTINY WORK PLAN 2023/24

	OSMC	H&ASC O&S	CYP O&S	R&H O&S	C&E O&S
April	Monday 17th April at 1pm Informal briefing session MS Teams		Wednesday 19th April at 4pm Informal Briefing Session MS Teams	Monday 24th April 2023 10am MS Teams Members briefing (CR)	
	<ul style="list-style-type: none"> Doncaster Delivering Together (DDT) Investment Plan (c) 		<ul style="list-style-type: none"> Transition of Children Social Care (c) Update briefing on Government response Stable homes built on love 	<ul style="list-style-type: none"> Improving Council housing stock and How St Leger Homes ensure VFM and work standards on improvement programmes; (c) Repairs Excellence ph 2 (c) 	
			Thursday 20th April 2023, 2pm, Informal Briefing Joint Meeting with C&E		Thursday 20th April 2023, 2pm, Informal Briefing Joint Meeting with CYP
			<ul style="list-style-type: none"> Play Parks Strategy 		<ul style="list-style-type: none"> Play Parks Strategy
			Wednesday 26th April 2023 at 12pm, Informal Briefing session, MS Teams – CANCELLED		
			<ul style="list-style-type: none"> Referrals – school experience update Social Care Front Door – meeting with headteachers Update on overview of social care theme pressure points 		
			Thursday 27th April 2023 at 4.30pm MS Teams or Council Chamber TBC		

Please note dates of meetings/rooms/support may change

	OSMC	H&ASC O&S	CYP O&S	R&H O&S	C&E O&S
			<ul style="list-style-type: none"> Youth Council Priorities (and for information Children and Young Peoples Plan).(c) Youth Offer (c) 		
			Thursday 27th April 2023 at 10am MS Teams Briefing Session		
			<ul style="list-style-type: none"> SEND inspection framework and Government response to Green Paper 		
May		Thursday 11th May 2023 at 10am Council Chamber		Tuesday 23rd May 2023 at 1.30pm Briefing Session MS Teams	
		<ul style="list-style-type: none"> Bentley and Rossington Primary Care estate developments ICB Public Health Protection Update 		<ul style="list-style-type: none"> Local Lettings Policy Gypsy and Traveller Pitch Allocation Policy 	
		Thursday 25th May 2023 at 10am, MS Team			
		Work Planning			
June	Thursday 1st June 2023 at 10am Council Chamber		Thursday 15th June 2023 at 4pm, MS Teams	Thursday 6th June 2023 at 2pm, MS Teams	Thursday 1st June 2023 at 2pm, MS Teams
	<ul style="list-style-type: none"> Work Planning 		<ul style="list-style-type: none"> Work Planning 	<ul style="list-style-type: none"> Work Planning 	<ul style="list-style-type: none"> Work Planning

Please note dates of meetings/rooms/support may change

	OSMC	H&ASC O&S	CYP O&S	R&H O&S	C&E O&S
	Thursday 1st June 2023 at 11am, Council Chamber (CM)			Friday 30th June 2023 at 10.30am Briefing Session MS Teams (CM)	
	<ul style="list-style-type: none"> Youth Justice Plan 			<ul style="list-style-type: none"> Transport (invite to SYMCA) (c) 	
	Thursday 29th June 2023 at 10am, Council Chamber (CM/AT)				
	<ul style="list-style-type: none"> Finance and Performance (invite to Cabinet Members Cole and Houlbrook) (c) Agree Scrutiny Work Plan 				
July	Thursday 20th July 2023 at 10am, MS Teams (CM)	Thursday 6th July 2023 at 10am, Members Briefing, Council Chamber (CR)	Thursday 27th July 2023 at 4.30pm, MS Teams (CM)	Monday 17th July 2023 at 1.30pm, Council Chamber (CR)	
	<ul style="list-style-type: none"> St Leger Homes future priorities and services (R&H O&S to be invited) (c) 	<ul style="list-style-type: none"> Joint Strategic Needs Report: <ul style="list-style-type: none"> Summary of specific areas of data What's new/ performance deterioration (c) 	<ul style="list-style-type: none"> Child Exploitation 	<ul style="list-style-type: none"> Local Lettings Policy Gypsy and Traveller Pitch Allocation Policy (c) 	
Aug					Thursday 3rd August 2023 at 10am Briefing Session MS Teams (CM)
					<ul style="list-style-type: none"> Community Assets – Mary Woollet Centre Update on recommendations from the Corporate Assets Policy Review Local Flood Risk Management Strategy –

Please note dates of meetings/rooms/support may change

	OSMC	H&ASC O&S	CYP O&S	R&H O&S	C&E O&S
					outline pre 5 th October meeting <ul style="list-style-type: none"> PSPO – Town Centre – pre cabinet decision
		Wednesday, 23rd August 2023, 10am Sheffield Council (CR)			
		<ul style="list-style-type: none"> JHOSC (Chair only to attend) 			
Sept	Thursday 7th September 2023 at 10am, Council Chamber (CR)	Thursday 28th September 2023 at 2pm, Council Chamber (CM)	Wednesday 20th September 2023 at 9.30am Site Visit (CR)		
	<ul style="list-style-type: none"> Annual Compliments and Complaints (c) 	<ul style="list-style-type: none"> Mental Health aged 18 to 25 Invite PFG (c) 	<ul style="list-style-type: none"> Site visit to Adwick Family Hub (c) 		
	Thursday 7th September 2023 at 10am, Council Chamber (CR)				
	<ul style="list-style-type: none"> Fairness and Wellbeing Commission (c) 				
			Monday 9th October 2023, 12:30pm, MS Teams (CM)		
Page 98			<ul style="list-style-type: none"> Referrals – school experience update Social Care Front Door – meeting with headteachers (c) 		
Oct	Thursday 12th October 2023 at 10am, Council Chamber (CR)	Thursday 26th October 2023 at 10am, Sheffield CC or MS Teams (TBC)	Tuesday 31st October 2023 at 4.30pm Council Chamber (CR)	Thursday 19th October 2023 at 10am, Council Chamber (CM)	Thursday 5th October 2023 at 10am Council Chamber (CM)

FP – Forward Plan Decision

CR or CM– Officer Responsible

Please note dates of meetings/rooms/support may change

	OSMC	H&ASC O&S	CYP O&S	R&H O&S	C&E O&S
	<ul style="list-style-type: none"> Finance and Performance (invite to Cabinet Member Blackham) (c) 	<ul style="list-style-type: none"> JHOSC – Chair only as appointed Member on Committee 	<ul style="list-style-type: none"> SEND Strategy Pre-Cabinet decision (c) Child Poverty report on discussions from site visit © Youth Council 	<ul style="list-style-type: none"> Housing - New regulatory regime for social housing Housing biodiversity Biodiversity net gain 	<ul style="list-style-type: none"> Safer Doncaster Partnership (c) <ul style="list-style-type: none"> Update from February position focus on Retail Crime Flood Risk Management Strategy Pre-Cabinet decision (c)
Nov	Thursday 2nd November 2023 at 10am, MS Teams/Council Chamber TBC (CR)	Wednesday 22nd November 2023 at 2pm, Sheffield CC or MS Teams (TBC)			
	<ul style="list-style-type: none"> Customer Experience Strategy (c) 	<ul style="list-style-type: none"> JHOSC – Chair only as appointed Member on Committee 			
		Thursday 23rd November 2023 at 10am Council Chamber (CM)			
		<ul style="list-style-type: none"> Doncaster and Bassetlaw Hospital Trust and. Areas for consideration to be agreed: <ul style="list-style-type: none"> A&E position Waiting lists Staff Recruitment and Retention Winter planning (c) 			
		Monday 27th November 2023 at 2pm MS Teams TBC			
		<ul style="list-style-type: none"> Health and Well-being Strategy initial consultation 			
Dec	Wednesday 13th December 2023	Thursday 7th December 2023 at 2pm, Sheffield CC or MS Teams (TBC)	Thursday 7th December 2023 at 4.30pm, Council Chamber (CR)		Thursday 7th December 2023 at 10am, MS Teams (CM)

Please note dates of meetings/rooms/support may change

	OSMC	H&ASC O&S	CYP O&S	R&H O&S	C&E O&S
	at 9am, Council Chamber (CM)				
	<ul style="list-style-type: none"> Finance and Performance (invite to Cabinet Members Blake and L Ball) 	<ul style="list-style-type: none"> JHOSC – Chair only as appointed Member on Committee 	<ul style="list-style-type: none"> Educational Outcomes (c) 		<ul style="list-style-type: none"> Future Parks Scheme (c) Street Scene (c)
Jan	Tuesday 23rd January 2024 at 10am Briefing Session MS Teams/Council Chamber (CM/CR)	Thursday 18th January 2024 at 10am, Sheffield CC or MS Teams (TBC)			Monday 22nd January 2024 at 10am Council Chamber Briefing session TBC
	<ul style="list-style-type: none"> Budget Corporate 	<ul style="list-style-type: none"> JHOSC – Chair only as appointed Member on Committee 			<ul style="list-style-type: none"> Waste and Recycling to include current/future contract and changes to regulations/impact on future green agenda
Feb	Thursday 1st February 2024 at 10am, Council Chamber (CM/CR)	8th February 2024 at 10am, Council Chamber (CM/CR TBC)			Thursday 15th February 2024 at 10am Crime & Disorder Committee, Council Chamber (CR)
	<ul style="list-style-type: none"> Budget Corporate Plan 	<ul style="list-style-type: none"> Dementia – possible visit to local groups re: access for people who suffer with dementia; Integrated Care Board – invite 			<ul style="list-style-type: none"> Safer Doncaster Partnership
	Thursday 22nd February 2024 at 10am, Council Chamber	Thursday 15th February 2024 at 10am, Sheffield CC or MS Teams (TBC)			
		<ul style="list-style-type: none"> JHOSC – Chair only as appointed Member on Committee 			
March	Thursday 28th March 2024 at 10am, Council Chamber (CM)	Thursday 21st March 2024 at 2pm, Council Chamber (CM)	Thursday 14th March 2024 at 4.30pm, Council Chamber	Thursday 7th March 2024 at 2pm, Council Chamber	

FP – Forward Plan Decision

CR or CM– Officer Responsible

Please note dates of meetings/rooms/support may change

	OSMC	H&ASC O&S	CYP O&S	R&H O&S	C&E O&S
	<ul style="list-style-type: none"> Finance and Performance (invite to Cabinet Members N Ball and G Jones) 	<ul style="list-style-type: none"> Public Health Protection Annual Report 	<ul style="list-style-type: none"> Child Neglect 	<ul style="list-style-type: none"> Local Plan update 	

POSSIBLE ISSUES FOR FUTURE CONSIDERATION OR TO BE SCHEDULED

	Quarterly performance 18 th July 2024 (Invite to Cllrs Smith and Nightingale)	Joint Regional Health (JHOSC) – as required Chair only to attend	Inclusion Update – Elective Home Education (December 2023 or later/possible extra Member Briefing Session)	Market and Corn Exchange update – possible invite to MAM	
	SYAC (South Yorkshire Airport City)	Integrated Care Board – Date to be confirmed – specific approach from one of the following, to be agreed: Primary Care Access recovery plan for Doncaster area Pharmacy access, demands and national position Oral health to include Dentistry access, demands and national position	Universal Services - how it is being impacted by cost of living and post pandemic school language and school ready – looked at this last year	Housing Biodiversity retrofit moving towards net zero – are targets being met eg, renewable energy, electric charging in new housing, council housing. Is the electrical infrastructure capable?	
Page 101	SLH Complaints appeal policy – with R and H briefing session new year 2024	Consultations from Directorates as required - Adult social care peer review outcome	EPIC	1. Housing: Housing crisis – aging population – are we satisfied that the Local Authority and partners are doing everything possible to increase availability (including supported living accommodation)	

Please note dates of meetings/rooms/support may change

	Fairness and well-being commission update prior to final document	Age Friendly City – early input, plans and practicalities – how can the Authority drive this?		2. Regeneration and Economy: Connectivity – new technology availability, impact of working from home and town centre footfall	
		Invite to Aspire – Substance misuse – 2024/25		3. Biodiversity Net Gain, - how construction of new housing development and industrial areas is impacting on flora and fauna (Environment issue for C and E Panel)	
		Maternity care – possibly for the future		Transport – formal – October meeting?	
		Children and Young People – raft of issues on state of health – possibly joint with CYP Panel – Await Director input		SLH Complaints appeal policy – with OSMC briefing session new year 2024	
		Learning Disability and Autism Strategy review late 2023/24 work plan programme			
		Health and Well-being Strategy late 2023 / early 2024			
BRIEFING NOTES/FOR CIRCULATION					
Page 102			Youth offer/Hubs – integrated offer – briefing note	Housing Stock – no deposit for first time buyers impact on rights to buy and council housing stock? Overall impact on private sector availability	
				Outcomes from the OT medical assessment how it impacts on housing waiting lists (health	

Please note dates of meetings/rooms/support may change

				panel undertook dedicated meeting in 2022/23)	
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DONCASTER METROPOLITAN BOROUGH COUNCIL
FORWARD PLAN FOR THE PERIOD 1 NOVEMBER 2023 TO 29 FEBRUARY 2024

The Forward Plan sets out details of all Key Decisions expected to be taken during the next four months by either the Cabinet collectively, The Mayor, Deputy Mayor, Portfolio Holders or Officers and is updated and republished each month.

A Key Decision is an executive decision which is likely:-

- (a) to result in the Local Authority incurring expenditure which is, or the making of savings which are, significant having regard to the Local Authority's budget for the service or function to which the decision relates; or
- (b) to be significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the Local Authority;
- (c) any decision related to the approval or variation of the Policy and budget Framework that is reserved to the Full Council.

The level of expenditure/savings which this Authority has adopted as being financially significant are (a) in the case of the revenue budget, gross full-year effect of £250,000 or more b) in the case of capital budget, £1,000,000 or more in respect of a single project or otherwise across one financial year.or the decision has a significant impact on 2 or more wards.

Please note in addition to the documents identified in the plan, other documents relevant to a decision may be submitted to the Decision Maker. Details of any additional documents submitted can be obtained from the Contact Officer listed against each decision identified in this plan.

In respect of exempt items, if you would like to make written representations as to why a report should be considered in public, please send these to the contact officer responsible for that particular decision. Unless otherwise stated, representations should be made at least 14 days before the expected date of the decision.

KEY

Those items in **BOLD** are **NEW**

Those items in **ITALICS** have been **RESCHEDULED** following issue of the last plan

Prepared on: Friday, 29th September, 2023 and superseding all previous Forward Plans with effect from the period identified above.

Damian Allen
Chief Executive

MEMBERS OF THE CABINET

Cabinet Member For:

Mayor - Ros Jones
Deputy Mayor - Councillor Glyn Jones

Councillor Lani-Mae Ball
Councillor Nigel Ball
Councillor Joe Blackham
Councillor Rachael Blake
Councillor Phil Cole
Councillor Mark Houlbrook
Councillor Jane Nightingale
Councillor Sarah Smith

- Budget and Policy
- Housing and Business

- Early Help, Education, Skills and Young People
- Public Health, Communities, Leisure and Culture
- Highways, Infrastructure and Enforcement
- Children's Social Care and Equalities
- Finance, Traded Services and Planning
- Sustainability and Waste
- Corporate Resources.
- Adult Social Care

Some Decisions listed in the Forward Plan are to be taken by Full Council

Members of the Full Council are:-

Councillors Nick Allen, Bob Anderson, Duncan Anderson, Lani-Mae Ball, Nigel Ball, Iris Beech, Joe Blackham, Rachael Blake, Nigel Cannings, Glenn Bluff, Laura Bluff, Bev Chapman, James Church, Gemma Cobby, Phil Cole, Jane Cox, Steve Cox, Linda Curran, Amiee Dickson, Susan Durant, Yetunde Elebuibon, Sue Farmer, Sean Gibbons, Julie Grace, Martin Greenhalgh, John Healy, Leanne Hempshall, Charlie Hogarth, Mark Houlbrook, Debbie Hutchinson, Barry Johnson, Glyn Jones, R. Allan Jones, Ros Jones, Jake Kearsley Majid Khan, Jane Kidd, Sue Knowles, Sophie Liu, Tracey Moran, John Mounsey, Emma Muddiman-Rawlins, Tim Needham, David Nevett, Jane Nightingale, Thomas Noon, Ian Pearson, Andy Pickering, Cynthia Ransome, Rob Reid, Andrea Robinson, Dave Shaw, Glynis Smith, Sarah Smith, Gary Stapleton, and Austen White

WHEN DECISION IS EXPECTED TO BE TAKEN	KEY DECISION TO BE TAKEN	RELEVANT CABINET MEMBER	DECISION TO BE TAKEN BY	CONTACT OFFICER(S)	DOCUMENTS TO BE CONSIDERED BY DECISION MAKER	REASON FOR EXEMPTION – LOCAL GOVERNMENT ACT 1972 SCHEDULE 12A
1 Nov 2023	Allocation of 2023-24 Market Sustainability & Improvement Fund; approval of the Market Position Statement; approval of the Workforce Strategy.	Councillor Sarah Smith, Portfolio Holder for Adult Social Care	Portfolio Holder for Adult Social Care	Kathryn Anderson-Bratt, Head of Service - Commissioning and Contracts Tel: 01302 737013 Kathryn.Anderson-Bratt@doncaster.gov.uk		Open
2 Nov 2023	Acceptance of Single Homelessness Accommodation Programme (SHAP) Funding from the Department for Levelling Up, Housing and Communities.	Mayor Ros Jones	Mayor Ros Jones	Mark Wakefield Mark.Wakefield@doncaster.gov.uk		Part exempt
8 Nov 2023	Equity and Inclusive Access to Learning for All: SEND and alternative Provision Model and Approach.	Councillor Lani-Mae Ball, Portfolio Holder for Early Help, Education, Skills and Young People	Cabinet	Martyn Owen martyn.owen@doncaster.gov.uk		Open

6 Dec 2023	Quarter 2 2023-24 Finance and Performance Report.	Mayor Ros Jones	Cabinet	Matthew, Smith, Head of Financial Management Tel: 01302-737663 matthew.smith@doncaster.gov.uk, Sennette Wroot, Senior Strategy & Performance Manager Tel: 01302 862533 Sennette.Wroot@doncaster.gov.uk		Open
6 Dec 2023	St Leger Homes Performance Report 2022/23 Quarter 2.	Councillor Glyn Jones, Deputy Mayor, Portfolio Holder for Housing and Business.	Cabinet	Julie Crook Tel: 01302 862705		Open
17 Jan 2024	To approve the following admission arrangements for the 2025/26 Academic Year:- Community School Admission Arrangements; Community School Nursery Admission Arrangements; Primary Co-ordinated Admission Arrangements; Secondary Co-ordinated Admission Ar	Councillor Lani-Mae Ball, Portfolio Holder for Early Help, Education, Skills and Young People	Cabinet	Neil McAllister, School Organisation Manager neil.mcallister@doncaster.gov.uk	School Admission Arrangements 2024/25 - Cabinet Report 1 February 2023	Open

17 Jan 2024	Approval of the Council Tax Base for 2024/25.	Mayor Ros Jones	Cabinet	Alan Stoves, Head of Revenues and Benefits Tel: 01302 735585 Alan.stoves@doncaster.gov.uk		Open
26 Feb 2024	To approve the Revenue Budget 2024/25 - 2026/27	Mayor Ros Jones	Council, Cabinet 07/02/24	Faye Tyas, Chief Financial Officer and Assistant Director of Finance faye.tyas@doncaster.gov.uk		Open
26 Feb 2024	To approve the Capital Strategy & Capital Budget 2024/25 - 2027/28	Mayor Ros Jones	Council, Cabinet 07/02/24	Faye Tyas, Chief Financial Officer and Assistant Director of Finance faye.tyas@doncaster.gov.uk		Open
26 Feb 2024	To approve the Housing Revenue Account Budget 2024/25	Mayor Ros Jones	Council, Cabinet 07/02/24	Faye Tyas, Chief Financial Officer and Assistant Director of Finance faye.tyas@doncaster.gov.uk		Open
26 Feb 2024	To approve the Treasury Management Strategy Statement 2024/25- 2027/28	Mayor Ros Jones	Council, Cabinet 07/02/24	Faye Tyas, Chief Financial Officer and Assistant Director of Finance faye.tyas@doncaster.gov.uk		Open

26 Feb 2024	To approve the Council's Corporate Plan 2024/25	Mayor Ros Jones	Council, Cabinet 07/02/24	Lee Tillman, Assistant Director, Chief Executives Tel: 01302 734552 lee.tillman@doncaster.gov.uk		Open
26 Feb 2024	To approve the Council's Pay Policy Statement for 2024/2025.	Mayor Ros Jones	Council	Rebecca Hardwick, Head of Service, Human Resources Tel: 01302 736278 RebeRebecca.Hardwick@doncaster.gov.uk		Open