

Department of Business Operations and Partnerships

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Date: 23 August 2024

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TO: Councillors O O'Donnell (Chair); A Anderson (Vice Chair); D Devlin; and K Pragnell.

CABINET

A meeting of Cabinet will be held in the Council Chamber, Council Headquarters, Eastwood Park, Giffnock, G46 6UG on **Thursday 5 September 2024 at 10.00am.**

The agenda of business is as listed below.

Yours faithfully

Louise Pringle

LOUISE PRINGLE

DIRECTOR OF BUSINESS OPERATIONS AND PARTNERSHIPS

AGENDA

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

Members are requested to give notice of any declarations of interest in respect of items of business on the Agenda.

3. ESTIMATED REVENUE BUDGET OUT-TURN 2024/2025

Report by Head of Accountancy (Chief Financial Officer) (copy attached, pages 3 – 40)

4. CITY DEAL REALLOCATION OF FUNDS

Report by Director of Environment (copy attached, pages 41 – 46)

5. HOUSING ALLOCATION LETTING TARGET CHANGE

Report by Director of Environment (copy attached, pages 47 – 50)

6. UPDATE ON THE DIGITAL TRANSFORMATION PROGRAMME

Report by Director of Business Operations and Partnerships (copy attached, pages 51 – 58)

7. FREEDOM OF INFORMATION – ANNUAL REPORT 2023/24

Report by Chief Executive (copy attached, pages 59 – 66)

A recording of the Council meeting will also be available following the meeting on the Council's YouTube Channel <https://www.youtube.com/user/eastrenfrewshire/videos>

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EAST RENFREWSHIRE COUNCILCABINET5 September 2024Report by Head of Accountancy (Chief Financial Officer)ESTIMATED REVENUE BUDGET OUT-TURN 2024/25**PURPOSE**

1. To advise Cabinet of the estimated projected revenue out-turn for 2024-25. The report provides details of expected year end variances for each department at period 3 and is based on the financial position as at 30 June 2024 and subsequent assessment of pressures.

RECOMMENDATION

2. It is recommended that:
 - members note the forecast underlying General Fund operational underspend of £1,219k and the HRA operational overspend of £124k before any contribution from the HRA reserve.
 - members approve service virements and operational adjustments as set out in the notes to the tables on pages 15 to 32 and note the reported probable out-turn position.
 - members approve that £256k of the late increase of £1,178k in the general grant settlement should be allocated to HSCP in line with their overall budget share.

BUDGET MONITORING STATEMENTS

3. The attached budget monitoring statements provide information in respect of:
 - Detailed variance analysis between budgeted and out-turn expenditure
 - Service virement and operational budget adjustments

BACKGROUND

4. This report shows the out-turn position as at period 3 against the Council's approved revenue budget for 2024-25, as adjusted to comply with accounting requirements and any subsequent Cabinet operational decisions.
The revenue budget for 2024-25 approved by Council on 28 February 2024 has been adjusted for monitoring purposes as follows:

	£'000
Budgeted net expenditure per 1 March 2024 report to Council	319,877
Capital Financing - Loans Charge Adjustment (Note 1)	(9,525)
Service Operational Capital Charge Adjustment (Note 2)	20,726
Accountancy adjustments for Ring Fenced Revenue Grants (Note 3)	(2,162)
Restated net expenditure	<u>328,916</u>
Adjustments to General Revenue Grant (Note 4)	5,640
	<u><u>334,556</u></u>

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Note 1. The net expenditure agreed on 28 February 2024 includes the Council's budgeted capital financing costs (Loans Charges). These comprise of principal repayments, cost of interest payments and other expenses, associated with the purchase of capital related expenditure and are managed within the Loans Fund. These costs are removed from the approved budget as they are not allocated out to individual services and therefore are not deemed to form part of a service's operational revenue budget. The main reason for this approach is that the Loans Charges do not reflect current operating costs as they comprise of loan repayments over long periods of time resulting from past decisions on funding terms of prior purchases of capital expenditure and do not reflect the true current operational cost of using these capital assets. In order to provide a comprehensive and current measure of a service's operating costs, a capital charge is included within the service's operating revenue budget. This is in the main a depreciation charge based on a true annual usage cost of all capital assets used within the service and is calculated via current asset cost valuations and the useful remaining life of the asset. Capital charges were introduced when Capital Accounting was adopted by LASAAC and the Accounting Code of Practice in the preparation of Local Authority Financial Accounts. The use of capital charges is also to provide a more accurate total cost of an operation or service that can then be measured and compared with other service providers, both external and internal.

Note 2. This is the adjustment required to include the appropriate capital charges in the Council's service budgets instead of the capital financing costs removed as described above.

Note 3. Ring Fenced Revenue Grant is a resource element within the 2024-25 Local Government Finance Settlement and is not included within Service budgets in the approved Council's 2024-25 Revenue Budget exercise. In compliance with LASAAC on the preparation of Local Authority Financial Accounts, designated Ring Fenced Grants should be reported as income within Service budgets that it is specific to and this adjustment adheres to reporting guidelines. This funding resource is noted in the adjustment funding schedule below.

Note 4. This is an adjustment to the General Revenue Grant funding received by the Council as a redetermination of the 2024-25 Local Government Finance Settlement and is noted in the adjustment funding schedule below. The late increase in the settlement is not specific to any department and a pro rata budget share has been allocated to HSCP (£256k) with the remainder held in other expenditure (£922k).

Schedule of adjustment funding (Note 3 and Note 4)

Funding Source	Description	Service	£'000
Ring Fenced Rev Grant	Pupil Equity Fund	Education	1,489
Ring Fenced Rev Grant	Gaelic	Education	57
Ring Fenced Rev Grant	Criminal Justice	HSCP	616
		Note 3	2,162
General Revenue Grant	Adult Social Care Uplift	HSCP	3,929
General Revenue Grant	Discretionary Housing Payments	Business Operations & Partnerships	533
General Revenue Grant	Late Increase in Settlement	Other Expenditure/HSCP	1,178
		Note 4	5,640

The report reflects the required accountancy treatment of the IJB in that the Council makes a contribution to the IJB and the IJB then makes a contribution to the Health & Social Care Partnership (HSCP) equal to the costs of the activities that the IJB has directed the HSCP to undertake. It is expected the HSCP will in operation terms have a net expenditure of zero. However an accounting entry of £1,203k has been added to reflect capital charging policies. This sum does not require to be funded.

BUDGET PERFORMANCE

5. As at 30 June 2024, the actual position against the phased budget shows a total net underspend of £234k, this is largely due to timing variances.
6. The forecasted outturn table below shows an overall favourable variance of £1,219k for the General Fund services and an adverse variance of £124k for the Housing Revenue Account, before any contribution from the HRA reserve. Council Tax income is currently anticipated to be in line with budget and will not impact on the total forecast.
7. It is anticipated that the forecast pandemic pressures of £1,752k will be covered by utilising COVID grant resources previously awarded to the Council.
8. The projected operational outturn assumes that the 2024/25 pay awards for Teachers and Local Government Staff that have not yet been settled align with budget. This position will be updated in future reports as pay negotiations progress.

The table below provides detail of each department's operational year to date position as at 30 June.

Department	Period 03 Position £'000
Education	290
Contribution (to) IJB	(1,011)
Environment (Incl. O/Housing)	436
Environment – Support	(253)
Business Operations & Partnerships	(213)
Business Operations & P'ships - Support	1,095
Chief Executive's Office	(121)
Chief Executive's Office - Support	98
Other Expenditure & Income	(95)
Joint Boards	10
Corporate Contingency	(2)
HSCP	(10)
Housing Revenue Account	10
Total £ Variance	234
Total Budgeted Expenditure	76,453
% Variance	0.31%

The table below provides detail of each department's estimated projected revenue out-turn variance.

Department	Forecast Outturn as at P3 £'000
Education	543
Contribution (to) IJB	0
Environment (Incl. O/Housing)	(648)
Environment – Support	156
Business Operations & Partnerships	(148)
Business Operations & P'ships - Support	52
Chief Executive's Office	265
Chief Executive's Office - Support	77
Other Expenditure & Income	922
Joint Boards	0
Corporate Contingency	0
HSCP	0
Housing Revenue Account	(124)
Total £ Variance	1,095
Total Budgeted Expenditure	334,556
% Variance	0.33%

Notable variances are as follows:-

i) Education

The current position at period 3 is an underspend of £290k and is mainly due to a combination of timing and real variances within payroll and utilities costs partially offset by a timing variance in relation to payments to other agencies. The year end forecast based on the information currently available prior to the start of the new academic year indicates an underspend of £543k mainly as a result of additional staff turnover and reduced utility costs partially offset by detriment and redundancy costs associated with the delivery of approved savings. Costs of £86k which are a result of Covid, will be met from the Covid grant reserve and do not affect the net budget or forecast.

ii) Environment Non Support

The current position at period 3 is an underspend of £436k and is a combination of timing variances partly off-set by a real variance on Homelessness and temporary accommodation.

The year-end forecast indicates an overspend of £648k. Homelessness and temporary accommodation continues to be a substantial financial pressure this year, with a projected overspend of £1.5m on this service. This will be partly off-set by external grant income and other savings across services, mainly related to vacancies and staff turnover. Costs of £966k which are a result of Covid, will be met from the Covid grant reserve and do not affect the net budget or forecast.

iii) Environment Support

The current position at period 3 is an overspend of £253k resulting from delayed processing of staff recharges to capital. The year-end forecast indicates an underspend of £156k as a result of the service carrying a number of vacancies. Costs of £50k which are a result of Covid, will be met from the Covid grant reserve and do not affect the net budget or forecast.

iv) Business Operations & Partnerships

The current position at period 3 is an overspend of £213k resulting from a mix of timing and real variances across the services. The year end forecast indicates an overspend of £148k which is mainly due to operational issues affecting the Community Safety service offset by underspends on payroll budgets. Costs of £650k which are a result of Covid, will be met from the Covid grant reserve and do not affect the net budget or forecast.

v) Business Operations & Partnerships – Support Services

The current position at period 3 is an underspend of £1,095k which is mainly due to timing variances relating to IT contracts. The year-end forecast indicates an underspend of £52k which is mainly due to underspends in staffing.

vi) Chief Executive's Office

The current position at period 3 is an overspend of £23k and is mainly due to timing variances. The year-end forecast indicates an underspend of £342k which is mainly due to an increase in interest earned on temporary investment balances and staff vacancies.

vii) Other Expenditure

The current position at period 3 is an overspend of £95k and is timing variances within Pension Additional Allowances and other costs. The year end forecast is an underspend of £922k as a result of the late increase in the grant settlement.

viii) Health & Social Care Partnership (HSCP)

The current position at period 3 is an overspend of £10k. The forecasted year-end position is expected to be breakeven as any underspend will be used as a net contribution to the IJB reserves in order to meet the projected operational overspend relating to Health in the current financial year. The current estimated net contribution is £692k. This includes expected savings shortfalls against plans (£1.187m) and operational pressures (£0.188m) offset by the pension gain (£2.067m).

ix) Housing Revenue Account

The current position at period 3 is an underspend of £10k. The forecasted year-end position before any contribution from the HRA reserve is an overspend of £124k. The main drivers being the "pension windfall" following the reduction in employers superannuation from the budgeted 17.5% to 6.5%, an estimated reduction in loan charges of £69k and additional interest income of £83k. The estimated drawdown from the HRA reserve during the current financial year reduces from £775k to £124k.

9. The Council's projected revenue out-turn position is reported as a net underspend of £1,095k and assumes that £1,752k of Covid pressures will be met from the Covid grant reserve. The report has highlighted the continued financial pressures on services arising from the COVID-19 pandemic. Departments should continue to closely monitor and manage their budget.

RECOMMENDATIONS

10. It is recommended that:
- members note the forecast underlying General Fund operational underspend of £1,219k and the HRA operational overspend of £124k before any contribution from the HRA reserve.
 - members approve service virements and operational adjustments as set out in the notes to the tables on pages 15 to 32 and note the reported probable out-turn position.
 - members approve that £256k of the late increase of £1,178k in the general grant settlement should be allocated to HSCP in line with their overall budget share.

REPORT AUTHOR

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Report date 22 August 2024

BACKGROUND PAPERS

The report refers to the attached budgetary monitoring statements.

BUDGET MONITORING REPORTS

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30th JUNE 2024

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PROBABLE OUTTURN FORECAST AS AT 30th JUNE 2024 - £543,400 UNDERSPEND**Pre Five Education (£6,400 underspend)**

The underspend relates to a projected saving in utility costs (£3k) due to lower than budgeted prices and in relation to the provision of meals in Early Years establishments (£3k) which is based on the information currently available and will be reviewed when the new session starts in August.

Primary Education (£7,700 overspend)

The overspend relates to redundancy costs associated with approved savings (£28k) and the cost of the school meals service in this sector (£47k) due to the projected higher than budgeted uptake of meals. This information will be reviewed and refined in future outturns following the start of the new school term in August. This overspend is partially offset by a forecast saving on utility costs (£66k) due to a lower than budgeted prices.

Secondary Education (£158,800 underspend)

The underspend relates to a forecast saving on utility costs (£168k) due to a lower than budgeted prices. This is partially offset by higher than budgeted Non Domestic Rates charges (£10k).

Special Education (£10,500 overspend)

An overspend is forecast in relation to ongoing detriment costs associated with the delivery of approved savings (£26k), partially offset by a forecast underspend in utility costs (£17k).

Other Services (£62,900 underspend)

The forecast underspend relates to additional staff turnover within the music service, psychological services, adult learning and admin teams and in modern apprentices (£96k). This is partially offset by increased school transport costs (£33k).

Facilities Management (£200,000 underspend)

An underspend is forecast in relation to the Catering service (£159k) due to additional staff turnover in the early part of the year and a forecast over-recovery of income due to higher than budgeted uptake of meals. In addition a net underspend is forecast in relation to the cleaning and janitorial service due to additional staff turnover as the services transition to new staffing structures in order to realise approved savings (£98k) and additional income (£44k). These underspends are offset by redundancy costs to date (£78k) and other costs (£23k).

Culture and Leisure Services (£133,500 underspend)

The underspend relates to a forecast saving on utility costs (£129k) due to a lower than budgeted prices and an underspend on equipment maintenance costs (£5k).

Summary:

Period 3 figures have been prepared on a probable outturn basis and therefore reflect anticipated full year costs. This forecast, which is based on the information currently available prior to the start of the new academic year, indicates an operational underspend of £543,400 which is 0.3% of the Education department budget.

In addition to the operational variances outlined above the department will also incur estimated Covid costs of £86k during this financial year which will be met in full from the Covid grant reserve.

Overall the main variances forecast at Period 3 can be summarised as underspends in centrally based teams and cleaning & janitorial staffing (£194k), utilities (£383k) and the catering service (including school meals) (£112k). This position is offset by overspends in relation to detriment and redundancy costs to date associated with approved savings (£132k) and other minor movements (£14k).

All variances will continue to be monitored and will be revised as the year progresses and further information becomes available. Service reviews are still underway in relation to the delivery of approved savings for business and budget support and facilities management teams therefore costs and savings in these areas are based on the best information available at present and are subject to change.

Similar to last financial year the budget for replacement teachers covering maternity and long term absence is forecast to be overspent. At this stage it is expected that these additional costs will be covered by budgets devolved to head teachers/DSM reserves. This area will continue to be closely monitored and updates will be provided in future reports.

CONTRIBUTION TO INTEGRATION JOINT BOARD

PROBABLE OUTTURN FORECAST AS AT 30th JUNE 2024 – NIL VARIANCE

Contribution to Integration Joint Board (IJB) (Nil variance)

The projected outturn position reflects the agreed contribution to the Integration Joint Board.

Summary:

The projected outturn position is that the contribution to IJB is in line with agreed funding.

ENVIRONMENT – NON SUPPORT

PROBABLE OUTTURN FORECAST AS AT 30th JUNE 2024 - £647,800 OVERSPEND

Directorate & Management - incl. Energy Management (£102,400 Underspend)

Payroll costs are projected to underspend due to vacancies across the service (£100k). Contributions from the Modernisation and Get to Zero Funds (£115k), as well as the Covid grant reserve (£57k), are also being used to offset payroll costs.

Properties (Environment & Non-Operational) (£17,700 Underspend)

A small underspend in utility costs is projected (£10k) given lower than budgeted unit costs of Gas and Electricity. Expenditure on Street Nameplates (£8k) is also projected to underspend.

Office Accommodation (£21,200 Underspend)

An underspend in Gas and Electricity costs is projected (£21k) as the current average unit cost is lower than budgeted.

Planning and Building Control – incl. Strategy BI Team (£314,200 Underspend)

Payroll costs are projected to underspend (£70k) given the high level of turnover across the service. An over-recovery in interest earned on developer contribution balances (£250k) is projected.

Economic Development (£40,000 Underspend)

Payroll costs are projected to underspend (£40k). Additional grant income (£2.97m) from the Covid Local Authority Discretionary Fund, Local Authority Covid Economic Recovery Fund, UK Shared Prosperity Fund and a number of Employability programmes will offset corresponding grant related expenditure.

Roads (£Nil)

Neighbourhood Services (£60,000 Underspend)

A small underspend in payroll costs is projected (£60k) with agency staff being employed to mitigate the impact of staff turnover across the service.

Parks (£10,000 Overspend)

A small under-recovery in operational income (£10k) is projected.

Cleansing (£Nil)

Waste Management (£100,000 Underspend)

A small underspend in waste disposal costs are projected (£50k) as the disposal rate associated with the Clyde Valley Residual Waste Contact is slightly lower than anticipated. An underspend in Civic Amenity Site disposal costs (£50k) is also projected.

Protective Services (£15,000 Underspend)

A number of smaller underspends across the service (£15k) are projected.

Other Housing (£1,308,300 Overspend)

A significant overspend on temporary accommodation is projected (£1.5m) as the Council continues to incur significant and ongoing spend on Bed & Breakfast accommodation. This will be partially offset by external grant funding (£150k). Additional grant income (£435k) will offset corresponding grant related expenditure in Payroll, Supplies & Services and Payments to Other Bodies.

Summary: The above figures have been prepared on a probable outturn basis and reflect anticipated full year costs. Across the department there are a range of operational variances as noted above. Whilst large overspends are projected across the main expenditure groupings, much of this will largely be offset by additional grant income in Economic Development, Roads and Other Housing.

The most notable financial pressure faced by the department is in relation to temporary accommodation/homelessness with significant expenditure on B&B Accommodation continuing to be incurred and showing no signs of easing off.

The projections include an assumption that £966k of expenditure will be met in full from the Covid grant reserve. The variances noted above will be closely monitored for the remainder of the year with mitigating actions taken by management where this is possible.

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ENVIRONMENT – PROPERTY AND TECHNICAL SERVICES

PROBABLE OUTTURN FORECAST AS AT 30th JUNE 2024 – £156,300 UNDERSPEND

Property & Technical - Operations (£105,300 Underspend)

Payroll costs are projected to underspend (£200k) due to a number of vacancies across the service. This will be partially offset by a corresponding under-recovery in costs recharged to capital projects (£100k).

Property & Technical – Strategy (£51,000 Underspend)

An underspend in payroll costs (£175k) is projected given high staff turnover across the service, although this will be partially offset by increased expenditure on agency staff (£120k).

Summary:

The above figures have been prepared on a probable outturn basis and reflect anticipated full year costs. Staff turnover across the service results in an underspend being projected at this stage.

The projections assume that £50k of expenditure will be met in full from the Covid grant reserve.

15 BUSINESS OPERATIONS & PARTNERSHIPS

PROBABLE OUTTURN FORECAST AS AT 30th June 2024 - £148,200 OVERSPEND

Communities and Community Planning (£26,700 Underspend)

There are staffing variances in Community Planning of £12k (slippage on a vacancy) and Communities of £12k. In addition, there is over-recovered income within Communities of £8k and an overspend in supplies within Community Planning of £5k.

Community Safety (£179,300 Overspend)

The overspend in staffing is due to a combination of agency costs, overtime working and temporary posts to cover vacancies and absence totalling £155k. In addition there are increased supplies costs of £24K which relate to the Analogue to Digital project.

Money Advice & Registrars (no variance)

There are no significant variances at this time.

Customer First (£30,900 Underspend)

The underspend is mainly due to vacant posts.

Members Expenses and Democratic Services (£28,400 Overspend)

This variance relates to additional staff costs of £19K within Committee Services to facilitate the General Election, in addition to a partially unbudgeted pay award for Members of £9K.

Directorate, Strategic Insight & Communities Management (£1,900 Underspend)

The underspend relates to minor staffing variances.

Revenues Benefits and Business Support (no variance)

There are no significant variances at this time.

Housing Benefits (no variance)

There are no significant variances at this time.

Council Tax/Non Domestic Rates (no variance)

There are no significant variances at this time.

Humanitarian Need / BOP Covid Recovery (no variance)

Business Operations expects to incur expenditure of £650k which will be met in full from the Covid grant reserve.

Summary:

Period 3 figures have been prepared on a probable outturn basis and therefore reflect anticipated full year costs. The projections include an assumption that £650k of expenditure will be met in full from the Covid grant reserve.

The projected operational overspend of £148,200 is mainly due to overspends on Community Safety and Democratic services offset by underspends on payroll budgets across a number of services.

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BUSINESS OPERATIONS & PARTNERSHIPS – SUPPORT SERVICES
PROBABLE OUTTURN FORECAST AS AT 30th June 2024 - £51,900 UNDERSPEND

Revenues (no variance)

There are no significant variances at this time.

Digital Services (£107,300 Underspend)

The variance is due to underspends on payroll due to vacancies.

Strategy – Support and Insight (£1,300 Overspend)

There is some slippage (£6.7K) that relates to a vacant post in Insight, however this is almost fully offset by increased subscription costs (£4K) and non-achieved turnover in Strategy – Support (£4K).

Communications & Printing (no variance)

There are no significant variances at this time.

Human Resources (£48,300 Overspend)

The overspend is due to additional resource required for Itrent Support and development.

Payroll (£4,600 Overspend)

The overspend is due to non-achievement of Turnover savings

Customer First Reception (£4,300 Underspend)

The underspend is due to scale point variance.

Digital Transformation (£5,500 Overspend)

The overspend is due to maternity cover.

Summary:

Period 3 figures have been prepared on a probable outturn basis and therefore reflect anticipated full year costs.

The operational underspend of £51,900 is mainly due to variances in staffing across a number of services.

CHIEF EXECUTIVE'S OFFICE – NON SUPPORT
PROBABLE OUTTURN FORECAST AS AT 30th JUNE 2024 - £264,600 UNDERSPEND

Temporary Loans Fund Interest income is projected to outturn over-recovered (£300k) due to an increased level of interest rates currently available in commercial markets.

Partly offsetting this favourable variance is a projected overspend in Civic Licensing (£35.4k) mainly due to lower taxi licensing income.

Summary:

Period 3 figures have been prepared on a probable outturn basis and therefore reflect projected full year costs.

The projected underspend at Period 3 of £264,600 is due mainly to higher Temporary Loans Fund Interest.

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CHIEF EXECUTIVE'S OFFICE - SUPPORT

PROBABLE OUTTURN FORECAST AS AT 30th JUNE 2024 - £76,800 UNDERSPEND

The projected underspend of £76,800 is comprised of several variances:

There are projected underspends in Legal Services (£53k) and Procurement (£35k) due to staff vacancies. In addition, Supplies and Services in Legal Services (£17k) and Accountancy (£1k) are projected to underspend based upon last year's outturn and current levels of expenditure to date. There is a projected underspend in Chief Executive's Business Unit (£20k) mainly due to staff costs being lower than estimated.

Partly offsetting these favourable variances is a projected overspend of £11k in Internal Audit due to a lower level of staff turnover and to staff costs being higher than estimated.

In addition, Legal Services Income (£39k) is projected to under-recover due to a lower level of demand than what was anticipated in the Estimates.

Summary:

Period 3 figures have been prepared on a probable outturn basis and therefore reflect projected full year costs.

The projected underspend at Period 3 of £76,800 is due to vacant posts in the Legal Services and Procurement and an underspend in Chief Executive's Business Unit due to staffing costs being lower than estimated. Supplies and services in Legal Services are projected to underspend based on last year's outturn and current levels of expenditure to date. Partly offsetting these favourable variances there is an under-recovery of Income in Legal Services and an overspend in Internal Audit due to a lower level of staff turnover and to staff costs being higher than estimated.

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OTHER EXPENDITURE & INCOME

PROBABLE OUTTURN FORECAST AS AT 30th JUNE 2024 - £922,000 UNDERSPEND

The forecasted underspend reflects the late increase in the 2024/25 grant settlement from the Scottish Government. While it is relatively early in the financial year, there are no other significant variances estimated within other expenditure and income.

While this reflects the anticipated position to the year-end, this could still be subject to change in future reports.

Summary:

Period 3 figures are prepared on a probable outturn basis and reflect projected full year costs.

An underspend of £922k is forecast as a result of the late increase in the 2024/25 grant settlement.

HEALTH & SOCIAL CARE PARTNERSHIP

PROBABLE OUTTURN FORECAST AS AT 30th June 2024 – NIL VARIANCE

Children & Families & Public Protection (£60,000 Underspend)

Fostering, Kinship and Direct Payment costs are currently under committed however, this is offset in part by residential placement costs. There remains a high degree of volatility within the service for unaccompanied asylum seekers and we will review this as the year progresses.

Adult – Intensive Services (£722,000 Overspend)

The majority of this overspend relates to the current projected shortfall on savings within Care at Home (£809k). This service is also seeing operational pressures on purchased care (£215k). There are a number of underspends elsewhere in the service that partly offset these pressures.

Adult – Localities Services (£46,000 Underspend)

The main variances within our adult community services across both Eastwood and Barrhead localities are:

1. Older People – (£605k underspend) primarily relates to community based care costs within localities (£704k) which has decreased overall since last year. It is worth noting that within this nursing and residential care is projected to overspend by £138k so that upward trend is continuing.
2. Physical & Sensory Disability – (£281k overspend) this is mainly due to our current cost of care commitments.
3. Learning Disability – (£278k overspend) our current care commitment costs are projected to overspend by £394k however this is offset in part by some ILF income, we will review any required budget realignment. We are seeing turnover within our community teams.

Recovery Services – Mental Health & Addictions (£91,000 Overspend)

This is mainly due to pressures within care and associated costs.

Finance & Resources (£1,399,000 Underspend)

Whilst this is a significant underspend, it needs to be recognised that this budget holds the benefit from the pension gain as well as a number of HSCP wide costs. The key elements of the underspend are:

- £2,067k pension gain underspend / planned over recovery

Offset in part by

- £362k savings shortfalls (£354k is 20% supplies & income)
- HSCP wide costs including supernumerary posts, historic pension charges, additional HR and Communication costs, IT licences etc.

Contribution to IJB (£692,000)

This is the projected net contribution to the IJB reserves and will be required to meet the projected operational overspend relating to Health in the current financial year. The Chief Officer and management team continue to work on actions to mitigate cost pressures in the current year.

Continued on next page

PROBABLE OUTTURN FORECAST AS AT 30th JUNE 2024 – NIL VARIANCE

Summary:

The projected outturn highlights a potential underspend of £692k based on known care commitments, management of vacant posts and other supporting information from our financial systems. This includes expected savings shortfalls against plans (£1.187m) and operational pressures (£0.188m) offset by the pension gain (£2.067m) which reflected the plan to over recover on savings, recognising the pension gain is non-recurring.

The Supporting People Framework is showing a projected shortfall in Care at Home of £0.5m, however for the other services this is currently projected to be achieved in full at £2.3m for the year. The actual to date is £0.841m with the existing review activity being focussed on care at home. Of the 1,507 reviews we expected to undertake during this year 616 are complete and the remaining 901 are scheduled between July and March 2025. There will be increased review capacity from the Investment for the Future funding and the savings from reviews is expected to be higher over the other care groups. All savings are continuously monitored and we continue to try to identify every opportunity across the HSCP and more widely if and where possible to reduce all shortfalls.

HOUSING REVENUE ACCOUNT

PROBABLE OUTTURN FORECAST AS AT 30TH JUNE 2024 – £124,200 OVERSPEND
(Note - Overspend is before contribution from reserves)

Housing Revenue Account (£124,200 Overspend, before contribution from reserve)

A large underspend is projected in HRA payroll costs (£515k). This is mainly due to the 'pension windfall' following a reduction in employer's superannuation pension costs from the budgeted 17.5% to 6.5% (£450k). The remainder of the projected payroll underspend is in relation to staff turnover.

HRA Financing Costs / Loans Charges are projected to be lower than budgeted (£69k).

Additional interest income of £83k is now anticipated during the year.

As a result of the above, the HRA is not anticipated to require the full budgeted contribution from reserves (£775k).

The projected overspend of £124k will be funded from the HRA reserve.

The revised projected drawdown from the reserve during 2024/25 has been reduced by £651k (from £775k to £124k)

Summary:

The above figures have been prepared on a probable outturn basis and therefore represent full year variances.

The 'pension windfall', revised loan charges and interest income are the main drivers of the projected financial position. Whilst these are welcome, the HRA will continue to be monitored closely throughout the year.

Budgetary Control Statement
Period 3 / 2425 30 June 2024

Period End: 30 June 2024

Period 03 / 2425

Department	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Education	189,004,000	11,454,400	200,458,400	48,212,260	47,921,931	290,329	543,400
Contribution to Integration Joint Board	69,480,500	3,929,000	73,409,500	15,166,018	16,176,933	(1,010,915)	0
Environment	28,892,200	6,334,700	35,226,900	6,126,894	5,690,481	436,413	(647,800)
Environment - Support		0	0	336,390	589,870	(253,480)	156,300
Chief Executives Office	287,500	3,900	291,400	(61,828)	59,469	(121,297)	264,600
Chief Executives Office - Support		0	0	716,057	618,497	97,560	76,800
Business Operations & Partnerships	12,444,900	717,400	13,162,300	1,438,379	1,651,280	(212,901)	(148,200)
Business Ops & Partnership - Support		0	0	5,794,411	4,699,413	1,094,998	51,900
Other Expenditure & Income	7,683,000	1,178,000	8,861,000	259,800	355,160	(95,360)	922,000
Joint Boards	2,430,000		2,430,000	457,900	448,208	9,692	0
Contingency - Welfare	130,000	0	130,000	0	1,788	(1,788)	0
Health & Social Care Partnership	0	587,400	587,400	(154,000)	(144,367)	(9,633)	0
Service Resource Adjustment	0	0	0			0	0
Additional Council Tax Income		0	0	0	0	0	0
General Fund Sub-total	310,352,100	24,204,800	334,556,900	78,292,281	78,068,663	223,618	1,219,000
Housing Revenue Account	0	0	0	(1,839,605)	(1,849,562)	9,957	(124,200)
TOTAL	310,352,100	24,204,800	334,556,900	76,452,676	76,219,101	233,575	1,094,800

Summary of Operational Adjustments.

Devolved School Management	0
Ring Fenced Grants - Education	(1,545,500)
Ring Fenced Grants - HSCP	(616,000)
Revenue Support Grant Amendments	5,640,100
Capital Charges	20,726,200
	<u>24,204,800</u>

Budgetary Control Statement
Period 03 / 2425 30 June 2024

Period End: 30 June 2024

Period 03 / 2425

Subjective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Employee Costs	191,564,500	(429,576)	191,134,924	47,491,389	46,360,763	1,130,626	(2,218,600)
Property Costs	24,692,800	61,005	24,753,805	9,191,341	7,785,387	1,405,954	334,400
Transport Costs	7,538,500	250	7,538,750	1,864,617	1,767,038	97,579	(1,019,000)
Supplies & Services	67,790,900	2,078,593	69,869,493	15,772,822	15,204,039	568,783	146,400
Third Party Payments	67,638,900	3,988,400	71,627,300	13,623,234	15,850,784	(2,227,550)	(2,995,300)
Transfer Payments	19,422,900	515,400	19,938,300	3,846,052	3,898,886	(52,834)	(2,467,600)
Support Services	15,370,000	0	15,370,000	97,525	0	97,525	0
Other Expenditure	0	0	0	0	0	0	0
Depcn And Impairment Losses	0	21,264,900	21,264,900	0	0	0	0
Financing Costs	5,671,000	0	5,671,000			0	69,000
TOTAL EXPENDITURE	399,689,500	27,478,972	427,168,472	91,886,980	90,866,897	1,020,083	(8,150,700)
Income	(89,337,400)	(3,274,172)	(92,611,572)	(15,434,304)	(14,647,796)	(786,508)	9,245,500
TOTAL	310,352,100	24,204,800	334,556,900	76,452,676	76,219,101	233,575	1,094,800

Budgetary Control Statement
Period 03 / 2425 30 June 2024

Period End: 30 June 2024

Period 03 / 2425

Department	Subjective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Education	Employee Costs	134,918,900	(552,376)	134,366,524	32,329,946	32,135,819	194,127	(912,700)
	Property Costs	17,331,300	61,005	17,392,305	7,294,901	6,143,140	1,151,761	322,000
	Transport Costs	2,909,800	150	2,909,950	697,905	673,086	24,819	(24,300)
	Supplies & Services	30,906,700	1,049,693	31,956,393	6,436,766	6,358,986	77,780	(204,700)
	Third Party Payments	11,347,100	0	11,347,100	4,259,064	4,866,686	(607,622)	(58,000)
	Transfer Payments	1,139,200	0	1,139,200	444,117	310,245	133,872	(216,300)
	Support Services	6,767,400	0	6,767,400	0	0	0	0
	Depcnc And Impairment Losses	0	12,999,900	12,999,900	0	0	0	0
Total Expenditure		205,320,400	13,558,372	218,878,772	51,462,699	50,487,962	974,737	(1,094,000)
	Income	(16,316,400)	(2,103,972)	(18,420,372)	(3,250,439)	(2,566,031)	(684,408)	1,637,400
Education	TOTAL	189,004,000	11,454,400	200,458,400	48,212,260	47,921,931	290,329	543,400

Summary of Operational Adjustments:

Devolved School Management There
have been operational adjustments between subjective headings in this
reporting period in accordance with approved DSM scheme.

Ring Fenced Grant - Gaelic	(57,000)
Ring Fenced Grant - Pupil Equity Fund	(1,488,500)
Capital Charges	12,999,900
	<u>11,454,400</u>

Budgetary Control Statement
Period 03 / 2425 30 June 2024

Period End: 30 June 2024

Period 03 / 2425

Department	Objective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Education	Pre Five Education	19,829,500	442,110	20,271,610	3,926,880	4,280,522	(353,642)	6,400
	Primary Education	58,449,400	2,707,922	61,157,322	15,658,770	15,112,423	546,347	(7,700)
	Secondary Education	73,441,500	6,548,242	79,989,742	20,207,632	19,375,469	832,163	158,800
	Schools Other	3,832,200	3,057	3,835,257	827,868	657,168	170,700	40,900
	Special Education	10,352,400	494,087	10,846,487	2,458,335	2,150,661	307,674	(10,500)
	Psychological Service	1,020,100	11,281	1,031,381	245,938	336,408	(90,470)	38,500
	Transport (excl Spec Educ)	1,427,800	(10,000)	1,417,800	357,323	399,870	(42,547)	(32,700)
	Bursaries / Emas	0	0	0	0	74,160	(74,160)	0
	Provision for Clothing	301,000	0	301,000	175,023	171,360	3,663	0
	Administration & Support	9,037,000	328,901	9,365,901	811,359	850,779	(39,420)	16,200
	School Crossing Patrollers	0	0	0	(11,852)	36,313	(48,165)	0
	Catering	0	0	0	(149,884)	126,923	(276,807)	159,500
	Cleaning & Janitorial	2,021,300	0	2,021,300	366,200	951,983	(585,783)	40,500
	Culture & Leisure Services	9,291,800	928,800	10,220,600	3,338,668	3,397,892	(59,224)	133,500
Education	TOTAL	189,004,000	11,454,400	200,458,400	48,212,260	47,921,931	290,329	543,400

Summary of Operational Adjustments:

Devolved School Management
There have been operational adjustments between objective headings in this reporting period in accordance with approved DSM scheme.

Ring Fenced Grant - Gaelic	(57,000)
Ring Fenced Grant - Pupil Equity Fund	(1,488,500)
Capital Charges	12,999,900
	<u>11,454,400</u>

Budgetary Control Statement
 Period 03 / 2425 30 June 2024

Period End: 30 June 2024

Period 03 / 2425

Department	Subjective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Contribution to Integration Joint Board	Third Party Payments	69,480,500	3,929,000	73,409,500	15,166,018	16,176,933	(1,010,915)	0
Contribution to Integration Joint Board	TOTAL	69,480,500	3,929,000	73,409,500	15,166,018	16,176,933	(1,010,915)	0

STOP

STOP

Summary of Operational Adjustments:
 Revenue Support Grant - Living Wage Uplift
 Capital Charges

3,929,000
0
3,929,000

Department	Objective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Contribution to Integration Joint Board	Core Funding	69,480,000	3,929,000	73,409,000	15,166,018	16,176,933	(1,010,915)	0
Contribution to Integration Joint Board	TOTAL	69,480,000	3,929,000	73,409,000	15,166,018	16,176,933	(1,010,915)	0

STOP

STOP

Summary of Operational Adjustments:
 Revenue Support Grant - Living Wage Uplift
 Capital Charges

3,929,000
0
3,929,000

Budgetary Control Statement
Period 03 / 2425 30 June 2024

Period End: 30 June 2024

Period 03 / 2425

Department	Subjective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Environment	Employee Costs	16,622,600	0	16,622,600	3,693,536	3,548,466	145,070	(447,700)
	Property Costs	4,634,400	0	4,634,400	1,145,975	1,317,652	(171,677)	(16,200)
	Transport Costs	4,066,000	0	4,066,000	1,016,500	1,009,767	6,733	4,800
	Supplies & Services	20,948,800	0	20,948,800	3,517,763	3,444,050	73,713	(411,400)
	Third Party Payments	784,600	0	784,600	69,275	276,325	(207,050)	(2,580,000)
	Transfer Payments	1,452,200	0	1,452,200	351,875	651,181	(299,306)	(1,691,000)
	Support Services	2,561,500	0	2,561,500	97,525	0	97,525	0
	Depcn And Impairment Losses	0	6,873,400	6,873,400	0	0	0	0
Total Expenditure		51,070,100	6,873,400	57,943,500	9,892,449	10,247,441	(354,992)	(5,141,500)
	Income	(22,177,900)	(538,700)	(22,716,600)	(3,765,555)	(4,556,960)	791,405	4,493,700
Environment	TOTAL	28,892,200	6,334,700	35,226,900	6,126,894	5,690,481	436,413	(647,800)

Summary of Operational Adjustments:
Capital Charges

6,334,700
6,334,700

Department	Objective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Environment	Directorate & Supp Environment	1,794,800	22,800	1,817,600	241,864	263,473	(21,609)	18,500
	Environment Accommodation		51,100	51,100	342,350	776,601	(434,251)	0
	Office Accommodation	0	0	0	0	0	0	21,200
	Planning & Development	929,500	2,000	931,500	138,770	193,907	(55,137)	322,200
	Economic Development Summary	948,800	169,200	1,118,000	163,685	390,998	(227,313)	40,000
	Roads - Council	9,664,600	5,140,100	14,804,700	2,441,766	2,781,401	(339,635)	0
	Roads Contracting Unit	0		0	(44,078)	(50,435)	6,357	0
	Parks	2,178,100	352,300	2,530,400	107,950	(548,248)	656,198	(10,000)
	Cleansing & Recycling	2,563,100	121,800	2,684,900	(375,220)	(1,212,441)	837,221	0
	Waste Management	6,597,000	348,100	6,945,100	1,156,750	1,029,366	127,384	100,000
	Protective Services	1,172,700	1,000	1,173,700	238,191	133,458	104,733	15,000
	Transport			0	(51,448)	55,654	(107,102)	0
	Neighbourhood Services Mgmt	0	8,700	8,700	1,208,216	1,159,767	48,449	60,000
	Env Strat/ Op Management	198,500		198,500	59,327	39,622	19,705	83,900
	Non Operational Properties	96,500	40,400	136,900	38,675	17,514	21,161	17,700
	Other Housing	2,363,400	76,800	2,440,200	374,505	575,076	(200,571)	(1,308,300)
	Strategy - Bi Team	385,200	400	385,600	85,591	84,768	823	(8,000)
Environment	TOTAL	28,892,200	6,334,700	35,226,900	6,126,894	5,690,481	436,413	(647,800)

Summary of Operational Adjustments:
Capital Charges

6,334,700
6,334,700

Budgetary Control Statement
 Period 03 / 2425 30 June 2024

Period End: 30 June 2024

Period 03 / 2425

Department	Subjective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Environment - Support	Employee Costs	2,423,100	0	2,423,100	538,415	462,723	75,692	61,900
	Property Costs	28,000	0	28,000	7,000	56,641	(49,641)	(10,000)
	Transport Costs	17,800	0	17,800	4,450	527	3,923	0
	Supplies & Services	258,100	0	258,100	45,825	69,979	(24,154)	0
	Support Services	0	0	0	0	0	0	0
	Depcn And Impairment Losses	0	0	0	0	0	0	0
Total Expenditure		2,727,000		2,727,000	595,690	589,870	5,820	51,900
	Income	(1,210,500)	0	(1,210,500)	(259,300)	0	(259,300)	104,400
Environment - Support	TOTAL	1,516,500	0	1,516,500	336,390	589,870	(253,480)	156,300

Department	Objective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Environment - Support	Prop & Tech - Operations	1,002,500	0	1,002,500	232,417	253,611	(21,194)	105,300
	Accommodation	0	0	0	0	0	0	0
	Property & Technical - Strategy	514,000	0	514,000	103,973	336,259	(232,286)	51,000
Environment - Support	TOTAL	1,516,500	0	1,516,500	336,390	589,870	(253,480)	156,300

Budgetary Control Statement
 Period 03 / 2425 30 June 2024

Period End: 30 June 2024

Period 03 / 2425

Department	Subjective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Chief Executives Office	Employee Costs	26,000	0	26,000	5,722	5,581	141	(500)
	Transport Costs	3,200	0	3,200	800	990	(190)	0
	Supplies & Services	597,500	0	597,500	2,725	116,399	(113,674)	0
	Support Services	645,100	0	645,100	0	0	0	0
	Depcnc And Impairment Losses	0	3,900	3,900	0	0	0	0
Total Expenditure		1,271,800	3,900	1,275,700	9,247	122,970	(113,723)	(500)
	Income	(984,300)	0	(984,300)	(71,075)	(63,501)	(7,574)	265,100
Chief Executives Office	TOTAL	287,500	3,900	291,400	(61,828)	59,469	(121,297)	264,600

Summary of Operational Adjustments:
 Capital Charges

3,900
3,900

Department	Objective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Chief Executives Office	Accountancy & Directorate	(363,800)	0	(363,800)	0	101,342	(101,342)	300,000
	Corporate Management	590,000		590,000	0	0	0	0
	Licensing	51,800	3,900	55,700	(41,853)	(15,027)	(26,826)	(35,400)
	Licensing Board	9,500	0	9,500	(19,975)	(26,846)	6,871	0
Chief Executives Office	TOTAL	287,500	3,900	291,400	(61,828)	59,469	(121,297)	264,600

Summary of Operational Adjustments:
 Capital Charges

3,900
3,900

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Budgetary Control Statement
Period 03 / 2425 30 June 2024

Period End: 30 June 2024

Period 03 / 2425

Department	Subjective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Chief Executives Office - Support	Employee Costs	3,152,300	0	3,152,300	700,932	609,649	91,283	116,800
	Property Costs	0	0	0	0	0	0	0
	Transport Costs	0	0	0	0	0	0	0
	Supplies & Services	242,100	0	242,100	42,850	21,750	21,100	17,300
	Third Party Payments	81,000	0	81,000	0	0	0	
	Transfer Payments	0		0	0	0	0	
	Support Services	0		0	0	0	0	
Total Expenditure		3,475,400		3,475,400	743,782	631,399	112,383	134,100
	Income	(563,400)	0	(563,400)	(27,725)	(12,902)	(14,823)	(57,300)
Chief Executives Office - Support	TOTAL	2,912,000	0	2,912,000	716,057	618,497	97,560	76,800

Department	Objective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Chief Executives Office - Support	Chief Executives Section	433,500	0	433,500	114,728	105,494	9,234	20,100
	Accountancy & Directorate	1,397,000	0	1,397,000	345,190	313,968	31,222	1,300
	Legal Services	491,300	0	491,300	116,622	83,955	32,667	31,400
	Purchasing & Procurement	303,800	0	303,800	78,703	57,554	21,149	34,600
	Internal Audit	286,400	0	286,400	60,814	57,526	3,288	(10,600)
Chief Executives Office - Support	TOTAL	2,912,000	0	2,912,000	716,057	618,497	97,560	76,800

Budgetary Control Statement
 Period 03 / 2425 30 June 2024

Period End: 30 June 2024

Period 03 / 2425

Department	Subjective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Business Operations & Partnerships	Employee Costs	6,010,000	17,700	6,027,700	1,336,154	1,414,449	(78,295)	(928,500)
	Property Costs	76,000	0	76,000	26,625	15,239	11,386	8,800
	Transport Costs	73,200	0	73,200	18,300	6,577	11,723	(11,500)
	Supplies & Services	2,346,500	0	2,346,500	284,300	257,053	27,247	(150,500)
	Third Party Payments	312,800	0	312,800	17,800	115,460	(97,660)	(11,500)
	Transfer Payments	16,755,900	515,400	17,271,300	3,031,150	2,933,707	97,443	(590,300)
	Support Services	1,833,200	0	1,833,200	0	0	0	0
	Depcn And Impairment Losses	0	184,300	184,300	0	0	0	0
Total Expenditure		27,407,600	717,400	28,125,000	4,714,329	4,742,485	(28,156)	(1,683,500)
	Income	(14,962,700)	0	(14,962,700)	(3,275,950)	(3,091,205)	(184,745)	1,535,300
Business Operations & Partnerships	TOTAL	12,444,900	717,400	13,162,300	1,438,379	1,651,280	(212,901)	(148,200)

Summary of Operational Adjustments:
 Revenue Support Grant - Discretionary
 Housing Payment
 Capital Charges

533,100
184,300
<u>717,400</u>

Budgetary Control Statement
 Period 03 / 2425 30 June 2024

Period End: 30 June 2024

Period 03 / 2425

Department	Objective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Business Operations & Partnerships	Community Learning & Dev	913,400	17,900	931,300	172,525	99,491	73,034	19,600
	Community Planning	348,400	6,400	354,800	56,551	100,500	(43,949)	7,100
	Community Safety	1,433,700	1,600	1,435,300	320,150	388,314	(68,164)	(179,300)
	Registrars & Customer First	335,100	5,200	340,300	(144,786)	191,645	(336,431)	30,900
	Grants	0	0	0	0	0	0	0
	Auchenback Resource Centre	30,700	0	30,700	7,675	12,435	(4,760)	0
	Strategic Insight & Comm.Mgmt.	0	37,400	37,400	0	16,690	(16,690)	0
	Members Expenses	515,300	23,200	538,500	127,200	126,767	433	(5,200)
	MART	1,051,800	23,200	1,075,000	165,239	293,913	(128,674)	0
	Directorate	0	3,900	3,900	69,572	66,157	3,415	1,900
	Business Support Team	0	14,100	14,100	106,226	89,382	16,844	0
	Housing Benefits	564,700	540,800	1,105,500	95,036	(6,744)	101,780	0
	Revenues - Benefits	989,300	15,400	1,004,700	174,321	64,988	109,333	0
	Council Tax/Ndr	5,318,400	18,000	5,336,400	116,897	87,978	28,919	
	Cost Of Elections	39,800	0	39,800	10,125	19,159	(9,034)	(100)
	Democratic Representation & Management	904,300	10,300	914,600	161,648	100,605	61,043	(23,100)
Business Operations & Partnerships	TOTAL	12,444,900	717,400	13,162,300	1,438,379	1,651,280	(212,901)	(148,200)

Summary of Operational Adjustments:

Revenue Support Grant - Discretionary	533,100
Housing Payment	184,300
Capital Charges	<u>717,400</u>

Budgetary Control Statement
 Period 03 / 2425 30 June 2024

Period End: 30 June 2024

Period 03 / 2425

Department	Subjective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Business Ops & Partnerships - Support	Employee Costs	7,170,300	0	7,170,300	1,593,661	1,506,719	86,942	(101,600)
	Property Costs	1,200	0	1,200	50	577		0
	Transport Costs	20,400	0	20,400	5,075	13,271	(8,196)	0
	Supplies & Services	5,584,800	0	5,584,800	4,210,250	3,176,007	1,034,243	(3,400)
	Third Party Payments	26,000	0	26,000	0	0	0	(3,800)
	Support Services	0		0	0	0	0	0
	Depcn And Impairment Losses	0		0	0	0	0	0
	Total Expenditure		12,802,700		12,802,700	5,809,036	4,696,574	1,112,462
	Income	(1,860,400)	0	(1,860,400)	(14,625)	2,839	(17,464)	160,700
Business Ops & Partnerships - Support	TOTAL	10,942,300	0	10,942,300	5,794,411	4,699,413	1,094,998	51,900

Department	Objective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Business Ops & Partnerships - Support	Revenues	606,300	0	606,300	88,327	86,023	2,304	0
	Digital Services	6,619,300	0	6,619,300	4,683,632	3,553,319	1,130,313	107,300
	Strategy - Support	335,400	0	335,400	59,164	53,690	5,474	(8,000)
	Communications	360,200	0	360,200	87,583	91,928	(4,345)	0
	Printing	165,100	0	165,100	38,832	61,277	(22,445)	0
	Human Resources & Payroll	1,928,500	0	1,928,500	405,423	490,598	(85,175)	(52,900)
	Customer Services	64,800	0	64,800	12,798	9,445	3,353	4,300
	Digital Transformation Team	139,600	0	139,600	209,402	125,988	83,414	(5,500)
	Insight	267,900	0	267,900	50,882	70,233	(19,351)	6,700
	Project Management Office	455,200	0	455,200	158,368	156,912	1,456	0
Business Ops & Partnerships - Support	TOTAL	10,942,300	0	10,942,300	5,794,411	4,699,413	1,094,998	51,900

Budgetary Control Statement
 Period 03 / 2425 30 June 2024

Period End: 30 June 2024

Period 03 / 2425

Department	Subjective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Other Expenditure & Income	Expenditure	7,650,800	1,178,000	8,828,800	259,800	355,200	(95,400)	922,000
	Support Services	32,200		32,200	0	0	0	
Total Expenditure		7,683,000	1,178,000	8,861,000	259,800	355,200	(95,400)	922,000
	Income	0	0	0	0	(40)	40	
Other Expenditure & Income	TOTAL	7,683,000	1,178,000	8,861,000	259,800	355,160	(95,360)	922,000

Summary of Operational Adjustments:
 Revenue Support Grant - 2024/25 Late
 Increase

1,178,000
1,178,000

Department	Objective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Other Expenditure & Income	Other Expenditure & Income	7,683,000	1,178,000	8,861,000	259,800	355,160	(95,360)	922,000
	Income	0	0	0	0	0	0	
Other Expenditure & Income	TOTAL	7,683,000	1,178,000	8,861,000	259,800	355,160	(95,360)	922,000

Summary of Operational Adjustments:
 Revenue Support Grant - 2024/25 Late
 Increase

1,178,000
1,178,000

Budgetary Control Statement
 Period 03 / 2425 30 June 2024

Period End: 30 June 2024

Period 03 / 2425

Department	Subjective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Joint Boards	Contributions	2,430,000	0	2,430,000	457,900	448,208	9,692	0
	Support Services	0		0	0	0	0	0
Total Expenditure		2,430,000		2,430,000	457,900	448,208	9,692	
Joint Boards	TOTAL	2,430,000	0	2,430,000	457,900	448,208	9,692	0

Department	Objective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Joint Boards	SPTE (incl Concess Fares)	1,831,600		1,831,600	457,900	448,208	9,692	0
	Renfrewshire Valuation J/Brd	598,400	0	598,400	0	0	0	0
	Support Services	0		0			0	0
Joint Boards	TOTAL	2,430,000	0	2,430,000	457,900	448,208	9,692	0

Budgetary Control Statement
 Period 03 / 2425 30 June 2024

Period End: 30 June 2024

Period 03 / 2425

Department	Subjective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Contingency - Welfare	Supplies & Services	130,000	0	130,000	0	1,788	(1,788)	0
Total Expenditure		130,000		130,000	0	1,788	(1,788)	0
Contingency - Welfare	TOTAL	130,000	0	130,000	0	1,788	(1,788)	0

Department	Objective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Contingency - Welfare	Supplies & Services	130,000	0	130,000	0	1,788	(1,788)	0
Contingency - Welfare	TOTAL	130,000	0	130,000	0	1,788	(1,788)	0

Budgetary Control Statement
Period 03 / 2425 30 June 2024

Period End: 30 June 2024

Period 03 / 2425

Department	Subjective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Health & Social Care Partnership	Employee Costs	28,381,600	105,100	28,486,700	6,047,503	5,635,436	412,067	(520,000)
	Property Costs	1,003,500	0	1,003,500	390,365	101,003	289,362	10,000
	Transport Costs	319,500	100	319,600	79,887	39,027	40,860	(988,000)
	Supplies & Services	2,441,200	(149,100)	2,292,100	475,218	875,963	(400,745)	(4,000)
	Third Party Payments	52,471,800	3,988,400	56,460,200	8,810,245	10,139,065	(1,328,820)	(342,000)
	Transfer Payments	75,600	0	75,600	18,910	3,753	15,157	30,000
	Support Services	2,616,000	0	2,616,000	0	0	0	0
	Depcn And Impairment Losses	0	1,203,400	1,203,400	0	0	0	0
	Total Expenditure	87,309,200	5,147,900	92,457,100	15,822,128	16,794,247	(972,119)	(1,814,000)
	Income	(12,258,400)	(631,500)	(12,889,900)	(810,110)	(761,681)	(48,429)	2,506,000
	Core funding from Integration Joint Board	(75,050,800)	(3,929,000)	(78,979,800)	(15,166,018)	(16,176,933)	1,010,915	(692,000)
Health & Social Care Partnership	TOTAL	0	587,400	587,400	(154,000)	(144,367)	(9,633)	0

Summary of operational adjustments

Revenue Support Grant - Living Wage Uplift	(3,929,000)
Ring fenced grant Criminal Justice	(616,000)
Capital Charges	1,203,400
	<u><u>(3,341,600)</u></u>

Department	Objective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Health & Social Care Partnership	Public Protect.-Child. & Families	10,724,700	(69,200)	10,655,500	2,193,034	1,997,962	195,072	60,000
	Adult Health - Intensive Services	16,253,500	(364,200)	15,889,300	3,434,757	3,703,292	(268,535)	(722,000)
	Adult Health-Localities Services			0			0	
	Older People	18,230,800	2,054,500	20,285,300	3,954,813	3,805,832	148,981	605,000
	Physical Disability	5,771,300	273,300	6,044,600	1,353,596	1,641,618	(288,022)	(281,000)
	Learning Disability	14,821,900	2,048,700	16,870,600	2,489,360	3,109,949	(620,589)	(278,000)
	Recovery Services-Mental Health	2,018,200	124,200	2,142,400	640,330	533,969	106,361	(91,000)
	Criminal Justice	681,800	(668,700)	13,100	(43,085)	(21,704)	(21,381)	0
	Finance & Resources	6,548,600	1,117,800	7,666,400	989,213	1,261,648	(272,435)	1,399,000
		75,050,800	4,516,400	79,567,200	15,012,018	16,032,566	(1,020,548)	692,000
	Core Funding from Integration Joint Board	(75,050,800)	(3,929,000)	(78,979,800)	(15,166,018)	(16,176,933)	1,010,915	(692,000)
Health & Social Care Partnership	TOTAL	0	587,400	587,400	(154,000)	(144,367)	(9,633)	0

Summary of operational adjustments	
Revenue Support Grant - Living Wage Uplift	(3,929,000)
Ring fenced grant Criminal Justice	(616,000)
Capital Charges	1,203,400
	<u>(3,341,600)</u>

Budgetary Control Statement
 Period 03 / 2425 30 June 2024

Period End: 30 June 2024

Period 03 / 2425

Department	Subjective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Housing Revenue Account	Employee Costs	5,605,400	0	5,605,400	1,245,520	1,041,921	203,599	513,700
	Property Costs	1,647,600	0	1,647,600	326,425	151,135	175,290	19,800
	Transport Costs	166,800	0	166,800	41,700	23,793	17,907	0
	Supplies & Services	2,769,400	0	2,769,400	497,325	526,864	(29,539)	(18,900)
	Third Party Payments	292,600	0	292,600	8,950	5,040	3,910	0
	Transfer Payments			0			0	0
	Support Services	914,600	0	914,600	0	0	0	0
	Depcn And Impairment Losses	5,671,000	0	5,671,000	0	0	0	69,000
	Total Expenditure		17,067,400		17,067,400	2,119,920	1,748,753	371,167
	Income	(17,067,400)	0	(17,067,400)	(3,959,525)	(3,598,315)	(361,210)	(707,800)
Housing Revenue Account	TOTAL	0	0	0	(1,839,605)	(1,849,562)	9,957	(124,200)

Department	Objective Name	Approved Budget Per 01	Operational Adjustments	Revised Estimate Per 03	Budget Estimate to Date - Per 03	Actual to Date	Variance (Over)/Under	Forecast
Housing Revenue Account	Housing Maintenance Team	(3,659,900)	0	(3,659,900)	(2,608,295)	(2,583,309)	(24,986)	5,300
	Hra - Client	3,659,900	0	3,659,900	768,690	733,747	34,943	(129,500)
Housing Revenue Account	TOTAL	0	0	0	(1,839,605)	(1,849,562)	9,957	(124,200)

EAST RENFREWSHIRE COUNCILCABINET5 September 2024Report by Director of EnvironmentPROPOSAL TO SUBMIT A BID FOR FUNDING FOR THE CONSTRUCTION OF
ADDITIONAL BUSINESS UNITS AT CROSSMILL BUSINESS PARK, BARRHEAD FROM
GLASGOW CITY REGION CITY DEAL**PURPOSE OF REPORT**

1. The purpose of this report is to request approval to prepare an Outline Business Case (OBC) and submit a proposal to Glasgow City Region (GCR) City Deal Programme Management Office (PMO) to secure funding to construct additional Class 4 Business, Class 5 General Industrial and Class 6 Storage or Distribution Storage or Distribution commercial space on plots G & H at Crossmill Business Park, Barrhead.

RECOMMENDATIONS

2. The Cabinet is asked to:
- a. note the proposed development of additional business units at the Crossmill Business Park utilising funds that have been made available by the GCR City Deal, and the expected costs at this early stage;
 - b. approve the preparation of an OBC; and
 - c. approve the submission of an OBC in accordance with the GCR City Deal Assurance Framework.

BACKGROUND

3. The Council participates, as a member authority, in the GCR City Deal, which is a £1.13bn infrastructure fund across the Glasgow City Region. East Renfrewshire is benefiting from the previously-agreed programme of six projects totalling £44 million (M77 Strategic Corridor programme).

4. Within the overarching GCR City Deal programme there have been some changes in the plans and funding recently. The regional Glasgow Airport Access Project (GAAP) has been put on hold to allow the development of the Metro project.

5. The Chief Executives' Group (CEG) agreed in December 2023 to retain £12.155m of funds that had originally been allocated to GAAP, as a regional contribution to support the Metro Case for Investment and agreed this funding should be managed by Glasgow City Council (GCC). Strathclyde Partnership for Transport (SPT) has subsequently taken over the Metro lead, as approved by the GCR Cabinet. GCC will, however, continue to report progress of activities to the GCR Chief Executives' Group and Cabinet.

6. The remaining £129.145m of original GAAP funding has been made available to member authorities with 50% (£64.570m) allocated to regional projects and the other 50%

allocated to local projects. This report concerns East Renfrewshire's proportional allocation of funds in the local project pot, of an estimated £2.4m.

7. The City Deal team has given careful consideration to a proposed project that will achieve the desired economic impact, can be delivered within the short timescale allowed and within the allocated budget. To identify a suitable local project that fits GCR City Deal funding requirements, an options appraisal was undertaken of potential projects across the Council area. A range of options were identified that offered a good strategic fit with the Council's desired outcomes for its City Deal programme and GCR PMO's eligibility criteria, including:

- the desired economic impact;
- capacity to deliver within a 2–3 year timescale;
- affordable;
- Rental income to meet future revenue costs.

8. The preferred option emerging from this process is a vacant site in Council ownership. It has been identified as a location for additional business space in Barrhead, as the site is available for immediate development and modern space for employment will bring wider economic benefits to the area.

9. There is an ongoing study into region-wide demand for and supply of business accommodation, led by GCR City Deal Programme Management Office (PMO) This report is anticipated to supply supporting evidence to justify a continued requirement for modern, new build business space within East Renfrewshire. This will be used as part of the economic justification for the project.

SITE BACKGROUND

10. The first phase of Crossmill Business Park, Barrhead was initiated in the early 2000s, as a linear Business Park of eight plots around a central spine road, funded by regional regeneration funds. The catalyst for the area was the owner-occupied development by AC Whyte and Co Ltd with the further development of two of the plots as small industrial terraced estates by the council over the last 15 years.

11. The successful second phase of Crossmill Business Park saw 9,073 square feet of additional business space developed as part of the City Deal-funded M77 Corridor programme. This project was completed in 2017 and provided ten speculative small industrial units ranging from 768 to 1,026 sqft. All ten units were successfully let to nine local small/medium enterprise (SME) tenants. The rentals ranged from £6.50 per sqft to £8 per sqft on full repairing and insuring leases with durations of between five and fifteen years. The provision of modern industrial floor space attracted a high demand, reflected by the healthy rental rates achieved. Subsequently, when a change in tenancy has occurred, interest remains significant. This demonstrates the continued need by local businesses for small, modern business space.

12. The development of Barrhead Retail Park, in partnership with London and Scottish, concurrent with the development of the McDonalds Drive-thru has provided local service in the area, which has aided the profile and attractiveness of the business park. Plot C has been developed as a container storage village. This is shown in Appendix 1. Other plots have been used for storage, temporarily.

13. Demand exists for a mixture of business accommodation for both SME's and larger well-established, local businesses. There are vacant plots available but no immediate funding for development.

PROPOSAL

14. To consolidate the success of the regeneration of the area, it is proposed that additional floorspace space be constructed on plots G & H of the Business Park, that will fall within three Planning Use Classes; 4 (offices and light industry), 5 (general industry) and 6 (storage). Plots G and H are shown in Appendix 1. These plots occupy a prominent position facing on to Glasgow Road, are accessed from the service spine road and amount to circa 1.5 acres. These plots have been leased to Scottish Water for the last 3 years, but will be vacated in Autumn 2024.

15. Early initial analysis of plots G & H suggest they are able to accommodate around 23,600 sqft of new space, with site coverage of 37%.

16. This would equate to a development proposal of:

- 16,100-21,500 sqft of business space split into approximately ten units, although this will be confirmed following detailed design.
- In order to provide the flexibility required to meet known and emerging demand, it is proposed that the development is constructed in a terraced format capable of being sub-divided in varied ways, to meet business requirements.
- Construction using a portal frame with a concrete base slab and flexible frontages will enable the letting of bespoke unit sizes, according to the needs of the tenant businesses. The external materials of the development will be of a modern metal-cladding style compatible with the prominence of the plot and the design of existing units within the business park.
- The expected overall cost is approximately £2.6 million with 86% sought from GCR City Deal and the remaining 14% as match funding from ERC. ERC's contribution will be offset by providing the land for the units.

17. The next stage in the development of the proposal would be for the team to work up an OBC, as required by the GCR City Deal Assurance Framework and submit this to the GCR City Deal PMO. The OBC will be completed internally with economic assistance from GCR Intelligence Hub.

CONSULTATION

18. Consultation with the business community and surrounding residents on the proposal shall be undertaken as part of the OBC process.

FINANCE AND EFFICIENCY

19. No additional budget is required for the OBC which will be completed in-house with assistance from the GCR Intelligence Hub. There are no HR, legal or property implications arise from this stage of the proposal.

PARTNERSHIP WORKING

20. There has been consultation with the GCR City Deal PMO, economic development, estates, planning and other Council teams.

IMPLICATIONS OF THE PROPOSALS

21. An equalities impact assessment in accordance with the Equality Act 2010 will be undertaken for this project, to supplement the Equalities and Human Rights Impact Assessment (E&HRIA) that was prepared alongside the East Renfrewshire Proposed Local Development Plan. The E&HRIA sets out what positive and negative impacts for the plan or its policies might have. Individual City Deal funded projects are assessed individually at the appropriate time within the preparation of each business case and in conjunction with relevant Council colleagues. A Stage 1 Climate Change Impact Assessments (CCIA) will be completed prior to the appointment of a consultant to ensure suitability of proposals. This will be reviewed and updated following the completion of the Outline Business Case.

CONCLUSIONS

22. GCR City Deal Programme Management Office has requested Local project proposals from each of the member authorities, to utilise the funds made available due to the Glasgow Airport Access Project being put on hold. The City Deal team has identified an opportunity to build new business unit on plots G and H at Crossmill Business Park, Barrhead. To progress this proposal, an OBC is required to be prepared and submitted to GCR City Deal PMO, as essential information to inform a bid to secure funding for the development proposed.

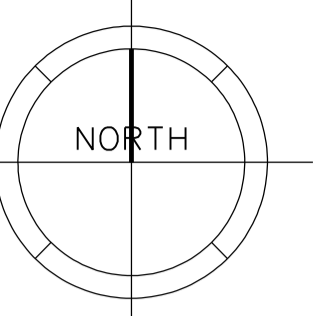
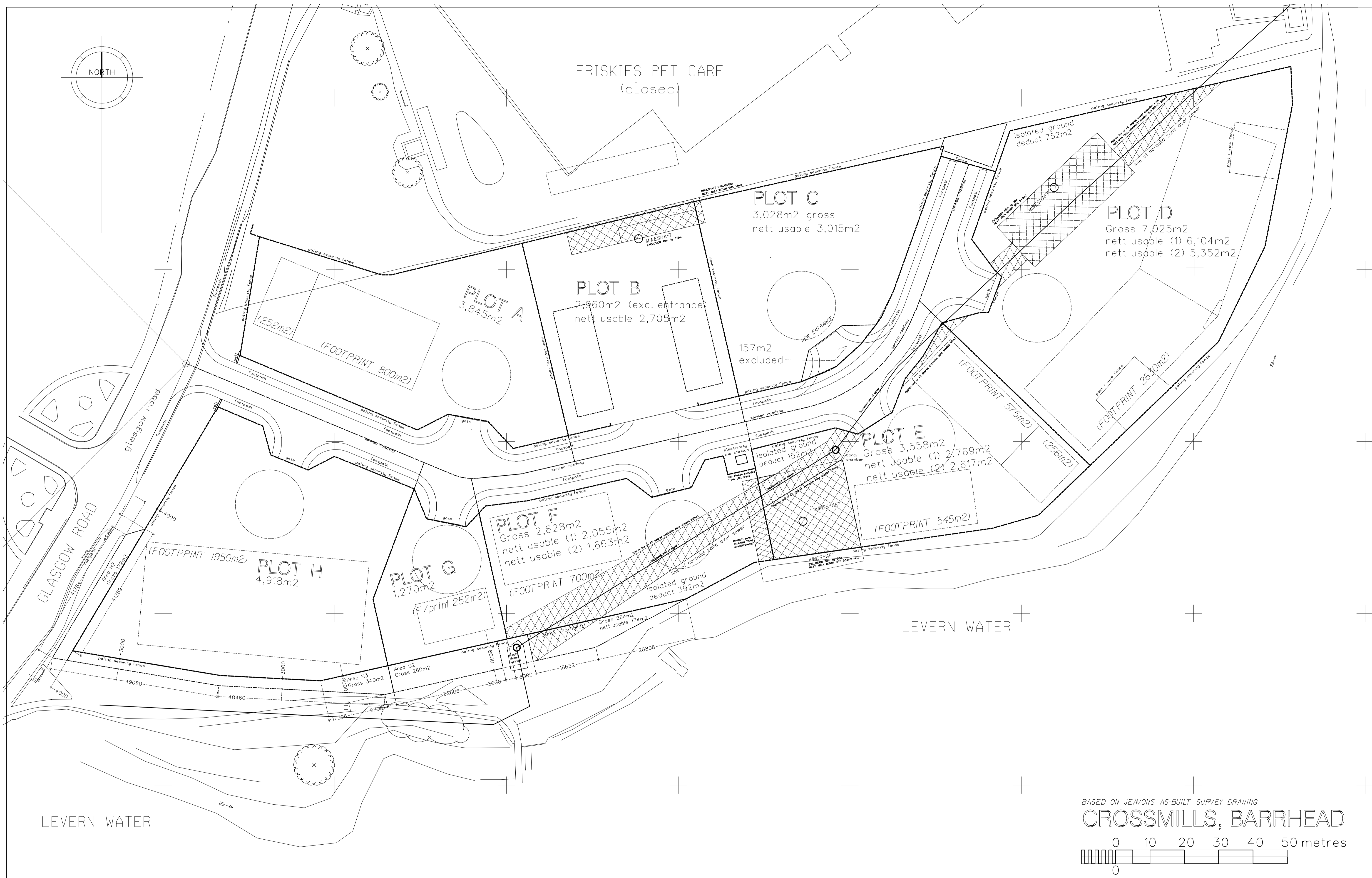
RECOMMENDATIONS

23. The Cabinet is asked to:

- a) note the proposed development of additional business units at the Crossmill Business Park utilising funds that have been made available by the GCR City Deal, and the expected costs at this early stage;
- b) approve the preparation of an OBC; and
- c) approve the submission of an OBC in accordance with the GCR City Deal Assurance Framework.

Director of Environment

Further information can be obtained from: Michaela Sullivan, Head of Place, michaela.sullivan@eastrenfrewshire.gov.uk



BASED ON JEAVONS AS-BUILT SURVEY DRAWING
CROSSMILLS, BARRHEAD
 0 10 20 30 40 50 metres

REV.	DATE	DESCRIPTION	DRAWN	REV.	DATE	DESCRIPTION	DRAWN
	Sep 07	INITIAL DRAWING					
A	Oct 07	New hammerhead arrangement to take account of excambion land transaction					
B	Oct 07	As-built fence lines noted					
C	Jan 08	New as-built survey received					
D	Jan 08	Additional ground noted on Plots F,G,H; areas isolated by 'no-build' noted					
E	Feb 08	Issued with individual plot title plans for comments					

MACKENZIE ARCHITECTS

ALEX. S. MACKENZIE & PARTNERS
 CHARTERED ARCHITECTS
 43 MANSE ROAD, BEARSDEN
 GLASGOW G61 3PN
 TEL: 0141 942 6222
 FAX: 0141 942 6555

PROJECT TITLE
 INDUSTRIAL DEVELOPMENT
 'BOWERWALLS', BARRHEAD

DRAWING TITLE
 PLOT AREAS MASTERPLAN
 EXTENDED PROPOSALS Jan.'08

JOB NO.
 4056

DWG NO.
 46 E

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EAST RENFREWSHIRE COUNCILCABINET5 September 2024Report by Director of EnvironmentLETTINGS POLICY EMERGENCY CHANGES**PURPOSE OF REPORT**

1. To advise the Cabinet of the emergency changes required to lettings targets within the East Renfrewshire Council's Lettings Policy and ask Cabinet to homologate this decision.

RECOMMENDATIONS

2. Cabinet are asked to
- Note the current demand for Council housing in East Renfrewshire Council, in particular the increase in homelessness; and
 - Homologate the decision to amend the lets allocation to key groups.

BACKGROUND

3. The existing Lettings Policy was approved by Cabinet in September 2023. The existing policy provided a lettings target to determine what percentage of empty homes should be allocated to each priority group. The lettings targets can be found in the full lettings policy at: https://www.eastrenfrewshire.gov.uk/media/9457/Cabinet-item-08-7-September-2023/pdf/Cabinet_item_08_-_7_September_2023.pdf?m=1692879511317

4. The policy requires to be reviewed regularly and Housing Services will shortly commence a full consultation for a new Lettings Policy. A paper will be submitted to Cabinet in 2025 for approval. However, due to the unprecedented demand on Council homes, an emergency amendment to the existing lettings targets within the policy is required.

5. The existing policy has set lettings targets which will maximise, as much as possible, the percentage of available homes allocated to homeless households:

- The % of new build council homes allocated to homeless households is to up to 40%.
- The % of existing council homes allocated to homeless households is up to 70%.

REPORT

6. The demand for council housing has increased steadily over the past few years and in particular from homeless households. The table below details the increase in recent years.

Year	No of homeless presentations	No of households who had the right to an offer of permanent accommodation
2018/19	308	251
2019/20	340	287
2020/21	372	301
2021/22	378	309
2022/23	445	392
2023/24	484	354

7. The demand from homeless households is in addition to the general waiting list. On the general waiting list there are households with various needs including medical needs, overcrowding and lodgers. The demand from the general waiting list has increased from approximately 2800 in 2018/19 to over 6700 at the end of 2023/24.

8. To address this the Council has around 250 – 300 empty council homes each year. However, in recent years, turnover has begun to drop, reducing the number of available properties. Local Housing Associations operate their own waiting lists and also have a legal duty to assist with the housing of homeless households. Many in the area are specialist providers and are rarely able to assist the needs of homeless households. However, as a mainstream landlord, Barrhead Housing Association (BHA) assist by allocating up to 40% of all their empty properties to homeless households.

9. East Renfrewshire Council has a healthy new build programme being delivered by the Council and other Housing Associations. The Strategic Housing Investment Plan (SHIP) ensures that a minimum 25% of all new build social housing in the area is allocated to homeless households.

10. Whilst the policy has been set to deliver a high proportion of lets to homeless households, demand and the backlog of households waiting for housing remains very high. In addition, there are existing tenants who are seeking to move and cannot secure new accommodation. When an existing council tenant is rehoused, the let not only meets their housing need but also allows the Council to allocate their former tenancy to another household in need.

11. The policy that will shortly be issued for consultation will seek to make best use of the existing stock, including maximising the number of tenants re-housed to increase turnover.

12. However, in the meantime Housing Services are in the process of allocating 105 new build homes at Maidenhill, Newton Mearns. Bids were sought from the waiting list in May 2024. As per the current policy, the homes would be allocated in the following manner:

- 40% to homeless households – 42 households.
- 30% to existing tenants – 32 households.
- 30% to waiting list applicants – 31 Households.

13. In addition, the 32 properties vacated by successful tenants will be relet, with approximately 22 being allocated to homeless households. As a result, this development would permit Housing Services to re-house 64 homeless families (42 at Maidenhill, 22 from existing stock vacated by tenants re-housed at Maidenhill).

14. To date Housing Services have allocated 52 of the 105 units with 53 still to be allocated. It is proposed that an emergency change is approved to amend how the remaining 53 properties are allocated. The proposal prioritises the bids from existing council tenants with

the aim to meet the housing need of existing council tenants and increase turnover to meet the need of homeless households. The approach to let existing stock remains unchanged at this stage (i.e. the proposed change relates only to the 53 remaining Maidenhill houses.)

15. It is proposed that the remaining 53 properties be allocated as follows:

- All eligible tenants who bid and passed the required tenancy check will be offered a tenancy – 30 properties.
- The remaining 23 properties will be split 70% to homeless households (16 properties) and 30% to waiting list applicants (7 properties).

16. If approved the full allocation of the site will be as follows:

- 38 (36%) allocated to homeless households.
- 45 (43%) allocated to council tenants (all tenants who bid, were eligible and passed tenancy checks will be successful.
- 22 (21%) waiting list applicants re-housed.

17. Whilst the initial lets of new build homes at Maidenhill to homeless households is reducing, by prioritising lets to existing tenants, the project will release 70 properties for homeless households (38 at Maidenhill, 32 from existing stock vacated by tenants re-housed at Maidenhill). This is 6 more than the current policy would permit.

18. The proposal was approved by Councillor O'Donnell & Councillor Devlin on 20 August 2024.

FINANCE AND EFFICIENCY

19. Whilst the approach proposed aims to meet the housing need of homeless households and existing council tenants, the increased turnover will increase the void rent loss. This increase is manageable within the existing budget.

CONSULTATION

20. When setting allocation policies, social landlords are legally required to undertake a full consultation exercise. However given the emergency nature of this issue, this was not possible at this time.

21. As noted in paragraph 4, a full policy review will be submitted to Cabinet in early 2025 and Housing Services will consult with the following groups:

- existing ERC tenants;
- those on our housing waiting list;
- registered tenants' organisations in East Renfrewshire;
- East Renfrewshire Health & Social Care Partnership; and
- relevant organisations, including other housing providers and voluntary agencies operating in the area, e.g. Shelter Scotland.

22. The consultation will be undertaken from October 2024 with a policy review being presented to Cabinet in early 2025.

PARTNERSHIP WORKING

23. It is vital that all social landlords in East Renfrewshire contribute towards addressing housing need and homelessness. Therefore, Housing Services continue to engage with local Registered Social Landlords to improve referral and nomination agreements for the allocation of new and existing social housing.

IMPLICATIONS OF THE PROPOSALS

24. There are no implications with these proposals in terms of staffing, legal, property or sustainability.

25. An Equalities Impact Assessment has been undertaken.

CONCLUSIONS

26. Over the past few years, the need for housing from homeless households has increased year on year. However, despite the provision of new council housing, demand continues to significantly out strip demand.

27. A review of the existing policy is underway to ensure it addresses the housing concerns of those most in need. A full consultation exercise will be undertaken in connection with that review and the policy presented to Cabinet for approval in due course.

RECOMMENDATIONS

28. Cabinet are asked to

- Note the current demand for Council housing in East Renfrewshire Council, in particular the increase in homelessness; and
- Homologate the decision to amend the lets allocation to key groups.

Director of Environment

Further information can be obtained from: Mark Rodgers, Head of Housing & Property
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Convener contact details

Councillor Danny Devlin
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August 2024

EAST RENFREWSHIRE COUNCILCABINET5 SEPTEMBER 2024Report by Director of Business Operations and PartnershipsUPDATE ON THE DIGITAL TRANSFORMATION PROGRAMME**PURPOSE OF REPORT**

1. The purpose of this report is to provide Cabinet with an update on the achievements of the Digital Transformation Programme during 2023/24 and to give an overview of plans for 2024/25.

RECOMMENDATION

2. It is recommended that Cabinet notes the achievements and future plans across the 3 areas of our Digital Transformation Programme: Customer Experience; Business Systems and Processes and Workforce Productivity.

BACKGROUND

3. Digital Transformation is important in helping us better understand our communities and customers; targeting resource to maximum effect: helping reduce service demand; supporting services to take early or preventative action; changing community and individual outcomes for the better; increasing organisational efficiency; improving performance, spending our budgets smarter; sweating our assets to get the most value out of them; and ensuring we are broadening and developing the skills of our most important asset, our staff.

4. The latest iteration of the Digital Transformation Programme launched in April 2022 in line with the Council's Digital Transformation Strategy for 2021-2024 which was approved by Cabinet in June 2021 and focuses on 3 areas:

- Customer Experience
- Workforce Productivity
- Business Systems & Processes

5. Our services have made substantial headway across 2023/24 to progress our digital transformation ambitions, make efficiencies, improve customer service, and modernise the way we work. Through the various initiatives outlined below this work has impacted many, if not most of the households in East Renfrewshire as a result of work on systems such as Council Tax, Benefits, Customer Services and Housing.

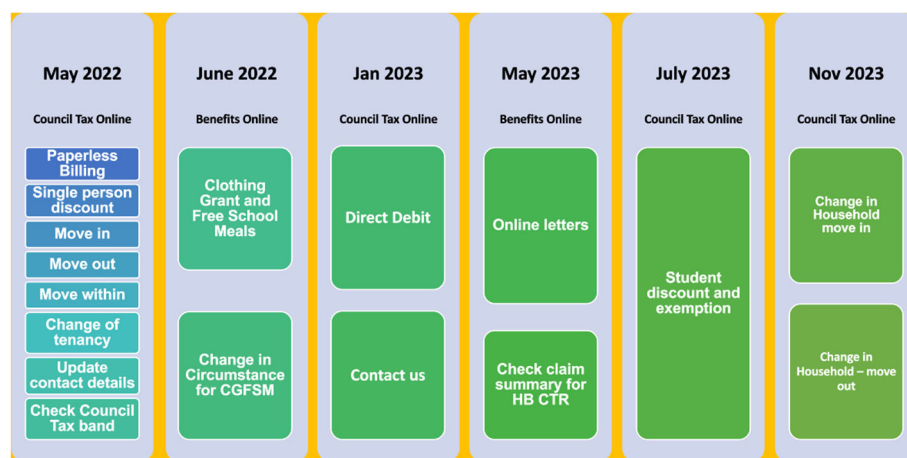
IMPACT ON CUSTOMERS

6. The vision of our customer experience programme is to provide a consistent, efficient customer experience, designed with the user at the heart. In this programme we are expanding access to 24/7 online services, improving the customer experience, and working to provide a seamless end-to-end journey.

Expanding access to online services

7. Over the past year we have made significant progress widening 24/7 access to online services, enabling customers to access services where and when suits them. Key areas of note include:

- Registered users of our customer portal, MyEastRen, grew by 50% to over 22,000. Widening access to a range of online services, including Council Tax, Benefits, and ParentsPortal.
- Our new Council Tax and Benefits online services, which launched in 2022 and expanded its features over time, have had nearly 10,000 customers sign-up. Over 8,000 of the council's 40,000 households have moved from paper to e-bills and 53% of new Council Tax applications are being received online, reducing paper and postage.



- East Renfrewshire has the highest level of Parent Portal engagement in Scotland. We now have 11,300 Parents Portal accounts covering 15,750 pupils. Almost 50% (7,875) of school annual data checks are now completed online, over 18,000 individual online permission consents have been granted and almost 4,000 applications for under-22 bus travel received. A recently launched mobile app has further enhanced accessibility, receiving positive early feedback.
- 95% of appointments to register a birth were made online by customers through a new booking system. This year it has been expanded to Marriage/Civil Partnership appointments, with 85% of appointments now booked online, over half of which are made during evenings and weekends when offices are closed. The booking system has also been adapted and rolled out for ranger events at Dams to Darnley Country Park, further broadening our online service offer.
- A new Housing Online Portal was launched in March 2024 and new customer functions will roll out over time. It will enable customers to apply and bid for housing, view their rent accounts, balances and statements, raise repairs requests and make rent payments. With around 3,000 tenancies in East Renfrewshire, over 300 (10%) tenants have registered for this service already with a larger uptake anticipated as additional features are released.
- 96% of 318 commercial waste customers have signed up to a new system, launched in September 2023, which automates financial processing, streamlines renewals, provides schedule information and payment management.

Modernising our customer contact arrangements

8. One of the top priorities this year has been to implement a new modern telephony platform that allows our customer services team to handle and route enquiries via phone and email. The new system improves real-time queue visibility, enabling quicker decision-making

and customer messaging to manage customer contacts more effectively. Call recording functionality assists with complaint handling as well as ongoing staff training.

9. Future phases of this project will permit our customer service agents to access the solution from any location, ensuring resilience for business continuity, particularly in the face of extreme weather events and illnesses when staff may need to work from other locations. The platform will intelligently route customer enquiries using chat bot capabilities and extend our communication channels to include live chat. The new platform will include improved reporting capability and access to data which will be used to provide better insights to enhance customer experience.

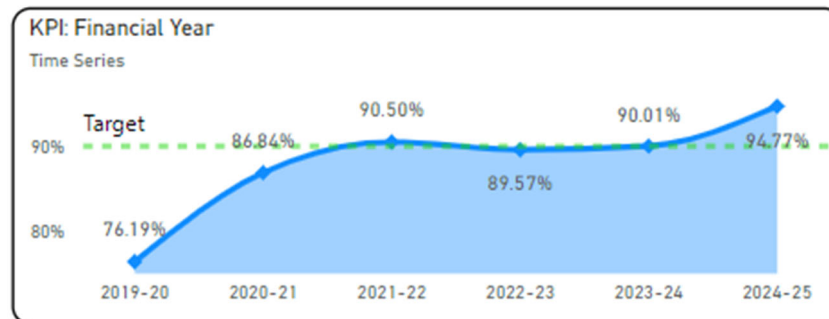
IMPACT ON EMPLOYEE PRODUCTIVITY AND BUSINESS PROCESSES

10. Our Workforce Productivity Programme aims to integrate data and utilise business intelligence, automation and artificial intelligence to improve outcomes for communities and individuals, and increase staff productivity, performance and effectiveness.

Using Data to Improve Service Performance

11. There has been significant progress made by the Management Insight project over the last year delivering a range of dashboards built on secure and automated data feeds, with near-time visuals which allow authorised staff to self-serve the information they require. These have included:

- Our Invoice Payment dashboard, which is helping the Accounts Payable team and departmental staff to track and manage invoice payments approaching the 28 day payment target. The chart below shows the new tool is helping the team to improve the percentage of invoice payments made within 28 days above the 90% target.



- CMT and key HR staff have access to a staff absence analysis dashboard that provides insights into absence reason, location and roles, and monthly tracking of our absence rate. This information can be used to identify areas for improvement and potential preventative activities and actions.
- Our Cost of living dashboard continues to evolve giving localised insights on financial wellbeing and trend analysis since the pandemic, to help to target resources on poverty and financial vulnerability.
- School attendance and attainment dashboards have been built to support school quality improvement journeys and work to close the poverty related attainment gap.
- A staff training dashboard is giving managers specific information about the mandatory training and due dates required of their employees to help them proactively ensure data protection, information and cyber security and fire awareness is up to date across our workforce. This helps keep our employees safe and reduces the risks of data and cyber security incidents.
- A new Freedom of Information (FOI) requests dashboard is helping to manage FOI response times and identify opportunities to reduce the number of FOIs.

Improving Business Processes & Increasing Employee Productivity

12. A key focus of these workstreams is using digital tools to make our staff more productive by saving time and/or money. This year workforce productivity projects have saved over 10,000 hours of staff time (equivalent to over 6 FTE or £250k worth of employee time) across the organisation. Such productivity gains are utilised as part of the budget process to offer up savings from services or are sometimes redeployed to meet other business demands or increased workload.

13. The introduction of Microsoft Teams during the pandemic, reduced the number of in-person meetings leading to lower staff mileage and travel expenses claimed. While face-to-face collaboration remains important and valuable, since the pandemic our mileage and travel expenses have reduced by a total of £269k across the years 20/21 to 23/24.

14. The Education Department has finalised the implementation of a digital Education Psychologist case management system. This enables the Educational Psychology Service to work across educational establishments, ensuring ongoing access to often very sensitive information and data in a secure, managed way. The new system has reduced administrative support for the service by 1 FTE, which was redeployed to support emerging business demands elsewhere across the Education Department.

15. There have been a number of productivity efficiencies delivered by the HR & Payroll development team through the council's HR & Payroll solution (iTrent):

- In March 2024 staff leave was transitioned from an existing legacy system with approximately 1500 staff now managing their annual leave and flexitime within iTrent.
- The changes to flexitime have removed the need for miscellaneous time adjustments, of which there were approximately 20,000 each year. Each adjustment took approximately 5 minutes, this has created a staff time saving efficiency in the region of 230 days each year.
- Staff from within the Education Department now use iTrent to record sickness absence information ensuring a standard way of reporting. This reduction in manual keying has saved the Payroll team in the region of 420 hours per annum.
- The new leave management module has reduced the creation of duplicate information in HR and Business Support teams and allowed for a saving in the costs associated with the legacy system used to administer leave. Other teams from across the Council who manually manage leave with leave cards and spreadsheets now have the functionality to record leave in iTrent ensuring a more standardised approach across the council.

16. Our ongoing focus on identifying process automation opportunities within the Customer Experience Management system has yielded significant productivity gains. Process automation allows us to use technology to automate repetitive and manual tasks identified in our business processes. It's estimated that automating the task of managing our data retention schedules alone has allowed us to avoid new costs in the region of 1,200 staff days per year, equivalent of approximately five full-time employees (FTEs).

17. As mentioned in the customer section above, improvements made to customer experiences have also had staff productivity or cost benefits:

- The new Housing Management System replaced two previous systems netting an annual saving of £5,400. It is anticipated that the additional Housing Online modules will result in an increase in customer satisfaction and a further staff efficiency saving of 1.2 FTE as a result of automated workflows.
- The total efficiency savings from the new Commercial Waste Management System project equate to 600 hours per year.

- Online bookings for our birth registration and Marriage or Civil Partnership appointment services has saved in the region of 63 hours each year processing phone calls or emails relating to marriage bookings and approximately 8 hours per year for birth registrations.

18. The Council has moved from traditional analogue telephone lines to digital lines generating savings of £10,460 each year.

19. Our new Digital Telecare platform continues to ensure our circa 3,000 vulnerable telecare customers benefit from their lifeline community alarm system. The new system has reduced calls through use of a mobile app as telecare responders receive next-client routing information direct to the app, freeing-up call-handlers from manually calling round responders. East Renfrewshire has been at the forefront of implementing digital telecare and is on track to achieve a Platinum Digital Telecare Implementation Award, the highest level, from the Scottish Digital Office. Phase 2 will focus on updating equipment in sheltered housing complexes and replacing 2,500 analogue alarms with digital ones.

20. The Community Learning and Development Team has digitised the (previously paper) registration process for young people and adults registering for the groups they run, saving at least 260 hours of staff time each year which is being freed up to deliver front-line services.

21. As well as the time efficiencies outlined above, the transition away from legacy systems has also addressed a number of potential public services network (PSN) security vulnerabilities. We need ongoing PSN accreditation to be able to access several critical national systems.

Maintaining & Improving Key Systems

22. Our Business Systems & Processes (BS&P) Programme aims to maximise the value from the Council's key technology platforms and efficiently prioritise and manage the small staff and technology base required for implementing complex, large-scale system change.

23. In February 2024, the BS&P Finance/Procurement development team successfully completed a major upgrade of the Finance & Procurement system, ensuring our systems are robust and secure. The upgrade has also helped improve the invoicing and recharge processes between the Council and the Culture & Leisure Trust. Purchase Order and Invoice information is now visible across multiple system modules thus saving employees' time.

24. The development team has been onboarding eligible suppliers to electronic invoicing. The team has also introduced standard invoice templates and scanning software which has improved invoice processing performance, reduces errors and rekeying of invoice details. 22% of the total invoices processed by the council in 2023/24 utilised one of two new automated processing arrangements.

25. Development has continued with changes to some system configuration that has allowed payroll processes to be automated, reducing manual interventions and errors. The improvements made so far allowed the Council to process the 23/24 pay award, including a significant proportion of back pay to staff, in their December 2023 wage. East Renfrewshire Council were one of the few Scottish councils able to process the pay award ahead of Christmas 2023. This payroll improvement project will continue next year to drive out further process efficiencies.

OUR FUTURE PROGRAMME

26. East Renfrewshire Council will continue to focus on digital transformation to become more efficient, accessible, and modern; making improvements to better serve our community. As outlined above the current iteration of the Digital Transformation Programme launched in

April 2022. Work will be undertaken in 2024/25 to begin to refresh the strategy, taking account of the SOLACE, Improvement Service and Digital Office work on the “Council of the Future: Digital ‘To Be’ State”. We will need to balance the delivery of our transformation workstreams with the substantial work being planned to improve our digital infrastructure over the next 12-24 months.

27. Whilst challenges continue to be faced in terms of capacity versus ambition and complexity of many of these programmes of work, we are more conscious than ever of the importance of prioritising this work to achieve best use of scarce resource. We will continue to leverage agile project methodologies to deliver incremental changes based on user needs and to get value to those who use the service as quickly as possible.

28. Through the Digital Transformation Programme, Departments are continually engaged in a process of project prioritisation looking at what the Council needs to do and wants to deliver as part of its digital transformation journey. The ongoing review of projects in this manner helps us assess the linkages and sequencing of initiatives; the scope for use of national platforms or solutions wherever possible; plan resources; identify gaps or challenges and ensures a balance of delivery and benefits realisation across the 3 fronts of our digital transformation strategy.

29. Under the Customer Experience programme, we will:

- Take the next steps in modernising our customer contact platform by enabling remote working for our Customer First team ensuring resilience for business continuity and expanding our communications channels to include live chat and chat bot capabilities.
- Streamline and modernise licensing processes through a new online portal for customers to process their applications.
- Build on the success of current online processes by extending the online application process for all nursery children, including those aged under 3 years.
- Continue to promote and drive-up sign-ups and adoption of online platforms for customers.

30. The focus of the Business Systems & Processes programme will be to:

- Oversee the implementation of work to modernise and refresh the Council’s ICT infrastructure arising from a 2024 review.
- Leverage the new income management system to broaden customer’s ability to pay money to the Council.
- Improve processes for employees as they join the Council, move posts, change circumstances, or leave the organisation.
- Streamline payroll processes, reduce manual recording and checking of pay related matters, and create capacity within Payroll teams through automation.
- Pilot cashless payment services to libraries and then widen out across the authority.

31. Within the Workforce Productivity programme we will:

- Bring forward new workstreams that match and integrate our key data sets, automate business processes and start to utilise artificial intelligence in low-risk, ethical ways that will enhance staff productivity.
- Continue to develop business intelligence dashboards that will improve efficiency and performance.
- Drive further business benefits from use of M365, including OneDrive, Planner, Bookings and Lists and encourage and support new ways of working for staff.
- Continue to enhance information and cyber security within the council.
- Migrate our corporate devices to Windows 11.

IMPLICATIONS

32. Change and digital transformation across an organisation as diverse as a Council (and HSCP and ERCLT) is a complex area. There is a complicated ICT system architecture and network of operational processes that sit behind the services that our residents interact with on a day-to-day basis. We must plan carefully to ensure that we are focusing on improving our high-volume processes whilst undertaking the routine work to keep our systems up to date, secure and integrated.

33. Budget challenges mean we must clearly prioritise our activities and resources to ensure we deliver benefits from projects, that they contribute to future savings opportunities and improve the experiences of residents and reduce bureaucracy. Learning from others' successes (and failures) will also help transition quicker and save rework.

34. Recruiting, retaining and, where possible, growing the right skills and experience is essential to the success of our digital transformation journey. Digital, data, technology and service design skillsets are in significant demand nationally and it is a challenging marketplace. Programmes routinely have gaps in key skillsets which means the need to prioritise resource to achieve the best collective benefit – this is a key function of the 3 Programme Boards, which must work together to make decisions and recommendations. We have also developed close links with the Scottish Local Government Digital Office and Scottish Digital Academy to ensure we can develop and enhance our digital, data and technology skillsets.

FINANCE & EFFICIENCY

35. Whilst significant benefits have already been realised, the Council will continue to face very challenging financial circumstances for the foreseeable future. In recent years, the Council has seen its digital transformation programme as a key mechanism to drive change and help deliver savings across all services. The Revenue Estimates for 2024/25 concluded that £0.652m for 2023/24, and £1.122m, for 2024/25, of the Council's savings proposals related to efficiencies or to the Council's digital transformation programme and the focus on the Council's 3 capabilities (i.e. prevention; empowering communities and digital change). And, as set out above, digital transformation is supporting over 10,000 hours of employee productivity gains.

36. The key principles behind the programme that will lead to budget savings are:
- improving customer end-to-end experience and expanding access to 24/7 online self-service;
 - Increasing employee productivity through automation, data integration, business intelligence insights and artificial intelligence;
 - maximising the use of key business systems and capabilities; and
 - An increased focus on user engagement in service design and more community empowerment to provide services which put customers at the heart of provision, improving services and potentially lowering costs.

CONSULTATION & PARTNERSHIP WORKING

37. The progress and ambitions outlined in this paper relate not only to the Council but also to the wider 'family' organisations of the HSCP and the Culture and Leisure Trust. We will continue to work together to progress the key priority areas for digital transformation and to share lessons learned and plan resources.

38. We will continue to work in partnership with the Improvement Service and Scottish Local Government Digital Office to share knowledge and learn from other areas of best practice.

User engagement in service design, internal as well as external, is a key principle of our digital transformation journey. We will utilise the Scottish Approach to Service Design wherever possible to put users at the heart of change.

CONCLUSION

39. In summary the Digital Transformation programme and platforms are expanding 24/7 access to online services to thousands of customers, increasing staff productivity, helping to reduce costs, generating data insights to improve outcomes, targeting support at the most vulnerable; and supporting improvements in performance.

40. The pace and scale of change across the Council and HSCP remains significant. This is driven by pressures on budgets; statutory and contractual obligations and our own ambitions for digital modernisation and improved user experience. Prioritisation, resource management and good governance will continue to be key to the next stages of our digital transformation journey, with a focus on customer experience, our business systems and processes and the productivity of our workforce.

RECOMMENDATION

41. It is recommended that Cabinet notes the achievements and future plans across the 3 areas of our Digital Transformation Programme: Customer Experience; Business Systems and Processes and Workforce Productivity.

Louise Pringle
Director of Business Operations & Partnerships
May 2024

Report Authors; Kenny Barr, Senior Programme Manager
& Jamie Reid, Head of Communities & Transformation
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BACKGROUND PAPERS

- [Local Government in Scotland Overview 2023, Audit Scotland, May 2023](#)
- [Financial Planning 2024-2030, Council 28 February 2024](#)
- [Strategic Impact of the Financial Settlement, Council, 1 March 2023](#)
- [Revenue Estimates 23/24, Council 1 March 2023](#)
- [Revenue Estimates 2024/25, Council 28 February 2024](#)
- [Update on the Digital Transformation Programme, Cabinet 19 June 2023](#)

EAST RENFREWSHIRE COUNCILCABINET5th September 2024Report by Chief ExecutiveFREEDOM OF INFORMATION - COUNCIL PERFORMANCE 2023-24**PURPOSE OF REPORT**

1. The purpose of this report is to present the annual statistical report on the Council's performance in dealing with requests under Freedom of Information.

RECOMMENDATION

2. It is recommended that Cabinet notes the contents of this report.

BACKGROUND

3. Freedom of Information provides a statutory right of access to information held by Scottish public authorities.
4. Statistical reports on how the Council has dealt with information requests have been presented to Cabinet on an annual basis since the Freedom of Information (Scotland) Act 2002 came into force in 2005.

REPORT

5. The Council received 1,420 requests during this period, 893 under Fol(S)A and 527 under the related Environmental Information Regulations (Scotland).

PUBLICATION

6. This report will be published on the Council's website.

FINANCE AND EFFICIENCY

7. There are no particular financial implications arising from this report.

IMPLICATIONS OF REPORT

8. As this report is primarily a performance update, there are no particular implications in terms of staffing, property, legal, IT, equalities or sustainability.

RECOMMENDATION

9. It is recommended that the Cabinet notes the contents of this report.

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Freedom of Information

Report on information requests received 2023-2024

Contents:

1	Introduction
2	Volume of requests
3	Performance
4	Exemptions
5	Fees
6	Reviews and Appeals
7	Conclusion

1 Introduction

This report considers the volume of information requests received in the period 1st April 2023 to 31st March 2024 and details performance across East Renfrewshire Council in processing these requests. It also considers the use of exemptions, fees, reviews and appeals.

The Freedom of Information (FoI) (Scotland) Act 2002 and the associated Environmental Information Regulations (EIR) 2004 provide a statutory right of access to information held by Scottish public authorities. FoI encourages openness and accountability and helps to build trust between the Council and the public that we serve.

2 Volume of requests

East Renfrewshire Council received 1420 requests, compared to 1364 received in the previous year. As detailed in figure 1 below this total represents an increase of 4% on the previous year.

This total comprised 893 requests under the Freedom of Information (Scotland) Act 2002 and 527 requests under the Environmental Information Regulations (Scotland) 2004.

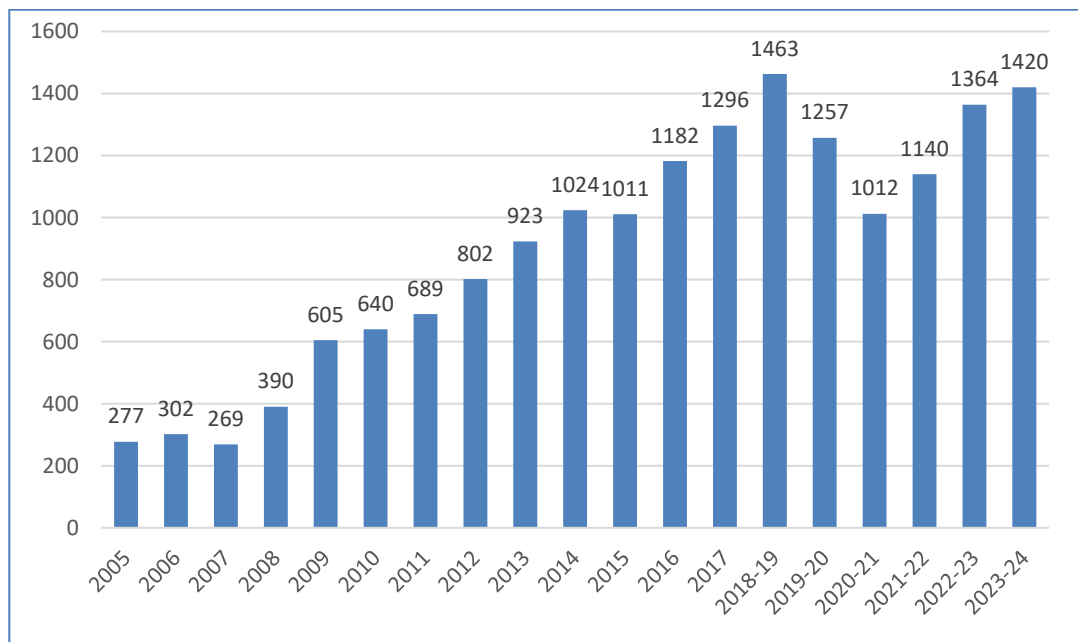


Figure 1

3 Performance

90% of requests received during the period of this report were answered within the statutory 20 working days and the average response time was 12.8 working days. These figures, with comparisons from previous years, are given in Figure 2. Details of performance for individual departments for 2023/2024 are detailed in Figure 3.

FoI performance: Council-wide	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Percentage of requests answered within timescale	85%	82%	80%	85%	93%	90%
Average response time (in working days)	12.3	13.7	15.1	13.7	12.4	12.8

Figure 2

FoI performance: by department	Number of requests	Percentage of requests answered within timescale (20 working days)	Average response time (working days)
Business Operations & Partnerships	271	85%	14
Chief Executive's Office	73	95%	12
Education Department	293	89%	13
Environment Department	561	89%	12
HSCP	104	94%	15
Culture and Leisure Trust	16	100%	6
Cross Departmental	102	99%	9

Figure 3

There can be various reasons for requests not always being answered on time. For example, a request might require information from schools during holidays, performance can be impacted by absence of key staff or changes in personnel, or there may be difficulties in collating responses to more complex requests.

4 Exemptions

The majority of requests (85%) resulted in full disclosure of the information sought, with partial disclosures in a further 10% of requests. However, certain information is exempt from disclosure under the legislation. FoI exemptions and EIR exceptions applied, in order of frequency of use, are detailed in Figure 4.

It should be noted that most “refusals” are “refused” only because the information sought is not held or because it is otherwise available.

Exemptions/Exceptions		Number. of times cited
S.17, Reg.10(4)a	Information not held	61
S.25, Reg.6(1)b	Information otherwise available	21
S.38, Reg.11	Personal information	17
S.12	Excessive cost of compliance	7
S.35, Reg.10(5)b	Law Enforcement	4
S.33, Reg.10(5)e	Commercial interests and the economy	3
S26	Prohibited by enactment	3
S.27, Reg. 10(4)d	Future publication or draft information	2
S 30	Conduct of public affairs	2
S34	Investigations	2
S14	Vexatious or repeated	1
S18	Neither confirm nor deny	1
S31	National Security	1

Figure 4

Note:

- *There have been a number of occasions on which more than one exemption was applied. The total number of exemptions noted, therefore, does not correspond with the total number of requests to which an exemption was applied.*

5 Fees

During the period of this report, the Council refused 7 requests on the grounds that answering them would exceed the statutory cost ceiling and 3 fee notices were issued.

6 Reviews and Appeals

Of the 1,420 information requests received, the applicant formally asked the Council to review its decision on 30 occasions. These reviews were determined as detailed in Figure 5. If the applicant remains dissatisfied after the internal review, they have the right to appeal to the Scottish Information Commissioner. Appeals determined in 2023-24 are detailed in Figure 6.

Requests for reviews 2023/24	
Number of requests for reviews	30
...of which the review upheld the department's original decision	14
...of which the review partially upheld the original decision	14
...of which the review overturned the department's original decision	2

Figure 5

Appeals Resolved 2023/24	
Number of appeals	1
Appeal partially upheld by Commissioner	1

Figure 6

7 Conclusion

Freedom of Information remains an important element of East Renfrewshire Council's commitment to transparency and accountability. It provides an efficient means for the public to access information about the services that the Council provides, and the Council remains committed to delivering a positive and efficient customer experience.

*Report Author:
Craig Geddes, Senior Information and Improvement Officer*

August 2024

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