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CABINET AGENDA

Date: Wednesday 21st April 2021

Time: 6.00pm NB Time

Venue: NB Remote Microsoft Teams

This meeting will be webcast live on the internet.

Membership:

| | |
|--------------------------------|--|
| | Chairman - Leader of the Council |
| Councillor Stanley | Chairman — Leader of the Council (Special Projects) |
| Councillor Mrs Egan | Place - Housing |
| Councillor Hart | Place – Infrastructure |
| Councillor Isaacs | People – Community |
| Councillor Johnson | People – Health & Wellbeing |
| Councillor MacLean | Growth – Strategic Planning |
| Councillor Sheldon | Environment |
| Councillor Mrs Thornton | Economic Development Delivery |
| Councillor Varker | Resources |

Cabinet Enquiries: **Ann Horgan ext. 2413**
 ahorgan@castlepoint.gov.uk
Reference: **9/2020/2021**
Publication Date: **Tuesday 13th April 2021**

AGENDA
PART I
(Business to be taken in public)

- 1. Apologies**
- 2. Members' Interests**
- 3. Minutes**
To approve the Minutes of the meeting held on 24th February 2021.
- 4. Forward Plan**
To review the Forward Plan.
- 5. Economic Development Update**
(Report of the Cabinet Member Economic Development Delivery)
- 6. Regulatory Powers Act 2000(RIPA) Policy Annual Update of Use of Powers**
(Report of the Cabinet Member People - Community)
- 7. The Paddocks Working Group Update**
(Report of the Cabinet Member Leader of the Council Special Projects)
- 8. Quarter 3 Corporate Performance Scorecard**
(Report of the Cabinet Member Resources)
- 9. Matters to be referred from /to Policy & Scrutiny Committees**
- 10. Matters to be referred from /to the Standing Committees**

PART II
(Business to be taken in private)
(Item to be considered with the press and public excluded from the meeting)

There were no items at time of publication of this agenda.



CABINET



24TH FEBRUARY 2021

PRESENT:

| | |
|-------------------------|---|
| Councillor Smith | Chairman – Leader of the Council |
| Councillor Stanley | Special Projects – Deputy Leader of the Council |
| Councillor B Egan | Place - Housing |
| Councillor Hart | Place Infrastructure |
| Councillor Isaacs | People – Community |
| Councillor Johnson | People – Health & Wellbeing |
| Councillor MacLean | Growth – Strategic Planning |
| Councillor Sheldon | Environment |
| Councillor Mrs Thornton | Economic Development Delivery |
| Councillor Varker | Resources |

ALSO PRESENT: Councillors Acott, Campagna, Cole, Cutler, E Egan, Greig, May, Mumford, Palmer, Riley, Sach, Thomas, Walter, Wass and Withers

163. MEMBERS' INTERESTS:

There were none.

164. MINUTES:

The Minutes of the Cabinet meeting held on 20.01.2021 were approved as a correct record subject to a minor alternation to the term Councillor Brian Wood served as Mayor of the Council.

165. FORWARD PLAN

To comply with regulations under the Localism Act 2011, the Leader presented a revised Forward Plan to the meeting which outlined key decisions likely to be taken within the next quarter of 2020. The Plan was reviewed each month. The item referring to, ASELA - appointment of a joint committee to give formality to the Memorandum of Understanding had been delayed.

Resolved – To note and approve the Forward Plan.

166. NEW HOUSING MANAGEMENT SYSTEM PROJECT PLAN REVISION:

Cabinet received a report providing an update on the initial project evaluation findings from the Housing Management System (HMS) upgrade project; and seeking approval for additional budget provision for extended delivery timeframe and further system development requirements.

Resolved:

1. To note the extended timeframe for the implementation of the HMS project.
2. To approve the expenditure as set out for the additional project support costs required for delivery of the HMS project.

3. To approve the additional expenditure for the elements as set out for Housing Benefit Entitlement functionality, System Reporting and Third-Party Interface Consultancy costs.

167. HOUSING REVENUE ACCOUNT (HRA) – 2021/22 RENT LEVELS, REVENUE BUDGET AND CAPITAL PLAN FOR 2021/22 AND 2020/21 REVISED:

The Cabinet considered a report submitting the following: Rent levels for Council dwellings and garages for 2021/22; HRA Revenue budgets for 2020/21 (revised) and 2021/22.; HRA Capital Plans for 2020/21(revised) and 2021/22. The report was presented mindful of the Cabinet's role to determine the rent levels for Council dwellings and garages and approve a budget for the Housing Revenue Account (HRA) that met legal requirements and delivered the approved HRA Business Plan and associated policies and strategies.

Cabinet and Members discussed and raised questions regarding the report.

Resolved:

1. To agree a rent increase of 1.5% for all social rent HRA dwellings resulting in an average increase of £1.34 per week.
2. To agree a rent increase of 1.5% for all affordable rent HRA dwellings resulting in an average increase of £2.63 per week.
3. Not to increase garage rents in 2021/22 following a period of annual rent increases on garages.
4. To approve the HRA revenue budget for revised estimate 2020/21 and estimate 2021/22, as set out in Annexe A to the report.
5. To approve HRA capital plan for revised estimate 2020/21 and estimate 2021/22, as set out in Annexe B to the report.

168. POLICY FRAMEWORK AND BUDGET SETTING FOR 2021/22

Cabinet received a report submitting proposals and recommendations for the Council's Policy Framework and Budget Setting for 2021/22. Cabinet was asked to consider these and make appropriate recommendations to Council at the meeting to be held later that evening.

**Resolved: to refer the report and recommend to Council:
Implementation of Council policies and related spending plans**

1. That the Cabinet approves the continued funding of priority projects and other items of discretionary expenditure, as set out in table 3.4.
2. That the Cabinet notes the cost pressures and budget increases (growth) as set out in table 3.5.
3. That the Cabinet note the efficiency savings, cost reductions and additional income summarised in table 3.6.
4. That subject to recommendations 1 to 3 above, the revenue spending plans for 2020/21 (revised) and 2021/22, set out in section 3, tables 3.1 (summary) and 3.2 (net services expenditure) of the accompanying report, are approved.

Capital spending plans and prudential indicators

5. That the capital spending plan described in section 9 of the accompanying report (tables 9.2 and 9.3) is approved in respect of 2020/21 (revised) and 2021/22.
6. That as required by section 3 of the Local Government Act 2003, and the Prudential Code for Capital Finance in Local Authorities (the Prudential Code), the following Prudential Indicators are approved as set out in the appropriate sections of the accompanying report:

| Prudential Indicator - Reference to sections 9, 10 and 11 of accompanying report | |
|--|-------------------------|
| Capital expenditure | Tables 9.2 and 9.3 |
| Capital financing requirement (CFR) | Table 9.4 |
| Authorised limit for external debt | Table 9.5 |
| Operational boundary for external debt | Table 9.6 |
| Ratio of financing costs to new revenue stream | Table 9.7 (a & b) |
| Gross external borrowing does not exceed CFR | Section 9 – para 51 |
| Maturity structure of fixed rate borrowing - upper and lower limits | Table 10.2 |
| Upper limits of fixed and variable interest rate exposures | Table 10.3 |
| Maximum period and counterparty limits for specified and non-specified investments | Table 11.2, 11.3 & 11.4 |

7. That the Statement of Minimum Revenue Provision for 2021/22, as stated in paragraphs 53 to 57 of section 9 of the accompanying report is approved.
8. That no new capital proposals are allowed until:
 - the proposal has been evaluated in accordance with relevant evaluation criteria;
 - the Cabinet has confirmed affordability and compliance with the Prudential Code for Capital Finance in Local Authorities;
 - the Cabinet has considered and approved details of the proposal
9. That, as stated in paragraph 65 of section 9 of the accompanying report, and as required by the Prudential Code, the statement of the Strategic Director (Resources) in respect of the affordability, deliverability and appropriateness of risk management arrangements with respect to the Capital Strategy is noted.
10. That the policies and strategies supporting the budget framework and contained within the accompanying report are approved.

Statutory report of the Strategic Director (Resources)

11. That as required by section 25 of the Local Government Act 2003, the report of the Strategic Director (Resources) set out in section 13 of the accompanying report in respect of robustness of the estimates is noted.
12. That as required by section 25 of the Local Government Act 2003, the report of the Strategic Director (Resources) set out in section 7 of the accompanying report in respect of the adequacy of proposed financial reserves is noted.

Statutory calculations in respect of the budget requirement & Council Tax as required by the Local Government Finance Act 1992, as amended (“the Act”)

13. That as set out in section 4 of the accompanying report it is noted that acting under delegated authority and in consultation with the Cabinet Member responsible for Finance, the Strategic Director (Resources) has calculated:
 - a) A tax base for the Borough of Castle Point of **30,965** being the amount **T** required by section 31B of the Act; and
 - b) A tax base for Canvey Island to which a Town Council precept applies as **11,962**.
14. That the following amounts be calculated for the year 2021/22 in accordance with sections 31 to 36 of the Act:

| Ref | Amount £ | Item |
|-----|-------------------|--|
| (a) | 55,501,120 | being the aggregate of the amounts which the Council estimates for the items set out in Section 31A(2) of the Act taking into account all precepts issued to it by Parish (Town) Councils. |
| (b) | 46,938,813 | being the aggregate of the amounts which the Council estimates for the items set out in Section 31A(3) of the Act. |
| (c) | 8,562,307 | being the amount by which the aggregate at 14(a) above exceeds the aggregate at 14(b) above, calculated by the Council in accordance with Section 31A(4) of the Act as its Council Tax requirement for the year. (Item R in the formula in Section 31B of the act) |
| (d) | 276.52 | being the amount at 14(c) above (item R), divided by item T (14(a) above), calculated by the Council, in accordance with Section 31B of the Act, as the basic amount of its Council Tax for the year (including Parish (Town) precepts). |
| (e) | 251,920 | being the aggregate amount of the (Parish (Town) precepts) referred to in Section 34(1) of the Act. |
| (f) | 268.38 | being the amount at 14(d) above less the result given by |

| | | |
|--|--|---|
| | | dividing the amount at 14(e) above by item T (14(a) above), calculated by the Council in accordance with Section 34(2) of the Act, as the basic amount of its Council Tax for the year for dwellings in those parts of its area to which no Parish precept relates. |
|--|--|---|

15. That the Cabinet recommends that Council, in accordance with Sections 30 and 36 of the Local Government Finance Act 1992, sets the aggregate amounts shown in the tables below as the amounts of Council Tax for 2021/22 for each part of its area and for each category of dwelling. This information is included within section 14 of the accompanying report:

Castle Point Borough Council Tax 2021/22, including and excluding Town Council precept, for each of the following categories of dwelling:

| Council Tax Band | | Ratio in 9ths | Canvey Residents Council Tax Including Town Council | Mainland Residents Council Tax Excluding Town Council |
|------------------|--|---------------|---|---|
| A | | 6 | 192.96 | 178.92 |
| B | | 7 | 225.12 | 208.74 |
| C | | 8 | 257.28 | 238.56 |
| D | | 9 | 289.44 | 268.38 |
| E | | 11 | 353.76 | 328.02 |
| F | | 13 | 418.08 | 387.66 |
| G | | 15 | 482.40 | 447.30 |
| H | | 18 | 578.88 | 536.76 |

16. To note that the County Council, the Police Authority and the Fire Authority have issued precepts to the Council in accordance with Section 40 of the Local Government Finance Act 1992 for each category of dwelling in the Council's area, as indicated in the table below:

| Council Tax for each band | | | | | | | |
|---------------------------|------------------------------|----------------------|--|--|------------------------------|----------------------------|------------------------------|
| Band | Castle Point Borough Council | Essex County Council | Essex PFCC - Fire and Rescue Authority | Essex PFCC - Policing and Community Safety | Total excluding Town Council | Canvey Island Town Council | Total including Town Council |
| | £ | £ | £ | £ | £ | £ | £ |
| A | 178.92 | 893.94 | 49.26 | 139.02 | 1,261.14 | 14.04 | 1,275.18 |
| B | 208.74 | 1,042.93 | 57.47 | 162.19 | 1,471.33 | 16.38 | 1,487.71 |
| C | 238.56 | 1,191.92 | 65.68 | 185.36 | 1,681.52 | 18.72 | 1,700.24 |
| D | 268.38 | 1,340.91 | 73.89 | 208.53 | 1,891.71 | 21.06 | 1,912.77 |
| E | 328.02 | 1,638.89 | 90.31 | 254.87 | 2,312.09 | 25.74 | 2,337.83 |
| F | 387.66 | 1,936.87 | 106.73 | 301.21 | 2,732.47 | 30.42 | 2,762.89 |
| G | 447.30 | 2,234.85 | 123.15 | 347.55 | 3,152.85 | 35.10 | 3,187.95 |
| H | 536.76 | 2,681.82 | 147.78 | 417.06 | 3,783.42 | 42.12 | 3,825.54 |

17. To note that, in accordance with the requirements of section 52ZC of the Act the Council has determined whether it's Relevant Basic Amount of Council Tax for 2021/22 is excessive.

For 2021/22, the relevant basic amount of Council Tax for Castle Point would be deemed excessive if the authority's relevant basic amount of Council Tax for 2021/22 is:

- (a) 2%, or more than 2%, greater than its relevant basic amount of Council Tax for 2020/21; and
- (b) More than **£5.00** greater than its relevant basic amount of Council Tax for 2020/21.

| Ref | Amount £ | Item |
|-----|---------------|--|
| (a) | 263.16 | being the Relevant Basic Amount of Council Tax for 2020/21, excluding local precepts. |
| (b) | 2.0% | being the percentage increase above which the Secretary of State has determined the Relevant Basic Amount of Council Tax for 2021/22 would be excessive. |
| (c) | 268.42 | being the amount above which the Relevant Basic Amount of Council Tax for 2021/22, excluding local precepts, would be excessive (rounded down to the nearest penny). |
| (d) | 268.38 | being the Relevant Basic Amount of Council Tax for 2021/22, excluding local precepts. |

The Relevant Basic Amount of Council Tax for 2021/22 is therefore not excessive and the duty to make substitute calculations and hold a referendum does not apply (Chapter 4ZA of Part 1 of the Act).

169. MATTERS REFERRED FROM / TO POLICY AND SCRUTINY COMMITTEES

There were no matters.

170. MATTERS REFERRED FROM / TO THE STANDING COMMITTEES

There were no matters.

Chairman



Castle Point Borough Council

Forward Plan

APRIL 2021

CASTLE POINT BOROUGH COUNCIL

FORWARD PLAN

APRIL 2021

This document gives details of the key decisions that are likely to be taken. A key decision is defined as a decision which is likely:-

- (a) Subject of course to compliance with the financial regulations, to result in the local authority incurring expenditure which is, or the savings which are, significant having regard to the local authority's budget for the service or function to which the decision relates subject to a threshold of £100,000; or
- (b) To be significant in terms of its effects on communities living or working in an area comprising two or more Wards in the area of the local authority.

The Forward Plan is a working document which is updated continually.

| Date | <u>Item</u> | Council Priority | Decision by Council/ Cabinet | Lead Member(s) | Lead Officer(s) |
|-------------|--|--|-------------------------------------|-----------------------------|---------------------------------------|
| June 2021 | <u>Housing Strategy</u> – revision for approval | Housing and Regeneration | Cabinet | Place – Housing | Head of Housing |
| June 2021 | <u>Planning Policy Update</u> -to note | Housing and Regeneration | Cabinet | Growth – Strategic Planning | Head of Place & Policy |
| June 2021 | <u>ASELA</u> – appointment of a joint committee to give formality to the Memorandum of Understanding | A Commercially and Democratically Accountable Council Housing and Regeneration | Cabinet | Leader of the Council | Strategic Director (Resources) |
| June 2021 | <u>Quarter 4 Corporate Score Card</u> | All | Cabinet | Resources | Strategy Policy & Performance Manager |
| July 2021 | <u>Financial Update</u> – | A Commercially and Democratically Accountable Council | Cabinet | Resources | Strategic Director (Resources) |
| | | | | | |

CABINET

21st April 2021

Subject: Economic Development

Cabinet Member: Councillor Thornton - Economic Development Delivery

1. Purpose of Report

- 1.1 To provide Cabinet with an overview on Economic Development in Castle Point and to outline an approach for supporting future business and economic growth and opportunities.

2. Links to Council's priorities and objectives

- 2.1 This report links directly to the Council priority of Housing and Regeneration.

3. Recommendations

- 3.1 Cabinet notes the content of the report and recognises the role of the Council both directly and indirectly to support Economic Development in Castle Point
- 3.2 Supports the development of an Economic and Growth Strategy that integrates with the strategic focus and activities of other partners in South Essex such as Opportunity South Essex and ASELA.
- 3.3 Supports the proposed activity areas of focus for future economic growth
-

4. Background

- 4.1 The disruption and associated impact caused by COVID-19 has had a significant impact on the local economy of Castle Point, and areas where our residents depend on such as greater South Essex and London. The impacts on business operations and the staff employed by them, particularly for the retail and leisure sectors continues, but the government's roadmap is also providing a timetable for reopening. As the pandemic continues its disruption beyond most people's initial expectations, the full economic effects (positive as well as negative) are still not known or over what period, and the long-term consequences are yet to be fully appreciated as the economy adjusts to a new normal.
- 4.2 The Council has long played a role in supporting the economic prosperity of its regions, albeit economic development is not in itself a statutory function of local authorities. By creating an environment where local enterprise can flourish, many flow-on benefits occur to the local area either directly or indirectly. For example,

the availability of quality local jobs leads to general prosperity, enhanced education and health outcomes, and a reduction in travel brings associated environmental benefits. In this way economic development is very much integrated and entwined with other outcomes.

- 4.2 This report presents to Cabinet a comprehensive update on the local economic context and the initiatives underway to support economic development in Castle Point as guided and supported by the Castle Point Regeneration Partnership. The report also considers the opportunities for the Council to support businesses to look ahead to the recovery of the economy as the current Covid19 pandemic eases and to ensure that businesses take advantage of the new economic opportunities that are emerging.

5. Report

5.1 The Context of Castle Point

Both the current and emerging Castle Point Borough Council Corporate Plan highlight a range of features and challenges faced by the Borough that have, and are expected to continue to have, a bearing on the economy, namely:

- *Low Skilled Economy:* Jobs within the Borough are generally lower skilled, which is reflected in relatively low workplace-based earnings compared with other parts of Essex. Workers in Castle Point earn on average 13% less than the average for the Country.

Economic Impact: Workers with higher skills typically work outside the Borough leading to increased commuting and lost expenditure.

- *Skills and Qualifications:* Just 17.8% of the working-age population in Castle Point have skills equivalent to NVQ Level 4 or above (Level 4 is equivalent to the first year of a bachelor-level degree course). This is the lowest in Greater Essex (including Southend and Thurrock) and significantly below the Essex average of 30.5% and England average of 39.0%.

Economic Impact: This is significant because as well as a direct correlation between qualifications and earnings, forecasts on job growth in the Borough indicate a rise in skilled employment which local people may not be able to access without enhanced skills.

- *Town Centres in need of vitality:* The town centres in Castle Point need investment in order to make them more attractive to existing residents and visitors, as well as to encourage business investment and housing locations.

Economic Impact: Our local town centres lose a substantial proportion of the residential spend to other centres due to their lack of vitality as well as the high level of out-commuting from the Borough. An increase in the number of people working from home provides a potential opportunity for more spend to be retained locally.

- *Deprivation:* Overall, the Borough ranks 182nd out of 317 local authorities in the Indices of Multiple Deprivation (IMD) where a lower rank indicates less deprivation. However, there are four Lower Super Output Areas (LSOAs – areas of between 1,000 to 3,000 people each) that fall into the 20% most deprived in England and one LSOA that is in the 10% most deprived in England. This has a range of implications, including life-expectancy which is 6.6 years lower for men and 3.6 years lower for women in the most deprived areas of Castle Point compared with the least deprived.

Economic Impact: The IMD covers seven measures that include income and employment, therefore the level of deprivation in Castle Point directly affects, and is affected by, the general prosperity of residents.

- *Health:* For a variety of health statistics, Castle Point is around the average or better. However, the Borough faces key issues relating to lifestyle factors including obesity, poor eating habits and below average physical activity. 65.1% of the population are either overweight or obese which is above the England average. The Castle Point and Rochford Clinical Commissioning Group (CCG) has patients with the highest prevalence of diabetes at 7.2%, above the England average at 6.5%.

Economic Impact: Good health improves people's wellbeing, their productive capacity and their ability to participate in society. As such, it is an important contributor to a successful local economy and a thriving local society.

- *Ageing Population:* The population of the Borough is ageing. A quarter (25.2%) of the population in Castle Point are aged 65 and above and this is expected to increase to 34% in 2031.

Economic Impact: A population that includes a higher proportion of older people will need a different mix of services compared to that existing in the Borough today. There will be a need for more specialist accommodation to be provided as the number of elderly people increases. There are also economic impacts associated with the health needs of an ageing population.

- *Young People:* Young people (under 20 years) will continue to make up over 20% of the population and it is important that their educational and social needs are met. Between 2015 and 2025, the 5-10 and 11-15 year old age groups will be the biggest growing age groups for children (an increase of 432 and 420 respectively).

Economic Impact: As with older people, young people also require their own unique mix of services including education, retail and leisure which have a corresponding impact on the local economy.

- *Community Safety:* The overall crime rate per 1000 people in Castle Point is 25% lower than the average for England, 21% lower than the average for Essex and is the 12th lowest rate of crime out of 14 Essex local authority areas (including Southend and Thurrock). However, perceptions of feeling safe remain relatively low compared with other areas of Essex; just 42% of residents in the Borough indicated that they feel safe after dark and 82% of residents indicated they feel safe during the day.

Economic Impact: Crime has both a direct impact on the local economy arising from the effects and remediation of criminal activity, but also an indirect impact arising from the fear and perception of crime which can reduce people's propensity to visit and spend in the local area.

- *Ethnicity:* There is limited diversity across the population in Castle Point. Approximately 95% of the population regards themselves as white British with the remaining 5% of residents from black, Asian and other minority ethnic backgrounds, although in recent years a Haredi Jewish population has relocated to Canvey Island.

Economic Impact: Recent studies suggest that cultural diversity can benefit local economies, not only in the areas of tourism, education, and global linkages but also with the less obvious yet valuable assets of general community vibrancy, resilience, and adaptability.

- *Housing:* The pace of housing growth in the Borough has been the second lowest in Essex with an average of just 0.4% growth in overall housing stock per year between 2001 and 2018; the number of homes has increased from 35,770 in 2001 to 38,630 in 2018. A total of 82.9% of households in Castle Point are people that own their own homes (either with a mortgage or outright), more than the national average (64.2%) and the average for Essex (72.0%). There is a very low proportion of social tenants (5.4%), who may be impacted by low stock levels, and low proportion of private tenants (11.8%).

Economic Impact: Affordability remains an issue with 2018 median property prices over 10 times median workplace-based earnings.

- *Highways and Transportation:* Although the Council is not responsible for highways and transportation, the quality of transport networks in and around the Borough has an impact on people's lives. Satisfaction with Highway services overall in 2018 was just 17% which is second lowest in Essex. Satisfaction is also relatively low for pavements and footpaths; traffic levels and congestion; and the condition of the roads. The significant majority of commuting into and out of the Borough is done by car with very low bus usage, even for those travelling within the Borough. The level of traffic congestion was also an area

indicated by residents (69% of respondents to the survey) most in need of improvement.

Economic Impact: An efficient transport system helps support the local economy through the effective and safe movement of people and goods.

- *Climate Change:* Climate change is a significant issue for the UK and the Council is committed to tackling this, making a political declaration of a 'climate emergency'. The Council has a target of net-zero carbon emissions by 2040 and has implemented several initiatives in recent years to reduce the impact of the Council's operations on the environment. These include: insulation, boiler replacements in Council-owned housing; LED light upgrades and pool covers in the leisure centres; facilitation of grants to privately-owned houses to improve energy efficiency (especially those experiencing fuel poverty); and various other lighting and insulation improvements to Council offices and community halls.

Economic Impact: The economic impacts of climate change are far-reaching arising from impacts on infrastructure, businesses and residents. The adaptation and mitigation for these impacts along with the associated shifts in Government policy to focus on greening the economy, present unique opportunities for the local economy.

- *Recycling and waste minimisation:* Related to the above, the Council continues to work with residents to reduce the amount of waste produced and divert as much of this waste as possible away from landfill by recycling and composting.

Economic Impact: In line with the above, this represents both a challenge and an opportunity for local businesses as they adapt and respond.

5.2 The Castle Point Economy

5.2.1 Pre-Covid-19

The following points highlight a snapshot of the local economy¹:

- In 2019, the estimated population of Castle Point was 90,400 people. Of these, 47,300 were economically active;
- There were an estimated 29,000 jobs in Castle Point (2018) reflecting a jobs to economically active ratio of just 0.56 (which is much lower than the national average of 0.86). A consequence of this is that many of our residents commute outside of the Borough for work, travelling to other employment centres such as Basildon, Southend and, in particular, London.
- Residents of the Borough earn an average of £625 per week which is above the national average of £587 (gross weekly wage for full-time earners, 2020);
- However, the jobs available from employers in our Borough pay just £510 per week which is much less than the national average of £587 (gross weekly wage, 2020);
- The variance in earnings between those who are employed within the Borough and the average earnings (which includes people who work elsewhere) of £115 per week, is consistent with the data that show there are fewer managerial, professional and technical jobs available in the Borough;
- The top sectors which provide the jobs in our Borough are:
 - Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles (4,000 jobs)
 - Education (3,000 jobs)
 - Human Health and Social Work Activities (2,000 jobs)
 - Administrative and Support Service Activities (2,000 jobs)
 - Accommodation and Food Service Activities (1,750 jobs)
 - Construction (1,750 jobs)
- In terms of business activity, there were an estimated 3,390 businesses in Castle Point at 2020, of which the vast majority were classified as micro businesses with between 0-9 employees (a total of 3,130 organisations);
- Business activity in the Borough is focused on the following main geographic locations:
 - Canvey Town Centre and Seafront
 - Hadleigh Town Centre
 - Benfleet High Street
 - Thundersley
 - Tarpots

¹ Source Nomisweb Feb 2021

- Charfleets Industrial Area
- Manor Farm Industrial Area

5.2.2 During Covid-19

Since the first lockdown in March 2020, there has been a significant impact to the local economy as various lockdowns and the restrictive regulations have impacted business operations and the staff that work in them, particularly for retail and leisure sectors.

In the past 12 months, businesses and the economy has been through the first lockdown in March 2020, an easing of restrictions in July, the implementation of tiered restrictions in September, a second lockdown in November 2020, following by the third lockdown in December 2020 and the winter 2021. This has been a period of unprecedented uncertainty for business in all sectors.

Added to this has been the impact of new working arrangements, the need to adapt business models, furloughing and redundancies, and the health and well-being of the workforce.

Coastal areas have been affected more than most during the pandemic. It is estimated that 56% of employees in Castle Point were furloughed in the first lockdown², the highest in any of the South East Local Enterprise areas.

Another indicator has been the increase in claimants for Universal Credit, with 3.4% of the population of Castle Point claiming as of June 2020³, which is more than double what it was prior to COVID-19 in February.

Many Castle Point businesses have benefitted from the several grant support schemes offered by government including business rate relief, the local restrictions support grants, the Essex Business Adaptations Grant and other business support grants. As of January 2021, circa. £16 million of grant funding has been administered and distributed to local businesses by the Council.

The impact of the Covid-19 restrictions is clearly reflected in an Essex County Council survey of over 800 business representatives across Essex, of which 33 were from Castle Point. 73% of respondents from CPBC felt their business was in a precarious 'surviving' position.⁴

The challenges faced by high streets are well documented and were apparent prior to the pandemic, however the pandemic has amplified these challenges. As the economic impact of COVID-19 has taken hold across the Country, many well-known retail brands have collapsed including Debenhams and the Arcadia Group. Fortunately, the high level of independent stores and low representation by these national chains in our town centres has meant that our town centres have been relatively immune to these closures. However, Castle Point has not escaped

² South East LEP Coastal Data - June 2020

³ South East LEP Coastal Data - June 2020

⁴ Research undertaken by Essex County Council and Mackman Research January 2021

completely, and a number of retailers have collapsed or entered administration during the pandemic including Peacocks and some local traders. The final impact of the pandemic remains to be seen.

Meanwhile, the switch to ecommerce has been significant. The growth and new ways of working have been greatly accelerated by the pandemic. ONS data shows that the proportion of online retail spend soared to 35.2% in January 2021, the highest on record; this compares with 29.6% in December 2020 and 19.5% reported in January 2020⁵.

It is worth noting how quickly local retail businesses adapted to online sales and click and collect. Part of the investment plans outlined in this report is the promotion of online virtual high street tools to enable rapid acceleration of online and click and collect sales due to Covid, to be more widely promoted and supported.

5.2.3 Post Covid-19

As we move towards recovery, the long-term impacts will become clearer, but the Government wants the planning in place to ensure that we are ahead of the game. However, there will be some key impacts to consider, namely:

- An overall increase in unemployment in the short/medium term and reskilling.
- Further challenges for businesses, especially high street retailers and the likely closure of additional businesses.
- Changing work habits including reduced travel and working from home.
- The increased use of digital technologies and its associated impact on work practices.
- The consequence of education impacts on long-term attainment and skills.

In addition, opportunities for businesses locally should be considered, such as:

- The benefits of new trading arrangements such as proposed Freeport in Thurrock.
- As out lined in the recent Budget, the opportunities associated with the Government's agenda for a 'Green Recovery'.
- The new local plan which will set in place the planning context for additional growth and development in the Borough.

Therefore, future-focused economic development and business support activities should be designed to align to these themes with a view to being adaptable as clarity emerges regarding the on-going economic needs of our local businesses.

Assuming local impacts mirror national ones, Castle Point is likely to face significant challenges over the coming months. For example:

- In April 2020, an ONS survey revealed that 42% of people thought their household finances would get worse in the next 12 months.

⁵ <https://www.ons.gov.uk/businessindustryandtrade/retailindustry/bulletins/retailsales/january2021>

- In a PwC survey from December 2020, 19% of respondents stated that they expect to lose their job in the next year⁶;
- PwC's report predicts that the UK's unemployment rate will record its largest ever quarterly increase in Q2 2021.
- In terms of GDP, the Office of Budget Responsibility predicts that the UK economy could take until late 2023 to recover to pre-crisis levels under an 'upside recovery' scenario, and by Q3 of 2024 under a 'downside recovery' scenario⁷;
- Based on Essex County Council's recent survey of over 800 business representatives across Essex, the County stands to see a significant churn of businesses with 48.5% of all respondents stated that they are 'unsure' or it is 'unlikely' that they will still be trading in 12 months-time.

The disruption of the pandemic and the rebound of the recovery means that the future economy is likely to look different to the past. New opportunities have emerged relating to changed habits and behaviours ranging from shopping to business methods.

Prior to the pandemic, a significant proportion of our residents commuted out of the Borough for work, particularly to office-based jobs in London. During the pandemic this changed with most people working from home. Reports suggest that companies with large office requirements in London have renegotiated leases to reduce their office requirements. This is a long-term strategy that means a significant number of people now working at home will continue to do so, or work locally.

Some may also seek flexible workspaces in the local area. This shift in behaviour presents local economic opportunities both in terms of retail offerings as well as office space provision.

Particular consideration should also be given to the role of digital technology and its rapid adoption during this time. Many businesses have met the challenge and responded swiftly, which has placed them in a stronger position than those that have not. It will be important to continue to support local businesses with their technology adoption post Covid-19, particularly our high street retailers. The roll out of local full fibre network across the borough is underway.

Another potential opportunity relates to the role of environmental awareness and the Government's agenda for a 'Green Recovery' which stands to underpin a new wave of economic activity and opportunity. For example, PwC have assessed that one in every eight cars newly registered in 2021 are forecast to be electric or hybrid, driven by Government policy.

The impacts of Brexit remain to be seen along with how the associated challenges and opportunities will manifest themselves within the local economy as supply chains adapt and evolve.

⁶ <https://www.pwc.co.uk/press-room/press-releases/2021-uk-and-global-economic-outlook.html>

⁷ <https://obr.uk/efo/economic-and-fiscal-outlook-november-2020/>

It will be important that the Council and business support agencies keep ‘a finger on the pulse’ of these changes and opportunities so that businesses can position themselves to benefit from the recovery and adapt the local economy accordingly. If it fails to do so, the Borough is likely to see greater hardship and wider disparities within its population.

In addition to the effects of the pandemic, Castle Point is also poised to adopt its new local plan which will set in place the planning context for additional growth and development in the Borough. This will lead to new opportunities and challenges for economic development which will need to be considered in future activities.

5.3 Our Economic Development Activities

5.3.1 The Castle Point Regeneration Partnership

Castle Point Borough Council delivers economic development outcomes in the Borough under the leadership of the Castle Point Regeneration Partnership. The partnership is made up from representatives across business, education, transport, environment and health.

In 2020, the Partnership refocused its activities to prioritise higher-level strategic matters rather than detailed delivery aspects of partner projects. A Growth Plan is being created that forms a basis for the Group’s activities moving forward.

5.3.2 The Association of South Essex Local Authorities (ASELA)

ASELA has developed a Growth and Recovery Prospectus, which was submitted to the government in July 2020. At its very core is strengthening the local economy and setting out how South Essex can adapt and seize opportunities which improve the employment, health and well-being of residents, whilst also protecting the environment. The Council is providing leadership on this, in particular connectivity, strategic planning and housing delivery. ASELA is working towards the delivery of pathfinder projects within these programme areas.

5.3.3 Opportunity South Essex (OSE)

OSE is a private sector led partnership with members from South Essex businesses, local authorities, further and higher education. OSE is also the local federated board of the South East Local Enterprise Partnership (SELEP Ltd) for South Essex. OSE’s activities align to its vision is for South Essex to have one of the fastest growing and the most sustainable economies in the UK which provides opportunities for businesses, is attractive to inward investors and benefits local communities. The Council ‘hosts’ the Partnership.

5.3.4 The BEST Growth Hub

The Business Essex Southend & Thurrock (BEST) Growth Hub forms part of the South East Business Hub, the South East Local Enterprise Partnership’s overarching business support programme, which also supports local hubs in East

Sussex, Kent and Medway. BEST helps new and existing businesses find the most suitable type of business support available in their area.

5.3.5 Let's Do Business Group

Let's Do Business are a provider of business support and finance advice, helping to create jobs in communities and grow the local economy. The organisation delivers the Back to Business scheme in Essex which is fully funded by Essex County Council to support business development during COVID-19 and beyond with up to 12 hours free business support.

5.3.6 South Essex Economic Development Officers Forum

CPBC staff also work regularly with other economic development staff from other local authorities across Essex to share ideas, work collaboratively, and develop project initiatives together.

In addition to these partners, the Council also works closely with other organisations Essex wide and locally to promote economic growth including Essex County Council, the NHS, the Environment Agency, USP College, Essex Developers Group, Essex Housing Group, Essex Planning Officers Association and others.

5.4 Economic Development Projects

The Council works with its partners to deliver a range of economic development projects that target employment and skills development, local economy support and tourism. Current projects of focus are outlined as follows:

Employment and Skills Development

5.4.1 SECTA

SECTA is a government-funded training academy that is working to boost construction skills across multiple academies in South Essex. From careers advice and employability to hands-on training and real-world experience, the scheme creates action plans tailored to each individual's aspirations and support needs. The scheme works with people of all ages, levels and backgrounds looking for Office-based, Trade or Graduate roles in construction.

5.4.2 iConstruct

I-Construct creates opportunities for a wide range of small to medium-sized businesses including:

- SMEs in the construction and built environment sector
- Companies from other sectors, that are already in the construction and built environment supply chain
- Companies wanting to join the sector's supply chain

- Entrepreneurs wanting to enter the sector

I-Construct also works with larger companies and organisations to help develop their supply chains by connecting them with local SMEs through its network. Supporting SMEs in the construction industry is an important plank of the ASELA housing delivery programme and the Essex Developers Group, which Council officers lead on.

5.4.3 Soaring to Success

South Essex Local Authorities and the voluntary sector are working in collaboration with The Air League to offer young people aged 14+ the opportunity to take part in an inspiring aviation project. This project aims to raise aspirations and showcase the local career opportunities available in aviation to a variety of young people and specifically those from disadvantaged backgrounds. Young people in the scheme learn from aviation professionals and undertake employability focused activities, with 100 spaces for an in-air gliding experience available for the most engaged young people and the possibility of a scholarship for a select few.

South Essex has an established aviation industry with the presence of Southend Airport and connected businesses such as Ipeco and Jota Aviation. The project will help to retain talent and increase productivity within South Essex. In addition to raising aspirations, meaningful encounters with employers significantly reduces a young person's likelihood of becoming Not in Employment, Education or Training (NEET) and increase their future earning potential.

Local Economy Support

5.4.4 Go Trade Town Centre Markets

The Council has benefitted from ERDF funding to support the creation of a new market in Canvey Town Centre. The new market was launched in September 2020 and has already shown a positive impact on footfall in the town centre. The Council is working with the market operator to put in place longer term growth plans.

5.4.5 The Castle Point Business Forum

A key event in the local business calendar is the Castle Point Business Forum. The event is a local platform where our business community and the Council can discuss the issues that matter to them. Traditionally the Forum has been held annually and in 2021 the Forum was held as a virtual on-line event.

5.4.6 Business Awards

In past years, the Council has recognised business excellence in the Borough via these annual Mayor's Business Awards which are presented at the Council's Civic Dinner. The awards have usually consisted of a Business Award and an Apprentice Award and aim to provide businesses with an opportunity to promote their successes and recognise the efforts of their staff. In addition, we promote Essex wide business awards such as those run by the BEST Growth Hub.

5.4.7 Reopening High Streets Safely and Welcome Back Fund

The Council is developing an action plan and associated initiatives to support the reopening of our local high streets safely, supported by ERDF funding. The funding will support short-term interventions and communications activities.

Tourism

5.4.8 Path to Prosperity

The Council is a partner in Essex County Council's Path to Prosperity Project. The project includes elements of marketing, signposting and wayfinding to support the promotion of the coast, with the objective to support coastal businesses.

5.5 Infrastructure & Growth Projects

Infrastructure and growth projects help to support economic development by providing an environment that is conducive for businesses to prosper and to enhance job prospects in the Borough. Current key projects include:

5.5.1 The New Local Plan

The new Local Plan identifies areas for growth across the borough and considers a range of facets that will effect local economic growth, from ensuring enough business space to encourage jobs in the local economy, to an adequate supply of affordable homes, to promotion of active travel through cycles paths and walkways, access to and provision of green spaces, healthcare facilities, and the prevalence of fast food outlets and their proximity to school settings.

5.5.2 Canvey Town Centre

The Town Centre Working Group has been established to develop a masterplan for the town centre area that will seek to define and implement a range of measures to improve the area and create an environment that supports the vitality of the town centre, including quick win environmental works.

5.5.3 Canvey Seafront

Initiatives for Canvey Seafront include:

- A working group has been established to develop a masterplan for Canvey Seafront area.
- Discussions are on-going to consider proposals by local business owners to invest in the seafront area.
- A new scheme to enhance the visitor experience at Thorney Bay with new toilets, car park extension and retail / café facilities funded by a £1.52 million grant from the Coastal Communities Fund.
- The Labworth Car Park is being resurfaced with a £700,000 grant from the Government's 'Getting Building Fund'.
- As part of the Thames 2100 plan⁸, the Environment Agency is planning a significant investment into the shoreline that includes improvement works to the sea wall revetments, a consequence of which will see improvements to the public areas along the seafront.

⁸ Thames Estuary 2100 (TE2100) - GOV.UK (www.gov.uk)

5.5.4 Hadleigh Town Centre

The Hadleigh Island Site is subject to on-going work to develop a viable regeneration scheme. In preparation for this, the Crown Public House has recently been demolished.

A public realm scheme has recently been completed by Essex County Council that has seen significant improvements along London Road.

5.5.5 Local Full Fibre Network Project

The LFFN project is delivering improved connectivity to public sector sites in Castle Point through the installation of fibre to circa. 16 sites. This has the advantage of providing additional opportunities to local businesses that are located along the fibre routes who will be able to connect to the network

5.5.6 USP College

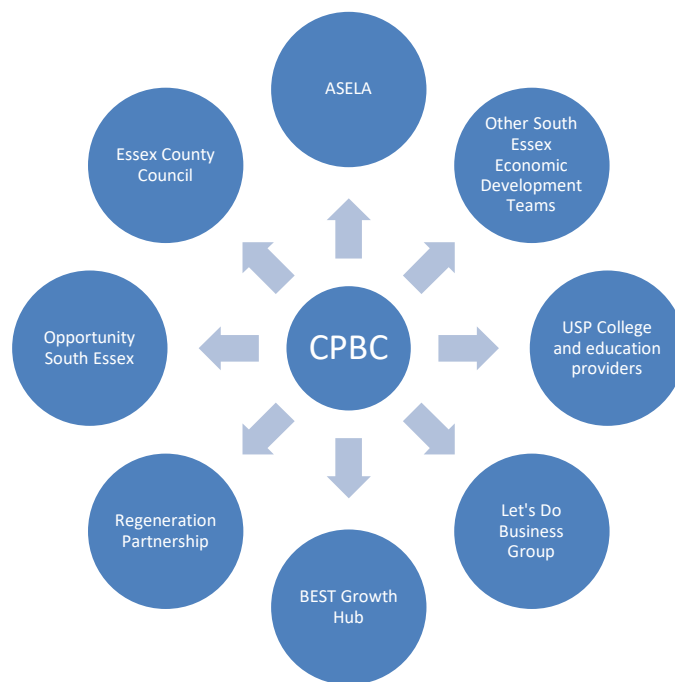
USP College's new XTEND R&D facility on Canvey is an advanced digital technology centre that is poised to improve local skills. The Council is working with the College to support and promote this exciting project.

5.5.7 Nationally Significant Infrastructure Projects (NSIP)

The Council is also actively involved in several projects of national significance. These include the Thames Freeport, Lower Thames Crossing, Bradwell, London Resort and Oikos. All of these projects are subject to Development Consent Orders and could have a significant impact on economic development in Castle Point.

5.6 Resources

- 5.6.1 Economic Development activity is primarily funded by the Council through its investment in staff resources within the Place and Policy Team. This is a small team which means that the Council is reliant on the support and collaboration with our partners.



Our main Economic Development delivery partners

The Council does not normally provide direct business support but provides a signposting service to partner organisations, in particular the BEST Growth Hub. This excludes the work of the Council's Revenues and Benefits team who have distributed over £16 million in grants and rates relief during the Covid-19 Pandemic.

5.7 Communications

- 5.7.1 The Council maintains communications with its local businesses via a newsletter, the Council's website, a business social media account and email. The Council has a business email contact account from which it refers businesses to the appropriate support partner (business@castlepoint.gov.uk).
- 5.7.2 The Council holds a database of business emails that it uses to send out information of interest and benefit to local businesses. The database is a collection of circa. 400 email addresses that has been built over several years but relies on businesses goodwill and opt-ins to maintain and therefore has limited coverage. The Council can also send out information via the Business Rates database for Council specific information.
- 5.7.3 The team tweets appropriate information via the Castle Point Business twitter account when time allows.
- 5.7.4 Once a year the Council sends out its business newsletter which is posted to all businesses in the Borough.
- 5.7.5 The Council also engages with local businesses through its annual business forum (as described above) where local businesses hear about topics of interest and have the opportunity to network with each other.

5.7.6 The Cabinet member for Economic Development Delivery has also established a regular business surgery to facilitate two-way communication with local businesses.

5.7.7 A thorough review of communications would be beneficial to support improved engagement with businesses along with commensurate resources.

5.8 Local Business Partnerships

5.8.1 Unlike many local authority areas, Castle Point does not have a local Chamber of Commerce, formalised business association, nor Business Improvement District. This makes communication with local businesses difficult as there is no single point of contact for the Council to deal with. The idea has been promoted through the Council's Business Forum but there has not been any significant response. There are however, a small number of business clubs which could act as a catalyst for a wider forum.

5.9 Looking forward and next steps

5.9.1 As set out in this report these are uncertainty times for businesses, the local economy and well-being of residents. But it is vital that Council uses its local leadership role, partners and opportunities to support business development. Some potential emerging themes to consider from an economic development perspective include:

- Changes to how businesses work with increased working-from-home and the associated implications on transport, housing, office accommodation, leisure and local services;
- Longer term impacts on business churn arising from economic impacts and the associated impacts on employment;
- Behavioural changes in terms of procurement, shopping habits and the use of digital technologies, particularly in terms of the impact on local high streets;
- The continued evolution of high streets to a more experiential model which includes the role of arts and culture to support vitality;
- Opportunities for recovery into new areas such as the Green Economy.

As these, and other opportunities manifest themselves and overlay onto the evolving economic landscape of the Borough, the Council and its partners will need to respond with the appropriate economic development interventions.

A post-COVID recovery that includes the emergence of new industrial growth sectors, such as the greening of the economy, also stands to influence the future direction and priorities for economic development. It is critical that the Council positions itself to seize new opportunities and evolve its post-COVID economy for the future rather than the past.

- 5.9.2 Local economic development relies upon the coordination of a range of 'levers' that combine to create enhanced economic outcomes. These levers include skills, educational attainment, health and well-being, the built environment, transport and infrastructure. The role of arts and culture should also not be underestimated, both as a sector in its own right, and in helping to create a unique and vibrant environment. Many of these levers rely on collaborative working with partners to deliver. Therefore delivery of economic development in the Borough, and across South Essex, is dependent upon partnerships and any strategy should dovetail to the regional focused work of OSE and ASELA. Furthermore, the economic prosperity of the Borough has many cross-dependencies with other pillars of the corporate plan and therefore a matrix approach is likely to be the most beneficial.
- 5.9.3 The development of an Economy and Growth Strategy would help to position and clarify the role of the Council in the broader regional picture and should integrate local interventions into a macro-level strategy for South Essex.
- 5.9.4 To support the immediate recovery, the resourcing of economic development activities is being considered via an allocation of funding from the Additional Restrictions Grant (ARG) scheme. The Additional Restrictions Grant (ARG) allows for direct discretionary funding to businesses as well as for 'wider business support activities' (BEIS, ARG Guidance). Approximately £2.6 million has been provided to the Council for this scheme so far, of which 28% has been distributed directly to 515 businesses to date (as of March 2021).

Although take up of the ARG grant is ongoing, and businesses are urged to contact the Council should they need support, work is starting on what needs to be done to support businesses as we move towards the recovery phase, sustaining a strong economy in the medium term and ensuring that we have the programmes in place to support those who have lost jobs, and ensure that we have the skills to meet business needs.

To support this, a small element within the ARG is being used to develop a range of economic development activities that support businesses and recovery. This aligns to the Government's strategy to look towards the future and support the economic recovery. The combination of direct business support grants and wider business support activities will thereby deliver a two-pronged approach to supporting businesses on the road to recovery.

Activities will be targeted directly to support economic recovery to help local businesses and other local sectors (such as the education and training sector) to adapt to the new economic opportunities that are emerging - such as green technologies and retro-fitting for example. In line with this, part of this work will be to better understand the economic impact and business opportunities arising from local sectors that contribute to the local economy. For example, the public sector (including education) is a significant local employer, purchaser and driver of local economic activity, but is it providing business opportunities locally.

Some early stage ideas for interventions which would require further consideration include:

- Research with local businesses to understand local context and needs
- Sector specific support for retailers, our local high streets and tourism
- Local procurement (including building local supply chains)
- Activities to support inward investment
- Schemes to support local employment
- Skills development schemes
- Sector specific interventions for future growth (e.g. the Green Economy)
- Initiatives to support future evolution of commercial and retail spaces
- Development of local business networks
- Additional direct business support grants
- Staff resources to manage initiatives

In conclusion, the provision of short-term funding for business support activities via the Additional Restrictions Grant will enable some early interventions to be made to help the local economy recover.

5.9.3 In conclusion, although Castle Point Borough Council does not have the statutory responsibility for economic development, it is clear that much of the Council's work both directly and indirectly impacts on the overall prosperity of residents. By ensuring that economic development considerations run through the new Corporate Plan 2021-24, the Council will continue to focus on and deliver positive outcomes for the people for Castle Point. The provision of short-term funding via the Additional Restrictions Grant will enable some early interventions to be made to help the local economy recover.

6. Corporate Implications

a. Financial implications

Most of the work that the Council does to directly impact on the prosperity of businesses in Castle Point comes from within existing budgets. In the short term an allocation of funding from the ARG grant scheme will support additional short-term activities focused upon economic recovery.

The ARG is provided to the Council under Section 31 of the Local Government Act 2003 and has been used as a priority to directly support businesses. Take up of the grant is ongoing, however recent indications suggest there is likely to be a surplus of funding that will remain available after support requirements have been met. The grant conditions allow for Council's to allocate funding towards economic development projects that support businesses and recovery as well as the immediate direct Grant awards; thereby delivering a two-pronged approach to supporting businesses on the road to recovery. In common with other authorities in the country, including within Essex, ring-fencing a relatively small part of the grant (10%) to deliver an economic plan for recovery, better understand business needs, and strengthen medium term business support is therefore considered responsible use of this funding.

To not use this fund will mean that the work programme outlined would have to either be funded through the general fund account or will not be undertaken. This will be at the disbenefit for the businesses in the borough.

b. Legal implications

It is a legitimate use of a portion of the ARG grant funding to support economic development. Paragraph 13 of the Guidance Notes from the Department of Business, Energy and Industrial Strategy (BEIS) refers thus:

Under the Additional Restrictions Grant, Local Authorities will receive a one off lump sum payment amounting to £20 per head in each eligible Local Authority when LCAL 3 or widespread national restrictions are imposed. Local authorities can use this funding for business support activities. We envisage this will primarily take the form of discretionary grants, but LAs could also use this funding for wider business support activities.

See: [Additional restrictions grant: guidance for Local Authorities \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

c. Human resources and equality

This paper does not have any direct equality implications as this stage, albeit economic development has a focus on reducing inequalities across the population, with many of these inequalities caused by socio-economic factors.

d. Timescale for implementation and risk factors

A new Castle Point Economy and Growth Strategy will be developed by August 2021.

The new Corporate Plan 2021-24 will be adopted by Council in July 2021.

7. Background Papers:

Castle Point Corporate Plan 2018-21

Report Author:

John Royle: jroyle@castlepoint.gov.uk

CABINET

21st April 2021

**Subject: Regulation of Investigatory Powers Act 2000 (RIPA)
Policy – annual update of use of powers.**

Cabinet Member: Councillor Isaacs - People - Community

1. Purpose of Report

- **To provide an update to the Cabinet and Council on the current RIPA policy and its use.**

2. Links to Council's Priorities and Objectives

This report is linked to the Council's Priorities Aim of

- **Transforming our Community;**
- **Public Health and Wellbeing.**

3. Recommendation

- **That the Cabinet notes the content of this Report.**
-

4. Background

The Regulation of Investigatory Powers Act (the Act) was introduced by Parliament in 2000. The Act sets out the reasons for which the use of directed surveillance and covert human intelligence source may be authorised.

Local Authorities' abilities to use these investigation methods are restricted in nature and may only be used for the prevention and detection of crime or the prevention of disorder. Local Authorities are not able to use intrusive surveillance.

When undertaking an investigation, the Council would more than likely use overt technology such as CCTV or open source methods rather than covert methods (without the individual's knowledge) of gathering information.

As a result, the Council has not found it necessary to make any RIPA applications to the Magistrates' Court in the past year. However, should overt

means of gathering of information for investigations prove to be insufficient the Council has the necessary policy and procedures in place whether the surveillance is to be unregulated or regulated by the Act.

Widespread, and often misinformed, reporting led to public criticism of the use of surveillance by some Local Authority enforcement officers and investigators. Concerns were also raised about the trivial nature of some of the 'crimes' being investigated. This led to a review of the legislation and ultimately the introduction of the Protection of Freedoms Act 2012 and the RIPA (Directed Surveillance and CHIS) (Amendment) Order 2012.

In addition to defining the circumstances when these investigation methods may be used, the Act also directs how applications will be made and how, and by whom, they may be approved, reviewed, renewed, cancelled and retained.

When carrying out covert surveillance the Act must be considered in tandem with associated legislation including the Human Rights Act 1998 (HRA), and the Data Protection Act 1998.

The purpose of Part II of the Act is to protect the privacy rights of anyone in Castle Point Borough Council's area, but only to the extent that those rights are protected by the HRA. A public authority, such as Castle Point Borough Council, has the ability to infringe those rights provided that it does so in accordance with the rules, which are contained within Part II of the Act. Should the public authority not follow the rules, the authority loses the impunity otherwise available to it. This impunity may be a defence to a claim for damages or a complaint to supervisory bodies, or as an answer to a challenge to the admissibility of evidence in a trial.

5. Proposals

Local Authorities may conduct covert surveillance in order to perform its duties and core functions. The Council also has a responsibility to its community to investigate and protect the community from potentially criminal and disorderly conduct which may not be possible to detect or stop through overt surveillance.

The Council's RIPA Policy sets out the approach that the Council is taking towards Regulation of Investigatory Powers Act 2000 (RIPA) in relation to its policies, practices and services.

It is a requirement under paragraph 4.47 of the Home Office Covert Surveillance and Property Interference Code of Practice 2018 that use of the Council's RIPA policy is reported to Council annually as to whether there have been any such applications made under the act and that the policy remains fit for purpose.

6. Corporate Implications

(a) Financial Implications

Managed within existing service budgets

(b) Legal Implications

The Council updated its RIPA policy in 2020 following a successful inspection by The Investigatory Powers Commissioner which found that the Council was demonstrating compliance with policies and had satisfactory arrangements in place in relation to RIPA. By reporting to the Council, the use of the RIPA policy in the last year, the Council is continuing to demonstrate compliance with the policy and its associated Codes of Practice.

This report complies with paragraph 4.47 of the Home Office Covert Surveillance and Property Interference Code of Practice 2018 to report to Council annually whether there have been any such applications made under the Council's RIPA policy. No applications have been made in the last 12 months and the policy remains fit for purpose.

(c) Human Resources and Equality Implications

Human Resources

Managed within existing resources.

Equality Implications

On each individual RIPA application an equality impact assessment will be undertaken.

(d) IT and Asset Management Implications

None to be addressed by this report.

7. Timescale for implementation and Risk Factors

None to be addressed by this report.

8. Background Papers

Regulation of Investigatory Powers Act 2000 (RIPA) Policy.

Home Office Covert Surveillance and Property Interference Code of Practice 2018

Report Author:

Jason Bishop – Solicitor to the Council.

CABINET

21st April 2021

Subject: The Paddocks - Working Group Update

Cabinet Member: Councillor Stanley – Leader of the Council

1. Purpose of Report

To update Cabinet on the work of the Paddock's Working Group to date in progressing the provision of the new community facility to replace the existing Paddocks Community Hall.

2. Links to Council's Priorities and Objectives

This proposal links with the Council's priorities (1) Regeneration and (2) A Commercial and Democratically Accountable Council.

3. Recommendations

That Cabinet endorse:

- (1) The progress the Paddocks Working Group has made in respect of the provision of the new community facility to date; and**
 - (2) The drawing down of £30k from the Council's general fund reserves to cover the cost of the detailed feasibility study needed to progress the provision of the new Community Centre.**
-

4. Background

At its meeting on 18th September 2019 Cabinet endorsed the formation of a Working Group consisting of members from all parties to progress the provision of a new facility to replace the Paddocks Community Hall which has reached its end of life and is no longer fit for purpose.

The Working Group has met on three occasions and members of the group have also visited the Chantry Way Centre in Billericay to see the new community facility, the building and design of which was overseen by Ingleton Wood for Billericay Town Council.

The Working Group has considered the feedback from DRDH Architects/ Business of Culture who were commissioned to assess latent demand and operational costs of a new facility. Two options were considered, namely a

replacement community centre and a larger scale entertainment events venue/replacement community centre. Their report took into account information about engagement and attendances across the arts, museums, and cinema for residents within the catchment area, which is defined as within 20 minutes' drive of the venue.

Having considered the pros and cons of both options and in particular the potential financial risk to the Council if the new facility failed to attract the visitor numbers and income required to make the facility viable, the Working Group concluded that the most appropriate option was for a replacement Community Hall, albeit one that was capable of hosting shows and other forms of entertainment from time to time.

Ingleton Wood, Architects was subsequently commissioned to undertake a high-level feasibility study and to develop potential layout plans for a new multi-functional community facility to demonstrate what a new build could look like within a budget that is affordable.

In consultation with the Leader and Deputy Leader who had received financial advice from the Strategic Director (Resources) the Brief was to work to an initial budget of £3m which was to include the cost of the new build plus demolition of the existing facility.

This was an important piece of work because it has given the Council an indication of the size of facility which the Council can afford to build. The draft layout plans were presented to the Working Group at its meeting on 17 February 2021. As well as the discussion that took place at the meeting members of the Working Group were invited to feed back any additional comments they had to the Head of Environment so that these could be taken on board during the refinement of the layout plans.

The draft layout plan identified by the Working Group for taking forward to the next stage of the project includes provision for a multi-functional main hall capable of accommodating a range of sporting activities such as badminton and short mat bowls, etc. It has bleacher seating and would be capable of seating up to three hundred people and accommodating a stage. There are two smaller meeting rooms capable of accommodating a range of activities and community groups. There is also provision for a community hub/café on the ground floor. Folding partitions maximise flexibility of use of the facility. On the first floor there is provision for office accommodation and an additional meeting room which could potentially be self-contained. The ground floor provides for 890 square metres of accommodation with a further 185 square metres on the first floor.

Ingleton Wood will now be commissioned to complete the detailed feasibility study/options appraisal, the output of which will be a preferred design and site location for the new Community Centre having regard to the £3m budget for the new build. It will be in line with RIBA stage 1/2 and will include updated plan options, massing/elevations and renders and concept proposals from all disciplines including an updated cost plan and will enable a pre-application to be submitted to the planning authority.

5. Corporate Implications

(a) Financial Implications

The estimated cost of the draft layout proposal put forward by Ingleton Wood is £3.28m. This cost includes demolition of the existing facility but excludes professional fees /survey costs (additional estimated cost £363k) and some of the fit-out costs. It also assumes the facility would be built on the same footprint as the existing building but if it were to be built elsewhere on the site in order to ensure continuity of use of the facility throughout the construction period then there would be additional costs associated with the upgrading of services and the replacement of the car park on the existing footprint which potentially could be significant.

The s151 officer has advised the Working Group that:

- It is currently not feasible to allocate substantial funds from General Reserves given forecast budget gaps from 2022/23 and uncertainty about longer term impact of Covid-19 and longer-term funding for local government.
- The only source of funding currently available to the Council to fund the Paddocks Project is therefore borrowing.
- However, the cost of borrowing (chargeable to General Fund) must not give rise to or contribute to an unbalanced budget.
- The Council could supplement the project budget with capital receipts from the disposal of surplus assets.
- Borrowing of **£3m** could be offset assuming the establishment of a new facility which results in a net reduction in operational costs of **£100k** per annum. This is however based on a “leap of faith” and must be sustainable for a period of 40 years in order to absorb the resulting capital financing charges.
- That operational service plans for the new facility need to be developed to inform decision making as soon as is practically possible.

Given the reduction in operational costs for a new facility and the likely increased usage and income, it is felt that a net reduction in operational costs of £100k per year is likely to be achievable, but this will need to be confirmed by the operational service plan in due course.

In order to progress the provision of the new facility it will be necessary to draw £30k from reserves to cover the cost of the detailed feasibility study.

(b) Legal Implications

None directly associated with this report.

(c) Human Resources and Equality Implications

None associated with this report.

(d) IT and Asset Management Implications

None associated with this report

6. Timescale for implementation and Risk Factors

The Working Group will continue to progress the provision of a new Community Hall and report back its progress/recommendations to Cabinet on a regular basis.

Background Papers

Cabinet report – 18 September 2019

Report Author:

Trudie Bragg, Head of Environment

CABINET

21st April 2021

Subject: Corporate Performance Scorecard Quarter 3 2020/21

Cabinet Member: Councillor Varker - Resources

1. Purpose of Report

- 1.1 To set out the performance figures for the Corporate Performance Scorecard for quarter 3 2020/21.

2. Links to Council's priorities and objectives

- 2.1 The scorecard is explicitly linked to the Council's priorities.

3. Recommendations

- 3.1 That Cabinet notes the report and continues to monitor performance.
-

4. Background

- 4.1 The corporate scorecard reports on performance indicators for important service outcomes that are relevant to the Council's priorities.
- 4.2 The indicators for the corporate performance scorecard for 2020/21 were considered and approved by Cabinet in July 2020.

5. Report

5.1 Summary of performance

- 5.1.1 The performance summary in Appendix 1 sets out the performance achieved by the Council against the measures in the scorecard. Of the 28 indicators reported, 23 are on or above target, a further 1 is near target and 4 indicators did not meet the target. Trend in performance shows that there is improving performance in 17 indicators, declining performance for 7 indicators and performance levels maintained for a further 3 indicators. The allotment vacancy indicator is new for 2020/21 and does not have an indication of trend.

- 5.1.2 Performance is set out against the four priorities in the Corporate Plan as follows:

Environment

The percentage of household recycling was slightly down on the same period last year and just below target. Household composting (including food waste) is above target although slightly down on the same period last year. Overall, this means that over 51% of household waste collected was either recycled or composted.

The good performance for street cleanliness continues this quarter and is on target with just 6.8% of inspected streets deemed unsatisfactory, down from 7.9% over the same period last year.

Fly tipping removal is above target, maintaining high levels of performance with 99% of fly tips removed within one working day, an improvement on the same period last year. Amount of fly tipping has returned to expected normal level from the spike experienced earlier in 2020.

Grass cutting continued in Q3 2020/21 where ground conditions allowed. There were no default notices served and the number of requests for highway grass verge cutting was low.

Housing and Regeneration

Tenant satisfaction with repairs and maintenance at 98.3% remains strong and above target although down on performance at the same time last year. The average void turnaround time was 49.6 days for the quarter. Covid 19 lockdowns have had a significant effect on void turnaround, with suspensions of viewings and difficulties for the contractor obtaining materials. When Castle Point moved into Tier 3 restrictions in December 2020, the Council suspended all void works, and allocations, to sheltered units.

The percentage of planning applications processed within target times has two measures – one for major and one for non-major applications – and gives a longer-term view of performance, looking over a rolling two-year period. Nationally set standards have been comfortably achieved and performance has either been maintained or improved when compared with the same period last year.

The building control service ensured all applications were processed within statutory timescales.

Full Council approved the draft Local Plan for Regulation 19 consultation on 22 October 2019. The Council also approved the Local Development Scheme (LDS). The plan will be submitted for examination in public on the 2 October 2020. The Plan is now in the examination phase. An Inspector, Phillip Lewis has been appointed. He issued two initial sets of questions in late 2020 and early 2021, and his Matters Issues and Questions in February 2021, the responses to which will be submitted by 8 April 2021. The Inspector has indicated that the hearings part of the examination will start in May 2021.

The JSP is part of a suite of documents that set out how the transformation will be achieved, and investment secured for south Essex. The preparation of the Joint Strategic Plan (JSP) has run concurrent with the development of the wider strategies for South Essex and will be based on those strategies. The publication of the Prospectus for Growth and Recovery published by ASELA in July 2020.

That prospectus is helping to inform the draft Plan. The Plan is in preparation, which a significant amount of evidence prepared and published.

Health and Community Safety

The Homelessness performance indicator is split into two parts and looks at the success rate of the homelessness team in preventing and relieving homelessness. From April through to the end of December, the service secured accommodation for nearly 7 out of every 10 households to whom the Council owed a Prevention duty and 5 out of 10 households owed a Relief duty.

The percentage of food premises that have been awarded a score of at least 3 on the food hygiene rating scheme was 94% (426 of 451 premises) and exceeded the target of 90%.

Satisfaction with Leisure Services is measured by a Net Promoter Score (NPS) which can range from -100 (where everybody is a detractor and would not recommend the service) to +100 (where everybody is a promoter and would recommend the service). Exceptionally high NPS were achieved in Q3 due to the arrangements put in place to ensure social distancing at the centres and the free classes offered online during lockdown. Nationally, leisure facilities score around 40-45 for Net Promoter Score. As a result of these scores, Castle Point Leisure Services was informed in December that it had retained its 2019 crown for *Best Member Experience – Local Authority* as well as winning a prestigious *Platinum Medal*, the only club in the UK to achieve this honour and 1 of just 5 from a worldwide pool of over 5,000 leisure facilities.

The number of leisure memberships stood at 1,950 at the end of the quarter, which was a fall from the 3,088 members at the end of the same period last year. This reflects the ongoing impact of Covid-19 and financial hardship some residents are experiencing or expecting to experience. There are also an additional 450 memberships which have been frozen and which the service hopes will return once leisure facilities are able to open again. Taking into account the expected ongoing restrictions to operations in the final quarter of 2021/21, the target for this year has been revised down from 3,200 to 2,000 members.

A new indicator for 2020/21 is the *Percentage of usable allotment plots owned and managed by Castle Point Borough Council that are vacant*. During Q3 the number of usable vacant plots has increased by 3 from 17 to 20 as these were handed back to the Council due to ill health. All personal items have been removed from these newly vacant plots and letters have gone out to those on the waiting list. Overall, 135 of the 155 usable plots are now being worked and there are just 13% vacant.

A Commercial and Democratically Accountable Council

The First Contact team continue to deal with queries effectively; 95% of calls received were dealt with at the first point of contact without the need to transfer to the back office. This is above target, an improvement on last year and maintains a consistently high level of performance.

The sickness absence indicator has been split between short-term and long-term (4 calendar weeks or more). At 3.6 days, short-term absence is better than the

target of 4.6 days. Long-term sickness absence is 3.8 days, also better than target of 3.9 days. Employees with ongoing health conditions who have been shielding or self-isolating have been able to continue home working in many cases.

A measure introduced to the corporate performance scorecard last year is the *Number of wheeled bin garden waste subscribers*. The service has an annual target of 8,970 subscribers to the wheeled bin garden waste collection service. Performance at the end of Q3 (11,719 subscribers) means the service has already met this annual target and is an increase of 2,605 on the same period last year.

The Council is keen to encourage members of the public and businesses to transact with the Council online. The “channel shift” indicator continues to measure the numbers signed up to the e-billing service for council tax and business rates and now includes a measure of Council Tax transactions using online forms. The number signed up to e-billing at the end of the quarter is 8,238 which has already exceeded the annual target and is an improvement on last year. Up to the end of Q3 2020/21, there were 2,846 Council Tax transactions completed online via OPENChannel (new occupations, vacations, single adult discount applications, payment method changes), a significant increase on the same period last year and well in excess of the target set for the year.

The final new indicator for 2020/21 is the *Average time to process housing benefit claims*, split into new claims and change of circumstances. Despite ongoing demands on the team, including the introduction of the Test and Trace self-isolation payment scheme in late September, the average time to process new claims was 21 days which is an improvement from last year and meets the target. Performance times processing change of circumstances has improved since the same period last year and exceeds the target set.

5.1.3 Further information and commentary on performance is set out in the table in Appendix 1.

6. Corporate Implications

a. Financial implications

Good performance on some indicators can lead to reduced costs.

b. Legal implications

There are no direct legal implications at this stage.

c. Human resources and equality




There are no direct human resource or equality implications at this stage.

d. Timescale for implementation and risk factors

Monitoring of the Corporate Performance Scorecard is ongoing throughout the year.

7. Background Papers: None



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| Key | |
|---|-------------------------------------|
|  | More than relative 10% below target |
|  | Less than relative 10% below target |
|  | On or above target |

Appendix 1: Corporate Scorecard 2020/21 (Environment)

Quarter 3: 1st October to 31st December 2021

Note: All performance values are cumulative (i.e. from 1st April to end of June/September/December/March) unless otherwise stated

| PI Code & Short Name | Q3 Value 2019 / 2020 | Q3 Value 2020 / 2021 | Target | Trend | Status | Comments |
|--|----------------------|----------------------|--------|-------|---|--|
| OPS4: Percentage of Household Waste Recycled Service Manager: Operational Services Manager | 24.25% | 24.05% | 25% | ↓ |  | <p>At the end of Q3, the amount recycled is just below target and slightly down on the same period last year.</p> <p>Although tonnages of recycling have increased, there has been more contamination of recycled waste which counts against performance.</p> <p><i>Note: Figures are very early estimates and may be subject to change.</i></p> |
| OPS5: Percentage of Household Waste Composted (including food waste) Service Manager: Operational Services Manager | 27.96% | 27.39% | 25% | ↓ |  | <p>Performance is above target although slightly lower than over the same period last year.</p> <p><i>Note: Figures are very early estimates and may be subject to change.</i></p> |

| PI Code & Short Name | Q3 Value 2019 / 2020 | Q3 Value 2020 / 2021 | Target | Trend | Status | Comments |
|--|----------------------|----------------------|---------------|-------|--------|---|
| SS2 Percentage of streets inspected which are deemed to be unsatisfactory using Code of Practice for Litter and Refuse methodology. Service Manager: Contracts Manager | 7.9% | 6.8% | Less than 10% | ↑ | ✓ | Unsatisfactory litter levels remain below 10% with levels of litter across the quarter affected by the relaxation and then re-introduction of COVID restrictions. Litter levels are lower than over the same period last year. |
| SS3: Fly tips removed within one working day Service Manager: Contracts Manager | 97% | 99% | 90% | ↑ | ✓ | 99% of fly tips were removed within one working day across the quarter, those that were not were dealt with via the default mechanism in the contract. After increased levels earlier in 2020, there was a return to near normal levels as the year came to an end. |
| SS14: Number of default notices served in relation to Highway Grass Verge cutting Service Manager: Contracts Manager | 0 | 0 | Under 45 | ↔ | ✓ | No Defaults Notices were served in Q3. Grass cutting has continued where ground conditions allow. |

| PI Code & Short Name | Q3 Value 2019 / 2020 | Q3 Value 2020 / 2021 | Target | Trend | Status | Comments |
|---|----------------------|----------------------|----------|-------|--------|--|
| SS13: Number of service requests received in relation to Highway Grass Verge cutting Service Manager: Contracts Manager | 4 | 6 | Under 45 | ↓ | ✓ | There were 6 service requests received, meeting target, a slight increase from 4 over the same period last year. |

Annual Indicators (reported at Q4)

OPS2: Customer satisfaction with parks and open spaces; OPS3: Customer satisfaction with waste and recycling collection services;

SS1: Public satisfaction with Council's efforts to keep public land clear of litter and refuse



Corporate Scorecard 2020/21 (Housing and Regeneration)

Quarter 3: 1st October to 31st December 2021

Note: All performance values are cumulative (i.e. from 1st April to end of June/September/December/March) unless otherwise stated

| PI Code & Short Name | Q3 Value 2019 / 2020 | Q3 Value 2020 / 2021 | Target | Trend | Status | Comments |
|--|-------------------------|-------------------------|------------|-------|--------|--|
| <p>HOS1: Overall tenant satisfaction with repairs and maintenance</p> <p>Service Manager: Housing Services Manager</p> | 99.4% (Year to Date) | 98.3% (Year to Date) | 97% | ↓ | ✓ | Satisfaction with repairs and maintenance was 98.3% (year to date at the end of Q3), slightly down on last year but above target. |
| <p>HOS6: Average Void Turnaround Time</p> <p>Service Manager: Housing Services Manager</p> | 15.4 Days | 49.6 Days | 20 Days | ↓ | ● | <p>Covid 19 lockdowns have had a significant effect on void turnaround, with suspensions of viewings and difficulties for the contractor obtaining materials.</p> <p>When Castle Point moved into Tier 3 restrictions in December 2020, the Council suspended all void works, and allocations, to sheltered units.</p> |

| PI Code & Short Name | Q3 Value 2019 / 2020 | Q3 Value 2020 / 2021 | Target | Trend | Status | Comments |
|---|---------------------------|--------------------------|---------------------------------------|-------------------|-------------------|--|
| <p>DC7 & DC8: Percentage of planning applications processed within target time limits for major and non-major applications</p> <p>Service Manager: Planning & Development Enforcement Manager</p> | <p>97.7%</p> <p>99.2%</p> | <p>100%</p> <p>99.2%</p> | <p>Major 60%</p> <p>Non-Major 70%</p> | <p>↑</p> <p>↔</p> | <p>✓</p> <p>✓</p> | <p>Performance is now shown on a two-yearly rolling basis. Performance determining Major and Non-Major applications has improved or been maintained since the same period last year and both are comfortably above Government-set targets</p> <p><i>Note: Figures represent performance for 24 months to the end of September 2020 as Government-produced statistics to the end December 2020 are not yet available.</i></p> |
| <p>BC1: Percentage of Building Control applications processed within statutory time limits</p> <p>Service Manager: Building Control Manager</p> | <p>100%</p> | <p>100%</p> | <p>100%</p> | <p>↔</p> | <p>✓</p> | <p>All applications continue to be processed within time limits.</p> |
| <p>PP1: Progress of Local Plan against the milestones set out in the Local Development Scheme (LDS)</p> <p>Service Manager: Head of Place and Policy</p> | <p>0%</p> | <p>67%</p> | <p>100%</p> | <p>↑</p> | <p>●</p> | <p>Full Council approved the draft Local Plan for Regulation 19 consultation on 22 October 2019. The Council also approved the Local Development Scheme (LDS).</p> <p>The plan will be submitted for examination in public on the 2 October 2020. The Plan is now in the examination phase.</p> |

| PI Code & Short Name | Q3 Value 2019 / 2020 | Q3 Value 2020 / 2021 | Target | Trend | Status | Comments |
|--|----------------------|----------------------|--------|--|---|---|
| | | | | | | <p>An Inspector, Phillip Lewis has been appointed. He issued two initial sets of questions in late 2020 and early 2021, and his Matters Issues and Questions in February 2021, the responses to which will be submitted by 8 April 2021.</p> <p>The Inspector has indicated that the hearings part of the examination will start in May 2021.</p> |
| <p>PP2: Progress of the Joint Strategic Plan against the milestones set out in the Local Development Scheme (LDS)</p> <p>Service Manager: Head of Place and Policy</p> | 0% | 10% | 100% |  |  | <p>The JSP is part of a suite of documents that set out how the transformation will be achieved, and investment secured for south Essex.</p> <p>The preparation of the Joint Strategic Plan (JSP) has run concurrent with the development of the wider strategies for South Essex and will be based on those strategies.</p> <p>The publication of the Prospectus for Growth and Recovery published by ASELA in July 2020. That prospectus is helping to inform the draft Plan.</p> <p>The Plan is in preparation, which a significant amount of evidence prepared and published.</p> |

Annual Indicators (reported at Q4)

NEW: Number of new affordable homes in the Borough


Corporate Scorecard 2020/21 (Health and Community Safety)

Quarter 3: 1st October to 31st December 2021

Note: All performance values are cumulative (i.e. from 1st April to end of June/September/December/March) unless otherwise stated

| PI Code & Short Name | Q3 Value 2019 / 2020 | Q3 Value 2020 / 2021 | Target | Trend | Status | Comments |
|--|--------------------------|--|--------------------------|----------------|----------------|---|
| <p>HOT21 & HOT22: Percentage of prevention or relief duties which ended during the quarter with a successful outcome of:</p> <p>a) Homelessness Prevented b) Homelessness Relieved</p> <p>Service Manager: Housing Options Manager</p> | <p>a) 73% b) 44%</p> | <p>a) 66% b) 48%</p> <p>(Q3 cumulative performance – see note)</p> | <p>a) 65% b) 45%</p> | <p>↓ ↑</p> | <p>✓ ✓</p> | <p>From April through to the end of December, the Prevention duty ended for 86 households of which we secured accommodation for 57 households (66%) which is above target</p> <p>From April through to the end of December, the Relief duty ended for 99 households of which we secured accommodation for 47 households (48%) which is above target</p> <p><i>Note: Ordinarily this performance indicator is reported a quarter in arrears because of the lengthy verification process before statistics are published by Government. The timing of the scorecard this quarter has allowed for performance up to the end of Q3 (to the end of December) to be reported.</i></p> |
| <p>EH2: Percentage of food premises that are awarded a score of at least 3 on the food hygiene rating scheme.</p> <p>Service Manager: Environmental Health Operational Manager</p> | 93% | 94% | 90% | ↑ | ✓ | 426 of 451 rated premises were found to be 'broadly compliant' with food hygiene regulations and awarded 3* or over on the Food Hygiene Rating Scheme. |

| PI Code & Short Name | Q3 Value 2019 / 2020 | Q3 Value 2020 / 2021 | Target | Trend | Status | Comments |
|---|------------------------|------------------------|---------------------------------|----------------|----------------|--|
| <p>L1: Leisure satisfaction – Net Promoter Score</p> <p>a) Waterside Farm b) Runnymede</p> <p>Service Manager: Leisure and Community Services Manager</p> | <p>a) 72 b) 62</p> | <p>a) 78 b) 72</p> | <p>a) 67 b) 67</p> | <p>↑ ↑</p> | <p>✓ ✓</p> | <p>Exceptionally high NPS scores were achieved in Q3 due to the arrangements put in place to ensure social distancing at the centres and the free classes offered online during lockdown.</p> <p>Nationally, leisure facilities score around 40-45 for Net Promoter Score.</p> <p>As a result of these scores, Castle Point Leisure Services was informed in December that it had retained its 2019 crown for <i>Best Member Experience – Local Authority</i> as well as winning a prestigious <i>Platinum Medal</i>, the only club in the UK to achieve this honour and 1 of just 5 from a worldwide pool of over 5,000 leisure facilities.</p> |
| <p>L3: Leisure Memberships</p> <p>Service Manager: Leisure and Community Services Manager</p> | <p>3088</p> | <p>1950</p> | <p>2000 (Annual target)</p> | <p>↓</p> | <p>●</p> | <p>Despite the closure of both leisure centres earlier in the year together with the emerging financial hardship some residents are experiencing from Covid-19, the Council retained 1950 members at the end of Q3 2020/21. There are also an additional 450 memberships which have been frozen.</p> <p>Taking into account the expected ongoing restrictions to operations in the final quarter of 2021/21, the target for this year has been revised down from 3,200 to 2,000 members.</p> |

| PI Code & Short Name | Q3 Value 2019 / 2020 | Q3 Value 2020 / 2021 | Target | Trend | Status | Comments |
|---|----------------------|----------------------|------------------------|-------|---|--|
| <p>NEW: Percentage of usable allotment plots owned and managed by Castle Point Borough Council that are vacant</p> <p>Service Manager: Operational Services Manager</p> | NEW | 13% | 15% (by March 2021) | N/A |  | <p>During Q3 the number of usable vacant plots has increased by 3 from 17 to 20 as these were handed back to the Council due to ill health. All personal items have been removed from these newly vacant plots and letters have gone out to those on the waiting list.</p> <p>Overall, 135 of the 155 usable plots are now being worked and there are just 13% vacant.</p> |

Annual Indicators

NEW: Proportion of people participating in physical activity; NEW: Proportion of people who feel unsafe after dark

Corporate Scorecard 2020/21 (A Commercial and Democratically Accountable Council)

Quarter 3: 1st October to 31st December 2021

Note: All performance values are cumulative (i.e. from 1st April to end of June/September/December/March) unless otherwise stated

| PI Code & Short Name | Q3 Value 2019 / 2020 | Q3 Value 2020 / 2021 | Target | Trend | Status | Comments |
|--|------------------------------------|------------------------------------|------------------------------------|----------------|----------------|---|
| <p>FC1: Percentage of calls taken from customers by First Contact that are dealt with without the need to transfer to the back office</p> <p>Service Manager: Revenues & Benefits Transformation Manager</p> | 94% | 95% | 95% | ↑ | ✓ | The First Contact team continue to deal with queries effectively; 95% of calls received were dealt with at the first point of contact without the need to transfer to the back office. |
| <p>CORP1: Average number of days sickness absence per FTE staff for all Council Services (rolling year)</p> <p>a) Short term b) Long term</p> <p>Service Manager: Human Resources Manager</p> | <p>a) 4.5 days b) 4.8 days</p> | <p>a) 3.6 days b) 3.8 days</p> | <p>a) 4.6 days b) 3.9 days</p> | <p>↑ ↑</p> | <p>✓ ✓</p> | <p>This measure shows sickness absence levels split by short-term and long-term (4 calendar weeks or more). Both are reported on a rolling year.</p> <p>During the Covid-19 pandemic sickness levels have been low.</p> <p>Short-term sickness absence is 3.6 days which is better than the target of 4.6 days, this is despite an increase in sickness absence in December (historically we would expect a seasonal increase in Q3).</p> |

| PI Code & Short Name | Q3 Value 2019 / 2020 | Q3 Value 2020 / 2021 | Target | Trend | Status | Comments |
|---|----------------------|------------------------|---------------------------------------|------------|------------|--|
| | | | | | | Long-term sickness absence is 3.8 days also better than target. Employees with ongoing health conditions who have been shielding or self-isolating have been able to continue home working in many cases. |
| OPS16: Number of wheeled bin garden waste subscribers Service Manager: Operational Services Manager | 9114 | 11719 | Annual Target 8970 | ↑ | ✓ | The service has an annual target of 8970 subscribers to the wheeled bin garden waste collection service, which was exceeded in the first quarter of 2020/21. At the end of Q3, there were 11,719 subscribers in total. |
| REVISED: Channel shift to online services: a) Take up of e-billing services for Council Tax and Business Rates b) Use of OPENChannel online forms Service Manager: Revenues & Benefits Transformation Manager | a)7382 b) 867 | a) 8238 b) 2846 | a)7375 b)1000 (Annual target) | ↑ ↑ | ✓ ✓ | The number of customers signed up to the e-billing service has increased since the same period last year and has already exceeded the annual target of 8,000 users (target to the end of Q3 was 7,375) Up to the end of Q3 2020/21, there were 2,846 Council Tax transactions completed online via OPENChannel (new occupations, vacations, single adult discount applications, payment method changes), a significant increase on the same period last year and well in excess of the target set for the year. |

| PI Code & Short Name | Q3 Value 2019 / 2020 | Q3 Value 2020 / 2021 | Target | Trend | Status | Comments |
|--|-----------------------|-----------------------|-----------------------|----------------|----------------|--|
| <p>NEW: Average time to process housing benefit claims:</p> <p>a) New claims b) Change of circumstances</p> <p>Service Manager: Revenues & Benefits Transformation Manager</p> | <p>a) 22 b) 8</p> | <p>a) 21 b) 6</p> | <p>a) 21 b) 7</p> | <p>↑ ↑</p> | <p>✓ ✓</p> | <p>Performance in processing new housing benefit claims is on target and an improvement on last year, despite the following pressures:</p> <ul style="list-style-type: none"> Increased number of complex new claims Increased awards of Universal Credit General increased workloads Some Covid related sickness Ongoing demands placed on the team during a period of significant economic & financial unrest and the introduction of support packages and easements cascaded down from central government <p>Performance times processing change of circumstances has improved since the same period last year and is on target</p> <p>The Test and Trace self-isolation payment scheme, which was introduced in late September, has had a major impact on the resource of the Compliance Team within the Benefits Department. As at the end of quarter 3 the team had processed some 300 applications with 150 pending.</p> <p>Despite this, the team has continued to perform well and 97% of housing benefit claims are processed within 14 days.</p> |