



Notice of Meeting of

SCRUTINY COMMITTEE - COMMUNITIES

Wednesday, 13 December 2023 at 10.00 am

**Council Chamber, Council Offices, Brympton
Way, Yeovil BA20 2HT**

To: The members of the Scrutiny Committee - Communities

Chair: Councillor Gwil Wren
Vice-chair: Councillor Dawn Johnson

Councillor Simon Coles	Councillor Dawn Denton
Councillor Andy Dingwall	Councillor Lance Duddridge
Councillor Pauline Ham	Councillor Susannah Hart
Councillor Edric Hobbs	Councillor Andy Kendall
Councillor Kathy Pearce	Councillor Hazel Prior-Sankey
Councillor Wes Read	

For further information about the meeting, including how to join the meeting virtually, please contact Democratic Services democraticservicesteam@somerset.gov.uk.

All members of the public are welcome to attend our meetings and ask questions or make a statement **by giving advance notice** in writing or by e-mail to the Monitoring Officer at email: democraticservicesteam@somerset.gov.uk by **5pm on Thursday, 7 December 2023**.

This meeting will be open to the public and press, subject to the passing of any resolution under the Local Government Act 1972, Schedule 12A: Access to Information.

The meeting will be webcast and an audio recording made.

Issued by (the Proper Officer) on Tuesday, 5 December 2023

AGENDA

Scrutiny Committee - Communities - 10.00 am Wednesday, 13 December 2023

Public Guidance Notes contained in Agenda Annex (Pages 5 - 6)

Click here to join the online meeting (Pages 7 - 8)

1 Apologies for Absence

To receive any apologies for absence.

2 Minutes from the Previous Meeting (Pages 9 - 18)

To approve the minutes from the previous meeting.

3 Declarations of Interest

To receive and note any declarations of interests in respect of any matters included on the agenda for consideration at this meeting.

(The other registrable interests of Councillors of Somerset Council, arising from membership of City, Town or Parish Councils and other Local Authorities will automatically be recorded in the minutes: [City, Town & Parish Twin Hatters - Somerset Councillors 2023](#))

4 Public Question Time

The Chair to advise the Committee of any items on which members of the public have requested to speak and advise those members of the public present of the details of the Council's public participation scheme.

For those members of the public who have submitted any questions or statements, please note, a three minute time limit applies to each speaker and you will be asked to speak before Councillors debate the issue.

We are now live webcasting most of our committee meetings and you are welcome to view and listen to the discussion. The link to each webcast will be available on the meeting webpage, please see details under 'click here to join online meeting'.

5 Community Services Budget Monitoring Update (Pages 19 - 24)

To consider the report.

6 Glastonbury Festival Scrutiny Report (Pages 25 - 46)

To consider the report.

7 2023 Rough Sleeping Initiative Overview (Pages 47 - 66)

To consider the presentation from Christopher Brown, Service Director of Housing.

8 2023-24 HRA Revenue & Capital Budget Monitoring Report - Month 6 (Qtr2) (Pages 67 - 86)

To consider the report.

9 Scrutiny Communities Work Programme (Pages 87 - 88)

To consider and comment on the Scrutiny Committee - Communities work programme 23/24.

To assist the discussion please use the following link to view the latest Executive Forward Plan of planned key decisions that have been published on the Council's website.

[Forward plan - Executive Forward Plan - Modern Council \(somerset.gov.uk\)](https://www.somerset.gov.uk/forward-plan)

Guidance notes for the meeting

Council Public Meetings

The legislation that governs Council meetings requires that committee meetings are held face-to-face. The requirement is for members of the committee and key supporting officers (report authors and statutory officers) to attend in person, along with some provision for any public speakers. Provision will be made wherever possible for those who do not need to attend in person including the public and press who wish to view the meeting to be able to do so virtually.

Inspection of Papers

Any person wishing to inspect minutes, reports, or the background papers for any item on the agenda should contact Democratic Services at democraticserviceteam@somerset.gov.uk or telephone 01823 357628.

They can also be accessed via the council's website on [Committee structure - Modern Council \(somerset.gov.uk\)](#)

Members' Code of Conduct requirements

When considering the declaration of interests and their actions as a councillor, Members are reminded of the requirements of the Members' Code of Conduct and the underpinning Principles of Public Life: Honesty; Integrity; Selflessness; Objectivity; Accountability; Openness; Leadership. The Code of Conduct can be viewed at: [Code of Conduct](#)

Minutes of the Meeting

Details of the issues discussed, and recommendations made at the meeting will be set out in the minutes, which the Committee will be asked to approve as a correct record at its next meeting.

Public Question Time

If you wish to speak or ask a question about any matter on the Committee's agenda please contact Democratic Services by 5pm providing 3 clear working days before the meeting. (for example, for a meeting being held on a Wednesday, the deadline will be 5pm on the Thursday prior to the meeting) Email democraticserviceteam@somerset.gov.uk or telephone 01823 357628.

Members of public wishing to speak or ask a question will need to attend in person or if unable can submit their question or statement in writing for an officer to read out, or alternatively can attend the meeting online.

A 20-minute time slot for Public Question Time is set aside near the beginning of the meeting, after the minutes of the previous meeting have been agreed. Each speaker will have 3 minutes to address the committee.

You must direct your questions and comments through the Chair. You may not take a direct part in the debate. The Chair will decide when public participation is to finish. If an item on the agenda is contentious, with many people wishing to attend the meeting, a representative should be nominated to present the views of a group.

Meeting Etiquette for participants

Only speak when invited to do so by the Chair.

Mute your microphone when you are not talking.

Switch off video if you are not speaking.

Speak clearly (if you are not using video then please state your name)

If you're referring to a specific page, mention the page number.

There is a facility in Microsoft Teams under the ellipsis button called turn on live captions which provides subtitles on the screen.

Exclusion of Press & Public

If when considering an item on the agenda, the Committee may consider it appropriate to pass a resolution under Section 100A (4) Schedule 12A of the Local Government Act 1972 that the press and public be excluded from the meeting on the basis that if they were present during the business to be transacted there would be a likelihood of disclosure of exempt information, as defined under the terms of the Act.

If there are members of the public and press listening to the open part of the meeting, then the Democratic Services Officer will, at the appropriate time, ask participants to leave the meeting when any exempt or confidential information is about to be discussed.

Recording of meetings

The Council supports the principles of openness and transparency. It allows filming, recording, and taking photographs at its meetings that are open to the public - providing this is done in a non-disruptive manner. Members of the public may use Facebook and Twitter or other forms of social media to report on proceedings. No filming or recording may take place when the press and public are excluded for that part of the meeting.

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Minutes of a Meeting of the Scrutiny Committee - Communities held in the Luttrell Room - County Hall, Taunton TA1 4DY, on Wednesday, 11 October 2023 at 10.00 am

Present:

Cllr Gwil Wren (Chair)

Cllr Dawn Johnson (Vice-Chair)

Cllr Simon Coles

Cllr Andy Dingwall

Cllr Edric Hobbs

Cllr Hazel Prior-Sankey

Cllr Richard Wilkins

Cllr Dawn Denton

Cllr Susannah Hart

Cllr Kathy Pearce

Cllr Wes Read

Members present remotely:

Cllr Marcus Kravis

Cllr Gill Slocombe

Cllr Sarah Wakefield

Cllr Ros Wyke

Cllr Heather Shearer

Cllr Fran Smith

Cllr Rosemary Woods

Cllr Lance Dudderidge

9 Apologies for Absence - Agenda Item 1

Apologies were received from Cllr Pauline Ham (Cllr Richard Wilkins as sub) and Cllr Andy Kendell.

10 Minutes from the Previous Meeting - Agenda Item 2

Resolved

The minutes from the previous meeting held on 9th August 2023 were confirmed as a correct record.

11 Declarations of Interest - Agenda Item 3

Cllr Hazel Prior-Sankey declared a personal interest in Item 5: CCTV Service update because of her husband's role as a street pastor in Taunton.

12 Public Question Time - Agenda Item 4

There were no members of public in attendance or registered to speak.

13 CCTV Service update - Agenda Item 5

The Chair welcomed Ryan Kelly, CCTV Manager for Somerset Council to give a presentation to the committee, which highlighted the following key points: -

The service is incredibly busy, with the team working 24 hours a day, 365 days a year.

This is an income generating service.

The service is run from a control hub in Bridgwater House, all members of the committee are invited to visit the hub.

The CCTV Service has covered SSDC, SW&T and SDC areas for some time, and now includes the MDC area.

Following a review, the annual fee charged to the Avon and Somerset Police has been doubled to 20k for the year 23/24.

The Chair thanked the CCTV Manager for a very interesting and informative presentation and the following comments and questions were received and discussed with members: -

Regarding monitoring of crime hotspots, assuming these hotspots change over time, how easy is it to move equipment to continue to monitor the areas more likely to be affected by criminal activity?

Several members expressed an interest in a site visit to the CCTV control hub in Bridgwater House. The committee clerk would be in touch with members to organise

this.

What are the statutory duties of the CCTV service? The CCTV Manager advised that under the Criminal Justice Act 2003 the statutory duties of a local authority are to monitor the most vulnerable hotspot areas.

Is there any more than can be done to support retail businesses with shoplifting? The CCTV Manager advised that the team are building strong relationships with retail businesses, through Business Link, and the police to tackle shoplifting in Somerset. Most retail premises in Somerset are covered by the Somerset Council CCTV Network, and the service also works with businesses to mitigate shoplifting in other ways, such as advice around shop layouts and positioning of high value goods. He added that the CCTV Service is an integral link between retail businesses and the Police. Whilst Police response times can be frustrating, the footage obtained by Somerset Council CCTV network is a key piece of evidence.

How much does the CCTV Service cost Somerset Council per year? The CCTV Manager advised that the most recent annual cost for the service was 182k, and that this is usually financed by external contributions (from parish and town councils, police etc...) and other sources of income and funding. The 182k figure does not include payroll, and this detail can be provided to the committee on request.

How can members obtain a breakdown of the locations of all 233 cameras in operation in Somerset?

Why does Yeovil only have 29 cameras in operation currently? The CCTV Manager advised that the coverage in Yeovil is currently under review, and as well as equipment upgrades the service are working with Yeovil Town Council to increase the number of cameras in operation in Yeovil.

On the pie charts (slides 9,10 & 11) what does the section 'review' mean? These are incidents that are currently under investigation.

On the pie charts (slides 9, 10 & 11) what does the section 'others' mean? These are incidents that do not fall under any of the other types of crime on the pie charts sections.

Regarding CCTV coverage in Shepton Mallet and Frome, is the CCTV network going to be expanding in these areas? The CCTV Manager advised that it is a priority to upgrade the CCTV network in Shepton Mallet and Frome by late spring 2024.

Regarding the higher prevalence of alcohol related ASB incidents in Bridgwater at

night, what are the key issues and does the nighttime economy contribute towards the cost of the CCTV network? The CCTV Manager advised that this is currently a police priority, the CCTV Service is working with the police, and that some establishments do contribute towards the cost of the Somerset Council CCTV network in Bridgwater.

Regarding the footage obtained, who has access to it, and how long is it kept by Somerset Council? The CCTV Manager advised that the retention policy is 28 days, unless it is requested. If it is requested, it is then kept in a secure vault for 6 months.

Can farmers sign up to Business Link? The CCTV advised that some farms could sign up to Business Link, but this may be tricky for farms in the most remote rural areas.

Regarding the need for the team to maintain the 24/7/365-day monitoring demands, are there any staff pressures in the CCTV Service team currently? The CCTV Manager reassured members that there are currently no known issues with recruitment or retention of the staff in the CCTV service.

The Chair once again thanked the CCTV Manager for attending and taking questions from the committee. He asked that Democratic Services arrange a site visit to the CCTV Control Hub for all those members who had shown an interest in doing so.

Resolved

The Scrutiny Committee – Communities noted the CCTV Service update report.

14 Homefinder Somerset - verbal update and discussion - Agenda Item 6

The Chair welcomed Chris Brown, Service Director Housing at Somerset Council to give a briefing to members, following on from several questions that had been raised at the recent Homefinder member training sessions held on 28th September and 4th October 2023.

He highlighted the following key points to the Scrutiny Committee – Communities: -

There are currently 11,000 customers registered on Homefinder Somerset, of those 2,200 are housed.

Homefinder operates as a choice-based lettings system of social housing (not private) and the bidding process is easy for customers. There can be up to 170 bids for a property.

We need to focus on how we maximise supply.

Members are interested in lettings policy concerning local connection vs need.

Members would like to see more democratic representation on the Homefinder board.

The following comments and questions were received and discussed with members:

-

Regarding property succession, is it mandatory to remove a tenant when the main tenant passes away or is there a degree of discretion here? The Service Manager advised that different landlords have their own policies on this. In some instances, the landlord will offer alternative accommodation to the remaining tenant to make best of housing stock.

One member asked about succession regarding a specific case of a mother and a vulnerable adult son, and the Service Manager advised that he provide a written response to the member directly.

Regarding rent arrears, is this an issue for social housing landlords currently? The Service Manager advised that the collection rate for Homefinder customers is currently 98.4% which is excellent. There are a team of specialist officers that provide money and debt advice and support to the small minority of Homefinder customers experiencing hardship.

How do we support customers who cannot use the bidding system themselves i.e. the elderly, vulnerable adults, or simply those customers with no internet access?

Are we as councillors able to do this on their behalf? The Service Manger advised that there is a team of five senior caseworkers that do this work.

A non-committee member online agreed with the points that had been raised at the Homefinder member training sessions regarding local connection vs need and the need for greater political representation on the Homefinder Board.

The Chair thanked Service Manager for the update and discussion, concluding that Homefinder policy will be under review as the new Somerset Council Local Plan develops over the coming years.

Resolved

The Scrutiny Committee – Communities noted the Homefinder update.

15 Budget monitoring update - Community Services - Agenda Item 7

The Chair welcomed Christian Evans, Strategic Manager Finance and Business Partnering and Kerry Prisco, Management Accounting and Reporting Lead to give the Scrutiny Committee – Communities an update on the Community Services budget position, at the request of the Executive committee.

The Strategic Manager Finance and Business Partnering talked members through the key findings for the general fund, concluding that the majority of overspend is in Adults and Childrens services, and that there are no major concerns regarding the Community Services budget position.

The Management Accounting and Reporting Lead then presented the Council's Housing Revenue Account (HRA) to members, with the following key points highlighted to the committee: -

This is about how the Council manages its own housing stock.

The HRA is a ring fenced, self-financing account since April 2012

One off Payment to the Govt of £132.5m (£85.2m TDBC and £47.3m SDC)

A 30-Year Business Plan is required

There are financial benefits because all of the rental income is retained.

The borrowing cap was removed in Oct 2018 giving more flexibility to borrow for new builds.

The Public Works Loan Board (PWLB) discount rate is now 0.6%, since 15 June 2023.

The Councils own housing stock is heavily regulated in terms of:

Compliance – providing a decent standard of homes

Rent Standard – restricting rent increases

Cross subsidy

She talked members through the key risks, future issues and opportunities of the Housing Revenue Account, and the following comments and questions were received and discussed with members: -

Regarding the PWLB interest rate 0.6%, is this for new or existing loans? The Management Accounting and Accounting Lead advised that this is for new borrowing.

Regarding the risks around homelessness and the rising costs of temporary housing, can more money be spent on self-catering multi occupancy units? The Service Manager Housing advised that there are ongoing discussions regarding options for this including looking at models such as the Rochester Road Modular Scheme and other bespoke homes models.

Regarding Right to Buy Receipts, how much of this is retained by the Council? - The Management Accounting and Accounting Lead advised that the breakdown of money from Right to Buy Receipts is as follows:

14% Treasury Contribution

2% Transaction fee

48% one for one

36% Un adjustable allowable debt

A member raised a specific case where residents were struggling with heavy fire doors that had been installed in a Somerset Council maintained communal housing premises, and the Service Manager Housing advised that work was being undertaken to electrify the fire doors in that particular premises.

A non-committee member online asked if the Council is working with Community Land Trusts regarding buying land for new homes and he was advised that it is.

Regarding Right to Buy Receipts, what happens if these are not spent? The Management Accounting and Reporting Lead advised that these become payable to The Treasury, but that this has not happened before.

A member asked that all presentations be shared with the committee in advance.

The Chair thanked all three of the officers for the update.

Resolved

The Scrutiny Committee – Communities noted the Community Services Budget Monitoring Update report.

16 Scrutiny Committee - Communities' work programme - Agenda Item 8

The Chair asked members to consider and comment on the Scrutiny Committee – Communities forward work programme 2023/2024. There were no comments or questions received from members.

(The meeting ended at 12.30 pm)

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CHAIR

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Somerset Council
Community Services Scrutiny Committee
13th December 2023



2023/24 Budget Monitoring Report – Month 6 update (end of September)
Lead Officer: Jason Vaughan, Executive Director Resources and Corporate (S151)
Author: Christian Evans, Head of Finance Business Partnering
Contact Details: Christian.evans@somerset.gov.uk

Executive Lead Member: Deputy Leader of the Council and Lead Member for Resources and Performance, Lead Member for Communities, Housing and Culture

1. Summary

- 1.1.** The Executive is considering the month 6 budget monitoring update report at its meeting on 5th December 2023. Extracts of the report are being presented to each of the scrutiny committees to allow scrutiny.

2. Issues for consideration / Recommendations

2.1. Scrutiny is asked to consider: -

1. If there are any general comments or observations that they would wish to make to the Executive on the reports.
2. If the actions set out in the report are appropriate and if there were any further actions, they would wish to see included.

3. Background

- 3.1.** The 2023/24 Budget was put together using the information from the five predecessor councils which all recorded things in different ways and before the full officer structure was finalised. Therefore, there is still some alignment of budgets to take place which will require budget virements. Service Directors are currently developing their service structure which will require further adjustments to the budget in order to reflect the new staffing establishment.

It has been particularly challenging to produce budget monitoring for this financial year so far, for a number of reasons such as:

- The implementation of the new Finance System Microsoft Dynamics and Solver in April 2023 meant a whole new system and way of financial transactions going in and out of the Council.
- The amalgamation of the 5 legacy council's budgets done pre vesting day has needed considerable adjustment to since April to fit with the current structure for Somerset Council.
- We have struggled to identify which budgets, if any would need to be moved to form completely new services formed e.g. LCN's
- Errors have been found in budgets that have needed. to be corrected, or managed where correction cannot be made. Some

legacy Council's did not have budgets for expenditure commitments made. We have also found that income included in the budget to be achieved was never going to be and therefore income budgets are overstated.

- Additional pressures have been identified to significant areas of spend where we had predicted budgets to be sufficient e.g. the pay award budgeted for at 5% but agreed at £1,925 which is equivalent to 6.1% and approximately £2m to be funded from contingency.
- Considerable work has been needed to staffing establishment information, as a significant number of posts were not funded, or were allocated to be funded from reserves, but individuals have permanent contracts. This has had to be unpicked and corrected in collaboration with our HR colleagues.

3.2. Full Council approved the 2023/24 budget in February 2023. Budget Monitoring is delegated to Executive and Scrutiny and revenue service reports will be presented monthly with a full overview of revenue, capital, and reserves quarterly. This report outlines the forecast year-end position of services against the 2023/24 budget of £492.9m as at the end of September 2023.

4. Report

4.1 After taking into account all service expenditure and contingencies the projected outturn position is £511.6m against a net budget of £492.9m. This gives a £18.7m adverse variance which represents a variance of 3.8% as at the end of September. This is an improvement of £8.6m from the previous forecast of £27.3m in month five. The significant variances at month six are:

- Adult Services have a £14.9m adverse variance against their budget (6.5% of service budget). This variance is mainly in the Adult Social Care and Learning Disabilities budget areas due to fee levels being high than anticipated.
- Children's Services have a £12.4m adverse variance against their budget (10.1% of service budget), an unfavourable movement of £0.6m from month five. This increase is mainly due to identification of an under accrual for 22/23 of £0.9m within External Placements which will remain as expenditure in 2023/24.
- Climate and Place have a favourable variance of £5.3m against their budget. This is a reduction of £7.6m since month five. The favourable movement in the main is due to income received via Connecting Devon and Somerset. The balance received has been reduced due to overspends in Waste Services, and Highways.
- Resources and Corporate have a £2.2m favourable variance (10.5% of service budget). The majority of the favourable variance is seen in Finance and Information Communication Technology Services.
- Non-Service have a favourable variance of £3.6m due to once off in year favourable treasury management activities, together with careful management of the Council's cashflow which has at times seen higher than anticipated cashflow levels.

4.2 Table 1: 2023/24 Budget Monitoring Report as at the end of September 2023 (Month 6)

Service Area	Original Budget	Current Budget	Full Year Projection	Month 6 Variance	A/(F)	RAG Status	Moveme From Mont
	£m	£m	£m	£m			£m
Adult Services							
Adult Social Care Operations - Physical Disability/Sensory Loss/65 Plus	114.2	114.3	119.6	5.3	A	Red	0.0
Adult Social Care Operations - Mental Health	23.5	23.5	24.5	1.0	A	Red	0.0
Adult Social Care Operations - Learning Disabilities	110.5	109.9	117.4	7.5	A	Red	0.0
Commissioning	(62.2)	(62.2)	(61.1)	1.1	A	Red	0.0
Adult Services Total	186.0	185.5	200.4	14.9	A	Red	0.0
Children, Families & Education Services							
Children & Families	81.8	82.0	92.7	10.7	A	Red	0.6
Commissioning and Performance	11.1	11.2	10.9	(0.3)	(F)	Green	(0.3)
Inclusion	12.6	15.8	17.5	1.7	A	Red	0.0
Education, Partnerships and Skills	17.4	14.1	14.4	0.3	A	Red	0.3
Children & Family Services Total	122.9	123.1	135.5	12.4	A	Red	0.6
Community Services							
Housing	5.9	6.1	6.1	0.0	-	Green	0.0
Customer Services	6.9	6.6	6.6	0.0	-	Green	0.0
Cultural Services	9.1	8.7	9.1	0.4	A	Red	0.4
Regulatory & Operational Services	13.1	12.4	13.3	0.9	A	Red	0.9
Community Services Total	35.0	33.8	35.1	1.3	A	Red	1.3
Climate & Place							
Climate, Environment & Sustainability	55.8	55.5	56.1	0.6	A	Red	(0.2)
Infrastructure & Transport	21.8	22.1	23.2	1.1	A	Red	(0.4)
Economy, Employment & Planning	10.5	10.4	10.4	0.0	-	Green	0.0
Accountable Bodies	3.7	3.7	(3.3)	(7.0)	(F)	Green	(7.0)
Climate & Place Total	91.8	91.7	86.4	(5.3)	(F)	Green	(7.6)
Strategy, Workforce & Localities							
Partnership & Localities	0.8	2.8	2.8	0.0	-	Green	0.0
Strategy & Performance	3.2	3.3	3.3	0.0	-	Green	0.0
Workforce	6.0	5.8	5.4	(0.4)	(F)	Green	(0.2)
Governance, Democratic & Legal Services	9.0	9.3	10.6	1.3	A	Red	(0.2)
Strategy, Workforce & Localities Total	19.0	21.2	22.1	0.9	A	Red	(0.4)
Resources & Corporate Services							
Finance	12.6	12.8	11.4	(1.4)	(F)	Green	(1.2)
Strategic Asset Management	(9.2)	(9.6)	(9.2)	0.4	A	Red	0.0
Information Communication Technology	17.7	17.8	16.6	(1.2)	(F)	Green	(1.3)
Resources & Corporate Services Total	21.1	21.0	18.8	(2.2)	(F)	Green	(2.5)
Public Health	1.7	1.0	1.0	0.0	-	Green	0.0
Non-Service	9.8	9.8	6.2	(3.6)	(F)	Green	(0.1)
Traded Services							
Dillington	0.0	0.0	0.3	0.3	A	Red	0.1
Traded Services Total	0.0	0.0	0.3	0.3	A	Red	0.1
Total Service Position	487.3	487.2	505.9	18.7	A	Red	(8.6)
Corporate Contingency	6.0	5.7	5.7	0.0	-	Green	-
Total After Contingencies	493.3	492.9	511.6	18.7	A	Red	(8.6)
Reserves	(19.9)	(19.9)	(19.9)	0.0	-	Green	0.0
Transfers to Schools	0.0	0.4	0.4	0.0	-	Green	0.0
Council Tax	(345.4)	(345.4)	(345.4)	0.0	-	Green	0.0
Business Rates	(116.1)	(116.1)	(116.1)	0.0	-	Green	0.0
Revenue Support Grant	(7.9)	(7.9)	(7.9)	0.0	-	Green	0.0
Flexible Use of Capital Receipts	(4.0)	(4.0)	(4.0)	0.0	-	Green	0.0
Total Position	0.0	(0.0)	18.7	18.7	A	Red	(8.6)

4.3 Community Services – Executive Director Chris Hall, Lead Member – Cllr Federica Smith-Roberts

- 2023/24 net General Fund budget £33.8m, projected adverse variance of £1.3m

Table 2: 2023/24 Community Services as at the end of September 2023 (Month 6)

Service Area	Current Budget	Full Year Projection	Month 6 Variance	A/(F)	RAG Status	Movement From Month 5
	£m	£m	£m			£m
Housing						
Housing	0.0	0.0	0.0	-	Green	0.0
Housing Enabling	0.5	0.5	0.0	-	Green	0.0
Housing Strategic	1.1	1.1	0.0	-	Green	0.0
Homelessness	4.3	4.3	0.0	-	Green	0.0
Arms-Length Management Organisation (ALMO)	0.0	0.0	0.0	-	Green	0.0
Somerset Independent Plus	0.2	0.2	0.0	-	Green	0.0
sub total	6.1	6.1	0.0	-	Green	0.0
Customer Services						
Customers & Communities	6.6	6.6	0.0	-	Green	0.0
sub total	6.6	6.6	0.0	-	Green	0.0
Cultural Services						
Library Service	3.8	3.8	0.0	-	Green	0.0
Heritage Service	1.7	1.7	0.0	-	Green	0.0
Leisure - Sports Centre	2.0	2.4	0.4	A	Red	0.4
Museums	0.0	0.0	0.0	-	Green	0.0
Theatres	0.9	0.9	0.0	-	Green	0.0
Visitor Centres	0.2	0.2	0.0	-	Green	0.0
Tourism	0.1	0.1	0.0	-	Green	0.0
(wellbeing) Community Grants	0.0	0.0	0.0	-	Green	0.0
sub total	8.7	9.1	0.4	A	Red	0.4
Regulatory & Operational Services						
Registration	(0.2)	(0.2)	0.0	-	Green	0.0
Environmental Health	3.5	3.5	0.0	-	Green	0.0
Bereavement Services	(1.3)	(1.3)	0.0	-	Green	0.0
Harbours	0.3	0.3	0.0	-	Green	0.0
Ports	0.1	0.1	0.0	-	Green	0.0
Street Cleansing	4.9	4.9	0.0	-	Green	0.0
Open Spaces	3.3	4.2	0.9	A	Red	0.9
Environmental Health	0.0	0.0	0.0	-	Green	0.0
(wellbeing) Community Safety	0.0	0.0	0.0	-	Green	0.0
CCTV	0.7	0.7	0.0	-	Green	0.0
Licensing	(0.4)	(0.4)	0.0	-	Green	0.0
Resorts	0.2	0.2	0.0	-	Green	0.0
Coroners	1.3	1.3	0.0	-	Green	0.0
sub total	12.4	13.3	0.9	A	Red	0.9
Community Services Total	33.8	35.1	1.3	A	Red	1.3

Community Services - key explanations, actions, & mitigating controls

Community Services is currently forecasting an outturn variance of £1.3m. The forecasted overspends are due to the following:

Cultural Services

There is an anticipated under recovery of income from the contracted schedule of payments in 2023/24 due to changes in Somerset Council business rate policy, and contractor pension contribution liabilities. There are also utility benchmarking clauses for which the council has some liability.

The service is continuing to work with the contractor to find solutions to reduce the impact to the Council. The service is working through all areas to confirm if the overspend can be mitigated through other in-year savings.

Regulation & Operations

Open Spaces functions were previously carried out by the district councils, these include services such as ground maintenance. This service is reporting a total variance of £0.9m. This relates to a reduction of £0.8m budgeted income associated with the loss of income from a grounds maintenance contract provided by the council to an external client.

This contract ended in 2021/22. The service expenditure budget was reduced as part of the budget setting process, but the income budget was not reduced to reflect this change. Therefore, this income target will not be achieved.

A growth bid has been submitted to amend this income budget estimate going forwards and additional work is underway in year to reduce the impact of this, we would expect to see this reduce as the year progresses.

In addition, three of the districts delivered the Open Spaces service in-house, whereas Mendip District Council had an external contractor to provide this service. The service is facing an in-year pressure of £0.1m because the contract price increase is more than budgeted.

5. Implications

- 5.1.** Services are working to reduce the forecast overspend and hope to remove it altogether, however, if they are unable to do so there will be a financial impact on the council's outturn position. This may require the overspend to be met using reserves. Scrutiny Members are asked to note the information and recommend any actions to Executive Committee.

6. Background papers

- 6.1.** The information within this paper has been taken from the Executive Committee 6th December 2023/24 budget monitoring report - Month 6 – end of September 2023.

Note For sight of individual background papers please contact the report author

Somerset Council
Scrutiny Committee
– Communities 13th December 2023



Licence Monitoring De-brief Report - Glastonbury Festival 2023

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Division / Local Member: Cllr Claire Sully

1. Summary

1.1. This de-brief document is an informative report for the Communities Scrutiny Committee about Regulatory Services monitoring of conditions covered by the Glastonbury Festival Premises Licence (PRL767). The Licence was originally issued by Mendip District Council, as the Licensing Authority at the time of grant, and remains valid for Somerset Council. Additionally, the report reviews matters related to the other statutory duties undertaken by Regulatory Services within Somerset Council. This report comprises an overview of the work carried out by the Council and a summary of compliance with the licensing objectives and other statutory requirements. Included also is:

- Appendix 1 - Feedback on the 2022 Recommendations
- Appendix 2 - Officer Recommendations for 2024

The monitoring duties undertaken by officers of Somerset Council cover the following areas:

- Alcohol, Bars and Taxi Provision
- Camping
- Crowd Monitoring
- Food Hygiene
- Health & Safety and Structure Safety
- Nuisance Prevention - Noise Control, Pilton Village & Surrounds
- Sanitation
- Security
- Taxi Rank
- Water Supply
- Waste & Sustainability

Note: Work activities undertaken by The Libraries Service, Public Health, Highways, Trading Standards and Civil Contingencies are outside the scope of this report.

1.2. Link to [Council Plan](#) - *A Flourishing and Resilient Somerset* working with business to bring innovation and investment into Somerset.

- 1.3.** The cost of the planning and monitoring carried out by Somerset Council staff is partly offset by an annual licence fee of £32,350 plus any additional ancillary licensing fees. Unfortunately, the licence is a statutory fee and is not based on the actual costs committed to resource the process. Other statutory duties undertaken by the Council in connection with the event are not offset by the licencing income, but the impact is greatly reduced as Glastonbury Festival Events Limited (GFEL) now undertake equivalent compliance checks as agreed by the Event Management Plan (EMP). Somerset officers in the main now only audit the work of GFEL to ensure standards are being met and the EMP is being followed. Staffing costs budgeted at circa £28,500 make up most of the costs with an additional £8,700 spend on equipment and vehicle hire.

The event though brings revenue to the area through charity donations, tourism, and employment.

Work will be undertaken in the run up to the 2024 event to review costs and identify areas where efficiencies can be made in monitoring the event and any efficiencies as result of operating as Somerset Council.

2. Issues for consideration / Recommendations

- 2.1.** Scrutiny Committee is asked to:

1. Note the report.
2. Support the officer recommendations.
3. Request a written response to the recommendations from the Licensee.

3. Background

- 3.1.** The Glastonbury Festival Premises Licence authorises one event per calendar year that allows access to public ticket holders for no more than 6 days. A new licence was applied for in 2018 which increased the attendance from 203,000 to 210,000. These figures include all public weekend tickets and Sunday-only tickets for those who are 13 years old or above, as well as staff, volunteers, complimentary and performer passes. Despite the increased numbers being agreed in 2018 there was no increase in attendees in 2019 as attendance remained at 203,000. In preparation for the 2020 event GFEL expressed a desire to raise numbers to the full capacity of the licence, however, due to the COVID Pandemic neither the 2020 nor 2021 event took place.

In December 2021 GFEL submitted plans for the 2022 event and again requested an increase in number to the maximum 210,000 attendees as per the licence. Authority for this increase was dependant on amendments to the Event Management Plans and the Licensing Authority and Responsible Authorities being satisfied the proposals met the Licensing Objectives. The increase was formally agreed in May 2022. There was no change in the capacity for the 2023 event.

When considering a licence, the Licensing Authority, has to ensure that the four Licensing objectives are promoted in the decision-making process. These objectives are as follows:

- **Prevention of crime and disorder**
- **Public safety**
- **Prevention of public nuisance**
- **Protection of children from harm**

On issue of the Licence there is an obligation on the part of the Licensee that they will promote the Licensing Objectives in the way that the event is managed. Therefore, the primary aim of the Licensing Authority relates to the issuing, monitoring and, if required, enforcement of the Premises Licence Conditions.

- 3.2.** This licence comprises an Operating Schedule (OS), which, states the manner in which the applicant will promote the licensing objectives (and in effect sets out the conditions of the Premises Licence). The conditions of licence are not subject to change without the submission, and approval by the Licensing Authority, of a variation or minor variation to the original application.

Supporting the OS is an Event Management Plan (EMP). This describes how the event organiser will comply with the conditions of the Operating Schedule. To balance the requirements of the Licensing Authority, Responsible Authorities, and the event organiser, the EMP can be varied to a degree, for each event to enable continuous improvement. However, the EMP and associated documentation must be deemed satisfactorily submitted by the Licensing Authority and the other Responsible Authorities prior to each event commencing.

- 3.3.** As part of the event planning GFEL submitted a minor variation prior to the 2023 event to include rewording of Conditions PN3 and PN6 which related to Low Frequency Noise measures that contribute to tackling off site noise effects after main venue curfews. This was accepted by the Licensing Team following consultation with the Environmental Protection team and the Licence amended.
- 3.4.** The EMP was submitted as detailed by the OS and this, plus associated documents, were scrutinised by members of the Multi-Agency Partnership (MAP).

Membership of the MAP comprises experienced and competent representatives from the following and is chaired by the Service Director of Regulatory and Operational Services.

- Glastonbury Festival Events Limited (GFEL)
- Somerset Council (Environmental Health and Licensing)*
- Avon and Somerset Constabulary*
- Devon and Somerset Fire & Rescue Service*
- Heart of the South West Trading Standards Service*
- South Western Ambulance Service NHS Foundation Trust
- NHS England South West
- UK Health Security Agency (UKHSA)
- Somerset Council – Civil Contingencies Unit
- Somerset Council – Public Health*

- Somerset Council – Traffic Management
- Somerset Council – Children’s Social Care*
- Festival Medical Services

* ‘Designated as Responsible Authorities’ under the Licensing Act 2003

Others: *By invitation or by topic:-*

- Security Industry Authority
- Somerset Council – Lead Local Flood Authority
- Environment Agency
- Health and Safety Executive

By early June all EMP and supporting documents had been presented to the Multi Agency Partnership (MAP), scrutinised and formally accepted as relevant submissions in accordance with the conditions of the licence. This was confirmed in writing by the Licensing Authority.

Thanks must also go to those representatives of all the organisations involved for their assistance and continued support as the co-operation between the multi-agency partners is very important and along with GFEL it is recognised that as agencies we must all seek continual improvement.

4. Report – Event Monitoring in 2023

- 4.1.** Glastonbury Festival has a worldwide reputation and as such this means that the Council as Licensing Authority and other relevant officers of the Council have a huge responsibility scrutinising the management plans, auditing and then monitoring the event to ensure compliance with the licence, the licensing objectives and other regulations.

As in previous years there are many officers involved with the planning and monitoring of the Festival. The majority of the work is undertaken by the Environmental Health and Licensing team but there is the need for significant support from other areas of the Council, including enforcement officers, Media Liaison, Corporate Support, Fleet Maintenance and Transport, Legal and Democratic Services. Thanks must be extended to all the Council officers for their commitment to the operation, with many of them working very unsociable hours and under conditions far removed from a normal working environment. In addition, notwithstanding the unfamiliar working hours and environment they are expected to conduct themselves with professionalism.

Although we utilise as many professional staff as possible from within the authority we rely heavily on help and assistance from volunteer Environmental Health Officers and Licensing Officers from across Somerset, some other Local Authorities and more general volunteers, they are remunerated for expenses only. This year we encouraged the shadowing, volunteering and onboarding of colleagues from across the County as we became one Somerset Council in April. GFEL supported us to achieve this and on behalf of the staff of Somerset gratitude is extended to all the volunteers for their assistance.

- 4.2.** The Glastonbury Festival was once again well planned and managed, and the majority of recommendations made by officers after the 2022 event were acted upon (see summary in Appendix 1). Work with regards to noise after the main stages close and crowd distribution continues to be work in progress and remain the priority for continual improvement in 2024. See full Recommendations for 2024 in Appendix 2.

The priority improvements requested after the 2022 debrief exercise were:

a. Further exploration of measures or restrictions to help address excessive loudness and low frequency noise.

The pre-planning liaison for the 2023 event focussed on gaining a better understanding of the evening and night-time noise environment and in particular for GFEL to gain a stronger comprehension of low frequency noise (LFN) generation and their endeavours to minimise offsite impacts. The minor variation was applied for and granted as part of this process. To further assist in controlling overall sound energy, including LFN offsite, GFEL's consultant developed an acoustic model of the Glastonbury festival site, to enable predictions of noise propagation for the 2023 event for both day and night operations. For the 2023 event to achieve suitable management of LFN after curfew of the main venues, the consultant established a stepped reduction of the LFN output of sound systems, at the 63 Hz 1/3 Octave band and all frequencies below, to facilitate the audible and discernible requirement of the festivals licence. This took the form of a **stepped** 6 decibel reduction in frequency bands focused on arenas that drive offsite LFN levels.

b. A strategy to ensure that the densities within the staff/performer camping areas are followed to prevent the risk of fire and reduce the conflict between vehicles and tents.

A review of staff / performer campsites was undertaken to assess available space with specific areas identified for improvement. Actions taken by GFEL include recruitment of additional campsite management staff and making alterations to campsite boundaries / layouts where appropriate. Removal of vehicles in camping areas and designated vehicle routes was undertaken where appropriate.

c. Exploring improvements to crowd distribution across the site.

Williams Green was removed and replaced with Car Henge this year. The crowds that were previously drawn to this area were reduced in numbers and the open plan of the area created a comfortable space for members of the public to view the structures and sit down.

The improvements to the ingress and egress to Arcadia showed a marked improvement. An audit was carried out on the plans in place for a popular artist playing at Arcadia and monitored during the lead up, the performance and the egress from the area and this was found to be accurate and well managed.

The removal of camping at Rowmead and the new pathway behind this area improved the flow of the crowd and created more space for the Pyramid stage crowds.

The redesign and promotion of Silver Hayes was a success, with the venues and the scale of the artists holding crowds in this area, which benefitted crowd movement in other areas across the site.

4.3. Fatality Statistics

A request was made after the 2019 Scrutiny Report that the report be open and transparent and acknowledge any deaths that occur during the Festival period. For 2023 there were two recorded deaths, although tragic, they were not related to the Licensing or work place activities.

4.4. External Campsites

External campsites do not need to be licensed in the same way as The Festival so the Council along with other agencies are unable to limit their number. These sites are organised independently of the festival and place an additional demand on regulatory agency resources which are not offset against any fee income. GFEL have funded a resource who undertook limited liaison with the private campsite organisers to establish safe access for ticket holders, but Somerset Council will need to put additional resource into ensuring these campsites are compliant and do not cause nuisance to local communities in 2024.

This year there were 29 campsites.

Sustainability

In addition to the focus on minimising waste it is hoped that use of fossil fuels can be decreased year on year, by continuing to improve energy efficiency, reduce generator demand, increasing use of renewables and by reviewing the availability of local suppliers and contractors.

5. Summary

- 5.1.** The GFEL management team and all the multi-agency partner organisations should be commended for the hard work put into the planning and delivering a safe event and the commitment they show to continually improve.

With the intention of driving continual improvement, GFEL are required to consider the officer recommendations summarised in Appendix 2 and to also focus on:

- a) **Continue and further develop the measures or restrictions to help address excessive loudness and low frequency noise.**

The management of noise and nuisance impacts for such a large diverse event as the Glastonbury Festival is a complex and challenging task. Through the considerable experience of GFEL, many aspects were well managed in 2023. Music noise impacts did not spill over beyond the 5-day event period. Somerset Councils operation worked well and the liaison arrangements with Glastonbury Festival and their appointed consultant was constructive and effective. However, it should be observed that the positive gains intended and expected, did not unfortunately, in the council officer's

opinion, come to fruition as a perceived reduction of acoustic energy offsite. Further perceived low frequency sound energy remains dominant over other metrics, at times, following curfew and into the late-night entertainment period.

Concern remains that reliance on the existing late night noise condition to promote the licensing objective (after main stage curfew) is not wholly adequate, and additional measures ought to be identified and agreed to help minimise the potential of late-night music noise to adversely affect residents, whether situated nearby or further afield.

b) Crowd distribution.

Glastonbury should develop a communications plan to better inform ticket holders on crowd flows in popular areas and a policy on the use of chairs in high-capacity crowds.

6. Implications

- 6.1.** There are no implications from this report. Scrutiny members are asked to note the information support the officer recommendations and request a written response to the recommendations from the Licensee.

7. Background papers

- 7.1.** The information within this paper has been taken from the individual lead officer summary reports of monitoring the Glastonbury Festival in 2023. For sight of individual background papers please contact the report author.

Appendices

Appendix 1 – Feedback on Officer Recommendations from 2022
Appendix 2 – Officer Recommendations for 2024

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1. Alcohol and Bars		
1.1	There were no recommendations made from the 2022 event to execute during the 2023 event.	
2. Camping		
2.1	Provide a strategy to ensure that the densities within the staff/performer camping areas are followed to prevent the risk of fire and reduce the conflict between vehicles and tents to MDC in early May so clarity can be sought before the Camping EMP is signed off.	A review of staff / performer campsites was undertaken to assess available space with specific areas identified for improvement. Actions taken by GFEL include recruitment of additional campsite management staff and making alterations to campsite boundaries / layouts where appropriate. Removal of vehicles in camping areas and designated vehicle routes was undertaken where appropriate.
2.2	Review the rules around camping at Cockmill Meadow family campsite to try to ensure that it is not occupied by groups of adults.	GFEL undertook to proactively engage with the public entering the family campsites to convey that it is a family area for those with kids or people who may be vulnerable, this includes encouraging the relocation of those who do not meet these criteria. Camping Team engagement with Campsite Stewards during the event was positive and the crew confirmed the actions being taken to engage with the public in the Cockmill Meadow campsite.
2.3	Review the safety of the route up/down the hill to Worthy View to determine whether steps or safety rails are required for installation before the 2023 festival.	GFEL undertook a review into access for Worthy View and planned changes were undertaken to further improve the gradient of the hill at the bottom of the slope. SC officers welcomed the changes to the bottom of the slope but were of the view that more work is needed to the top of the slope.
2.4	Assess the safety of fire towers and the placing of fire buckets to ensure that adequate fire safety is achieved and review the timing of the collection of radios to ensure that campsite crews have access until the last shift ends.	GFEL undertook to brief all Campsite Stewards to ensure all radios are retained until the last shift ends. The design and installation of fire towers was reviewed and improved, with a specialist engaged to check Fire Towers on completion. Also reviewed was the process for the placement of fire buckets to ensure all are quickly and easily accessible in the event of a fire related incident. Building Control and SC teams reported improvements to fire towers across the site.
2.5	Review the provision of water point infrastructure to campsites to ensure it is in place and operational before the public gates open.	GFEL undertook to put in place clear communication with install teams to make sure all water infrastructure is in place by the Monday before opening. The crews will also do checks before show days to allow time to report back any issues or missing locations well in advance. SC teams reported no issues.

3. Crowd Safety		
3.1	<p>Assess whether security can be improved There appeared to be an issue with security not being able to prevent people from entering areas which had become crowded. This may be due to lack of experience of working at large scale events.</p>	<p>The site was rezoned for 2023, where each zone has its own manager. Different grades of crowd managers were assigned to different zones. Some zones had one manager who can monitor crowds and report the need for support. Other zones had dedicated teams, expanding on the crowd operation from 2022. There were a reduced number of security companies to provide more consistency amongst a smaller number of companies, but an increased number of security personnel to provide improved security. This was monitored during the festival with a noticeable improvement in security controlling crowds at this years festival.</p>
3.2	<p>Consider the design layout of the popular nighttime areas and assess whether crowd issues could be reduced by moving structures to another area of the site. Consider the design layout of the popular nighttime areas and consider whether crowd densities could be better distributed across the site.</p>	<p>Williams Green was removed and replaced with Car Henge this year. The crowds that were previously drawn to this area were reduced in numbers and the open plan of the area created a comfortable space for members of the public to view the structures and sit down.</p> <p>The improvements to the ingress and egress to Arcadia showed a marked improvement. An audit was carried out on the plans in place for a popular artist playing at Arcadia and monitored during the lead up, the performance and the egress from the area and this was found to be accurate and well managed.</p> <p>The removal of camping at Rowmead and the new pathway behind this area improved the flow of the crowd and created more space for the Pyramid stage crowds.</p> <p>The redesign and promotion of Silver Hayes was a success, with the venues and the scale of the artists holding crowds in this area, which benefitted crowd movement in other areas across the site.</p>
3.3	<p>Revise the risk assessment to consider the potential pull of the artist, the size of the stage/arena and the demographic of the attendees and ensure you have measures in place to control the numbers entering the area. There were a number of artists that appeared to be more popular than was be expected, drawing large numbers to venues which were not the principal stages. Review work undertaken to ensure areas can be managed effectively.</p>	<p>To ensure acts were within scope for the venues, area organisers were informed to think about the acts that were being booked in their spaces. This year Glastonbury Festival operated a flexible venue policy for bands who grew in popularity since their booking. Popular acts such as Mel C, were better managed this year and the issues previously highlighted at venues were more improved this year.</p> <p>As part of their continual improvement, GFEL reviewed their risk assessments across the industry to ensure they are consistent with other festivals.</p>

4. Food		
4.1	Bar Information Pack for bar operators - to include good practice illustration for sink and handwashing facilities and to reinforce requirement that operators need to provide connections to standpipes where these are not located in immediate vicinity of these facilities.	The bar information pack produced by GFEL had examples of good sink set up with a new online Bar Portal for 2023. On the whole improvements were seen with better facilities for hand washing provided by bars. Where deficiencies were found during spot checks, GFEL worked quickly with bar operators to resolve the issues.
4.2	GFEL to work with the medical services to ensure that suspected food-borne illness resulting from food/beverages are reported rapidly through an agreed mechanism to enable prompt and effective investigation to safeguard the public. Where possible this should include the trader name/location, the food/drink consumed, symptoms and speed of onset.	Information was being reported from the medical teams on site to silver command and UKHSA to facilitate swift investigation.
5. Health & Safety/Structures		
5.1	Improve pedestrian route to Worthy View	GF undertook a review into access for Worthy View and planned changes were undertaken to further improve the gradient of the hill at the bottom of the slope. SC officers welcomed the changes to the bottom of the slope but were of the view that more work needed to the top of the slope.
5.2	It is recommended that Building Control officers continue to liaise with Festival representatives throughout the year to discuss any issues regarding stability of structures and venues. Engagement with the festival liaison meetings at an earlier stage may help to resolve any issues regarding siting/relocation of existing venues or structures and the introduction of new structures. Some structural Issues identified in 2022	Improvements were made to the fire warden scaffold towers especially with the proprietary equipment used. All marquee structures appeared to have all tent pegs covered. An improved egress/access ramp for the Glastonbury on Sea pier.
6. Nuisance Prevention		
6.1	Continue to invest in the work on the communications plan and GFEL / Somerset Council Liaison for intercepting and management of complaints.	A considerable amount of work was invested prior to the event, to ensure that effective mechanisms were in place to intercept complaints at the earliest opportunity and also to ensure that the flow of information between MDC and GFEL enabled early consideration for assessment and any warranted interventions to reduce adverse impact. Amongst other things the communications plan involved advice and routing options from the Somerset Council website and bespoke instructions around the

	<p>callout arrangements that the Council provide. With the exception of a teething issue that arose from information sharing between GFEL and council within the site offices following Friday's entertainment the effort paid off. This resulted in a very effective framework for triage of issues brought to the attention of GFEL and Somerset Council, whilst maintaining a joint ownership, thus avoiding the shortfall that can occur with triage, where ownership is passed from one agency to another. Improvements were made to the GFEL residents hotline following its failure to operate for a while in 2022, no such issue was experienced for the 2023 event, and it is believed that we captured all the complaints through the different mechanisms provided for contacting GFEL and the Council.</p>
<p>6.2</p>	<p>Somerset Council to continue to work with the audit monitoring arrangements that allow for officers to assess the event during night-time hours, subject to any further identified enhancements.</p> <p>Somerset Council continued its extended hours of operation (from 03:00 in 2019) until 04:00 on each entertainment day of the event which allowed for a greater level of response to late night noise issues, particularly as it straddled the change at 3am (03:00) when some sound systems cease operating.</p> <p>Somerset Council did not operate any of the fixed monitoring sites for the 2023 event, which freed up more available time for Council Officers to check levels at the fixed sites, tour the local area to assess any levels of disturbance, and respond quickly to complaints.</p> <p>GFEL appointed consultants installed and operated the fixed monitors in accordance with the 3 designated sites on the Licence conditions and provided a monitoring point at a further (fourth point) in Pilton, which gave additional useful data. All data was uploaded to the cloud and accessible to GFEL in real time. The Council were also provided with real time access to the monitoring data for the sites and were therefore also able to monitor noise levels both from the office and out in the field.</p> <p>GFEL and their consultants appointed for the 2022 and 2023 event, updated the noise management strategy to reflect the need to better address low frequency noise and also work more closely with the Stage and Area Managers regarding sound system management, considering matters such as system size configuration, orientation, shielding arrangements and low frequency content, to assist in reducing off site impacts.</p>

		<p>With regard to offsite impacts in Pilton and other nearby urban areas within the northern compass quadrant, noise levels were not dissimilar to 2019 and 2022, and the issue remained that the noise levels or loudness did not drop away at 00.30 after the main stages finished. The overall fall off beyond this time until all venues* cease at 06:00hrs was for a second year running de-minimis post main venue curfew and at best, gradual post 03:00hrs when additional sound systems cease operating.</p> <p>Given the significant numbers of people on site and the noise generating infrastructure involved in maintaining the site a radical drop in noise level would not be expected to occur and is not considered to be a realistic achievement for sound levels to drop by more than a few decibels. Nevertheless, the high contribution of music noise and risk of bass beat adverse effects in 2022, 2023 and previously, continues to sustain the officer viewpoint that significantly more consideration needs to be invested by GFEL to control the music noise, so that its contribution to the overall ambient noise propagating beyond the site, shall be better suppressed.</p> <p>* 200W small systems are not subject to curfew hours</p>
<p>6.3</p>	<p>Somerset Council to explore with GFEL potential further measures or restrictions to help address excessive loudness and low frequency noise where it may cause adverse impact on the community.</p>	<p>The pre-planning liaison for the 2023 event focussed on gaining a better understanding of the evening and night-time noise environment and in particular for GFEL to gain a stronger comprehension of low frequency noise (LFN) generation and their endeavours to minimise offsite impacts.</p> <p>Subsequently and as part of the event planning GFEL submitted a minor licensing variation prior to the 2023 event to include LFN measures that contribute to tackling off site noise effects after main venue curfews in that the C weighted (emphasis to low frequency sounds), free field (where sound can propagate without any obstruction), 15 minute continuous equivalent sound pressure level shall not exceed the corresponding tabulated A weighted sound level as set out in condition PN3 of the premises licence (response of the human ear to noise) levels by more than 20 decibels’.</p>

		<p>To further assist in controlling overall sound energy, including LFN, offsite Vanguardia developed an acoustic model of the Glastonbury festival site, to enable predictions of noise propagation for the 2023 event for both day and night operations. For the 2023 event to achieve suitable management of LFN after curfew of the main venues, Vanguardia established a stepped reduction of the LFN output of sound systems, at the 63 Hz 1/3 Octave band and all frequencies below, to facilitate the audible and discernible requirement of the festivals licence. This took the form of a stepped 6 decibel reduction in frequency bands focused on arenas that drive offsite LFN levels.</p>
7. Sanitation		
7.1	<p>It is recommended that early discussion takes place with crew and market traders to establish their specific needs for sanitation arrangements, and all toilets in catering and food business areas should have a wash hand basin with running water (rather than only sanitiser) nearby.</p>	<p>Early discussions were had with crew and market traders in 2023. However, GFEL must ensure that the toilets at the Springfield Cross crew area have wash hand basins available (cold water is acceptable).</p>
7.2	<p>There were some reports of men urinating against the blue plastic surrounding the urinals.</p>	<p>GFEL have a new urinals signs artist who made it very clear where the urinal entrances are with their signage. GFEL has also increased the provision of urinals and toilets onsite this year.</p>
8. Security		
8.1	<p>Consideration given to having the Compliance Team Leader attending the Security Working Group to facilitate early engagement with Council Compliance Staff.</p>	<p>Achieved - Early engagement with the compliance team leader this as per recommendation.</p>
8.2	<p>Consideration given to review Wi-Fi provision</p>	<p>WiFi coverage was notably improved this year.</p>
9. Taxi		
9.1	<p>Consideration given to review the off peak provisions for refreshment area at bronze gate</p>	<p>Five vending machines were supplied which were accessible by everyone, they were in regular use and believe everyone benefitted from having them.</p>
9.2	<p>Consideration given to the Monday after the festival, taxis and PHV's be allowed to go through the A37 / A361 junction road closure</p>	<p>No reports of issues this year, however comments made by the taxi trade regarding difficulty in getting back to the rank on Monday</p>

		due to the one-way system and the amount of traffic.
9.3	Consideration given to review the signage at gate A regarding bus information	No reports of issues this year
9.4	Consideration given to non-MDC taxis and them being challenged and removed when at the drop and collect point at the Bath and West and the bronze gate taxi rank	No reports of issues this year.
9.5	Consideration given to improve the briefing of staff and volunteers for bronze gate and A37 / A361 junction.	No problems at A37 / A361 junction but, staff at bronze gate need to be more robust in restricting entry.
9.6	Consideration given to increase the speed limit signage and review bronze gate design to reduce speeding.	Initially the signage was not deployed, however when GFEL were contacted this was quickly rectified.
10. Water		
9.1	Some food traders reported that their water connections were not completed, or that the work was rushed, before they wanted to commence trading.	Advance meetings between the water teams and markets were held throughout the build up to the 2023 event to ensure all requests are understood and actioned. Before the Sunday when the traders arrive, a checklist will be used by the Markets manager to make sure everything is in place as needed.
9.2	There was some confusion around which taps were not to be used due to sampling of the water.	GFEL proposed that signs made up and attached to the taps being sampled with red cables.
9.3	It was noted at Williams Green that a large number of people were filling bottles from a tap point that was clearly intended for plant watering and with a hose connector in place.	That particular tap position at Williams Green was moved to a more appropriate location and other plant watering tap locations will be reviewed.
11. Waste & Sustainability		

<p>10.1</p>	<p>Look to expand the use of reusable cups across the festival. Although paper cups are a better alternative to plastic the amount of paper cups littered was clearly visual.</p>	<p>This was expanded further across a number of crew bars successfully.</p>
<p>10.2</p>	<p>Continue to work with areas across the festival around messaging on reducing waste created and how to recycle more waste produced. Reuse were trialled in some locations so look to see how this can be expanded and replicated</p>	<p>The messaging around reducing waste was noticeably more prevalent across the festival through the build-up and during the festival.</p>
<p>10.3</p>	<p>Although things like single use plastics and disposable vapes are not sold on site, they are still seen in the waste streams. Focus further on educating attendees about the waste they bring onto site and the environmental impact this has.</p>	<p>Messaging was provided to attendees in advance and during the festival around materials not allowed on site including glass and disposable vapes. There was a huge increase in the amount of disposable vapes found within the waste streams this year.</p>
<p>10.4</p>	<p>Continue to review the availability of local suppliers to focus on reducing delivery milage.</p>	<p>A continuous action for the festival. Local suppliers were engaged with and sourced from as much as possible.</p>

10.5	In areas of high waste generation such as the bins around the bottom of the Pyramid stage explore possibilities to prevent waste overflow either through additional bins, collections or increased litter picking. This is strongly linked point three regarding educating attendees about reducing and recycling waste.	A noticeable decrease in overflowing bins observed this year.
10.6	Use energy data running time for generators to continue to drive down diesel and fossil fuel usage on site.	This is being implemented across site, ongoing work looking to reduce energy consumption.

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1. Alcohol and Bars	
1.1	No recommendations for Alcohol & Bars
2. Camping	
2.1	Animal Exclusion Consider increasing the animal exclusion period in the arenas and main public camping areas in line with the guidance in Chapter 19 <i>Campsites</i> of the Purple Guide (The Purple Guide) to four weeks before the public arrive on the site. This isn't legislation as such but is recognised as good practice.
2.2	Review of Public Camping Space availability It is recommended GFEL review the impact of taking out Rowmead on public camping availability. Linked to this will be the need to consider horizon scanning and preparedness for demands on space within the fence line whether this be more or less demand for pre-erected pitches and space for campervans, any reduction in offsite provision as well as changes to staff ticket holder ratios.
3. Crowd Safety	
3.1	Assess Glade crossroads to reduce crowds staying on the railway line to view acts at the Glade stage. The congregation of people at Glade Crossroads increases the crowd densities in this area, which is a natural walkway from getting from the South West side of the festival to the South East, when there is a band playing at the Glade stage and the audience backs up onto the railway line and the path offers and vantage viewing point to stand and listen to the act.
3.2	The warm weather contributed to an increased number of people bringing chairs and blankets to sit down and view artists, particularly on the Pyramid stage. This has an impact on crowd densities and capacities of venues and may increase people's perception that the venue is overcrowded. Although there was an audio message to remove/pack up chairs from the field, this had very little impact on the crowd. Glastonbury should develop a procedure for the use of chairs in high-capacity crowds and how this is communicated to the public.
3.3	Continue to assess the Southeast Corner, to improve crowd movement in this area at peak times and ensure infrastructure is suitable placed to prevent risks to moving crowds and ensure there is effective communication to ensure crowds are aware of the experience of this area.
4. Food	
4.1	Allergen controls in Bars It was identified that some bars making cocktails had failed to consider where allergens were present-typically the addition of celery and fish in Worcestershire sauce. GFEL to enhance the Bar Information Pack to highlight to bar operators the following requirements: <ul style="list-style-type: none"> • Display allergen/intolerance information signage at point of sale or on bar menu. • To identify beverages and food containing any the 14 allergens. This information should be written down ideally using an allergens chart which can be seen by staff and customers to facilitate making informed choices. • Bar operators to include allergen awareness during staff induction and to keep a written record of who has received the training.
4.2	Engagement with Trading Standards It was noted that Devon and Somerset Trading Standards were absent from all market working group meetings. Devon and Somerset Trading Standards are identified in GFEL's Market Working Groups Terms of Reference as a core member and as such GFEL should seek to encourage their engagement in the working group for 2024.

5. Health & Safety/Structures	
5.1	<p>Building Control Liaison It is recommended that Building Control officers continue to liaise with Festival representatives throughout the year to discuss any issues regarding stability of structures and venues.</p>
5.2	<p>Pedestrian route to Worthy View Although some work was carried out at the bottom of the slope there are still steep bends in the walkway to Worthy View. Weather conditions were good, so the pathway did not become muddy. There is a post and rail fence one side which acts as a handrail, but chestnut paling on the opposite so no corresponding handrail. It is strongly recommended more work be carried out on the bends to make this walkway safer to use perhaps by incorporating steps and/or handrail to steep bends.</p>
5.3	<p>Continue work on workplace transport – reducing risks associated with pedestrian vehicular conflict. GFEL have worked hard over several years to reduce pedestrian vehicular conflict during the public opening days and should be commended. Many improvements on 2022 were observed, but this is an area of work that rightly should continue to be a high priority for GFEL.</p>
6. Nuisance Prevention	
6.1	Continue to invest in the work on the communications plan with GFEL / Somerset Council Liaison for intercepting and management of complaints.
6.2	Somerset Council to continue the vital work with the audit monitoring arrangements that allow for officers to assess the event and address legitimate complaints during night-time hours, subject to any further identified enhancements.
6.3	Somerset Council to explore with GFEL potential proactive further measures or restrictions to help address excessive loudness and low frequency noise where it may cause adverse impact on the community.
7. Sanitation	
7.1	Large queues for toilets were reported in the ‘Park’ and ‘Stone Circle’ areas on the Wednesday and Thursday of the event. Please consider putting in place additional toilet provision in these areas to accommodate the large amount of people in these areas on those days.
8. Security	
8.1	It is recommended a more robust briefing for all Gate staff to ensure uniformity in relation to prohibited articles be considered.
8.2	Consideration be given to introduce a reporting system to capture details of employees/EPO wristband holders who are found to be carrying prohibited substances on to site with a view to not be invited back next year.
9. Taxi	
10.1	Consideration given to review access routes to bronze gate for licensed vehicles (taxis) back to the taxi pick up point on Monday.
10.2	<p>Consideration given to review access to bronze gate. Towards the end of the festival, it was observed there were a number of vehicles that had been parked on the grass next to the metal track at bronze gate. A handful of the cars did not belong to any staff at the rank, it was then reported by the bronze gate stewards and those vehicles were swiftly removed. To prevent this next year, it is suggested the staff at the entrance of bronze gate are more robust in restricting entry to reduce the likelihood of this happening.</p>

10. Water	
11.1	Large queues for water points were reported in the 'Park' and 'Stone Circle' areas on the Wednesday and Thursday of the event. Please consider putting in place additional water provision in these areas to accommodate the large amount of people in these areas on those days.
11. Waste & Sustainability	
12.1	Continue to promote messaging around reducing waste and environmental impact this was more prevalent this year
12.2	Continue to seek low carbon alternatives for energy usage on site such as the rollout of HVO to all generators this year
12.3	Explore the expansion of solar onto more structures across site, potentially could this be used to create more shade across the site during the hot weather
12.4	Focus on the retention rate of the reusable cups within staff bars to maximise their reuse.
12.5	Focus on the messaging on disposable vapes as an emerging new waste stream and promote attendees to bring reusable vs disposable
12.6	Continue to cut down on the unauthorised use of flares.
12.7	Focus further on data collection around energy usage across site to create efficiencies

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2023 Rough Sleeping Initiative Overview

Wednesday 13th December 2023

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Somerset
Council

Agenda Item 7

Housing Crisis and Demand for Affordable Housing

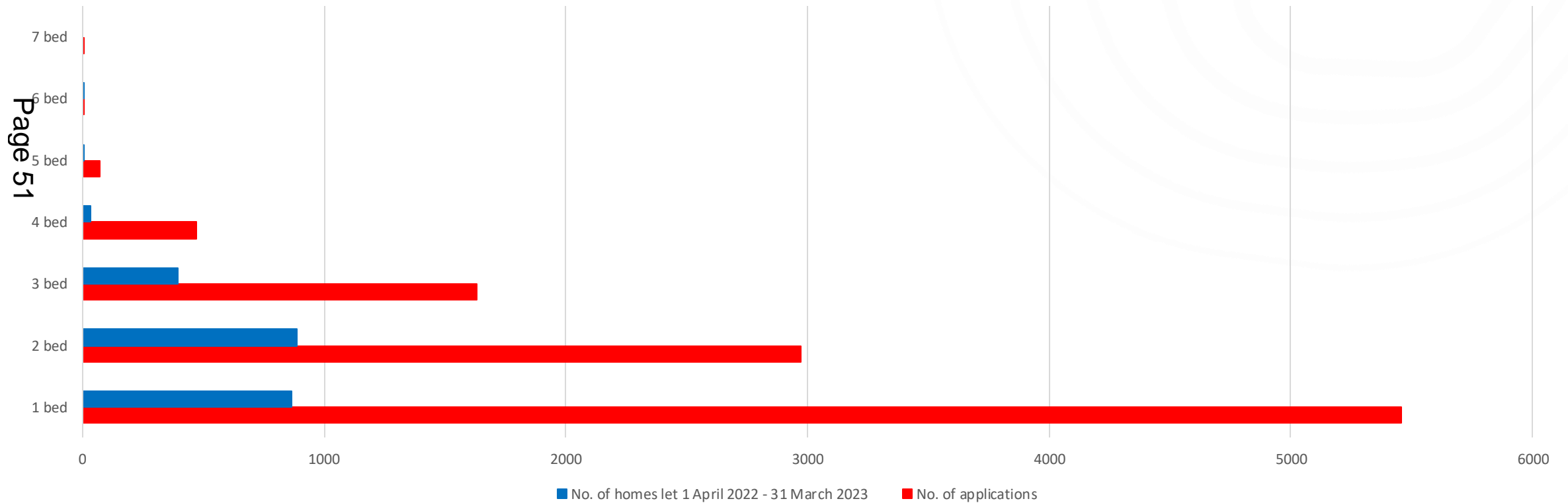
- 11,000 households seeking affordable housing through Homefinder
- Over demand in the Private Rented Sector
- 243 in Temporary Accommodation or B&B 27/11/2023
- 57 households sleeping rough
- Annual reduction of social housing through the Right to Buy
- Challenges with building new homes and challenges in ability for the council and partners to build homes at pace
- Shortage of homes which reflect the size and needs of Somerset households
- £9m annual budget inc £5.5m grants (HPG/RSI/other)

Profile of households registered on Homefinder Somerset (29 November 2023)

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Number of bedrooms needed								
	1	2	3	4	5	6	7	Total
Emergency	12	1	2	3				18
Gold	429	219	135	85	41	6	1	916
Silver	1,822	1,244	1,014	322	17	3		4,422
Bronze	3,343	1,508	488	50	4			5,393
Total	5,606	2,972	1,639	460	62	9	1	10,749

Comparison between demand & supply



Housing Options Service

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The Service:

- Provides 4 front doors (Bridgwater, Taunton, Yeovil, Shepton Mallet)
- Web and telephone access & home visits for vulnerable customers
- Prevention advice
- Relief as required under the homeless Reduction Act
- Main Duty as defined by Statute (Temporary Accommodation/B&B/discharge of duty through offer of Social or Private rented accommodation)
- P2i (18-25 year olds) – New Service for Housing April 2024
- Rough Sleeper Initiatives (RSI)
- Reviews
- All service interwoven with Mental Health, Domestic Abuse, Financial Exclusion Support

National & Somerset demand trends for Temporary Accommodation

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	Somerset	Change on 2019 figure	National	Change on 2019 figure
31/03/2019	120		85040	
31/03/2020	108	-10%	92190	8%
31/03/2021	181	51%	95290	12%
31/03/2022	196	63%	95000	12%
31/03/2023	232	93%	104510	23%
Today	243	103%	Stats not out yet	

Supporting those at risk of Rough Sleeping

Timeline

- **2017** – Crisis peak
- **2018** - Central government release their Rough Sleeping Strategy
- **2018** – Initial funding made available
- **2019** – Decrease in numbers sleeping rough
- **2020** – Covid-19 pandemic
- **2022** – Rough Sleeping Strategy updated
- **2025** – An end to rough sleeping



The Four Pillars



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Prevention

Intervention

Recovery

Transparent and joint
approach

Impact of rough sleeping

- Rough sleeping is the most extreme form of homelessness
- An individual who spends just 3 nights on the streets is 15 times more likely to experience mental health issues.
- Those who experience rough sleeping are more vulnerable to crime, substance misuse and illness
- People who sleep rough regularly over a long period of time are more likely to die young than the general population
- Wider community



Somerset RSI

- ✓ £1.8m for 23/24 and £1.5m for 24/25
- ✓ Partnership working and holistic approach
- ✓ Highly Skilled teams
- ✓ Person centred support and trauma informed approach
- ✓ Targeted interventions
- ✓ Dedicated bed spaces available across somerset
- ✓ Solution focused and customer led

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SWEP

- Severe weather emergency protocol
- Purpose
- Shared procedure for Somerset Council
- Common sense approach
- Increased Opportunity for engagement
- Difference between life and death
- Process

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Somerset Housing Homelessness & Rough Sleeping Strategy

- **Statutory requirement for making homelessness case decisions**
- **Prescribed - Homelessness Code of Guidance – systems approach**
- **Project Team – overseen by Homeless Reduction Board (HRB)**
- **Links to other strategies & work programmes e.g. MEAM /Better Futures, some TTC projects**
- **Stakeholder engagement – people with lived experience – agencies, RPs, VS organisations**
- **2 development phases**

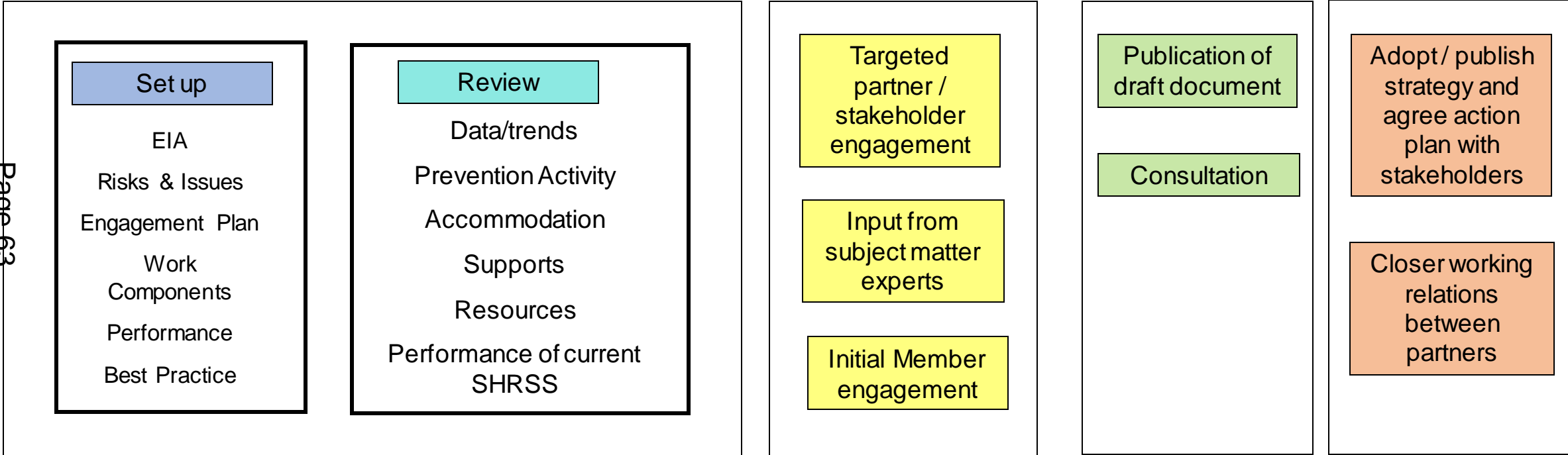
Homeless Needs Assessment (every 5 years)

Demand and need - based on latest stats, intel and feedback
Service mapping
Gap & issue analysis

Strategy and action plan

- **Potential to combine with Housing Strategy (non statutory)**

Process / Timeline



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A. Commencement

B. Identify the Issues

C. Engagement

D. Draft Priorities

E. Agreeing a way forward

Prevention - Reduction – Recovery – Health – Independence - Accommodation
Co-production – Collaboration - Innovation – Creative Solutions & Systems

Work Components (Phase 1, Stages A & B)

Stage A: Project management

1. PID
2. Project Plan/Timeline/Performance/Alignment with Somerset Housing Strategy (SHS)
3. Equality Impact Assessment
4. Risks and Issues (currently capacity, timeline and finance)
5. Consultation and Engagement Plan
6. Research into Best Practice/statutory requirements

Stage B: Review needs/identify issues:

6. Current and Future Levels of Homelessness
7. Prevention Activity
8. Accommodation
9. Supports
10. Resources
11. Review of existing strategy

How do Scrutiny want to be involved in SHRSS development?



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Executive Decision Report

Forward Plan Reference: FP/23/09/13

Decision Date: 06 September 2023

Key Decision: No



2023/24 Housing Revenue Account (HRA) Revenue and Capital Budget Monitoring as at Quarter 2 (30 September 2023)

Executive Member(s): Deputy Leader of the Council and Lead Member for Resources and Performance(s); Lead Member for Communities, Housing and Culture

Local Member(s) and Division: All

Lead Officer: Jason Vaughan, Executive Director for Resource & Corporate, S151 Officer

Author: Kerry Prisco, Management Accounting & Reporting Lead

Contact Details: kerry.prisco@somerset.gov.uk

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1 Executive Summary

1.1 This report provides an update on the projected outturn financial position of the Council's Housing Revenue Account (HRA) for the financial year 2023/24 (as at 30th September 2023).

1.2 The headline estimates for **revenue** costs are:

Revenue Budget	Forecast overspend of £2.074m	Red
General Reserves	£9.975m forecast balance = favourable compared to £3.722m minimum requirement	Green
Earmarked Reserves	£258k opening balance	Green

1.3 The HRA is a ring-fenced account which must abide by the accounting regulations and ensure that cross subsidy does not occur. Whilst self-financing has provided some flexibilities, the HRA is heavily regulated which restricts income growth and increase cost pressures.

- 1.4 The HRA has set a balance budget for 2023/24 however areas of risk for the year will relate to the **economic operating environment** and the impact this may have on any variation from the forecasts assumed when setting the budget, for example the cost of borrowing for the refinancing of debt, pay awards, cost of materials and utilities, etc.
- 1.5 In addition, there are risks associated with **regulatory and compliance** requirements. For example, changes are expected during the year in relation to the Regulator of Social Housing's decent home standard where the cost impact is unknown, as well as a new Act which places new emphasis on customer safety, quality of accommodation, engagement, communication and greater evidence of listening to our tenants. New tenant satisfaction measures are now established and reported on.
- 1.6 From an **operational** perspective, the risk here relates to the levels of demand from our tenants for support and service, for example for debt and benefit advice, repairs and maintenance on their properties, and the number and condition of void properties. This is a very reactive service based on the needs of the tenants.
- 1.7 The headline estimates for **capital** costs are:
- 1.8 The Housing Revenue Account (HRA) Capital Programme for 2023/24 onwards is £122.606m. This consists of £32.208m of new schemes approved for 2023/24 plus £90.397m approved budget carry forward.
- 1.9 The current forecast outturn is an underspend of c.£4.6m for the Major & Improvement Works. The Social Housing Development schemes will be delivered over the next eight years, with the profiled budget for 2023/24 reporting an underspend of c.£491k.

2 Recommendations

- 2.1 The Executive:
- 2.2 To note the HRA's forecast financial performance and projected reserves position for 2023/24 financial year as at 30 September 2023, including key risks and future issues and opportunities detailed in the report which will be closely monitored and updated throughout the year.
- 2.3 To note the forecast outturn position of the Capital Programme.

3 Risk Assessment

- 3.1 Financial forecasts are based on known information and projections based on assumptions. As such any forecast carries an element of risk. The current forecasts included in this report are considered reasonable given the extra element of risk around inflation being experienced in the current economic operating environment and based on experience it is feasible the year end position could change. It is common for overspends and / or underspends to emerge during the year, reflecting an optimism bias within previous forecasting. There may also be matters beyond the Council's control that affect the final outturn position.
- 3.2 Salient in year budget risks are summarised below. The Council manages financial risk in several ways including setting prudent budgets, carrying out appropriate monitoring and control of spend, operating robust financial procedures, and so on. The Council also holds both unearmarked and earmarked reserves which include contingencies to manage budget risk.
- 3.3 Budgets and forecasts are based on known information and the best estimates of the housing service's future spending and income. Income and expenditure over the 2023/24 financial year are estimated by budget holders and then reported through the budget monitoring process. During this process risks and uncertainties are identified which could impact on the financial projections, but for which the likelihood, and/or amount are uncertain. The Council carries protection against risk and uncertainty in several ways, such as insurances and maintaining reserves. This is a prudent approach and helps to mitigate unforeseen pressures.
- 3.4 The following general risks and uncertainties have been identified:

Regulatory and Compliance

- 3.5 Over the past few years, the regulatory and compliance requirements have increased. The landlord functions have increasingly stringent standards to ensure customers are kept safe. Recent and imminent legislation in Fire Safety and Damp & Mould has led to greater investment in a range of components and different working practices. The proportionate cost of works associated with compliance has increased significantly over the past three years. The landlords are investing significantly in electrical safety checks, compartmentalisation within blocks and fire doors and Homes in Sedgemoor with the Council has enhanced its practices to manage new Building Safety Act requirements. New national concerns for example Reinforced Autoclaved Aerated Concrete (RAAC) have hit the headlines and the service needs to react to reassure customers and the council.
- 3.6 **Landlord Compliance:** Both operating models have good and well-established approaches to ensure the Council keep tenants safe. The big six compliance areas (Gas, Electric, Water, Asbestos, Fire Safety and Lifts) have now been joined

by Damp and Mould. Housing is increasingly scrutinised and reputational damage as well as harm is significant if the Council fails to manage its compliance responsibilities. The Council is ultimately responsible. Performance management frameworks are in place to measure landlord compliance and new approaches have been developed to help the services respond to damp and mould cases. The Housing Regulator is currently supporting the in-house service's action plan to bring Electrical testing to top quartile performance. Regular audits take place, and we are awaiting a final report on the Fire Safety Audit recently undertaken.

- 3.7 **Social Housing (Regulation) Act:** The core objectives to facilitate a new, proactive approach to customer regulation regime, refine the existing economic regime and strengthen the regulatory powers to enforce customer and economic regulation. The Bill includes Awaab's Law - placing additional requirements in relation to resolving damp and mould on the landlord and requiring greater professionalisation of the service. Other requirements will follow, for example the need for all Housing Managers to have professional qualifications which, although welcomed, will add further cost pressures to the service. The Council is applying the new Tenant Satisfaction Measures in an identical way through its two operating models and reporting these through Key Performance Indicators. The Bill requires several changes to home safety, tenant satisfaction measures, complaints handling, a new inspection regime for social landlords and a strengthened role for the Regulator of Social Housing. The Act provides us with additional impetus for the two operating models to share best practice and learn from one another. The in-house service is focussing this year on improving communication with tenants, within the service and on Core Service delivery (repairs, compliance, capital programme, voids/lettings, tenancy management and income collection). Homes in Sedgemoor will retain a focus on core services which are performing well such as rent collection and tenant engagement whilst looking to improve in areas such as major voids, leasehold management and lift servicing.
- 3.8 **Responding to increased stock quality standards:** Changes to the Regulator of Social Housing's decent home standard as well as net zero targets and milestones place an additional financial burden on resources. Both operating models have been successful at attracting grant and aligning some energy works with capital programmes to partially offset costs. For example, the HRA is currently using Social Housing Decarbonisation funding wave 1 & 2 and ECO4 utility obligation to minimise the cost of low carbon retrofit. After a period of transition, the Housing Revenue Account service will be in a good position to influence stock investment for all 10,000 homes and align strategy such as low carbon retrofit.
- 3.9 **Right To Buy (RTB) Receipts:** This is a government policy that enables tenants to purchase their homes at a discount, subject to meeting qualifying criteria. The receipts allowed to be retained by the Council can now fund up to 40% of new social housing costs and must be used within five years of receipt. To date, with the exception of one instance in Q1 2015/16 where receipt and interest was repaid, the Council has successfully fully spent all of their retained 1-4-1 receipts. In addition, the HRA makes use of other grant funds including Homes England, Hinkley Point C and better care fund to reduce the costs to the HRA of regeneration, development or building hoes to support vulnerable customers.

Economic Operating Environment

- 3.10 **Inflation:** The current economic operating environment is placing financial risk on the Council in terms of rising inflation increasing the cost of supplies such as utilities, labour and materials. Regardless of the difference in how the repairs are delivered (by a direct labour organisation or contracts) the shortage of labour and materials is increasing costs to the service and often additional supervision is required to ensure quality is maintained.
- 3.11 **Rising cost of borrowing:** The landlord service has a well developed social housing and regeneration programme; however, these schemes can only obtain a maximum of 40% subsidy from the RTB Scheme (subject to criteria) leaving the Council to borrow to finance the remaining 60% cost of the scheme. With the cost of borrowing rising this is having a significant impact on the MTFP and 30-Year Business when new borrowing is required to either refinance debt falling due or to finance new borrowing requirements. The service has supported the wider aims of the council and benefitted from the Local Authority Housing Fund to purchase homes for displaced persons and hosting the properties in the HRA. This type of approach aligning corporate priorities with the Councils HRA functions is an example that benefits the customer, general fund and HRA.
- 3.12 The PWLB has recently announced a reduction in the margin applied to loans that will be used to fund capital expenditure within the Housing Revenue Account (HRA). Available from the 15 June 2023 (until the 1 June 2024) qualifying loans (submitted within one year) will attract a margin of 0.40% above Gilts which is a discount of 0.60% below the published PWLB rates.
- 3.13 The Council is benefitting from continually exploring opportunities to subsidise schemes and reduce the HRAs borrowing requirements. For example, the council was the first registered provider to receive funding from the new Homes England Regeneration fund which has reduced the borrowing for the North Taunton Woolaway project by £5m.
- 3.14 **Capital Programme Forecasts:** Engaging with Contractors at all tiers continues to be very challenging, therefore the risk to the capital programme and forecast costs should be considered. The labour and materials market are still in short supply, with Contractors unable to resource both tenders being issued on projects on site. As such, competition in the market is more limited than it has been for some time.
- 3.15 The cost pressure created by inflation, the liquidation of a number of contractors, logistics challenges and the general acceleration to get projects to site, is causing previous fixed price contracts to be re-appraised within a matter of months of a successful tender. This could move schemes to the limits of viability. The resulting impact of this cost pressure is resulting in Tier One (larger scale) Contractors often turning down tender opportunities unless an inflation clause (requiring the Client to take the risk of inflation), is included in Contracts, whilst smaller Contractors are withdrawing tenders after

submission or operating on such a small margin as to put them at risk of failure. The service has successfully procured a greater number of smaller contractors to deliver Kitchens and Bathrooms and is seeking to procure mid-range contractors for future development schemes. In addition, recent contracts for demolition are showing some market improvements for the service.

- 3.16 There is no question that the cost of maintenance and construction has significantly increased over the past two years. The forecast tender price inflation market appears to be at a turning point as inflation and demand pressures fall. This may see new opportunities during the tendering of works however the baseline is significantly higher than 2021/2022. The material price index in January 2023 increased by 10.4% (All Words) which was slightly down on previous months. Tender price inflation appears to be dropping to around 3% in 2023 compared to 3.75% in 2022. Although the Housing Revenue Account is sufficiently robust the ability to deliver works will in part relate to the solvency of contractors and their ability to manage the economic environment.
- 3.17 **Recruitment:** There are a number of vacancies across the Council and assumptions have been made as to when these vacancies will be filled. The Council is experiencing recruitment issues (as seen country-wide) therefore assumptions and forecasts may change, in addition to higher agency costs to cover roles where permanent recruitment is not successful.
- 3.18 **Cost of living crisis, Welfare Reform and Universal Credit (UC):** The impacts of these are significant with the number and value of rent accounts in arrears expected to increase considerably, albeit we have managed to contain this to date. Several mitigations are already in place to help support tenants affected particularly by the rising cost of living such as debt advice, access to discretionary housing payments and an arrears management team with redesigned workflow processes and the introduction of a new VoiceScape system to automatically remind customers of arrears.

Operational Delivery

- 3.19 **Repairs & Maintenance:** Overall this is a very demand led and reactive service based on the needs of the tenants. There are also a number of uncontrollable variables associated with this service such as the weather (e.g. flooding, cold winters causing burst pipes, roof leaks, etc), condition of properties when returned (e.g., void refurbishments), consumer demand on minor internal / external repairs (e.g., broken door or fence) and the type of repair work required. Market pricing of materials etc can also be volatile with some unit costs increasing in recent years. As such the levels of demand do not always follow a recognisable trend. We therefore caveat the forecasts in these areas to account for fluctuations.
- 3.20 **Fluctuation in demand for services:** We operate many demand-led services and the levels of demand do not always follow a recognisable trend, which may lead to fluctuations in costs and income compared with current forecasts. We have certainly seen an increase in demand for tenancy management support for complex cases, often related to poor mental health, which brings additional costs to the service. Regulatory change is increasing the landlords need to improve access

to the service and by its nature increase demand. Increase in demand can often be a positive in terms of maintenance as early intervention can limit damage and save costs to the landlord.

- 3.21 **HRA Service Level Agreements with the new unitary council:** As the Housing Revenue Account comes together as one account there is an opportunity to review and formally agree the service level agreements which helps the landlord functions operate through the purchase of General Fund skills. For example, finance, human resources, business support, governance, etc. The in-house landlord is looking at all its services in order to secure appropriate resources from within its own structure or through other Council directorates. It is envisaging the new Service Level Agreements will allow the landlord and HRA strategic business team to better meet the challenges as a highly regulated social landlord.

Technical Accounting Risks

- 3.22 **Bad Debt Provision:** The budgeted bad debt provision of £147k provides financial capacity for any increase in arrears and / or aging debt from one year to the next as well as any in-year write offs. This is a year-end technical accounting adjustment. The key challenges facing the arrears position are the pressures to maximise rental income in an environment of reduced government support and greater need to utilise internal resources; the 'cost of living crisis' marked by reductions in real income accompanied by increases in utility, fuel costs and food prices; welfare reforms which have made extensive use of sanctions and reductions in eligibility; and the impact of the COVID pandemic. Homes in Sedgemoor have excelled at managing income and are currently in the top ten social housing landlord nationally. The in-house service does not compare as well but is still performing within the top quartile industry standard. Income generation and managing debt is being elevated in importance for the service and new software is being introduced to support this critical work.
- 3.23 The approaches incorporated at the Council to aid the HRA's enforcement of debt and support to tenants include providing direct welfare benefit advice and support; facilitating access to employment and training, support and advice; facilitating access to debt prevention support; and opportunities for flexible rent payment.
- 3.24 **Unitary Council:** The landlord functions have transitioned well into the new authority. The challenges since April have been working with new financial systems, learning other corporate software such as risk management software and working to procedures such as those in relation to recruitment and governance. It is currently unknown what the potential HRA costs will be and whether revenue costs including costs associated with staff movements due to uncertainty/feeling of insecurity, additional reliance on agency staff to fill vacancies in the short term, rebranding vehicle, offices and PPE have been impacted. From a capital perspective the business plan does provide some headroom to allow non-right to buy receipts to be used as flexible capital receipts to fund transformation costs. Revenue costs of implementation are not currently budgeted and will place additional pressures on the HRA budget and reserves, thus we will need to review planned expenditure and reserves during the business planning process in 2023/24.

- 3.25 **Forecasting Assumptions:** It is conceivable that, whilst budget holders are optimistic that they will spend all their budget, experience shows that variances are more accurate in the last quarter of the financial year. The pace of spending may also reduce as capacity and delivery of priorities is affected by local government structural change.
- 3.26 **Year-end Adjustments:** There are certain items that are not determined or finalised until the financial year-end. For example, the final assessment of provisions required for bad debts and final allocations of support service recharges, as well as the year end capital financing requirement impacting net interest payable. These can result in potentially significant differences to current forecasts.

4 Partnership Implications

- 4.1 A range of HRA services are provided through partnership arrangements such as MIND, citizen's advice, etc. The cost of these services is reflected in the Council's financial outturn position for the year. The Housing Revenue Account is increasingly having to question the funding of services outside its core service.

5 Scrutiny Comments / Recommendations

- 5.1 This report will be considered by Corporate and Resources Scrutiny on 5 December 2023. A summary of the comments and recommendations discussed will be provided here (or a verbal update) for the Executive to consider on 6 December 2023.

6 Background and Full details of the Report

- 6.1 The Housing Revenue Account (HRA) is a ring-fenced, self-financing, account used to manage the Council's housing stock, with the Council acting as the Landlord. This has been the case since April 2012 where, under the Localism Act 2011, the government abolished the national subsidy system (which required an annual payment from the HRA to Central Government) and introduced 'self-financing'. This new system enabled Councils to retain all rental income to fund the costs of managing and maintaining the housing stock, as well as meeting the interest payments and repayment of debt. As part of the self-financing agreement, Councils had to buy themselves out of the subsidy system by making a one-off payment to the Government. The debt taken in 2012 was a total of £133m; £85.198m for the Taunton Deane Borough Council legacy authority and £47.321m for the Sedgemoor District Council legacy authority.
- 6.2 Self-financing does bring financial benefits and more flexibility, especially since the borrowing cap was removed in October 2018, however the HRA is still heavily regulated. For example, rent increases are restricted by the Regulator of Social Housing's Rent Standard, there are specific regulations which govern eligible income and expenditure to prevent cross subsidy with the General Fund, as well as the decent homes standards that stipulate the conditions of properties.

- 6.3 The new unitary Somerset Council has inherited two landlord operating models which now sit under one Housing Revenue Account. The two landlord operating models are an in-house service in the West, formerly Somerset West and Taunton (SWT), and Homes in Sedgemoor which is an Arm's Length Management Organisation (ALMO) operating in the North, formerly Sedgemoor District Council (SDC). The combined total dwelling stock as at 1 April 2023 is 9,665 (5,653 from SWT and 4,012 from SDC). In addition to this we have 599 leasehold properties (489 from SWT and 110 from SDC).
- 6.4 The Council's two operating models which deliver the landlord functions will continue to operate as they did previously however there are various transitional projects taking place which will enable the Council to compare the two models like for like. These transitional projects will also allow the Council's in-house service and Homes in Sedgemoor to learn from one another. The transitional programme will also recognise the opportunity to enhance the Council's strategic Housing Revenue Account responsibilities. This will allow the council to be a better client to the arm's length service and its own in-house service. The transition will see appropriate resources at landlord function level and at the strategic level allowing the in-house and Homes in Sedgemoor landlord service to be ambitious in delivering great and improving services to customers and allow the Council to make strategic decisions in relation to stock investment, growth, rent setting, zero carbon homes and administering its statutory and regulatory responsibilities. Following a period of transition, the Council will be able to turn toward an option appraisal of its stock and operating models.
- 6.5 The regular monitoring of financial information is a key element in the Council's HRA Performance Management Framework. Crucially it enables remedial action to be taken in response to significant budget variances, some of which may be unavoidable. It also provides the opportunity to assess any consequent impact on reserves and the HRA's Medium Term Financial Plan and 30-Year Business Plan.
- 6.6 Members are to note that the position can change between 'in-year' projections and the final outturn position, mainly due to demand-led service costs and income levels and where actual costs and income can vary from initial estimates and assumptions. The budget monitoring process involves a detailed review of the more volatile budgets and a proportionate review of low risk/low volatility budget areas. Budget Holders, with support and advice from their finance business partner, update their forecasts monthly based on currently available information and knowledge of service requirements for the remainder of the year. As with any forecast there is always a risk that some unforeseen changes could influence the position at the year-end, and several risks and uncertainties are highlighted within this report. However, the following forecast is reasonable based on current information.

7 HRA Revenue Budget 2023/24 Forecast Outturn

- 7.1 This report provides the Housing Revenue Account (HRA) forecast end of year financial position for revenue and capital expenditure as at 30 September 2023.

- 7.2 The current year end forecast outturn position for the HRA for 2023/24 is an overspend against budget of £2.074m. The table below summarises the approved revenue budget for the combined HRA for 2023/24, with more detail found in **Appendix A**. Variances over £50k are explained below.

Table 1: HRA Revenue Outturn Summary

	Current Budget	Forecast Outturn	Forecast Variance	
	£000	£000	£000	%
Gross Income	-51,115	-50,949	166	1.1%
Service Expenditure	29,578	31,487	1,909	6.5%
Other Expenditure	21,537	21,537	0	0.0%
Total	0	2,074	2,074	7.6%

Income

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- 7.3 **Dwelling Rent Income:** The combined budgeted income for 2023/24 is £45.2m, which reflects an assumption of an average 2% void loss and applying a 52-week year. The outturn position for dwelling rent income is an under recovery against budget of c.£114k which is in part due to timings of RTB sales and stock changes for social housing development schemes, as well as higher levels of voids especially in temporary accommodation stock. A Void Improvement Plan was presented to the Housing Senior Management Team in November which focuses on bringing average void times down. Discussions are ongoing with Adults Social Care to improve the number and quality of referrals for Extra Care Housing which should also reduce voids, and work is taking place with the Homeless Service to bring more capacity onto proactively tackling temporary accommodation voids. The forecast includes £108,102 of write offs during the year (£25,256 on current tenancies and £82,846 on former tenancies).
- 7.4 **Non-Dwelling Rents:** The combined budgeted income for 2023/24 is £1.3m and includes garages, shops and land access. The outturn position is an under recovery of £41k primarily due to lower garage rent income. This is due to an increase in vacancies of around 30 this year due to tenants and private garage renters handing back their garages, to reduce costs and as space is no longer required. A further 13 garages have been emptied to allow development at Wordsworth Drive. We know that there is a surplus of garages within our stock compared to demand and we will look for further development opportunities.
- 7.5 **Charges for Services / Facilities:** The combined budgeted income of £3.4m for 2023/24 includes (a) £1.700m for the Service Charge Income for Dwellings (after discounts have been applied to tenants such as Piper Charge to Sheltered Housing and Extra Care) less an average 2% void loss and applying a 52-week year, (b) £150k for Leaseholder Charges

for Services, and (c) £3k for Meeting Halls.

- 7.6 The Leaseholder Charges for Services is forecasting an under recovery of income of £78k. The leaseholders are invoiced a year in arrears. The number of routine repairs undertaken were lower last year than anticipated. In addition, the delivery of major repairs has been delayed due to surveys at the blocks not yet been completed and / or works not been completed at blocks where leaseholders' own properties, as well as leaseholders being capped at £250 due to section 20 notices not served in time. Looking forwards, Section 20 consultations are being held with all leaseholders for the major works planned for the next 3-5 years to ensure full cost recovery.

Expenditure

- 7.7 **Maintenance:** This overspend relates to the responsive repairs service and void repairs service which is undertaken to ensure our Lettable Standard is met before reletting. These are very demand led and reactive areas, particularly with void costs influenced by the condition of the properties being returned for reletting. Both of these service areas are experiencing an increase in cost pressures as inflation drives up the cost of construction materials (as seen nationally), and additional volumes of work (approximately 22% increase YTD for this financial year compared to the same period last year for voids, and approximately 31% for responsive repairs).

- 7.8 There are a number of activities being undertaken to seek to mitigate additional spend, including an in-house initiative called the "Leaving Well" scheme which aims to work with and support the tenants to leave their homes in a suitable manner to reduce the time and cost of work then required on void properties before reletting, a procurement exercise to test the market for external contractor support for void repairs, and a comprehensive review of budget cost allocation to ensure all works that can be appropriately capitalised are assigned to a capital budget. Whilst there is currently a predicted year-end overspend of c.£1.8m, it is anticipated that once the focussed activity being undertaken as detailed above is completed this will significantly reduce this figure.

8 Capital Programme

- 8.1 The Housing Revenue Account (HRA) Capital Programme for 2023/24 onwards is £122.606m as summarised in the table below and further detail provided in **Appendix B**. This consists of £32.208m of new schemes approved for 2023/24 by Full Council on 22 February 2023 plus £90.397m of previously approved schemes in prior years that have been approved to be carried forward by Full Council on 27 September 2023.

Table 2: Summary of HRA Capital Programme Approved Budget for 2023/24

	2022.23 Slippage Budget	2023.24 Approved Budget	2023.24 Total Budget
	£000	£000	£000
Majors & Improvements	5,507	22,206	27,712
Social Housing Development	84,891	10,003	94,893
Total	90,397	32,208	122,606

- 8.2 Approval for a supplementary capital budget of £3,313,829 (in addition to the current budget of £150,000 plus carry forward of £373,671) for the in-house HRA to spend on essential fire safety works following Fire Risk Assessments (FRAs) to general needs, sheltered and extra-care schemes is pending approval by Full Council on 20 December 2023. This is not currently shown in the figures above.
- 8.3 The Council plans to finance this investment through the Major Repairs Reserve, Capital Receipts, Capital Grants, Revenue Funding and Borrowing (see **Appendix C**).
- 8.4 The HRA Capital Programme relates to in-year works and longer-term schemes that will be completed over the next eight years. The current planned profiled spend is summarised in **Appendix D**. The budget has been profiled to reflect the estimated timing of costs for the approved schemes, with £45.851m profiled to be spent in 2023/24 with the balance of £76.755m projected forward into future years.
- 8.5 Information on what the HRA capital programme plans to deliver during 2023/24 can be found below and its financial performance to date against this financial year can be found in **Appendix D**. The current forecast outturn is £40.759m. The programme will underspend against profiled budget for 2023/24 by £5.091m; £4.391m slipping into subsequent years and a budget of £700k being returned.
- 8.6 The net slippage of £4.391m relates to the in-house service major works and improvement programme caused by an underspend of £5.436m on Major Works due to on-site contractor programme delays in delivery, and contractor capacity to enable prompt commencement of programmes following mobilisation meetings. This has been partially offset by an overspend of £976k on essential fire safety works.
- 8.7 The budget return of £700k relates to strategic contingent budget of which £500k was for the purchase of properties (ALMO) and £200k for transformation costs (in-house); both are no longer required.

Major Works and Improvement:

- 8.8 The two operating models both aim to maintain homes to the decent home's standard enhance the thermal comfort of tenants by moving towards 2030 and 2050 standards.
- 8.9 The 2023/24 capital programme includes major programmes such as kitchens, bathrooms, heating improvements, insulation and ventilation, door entry systems, external doors, fasciae and soffits, roofing and windows.
- 8.10 The two operating models have previously placed slightly different emphasis on different aspects of major works however under one Housing Revenue Account decent homes, low carbon living, stock sustainability and block investment can be approached more consistently. Both organisations have been successful at being awarded grant for low carbon works and combined bids and programmes will be encouraged.

Social Housing Development Programme:

- 8.11 The Homes in Sedgemoor and in-house functions both have a social housing development programme of works, which increases stock through a combination of acquisitions from the open market and / or building new homes.
- 8.12 The Right To Buy (RTB) scheme is a government scheme that enables tenants to purchase their homes at a discount, subject to meeting qualifying criteria. During 2022/23 the Council sold 50 properties (SWT 28 and SDC 22). The Council estimates that on average 55 properties will be sold each year through the Right to Buy Scheme. Therefore, growth in our housing stock is vital to replace stock and attempt to ensure Somerset has more affordable homes to meet the increasing demand.
- 8.13 The business planning process shortly to conclude will align what were diverse development approaches of the two organisations into one pipeline compatible with the strategic needs of the Council and within HRA business plan affordability assumptions. The period 2023/2024 to 2025/2026 are set to see over 300 new HRA affordable homes. The HRA has started aligning its growth ambitions with opportunities to deliver homes on behalf of the Council especially for vulnerable customers. The landlords are purchasing for displaced persons and building and purchasing properties to support the General Fund homelessness challenges. The HRA 30-Year Business Plan considers the cost of growth alongside the many other service needs. In practice compliance and regulation always remain the first priority and the HRA must work hard to retain development programmes.

9 HRA Earmarked Reserves

- 9.1 The Housing Revenue Account (HRA) Earmarked Reserves at the beginning of 2023/24 totalled £258k (see **Table 3**

below). These have been carried forwards from Somerset West and Taunton. There were none held by Sedgemoor District Council.

- 9.2 Earmarked reserves are set aside for a specific purpose and are reviewed on a regular basis. These funds have been earmarked to be spent within the next two years.

Table 3: Earmarked Reserves Balances

Description	Opening Balance 01/04/2023 £000	Transfers £000	Projected Balance 31/3/2024 £000
Hinkley – Community Grants	130	0	130
Climate Change Grant - Electric Vehicles	77	0	77
Hinkley – Home Moves Plus Grant	34	0	34
Tenant Satisfaction Grant	17	0	17
Total	258	0	258

10 HRA Unearmarked Reserves

- 10.1 The Housing Revenue Account (HRA) Unearmarked Reserves opening balance of £13.699m stands above the recommended minimum balance of £3.722m and provides ongoing financial resilience and mitigation for unbudgeted financial risks.
- 10.2 The recommended minimum balance for the combined HRA is £3,722,400 and is equates to approximately 7.3% of gross income and £385 per property.
- 10.3 As part of the budget setting proposals to Full Council on 22 February 2023, £1.650m of current reserves will be used to support the base budget in 2023/24. Further approved (or proposed) allocations to / from Unearmarked Reserves are shown in the table below.

Table 4: HRA Unearmarked Reserves Balance

	Approval	£000
Balance Brought Forward 1 April 2023		
From Sedgemoor District Council		10,713
From Somerset West and Taunton		2,986

Total Balance Brought Forward 1 April 2023		13,699
Budgeted Contribution to support base budget 2023/24	FC – Feb23	-1,650
Current Balance		12,049
Forecast: 2023/24 Projected Overspend		-2,074
Projected Balance 31 March 2024		9,975
Recommended Minimum Balance		3,722
Projected Balance above Minimum Reserve Balance		6,253

- 10.4 The current outturn position is forecast to be a net overspend of £2.074m. If the forecast outturn position does not improve, the deficit will reduce reserve balances to £9.975m, which is £6.253m above the recommended minimum balance of £3.722m.
- 10.5 It is essential that control on spending for the remainder of the year continues to reduce the forecast overspend and maintain adequate reserves. It is vital that costs are managed within annual income totals to ensure ongoing affordability of services. Management must take the necessary steps to control costs and manage risk to ensure financial resilience is maintained.

Background Papers

HRA Budget Setting Report – Full Council 22 February 2023

HRA Outturn Report – 27 September 2023

List of Appendices

Appendix A	Housing Revenue Account (HRA) Approved Budget for 2023/24
Appendix B	Approved Capital Budget
Appendix C	Capital Financing of Total Approved Budget
Appendix D	Annual Profiling of Approved Capital Budget
Appendix E	Profiled Capital Budget for 2023/24 Vs Forecast Capital Outturn for 2023/24

Appendix A: Housing Revenue Account (HRA) Approved Budget for 2023/24

	In-House	ALMO	Combined							A/(F)
	Approved Budget	Approved Budget	Original Budget	Current Budget	Full Year Projection	Month 6 Variance		Month 3 Variance		
	£m	£m	£m	£m	£m	£m	%	£m	%	
Income										
Dwelling Rents	(27.1)	(18.0)	(45.2)	(45.2)	(45.07)	0.114	0.3%	0.0	0.0%	A
Non Dwelling Rents	(0.7)	(0.6)	(1.3)	(1.3)	(1.31)	(0.015)	-1.1%	0.0	0.0%	F
Charges for Services / Facilities	(1.9)	(1.5)	(3.4)	(3.4)	(3.30)	0.067	2.0%	0.0	0.0%	A
Contributions Towards Expenditure	(0.2)	(1.1)	(1.3)	(1.3)	(1.27)	0.000	0.0%	0.0	0.0%	-
	(29.9)	(21.2)	(51.1)	(51.1)	(50.95)	0.166	1.1%	0.0	0.0%	A
Expenditure										
Repairs and Maintenance	8.7	4.4	13.1	13.1	14.92	1.80	13.7%	0.0	0.0%	A
Supervision and Management	4.1	5.2	9.2	9.2	9.35	0.11	1.1%	0.0	0.0%	A
Special Services	1.6	1.3	2.9	2.9	2.94	0.00	0.0%	0.0	0.0%	-
Rents, Rates, Taxes and Other Charges	0.2	0.7	0.8	0.8	0.84	0.00	0.0%	0.0	0.0%	-
Central Recharges (to / from the General Fund)	3.2	0.2	3.4	3.4	3.43	0.00	0.0%	0.0	0.0%	-
	17.8	11.8	29.6	29.6	31.487	1.91	6.5%	0.0	0.0%	A
Other Operating Income and Expenditure										
Interest Payable	3.3	2.5	5.8	5.8	5.79	0.00	0.0%	0.0	0.0%	-
Interest Receivable	0.0	(0.3)	(0.3)	(0.3)	(0.25)	0.00	0.0%	0.0	0.0%	-
Change in Provision for Bad Debts	0.1	0.0	0.1	0.1	0.15	0.00	0.0%	0.0	0.0%	-
Depreciation	9.1	7.3	16.3	16.3	16.34	0.00	0.0%	0.0	0.0%	-
Capital Financing	0.0	1.2	1.2	1.2	1.16	0.00	0.0%	0.0	0.0%	-
Movement in Reserves	(0.4)	(1.3)	(1.6)	(1.6)	(1.65)	0.00	0.0%	0.0	0.0%	-
	12.1	9.4	21.5	21.5	21.54	0.00	0.0%	0.0	0.0%	-
Net Surplus(-) / Deficit for the Year	0.0	0.0	0.0	0.0	2.07	2.07	7.6%	0.0	0.0%	A

Appendix B: HRA Approved Capital Budget

HRA Capital Programme	Prior Year Slippage	Current Year Approval Feb 2022 Budget Setting for 2022/23	Total Approved Budget	Current year Virements	Current Year Supplements	Current Year Returns	Revised Current Year Approved Capital Budget	Pipeline Pending Approval	Provisional Capital Budget 22/23
Major Works	3,199,366	10,867,970	14,067,336	0	0	0	14,067,336	0	14,067,336
Fire Safety	373,671	150,000	523,671	0	0	0	523,671	3,313,829	3,837,500
Related Assets	-	50,000	50,000	0	0	0	50,000	0	50,000
Exceptional & Extensive	-	300,000	300,000	0	0	0	300,000	0	300,000
Vehicles	-	-	-	0	0	0	0	0	0
ICT & Transformation	85,138	210,000	295,138	0	0	0	295,138	0	295,138
Aids & Adaptations & DFGs	-	370,000	370,000	0	0	0	370,000	0	370,000
Sub-Total Majors & Improvements	3,658,175	11,947,970	15,606,145	0	0	0	15,606,145	3,313,829	18,919,974
Social Housing Development	82,191,096	-	82,191,096	0	0	0	82,191,096	0	82,191,096
Total In-House HRA	85,849,271	11,947,970	97,797,241	0	0	0	97,797,241	3,313,829	101,111,070
Major Works	1,718,969	9,856,810	11,575,779	0	0	0	11,575,779	0	11,575,779
Fire Safety	129,600	-	129,600	0	0	0	129,600	0	129,600
Related Assets	-	-	-	0	0	0	0	0	0
Exceptional & Extensive	-	-	-	0	0	0	0	0	0
Vehicles	-	-	-	0	0	0	0	0	0
ICT & Transformation	-	-	-	0	0	0	0	0	0
Aids & Adaptations & DFGs	-	400,740	400,740	0	0	0	400,740	0	400,740
Sub-Total Majors & Improvements	1,848,569	10,257,550	12,106,119	0	0	0	12,106,119	0	12,106,119
Social Housing Development	2,699,654	10,002,510	12,702,164	0	0	0	12,702,164	0	12,702,164
Total ALMO HRA	4,548,223	20,260,060	24,808,283	0	0	0	24,808,283	0	24,808,283
Major Works	4,918,335	20,724,780	25,643,115	0	0	0	25,643,115	0	25,643,115
Fire Safety	503,271	150,000	653,271	0	0	0	653,271	3,313,829	3,967,100
Related Assets	-	50,000	50,000	0	0	0	50,000	0	50,000
Exceptional & Extensive	-	300,000	300,000	0	0	0	300,000	0	300,000
Vehicles	-	-	-	0	0	0	0	0	0
ICT & Transformation	85,138	210,000	295,138	0	0	0	295,138	0	295,138
Aids & Adaptations & DFGs	-	770,740	770,740	0	0	0	770,740	0	770,740
Sub-Total Majors & Improvements	5,506,744	22,205,520	27,712,264	0	0	0	27,712,264	3,313,829	31,026,093
Social Housing Development	84,890,750	10,002,510	94,893,260	0	0	0	94,893,260	0	94,893,260
Total HRA	90,397,494	32,208,030	122,605,524	0	0	0	122,605,524	3,313,829	125,919,353

Appendix C: HRA Capital Financing of Total Approved Budget

HRA Capital Programme	TOTAL CAPITAL FINANCING	Capital Grant - Section 106	Capital Grants - Homes England	Capital Grant - Other	Capital Receipts	HRA Revenue Contribution	Major Repairs Reserve	Right To Buy (RTB) Capital Receipts	Borrowing
Major Works	14,067,336	-	-	1,000,000	-	-	13,067,336	-	-
Fire Safety	523,671	-	-	-	-	-	523,671	-	-
Related Assets	50,000	-	-	-	-	-	50,000	-	-
Exceptional & Extensive	300,000	-	-	-	-	-	300,000	-	-
Vehicles	-	-	-	-	-	-	-	-	-
ICT & Transformation	295,138	-	-	-	200,000	-	95,138	-	-
Aids & Adaptations & DFGs	370,000	-	-	-	-	-	370,000	-	-
Sub-Total Majors & Improvements	15,606,145	-	-	1,000,000	200,000	-	14,406,145	-	-
Social Housing Development	82,191,096	-	5,040,588	-	-	-	-	18,990,787	58,159,720
Total In-House HRA	97,797,241	-	5,040,588	1,000,000	200,000	-	14,406,145	18,990,787	58,159,720
Major Works	11,575,779	-	-	-	-	1,163,410	10,412,369	-	-
Fire Safety	129,600	-	-	-	-	-	129,600	-	-
Related Assets	-	-	-	-	-	-	-	-	-
Exceptional & Extensive	-	-	-	-	-	-	-	-	-
Vehicles	-	-	-	-	-	-	-	-	-
ICT & Transformation	-	-	-	-	-	-	-	-	-
Aids & Adaptations & DFGs	400,740	-	-	-	-	-	400,740	-	-
Sub-Total Majors & Improvements	12,106,119	-	-	-	-	1,163,410	10,942,709	-	-
Social Housing Development	12,702,164	112,000	2,472,450	-	-	-	-	1,688,349	8,429,365
Total ALMO HRA	24,808,283	112,000	2,472,450	-	-	1,163,410	10,942,709	1,688,349	8,429,365
Major Works	25,643,115	-	-	1,000,000	-	1,163,410	23,479,705	-	-
Fire Safety	653,271	-	-	-	-	-	653,271	-	-
Related Assets	50,000	-	-	-	-	-	50,000	-	-
Exceptional & Extensive	300,000	-	-	-	-	-	300,000	-	-
Vehicles	-	-	-	-	-	-	-	-	-
ICT & Transformation	295,138	-	-	-	200,000	-	95,138	-	-
Aids & Adaptations & DFGs	770,740	-	-	-	-	-	770,740	-	-
Sub-Total Majors & Improvements	27,712,264	-	-	1,000,000	200,000	1,163,410	25,348,854	-	-
Social Housing Development	94,893,260	112,000	7,513,038	-	-	-	-	20,679,136	66,589,085
Total HRA	122,605,524	112,000	7,513,038	1,000,000	200,000	1,163,410	25,348,854	20,679,136	66,589,085

Appendix D: HRA Annual Profiling of Approved Capital Budget

HRA Capital Programme	Total Approved Budget	Planned Capex 2023/24	Planned Capex 2024/25	Planned Capex 2025/26	Planned Capex 2026/27	Planned Capex 2027/28	Planned Capex 2028/29	Planned Capex 2029/30	Planned Capex 2030/31
Major Works	14,067,336	14,067,336	0	0	0	0	0	0	0
Fire Safety	523,671	523,671	0	0	0	0	0	0	0
Related Assets	50,000	50,000	0	0	0	0	0	0	0
Exceptional & Extensive	300,000	300,000	0	0	0	0	0	0	0
Vehicles	0	0	0	0	0	0	0	0	0
ICT & Transformation	295,138	295,138	0	0	0	0	0	0	0
Aids & Adaptations & DFGs	370,000	370,000	0	0	0	0	0	0	0
Sub-Total Majors & Improvements	15,606,145	15,606,145	0	0	0	0	0	0	0
Social Housing Development	82,191,096	9,438,477	14,249,899	18,434,353	12,774,879	8,927,976	8,725,275	8,016,150	1,624,087
Total In-House HRA	97,797,241	25,044,622	14,249,899	18,434,353	12,774,879	8,927,976	8,725,275	8,016,150	1,624,087
Major Works	11,575,779	11,575,779	0	0	0	0	0	0	0
Fire Safety	129,600	129,600	0	0	0	0	0	0	0
Related Assets	0	0	0	0	0	0	0	0	0
Exceptional & Extensive	0	0	0	0	0	0	0	0	0
Vehicles	0	0	0	0	0	0	0	0	0
ICT & Transformation	0	0	0	0	0	0	0	0	0
Aids & Adaptations & DFGs	400,740	400,740	0	0	0	0	0	0	0
Sub-Total Majors & Improvements	12,106,119	12,106,119	0	0	0	0	0	0	0
Social Housing Development	12,702,164	8,699,918	4,002,246	0	0	0	0	0	0
Total ALMO HRA	24,808,283	20,806,037	4,002,246	0	0	0	0	0	0
Major Works	25,643,115	25,643,115	0	0	0	0	0	0	0
Fire Safety	653,271	653,271	0	0	0	0	0	0	0
Related Assets	50,000	50,000	0	0	0	0	0	0	0
Exceptional & Extensive	300,000	300,000	0	0	0	0	0	0	0
Vehicles	0	0	0	0	0	0	0	0	0
ICT & Transformation	295,138	295,138	0	0	0	0	0	0	0
Aids & Adaptations & DFGs	770,740	770,740	0	0	0	0	0	0	0
Sub-Total Majors & Improvements	27,712,264	27,712,264	0	0	0	0	0	0	0
Social Housing Development	94,893,260	18,138,395	18,252,145	18,434,353	12,774,879	8,927,976	8,725,275	8,016,150	1,624,087
Total HRA	122,605,524	45,850,659	18,252,145	18,434,353	12,774,879	8,927,976	8,725,275	8,016,150	1,624,087

Appendix E: HRA Profiled Capital Budget for 2023/24 Vs Forecast Capital Outturn for 2023/24

HRA Capital Programme	Profiled Capex Budget 2023/24	Expenditure YTD	% Spend	Forecast Outturn 2023/24	Variance; - underspend + overspend	- Slippage c/f	In Year - Underspend + Overspend
Major Works	14,067,336	1,943,377	14%	8,631,014	(5,436,322)	(5,436,322)	0
Fire Safety	523,671	783,699	150%	1,500,000	976,329	976,329	0
Related Assets	50,000	0	0%	110,000	60,000	60,000	0
Exceptional & Extensive	300,000	49,740	17%	300,000	0	0	0
Vehicles	0	0	0%	0	0	0	0
ICT & Transformation	295,138	7,512	3%	95,138	(200,000)	0	(200,000)
Aids & Adaptations & DFGs	370,000	121,878	33%	370,000	0	0	0
Sub-Total Majors & Improvements	15,606,145	2,906,207	19%	11,006,152	(4,599,993)	(4,399,993)	(200,000)
Social Housing Development	9,438,477	3,978,155	42%	9,438,477	0	0	0
Total In-House HRA	25,044,622	6,884,362	27%	20,444,629	(4,599,993)	(4,399,993)	(200,000)
Major Works	11,575,779	3,671,611	32%	11,575,779	0	0	0
Fire Safety	129,600	1,604,102	1238%	129,600	0	0	0
Related Assets	0	0	0%	0	0	0	0
Exceptional & Extensive	0	0	0%	0	0	0	0
Vehicles	0	0	0%	0	0	0	0
ICT & Transformation	0	0	0%	0	0	0	0
Aids & Adaptations & DFGs	400,740	70,350	18%	400,740	0	0	0
Sub-Total Majors & Improvements	12,106,119	5,346,063	44%	12,106,119	0	0	0
Social Housing Development	8,699,918	5,966,187	69%	8,208,577	(491,341)	8,659	(500,000)
Total ALMO HRA	20,806,037	11,312,250	54%	20,314,696	(491,341)	8,659	(500,000)
Major Works	25,643,115	5,614,988	22%	20,206,793	(5,436,322)	(5,436,322)	0
Fire Safety	653,271	2,387,802	366%	1,629,600	976,329	976,329	0
Related Assets	50,000	0	0%	110,000	60,000	60,000	0
Exceptional & Extensive	300,000	49,740	17%	300,000	0	0	0
Vehicles	0	0	0%	0	0	0	0
ICT & Transformation	295,138	7,512	3%	95,138	(200,000)	0	(200,000)
Aids & Adaptations & DFGs	770,740	192,228	25%	770,740	0	0	0
Sub-Total Majors & Improvements	27,712,264	8,252,270	30%	23,112,271	(4,599,993)	(4,399,993)	(200,000)
Social Housing Development	18,138,395	9,944,342	55%	17,647,055	(491,341)	8,659	(500,000)
Total HRA	45,850,659	18,196,612	40%	40,759,326	(5,091,334)	(4,391,334)	(700,000)

Scrutiny Communities Work Programme 2023-2024

Meeting date	Agenda item	Officer name/Job title	Service Area
Wednesday 14 th February 2024 at 10am Council Offices, Bridgwater	Community Services budget monitoring update	TBC	All
	Streetscene contracts (East & West Somerset) TBC	Jonathan Stevens	Regulatory and Operational
	Growth/New Housing supply	Chris Brown, Service Director	Housing
	Somerset Cultural Strategy	Liz Dawson, Service Director Cultural Services	Cultural Services
	Play parks and green spaces briefing	Sarah Dowden/Jonathan Stevens	Cultural Services
Wednesday 10 th April 2024 at 10am Deane House, Taunton	Community Services budget monitoring update	TBC	All
	Gypsy and Traveller review update (Move to June)	TBC	Housing

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