



Please ask for: Matt Berry
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22 January 2025

Dear Councillor,

Cabinet

6:00pm on Thursday 30 January 2025

Meeting to be held in the Esperance Room, Civic Centre, Cannock

You are invited to attend this meeting for consideration of the matters itemised in the following Agenda.

Yours sincerely,

T. Clegg
Chief Executive

To:

Councillors:

Johnson, T.B.	Leader of the Council
Preece, J.P.T.L.	Deputy Leader of the Council and Parks, Culture, and Heritage Portfolio Leader
Williams, D.W.G.	Community Wellbeing Portfolio Leader
Wilson, L.J.	Environment and Climate Change Portfolio Leader
Thornley, S.J.	Housing and Corporate Assets Portfolio Leader
Freeman, M.A.	Regeneration and High Streets Portfolio Leader
Prestwood, J.	Resources and Transformation Portfolio Leader

Agenda

Part 1

1. Apologies

2. Declarations of Interests of Members in Contracts and Other Matters and Restriction on Voting by Members

To declare any interests in accordance with the Code of Conduct and any possible contraventions under Section 106 of the Local Government Finance Act 1992.

3. Minutes

To approve the Minutes of the meeting held on 28 November 2024 (enclosed).

4. Updates from Portfolio Leaders

To receive oral updates (if any), from the Leader of the Council, the Deputy Leader, and Portfolio Leaders.

5. Forward Plan

Forward Plan of Decisions for January to March 2025 (Item 5.1 - 5.2).

6. General Fund Revenue Budget and Capital Programme 2025-2028

Report of the Deputy Chief Executive-Resources & S151 Officer (Item 6.1 - 6.156).

7. Rent Setting 2025/26

Report of the Head of Housing and Corporate Assets (Item 7.1 - 7.8).

8. Housing Revenue Account Budgets 2024/25 to 2027/28

Joint Report of the Deputy Chief Executive-Resources & S151 Officer and the Head of Housing & Corporate Assets (Item 8.1 - 8.8).

9. Housing Revenue Account Capital Programmes 2024/25 to 2027/28

Joint Report of the Deputy Chief Executive-Resources & S151 Officer and the Head of Housing & Corporate Assets (Item 9.1 - 9.5).

10. Housing Board - Establishment of the Board and Appointments

Report of the Head of Housing and Corporate Assets (Item 10.1 - 10.26).

11. Cessation of Tenants' Contents Insurance Scheme

Report of the Head of Housing and Corporate Assets (Item 11.1 - 11.6).

Cannock Chase Council
Minutes of the Meeting of the
Cabinet

Held on Thursday 28 November 2024 at 6:00 p.m.

In the Council Chamber, Civic Centre, Cannock

Part 1

Present:

Councillors:

Johnson, T.	Leader of the Council
Preece, J.	Deputy Leader of the Council and Parks, Culture, & Heritage Portfolio Leader
Williams, D.	Community Wellbeing Portfolio Leader
Wilson, L.	Environment and Climate Change Portfolio Leader
Thornley, S.J.	Housing and Corporate Assets Portfolio Leader
Freeman, M.	Regeneration & High Streets Portfolio Leader
Prestwood, J.	Resources and Transformation Portfolio Leader

62. Apologies

None received.

63. Declarations of Interests of Members in Contracts and Other Matters and Restriction on Voting by Members

None received.

64. Review of the Leisure, Culture, and Heritage Contract

Consideration was given to the joint report of the Deputy Chief Executive-Resources & S151 Officer and the Head of Wellbeing (Item 14.1 - 14.9).

Prior to Cabinet discussing and asking questions on the report, the Leader of the Council gave the following statement:

"This is truly one of the hardest decisions I have ever been involved in as a councillor.

I said I would do all I could for the Museum. It is very personal to me as my family association with the site goes back generations.

My grandfather worked at the Valley Pit.

My place of birth was within a few hundred yards of the location.

I started my first full-time job there when it was the Valley Training Centre - and I did part of my deputy and my shot firing training at the site.

It was also in my portfolio as it became the Valley Heritage Centre - and then our museum.

And now we are recommending that the Museum and the Prince of Wales Theatre will be closed.

I have always been proud that our District punched well above its weight in cultural and leisure provision.

When I was the portfolio holder for leisure and culture in the late 1990s and early 2000s the Theatre was thriving.

My visits to the Prince of Wales have been enjoyable, on council business or as a paying customer.

More recently we have supported our leisure partners during the extremely challenging times when they had to shut, and the only partly open, due to the pandemic.

The industry was then hit with the increase in energy prices at a time when they were still struggling to bring numbers back through their doors. But those numbers have not returned.

So, I read and consider this report with a heavy heart. Not least with the regards to the people who work at both locations who in many cases have served the people of our District with skill, effort, and dedication.

Nobody wants to be in this position. It is an extremely difficult decision for us to take.

As a responsible authority we must live within our means.

We have to manage the money we receive from the Government - which has seen huge reductions in real terms over the last decade - to run our statutory services for residents and businesses and ensure the best outcome for local taxpayers.

And we do this against a backdrop of other councils across the country effectively going bankrupt - having to cut swathes of non-statutory functions and/or impose significant tax rises.

So, what will we do?

We will work with those community groups or organisations that use the Theatre to find alternatives for their activities.

We want to protect other services to the public - for example, the leisure centres and community work run by Inspiring Healthy Lifestyles which has been so important in helping tackle health inequalities in the District.

Finally, what we are looking to do is ask those who care about the culture and heritage offering of the District to take part in the consultation and share their views so we can have a sustainable leisure and wellbeing offer for years to come."

Resolved:

That:

- (A) The proposals to close the Museum of Cannock Chase and the Prince of Wales Theatre as part of the anticipated savings needed to close the budget gap that the Council was facing be noted.
- (B) In anticipation of a further report to Cabinet in January 2025 and to the Council in February 2025 which would set the budget for 2025/26, it be agreed to start a period of public consultation on the future cultural and heritage offer in the District.

Reasons for Decisions:

Cannock Chase Council was facing a forecast gap in its budget for 2025/26 of £1.3m.

A review of the leisure, culture and heritage offer, including an assessment of the related assets, has led to the consideration of the closure of the Museum of Cannock Chase and the Prince of Wales Theatre.

Maintaining an ongoing culture and heritage offer in the District was important to the Council and consultation was to be undertaken to consider what this future offer may look like.

65. Minutes

Resolved:

That the Minutes of the meeting held on 24 October 2024 be approved.

66. Updates from Portfolio Leaders

(i) Leader of the Council

The Leader updated in respect of the following:

- **Free car parking in Cannock and Rugeley**

“The Council has taken the decision to provide free car parking on all Council owned car parks in Rugeley and Cannock for the Christmas lights switch-on, from 12noon on Saturday 30 November, as well as all day on the three Saturdays in December, leading up to Christmas.

We hope that as many of our residents as possible will take advantage of this gesture to support the Christmas lights switch on in Rugeley and Cannock and support our local businesses in the area.”

(ii) Community Wellbeing

The Portfolio Leader updated in respect of the following:

- **Armed Forces Champion Work**

“Thank you to everyone across Cannock Chase who supported this year’s Poppy Appeal and to all the dedicated volunteers who gave their time across Brereton, Cannock, Heath Hayes, Hednesford, Norton Canes, and Rugeley - your incredible support shows how much our community values remembering those who served.

I was particularly moved by the turnout and attendance at our Remembrance events across the District, which demonstrated our District’s deep connection to its military heritage.

Following yesterday’s announcement of changes to social housing regulations for veterans, I will be working closely with Council officers and Cabinet to ensure we fully implement these new measures and strengthen our housing support for the Armed Forces Community in Cannock Chase.

(iii) **Environment and Climate Change**

The Portfolio Leader updated in respect of the following:

- **Animal Rescue Centre in Essington**

“Two officers from the Council’s Environmental Health Service attended the recent multi-agency raid at an animal welfare centre in Essington to provide advice as they were considered to be leaders in this area of work.”

(iv) **Housing and Corporate Assets**

The Portfolio Leader updated in respect of the following:

- **Aelfgar Site Housing Development**

“It was disappointing to report that on-site works would now be starting in January given that it should have already commenced by now.”

(v) **Parks, Culture, and Heritage**

The Portfolio Leader updated in respect of the following:

- **Flaxley Road Refurbishment**

“I am pleased to report that work has started way ahead of the anticipated schedule at the Flaxley Road park on the Pear Tree estate. Contractors have already stripped the site, removed the concrete bollards, and started the base for the tarmac.

The play equipment is expected to be delivered next week for installation and the site is expected to be handed back to the Council by the 20th of December. Tree planting will then take place in January.”

- **Playground at Union Street, Bridgtown**

“I’m also pleased to report that the next playground to look at on the list is the one on Union Street in Bridgtown. Officers have now begun to look at what available Section 106 or Community Infrastructure Levy monies there are and once identified, work on the project will begin.”

(vi) **Regeneration and High Streets**

The Portfolio Leader updated in respect of the following:

- **Local Plan Submission**

“I met with the Development & Policy Manager and the Interim Planning Policy Manager last week on this and they advised the Local Plan would be submitted to the Secretary of State for examination tomorrow.”

- **Conduit Trust**

“The Conduit Trust, of which I am a Council-appointed representative on, has recently granted £500 to St. Luke’s Church in Cannock towards its Christmas tree festival, and £1,000 to the Soroptimists to help fund the plaque commemorating Ethell Powell. I understand that the plaque will be placed near the clock in Cannock town centre.”

- **Site Visits**

“I recently undertook a site visit with the Head of Economic Development & Planning, the Leader of the Council and the contractors who would be leading the demolition work of the multi-storey car park in Cannock town centre.

“Yesterday, along with other Council senior officers, we also visited the former Rugeley Power Station site to see how work was progressing there. The building of the all-through school was going really and there was lots of activity happening across the wider site area.”

(vii) **Resources and Transformation**

The Portfolio Leader updated in respect of the following:

- **West Midlands Combined Authority (WMCA) Audit Committee**

“As the Council’s appointed representative, I recently attended a meeting of the WMCA’s Audit Committee which had been due to sign of the Authority’s accounts for 2023/24. Unfortunately, the meeting was inquorate and so a further meeting had been arranged for 5 December 2024.

At the meeting a wider issue was highlighted of other local authorities in the region not having signed off on their own accounts.

I also attended an audit training session which was a useful exercise to learn more about the audit role and meet with colleagues from other councils that were in a similar position financially.”

67. Forward Plan

Resolved:

That the Forward Plan of Decisions for the period November 2024 to January 2025 (Item 5.1 - 5.3) be noted.

68. Recommendations Referred from Council

Consideration was given to the following recommendations referred from the Council meeting held on 9 October 2024:

Winter Fuel Payments

“That the Cabinet be asked to consider:

- (a) Launching a local awareness campaign to encourage uptake of Pension Credit.
- (b) Through Council partnerships, promote wider efforts to raise awareness of Pension Credit; and
- (c) Approach Beat the Cold to explore ways we and other local groups and charities can work with them to offer energy advice, support, and signposting.”

The Leader advised he had written to the Cannock Chase MP raising a number of concerns regarding the winter fuel payment changes and asked that those concerns be raised with the Chancellor of the Exchequer. It was also noted the contact number for the claiming the winter fuel allowance had been included in the footer of all Council email accounts.

The Head of Wellbeing advised that Beat the Cold provided a lot of energy advice to people and close work was also happening with Citizens Advice who were aware of the situation and trying to promote their services further to ensure people were on the right benefits and taking up support available to them.

Resolved:

That the recommendations referred from the 9 October 2024 Council meeting be accepted.

Reasons for Decisions

It was noted that Councillors were working hard to across their own wards to ensure people were seeking advice and help to sign up for support where needed.

Removal of the winter fuel payments had been a difficult decision to make and so Members felt they had to play their part in reducing its impact on people in the District.

69. Outturn 2023/24

Consideration was given to the report of the Deputy Chief Executive-Resources & S151 Officer (Item 7.1 - 7.35).

Resolved:

That:

(A) The outturn position for the year ending 31 March 2024 be noted.

(B) The financing of the capital programme as outlined in the report be approved.

Reason for Decisions:

The Budget report set out an indicative capital programme and financing. This report set out the actual capital spend and therefore the financing to be approved.

70. Value for Money Progress Report - Quarter 2 2024/25

Consideration was given to the report of the Head of Transformation & Assurance (Item 8.1 - 8.28).

Resolved:

That:

(A) The progress at the end of quarter 2 2024/25 in the delivery of the Value for Money Improvement Plan, as set out in report appendix 1, be noted.

(B) The revised target timescales set out in the Improvement Plan be approved.

Reasons for Decisions:

The information allowed Cabinet to ensure that all appropriate steps were being taken to address the findings of the External Auditors and improve the Council's governance arrangements.

The timescales had been revised to reflect ongoing capacity issues and the scale of the work to be completed.

71. Quarter 2 Performance Report 2024/25

Consideration was given to the report of the Head of Transformation & Assurance (Item 9.1 - 9.38).

Resolved:

That the progress at the end of the second quarter of 2024/25 related to the delivery of the Council's priorities as detailed in report appendices 1a -1d, and the performance information set out in report appendix 2, be noted.

Reason for Decision:

The performance information allowed Cabinet to monitor progress in delivery of the Council's corporate priorities and operational services.

72. Strategic Risk Register Update

Consideration was given to the report of the Head of Transformation & Assurance (Item 10.1 - 10.13).

Resolved:

That:

- (A) The Strategic Risk Register, as set out in report appendix 2, be approved.
- (B) The progress made in the identification and management of the strategic risks be noted.

Reason for Decisions:

Cabinet was required to approve the Strategic Risk Register.

73. Risk Management Policy, Strategy, and Risk Appetite Statement

Consideration was given to the report of the Head of Transformation & Assurance (Item 11.1 - 11.18).

Resolved:

That:

- (A) The Risk Management Policy and Strategy, as set out in report appendix 1, be approved.
- (B) The Risk Appetite Statement be approved and the risk appetite for the Council be set at Moderate.

Reasons for Decisions:

The Council was required by the Accounts and Audit Regulations 2015 to have effective arrangements for the management of risk.

The Council needed a structured approach to direct and support managers in the effective management of risk. By defining a methodology for assessing risks, the Council could ensure that decision makers were clear about the level of risk that they could take and areas where additional controls would need to be implemented to manage risks being taken.

74. Transformation & Digital Strategies

Consideration was given to the report of the Deputy Chief Executive-Resources (Item 12.1 - 12.28).

Resolved:

That:

- (A) The Transformation Strategy, as set out in report appendix 1, be approved.
- (B) The Transformation Plan, as set out in report appendix 2, be approved.
- (C) The Digital Strategy, as set out in report appendix 3, be approved.
- (D) The governance arrangements for the delivery of the transformation programme, as set out in report paragraph 3.4, be approved.
- (E) The staffing structure for the new Transformation Team, as set out in report paragraph 3.5, be noted.

Reasons for Decisions:

The transformation and digital strategies set out the vision and provided a framework for transformation of the Council's services. The transformation programme would drive efficiencies and improvements in services. The use of digital technology would be a key tool in delivering improvements for customers, employees, and Members.

Additional resources were included in the budget for 2024/25 to fund the setting up of a transformation team. The report set out how this funding was to be used to set up the team.

75. Community Infrastructure Levy Ward Funding - Playground Resurfacing Works at West Chadsmoor Family Centre

Consideration was given to the report of the Head of Economic Development and Planning (Item 13.1 - 13.4).

Resolved:

That:

- (A) The allocation of £5,846.74 from the Chadsmoor ward Community Infrastructure Levy ward fund to fund the resurfacing works at West Chadsmoor Family Centre be authorised.
- (B) Authority be delegated to the Head of Economic Development and Planning to agree a timeframe to implement and complete the agreed works.
- (C) An additional £5,946.91 be approved toward the Chadsmoor High Street project, representing Staffordshire County Council costs in designing, developing, and delivering the project.

Reasons for Decisions:

The Council collected Community Infrastructure Levy (CIL) contributions from development within the District in line with the CIL Charging Schedule and the Community Infrastructure Levy Regulations 2010.

An element of these contributions was collected as neighbourhood funds to fund improvements within a parish or ward. The Council retained CIL monies collected for Chadsmoor and was responsible for the allocation of funds to eligible projects.

The formal allocation of funds required Cabinet approval.

76. Stile Cop Cemetery Lodge

Consideration was given to the report of the Head of Housing and Corporate Assets (Item 15.1 - 15.8).

Resolved:

That:

- (A) An open market disposal of the freehold interest in Stile Cop Cemetery Lodge, Rugeley, be approved on terms and conditions to be agreed by the Head of Housing and Corporate Assets.
- (B) The works associated as outlined below be approved:
 - New Water Supply: £69,597.29 + VAT
 - New Welfare Facilities: £26,740.55 + VAT
 - New Boundary Fencing: £8,060.00 plus VAT
 - Utility connections: £11,708.14 plus VAT
 - Relocate Lamp post: £900.00 + VAT
 - 10% Contingency: £11,700.60
 - **Total Project Costs £128,706.588 + VAT**

Reasons for Decisions:

Cabinet had previously approved a report to dispose of Stile Cop Cemetery Lodge. A business decision was made to move away from having a live-in Sexton and to outsource the opening and closing of the cemetery.

The report also detailed recommendations to provide on-site Cemetery Operatives with a purpose-built modular building elsewhere within the cemetery site.

External agents had expressed the view that Stile Cop Cemetery Lodge would be attractive to potential residential purchasers. The proposed sale of this property would not only avoid ongoing maintenance and security costs but should also generate a capital receipt, the level of which would be determined by market demand.

77. Revenues and Benefits Collection Report - Quarter 2 2024/25

Consideration was given to the report of the Deputy Chief Executive-Resources (Item 16.1 - 16.6).

Resolved:

That:

- (A) The information regarding collections be noted.
- (B) The arrears listed in the confidential appendix 1 be written off.

Reasons for Decisions:

Efficient collection of the Council's revenues was of major importance to the funding of Council services and those provided by its preceptors.

Whilst the collection rates were traditionally good, regrettably not all of the monies owed to the Council could be collected and so the report sought approval to write-off bad debts that could not be recovered.

78. Exclusion of the Public

Resolved:

That the public be excluded from the remainder of the meeting because of the likely disclosure of exempt information as defined in Paragraph 3, Part 1, Schedule 12A of the Local Government Act 1972 (as amended).

Cannock Chase Council
Minutes of the Meeting of the
Cabinet

Held on Thursday 28 November 2024 at 6:00 p.m.

In the Esperance Room, Civic Centre, Cannock

Part 2

79. Revenues and Benefits Computer System

Consideration was given to the Not for Publication report of the Deputy Chief Executive-Resources (Item 18.1 - 18.5).

Resolved:

That:

- (A) Council, at its meeting to be held on 4 December 2024, be recommended to approve the funds required (as set out in report paragraph 3.1) to upgrade the Revenues and Benefits computer systems and the inclusion of this sum in the capital programme.
- (B) Approval to spend on the replacement of the Revenues and Benefits system be granted.
- (C) The S151 Officer be authorised to agree the details of the contracts required to affect the upgrades.

Reasons for Decisions

The systems currently in use were somewhat outdated, used old technology, did not operate as efficiently as needed and there would also be a risk both in terms of the operation of the service and the security of the data.

The discounts and functionality were included at no additional cost on the basis that the contracts would be signed in December 2024.

The meeting closed at 7:47 p.m.

Leader

Forward Plan of Decisions to be taken by the Cabinet: January to March 2025

For Cannock Chase Council, a key decision is as an Executive decision that is likely to:

- Result in the Council incurring expenditure or making savings at or above a threshold of 0.5% of the gross turnover of the Council.
- Affect communities living or working in two or more Council Wards.

Representations in respect of any of matters detailed below should be sent in writing to the contact officer indicated alongside each item via email to membersservices@cannockchasedc.gov.uk

Copies of non-confidential items will be published on the Council's website 5 clear working days prior to the relevant meeting date.

Item	Contact Officer / Cabinet Member	Date of Cabinet	Key Decision	Confidential Item	Reasons for Confidentiality	Representations Received
January 2025						
General Fund Revenue Budget and Capital Programme 2025-2028	Deputy Chief Executive - Resources & S151 Officer / Leader of the Council / Resources and Transformation Portfolio Leader	30/01/25	No	No		N/A
Rent Setting 2025/26	Head of Housing & Corporate Assets / Housing and Corporate Assets Portfolio Leader	30/01/25	Yes	No		N/A
Housing Revenue Account Budgets 2024/25 to 2027/28	Deputy Chief Executive-Resources / Head of Housing & Corporate Assets / Housing and Corporate Assets Portfolio Leader	30/01/25	No	No		N/A
Housing Revenue Account Capital Programmes 2024/25 to 2027/28	Deputy Chief Executive-Resources / Head of Housing & Corporate Assets / Housing and Corporate Assets Portfolio Leader	30/01/25	No	No		N/A
Housing Board - Establishment and Appointments	Head of Housing & Corporate Assets / Housing and Corporate Assets Portfolio Leader	30/01/25	No	No		N/A
Cessation of Tenants' Contents Insurance Scheme	Head of Housing & Corporate Assets / Housing and Corporate Assets Portfolio Leader	30/01/25	Yes	No		N/A

Item No. 5.2

Item	Contact Officer / Cabinet Member	Date of Cabinet	Key Decision	Confidential Item	Reasons for Confidentiality	Representations Received
March 2025						
Value for Money Progress Report - Quarter 3 2024/25	Head of Transformation & Assurance / Resources and Transformation Portfolio Leader	13/03/25	No	No		N/A
Quarter 3 Performance Report 2024/25	Head of Transformation & Assurance / Resources and Transformation Portfolio Leader	13/03/25	No	No		N/A
Proposed Charging Schedule for Monitoring of S106 Agreements	Head of Economic Development and Planning / Regeneration and High Streets Portfolio Leader	13/03/25	No	No		N/A
Vehicle Replacement	Head of Operations / Environment & Climate Change Portfolio Leader	13/03/25	Yes	No		N/A
Tree Management	Head of Operations / Parks, Culture, and Heritage Portfolio Leader	13/03/25	No	No		N/A
Play Areas and Parks Improvements, Buildings and Rationalisation	Head of Operations / Parks, Culture, and Heritage Portfolio Leader	13/03/25	Yes	No		N/A
Heath Hayes Park Master Plan	Head of Operations / Parks, Culture, and Heritage Portfolio Leader	13/03/25	No	No		N/A

General Fund Revenue Budget and Capital Programme 2024-28

Committee:	Cabinet
Date of Meeting:	30 January 2025
Report of:	Deputy Chief Executive-Resources & S151 Officer
Portfolios:	Leader of the Council Resources and Transformation

1 Purpose of Report

- 1.1 To propose to the Council the General Fund Revenue Budget for 2025-26, the updated Capital Programme 2024-25 to 2027-28 and indicative budgets for 2026-27 to 2027-28.

2 Recommendations

- 2.1 That the following be recommended to the Council:
- (a) The Budget Requirement for the General Fund Revenue Budget for 2025-26 be set at £15.809 million.
 - (b) The indicative General Fund Revenue Budgets be set at £15.708 million for 2026-27 and £16.286 million for 2027-28.
 - (c) The General Fund working balance be set at a minimum of £1.0 million.
 - (d) The detailed capital programme as set out in **APPENDIX 2 and APPENDIX 3** be approved along with the Community Infrastructure Levy allocations in **APPENDIX 4**.
 - (e) That the Council Tax for 2025-26 be increased by 2.99% to £251.30.
 - (f) The Council's Tax Base be set at 29,999.07 (as determined by the Deputy Chief Executive Resources).
 - (g) Note that the inflation parameter for fees and charges for 2025-26 was generally set at 3%.
 - (h) That the increase in stray dog budget be approved (£16.5k per annum).
 - (i) That the detailed portfolio budgets as set out in **APPENDIX 1** be approved which reflects the closure of the Prince of Wales Theatre and Museum of Cannock Chase from the end of April 2025.

Reasons for Recommendations

- 2.2 As part of the council's annual budget setting process, it is required to determine its budget requirement and seek approval from council to approve it. The above recommendations allow the council to set the budget it needs to carry out its functions.

3 Key Issues

- 3.1 This report is being delivered in a profoundly uncertain time for local government. Recent central government announcements suggest that their ambition is to change the local government landscape in such a way that only councils with a minimum population of 500,000 exist. The impact of this is discussed in the body of the report.
- 3.2 This report sets out the current position on the General Fund Revenue Budget for 2024-25 and indicative budgets for 2025-26 to 2027-28. It also reflects the position on the provisional Local Government Finance Settlement 2025-26, New Homes Bonus Grant allocation, the position on the Council's Collection Fund, the Council's Tax Base for 2025-26 and the consequential Council Tax for 2025-26.
- 3.3 The budget for 2025-26 is based on the estimated outturn position for 2024-25, which has been updated to reflect known changes and estimates for 2025-26.
- 3.4 Indicative budgets have been set out for 2026-27 and 2027-28 which include the key issues which it is anticipated will have a potential impact on the council's finances. However, it should be noted that there are substantial uncertainties regarding the central Government policy for local government finance. There is a significant anticipated change in the council's financial position in 2026-27 as central government have made clear that the intention is to reset business rates. This will remove all business rates growth that the council currently receives income from. It cannot be assumed that support will be provided to manage this reduction in resources by central government, particularly in light of the poor finance settlement which has been received. This will be discussed further in the body of the report.
- 3.5 The council is still operating with a one-year financial settlement. Central government has suggested that it will move to multi-year settlements, but it is unclear what that will look like, particularly taking into account the ambition to remove county councils and district councils and merge other councils to achieve the minimum population size of 500,000.
- 3.6 A spending review is anticipated in the spring which may also look to make further savings. It is not possible to anticipate what impact this will have on the council at this stage.
- 3.7 After many years of austerity under the previous government, the council has reached a point where it is being forced to make very hard decisions. Primary amongst them is the future of the leisure, cultural and heritage offering in Cannock Chase District. A consultation has been undertaken in the district to determine what is most important to residents so that the council can ensure it provides an offering that it can afford whilst trying to meet the needs of the community.
- 3.8 The Council is currently engaging with a number of parties about the future of the Prince of Wales Theatre and Museum of Cannock Chase, but at present they are budgeted to close from the end of April due to the high levels of subsidy they require from the Council to function. The final decision will not be taken until the February council meeting. The theatre was already planned to temporarily close due to the Levelling Up Fund (LUF) works to demolish the multi storey car park in the town centre and regeneration works around the northern end of the town.

A consultation has been undertaken around the future of the leisure, culture and heritage offer in the District and this is discussed below. The full detail of the consultation is attached as **APPENDIX 10**.

- 3.9 This is a proposal that the council did not want to be forced to consider, however due to reduced funding levels from central government to local government over the period of austerity and the low current settlement it has not been possible for the council to continue to subsidise these facilities as has been done in the past. The council has already made savings from other areas of the council in previous years.

Outcome of the Review of Culture & Heritage Services

- 3.10 A total of 2,138 surveys were completed. In addition, there was an online petition with over 19,000 signatures related to the proposals around the Prince of Wales theatre specifically and 70 pieces of correspondence were received relating to the proposals to close the museum and theatre. The response to the survey amounts to approximately 5% of households in Cannock Chase, however, no adjustment has been made to allow for respondents who live outside the district, which would reduce this figure. As would be expected, people who already use the museum and the theatre were more likely to respond than those who do not use these services.
- 3.11 Comments and themes have been extracted from all responses to the consultation process to feed into the future design of culture and heritage services and to inform the budget for 2025/26 onwards.
- 3.12 It is evident from the consultation responses that there is a great deal of local passion expressed by respondents around arts, culture and heritage and the value they can bring to communities. It is clear that the community value the offer of the Museum and Theatre and would like it to continue.
- 3.13 The survey has identified those aspects of the services that users would like to see maintained in the future and these include:

Heritage

- large scale community events (e.g. summer fetes), guided walks and trails, health and wellbeing initiatives and workshops in traditional skills.
- People would prefer heritage activities to take place in public venues within Cannock Chase District, closely followed by venues within a mile of their homes. Preferred venues included existing cultural spaces (e.g., libraries) and community facilities (e.g. village halls), with outdoor or town-centre-based activities also being popular. Online activities ranked lower but remained relevant.
- In terms of access to collections, respondents felt priorities should lie with in person viewing, engaging presentations for all ages and storytelling that brings local history to life. While digital and touring exhibitions were deemed less critical, a majority still considered them important.
- Ensuring artefact collections are cared for and stored in a safe environment was a key priority for most people followed by ensuring local heritage is protected. Preserving collections digitally was seen as less of a priority.

Culture

- Visits to the theatre by respondents were high with 43% visiting two to three times a year and 38.5% visiting more than four times. Respondents primarily attended professional performances, followed by community performances. Comedy shows and events were also popular choices.
- When considering future provision of performing arts in Cannock Chase District, respondents felt that enhancing access to arts for audiences, supporting local artists and performers and attracting visitors to the local area were the most important. People also valued the social and health and wellbeing aspects of performing arts and felt encouraging participation by young people and people with additional needs was important. Providing opportunities for volunteering and skills building were seen as less important. However, 76% of respondents still marked these categories as very important or important.

3.14 Full details of the consultation responses can be found in **APPENDIX 10**.

3.15 The feedback from the consultation survey will be used to inform the future service provision and the re-tendering of the leisure, culture, and heritage service, which will commence in 2025/26.

3.16 Suggestions have been made through the survey as to how the financial viability of both venues could be improved. These include grants, donations/sponsorships, fund raising, introducing/increasing fees & charges. IHL as the current operator have been successful in applying for and winning grants but these are one-off funds that tend to be for capital works to the buildings or for undertaking specific projects; they cannot be used for the running costs of providing the services. Donations, increasing fees & charges etc would take time to generate income and will not be sufficient in the short to medium term to support a reduction in the subsidy for the services and the Council's budget deficit.

3.17 The Council is however in discussions with a small number of parties who have expressed an interest in running the museum and theatre going forwards. These discussions are ongoing, and we will continue to work with them to support the development of firm proposals post the February council meeting and potentially post the proposed April closure.

3.18 Nonetheless, the Council has to set a balanced budget, and it is necessary to make a decision on service provision which takes into account the feedback from the consultation, provides for flexibility with regard to the future re-tendering the service and the continuing discussions with interested parties. With this in mind, it is proposed that:

- i. The Museum of Cannock Chase closes at the end of April 2025 and that the current project to digitise the museum's collection of artefacts is completed.
- ii. The Prince of Wales Theatre closes at the end of April 2025.
- iii. Provision is made in the budget to fund the re-tendering of the contract for Leisure, Culture & Heritage services, with work commencing on this in 2025/26, and monies also be set aside for the decommissioning of the services.

- iv. The findings from the consultation as to future service preferences will be used to inform and shape the specification for re-tendering the contract. This will include options for:
 - o the provision of staging shows at Chase Leisure Centre; and
 - o the provision of a community-based heritage service including community events.

if the future operation of the museum and/or theatre by a 3rd party cannot be secured.

- 3.19 The Council continues to engage with those parties interested in running the museum and or theatre; this will include exploring options to utilise LUF funding on refurbishment works to the existing theatre or an alternative provision.
- 3.20 If a viable proposal is received for the ongoing running of the museum and or theatre, then this will be brought back to Cabinet/Council for consideration. As part of this consideration could be given to using some funding to provide transitional support for the proposal.
- 3.21 The Council will work with those groups who currently use the museum and/or theatre to support them in identifying suitable alternative venues. This will include the provision of some consultancy support as appropriate.

4 Relationship to Corporate Priorities

- 4.1 The revenue budget and the capital programme supports the delivery of all of the Council's priorities but primarily relates to the objective "To be a modern, forward thinking and responsible Council."

5 Report Detail

Local government landscape

- 5.1 Central government released a white paper on Monday 16 December 2024 which laid out its ambitions to reshape the local government landscape. In its proposals are the end of the current arrangement of district councils and county councils, the merging of smaller unitary authorities and the creation of a new tier of "strategic authorities" which will sit above the new larger councils and will have a population of at least 1,500,000. The new unitary councils are anticipated to have at least 500,000 people in their area. This will mean councils cover a much larger geographic area than present. The council was not consulted prior to these proposals being announced. There is currently a consultation on the future funding mechanism for local government which reflects the intention to move to a new local government structure but there is not one on the proposed structures themselves.
- 5.2 The paper sets a timeline of April 2027 for the first wave of new councils to "go live" with the remainder in April 2028. This is a very ambitious timescale to work to and if it goes forward as planned is likely to have a significant impact on the council's ability to deliver its services and plans during the same time period.
- 5.3 It is unclear at this stage what costs are likely to occur as a result of these proposals. No figures have been included in the budget to reflect these proposals.

- 5.4 The recent change by central government of the national insurance rates will have a number of impacts on local government. First and most simply, the national insurance costs of the council will increase. Central government have stated that the council will be compensated for the impact of the increase in national insurance on directly employed staff but at this stage it is unclear if 100% of the increase will be covered. Due to the calculation being used, it is more likely that an element of the increased costs will be covered.
- 5.5 Secondly there will be an impact on partners of the council, be that direct suppliers of services, those who use council services or those who work more indirectly with the council. This is likely to cause increased pressures for them and they may in turn look to the council for greater support. In a worst-case scenario organisations may be unable to continue to provide services at the same level or increase council costs if companies we work with seek to increase their charges. This in turn will require the council to evaluate the manner in which it delivers services to ensure best value and support stakeholders where possible.
- 5.6 The final major change in the local government landscape is the reset of business rates. Central government have been clear that they are intending to reset business rates which means that the element of business rates that councils retain will change. In practice, this means that the “growth” element of business rates (the amount greater than the baseline) will be removed. Should no additional grants or compensatory mechanism be provided equal to this amount it will create significant pressures for local councils.

Provisional local government settlement

- 5.7 The budget settlement was very challenging for rural and district councils in general and Cannock Chase District Council was no different.
- 5.8 The council saw a slight decrease year on year in its settlement, which was in itself dependent on the council increasing its council tax the maximum amount. This is despite an allocation from the recovery grant of £395k. This is leading to rural areas becoming increasingly dependent on locally raised revenue through council tax and business rates. (the proposed reset in business rates in 2026/27 will make it more challenging for the council to balance its budget in future years, although the proposals suggest the council may not exist in its current form by this point in time).
- 5.9 In particular, the Settlement determines both the core funding to the Council and basis of incentive funding for Business Rates. A Baseline Funding Level was determined at the commencement of the current scheme in 2013-14 with a Tariff paid to central government representing the difference between income collected and the Baseline. The Baseline Funding now represents the sole major form of core funding following the reduction of Revenue Support Grant to a notional figure.
- 5.10 The settlement confirmed the continuation of the Council Tax referendum rules for lower tier councils from last year. It is still possible to increase Council Tax by the higher of 2.99% or £5 (rather than the higher of 1.99% or £5) without holding a referendum.

5.11 The 2025-26 Settlement is broken down as below:

	£m
Revenue Support Grant	0.2
Baseline funding level	3.3
Business rates multiplier compensation	0.7
Council tax	7.6
New Homes Bonus	0.04
Domestic abuse grants	0.03
Funding floor	1.0
Recovery grants	0.4
Total	13.27

5.12 This demonstrates the expectation that council tax will be increased by 2.99% by central government and is a reduction of £460 from last year's settlement.

5.13 It was a single year settlement, but it was announced that multi-year settlements were planned going forwards. It is unclear what time frame this will be.

Budget Issues and Adjustments 2025-26

Inflation

5.14 The budgets for 2025-26 reflect the nationally agreed £1,290 pay award for 2024-25. A provision of 3% has been included for 2025-26; then 2% for 2026-27 and 2% for 2027-28.

5.15 Individual calculations have been carried out in respect of the budgets most affected by inflation. For October 2024 inflation is running at 3.2% CPIH and 3.4% RPI. For contracts, the estimated inflationary figure we have used is 3% for January 2025. For ongoing budgets, the general inflation assumption is 3%.

Spending changes

5.16 The detailed budgets have been refreshed to reflect the forecast for 2024-25. Additional provision has been made within Portfolio budgets for inflation and other general items, including for a pay award and increments.

5.17 For all portfolios, the senior management restructure has been reflected. This can be seen in the detailed appendices attached. It must be noted that the figures as presented reflect the nature of the shared service arrangement with Stafford Borough Council and respective hosting of services and so should not be viewed in isolation. Rather they should be taken into account with the detailed Stafford Borough Council appendices, which can be found in the equivalent budget setting report at Stafford Borough Council.

Each council maintains its sovereignty over its respective costs/income. The overall saving for the senior management restructure is circa £176k on an ongoing basis across both councils.

5.18 We have reviewed all major income streams to ensure they are appropriate, and they are reflected in the appendices.

5.19 The major changes on the 2025-26 Portfolio budgets (recurring in future years) are itemised below:

- The increase in national insurance has been reflected in the budgets however no provision has been made for potential compensating income from central government as the detail is not clear as yet as to the amount and how long this will be for. This will be known in the final settlement.

Business Rates Income

5.20 The Council's exposure to volatility in Business Rates is a key risk with a reduction in income from business rates due to the failure or temporary closure of a key industry and successful appeals against Rateable Values and backdated refunds. In order to mitigate this risk as much as possible, provision is made in both the budget and final accounts for a reduction in income due to appeals.

2024-25 Forecast Outturn

5.21 The Budget for 2024-25 is monitored against the profiled budget. The latest portfolio position reflects the inflationary increases in costs and known changes in the forecast and the impact of the savings achieved. The estimated outturn is a £26k deficit against the profiled budget. This can be seen in the below table.

	2024/25 budget	2024/25 forecast	Variance
Portfolio	£	£	£
Community Wellbeing	2,917,700	2,933,540	15,840
Environment & Climate Change	4,698,110	4,249,060	(449,050)
Housing and Corporate Assets	1,282,780	1,313,100	30,320
Leader of the Council	1,372,880	1,335,620	(37,260)
Parks, Culture and Heritage	2,044,930	2,121,350	76,420
Regeneration and High Streets	1,424,030	1,227,560	(196,470)
Resources and Transformation	3,459,890	4,046,250	586,360
Total	17,200,320	17,226,480	26,160

5.22 The overall council position reflects a strong performance on investment income in year. This was driven by higher interest rates. It must be noted that the benefits are effectively windfalls as they cannot be guaranteed on an ongoing basis. Whilst interest rates were forecast to fall as inflation fell, due to changes in macro-economic events and central government policy changes they have not fallen as forecast. At present the council is forecasting a £850k surplus over the budgeted for position for investment income. This results in a favourable overall forecast outturn for 2024/25 of £485k. This can be seen in table 2 below.

Business Rates Pooling and Retention

5.23 There is an assumption that the reset of Business Rates growth achieved to date will occur in 2026-27 with no transitional payments made to the council. It is assumed that the council will remain part of the Staffordshire pooling arrangements in future years.

5.24 An analysis of the revised Retained Business Rates income for the Council is set out in **APPENDIX 5**.

New Homes Bonus

- 5.25 Allocations for the New Homes Bonus (NHB) scheme for 2025-26 will be £42k. It is assumed that the NHB scheme will contribute nothing to the council's budget post 2025/26. In a consultation published In December 2024, the Ministry of Housing, Communities and Local Government (MHCLG) said it is proposing that 2025-26 will be the last year the NHB is paid "in its current format". MHCLG added: "It is the government's intention that 2025-26 will be the final year of the NHB in its current format and councils should consider this in their financial planning." Therefore, it is prudent to assume no further payments at this time.

Revenue Budget Summary 2025-26

- 5.26 The Portfolio Budget position set out below reflects the forecast outturn position for 2024-25, the proposed budget for 2025-26, and indicative budgets for 2026-27 and 2027-28. The detailed budgets are included in **APPENDIX 1**.

Table 2: Revenue Budget Recommended to Council

	Forecast outturn 2024-25 £000	Budget 2025-26 £000	Indicative Budget 2026-27 £000	Indicative Budget 2027-28 £000
Net Expenditure				
Portfolio budgets	17,226	18,124	17,823	18,309
Investment income and technical financing adjustments	(449)	(1,097)	(939)	(847)
Net spending	16,777	17,027	16,884	17,462
Less: Government Grants				
Business rates grants - S31	(1,450)	(1,176)	(1,176)	(1,176)
New Homes Bonus	(201)	(42)		
Budget Requirement	15,126	15,809	15,708	16,286
Financing				
Business Rates	(6,631)	(6,338)	(4,844)	(5,083)
Council Tax Income	(7,324)	(7,539)	(7,760)	(7,988)
Funding guarantee grant	(1,542)			
Core spending power grant	(21)			
Council tax deficit	38			
Revenue Support Grant	(131)	(172)	(150)	(150)
Funding Floor		(991)		
Recovery Grant		(395)		
Total Financing	(15,611)	(15,435)	(12,754)	(13,221)
Transfer from/(to) Balances	(485)	374	2,954	3,065
Estimate of future years grant		0	(1,000)	(750)
Transfer from/(to) Balances	(485)	374	1,954	2,315

- 5.27 The above budgets are in general based upon the maintenance of existing service provision and delivery of the priorities set out in the Corporate Plan.
- 5.28 The service for the collection and kennelling of stray dogs has seen a significant increase in kennelling costs, coupled with an increase in demand for the service. It is necessary therefore to increase the budget for the service by £16.5k, which is included as a recommendation and reflected in the budgets above.
- 5.29 As indicated above details are only currently available for the 2025-26 financial year. Limited amendments have been made to assumptions in relation to the new funding regime for 2026-27 and onwards. The Business Rates Scheme in particular carries the greatest uncertainty, along with any outcome from other funding reviews. In light of the uncertainty as reflected in various sections of this report, it is difficult to project the true overall position over the medium term.
- 5.30 The major changes in the indicative Budget for 2025-26 when compared to the currently proposed 2025-26 budget are as set out in Table 3.

5.31 **Table 3: Changes in 2025-26 budget assumptions**

Description	Change £000
Portfolio budgets higher than anticipated	921
Investment income	(820)
Treasury management pre-payment	(98)
Interest on balances	(200)
Item 8 credit	130
Budget support reserve	400
NNDR multiplier	(518)
New Homes Bonus	158
Section 31 grants indexation	(500)
Business rates	161
Revenue support grant	-171
Council tax income	61
One off grants removal	940
Funding floor	-991
Recovery grant	-395
Total	(922)

- 5.32 There are numerous changes in the above table, reflecting the challenging landscape the council finds itself in. The primary changes are:
- the new grants paid to the council as a one off, (the funding floor and recovery grant from central government), the removal of the one-off grants estimate.
 - The increase in portfolio budgets driven by the increase in salaries, national insurance.
 - There is increased investment income forecast as interest rates are no longer forecast to fall as quickly as originally anticipated as inflation is proving to be “stickier” than was originally forecast and growth forecasts have been reduced leading to a more fragile economic outlook.

- A new reserve has been created, the budget support reserve, to mitigate potential changes in funding regimes going forwards.
- There has been an increase in business rates income driven by an increase in the estimated multiplier and S31 grants indexation.

5.33 Table 2 identifies a transfer to balances in 2025-26 of £485k. The council has not budgeted for the national insurance support from central government as it is unclear exactly how much this will be at this stage. The difference of opinion across the sector on the amounts that will be received mean it is more prudent to not budget for this at this stage. When it is received this will have a positive impact on the position presented. The council has budgeted for one off grants from central government in its budget setting process in future years This is based on a conservative analysis of previous years one off grant settlements. Moving towards multi-year settlements would have given the council more certainty around budget planning if the reorganisation of local government were not being planned at the same time.

Reserves and Balances

5.34 Reserves and balances comprise general reserves, the Working Balance, and Earmarked Reserves. They help the Council to cope with unpredictable financial pressures and plan for future spending commitments. They are an essential part of good financial management and assist the Section 151 Officer in providing reassurance to Council on the robustness of the estimates and the adequacy of reserves. (see **APPENDIX 7**)

5.35 The Council holds a number of earmarked reserves for specific purposes. Earmarked reserves are itemised in **APPENDIX 6**.

5.36 The Working Balance - the current policy has for several years been to maintain the level of the General Fund balance at a minimum of £1 million. This is maintained over the planning period.

Capital Programme 2024-25 to 2027-28

5.37 The Capital Programme is attached as **APPENDIX 2 and Appendix 3**.

5.38 The significant change for the capital programme is the inclusion of the Food Waste budget of £1.035 million in 2025/26, at this time the budget reflects the one-off grant received. Other changes reflect schemes approved during the year; slippage has also been reflected in the schemes being presented for approval as appropriate.

Council Tax Base and Collection Fund

5.39 The final part of the consideration of the Budget is the Council Tax Base. This is the number of properties in the district expressed in terms of Band D equivalents. (**APPENDIX 8**).

5.40 The Council's Tax Base is now estimated to be 29,999.07 representing a decrease of 0.05% on 2024-25. The decrease reflects the net increase in new properties built, offset by the cost of the Local Council Tax Reduction scheme.

5.41 The Council's Collection Fund has been reviewed as part of the budget process.

Council Tax 2025-26

- 5.42 In determining the level of Council Tax for 2025-26 Cabinet will need to take into account the medium-term financial position and the Council Tax Referendum Thresholds.
- 5.43 The proposed increase of 2.99% is within the guidelines for district councils as contained in Government policy. Each additional 1% increase in Council Tax would generate approximately £80,000 a year.
- 5.44 The proposed level of Cannock's Council Tax for 2025-26 is £251.30 for a Band D property with the overall level of Council Tax subject to final determination by Council in February 2025. The figures set out in this report may require minor amendment if any further information emerges before then.
- 5.45 The total Council Tax for the District will reflect the spending decision made by the County Council, the Office of the Police and Crime Commissioner and the Fire Authority. In addition, in certain areas, parish council precepts are also added to the overall bill.

Financial Planning

- 5.46 The previous Government intended to introduce a new financial regime for local government for several years. This long-delayed change has meant that the council has struggled to plan for the medium term and decision making has been forced to be more focused on the short term than strategic on occasion. The announced change in business rates scheme (removing the growth), the change to potential unitarisation, removal of grants such as the rural services grant and pressure to deliver new government targets are leading to even more uncertain times than has been experienced to date.
- 5.47 After many years of austerity and savings being delivered, the council is having to make decisions around which services/projects it focuses on to ensure successful delivery. This could potentially be increasingly difficult depending on how events around the central government agenda develop over coming months.
- 5.48 The Council's future capital programme will be financed by the generation of capital receipts, revenue contributions to capital outlay (RCCO) and prudential borrowing subject to its financing being prudent, sustainable, and affordable. Although with the advent of higher interest rates, it is becoming harder to justify borrowing to fund capital spending, especially as there is also an opportunity cost to borrowing, of foregoing an investment return.

Horizon scanning

- 5.49 All of the changes in the above report, potential or known, are going to lead to challenges for the council. Recruitment was already very difficult for the council, competing with so many other organisations in both the public and private sector. With the additional uncertainty around the future structure of local government, even less applicants will be interested in moving between councils or joining local government. This is likely to impact service delivery, and the council will have to prioritise which areas it focuses on.

- 5.50 The economy is showing some concerning signs with inflation starting to increase and a lack of growth. With the introduction of the changes in National Insurance next year this is anticipated to have a further detrimental impact on economic growth. Should this occur, council services may well see more demand as it impacts on the general population. It may also lead to further savings being needed in government departments to bridge the gap created by the lack of economic growth and the consequential reduction in forecast tax revenues.
- 5.51 A multi-year settlement has been promised next year which would help the council plan its financial position more effectively but the details around this are unclear at present.
- 5.52 The revenue budgets currently do not include the significant waste changes with the introduction of food waste collection required from April 2026, however, the capital costs have been included. At present there is no estimate of what or if any transitional funding will be received from the government. There is also the introduction of The Extended Producer responsibility scheme which relates to the obligations in relation to the collection of packaging materials as part of Simpler recycling. Provisional allocations have been advised but have not been included in the budget at this time as final allocations will not be confirmed until Autumn 2025. These payments will in part replace recycling credits currently received and at present are broadly expected to have a neutral financial impact.

6 Implications

6.1 Financial

Contained in the report.

6.2 Legal

Nil.

6.3 Human Resources

Nil.

6.4 Risk Management

A risk register is included in **APPENDIX 9**.

Setting the budget is recognised as a significant risk to the council and included in the strategic risk register. The risks noted are both the setting of the budget within the timescales and the risks around setting a balanced budget. These are referenced throughout the report and the mitigations that have been put in place.

6.5 Equalities and Diversity

Nil.

6.6 Health

Nil.

6.7 Climate Change

Funding has been allocated to support the climate change agenda at the council. This will be managed by the appropriate service manager with reports being presented to members as appropriate to utilise the funds.

7 Appendices

Appendix 1 - Portfolio budgets

Appendix 2 - Capital programme

Appendix 3 - Capital budgets

Appendix 4 - Cil recommendations

Appendix 5 - Business rates

Appendix 6 - Reserves

Appendix 7 - Robustness

Appendix 8 - Band D equivalents

Appendix 9 - Financial risks

Appendix 10 - Review of Culture & Heritage Services - Outcome of Consultation

8 Previous Consideration

None.

9 Background Papers

Files are available in Financial Services.

Contact Officer:	Chris Forrester
Telephone Number:	01543 464 334
Ward Interest:	Nil
Report Track:	Responsible Council Scrutiny Committee: 27/01/25 Cabinet: 30/01/25
Key Decision:	Yes

Community Wellbeing

Appendix 1

	Outturn 2024-2025 £	Budget 2025-2026 £	Budget 2026-2027 £	Budget 2027-2028 £
1 CCTV				
Employee Expenses	178,920	192,170	196,480	200,840
Premises Related Expenditure	12,990	13,500	14,310	15,170
Supplies & Services	73,220	78,240	79,020	80,600
Total Expenditure	265,130	283,910	289,810	296,610
Income	(63,390)	(64,660)	(65,950)	(67,270)
Total Income	(63,390)	(64,660)	(65,950)	(67,270)
CCTV Net Expenditure	201,740	219,250	223,860	229,340
2 Grants & Contributions				
Supplies & Services	114,260	113,470	115,310	117,620
Total Expenditure	114,260	113,470	115,310	117,620
Grants & Contributions Net Expenditure	114,260	113,470	115,310	117,620
3 Housing Services				
Employee Expenses	416,630	658,340	684,250	691,740
Premises Related Expenditure	6,190	6,210	6,350	6,490
Transport Related Expenditure	50	70	70	70
Supplies & Services	435,610	96,930	97,440	98,540
Third Party Payments	320	20,000	20,000	20,000
Total Expenditure	858,800	781,550	808,110	816,840
Income	(550,500)	(427,790)	(447,650)	(449,010)
Total Income	(550,500)	(427,790)	(447,650)	(449,010)
Housing Services Net Expenditure	308,300	353,760	360,460	367,830
4 Leisure Contract Sports and Management				
Premises Related Expenditure	193,860	198,100	202,210	206,410
Supplies & Services	1,902,440	1,695,850	940,760	959,580
Total Expenditure	2,096,300	1,893,950	1,142,970	1,165,990
Income	(191,890)	(195,710)	(199,610)	(203,600)
Total Income	(191,890)	(195,710)	(199,610)	(203,600)
Leisure Contract Sports and Management Net Expenditure	1,904,410	1,698,240	943,360	962,390
5 Partnerships				
Employee Expenses	232,720	245,250	250,530	255,870
Premises Related Expenditure	7,790	14,080	14,360	14,650
Transport Related Expenditure	1,250	1,280	1,290	1,320
Supplies & Services	5,600	7,810	7,890	8,050
Total Expenditure	247,360	268,420	274,070	279,890
Partnerships Net Expenditure	247,360	268,420	274,070	279,890

Community Wellbeing

Appendix 1

	Outturn 2024-2025 £	Budget 2025-2026 £	Budget 2026-2027 £	Budget 2027-2028 £
6 Stadium				
Premises Related Expenditure	58,060	59,130	59,680	60,440
Supplies & Services	14,970	15,730	15,730	15,730
Total Expenditure	73,030	74,860	75,410	76,170
Stadium Net Expenditure	73,030	74,860	75,410	76,170
7 DFG Delivery				
Employee Expenses	117,440	143,570	147,780	151,780
Transport Related Expenditure	3,600	3,620	3,660	3,730
Supplies & Services	5,520	5,580	5,640	5,750
Total Expenditure	126,560	152,770	157,080	161,260
Income	(126,560)	(152,770)	(157,080)	(161,260)
Total Income	(126,560)	(152,770)	(157,080)	(161,260)
DFG Delivery Net Expenditure	-	-	-	-
8 Leisure, Planning and Marketing				
Employee Expenses	80,070	81,110	82,840	84,590
Transport Related Expenditure	1,530	1,550	1,570	1,600
Supplies & Services	17,020	3,110	3,140	3,200
Total Expenditure	98,620	85,770	87,550	89,390
Income	(14,180)	.	.	-
Total Income	(14,180)	.	.	-
Leisure, Planning and Marketing Net Expenditure	84,440	85,770	87,550	89,390
Community Wellbeing Net Expenditure	2,933,540	2,813,770	2,080,020	2,122,630

Community Wellbeing Portfolio**Variation Statement 2025/2026 to 2027/2028**

	2025/2026 Indicative	Real Terms / Efficiency Variations	2025/2026 Budget	2026/2027 Indicative	Real Terms / Efficiency Variations	2026/2027 Budget	Inflation	Real Terms / Efficiency Variations	2027/2028 Budget
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
Employee Costs	998	322	1,320	1,021	341	1,362	26	- 3	1,385
Premises Related Costs	294	- 3	291	300	- 3	297	6	-	303
Transport Related Costs	7	-	7	7	- 1	6	-	1	7
Supplies and Services	1,891	126	2,017	1,924	- 659	1,265	25	- 1	1,289
Third Party	-	20	20	-	20	20	-	-	20
Total Expenditure	3,190	465	3,655	3,252	- 302	2,950	57	- 3	3,004
Income	- 560	- 281	- 841	- 569	- 301	- 870	- 11	-	- 881
Net Expenditure	2,630	184	2,814	2,683	- 603	2,080	46	- 3	2,123

Community Wellbeing Portfolio**Proposed Real Terms / Efficiency Variations****2025/26 Change**

	£'000	£'000
<u>Real Term Variations</u>		
National Insurance increase		21
Senior management restructure		
Employees	219	
Income	- 217	2
Disabled Facilities grants		
Employees	95	
Income	- 95	-
Utilities		-8
Leisure management contract sports and management		165
minor variations		4
		<u>184</u>

2026/27 Change

	£'000	£'000
<u>Real Term Variations</u>		
National Insurance increase		21
Senior management restructure		
Employees	235	
Income	- 233	2
Disabled Facilities grants		
Employees	95	
Income	- 95	-
Utilities		-8
Leisure management contract sports and management		-621
minor variations		3
		<u>- 603</u>

2026/27 to 2027/28 Change

	£'000	£'000
<u>Real Term Variations</u>		
Pay and pension costs		3
minor variations		-6
		<u>- 3</u>

Environment and Climate Change

	Outturn 2024-2025 £	Budget 2025-2026 £	Budget 2026-2027 £	Budget 2027-2028 £
1 Waste & Recycling				
Employee Expenses	312,380	332,620	342,340	349,880
Premises Related Expenditure	5,170	3,110	3,140	3,200
Transport Related Expenditure	6,950	7,040	7,150	7,300
Supplies & Services	154,190	172,050	173,520	175,800
Third Party Payments	4,026,110	4,463,160	4,552,300	4,643,250
Total Expenditure	4,504,800	4,977,980	5,078,450	5,179,430
Income	(1,836,050)	(1,630,830)	(1,667,040)	(1,691,690)
Total Income	(1,836,050)	(1,630,830)	(1,667,040)	(1,691,690)
Waste & Recycling Net Expenditure	2,668,750	3,347,150	3,411,410	3,487,740
2 Regulatory Services				
Employee Expenses	375,800	435,380	444,540	453,120
Transport Related Expenditure	8,370	10,830	10,940	11,160
Supplies & Services	29,220	32,800	33,130	33,780
Third Party Payments	42,330	64,890	65,860	67,180
Total Expenditure	455,720	543,900	554,470	565,240
Income	(26,560)	(31,720)	(32,360)	(33,020)
Total Income	(26,560)	(31,720)	(32,360)	(33,020)
Regulatory Services Net Expenditure	429,160	512,180	522,110	532,220
3 Cleansing Services				
Premises Related Expenditure	3,280	6,110	6,170	6,290
Supplies & Services	2,970	3,370	3,370	3,440
Third Party Payments	449,830	466,760	476,580	487,180
Total Expenditure	456,080	476,240	486,120	496,910
Cleansing Services Net Expenditure	456,080	476,240	486,120	496,910
4 Drainage Services				
Premises Related Expenditure	8,880	9,060	9,240	9,430
Total Expenditure	8,880	9,060	9,240	9,430
Drainage Services Net Expenditure	8,880	9,060	9,240	9,430
5 Countryside Management				
Employee Expenses	253,640	274,940	281,020	287,150
Premises Related Expenditure	12,190	12,780	13,340	13,940
Transport Related Expenditure	13,440	13,710	13,990	14,270
Supplies & Services	36,920	30,230	30,540	31,160
Total Expenditure	316,190	331,660	338,890	346,520
Income	(84,610)	(84,670)	(84,730)	(84,820)
Total Income	(84,610)	(84,670)	(84,730)	(84,820)
Countryside Management Net Expenditure	231,580	246,990	254,160	261,700

Environment and Climate Change

	Outturn 2024-2025 £	Budget 2025-2026 £	Budget 2026-2027 £	Budget 2027-2028 £
6 Public Clocks				
Premises Related Expenditure	6,710	7,320	7,550	7,780
Total Expenditure	6,710	7,320	7,550	7,780
Public Clocks Net Expenditure	6,710	7,320	7,550	7,780
7 Off Street Parking				
Premises Related Expenditure	328,790	336,110	344,900	354,110
Transport Related Expenditure	210	210	210	210
Supplies & Services	167,440	137,570	140,220	143,020
Third Party Payments	31,140	32,310	32,990	33,720
Total Expenditure	527,580	506,200	518,320	531,060
Income	(783,660)	(808,770)	(803,980)	(789,590)
Total Income	(783,660)	(808,770)	(803,980)	(789,590)
Off Street Parking Net Expenditure	(256,080)	(302,570)	(285,660)	(258,530)
8 Bus Shelters				
Premises Related Expenditure	38,700	39,690	40,940	42,230
Total Expenditure	38,700	39,690	40,940	42,230
Income	(25,750)	(26,520)	(27,320)	(27,870)
Total Income	(25,750)	(26,520)	(27,320)	(27,870)
Bus Shelters Net Expenditure	12,950	13,170	13,620	14,360
9 Conservation Areas				
Employee Expenses	199,660	202,720	207,060	211,460
Transport Related Expenditure	3,000	3,050	3,080	3,140
Supplies & Services	2,620	2,640	2,660	2,720
Total Expenditure	205,280	208,410	212,800	217,320
Conservation Areas Net Expenditure	205,280	208,410	212,800	217,320
10 Food Safety				
Employee Expenses	339,910	359,250	367,890	376,510
Transport Related Expenditure	8,200	8,280	8,360	8,530
Supplies & Services	52,460	52,770	53,140	53,900
Total Expenditure	400,570	420,300	429,390	438,940
Income	(5,610)	(5,720)	(5,830)	(5,950)
Total Income	(5,610)	(5,720)	(5,830)	(5,950)
Food Safety Net Expenditure	394,960	414,580	423,560	432,990
11 Management & Administration				
Employee Expenses	102,900	106,240	105,890	107,320
Transport Related Expenditure	130	130	130	130
Supplies & Services	530	540	550	560
Total Expenditure	103,560	106,910	106,570	108,010
Management & Administration Net Expenditure	103,560	106,910	106,570	108,010

Environment and Climate Change

	Outturn 2024-2025 £	Budget 2025-2026 £	Budget 2026-2027 £	Budget 2027-2028 £
12 Mortuary				
Employee Expenses	5,320	5,460	5,600	5,740
Premises Related Expenditure	22,220	21,410	22,210	23,010
Supplies & Services	1,390	1,400	1,410	1,440
Total Expenditure	28,930	28,270	29,220	30,190
Mortuary Net Expenditure	28,930	28,270	29,220	30,190
13 Licensing				
Employee Expenses	179,890	202,440	206,830	211,280
Transport Related Expenditure	2,330	2,350	2,370	2,420
Supplies & Services	28,910	29,210	29,500	30,100
Total Expenditure	211,130	234,000	238,700	243,800
Income	(230,420)	(222,220)	(222,300)	(222,250)
Total Income	(230,420)	(222,220)	(222,300)	(222,250)
Licensing Net Expenditure	(19,290)	11,780	16,400	21,550
14 Resilience				
Employee Expenses	14,240	16,830	17,200	17,570
Supplies & Services	59,010	63,830	64,480	65,770
Total Expenditure	73,250	80,660	81,680	83,340
Income	(50,170)	(52,250)	(53,310)	(54,330)
Total Income	(50,170)	(52,250)	(53,310)	(54,330)
Resilience Net Expenditure	23,080	28,410	28,370	29,010
15 Hawks Green Depot				
Employee Expenses	5,400	5,540	5,650	5,760
Premises Related Expenditure	116,910	123,710	127,850	132,140
Supplies & Services	14,680	12,560	12,690	12,940
Total Expenditure	136,990	141,810	146,190	150,840
Income	(182,520)	(186,180)	(189,910)	(193,720)
Total Income	(182,520)	(186,180)	(189,910)	(193,720)
Hawks Green Depot Net Expenditure	(45,530)	(44,370)	(43,720)	(42,880)
Environment and Climate Change Net Expenditure	4,249,020	5,063,530	5,191,750	5,347,800

Environment & Climate Change Portfolio**Variation Statement 2025/2026 to 2027/2028**

	2025/2026 Indicative	Real Terms / Efficiency Variations	2025/2026 Budget	2026/2027 Indicative	Real Terms / Efficiency Variations	2026/2027 Budget	Inflation	Real Terms / Efficiency Variations	2027/2028 Budget
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
Employee Costs	1,952	- 10	1,942	1,995	- 11	1,984	35	7	2,026
Premises Related Costs	604	- 45	559	622	- 47	575	17	-	592
Transport Related Costs	46	-	46	46	-	46	1	-	47
Supplies and Services	454	85	539	458	87	545	9	1	555
Third Party Payments	4,814	213	5,027	4,929	199	5,128	102	1	5,231
Total Expenditure	7,870	243	8,113	8,050	228	8,278	164	9	8,451
Income	- 2,929	- 120	- 3,049	- 2,958	- 128	- 3,086	- 19	2	- 3,103
Net Expenditure	4,941	123	5,064	5,092	100	5,192	145	11	5,348

Environment & Climate Change Portfolio
Proposed Real Terms / Efficiency Variations

2025/26 Change

	£'000	£'000
<u>Real Term Variations</u>		
National Insurance increase		28
Senior management restructure		20
Reduced utility costs		-30
Reduced rates		-15
Climate change funding		
Employees	-60	
Income	<u>60</u>	0
Chargeable garden waste reflecting subscriptions		
Supplies	55	
Income	<u>-267</u>	-212
Disposal of garden waste transferred back to SCC 1/4/25		
Third Party	-201	
Income	<u>201</u>	
Waste contract		
New contract 1 April 2025	388	
Kerbside gate fees	-7	
Additional recycling credits	<u>-22</u>	359
Additional parking income		-30
Stray dogs		16
Lease income		-51
Reduced licensing income		38
Parking contract		-27
Streetcleansing recharge		16
Grounds recharge		1
minor variations		10
		<u><u>123</u></u>

2026/27 Change

	£'000	£'000
<u>Real Term Variations</u>		
National Insurance increase		28
Senior management restructure		20
Reduced utility costs		-31
Reduced rates		-15
Climate change funding		
Employees	-60	
Income	60	0
Chargeable garden waste reflecting subscriptions		
Supplies	56	
Income	-284	-228
Disposal of garden waste transferred back to SCC 1/4/25		
Third Party	-205	
Income	205	
Waste contract		
New contract 1 April 2025	380	
Kerbside gate fees	-7	
Additional recycling credits	-22	351
Stray dogs		16
Additional parking income		-30
Lease income		-51
Reduced licensing income		43
Parking contract		-26
Streetcleansing recharge		15
Grounds recharge		1
minor variations		7
		<u>100</u>

2026/27 to 2027/28 Change

	£'000	£'000
<u>Real Term Variations</u>		
Pay and pension changes		7
Streetcleansing recharge		1
Reduced licensing income		4
minor variations		-1
		<u>11</u>

Housing

	Outturn 2024-2025 £	Budget 2025-2026 £	Budget 2026-2027 £	Budget 2027-2028 £
1 Caretakers and Cleaners				
Employee Expenses	312,530	367,020	375,200	383,590
Premises Related Expenditure	13,280	13,410	13,540	13,810
Transport Related Expenditure	2,270	2,320	2,370	2,420
Supplies & Services	2,100	2,140	2,160	2,210
Total Expenditure	330,180	384,890	393,270	402,030
Caretakers and Cleaners Net Expenditure	330,180	384,890	393,270	402,030
2 Circular 8/95				
Supplies & Services	35,520	35,520	35,520	35,520
Total Expenditure	35,520	35,520	35,520	35,520
Circular 8/95 Net Expenditure	35,520	35,520	35,520	35,520
3 Civic Ballroom				
Premises Related Expenditure	660	670	680	690
Total Expenditure	660	670	680	690
Income	(6,340)	(6,960)	(6,960)	(6,960)
Total Income	(6,340)	(6,960)	(6,960)	(6,960)
Civic Ballroom Net Expenditure	(5,680)	(6,290)	(6,280)	(6,270)
4 Housing Act Advances				
Supplies & Services	20	20	20	20
Total Expenditure	20	20	20	20
Housing Act Advances Net Expenditure	20	20	20	20
5 Miscellaneous Properties				
Premises Related Expenditure	6,650	7,550	7,780	8,010
Total Expenditure	6,650	7,550	7,780	8,010
Income	(15,570)	(15,760)	(15,790)	(15,820)
Total Income	(15,570)	(15,760)	(15,790)	(15,820)
Miscellaneous Properties Net Expenditure	(8,920)	(8,210)	(8,010)	(7,810)
6 Private Sector Housing				
Employee Expenses	275,780	246,600	253,290	258,860
Transport Related Expenditure	5,000	5,100	5,150	5,250
Supplies & Services	2,780	2,820	2,860	2,900
Total Expenditure	283,560	254,520	261,300	267,010
Income	(51,540)	-	-	-
Total Income	(51,540)	-	-	-
Private Sector Housing Net Expenditure	232,020	254,520	261,300	267,010

Housing

Appendix 1

	Outturn 2024-2025 £	Budget 2025-2026 £	Budget 2026-2027 £	Budget 2027-2028 £
7 Public Buildings				
Employee Expenses	291,660	309,320	315,930	322,640
Premises Related Expenditure	756,930	691,140	713,700	737,120
Transport Related Expenditure	4,400	4,440	4,480	4,570
Supplies & Services	87,270	44,590	45,120	45,980
Total Expenditure	1,140,260	1,049,490	1,079,230	1,110,310
Income	(410,300)	(452,200)	(391,860)	(394,710)
Total Income	(410,300)	(452,200)	(391,860)	(394,710)
Public Buildings Net Expenditure	729,960	597,290	687,370	715,600
Housing Net Expenditure	1,313,100	1,257,740	1,363,190	1,406,100

Housing Portfolio**Variation Statement 2025/2026 to 2027/2028**

	2025/2026 Indicative	Real Terms / Efficiency Variations	2025/2026 Budget	2026/2027 Indicative	Real Terms / Efficiency Variations	2026/2027 Budget	Inflation	Real Terms / Efficiency Variations	2027/2028 Budget
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
Employee Costs	960	- 37	923	982	- 38	944	18	3	965
Premises Related Costs	767	- 54	713	793	- 57	736	25	- 1	760
Transport Related Costs	12	- 1	11	12	-	12	-	-	12
Supplies and Services	86	- 1	85	86	-	86	1	-	87
Total Expenditure	<u>1,825</u>	<u>- 93</u>	<u>1,732</u>	<u>1,873</u>	<u>- 95</u>	<u>1,778</u>	<u>44</u>	<u>2</u>	<u>1,824</u>
Income	- 490	16	- 474	- 500	85	- 415	- 5	2	- 418
Net Expenditure	<u><u>1,335</u></u>	<u><u>- 77</u></u>	<u><u>1,258</u></u>	<u><u>1,373</u></u>	<u><u>- 10</u></u>	<u><u>1,363</u></u>	<u><u>39</u></u>	<u><u>4</u></u>	<u><u>1,406</u></u>

Housing Portfolio**Proposed Real Terms / Efficiency Variations****2025/26 Change**

	£'000	£'000
<u>Real Term Variations</u>		
National Insurance increase		25
Staffing variations		-13
Senior management restructure		2
Reduced Utilities		-57
Additional property rental income		-32
minor variations		-2
		<u>-77</u>

2026/27 Change

	£'000	£'000
<u>Real Term Variations</u>		
National Insurance increase		25
Staffing variations		-13
Senior management restructure		2
Reduced Utilities		-60
Reduced property rental income		37
minor variations		-1
		<u>-10</u>

2026/27 to 2027/28 Change

	£'000	£'000
<u>Real Term Variations</u>		
Increase in pay and pension costs		4
		<u>4</u>

Leader

Appendix 1

	Outturn 2024-2025 £	Budget 2025-2026 £	Budget 2026-2027 £	Budget 2027-2028 £
1 Members				
Employee Expenses	24,490	23,340	25,630	27,920
Transport Related Expenditure	400	420	420	430
Supplies & Services	337,030	378,620	386,080	393,800
Total Expenditure	361,920	402,380	412,130	422,150
Members Net Expenditure	361,920	402,380	412,130	422,150
2 Executive Management & Support				
Employee Expenses	733,740	766,120	785,210	799,590
Transport Related Expenditure		30	30	30
Supplies & Services	81,000	84,630	85,150	86,160
Third Party Payments	158,960	159,370	162,500	165,760
Total Expenditure	973,700	1,010,150	1,032,890	1,051,540
Executive Management & Support Net Expenditure	973,700	1,010,150	1,032,890	1,051,540
Leader Net Expenditure	1,335,620	1,412,530	1,445,020	1,473,690

Leader of the Council PortfolioVariation Statement 2025/2026 to 2027/2028

	2025/2026 Indicative	Real Terms / Efficiency Variations	2025/2026 Budget	2026/2027 Indicative	Real Terms / Efficiency Variations	2026/2027 Budget	Inflation	Real Terms / Efficiency Variations	2027/2028 Budget
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
Employee Costs	668	122	790	685	126	811	14	3	828
Supplies and Services	459	4	463	468	3	471	9	-	480
Third Party Payments	286	- 127	159	292	- 129	163	3	-	166
Total Expenditure	1,413	- 1	1,412	1,445	-	1,445	26	3	1,474
Income	-	-	-	-	-	-	-	-	-
Net Expenditure	1,413	- 1	1,412	1,445	-	1,445	26	3	1,474

Leader of the Council Portfolio**Proposed Real Terms / Efficiency Variations****2025/26 Change**

	£'000	£'000
<u>Real Term Variations</u>		
Joint leadership team (amendment to lead authority employer)		
Employees	126	
Third Party (payment to Stafford borough council)	<u>-126</u>	0
National Insurance Increase		2
Members allowances		11
minor variations		-14
		<u><u>-1</u></u>

2026/27 Change

	£'000	£'000
<u>Real Term Variations</u>		
Joint leadership team (amendment to lead authority employer)		
Employees	129	
Third Party (payment to Stafford borough council)	<u>-129</u>	0
National Insurance Increase		2
Members allowances		11
minor variations		-13
		<u><u>0</u></u>

2026/27 to 2027/28 Change

	£'000	£'000
<u>Real Term Variations</u>		
Pay and pension charges		3
		<u><u>3</u></u>

Parks, Culture & Heritage

	Outturn 2024-2025 £	Budget 2025-2026 £	Budget 2026-2027 £	Budget 2027-2028 £
1 Grounds Maintenance				
Employee Expenses	885,470	945,510	969,910	992,120
Premises Related Expenditure	36,080	43,430	44,420	45,540
Transport Related Expenditure	73,530	74,840	76,290	77,820
Supplies & Services	159,100	155,740	157,350	160,500
Total Expenditure	1,154,180	1,219,520	1,247,970	1,275,980
Income	(1,154,180)	(1,219,520)	(1,247,970)	(1,275,980)
Total Income	(1,154,180)	(1,219,520)	(1,247,970)	(1,275,980)
Grounds Maintenance Net Expenditure	-	-	-	-
2 Parks & Open Spaces				
Employee Expenses	611,570	688,230	705,230	720,330
Premises Related Expenditure	581,530	636,830	657,650	678,050
Transport Related Expenditure	21,400	21,740	22,080	22,520
Supplies & Services	204,920	156,520	157,980	160,440
Third Party Payments	194,260	201,620	205,880	210,440
Total Expenditure	1,613,680	1,704,940	1,748,820	1,791,780
Income	(121,180)	(130,940)	(132,660)	(134,440)
Total Income	(121,180)	(130,940)	(132,660)	(134,440)
Parks & Open Spaces Net Expenditure	1,492,500	1,574,000	1,616,160	1,657,340
3 Cemeteries				
Employee Expenses	179,360	193,260	197,650	202,090
Premises Related Expenditure	108,740	106,980	110,110	113,190
Transport Related Expenditure	9,190	9,390	9,580	9,780
Supplies & Services	59,580	62,850	63,470	64,230
Total Expenditure	356,870	372,480	380,810	389,290
Income	(189,740)	(215,690)	(219,900)	(224,210)
Total Income	(189,740)	(215,690)	(219,900)	(224,210)
Cemeteries Net Expenditure	167,130	156,790	160,910	165,080
4 Allotments				
Premises Related Expenditure	4,150	4,240	4,340	4,430
Total Expenditure	4,150	4,240	4,340	4,430
Income	(4,640)	(4,640)	(4,640)	(4,640)
Total Income	(4,640)	(4,640)	(4,640)	(4,640)
Allotments Net Expenditure	(490)	(400)	(300)	(210)

Parks, Culture & Heritage

	Outturn 2024-2025 £	Budget 2025-2026 £	Budget 2026-2027 £	Budget 2027-2028 £
5 Street Cleansing				
Employee Expenses	576,090	582,980	596,190	609,620
Premises Related Expenditure	3,080	3,200	3,260	3,330
Transport Related Expenditure	126,270	135,930	137,990	140,740
Supplies & Services	27,700	32,910	33,190	33,740
Total Expenditure	733,140	755,020	770,630	787,430
Income	(733,140)	(755,020)	(770,630)	(787,430)
Total Income	(733,140)	(755,020)	(770,630)	(787,430)
Street Cleansing Net Expenditure	-	-	-	-
6 Vehicles				
Employee Expenses	188,280	196,000	200,250	204,560
Premises Related Expenditure	1,100	1,120	1,140	1,160
Transport Related Expenditure	58,220	59,350	60,530	61,730
Supplies & Services	9,580	9,680	9,780	9,970
Total Expenditure	257,180	266,150	271,700	277,420
Income	(276,580)	(279,360)	(284,600)	(289,930)
Total Income	(276,580)	(279,360)	(284,600)	(289,930)
Vehicles Net Expenditure	(19,400)	(13,210)	(12,900)	(12,510)
7 Leisure Contract Heritage and Arts				
Premises Related Expenditure	1,670	1,700	1,730	1,770
Supplies & Services	309,230	108,660	60,250	61,450
Total Expenditure	310,900	110,360	61,980	63,220
Income	(1,630)	(1,660)	(1,690)	(1,720)
Total Income	(1,630)	(1,660)	(1,690)	(1,720)
Leisure Contract Heritage and Arts Net Expenditure	309,270	108,700	60,290	61,500
8 Tourism				
Supplies & Services	5,990	6,050	6,110	6,230
Total Expenditure	5,990	6,050	6,110	6,230
Tourism Net Expenditure	5,990	6,050	6,110	6,230
9 Contract Monitoring				
Employee Expenses	198,210	246,860	252,200	257,590
Premises Related Expenditure	16,350	16,460	16,630	16,960
Transport Related Expenditure	7,620	7,790	7,940	8,100
Supplies & Services	3,790	1,310	1,320	1,340
Total Expenditure	225,970	272,420	278,090	283,990
Income	(59,620)	(60,810)	(62,030)	(63,270)
Total Income	(59,620)	(60,810)	(62,030)	(63,270)
Contract Monitoring Net Expenditure	166,350	211,610	216,060	220,720
Parks, Culture & Heritage Net Expenditure	2,121,350	2,043,540	2,046,330	2,098,150

Parks, Culture and Heritage Portfolio**Variation Statement 2025/2026 to 2027/2028**

	2025/2026 Indicative	Real Terms / Efficiency Variations	2025/2026 Budget	2026/2027 Indicative	Real Terms / Efficiency Variations	2026/2027 Budget	Inflation	Real Terms / Efficiency Variations	2027/2028 Budget
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
Employee Costs	2,703	150	2,853	2,765	156	2,921	55	10	2,986
Premises Related Costs	810	4	814	833	6	839	20	6	865
Transport Related Costs	309	-	309	315	-	315	6	-	321
Supplies and Services	734	- 200	534	745	- 256	489	8	1	498
Third Party	195	7	202	200	6	206	4	-	210
Total Expenditure	4,751	- 39	4,712	4,858	- 88	4,770	93	17	4,880
Income	- 2,632	- 36	- 2,668	- 2,687	- 37	- 2,724	- 51	- 7	- 2,782
Net Expenditure	2,119	- 75	2,044	2,171	- 125	2,046	42	10	2,098

Parks, Culture & Heritage Portfolio**Proposed Real Terms / Efficiency Variations****2025/26 Change**

	£'000	£'000
<u>Real Term Variations</u>		
National Insurance increase		82
Senior management restructure		12
Reduced utility costs		-29
Additional rates		4
Reduced cemeteries income		24
Leisure management contract arts		-213
Staffing variations		49
Streetcleansing recharge		-16
Grounds recharge		-2
minor variations		14
		<u>-75</u>

2026/27 Change

	£'000	£'000
<u>Real Term Variations</u>		
National Insurance increase		82
Senior management restructure		12
Reduced utility costs		-30
Additional rates		4
Reduced cemeteries income		25
Leisure management contract arts		-268
Staffing variations		55
Streetcleansing recharge		-15
Grounds recharge		-2
minor variations		12
		<u>-125</u>

2026/27 to 2027/28 Change

	£'000	£'000
<u>Real Term Variations</u>		
Pay and pension changes		10
Streetcleansing recharge		-1
minor variations		1
		<u>10</u>

Regeneration and High Streets

	Outturn 2024-2025 £	Budget 2025-2026 £	Budget 2026-2027 £	Budget 2027-2028 £
1 Building Control				
Employee Expenses	688,980	737,370	755,330	771,490
Transport Related Expenditure	15,280	15,510	15,670	15,980
Supplies & Services	93,140	99,730	102,220	104,180
Total Expenditure	797,400	852,610	873,220	891,650
Income	(570,720)	(628,240)	(638,760)	(648,200)
Total Income	(570,720)	(628,240)	(638,760)	(648,200)
Building Control Net Expenditure	226,680	224,370	234,460	243,450
2 Development Control				
Employee Expenses	412,570	415,520	424,740	434,110
Transport Related Expenditure	6,000	6,060	6,120	6,240
Supplies & Services	109,970	92,070	92,450	93,200
Total Expenditure	528,540	513,650	523,310	533,550
Income	(396,940)	(235,860)	(235,890)	(235,860)
Total Income	(396,940)	(235,860)	(235,890)	(235,860)
Development Control Net Expenditure	131,600	277,790	287,420	297,690
3 Economic Development				
Employee Expenses	187,230	226,160	232,540	238,990
Premises Related Expenditure	6,340	5,000		-
Transport Related Expenditure	1,100	1,130	1,140	1,160
Supplies & Services	130,700	11,140	11,220	11,400
Total Expenditure	325,370	243,430	244,900	251,550
Income	(93,430)			-
Total Income	(93,430)			-
Economic Development Net Expenditure	231,940	243,430	244,900	251,550
4 Industrial Sites				
Premises Related Expenditure	9,700	18,240	18,660	19,090
Capital Financing Costs	1,610	1,610	1,610	1,610
Total Expenditure	11,310	19,850	20,270	20,700
Income	(123,500)	(130,000)	(130,000)	(130,000)
Total Income	(123,500)	(130,000)	(130,000)	(130,000)
Industrial Sites Net Expenditure	(112,190)	(110,150)	(109,730)	(109,300)
5 Land Charges				
Employee Expenses	42,950	48,220	49,230	50,250
Supplies & Services	36,420	41,190	41,610	42,440
Total Expenditure	79,370	89,410	90,840	92,690
Income	(57,630)	(61,000)	(61,000)	(61,000)
Total Income	(57,630)	(61,000)	(61,000)	(61,000)
Land Charges Net Expenditure	21,740	28,410	29,840	31,690

Regeneration and High Streets

Appendix 1

	Outturn 2024-2025 £	Budget 2025-2026 £	Budget 2026-2027 £	Budget 2027-2028 £
6 Management & Support				
Employee Expenses	417,320	454,500	466,130	476,080
Transport Related Expenditure	1,610	1,640	1,660	1,690
Supplies & Services	69,240	77,490	78,240	79,770
Total Expenditure	488,170	533,630	546,030	557,540
Income	(59,220)	(46,370)	(46,370)	(46,370)
Total Income	(59,220)	(46,370)	(46,370)	(46,370)
Management & Support Net Expenditure	428,950	487,260	499,660	511,170
7 Town Centre Management				
Premises Related Expenditure	253,580	254,130	254,940	255,900
Supplies & Services	210	210	210	210
Total Expenditure	253,790	254,340	255,150	256,110
Income	(127,440)	(130,760)	(130,780)	(130,800)
Total Income	(127,440)	(130,760)	(130,780)	(130,800)
Town Centre Management Net Expenditure	126,350	123,580	124,370	125,310
8 Markets				
Employee Expenses	21,620	22,210	22,800	23,390
Premises Related Expenditure	156,240	173,750	177,290	184,660
Transport Related Expenditure	1,300	1,320	1,330	1,360
Supplies & Services	28,900	2,680	3,050	3,720
Total Expenditure	208,060	199,960	204,470	213,130
Income	(35,570)	(57,610)	(57,610)	(57,610)
Total Income	(35,570)	(57,610)	(57,610)	(57,610)
Markets Net Expenditure	172,490	142,350	146,860	155,520
Regeneration and High Streets Net Expenditure	1,227,560	1,417,040	1,457,780	1,507,080

Regeneration and High Streets Portfolio**Variation Statement 2025/2026 to 2027/2028**

	2025/2026 Indicative	Real Terms / Efficiency Variations	2025/2026 Budget	2026/2027 Indicative	Real Terms / Efficiency Variations	2026/2027 Budget	Inflation	Real Terms / Efficiency Variations	2027/2028 Budget
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
Employee Costs	1,915	- 11	1,904	1,956	- 5	1,951	36	7	1,994
Premises Related Costs	477	- 26	451	487	- 36	451	7	2	460
Transport Related Costs	26	-	26	26	-	26	-	-	26
Supplies and Services	284	40	324	287	42	329	6	-	335
Capital Financing Costs	2	-	2	2	-	2	-	-	2
Total Expenditure	<u>2,704</u>	<u>3</u>	<u>2,707</u>	<u>2,758</u>	<u>1</u>	<u>2,759</u>	<u>49</u>	<u>9</u>	<u>2,817</u>
Income	- 1,256	- 34	- 1,290	- 1,272	- 29	- 1,301	- 12	3	- 1,310
Net Expenditure	<u>1,448</u>	<u>- 31</u>	<u>1,417</u>	<u>1,486</u>	<u>- 28</u>	<u>1,458</u>	<u>37</u>	<u>12</u>	<u>1,507</u>

Regeneration and High Streets Portfolio**Proposed Real Terms / Efficiency Variations****2025/26 Change**

	£'000	£'000
<u>Real Term Variations</u>		
National Insurance increase		29
Senior management restructure		60
Reduced utilities		-38
Increased rates		12
Markets		
Employees	-68	
Income	-16	-84
Town centre management rent income		12
Land charges reduced income		18
Shared service income		-39
minor variations		-1
		<u>-31</u>

2026/27 Change

	£'000	£'000
<u>Real Term Variations</u>		
National Insurance increase		29
Senior management restructure		60
Reduced utilities		-41
Increased rates		4
Markets		
Employees	-68	
Income	-18	-86
Town centre management rent income		15
Land charges reduced income		20
Shared service income		-41
Industrial sites rents		3
minor variations		9
		<u>-28</u>

2026/27 to 2027/28 Change

	£'000	£'000
<u>Real Term Variations</u>		
Increase in pay and pension costs		7
Reduced building control income		6
Shared service income		-4
minor variations		3
		<u>12</u>

Resources and Transformation

	Outturn 2024-2025 £	Budget 2025-2026 £	Budget 2026-2027 £	Budget 2027-2028 £
1 Legal Services				
Third Party Payments	299,290	316,290	324,920	332,260
Total Expenditure	299,290	316,290	324,920	332,260
Income	(216,230)	(220,580)	(224,980)	(229,470)
Total Income	(216,230)	(220,580)	(224,980)	(229,470)
Legal Services Net Expenditure	83,060	95,710	99,940	102,790
2 Technology				
Supplies & Services	427,160	188,090	190,190	193,990
Third Party Payments	842,220	874,790	894,090	913,410
Total Expenditure	1,269,380	1,062,880	1,084,280	1,107,400
Income	(480,360)	(256,360)	(261,440)	(266,660)
Total Income	(480,360)	(256,360)	(261,440)	(266,660)
Technology Net Expenditure	789,020	806,520	822,840	840,740
3 Governance				
Employee Expenses	15,260	14,040	14,420	14,800
Transport Related Expenditure		10	10	10
Supplies & Services	30,130	30,440	30,740	31,350
Total Expenditure	45,390	44,490	45,170	46,160
Income	(18,860)	(19,650)	(20,050)	(20,430)
Total Income	(18,860)	(19,650)	(20,050)	(20,430)
Governance Net Expenditure	26,530	24,840	25,120	25,730
4 Human Resources				
Third Party Payments	274,480	291,800	300,160	307,260
Total Expenditure	274,480	291,800	300,160	307,260
Income	(183,580)	(187,250)	(190,990)	(194,800)
Total Income	(183,580)	(187,250)	(190,990)	(194,800)
Human Resources Net Expenditure	90,900	104,550	109,170	112,460
5 Customer Services				
Employee Expenses	319,540	341,590	349,300	356,650
Supplies & Services	95,710	105,650	106,070	108,200
Third Party Payments	7,570	7,570	7,720	7,870
Total Expenditure	422,820	454,810	463,090	472,720
Income	(128,140)	(130,700)	(133,310)	(135,970)
Total Income	(128,140)	(130,700)	(133,310)	(135,970)
Customer Services Net Expenditure	294,680	324,110	329,780	336,750

Resources and Transformation

	Outturn 2024-2025 £	Budget 2025-2026 £	Budget 2026-2027 £	Budget 2027-2028 £
6 Corporate Services				
Employee Expenses	159,540	165,650	167,430	171,090
Supplies & Services	101,410	95,420	96,370	98,310
Total Expenditure	260,950	261,070	263,800	269,400
Income	(39,780)	(42,610)	(43,460)	(44,330)
Total Income	(39,780)	(42,610)	(43,460)	(44,330)
Corporate Services Net Expenditure	221,170	218,460	220,340	225,070
7 Communications				
Employee Expenses	298,750	252,700	258,430	264,250
Transport Related Expenditure	1,990	2,020	2,040	2,090
Supplies & Services	25,240	29,510	29,850	30,450
Total Expenditure	325,980	284,230	290,320	296,790
Income	(26,220)	(26,750)	(27,280)	(27,820)
Total Income	(26,220)	(26,750)	(27,280)	(27,820)
Communications Net Expenditure	299,760	257,480	263,040	268,970
8 Policy & Performance				
Employee Expenses	90,050	96,420	99,520	102,690
Supplies & Services	7,270	7,380	7,450	7,600
Total Expenditure	97,320	103,800	106,970	110,290
Policy & Performance Net Expenditure	97,320	103,800	106,970	110,290
9 Audit				
Employee Expenses	256,600	267,070	272,890	278,820
Transport Related Expenditure	50	60	60	60
Supplies & Services	35,640	36,020	36,370	37,090
Total Expenditure	292,290	303,150	309,320	315,970
Income	(128,270)	(133,170)	(135,860)	(138,470)
Total Income	(128,270)	(133,170)	(135,860)	(138,470)
Audit Net Expenditure	164,020	169,980	173,460	177,500
10 Risk				
Employee Expenses	188,790	197,910	204,400	208,760
Transport Related Expenditure	2,010	2,050	2,070	2,110
Supplies & Services	898,780	960,330	1,004,960	1,052,890
Total Expenditure	1,089,580	1,160,290	1,211,430	1,263,760
Income	(964,570)	(1,000,510)	(1,048,240)	(1,099,250)
Total Income	(964,570)	(1,000,510)	(1,048,240)	(1,099,250)
Risk Net Expenditure	125,010	159,780	163,190	164,510

Resources and Transformation

Appendix 1

	Outturn 2024-2025 £	Budget 2025-2026 £	Budget 2026-2027 £	Budget 2027-2028 £
11 Customer Serv Mgmt (incl Social Alarms)				
Employee Expenses	104,260	36,360	37,330	38,300
Transport Related Expenditure	970	980	990	1,010
Supplies & Services	10,070	10,160	10,270	10,470
Third Party Payments	14,000	14,420	14,710	15,000
Total Expenditure	129,300	61,920	63,300	64,780
Income	(30,360)	(30,970)	(31,590)	(32,220)
Total Income	(30,360)	(30,970)	(31,590)	(32,220)
Customer Serv Mgmt (incl Social Alarms) Net Expenditure	98,940	30,950	31,710	32,560
12 Taxation				
Employee Expenses	2,987,870	3,180,560	3,262,980	3,345,280
Transport Related Expenditure	10,160	10,400	10,500	10,710
Supplies & Services	517,130	593,350	601,590	613,270
Third Party Payments	15,150	15,600	15,910	16,230
Total Expenditure	3,530,310	3,799,910	3,890,980	3,985,490
Income	(2,376,340)	(2,502,420)	(2,551,700)	(2,602,970)
Total Income	(2,376,340)	(2,502,420)	(2,551,700)	(2,602,970)
Taxation Net Expenditure	1,153,970	1,297,490	1,339,280	1,382,520
13 Finance				
Employee Expenses	1,451,480	1,513,860	1,543,340	1,570,940
Transport Related Expenditure	2,000	2,040	2,060	2,100
Supplies & Services	146,500	148,250	149,890	152,840
Total Expenditure	1,599,980	1,664,150	1,695,290	1,725,880
Income	(1,157,640)	(1,197,750)	(1,220,710)	(1,243,500)
Total Income	(1,157,640)	(1,197,750)	(1,220,710)	(1,243,500)
Finance Net Expenditure	442,340	466,400	474,580	482,380
14 Corporate Management				
Supplies & Services	303,170	310,600	316,520	322,840
Total Expenditure	303,170	310,600	316,520	322,840
Income	(58,670)	(59,670)	(60,700)	(61,750)
Total Income	(58,670)	(59,670)	(60,700)	(61,750)
Corporate Management Net Expenditure	244,500	250,930	255,820	261,090
15 Non Distributed Costs				
Employee Expenses	310,150	326,550	333,080	339,740
Total Expenditure	310,150	326,550	333,080	339,740
Income	(43,300)	(44,170)	(45,050)	(45,950)
Total Income	(43,300)	(44,170)	(45,050)	(45,950)
Non Distributed Costs Net Expenditure	266,850	282,380	288,030	293,790

Resources and Transformation

	Outturn 2024-2025 £	Budget 2025-2026 £	Budget 2026-2027 £	Budget 2027-2028 £
16 Excluded Items				
Employee Expenses	15,240	51,750	52,790	53,850
Supplies & Services	(75,000)	(100,000)	(200,000)	(200,000)
Total Expenditure	(59,760)	(48,250)	(147,210)	(146,150)
Income	(948,680)	(967,660)	(987,010)	(1,006,750)
Total Income	(948,680)	(967,660)	(987,010)	(1,006,750)
Excluded Items Net Expenditure	(1,008,440)	(1,015,910)	(1,134,220)	(1,152,900)
17 Democratic Services				
Employee Expenses	165,910	201,190	207,030	213,020
Transport Related Expenditure	1,400	1,420	1,430	1,460
Supplies & Services	1,090	1,110	1,120	1,140
Total Expenditure	168,400	203,720	209,580	215,620
Democratic Services Net Expenditure	168,400	203,720	209,580	215,620
18 Elections				
Employee Expenses	255,270	156,480	219,530	224,200
Premises Related Expenditure	5,120		4,590	4,680
Transport Related Expenditure	250	150	250	250
Supplies & Services	112,350	56,410	107,000	108,860
Total Expenditure	372,990	213,040	331,370	337,990
Income	(1,260)	(1,290)	(1,320)	(1,350)
Total Income	(1,260)	(1,290)	(1,320)	(1,350)
Elections Net Expenditure	371,730	211,750	330,050	336,640
19 Benefit Payments				
Transfer Payments	15,881,350	16,203,420	16,531,930	16,867,010
Total Expenditure	15,881,350	16,203,420	16,531,930	16,867,010
Income	(15,764,860)	(16,080,160)	(16,401,760)	(16,729,800)
Total Income	(15,764,860)	(16,080,160)	(16,401,760)	(16,729,800)
Benefit Payments Net Expenditure	116,490	123,260	130,170	137,210
Resources and Transformation Net Expenditure	4,046,250	4,116,200	4,238,850	4,353,720

Resources and Transformation Portfolio**Variation Statement 2025/2026 to 2027/2028**

	2025/2026 Indicative	Real Terms / Efficiency Variations	2025/2026 Budget	2026/2027 Indicative	Real Terms / Efficiency Variations	2026/2027 Budget	Inflation	Real Terms / Efficiency Variations	2027/2028 Budget
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
Employee Costs	6,729	73	6,802	6,940	82	7,022	130	30	7,182
Premises Related Costs	-	-		5	-	5	-	-	5
Transport Related Costs	19	-	19	19	-	19	-	1	20
Supplies and Services	1,963	510	2,473	2,042	446	2,488	52	29	2,569
Third Party Payments	1,496	25	1,521	1,525	33	1,558	31	3	1,592
Transfer Payments	12,286	3,917	16,203	11,261	5,271	16,532	-	335	16,867
Total Expenditure	22,493	4,525	27,018	21,792	5,832	27,624	213	398	28,235
Income	- 19,178	- 3,724	- 22,902	- 18,280	- 5,105	- 23,385	- 132	- 364	- 23,881
Net Expenditure	3,315	801	4,116	3,512	727	4,239	81	34	4,354

Resources and Transformation Portfolio**Proposed Real Terms / Efficiency Variations****2025/26 Change**

	£'000	£'000
<u>Real Term Variations</u>		
National Insurance increase		119
Senior management restructure (net of saving)		-29
Housing benefits review of spend		
Expenditure	1,872	
Income	<u>- 1,518</u>	354
Rent rebates - review of spend		
Expenditure	2,045	
Income	<u>- 2,045</u>	-
Shared services		
Expenditure	27	
Income	<u>-26</u>	1
Budget balances		
Energy removed central provision	50	
Leisure contract	-279	
Shared service saving delay	<u>400</u>	171
Insurance premiums		
Expenditure	251	
Income	<u>-169</u>	82
Bank charges		8
Taxation grant no longer receivable		110
minor variations		-15
		<u><u>801</u></u>

2026/27 Change

	£'000	£'000
<u>Real Term Variations</u>		
National Insurance increase		119
Senior management restructure (net of saving)		-29
Housing benefits review of spend		
Expenditure	2,599	
Income	- 2,238	361
Rent rebates - review of spend		
Expenditure	2,672	
Income	- 2,672	-
Shared services		
Expenditure	34	
Income	-29	5
Budget balances		
Energy removed central provision	50	
Leisure contract	-279	
Shared service saving	300	71
Insurance premiums		
Expenditure	289	
Income	-200	89
Bank charges		10
Taxation grant no longer receivable		110
minor variations		-9
		<u>727</u>

2026/27 to 2027/28 Change

	£'000	£'000
<u>Real Term Variations</u>		
Pay and pension charges		17
Housing benefits review of spend		
Expenditure	176	
Income	-169	7
Rent rebates - review of spend		
Expenditure	159	
Income	-159	-
Shared services		
Expenditure	3	
Income	-6	-3
Insurance premiums		
Expenditure	29	
Income	-25	4
minor variations		9
		<u>34</u>

Capital Programme 2024-25 to 2027-28

	Total Programme	General Fund	Section 106
	Revised		
	£000	£000	£000
RESOURCES & TRANSFORMATION			
Revenues and Benefits Computer Systems	208	208	-
Total Resources & Transformation	208	208	-
ENVIRONMENT & CLIMATE CHANGE			
Wheelie Bin Replacement	334	334	-
Food Waste	1,035	1,035	-
Total Environment & Climate Change	1,369	1,369	-
COMMUNITY WELLBEING			
Disabled Facilities Grants	5,604	5,604	-
CCTV	67	67	-
CCTV Safer Streets 5	60	60	-
Streetlighting Safer Streets 5	35	35	-
RLC Solar Panels	238	238	-
Total Community Wellbeing	6,004	6,004	-
HOUSING			
Home Security Grants	24	24	-
Total Housing	24	24	-
PARKS, CULTURE & HERITAGE			
Additional Cemetery Provision	18	18	-
Hednesford Park Improvements (part s106 funding)	174	155	19
Stadium Development (Phase 2)	208	-	208
Relocation Arthur Street Play Area (s106)	3	-	3
Laburnum Avenue MUGA Phase 1	345	-	345
Heath Hayes Park/Pitch Refurbishment	615	-	615
Penny Cress Green Play Area	10	2	8
Cannock East (CIL)	122	-	122
Commonwealth Games Legacy	3	3	-
Play Areas Developments & Refurbishments	94	94	-
Infrastructure Fencing Parks and Open Spaces	11	11	-
Replacement Vehicles Parks and Open Spaces	104	104	-
Elmore Park Toilets	6	6	-
Cannock Park Path Works	25	-	25
Stile Cop Cemetery Modular build	129	129	-
Ravenhill Tennis Courts	16	-	16
Heath Hayes Park Tennis Courts	4	4	-
Cannock Park Streetlighting Safer Streets 5	160	160	-
Cannock Park Phase 1	465	15	450
Flaxey Road Play Area	142	-	142
Total Parks, Culture & Heritage	2,654	701	1,953

Capital Programme 2024-25 to 2027-28

	Total Programme Revised £000	General Fund £000	Section 106 £000
REGENERATION & HIGH STREETS			
Levelling Up Fund Phase 1	16,281	16,281	-
Levelling Up Fund Phase 2	8,750	8,750	-
UK Shared Prosperity Fund	400	400	-
Lets Grow Grants	28	28	-
Anglesey Bridge & Rawnsley Woods Bridge	106	26	80
Chadsmoor Infant & Nurs Modular build (CIL)	127	-	127
Chadsmoor High Street CIL	23	-	23
West Chadsmoor Family Centre resurfacing works CIL	6	-	6
West Chadsmoor High Street CIL	6	-	6
Five Ways Primary Modular build (CIL)	160	-	160
Etching Hill CE Primary Modular build (CIL)	393	-	393
John Bamford Primary Modular build (CIL)	173	-	173
Rugeley Train Station Access (CIL)	162	-	162
Total Regeneration & High Streets	26,615	25,485	1,130
TOTAL CAPITAL PROGRAMME	36,874	33,791	3,083

General Fund and Section 106 Capital Budgets 2024-25 to 2027-28

	2024/25 Revised	2025/26	2026/27	2027/28	Approved
	£000	£000	£000	£000	£000
RESOURCES & TRANSFORMATION					
Revenues and Benefits Computer Systems	208	-	-	-	-
Total Resources & Transformation	208	-	-	-	-
ENVIRONMENT & CLIMATE CHANGE					
Wheelie Bin Replacement	84	90	80	80	-
Food Waste	-	1,035	-	-	-
Total Environment & Climate Change	84	1,125	80	80	-
COMMUNITY WELLBEING					
Disabled Facilities Grants	2,166	1,146	1,146	1,146	-
CCTV	67	-	-	-	-
CCTV Safer Streets 5	60	-	-	-	-
Streetlighting Safer Streets 5	35	-	-	-	-
RLC Solar Panels	238	-	-	-	-
Total Community Wellbeing	2,566	1,146	1,146	1,146	-
HOUSING					
Home Security Grants	12	12	-	-	-
Total Housing	12	12	-	-	-
PARKS, CULTURE & HERITAGE					
Additional Cemetery Provision	18	-	-	-	-
Hednesford Park Improvements (part s106 funding)	-	-	-	-	174
Stadium Development (Phase 2)	208	-	-	-	-
Relocation Arthur Street Play Area (s106)	-	-	-	-	3
Laburnum Avenue MUGA Phase 1	345	-	-	-	-
Heath Hayes Park/Pitch Refurbishment	-	-	-	-	615
Penny Cress Green Play Area	10	-	-	-	-
Cannock East (CIL)	-	-	-	-	122
Commonwealth Games Legacy	3	-	-	-	-
Play Areas Developments & Refurbishments	44	50	-	-	-
Infrastructure Fencing Parks and Open Spaces	11	-	-	-	-
Replacement Vehicles Parks and Open Spaces	104	-	-	-	-
Elmore Park Toilets	6	-	-	-	-
Cannock Park Path Works	25	-	-	-	-
Stile Cop Cemetery Modular build	129	-	-	-	-
Ravenhill Tennis Courts	16	-	-	-	-
Heath Hayes Park Tennis Courts	4	-	-	-	-
Cannock Park Streetlighting Safer Streets 5	160	-	-	-	-
Cannock Park Phase 1	465	-	-	-	-
Flaxey Road Play Area	142	-	-	-	-
Total Parks, Culture & Heritage	1,690	50	-	-	914
REGENERATION & HIGH STREETS					
Levelling Up Fund Phase 1	1,720	7,946	-	-	6,615
Levelling Up Fund Phase 2	3,020	5,730	-	-	-
UK Shared Prosperity Fund	400	-	-	-	-
Lets Grow Grants	13	15	-	-	-
Anglesey Bridge & Rawnsley Woods Bridge	106	-	-	-	-
Chadsmoor Infant & Nurs Modular build (CIL)	-	-	-	-	127
Chadsmoor High Street CIL	23	-	-	-	-
West Chadsmoor Family Centre resurfacing works CIL	6	-	-	-	-
West Chadsmoor High Street CIL	6	-	-	-	-
Five Ways Primary Modular build (CIL)	-	-	-	-	160
Etching Hill CE Primary Modular build (CIL)	-	-	-	-	393
John Bamford Primary Modular build (CIL)	-	-	-	-	173
Rugeley Train Station Access (CIL)	-	-	-	-	162
Total Regeneration & High Streets	5,294	13,691	-	-	7,630
TOTAL CAPITAL PROGRAMME	9,854	16,024	1,226	1,226	8,544

Community Infrastructure Levy (CIL) Allocations Process and Recommendations



2024/25

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1. Introduction

- 1.1 The Council approved the Community Infrastructure Levy (CIL) Charging Schedule and Regulation 123 List (now CIL Infrastructure List – see Cabinet Report 17/10/19) of infrastructure projects eligible to receive funding at its meeting on 15/04/15.
- 1.2 CIL is intended to provide a funding stream for infrastructure needed to support the policies and proposals in the adopted Local Plan. It will partly replace funding previously obtained via Planning Obligations (Section 106 agreements and Unilateral Undertakings). CIL and Section 106 agreements can be used to fund the same piece of infrastructure, following amendments made to the CIL Regulations in September 2019.
- 1.3 The total amount of CIL receipts retained and available for expenditure at the end of 2022/23 were £703,450.05
- 1.4 The protocol for the allocation of CIL funds, approved by Cabinet (23/07/15), sets out the system which the allocations process must follow. Table 1 shows the approved processes and approximate timescales.

Table 1

Date	Action
By 30 th June	Invite bids from stakeholders for inclusion in the three-year CIL Infrastructure Capital Programme
By 1 st September	Deadline for bids for projects submitted
September	Initial assessment of submissions by officers and Cabinet Member
By 30 th September	Consultation event to share and review aspirations/priorities with stakeholders who have submitted bids.
By 31 st October	Prepare draft programme of projects
By 30 th November	Feedback to stakeholders
By 31 st December	Prepare recommendations
February	Report to Cabinet/Council

2. Invitations to Bid

- 2.1 'Invitation to Bid' letters were emailed to stakeholders who had projects identified in the CIL Infrastructure List (formerly Regulation 123 List) outlining an 8-week consultation period with the deadline for submissions being 26 August 2024. Stakeholders were also invited to make comments on the Council's existing CIL Infrastructure List for any minor amendments i.e., project costs, any alternative funding identified. No new projects were to be included as part of this year's update. Accompanying the letter was an 'Expression of Interest' form on which the bids were to be submitted. This letter was emailed to the following stakeholders:
- Staffordshire County Council (Planning, Education & Transport)
 - Cannock Chase District Council (Parks & Open Spaces)
 - West Midlands Trains
 - Environment Agency
 - Cannock Chase District Council Waste and Engineering Services

- 2.2 A 'Community Infrastructure Levy (CIL) Allocations Process Guidance Document' was emailed to stakeholders which is based on the protocol set out in Cabinet Report 23/07/2015 and updated 26 March 2020. This update provided clarification on retrospective bids and reflected legislative changes.

3. Bids Received

3.1

Applicant:	Parks & Open Spaces - Cannock Chase DC
Summary:	<p>Heath Hayes Park</p> <p>Redevelopment of Heath Hayes Park in connection with the Friends of Heath Hayes Park, Ward Members, Partner organisation and community groups.</p> <p>To make the park more accessible to all users by including the following items:</p> <ul style="list-style-type: none"> • New play areas for all ages (toddlers/children/teens and youth) fully inclusive and accessible. • Car park for in excess of 50 cars (coach drop off points, EV charging and disability bays) • Sports pitch for an array of different sports including football, basketball, hockey, tennis and other sports) • Wheeled sports plaza and learning to ride area to be designed into the whole scheme • Community gardens, gardens of reflectivity and improved memorial spaces • Potential community building with changing rooms, café and changing place toilets. • Circular walks, wide access roads and temporary parking for users of the sports pitches. • Stopping points, benches, bins, street furniture and notice boards. • Community engagement, public arts and various public consultations.
CIL funds requested:	£500,000
Delivery by:	Up to 5 years
Third parties:	Forest of Mercia, Football Foundation, Friends of Cannock Park
Declaration of interest:	None

3.2

Applicant:	Staffordshire County Council, Information and Infrastructure Team
Summary:	<p>Improvement to Bus Information Infrastructure and Real Time Passenger Information (RTPI) for Hednesford, Rugeley, Brereton and Norton Canes</p> <p>Our aim with this project, in line with Staffordshire County Council's long-term Bus Service Improvement Plan (BSIP) vision, is to ensure</p>

	<p>the travelling public within the project area remain connected and kept up to date with accurate bus service information by utilising new and existing technology to help them make informed travel choices.</p> <p>The project will ensure all information and infrastructure assets linked to sustainable travel are accessible, safe and maintained to a very high standard ensuring passenger safety when accessing employment, education and health which benefits economic growth within the project area and value for money.</p> <p>https://www.staffordshire.gov.uk/Transport/Buses/Staffordshire-bus-service-improvement-plan.aspx</p>
CIL funds requested:	£475,750
Delivery by:	Immediately
Third parties:	None
Declaration of interest:	None

4. Assessment of Bids

- 4.1 The approved protocol sets out that a group of both officers and members will assess bids received and conclude whether they recommend that CIL funds are allocated to the project or not based on the following criteria:
- The connection to relevant Local Plan (Part 1) policies will be considered together with an overall assessment of the economic, social, and environmental benefits of the project.
 - The amount of CIL requested and its relationship to other sources of funding will be considered, including potential leverage of match funding and use of Section 106 funds.
 - Evidence of deliverability and arrangements for ongoing maintenance/management
 - Priority will be given to Capital schemes, although revenue funding via maintenance of associated assets will also be eligible.
- 4.2 The membership of the CIL Joint Member/Officer Working Group consisted of the following:
- Head of Economic Development and Planning – Chair
 - S151 Officer and Deputy Chief Executive (Resources)
 - Cabinet Member – Regeneration and High Streets Portfolio Leader
 - Planning Services Manager and/or Planning Policy Manager
- 4.3 Initial assessments of the bids received were carried out on 11 October 2024. This was an opportunity for the group to highlight any questions they may have for stakeholders or matters they think require further clarification.
- 4.4 The issues raised for further clarification for each bid were emailed to the relevant stakeholder to give them the opportunity to provide additional information to inform the final assessment of bids.

- 4.5 Responses from stakeholders were presented to the CIL Joint Member/Officer Working Group at the final assessment of bids arranged on 14 November 2024, along with any further evidence/information stakeholders had provided.

5. Recommendations

- 5.1 The outcome and recommendations to Council are set in Table 4. The total amount of CIL monies recommended to be allocated to each project is outlined in Table 3 below:

Table 3

Heath Hayes Park	£500,000
TOTAL	£500,000

Table 4

Bid	Recommendation	Conditions	Reasons for Recommendations
Redevelopment of Heath Hayes Park	Up to £500,000 of CIL funds are allocated to this project.	<ul style="list-style-type: none"> - There will be no additional revenue costs implications on Cannock Chase District Council as a result of this project. - The project shall be completed within three years from the date a recommendation was made to approve funding for the project. 	<ul style="list-style-type: none"> - Strong links to Local Plan Policies demonstrated. - Within the Forest of Mercia boundary. - Moderate economic, social and environmental benefits demonstrated - use of local contractors and suppliers will be encouraged to provide costs for carrying out the works, employing local labour, reinvesting into the local economy and continuing with inward investment. - The refurbishment of the play area will be carried out following a full and detailed public consultation. Local residents would get an input into the scheme at the early stages making them feel part of the process and empowered, encouraging social cohesion and decision making at a local level. - By retaining play provision for the children of the district and quality outdoor spaces, the Council is providing opportunities for residents and members of the public to lead healthy and active lifestyles in an enjoyable manner. Councils have a major role in the provision of good quality parks, play areas and public open spaces, that are both sustainable and meet the needs of the community. - Provides 50% leverage of match funding - Forest of Mercia, Football Foundation, Friends of Cannock Park. - Subject to planning consent and Cabinet approval.
Improvement to Bus Information Infrastructure & Real Time Passenger Information for Hednesford, Rugeley, Brereton & Norton Canes	CIL funds are not allocated to this project at this time.	N/A	<ul style="list-style-type: none"> - The bid lacked detail on constraints, risks and links to the Local Plan.

- 5.2. Letters were emailed on 8 January 2025, informing bidders of the outcome of their application. Successful applicants were informed that this was only support in principle and would be subject to Council approval and the conditions outlined in Table 3.
- 5.3. Payment of funding will be in arrears therefore evidence of the projects delivery will need to be provided before funds are released.

6. Non-parished Neighbourhood Funds

- 6.1 In parished areas, 15% of CIL funds (25% when a neighbourhood plan has been made) are transferred to Parish Councils in respect of that area. In areas that are unparished, it was agreed by Council (see Cabinet report 23/7/15) that these funds would be retained by Cannock Chase District Council and spent in consultation with ward members.
- 6.2 CIL neighbourhood funds can be spent on projects on the CIL Infrastructure List, projects in which bids have been received or local projects that fall within the following definition:

‘The Local Council have a duty to spend CIL income on providing, improving, replacing, operating or maintaining infrastructure that supports the development of the Local Council area or anything else concerned with addressing the demands that development places on the area.’
- 6.3 All Members for the relevant Ward must agree on the spend of the CIL funding from their area. A project proposal must then be submitted by the relevant infrastructure provider and approved for spend by Cabinet.

Business Rates Retention – Retained Income

		2025/26	2026/27	2027/28
		Estimate	Estimate	Estimate
		£	£	£
		50% Scheme	Full reset	Full Reset
<u>A.Business Rates Collection Fund</u>				
Gross Rates		49,871,350	50,868,777	51,886,153
Less	<u>Reliefs, Exemptions and Provisions</u>			
	Mandatory relief	(6,199,433)	(6,323,420)	(6,449,890)
	Discretionary relief Council funded	(14,695)	(14,990)	(15,290)
	Discretionary relief Government funded	(1,873,870)	(1,911,350)	(1,949,580)
	Exemptions	(1,036,365)	(1,057,090)	(1,078,230)
	Cost Of Collection	(137,755)	(138,628)	(139,321)
	Losses on collection	(1,651,111)	(1,684,130)	(1,717,810)
Non Domestic Rating Income		38,958,120	39,739,170	40,536,032
Less	<u>amount due to</u>			
	Government	(19,479,060)	(19,869,580)	(20,268,020)
	County	(3,506,230)	(3,576,530)	(3,648,240)
	Fire	(389,580)	(397,390)	(405,360)
Net Business attributable to CCDC		15,583,250	15,895,670	16,214,412
<u>General Fund determination of retained Business Rates</u>				
Net Business Rates attributable to CCDC		15,583,250	15,895,670	16,214,412
Less	Tariff	(10,392,050)	(10,599,891)	(10,811,889)
	Reset	-	(1,903,399)	(1,941,467)
Core Funding		(3,325,865)	(3,392,380)	(3,460,230)
Growth		1,865,335	(0)	826
Plus	Small Business Rates relief & other Government reliefs	2,033,577	2,074,248	2,115,733
Amount subject to Pool Levy		3,898,911	2,074,248	2,116,559
	Pool Levy	(1,949,460)	(1,037,120)	(1,058,280)
Business Rates Growth		1,949,451	1,037,128	1,058,279
Business Rates Pool Distribution		779,780	414,850	423,310
Retained Business Rates				
	Baseline Core Funding	3,325,865	3,392,380	3,460,230
	Growth	1,949,460	1,037,128	1,058,279
	Business Rates Pool Distribution	779,780	414,850	423,310
	Business Rates Pool Agreement	282,900	-	141,450
		6,338,005	4,844,358	5,083,269

Other General Fund Earmarked Reserves

	31/03/2025	31/03/2026	31/03/2027	31/03/2028
Revenue	£'000	£'000	£'000	£'000
Building Maintenance Reserve	803	803	803	803
Bond	343	343	343	343
Budget Support	1,551	1,951	2,351	1,583
Contingency	1,554	1,554	626	373
Corporate	521	264	105	105
Partner	84	84	84	84
Ring fenced	141	141	141	141
Service Grant	42	42	42	42
Rollovers	152	152	152	152
Shared Services	463	463	463	463
Other	5,939	5,925	5,912	4,975
Donations	6	6	6	6
Grants	1,971	1,928	1,883	1,747
Trading	379	379	379	341
Section 106	1,846	1,829	1,812	1,659
Sub Total	15,795	15,864	15,102	12,817
Capital				
Capital	640	640	640	589
CIL	2,169	2,169	2,169	532
RCCO	715	715	715	715
Earmarked	1,181	1,196	1,212	1,227
Sub Total	4,705	4,720	4,736	3,063
Grand Total	20,500	20,584	19,838	15,880

Report of the Chief Finance Officer on the Robustness of the Budget Estimates and the Adequacy of the Council's Reserves

Introduction

Section 25 of the Local Government Act 2003 places a duty on the Chief Financial Officer (or Section 151 Officer, the Head of Finance) to make a report to the Council on the robustness of budget estimates and the adequacy of the Council's reserves. The Council must have regard to this report when making its decisions about budgets and council tax for the forthcoming year. This is because the Council is setting the council tax before the commencement of the year and cannot increase it during the year. An understanding of the risks of increased expenditure during the year in terms of likelihood and impact is therefore important.

Robustness of Budget Estimates

The Council's budget estimates for 2025-26, including the forecast outturn for 2024-25, have been prepared by appropriately qualified and experienced staff in consultation with service managers. Budgets have been discussed and fully managed by the Leadership Team.

The budget for 2025-26 has been constructed based upon the maintenance of existing level of service, adjusted for known changes in 2025-26. It is considered to accurately reflect likely expenditure in 2025-26, being based on historic information, experience of expenditure in previous years and latest projections where appropriate.

The indicative budgets for 2026-27 and 2026-28 are similarly based upon the best information available at this moment in time.

The full risk assessment of the Council's Budget 2025-26 has been carried out and is included in APPENDIX 9.

Allowance has also been made for staff incremental progression. Sufficient provision has been built in for current employer pension contributions, in line with the 2023 actuarial valuation. Different vacancy rates have been assumed for Council services based on past experience.

Inflation on contractor costs has been allowed based on the projected retail/ consumer prices index increases and on energy budgets based on anticipated tariff increases as well as specific reviews of particularly high value contracts such as the Inspiring Healthy Lifestyles contract. Any differential inflationary uplift as required by contracts has been reflected. No other inflation has been provided for other expenditure budgets.

Some fees and charges will increase from April 2025. Given the demand-led nature of some of the more significant income budgets, such as for parking, development control and land charges, prudent but realistic assumptions have been made about estimated income. Major sources of income will continue to be closely monitored throughout the year with a view to protecting overall income to the Council as far as possible.

Investment income of £1.9m has been included within 2025-26 budgets. This has been based on current projections of bank interest rate. Prudent assumptions about cash flow have been made and the advice of the Council's treasury management consultants has been taken into account in determining the average rate of return.

No specific contingency budget is provided in 2025-26 as it is considered that the Council's overall revenue balances are sufficient to act as an overall contingency (see below). However, robust budget monitoring arrangements, including Business Rates monitoring, are in place and will continue throughout the year. In addition to budget monitoring by officers, there is an ambition to restart quarterly reporting to Cabinet members and Scrutiny Committees via "Performance Reports".

Significant expenditure and income budgets will be monitored closely during the year. Any projected variances will be addressed in a timely manner.

The Council has a Risk Management Strategy and has identified its key strategic risks. Significant financial risks will be managed appropriately. In addition, some financial risks will be mitigated by the Council's insurance arrangements.

I can therefore confirm that the budget estimates as presented are robust.

Adequacy of the Council's Reserves

The Chartered Institute of Public Finance and Accountancy (CIPFA) has issued guidance on local authority reserves and balances. It sets out three main purposes for which reserves are held: -

- A working balance to help cushion the impact of uneven cash flows and avoid unnecessary temporary borrowing.
- A contingency to cushion the impact of unexpected events or emergencies.
- A means of building up funds to meet known or predicted liabilities, known as earmarked reserves.

The Council is projected to hold total General Fund revenue reserves of £15.795 million as at 31 March 2025 and £15.864 million at 31 March 2026 (excluding working balance). It must also be noted that they can only be spent once, so were they to be used to manage the budget deficit in the medium term it would leave the council in an unsustainable position. It would limit investment in council services and projects and increase the risk profile of approved projects as there would be less contingency available.

The Council also has a planned four-year capital programme which is financially sustainable based on current capital resources and a prudent assessment of future capital resources. The financial strategy includes the use of unallocated reserves and a Revenue Contribution to Capital Outlay to supplement capital resources and mitigate any borrowing requirement; nevertheless, Prudential Borrowing to finance the Council's capital programme will be used where there is a robust business case.

The successful Levelling Up Fund bid is currently included in the approved capital programme. There are significant challenges around its delivery which are being monitored and reported on by officers. As the scheme progresses the programme will be updated, subject to approval by members. The quantum of the Levelling Up bid, its financial risks, coupled with the ongoing additional costs of (in particular) inflation represent burdens on the Financial Plan.

When combined with the uncertainty of a fundamental Government review of local government finance, the medium term outlook is very challenging. There is no scope over the Financial Plan period for further discretionary projects or expenditure that could have a negative effect on reserves.

The Council has set a policy of a minimum level of general reserves of £1 million. The Budget for 2025-26 has been constructed on the basis that there will be a level of general reserves in excess of £1 million.

I can therefore confirm that the Council's reserves are adequate.

Chris Forrester, Deputy Chief Executive and S151 Officer

Council Tax Base 2025-26

Parish	Band D Equivalents
Brereton and Ravenhill	1,959.85
Bridgtown	626.88
Brindley Heath	242.04
Cannock Wood	397.26
Heath Hayes and Wimblebury	3,989.80
Hednesford	5,957.75
Norton Canes	2,665.43
Rugeley	5,274.52
Unparished	8,883.84
MOD	1.7
Total	29,999.07

Working Balance - Financial Risks facing the Authority

Risk	Level of risk	Explanation of risk / justification for cover
Inflation	Medium	Inflation has been included in the Financial Plan in accordance with Government policy.
Investment interest	Medium	The amount earned depends on the prevailing interest rates and the level of cash balances held. Prudent assumptions have been made.
National insurance increase	Medium	The increase in national insurance is anticipated to have major implications for businesses and charities in the area. This might increase pressure on council services and may increase pressures in council contract expenses going forwards.
Major income sources:		
• Planning fees	Medium	Dependent on economic conditions.
• Land charges fees	Low	Dependent on the housing market / basis of determining recoverable expenses/ proposed transfer to Land Registry.
• Car parking	Medium	Certain amount of volatility based on demand.
• Environmental services	Low	Licensing income dependent on renewals.
• Bereavement services	Medium	Some risk as it is a major source of income. For example, should new entrants cause a reduction in income this would be a challenge to the service.
Spending pressures:		
• Waste and recycling targets	Medium	There is significant uncertainty with regards to waste and recycling moving forwards. The introduction of food waste collection has a significant potential impact on council budgets which is unclear at present.
• Leisure management	High	Difficulties for the service provider due to increased national insurance costs and changes in business model. Energy costs remain high and there are new entrants to the market. Future leisure contract procurement will coincide with local government reorganisation causing uncertainty in the market.
• Levelling Up	High	The Levelling Up programme is a major investment programme over a number of years with substantial Council contributions. It includes obligations to Government, requires engagement of partners and carries high expectations locally. It therefore represents a major financial risk.

Risk	Level of risk	Explanation of risk / justification for cover
Funding Sources:		
<ul style="list-style-type: none"> New Homes Bonus 	High	The scheme is likely to come to an end, but it is unclear how these monies will be allocated to councils going forwards, if at all.
<ul style="list-style-type: none"> Business Rates Scheme and Resets 	High	A reset of growth achieved under the current system is going to take place in the middle of the current medium term financial plan. How the reset is implemented could have material implications. A reserve has been created to mitigate the risk.
<ul style="list-style-type: none"> Volatility in Business Rates 	High	The Council will be exposed to volatility or reduction in its business rates due to the failure or temporary closure of a key businesses and successful backdated appeals against Rateable Values. Greater control of Business Rates gives councils greater freedoms and removes dependency on central funding, but it passes on a greater risk to core funding if Business Rates income falls.
<ul style="list-style-type: none"> Funding settlements from central government 	High	With central government only awarding one year settlements it makes ongoing funding uncertain for the council. Reserves have been created where appropriate and possible to mitigate potential reductions in central government funding. There are proposals to move to multi year settlements but it is unclear what this will look like in practice as yet.
<ul style="list-style-type: none"> Local Government Reorganisation: 		
<ul style="list-style-type: none"> Recruitment 	High	The plans by central government to effectively end the current local government structures and replace them with new much larger councils will have major impacts on the sector. The council was already experiencing difficulties with recruitment and retention but this move will create even more difficulty in the sector as people are less likely to be willing to join organisations which are planned to be wound up. This is in turn likely to result in higher use of consultants to fill vacancies and increase costs. It may also harm the retention of staff as they look to move to roles with greater long term certainty in other organisations or sectors.
<ul style="list-style-type: none"> Enacting the changes 	High	The move to new local government structures will require large amounts of investment, both staffing time and financial investment. This is currently not budgeted for due to lack of detail on the proposals beyond a targeted end result. (much larger and fewer councils and the creation of new strategic authorities overlying them with Mayors)

Review of Culture & Heritage Services - Outcome of Consultation

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Executive summary

- The consultation survey launched on Friday 29 November 2024 and closed on 2 January 2025. 2,138 responses were received. 1,986 surveys were completed online, and 152 paper copies were received. 1 online survey was spoilt. We collated 974 open text responses from question 27 of the survey which sought respondents' thoughts and suggestions about future services.

In addition, one petition with 19,984 signatures was formally lodged and 123 letters and emails were received relating to the proposals, including 35 from West Hill Primary and 53 from Poppyfields Academy schools, plus 43 posters. Comments and themes were extracted from all responses to feed into the consultation.

- Most consultation respondents were theatre audience members or museum visitors who usually attend with their partners, friends and children.
- The questions asked initially sought profiling information on the respondents' home location, their current use of the Prince of Wales Theatre and Museum of Cannock Chase and whether they were from an established organisation or group of users. Views on the importance of varying aspects of provision of arts, cultural and heritage services were sought, and a range of questions sought aspirations for alternative experiences and locations.
- It is clear from the feedback collected within the consultation, that there is a great deal of local passion around arts, culture and heritage and the value they can bring to communities. There was also a strong desire to see the existing services of the Prince of Wales Theatre and the Museum of Cannock Chase protected.
- **Visits** to the Prince of Wales Theatre by respondents were high with 43% visiting two to three times a year and 38.5% visiting more than four times. Respondents primarily attended **professional performances**, followed by **community performances**. Respondents primarily attended **professional performances**, followed by **community performances**. **Comedy shows** and **events** were also popular choices. For non-attendees, the primary barriers were **disinterest in available shows** and **cost**.
- **Repeat visits** to the Museum of Cannock Chase were common with 41.7% of people visiting two to three times a year and 24.6% of people visiting more than four times. Visitors mostly **explored exhibitions** and/or **attended events**. Key barriers to non-attendance were **lack of awareness** and **disinterest**. People also suggested that having **visited before** or being **too busy** were reasons for not visiting.

Background

Like many councils across the country, Cannock Chase District Council is facing rising costs and growing demand for services. To address this, the council needs to review current services and make some difficult decisions.

Appendix 10

The Council has worked with Inspiring Healthy Lifestyles (IHL) since 2012 to deliver these services. To help understand the best way forward for the future an independent review of leisure, heritage and culture services was commissioned and the condition of the buildings managed by IHL were surveyed.

Based on this work, the Council is proposing the closure of the Museum of Cannock Chase and the Prince of Wales Theatre by the end of April 2025 to ensure a sustainable future for other leisure and wellbeing services in the district.

Methodology

A five-week consultation was launched on 27 November 2024 and ran until 2 January 2025.

Residents, employees, community groups and users of the Prince of Wales Theatre and the Museum of Cannock Chase, along with other interested parties, were invited to provide views on the proposals.

Feedback was captured via a consultation questionnaire (Annexe C) which was available from the Cannock Chase District Council website (linked directly from the homepage) and could be completed online, or by download for at home printing. The consultation questionnaire was accompanied by a separate equalities monitoring form (Annexe D). Paper copies of the consultation were also distributed to local venues including the theatre, the museum and libraries. Printed copies were available by post or for collection from the Cannock Chase District Council civic offices.

Awareness about the consultation was raised via several communication channels: Two press releases were issued, a third sector email bulletin was distributed, a number of posters and fliers were displayed in key locations across the district and there were several social media posts across regularly used channels.

Facilitated drop-in sessions were held at six public locations to support people filling out surveys online or on paper. An adapted version of the drop-in sessions was offered to groups representing adults with additional needs.

Organisations such as Arts Council England, the Museums Association and the National Lottery Heritage Fund were approached and offered individual meetings around the consultation. Officers and members also made themselves available to facilitate requests for meetings with other organisations and individuals.

While completion of the survey was considered the key vehicle for gaining insight and opinion, it was recognised that it would be likely that letters and emails would be received around the proposals. It was agreed the content of these should be considered in line with the main survey responses.

Two separate petitions were launched within the community [Petition · Save The Museum of Cannock Chase - protect our mining heritage - United Kingdom · Change.org](#) and [Petition · Save The Prince of Wales Theatre, Cannock - Cannock, United Kingdom · Change.org](#). While these petitions did not originally form part of the consultation the council felt it is important to include broad findings from each

Appendix 10

petition. Numbers of respondents to each petition were noted following the main consultation closing date and comments were reviewed to capture broad themes.

A consultation methodology document was produced to identify how responses would be handled. Logs of all correspondence and meetings were also maintained.

Consultation Response

Survey

The survey launched on Friday 29 November 2024 and closed on 2 January 2025. 2,138 responses were received. 1,986 surveys were completed online, and 152 paper copies were received. 1 online survey was spoilt.

Over half (1,431) of the total amount of completed surveys were received in the first week of the consultation.

47 people attended the supported drop-in sessions for assistance completing the survey.

Most respondents (89.2%) were individual members of the public. Community groups represented made up (8.2%) of the response. Reasons for selecting the “Other” option (2.7%) were most frequently teacher, performer and parent/grandparent of user.

Option	Number	Percentage
A representative or member of a community group	174	8.2%
Member of the public	189	89.2%
A partner organization working with Cannock Chase District Council or Inspiring Healthy Lifestyles	4	0.2%
An elected member/MP	6	0.3%
A volunteer at Inspiring Healthy Lifestyles	22	1%
An employee of Inspiring Healthy Lifestyles	15	0.7%
Museum of Cannock Chase/Prince of Wales visitor	553	26.1%
Other	58	2.7%

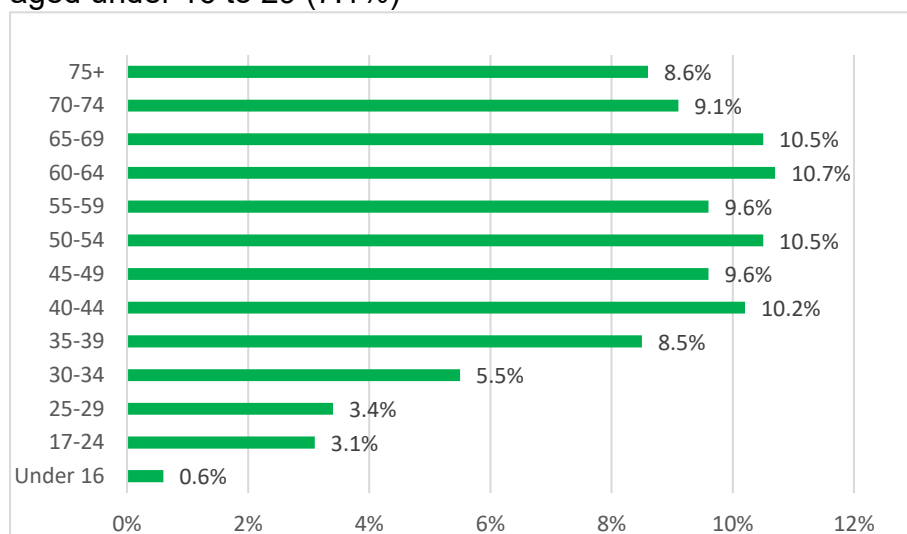
Responses were received from local people and those from further afield; the highest number came from the Cannock Chase area with 64.3% having either a WS11 (717 respondents) or WS12 postcode (610 respondents). 6.9% of responses were received from the Brereton/Rugeley area (135 respondents). Whilst recognising that WS12 includes Cannock, Hednesford, Wimblebury as well as Huntington (which is an area of South Staffordshire District), the overall response rate represents a low proportion of the 43,457 households within the Cannock Chase District Council area.

Of the remaining 28.8%; responses were received from surrounding areas including Burntwood, the Walsall area, Stafford and Birmingham, Wolverhampton and Lichfield. 11.6% of these responses came from postcodes covering the Walsall area (Walsall, Great Wyrley, Cheslyn Hay, Brownhills and Aldridge).

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Responses were also received from places away from the area including Nuneaton, Pontypridd, York and Texas, USA.

Most respondents were aged between 40 and 74 (70.2%). Fewest respondents were aged under 16 to 29 (7.1%)



Petitions

There were 19,984 signatures added to the Save the Prince of Wales Theatre petition. The petition was presented to the council on 2nd January 2025.

The Save the Museum of Cannock Chase petition was not formally presented to Council for consideration in this review.

Meetings

Meetings were held with several organisations including Arts Council England, the Museums Association, the National Lottery Heritage Fund and Staffordshire Museums and Archives Service. Discussions involved concerns over service closures and ability to deliver current grants and projects along with offers of support/signposting to resources and cultural funding in the local area. As a result, the museum was added to the Museums at Risk Register and formal letters in response to the consultation were received from three organisations. Further meetings were agreed to be held in early 2025.

Meetings were also held with several individuals and groups interested in developing a plan for heritage and performing arts in the district. Discussion with some of these parties is ongoing.

Letters

There were 123 letters received via email, by hand or by post. Of these, 35 letters from pupils of West Hill Primary School, and 53 letters from Poppyfields Academy, plus 43 posters were submitted expressing the views of children and young people at these schools. Letters included formal written correspondence from representatives of local organisations such as community groups and parishes, and of national organisations such as the Museums Association and National Lottery

Heritage Fund. Letters and emails include those received from residents and informal groups of residents.

Equalities Survey

An equalities questionnaire ran alongside the consultation. This was completed by 1,641 people.

71.1% of respondents were female. Most people considered their ethnic group to be white with most people describing themselves as White English or White British. There were a small number of people from other background and ethnicities (under 2%).

Respondents were relatively evenly spread across age groups over 30 years old, with lower percentages of people responding if they were children or young adults.

While most respondents identified with the same sex they were registered with at birth. 10 people said they did not and 22 said they preferred not to say.

Almost a quarter (24.6%) of people considered themselves to have a disability or health condition. Just under half of respondents (40.8%) had caring responsibilities, primarily for children under 18 (21.2%) followed by people who were primary carers for older people (7.1%)

Most people said they were heterosexual (86.9%).

Just over half of people (56.4%) described themselves as Christian with just over a third of people (36.4%) stating they had no religion or belief. Under 1% of respondents selected other religions and 6.4% stated they preferred not to say what their religion or belief is.

Full findings of the Equalities impact survey can be found at Annexe B.

Consultation Analysis

The consultation generated a significant response. It is clear from both the engagement numbers and from the feedback collected within the consultation, that there is a great deal of local passion around arts, culture and heritage and the value they can bring to communities. There was also a strong desire to see the existing services of the Prince of Wales Theatre and the Museum of Cannock Chase protected.

Analysis of response: Arts and Culture Offer

Most consultation respondents were **audience members** and usually attended with partners, friends and children. Only a small percentage visited alone indicating that **shared experiences** are likely to be important. **Visits** to the theatre by respondents were high with 43% visiting two to three times a year and 38.5% visiting more than four times. Respondents primarily attended **professional performances**, followed

by **community performances**. **Comedy shows** and **events** were also popular choices. For non-attendees, the primary barriers were **disinterest in available shows** and **cost**.

When considering future provision of performing arts in Cannock Chase District, respondents felt that **enhancing access** to arts for audiences, **supporting local artists** and performers and **attracting visitors** to the local area were the most important. People also valued the **social and health and wellbeing** aspects of performing arts and felt **encouraging participation** by young people and people with additional needs was important. Providing opportunities for **volunteering** and **skills building** were seen as less important. However, 76% of respondents still marked these categories as very important or important.

Analysis of response: Heritage offer

Many respondents had visited the Museum of Cannock Chase usually with family, friends or relatives - again seemingly highlighting the importance of **shared experience**. **Repeat visits** were common with 41.7% of people visiting two to three times a year and 24.6% of people visiting more than four times. Visitors mostly **explored exhibitions** and/or **attended events**. Key barriers to non-attendance were **lack of awareness** and **disinterest**. People also suggested that having **visited before** or being **too busy** were reasons for not visiting.

When considering future provision for heritage in Cannock Chase, respondents stressed the importance of **attracting visitors** to the area, providing **accessible experiences** and **supporting local artists**.

Looking at future provision, respondents expressed a keen interest in seeing **large scale community events** (e.g. summer fetes), **guided walks** and trails, **health and wellbeing** initiatives (e.g. for young carers) and **workshops** in traditional skills.

People would prefer heritage activities to take place in **public venues** within Cannock Chase District, closely followed by venues within **a mile** of their homes. Preferred venues included **existing cultural spaces** (e.g., libraries) and **community facilities** (e.g., village halls), with **outdoor** or **town-centre-based** activities also being popular. **Online activities** ranked lower but remained relevant. When selecting 'other', 231 respondents preferred the existing museum and 109 preferred the existing theatre.

In terms of access to collections, respondents felt priorities should lie with **in person viewing**, **engaging presentations for all ages** and **storytelling** that brings **local history** to life. While **digital** and **touring exhibitions** were deemed less critical, a majority still considered them important. Ensuring artefact collections are cared for and stored in a **safe environment** was a key priority for most people followed by ensuring **local heritage is protected**. Preserving collections **digitally** was seen as less of a priority.

Arts, Culture and Heritage: Key themes

The final open question of the survey allowed participants to express their thoughts around future delivery of services. Respondents used this section to suggest ideas and as a space to raise concerns.

Responses could be broadly categorised into seven key themes:

- **Community** - importance of venues and activities to the community
- **Arts, Culture, Heritage** - preservation of arts, heritage and culture locally
- **Financial Viability** - Income generating ideas
- **Access, Location, Venue** - Ideas for how access can be improved and concerns around losing accessible venues
- **Economic Impact** - Importance of venues and activities in supporting tourism, local businesses and creative skills
- **Plea Comments** - Requests to maintain current provision
- **Consultation** - Concerns around how the consultation was being conducted.

1. Community

People emphasised the importance of the venues in promoting social bonds, personal wellbeing and as places that combat social isolation. Confidence and skills building for young people was a common theme along with highlighting volunteering and community building activities.

When asked about future provision of heritage services in Cannock Chase, 65.6% of respondents indicated that **'social aspects'** and 67.1% indicated that **'health and wellbeing'** aspects were "very important" to them for future heritage provision in the local community. Considering the importance of aspects of future provision of cultural services, multiple respondents who selected 'other' went on to reference **mental wellbeing, community impact**, impacts on **young people** (experience of performing and viewing) and impact on **social engagement/isolation** were very important.

"The museum and theatre are places where people find comfort and freedom, and they have become a home to people within the community."

"Theatre gave me so many life skills and continues to help with my mental health. It is an anchor for many vulnerable people in the community."

"Performing arts enable young children to enjoy storytelling and grow in confidence. My daughter loved performing on stage after weeks of hard work."

"The venues offer volunteering opportunities that allow people to gain skills, build confidence, and give back to their community."

"Some people have gone on to volunteering and employment as a direct result of what creative arts can give people—a sense of purpose within their community."

"It's a part of the routine. Seasons group together. Teamwork. I would miss it."

2. Arts, Culture, Heritage

It was felt both venues serve an important purpose in showcasing local history - most particularly mining heritage - and as a platform for performing arts. Respondents felt both venues helped promote a keen sense of local identity. Exhibits like the interactive mining gallery allow visitors to experience aspects of life as miners did, fostering a deep connection to the area's industrial past. Some individuals credited the theatre with inspiring their careers in the performing arts, describing it as a foundational space for confidence-building and creative exploration.

Some questions asked people to consider future cultural provision in Cannock Chase. In these sections "providing access to enjoy arts and culture as an audience member" was "very important" to 97.1% of respondents, as opposed to 0.2% who felt this was "not important at all". Similarly, "supporting local artists and performers" was "very important" and "important" to 97.4% of respondents to these questions. "Providing access to enjoy heritage as a visitor" was "very important" or "important" to 96.9% of people identifying what aspects of heritage were valued by them.

"The little museum embraces our history and gives children the opportunity of clocking on and going down a mine, listening to the sound of the lift as it makes its descent, experience the darkness of being underground. We should be celebrating the lives of those who went before us."

"The theatre is a source of escapism for young and old alike, whether you are performing or watching a show. It's an opportunity to watch live theatre rather than sitting at a computer, PlayStation, or TV."

"The Prince of Wales Theatre holds fond memories for me. I spent my entire childhood there attending drama classes and participating in local theatre workshops. It was the beginning of my career."

"I would like to see a leisure complex included in the levelling up. It could include a theatre, rehearsal space, gym and wellbeing facilities, community café, and meeting rooms."

"Develop a cultural area around the theatre with quality restaurants and spaces for a nice evening out."

3. Financial Viability

Many people offered ideas on how a cultural offer could be made more sustainable in Cannock Chase. Ideas primarily focused around securing alternative funding sources via donations, sponsorships, grants, crowd funding and enhanced commercial and visitor offers to increase income generation. Suggestions were also

made around repurposing other venues such as leisure centres and reviewing equipment and infrastructure. Some people suggested that the venues could be operated on a charity or not for profit basis indicating that there is some local confusion on how the sites are currently operated. A number of people raised concerns around the Levelling Up funding.

"Crowdfunding: GoFundMe, sponsorships, private donations, naming rights, etc."

"Create themed birthday parties, escape rooms, and 'Night at the Museum' events."

"Get local traders and businesses involved with refurbishment efforts."

"Increase facility hire fees to reflect current market value."

"Migrate the theatre staging and lights to Chase Leisure."

"Turn the sports hall into a theatre space."

"The watering down of the heart of Cannock redevelopment is very worrying, and the latest plans bear no resemblance to the original exciting project that would have enhanced the town centre."

"With the Levelling Up budget, I think the Prince of Wales could be adequately refurbished. This facility, along with the museum, are great assets to Cannock Chase and in keeping local heritage/history alive."

"Conducting public surveys for input on funding allocation and project priorities."

"Introduce a café again or rent it out to an independent."

"The museum could be integrated into the town center library or Hednesford library."

"Would IHL give up these venues from their contract and allow the council to bring these back in-house?"

4. Access, Location, Venue

Respondents expressed the importance of easily accessible venues particularly for those using public transport. Concern that venues meet the needs of those with disabilities and older people was a strong theme. People also expressed the need for activities to be both affordable and attractive to a broad range of age groups. A high proportion of survey responses indicated a strong desire to see participation by a range of groups - eg young people or people with additional needs - encouraged. 80.9% of people felt this was very important and 14.4% felt it was important. Some people also raised the need for a venue to feel "safe".

"Sufficient parking for blue badge holders. Sufficient space for entrance and mingling areas."

"Not everyone has a car and public transport in the evenings is non-existent."

"Accessible for those without means to travel."

"Pit pony rides for disabled children to experience hands-on history."

"Maintenance improvements to each of the buildings, a new look with better accessibility and facilities."

"The venues provide a safe space for the elderly and disabled people to enjoy a night out."

"Having supported people to larger town/city theatres, this is most definitely not the case, and the individuals are much less confident and require higher levels of support."

"It's a support service and <<name redacted>> knows he can be safe when he goes there."

5. Economic Impact

Respondents felt the value of venues as drivers of local economy (restaurants, shops, hotels) and gateways to tourism was important. Fears were shared that Cannock may become a ghost town and suggestions made around new partnerships and marketing strategies. People stressed that cultural services enabled skills development and employment opportunities.

When asked about future provision of cultural or heritage services in Cannock Chase, in both areas of provision 82% of respondents to questions 10 and 16 (see Annexe C for the consultation questionnaire) indicated that it was "very important" to them to "attract visitors and promote the local area".

"The theatre attracts people from outside the area, bringing customers to our businesses in the area, including the so-called designer outlet. Why take things away that attract people?"

"We usually go for a meal before a show and maybe a drink after. Closing the theatre will have a negative impact on other businesses in the town."

"Investment in the centre as per the original plans – to include a second performance space, café, and cultural area – would generate money for the council by bringing people into the area and increasing footfall to secondary businesses."

"Cultural venues act as economic magnets, drawing tourists and investors. Complementing local businesses, increased footfall around cultural hubs supports retail, hospitality, and other local enterprises."

“There is scope to create a thriving community hub. With good planning and implementation, people from other areas would be attracted to the town centre – take in a show, have a nice meal, stay for the evening or weekend, and visit Cannock Chase.”

“Hosting more community-driven events, workshops, and performances could boost footfall and revenue while engaging residents of all ages.”

6. Plea Comments

A number of people used the free text section of the survey to appeal for continuation of services as they are. Some respondents shared evocative personal stories and highlighted their sentimental connections with the venues.

“I spent hours of my childhood exploring this museum. I have memories of my grandad taking us, crawling through the miners’ tunnel, doing the quiz to win a small prize at the end. This is a place I come to remember my grandad, who was a proud miner and has even featured in some of the exhibitions.”

“The museum is where my family came to remember my grandfather, who was a proud miner.”

“The Prince of Wales is like a second home for us.”

“The arts last year brought in £3.3 billion to the UK with an increase of 3%—these facilities helped shape this.”

“To close the museum would mean losing a social hub, losing heritage, and memories for hundreds, if not thousands, of local people. Our heritage as a proud coal mining community needs to be protected.”

7. Consultation

The free text question was also used to query the consultation process. Common themes included concerns that the process felt rushed and poorly timed. People were concerned future building maintenance costs may have been inflated and some felt the survey questions were not fair and balanced.

“The consultation period extends over the Christmas and New Year period and not the ideal time to make the most of the consultation period.”

“The costs on the building reports seem grossly inflated. For example, the theatre needs £600,000 for its air handling system over the next 10 years, yet a similar system at my work cost £100,000.”

“The consultation seems to focus far more on alternatives to the current museum and theatre rather than exploring ways to maintain them.”

"The council has failed to look at all alternative options to the theatre and museum closures or given enough time or commitment to do so."

"This was a loaded and driven questionnaire clearly designed to push an agenda."

Group responses

Among groups that responded to the consultation, most used the Prince of Wales Theatre (162 groups). 29 groups used the Museum of Cannock Chase. 73 groups used both venues. Although 13.1% reported funding streams linked to the venues, details were scarce, indicating a possible gap in formalised funding.

Conclusion and next steps

As identified at the outset, Cannock Chase District Council needs to review current services and make some difficult decisions to address a significant budget shortfall. The consultation responses showed a strong desire to see the existing services of the Prince of Wales Theatre and the Museum of Cannock Chase protected. With rising costs and growing demand for services widely, proposals for future arts, culture and heritage services need to be sustainable without compromise to other leisure and wellbeing services in the district.

The consultation received sizable engagement across communities, groups and organisations. The quantitative and qualitative information collected provides a valuable resource when planning cultural and heritage service provision within the district. Given the richness of responses, the consultation analysis can also inform and support future work, for example in relation to wellbeing, community, access to services, or economic development.

Equalities Survey

Entries from the equalities survey will be added to the Equalities Impact Assessment for each site. These documents will accompany any future papers relating to the proposals.

Annexes

Annex A: Consultation questionnaire quantitative results

Annex B: Equalities Impact Survey results

Annex C: Consultation questionnaire

Annex D: Equalities monitoring form

Culture and Heritage Consultation Results

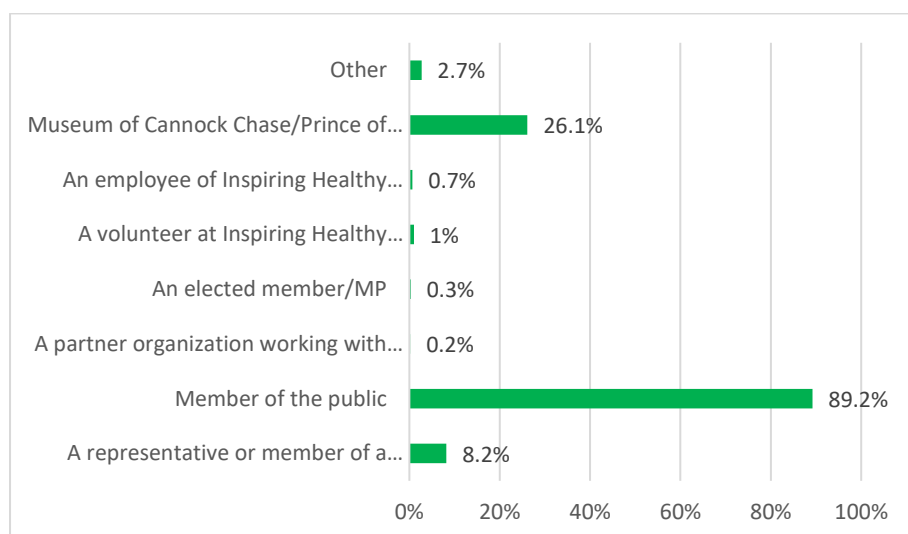
The survey launched on Friday 29 November 2024 and closed on 2 January 2025. 2,138 responses were received. 1,986 surveys were completed online and 152 paper copies were received. 1 online survey was spoilt.

Over half (1,431) of the total amount of completed surveys were received in the first week of the consultation.

Q1) Are you responding to this as: (please tick all that apply)

2119 responses were received to this question

Option	Number	Percentage
A representative or member of a community group	174	8.2%
Member of the public	189	89.2%
A partner organization working with Cannock Chase District Council or Inspiring Healthy Lifestyles	4	0.2%
An elected member/MP	6	0.3%
A volunteer at Inspiring Healthy Lifestyles	22	1%
An employee of Inspiring Healthy Lifestyles	15	0.7%
Museum of Cannock Chase/Prince of Wales visitor	553	26.1%
Other	58	2.7%



Please explain other:

Teacher	6
Performer at theatre	5
Former MOCCC employee	4
Tax payer	4

User of both	3
Visitor to both	3
Theatre professional	3
Resident	3
Parent/grandparent of user	5
Voter	2
Theatre user	2
Director children's theatre school	2
Museum user	2
Stage school teacher	1
Member of drama society/group	2
Rugeley Town Cllr	1
Primary headteacher	1
Potential SCC candidate	1
Former volunteer at Museum	1
Youth theatre member	1
POW employee	1
Due to start at Museum (job)	1
Disgusted citizen	1
Former employee	1
Chair of Backstreet Theatre	1
Ex resident	1
Labour member	1
Governor - MPU - NHS	1
Representative of Equity Union	1
Preservationist	1
Chair of Arts Council	1
Touring theatre show company owner	1
Arts and heritage charity	1
Local theatre group	1
Technician with touring show	1
Assistant headteacher	1
Project leader	1
Private tutor/music director	1
Not resident	1
Employee of CCDC	1
School office manager	1
Had an organization that worked with IHL	1
Parent of employees	1
Parish Council	1
Retired teacher	1

Q2) If you are a representative or member of a group or organisation please give their name here: 209 responses

Cannock Wood and Gentleshaw Music Society	17
Brownhills Musical Theatre Society	15
Cannock Chase Drama School	10
Aldridge Musical Comedy Society	9
Backstreet Theatre	8
Chase Harmony	7
Tower Players	6

M3 (including 2 parents of students)	6
Seasons	5
Ambient Night Productions	5
Splitmask	4
Walsall Operatic Society	3
None	3
Cannock Chase Mining Historical Society	2
Chase Choral Society	2
Class One Dance Academy	2
Museum Craft Group	2
IHL	2
Reform UK	2
Green Party	2
AMCS	2
N/A	2
Quimby School of Dance	1
Cannock Academy of Dance	1
Cannocks Gotta Dance and Sing	1
Dance2gether	1
Stephenta School of Dance	1
One Accord Choir	1
Cannock Chase U3A Theatre Group	1
Burntwood and District U3A	1
CHAPS	1
Chasewater Friends	1
Burntwood Chase Heritage Group	1
West Chadsmoor Family Centre	1
Cannock Chase Arts Council	1
Cannock Chase Conservative Association	1
Heath Hayes Art Society	1
Cannock Chase Shed	1
Cannock Chase Drama Society	1
Hednesford Afternoon Townswomens	1
Through the Stage Door	1
Songbirds In Harmony	1
Primary School	1
Mammoth Creative Works	1
A member of the musical theatre community in Cannock chase	1
Lea Hall Brass Band	1
LA Studios	1
Rtc	1
Cannock Chase High School	1
Poppyfield academy	1
Henderson Big Band	1
Ballance and Lowbridge LLP	1
Murder By Appointment	1
Big3productions	1
The Friends of Hednesford Park	1
WOS Operatic Society	1
BCSSS OUR PENSION OUR MONEY	1

RicNic	1
agaes	1
South Staffordshire College Community Learning	1
St Joseph's Catholic Primary School	1
Lichfield Players, Lichfield Cathedral guide.	1
Cannock Wood Parish Council	1
South Staffs Couriers Ltd	1
Birmingham Stage & lots local schools	1
32 Manor Avenue	1
Chubbs	1
UNISON	1
Wood T&D Ltd	1
Rugeley Town Council	1
Lea Hall Welfare Trustee,	1
Lea Hall & Brereton Collieries Society	1
Equity	1
Palacios Preservation Asociation (Palacios, Texas), Preservation Texas, Texas History Association, involved with others . . .	1
Brindley Honda Cannock - Honda - Sales;Service & Repair - Cannock - WS11 0JP	1
Frankie The Concert Ltd	1
Association of Friends of Cannock Chase	1
The Fedora Group	1
Rotary Club of Cannock	1
FRIENDS OF LITTLETON COLLIERY	1
Greenway	1
Soroptimist International Stafford	1
UK Pink Floyd Experience	1
Clydehouse PMC Ltd	1
Thespian Arts Theatre C.I.C	1
Spotlight youth production	1
English	1
Governor of a local High School	1
Al Furqan Primary School	1
Bushbury Hill Primary school	1
Cannock Chase District Council	1
Elite Academy of Performing Arts	1
WALSALL HEALTHCARE NHS TRUST	1
THOMAS RUSSELL JUNIOR SCHOOL	1
Volunteering Officer - Support Staffordshire / New Start 4 U Project	1
Pye Green Community Walking Group	1
Rotary Club of Rugeley	1
Ballance and Lowbridge LLP	1
Members of Staffordshire Youth Union and UK Youth Parliament	1
Hayes Meadow Primary School	1
St Lukes Primary School,	1

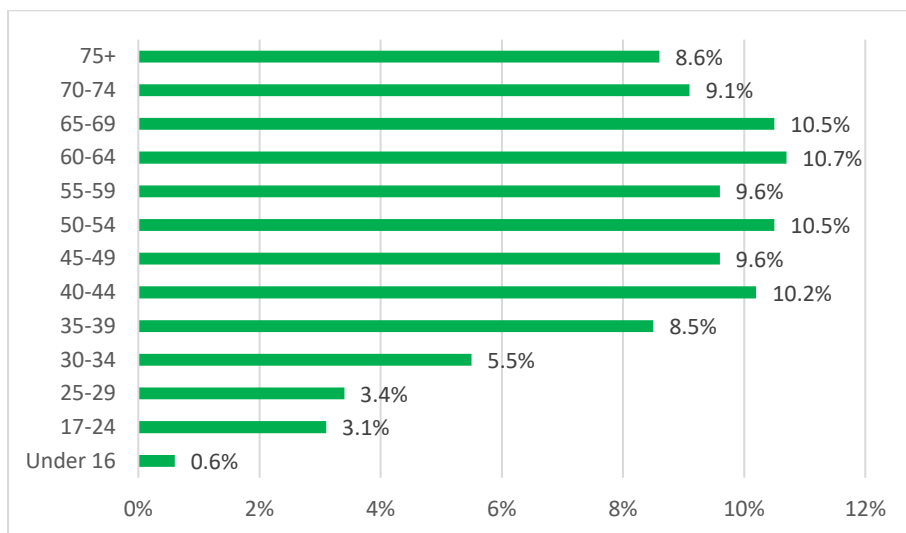
National Lottery Heritage Fund	1
Member of Cannock Leisure Centre	1
UNISON	1
Environmental Health	1
The Hub, Pye Green	1
Unite Performing Arts	1
Woolley	1
CAldmore Primary Academy	1
St Margaret Mary School	1
Joining Hands	1
Cannock Chase CAMRA (Campaign for Real Ale)	1
ALL SAINTS CE FIRST SCHOOL	1
Norton Canes Historical Society	1
Woodhouse Primary Academy	1
Sutton and Wilkinson Architects	1
Fellowship for Parish Evangelism	1
Heath Hayes Art for All, Heath Hayes Library	1
Hednesford Town FC	1
Walsall Council	1
Rotary club	1
Social Group (Member)	1
Bmtc	1
Shareshill wi	1
Cheslyn Hay Parish Council	1
Janet Jones	1
2nd Rugeley Scout Group, Cannock Girlguiding,	1
Local Rock Band	1
Short Heath Junior School.	1
I also am director of Beyond the Barricade	1
Interclean Estate Management Services Ltd 01543 573030	1
Woods Bank Academy - Primary school Teacher	1
St John Ambulance	1
Shareshill WI	1
Staffordshire Archaeological and Historical Society	1

Q3) What is your age?

2072 responses were received to this question

Age	Number	Percentage
Under 16	12	0.6%
17-24	64	3.1%
25-29	71	3.4%
30-34	114	5.5%
35-39	176	8.5%
40-44	212	10.2%
45-49	198	9.6%

50-54	217	10.5%
55-59	200	9.6%
60-64	222	10.7%
65-69	218	10.5%
70-74	189	9.1%
75+	179	8.6%



Q4) What is your postcode?

WS11	716
WS12	593
WS6	151
WS15	135
WS7	73
ST19	34
ST17	29
WS3	27
WS8	20
WS13	16
WS9	16
WV10	16
WV11	15
WS4	14
ST16	10
WV12	8
WS14	6
WS10	6
B43	6
DE13	5
WS5	4
ST18	4
WV8	4
WS1	3
ST6	3
B44	3
ST2	2
ST14	2

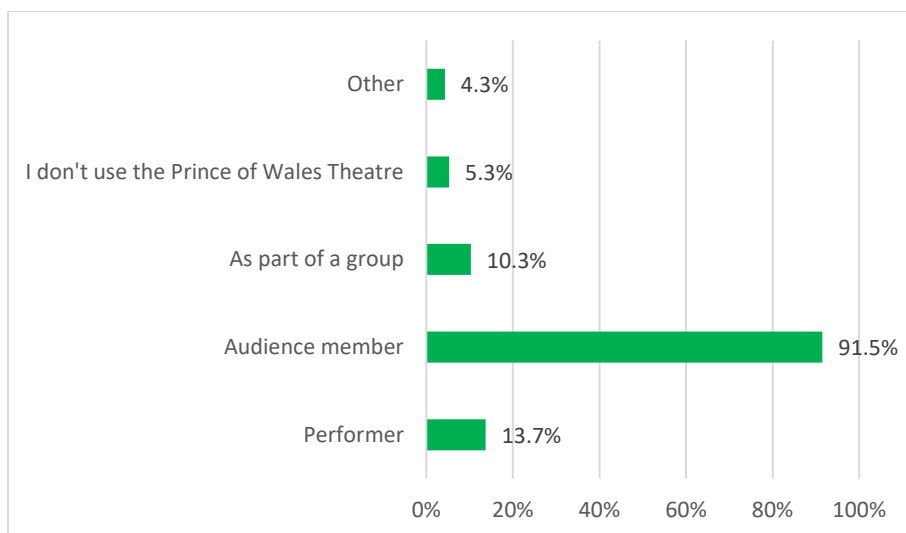
WV13	2
WV4	2
WV5	2
B32	2
B63	2
B74	2
B77	2
B78	2
TF2	2
TF3	2
TF10	2
DY13	2
WS	1
ST3	1
ST5	1
ST9	1
ST10	1
ST15	1
ST28	1
WV14	1
WV37	1
WV6	1
WV7	1
WV9	1
B23	1
B27	1
B28	1
B31	1
B46	1
B5	1
B60	1
B71	1
B76	1
B90	1
BN2	1
CV5	1
CV8	1
CV10	1
DE14	1
DE15	1
DE65	1
TF4	1
TF5	1
DY7	1
NN11	1
NN12	1
LL36	1
YL41	1
YO23	1
CW5	1
WA13	1
CR4	1
WR2	1

IG10	1
SY2	1
NR16	1
SS9	1
CF37	1
CO15	1
MK5	1
SE6	1
CT12	1
NR23	1
SN25	1
PE13	1
NP11	1
M15	1
Austin, Texas	1
Email left instead	1
Number left	1

Q5) Do you use the Prince of Wales as a (please tick all that apply)

2119 responses were received to this question

Option	Number	Percentage
Performer	290	13.7%
Audience member	1940	91.5%
As part of a group	219	10.3%
I don't use the Prince of Wales Theatre	112	5.3%
Other	91	4.3%



Please explain other:

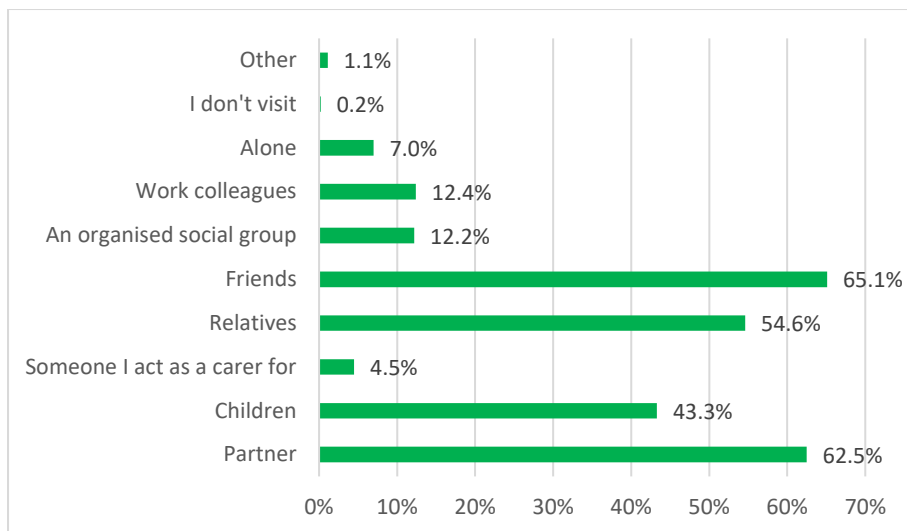
Family member performs there	33
Work here/have worked	9
Former group/performer	8
Volunteer	6
Attended beer festival	6

Backstage	5
School visit	5
Performer	4
Work experience/placement opportunities	3
Audience member	3
Former user	3
User	2
Volunteer to groups	2
Educator	2
As a group	2
Plan to attend in future	2
Scouts	2
Child attends class/workshop	2
Fellow theatre manager - collaboration	1
Dance teacher	1
Former member of CC Arts Council	1
Former board member - POW Youth Theatre	1
Attend event	1
Member of CC Arts Council	1
To support groups with physical and mental disabilities	1
To meet with cast	1
Son is regular user	1
Digital output provider	1
Print distribution	1
Musician and musical director	1
Friends who are performers	1
Help with summer schools	1
Want to use it in the future	1
If had access to car I would use it	1
Director	1
First aid cover	1
Project partner	1

Q6) If you visit the Prince of Wales Theatre who do you usually go with? (please tick all that apply)

2008 responses were received to this question

Option	Number	Percentage
Partner	1256	62.5%
Children	870	43.3%
Someone I act as a carer for	91	4.5%
Relatives	1097	54.6%
Friends	307	65.1%
An organised social group	245	12.2%
Work colleagues	249	12.4%
Alone	140	7%
I don't visit	4	0.2%
Other	22	1.1%



Please explain other:

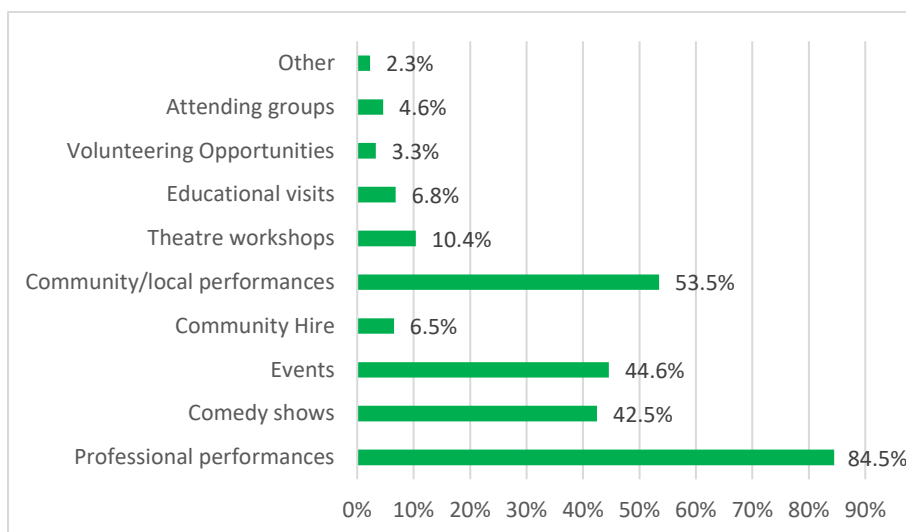
School	7
Family/partner	6
Grandchildren	5
Friends	3
Family are part of a group/classes	3
Use it a lot	3
Parent of performer	2
Haven't visited yet	2
Daughter	2
Theatre Company	2
Stage crew	1
First aid volunteer	1
Staff	1
Son is the visitor	1
Alone	1
Scout group	1
Still come, even after losing family members I came with	1
With BTEC students	1
No longer use due to health	1
Will go with child	1
Haven't been recently	1
Work	1
Seasons Theatre Company	1
Useful for people with mobility issues	1

Q7) What do you use the Prince of Wales Theatre for? (please tick all that apply)

2000 responses were received to this question

Option	Number	Percentage
Professional performances	1691	84.5%
Comedy shows	850	42.5%
Events	893	44.6%
Community Hire	131	6.5%

Community/local performances	1071	53.5%
Theatre workshops	208	10.4%
Educational visits	136	6.8%
Volunteering Opportunities	66	3.3%
Attending groups	92	4.6%
Other	46	2.3%



Please explain other:

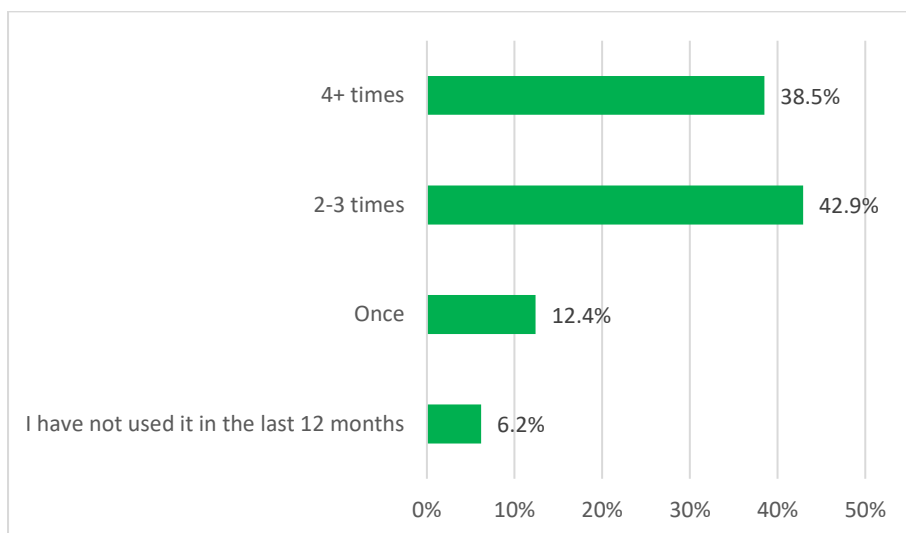
Childrens performance	9
Watch shows (panto 2)	8
Attend beer festival	6
As a performer	5
Festivals/events	4
Shows	4
Work here	2
Charity performances	2
Work experience	2
The above	2
Community events	1
Sharing resources and professional development	1
Workshops	1
Exhibitions	1
Competitions	1
Chaperoned at sons show	1
Storage and collection of equipment for arts council	1
Tech	1
Anything I fancy	1
What I intend to use it for	1
Promote theatre shows	1
Arts council	1
Buy tickets for family	1
Different events	1
First aid cover	1
As a social interaction	1

Volunteer	1
With dance school	1
With school	1
Grandchildren	1
Arts and culture	1
Pleasure	1

Q8) How often have you used the Prince of Wales Theatre in the last 12 months?

2015 responses were received to this question

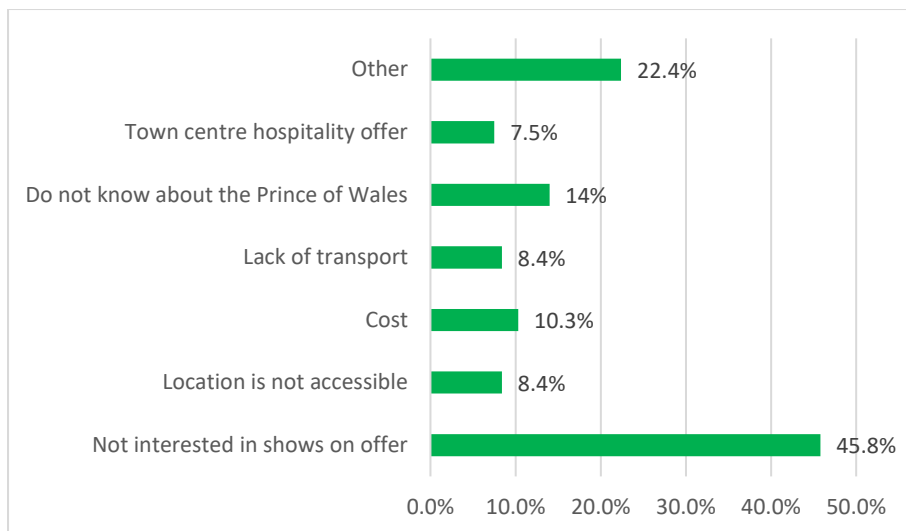
Option	Number	Percentage
I have not used it in the last 12 months	124	6.2%
Once	250	12.4%
2-3 times	864	42.9%
4+ times	777	38.5%



Q9) If you do not visit the Prince of Wales Theatre, why not?

107 responses were received to this question

Option	Number	Percentage
Not interested in shows on offer	49	45.8%
Location is not accessible	9	8.4%
Cost	11	10.3%
Lack of transport	9	8.4%
Do not know about the Prince of Wales	15	14%
Town centre hospitality offer	8	7.5%
Other	24	22.4%



Please explain other:

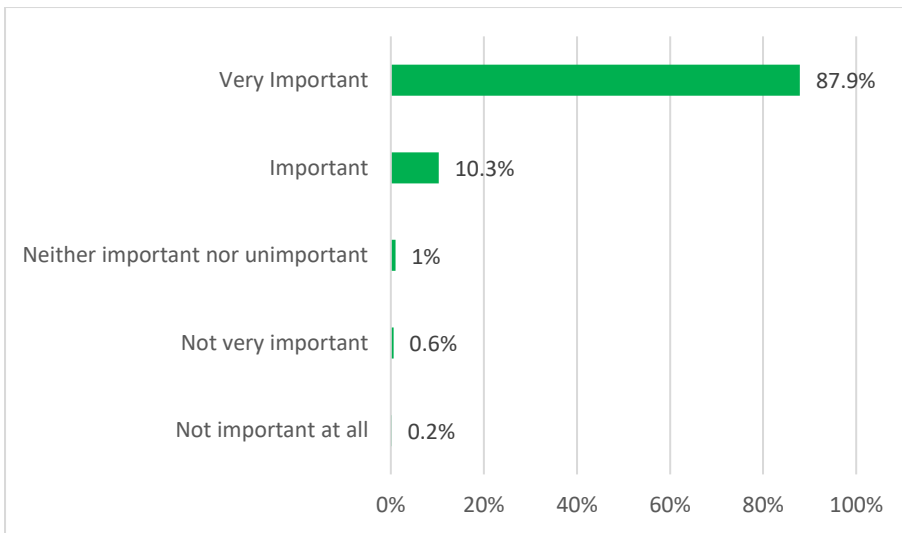
Too busy	5
Don't live in area	4
Never know what's on/advertising	4
Health	3
Not interested	3
New to area	2
Difficult for wheelchair	1
Live too far away	1
Don't think to look whats on	1
Cost	1
Needs new carpark	1
Didn't know about it	1
Cannock is rundown	1
Age	1
Like to travel to other theatres as well	1

Q10) Considering future provision of cultural services in Cannock Chase, how important are the following to you?

Providing access to enjoy arts and culture as an audience member

2,100 responses were received to this question

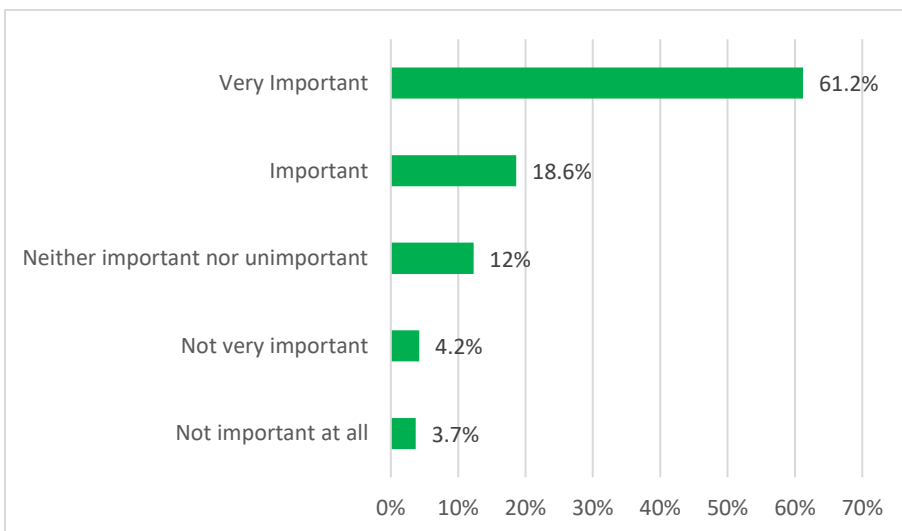
Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Providing access to enjoy arts and culture as an audience member	1846	87.9%	217	10.3%	20	1%	13	0.6%	4	0.2%



Providing access to participate in arts and culture as a performer or creative contributor

1,937 responses were received to this question

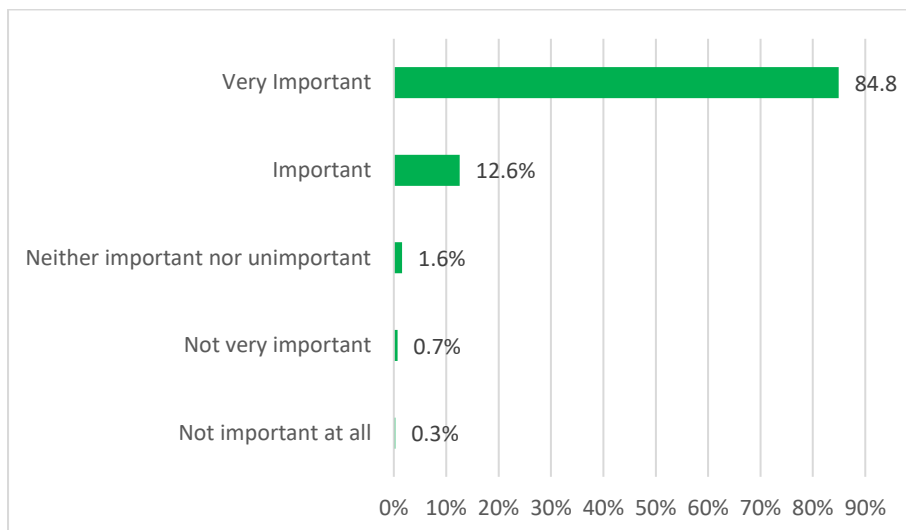
Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Providing access to participate in arts and culture as a performer or creative contributor	1186	61.2%	360	18.6%	238	12.3%	81	4.2%	72	3.7%



Supporting local artists and performers

2,084 responses were received to this question

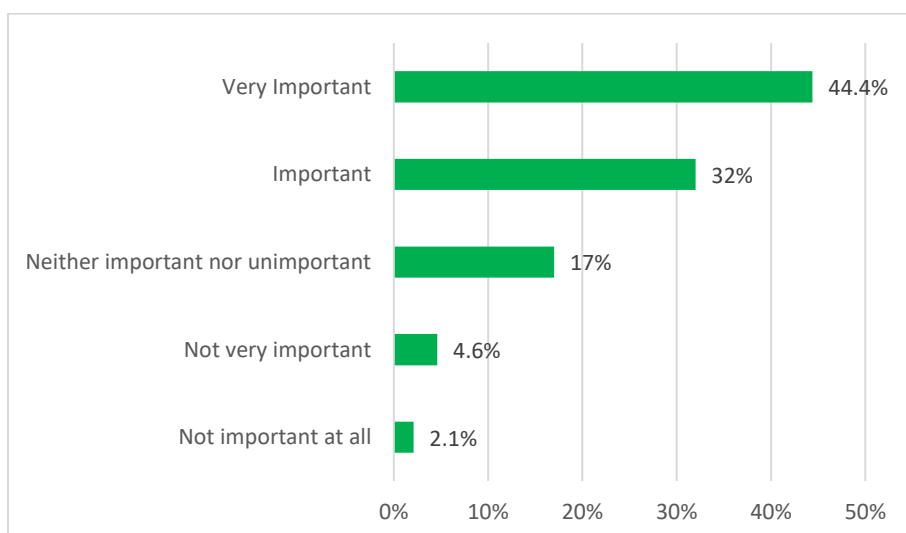
Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Supporting local artists and performers	1768	84.8%	262	12.6%	34	1.6%	14	0.7%	6	0.3%



Opportunities for volunteering

1,923 responses were received to this question

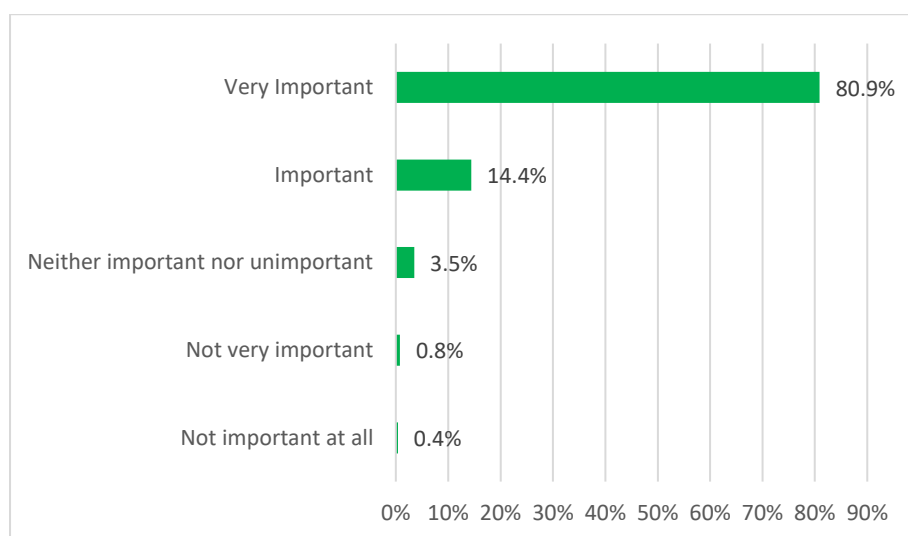
Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Opportunities for volunteering	854	44.4%	615	32%	326	17%	88	4.6%	40	2.1%



Encouraging participation in performing arts by a range of groups e.g. young people/people with additional needs

2,013 responses were received to this question

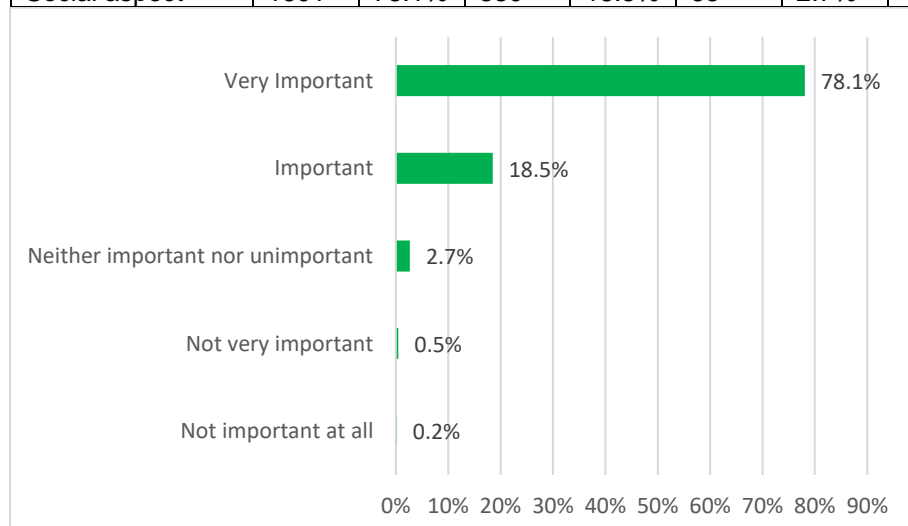
Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Encouraging participation in performing arts by a range of groups e.g. young people/people with additional needs	1628	80.9%	289	14.4%	71	3.5%	16	0.8%	9	0.4%



Social aspect

2,051 responses were received to this question

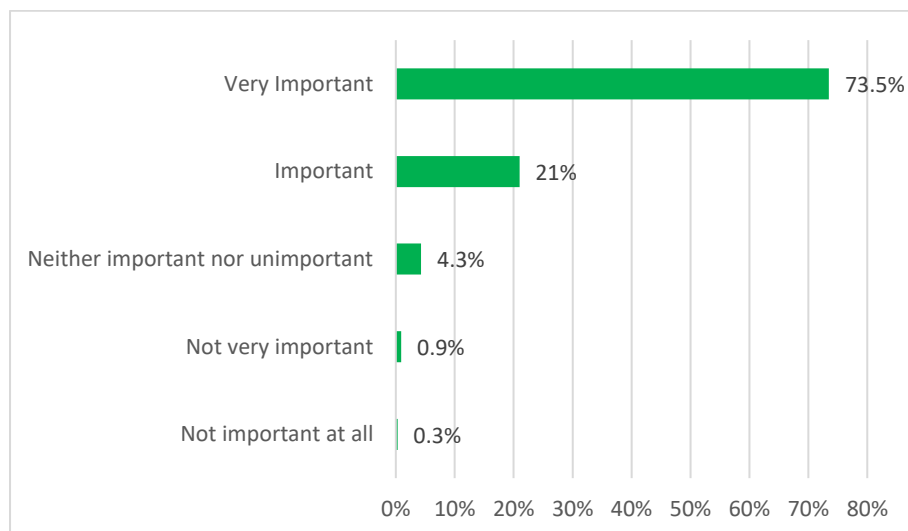
Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Social aspect	1601	78.1%	380	18.5%	55	2.7%	11	0.5%	4	0.2%



Health and wellbeing

1,937 responses were received to this question

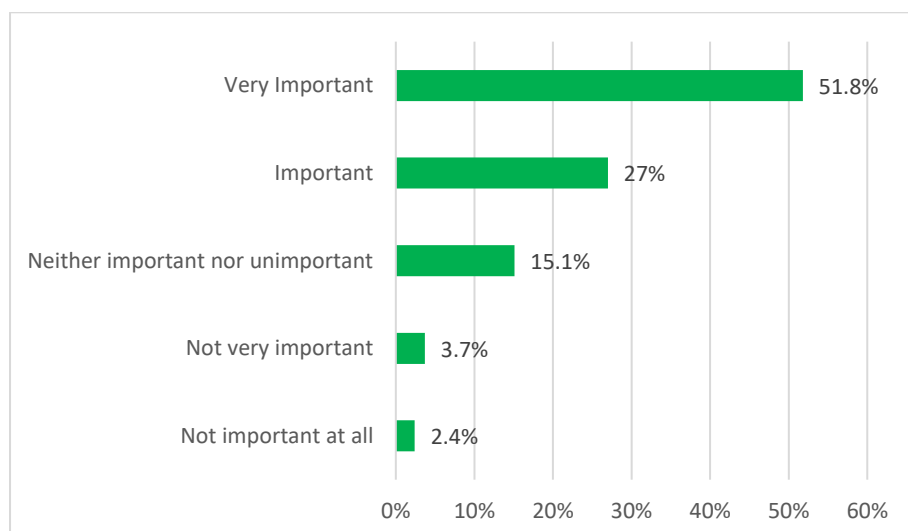
Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Health and wellbeing	1460	73.5%	418	21%	86	4.3%	17	0.9%	6	0.3%



Learning new skills and opening career opportunities

1,928 responses were received to this question

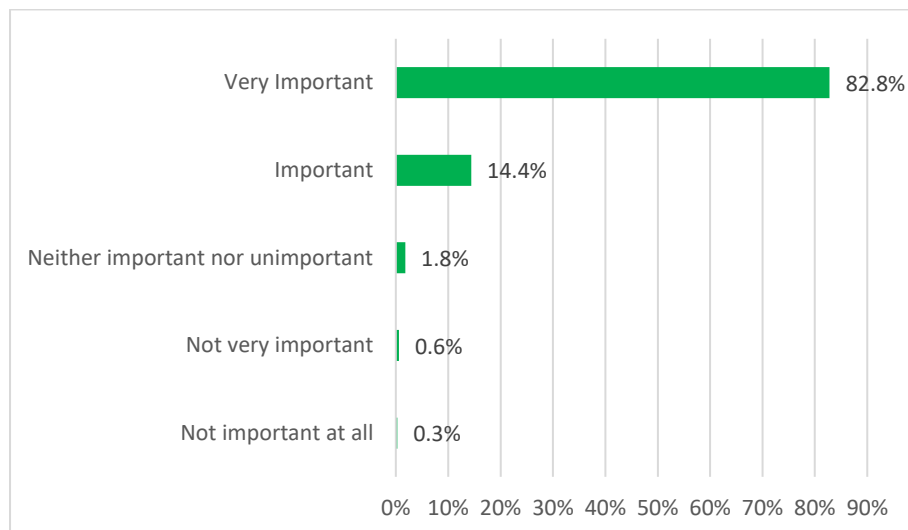
Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Learning new skills and opening career opportunities	998	51.8%	520	27%	292	15.1%	72	3.7%	46	2.4%



Attracting visitors and promoting the local area

2,053 responses were received to this question

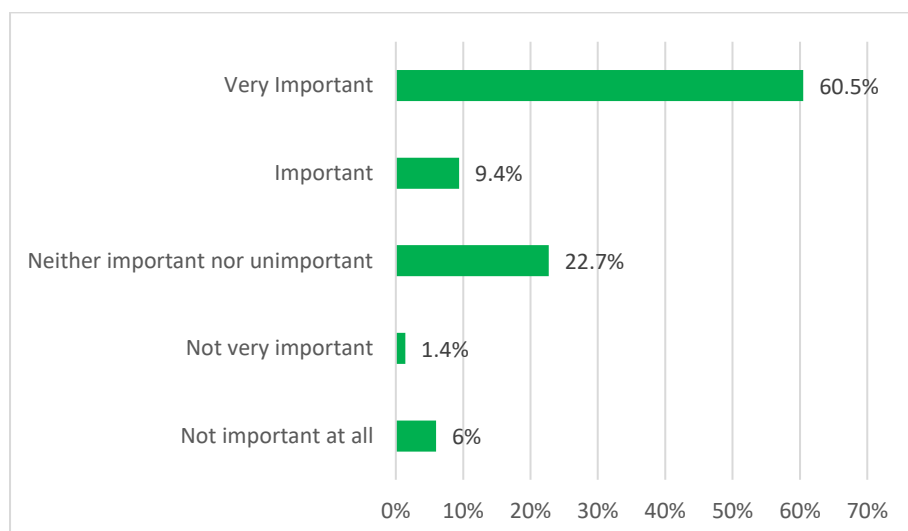
Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Attracting visitors and promoting the local area	1700	82.8%	296	14.4%	38	1.8%	12	0.6%	7	0.3%



Other

352 responses were received to this question

Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Other	213	60.5%	33	9.4%	80	22.7%	5	1.4%	21	6%



Whilst a lot of respondents ticked other, plenty did not provide an explanation. Below are those that did.

Please explain other:

	Very Important	Important	Neither important or unimportant	Not important at all	Didn't answer importance questions but other
Importance to town	13	1			2
Important to the surrounding area	5				
Impact on trade/businesses	15				2
Mental wellbeing	12				2
Physical wellbeing	2				
It provides opportunities for people with additional needs to be part of a community	1				
Community impact	20	3			
Confidence that performing brings	1				1
It's a safe and welcoming place	4				
Access to experience arts locally	16				1
Impacts on young people (experience of performance and viewing)	20	1			2
Affordable experiences	9		1		1
Culture experience	10				1
Future-proofing heritage, culture and wellbeing	1				
POW is a focal point	1				
Impact on social engagement/isolation	10				4
Attract people to Cannock	1				
Opportunities for the future	2	1			
It is a LGTBQ+ safe space	1				
Training and learning	1				
A stage for performers	1				
Access for all	1				

Multi-use theatre/community hub	1	1			1
Better publicity	1				
Local heritage	7	1			
A place for people with disabilities	2				
Education for schools	2				
A theatre/perform in a real theatre	8				
Cannock scores low on poor health, poor life expectancy and low academic success	1				
School use	2				
Great venue	1				
Saving museum	1				
Tourism	3				1
It's a facility for the elderly	3				
It's a facility for vulnerable people	1				
We moved here thinking there was a theatre	1				
A focal point for groups	1				
Anything else not listed	1				
This is a breach of LUF	1				
Somewhere to feel safe	1				
Central location	1				
Tiered seating	1				
Sense of pride in the district	1				
A cultural hub	1				
An alternative if it raises money for town	1				
Provides permanent employment opportunities	1				
Concern over the Council statement about the future of culture and heritage services	1				
Cost of public transport to go out of the district	1				

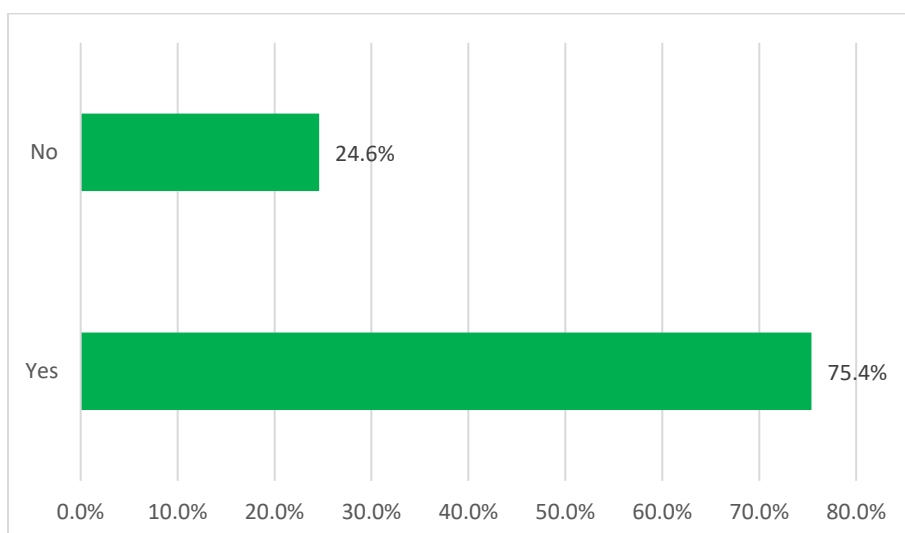
A place to gather and socialise		2			
Keeping talent in the area		1			1
Brings joy		1			
Essential cultural building		2			
Allow family to enjoy		1			
Experience atmosphere of theatre		1			
Not aligned with my interests		1			
Volunteers make difference in other areas			1		
Prince of Wales gives identity to Cannock			1		
Would love to visit area				1	
LUF question					1
Theatre and arts are important					1
Favourite theatre					1
Should be an asset					3
Important to all generations					1

Heritage

11) Do you use the Museum of Cannock Chase?

2110 responses were received to this question

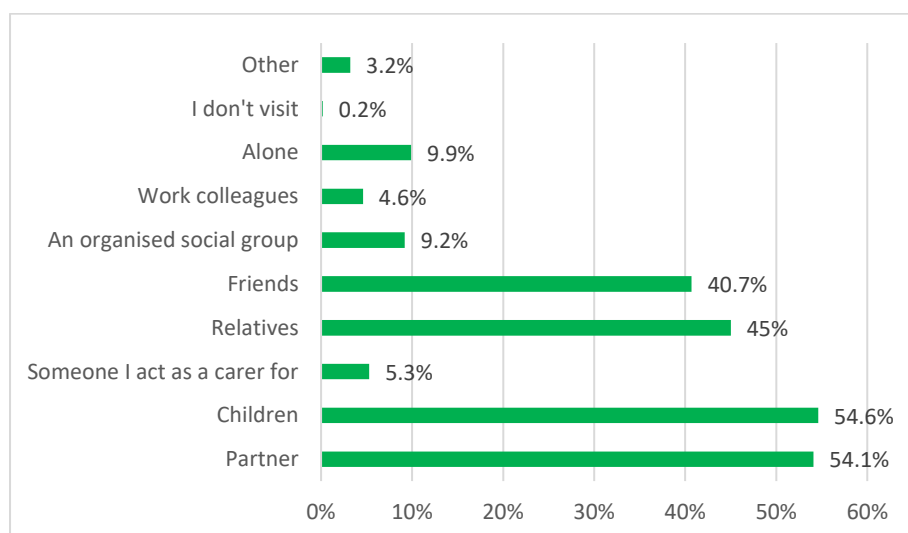
Option	Number	Percentage
Yes	1591	75.4%
No	519	24.6%



12) If you visit the Museum of Cannock Chase who do you usually go with? Please tick all that apply

1598 responses were received to this question

Option	Number	Percentage
Partner	1865	54.1%
Children	1873	54.6%
Someone I act as a carer for	85	5.3%
Relatives	1719	45%
Friends	1650	40.7%
An organised social group	147	9.2%
Work colleagues	74	4.6%
Alone	159	9.9%
I don't visit	3	0.2%
Other	51	3.2%



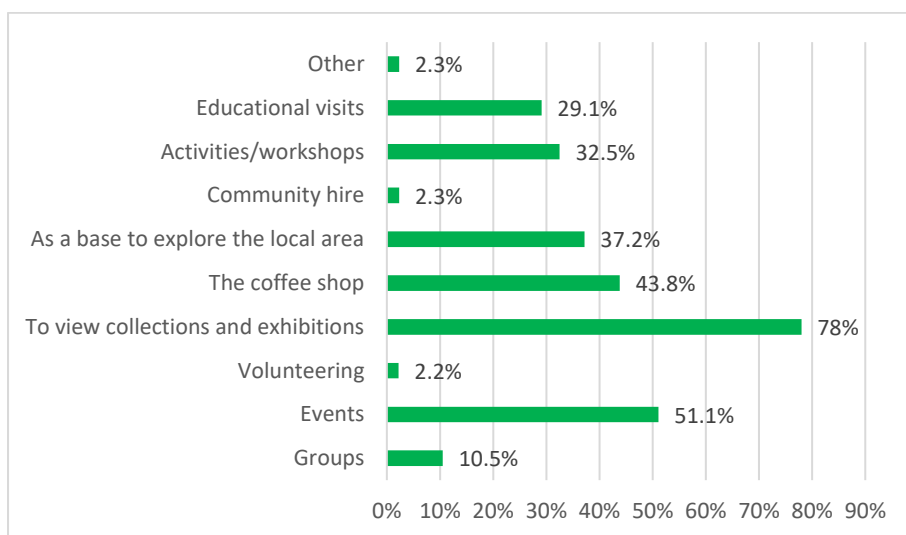
Please explain other

Educational visits	43
Grandchildren	7
Hosted/participated in events	2
Performing	2
Family	1
Care home residents	1
Scouts	1
Childminder group	1
Educational	1
Pupils I work with	1
On projects	1
Due to work there	1
When out for the day	1
Husband goes regularly	1
Events	1
With dog	1
Just started going	1
Family	1
Friends	1

13) What do you use the Museum of Cannock Chase for? (please tick all that apply)

1598 responses were received to this question

Option	Number	Percentage
Groups	167	10.5%
Events	816	51.1%
Volunteering	35	2.2%
To view collections and exhibitions	1246	78%
The coffee shop	700	43.8%
As a base to explore the local area	595	37.2%
Community hire	37	2.3%
Activities/workshops	530	32.5%
Educational visits	465	29.1%
Other	36	2.3%



Please explain other

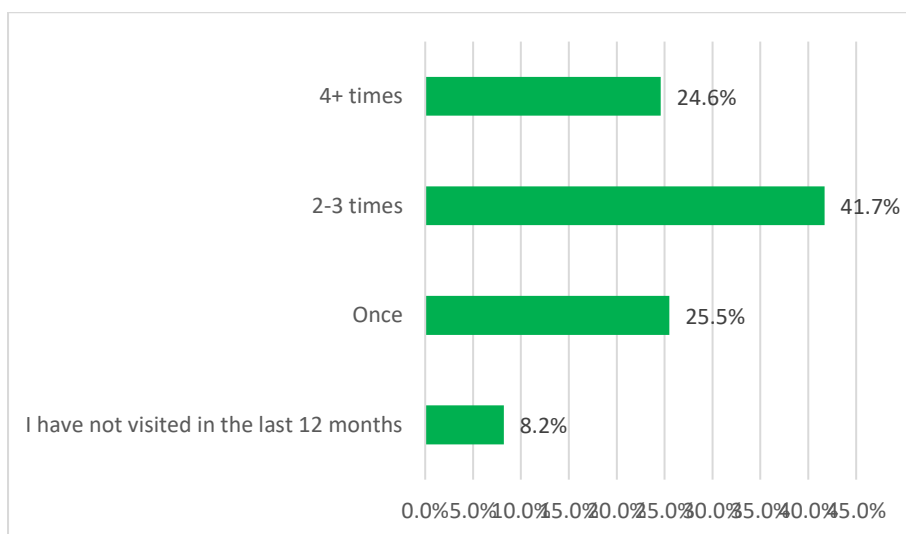
To learn our heritage	9
See family history	4
Buy local gifts	3
Show our history to people	3
Resources of mining heritage	2
Networking	2
Christmas events	2
Staying in touch with former colleagues	1
Share resources	1
Cross promotion	1
With swing band for 1940s day	1
Trader at fairs	1
Soon to be working there	1
Arts and crafts (children)	1
WW2 reenactment	1
Socially	1
Speakers came to an organization	1
Tourism	1

Bring children	1
Café	1
Enjoy myself	1
Contributed to an art exhibition	1
Walking nearby	1
Local history talks	1
Depositing local artefacts	1
Not been for a while	1
Holiday activities	1
Cannock Chase shed	1
Educational site	1
Regularly visit as family next door	1

14) How often have you visited in the last 12 months?

1603 responses were received to this question

Option	Number	Percentage
I have not visited in the last 12 months	131	8.2%
Once	409	25.5%
2-3 times	669	41.7%
4+ times	394	24.6%

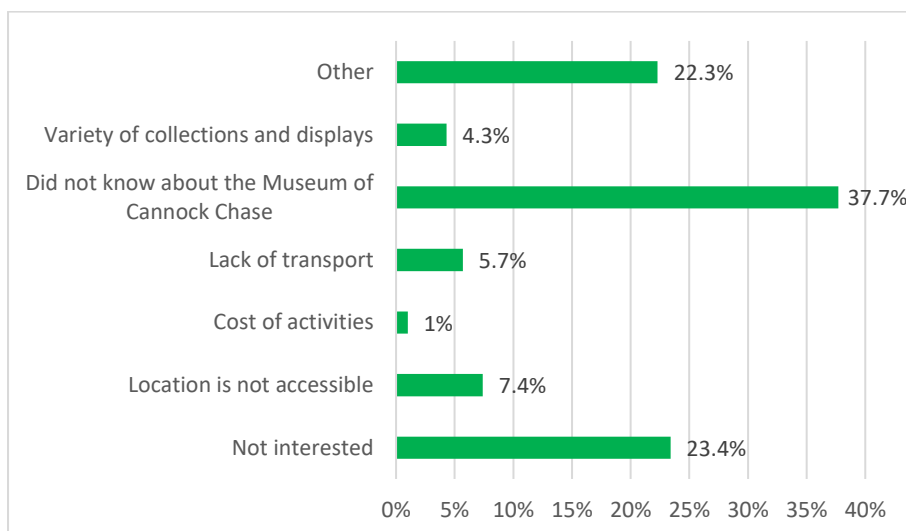


15) If you do not visit, why not? (please tick all that apply)

488 responses were received to this question

Option	Number	Percentage
Not interested	114	23.4%
Location is not accessible	36	7.4%
Cost of activities	5	1%
Lack of transport	28	5.7%
Did not know about the Museum of Cannock Chase	184	37.7%
Variety of collections and displays	21	4.3%

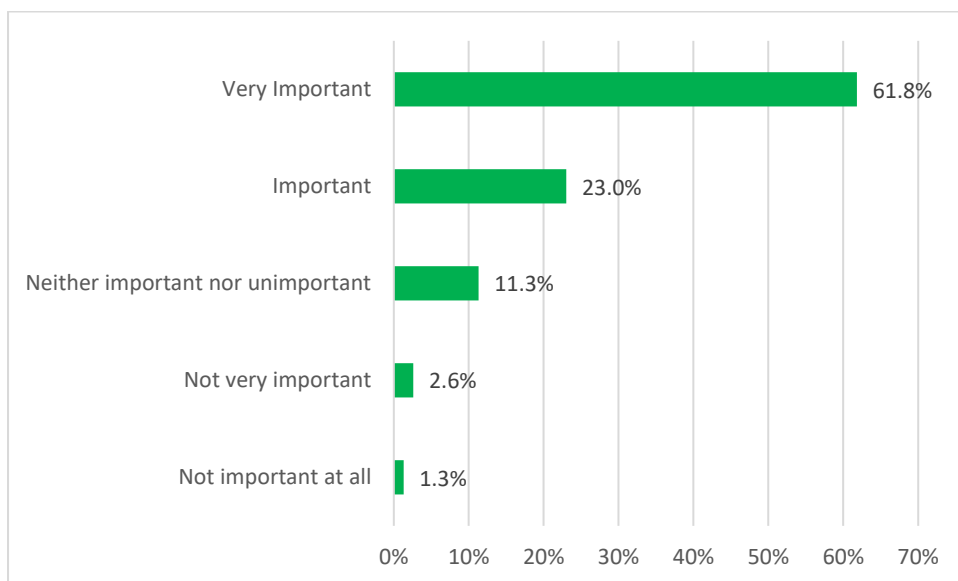
Other	109	22.3%
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Please explain other:

Visited in the past	24
Too busy/limited time	20
Visited with family but now grown up	12
Not advertised/promoted enough	8
Don't live in the area	7
Not somewhere I go	6
Never get round to it	5
No interest	5
Health issues	4
Will visit when family old enough	4
Keep meaning to	3
Would like to go	3
Unaware of it	2
Poor location	2
Only just moved to the area	2
Use the nature reserve	2
Always similar on each visit	1
Never thought to go	1
Cost of travel	1
Museums aren't something to go to regularly	1
More for families	1
Don't drive	1
Location is not on Cannock Chase	1
Need something to encourage return visitors	1
Not been myself	1
Bit far away	1
Went when younger	1
Too much about mining	1
Used to volunteer there	1
I am an ex miner	1

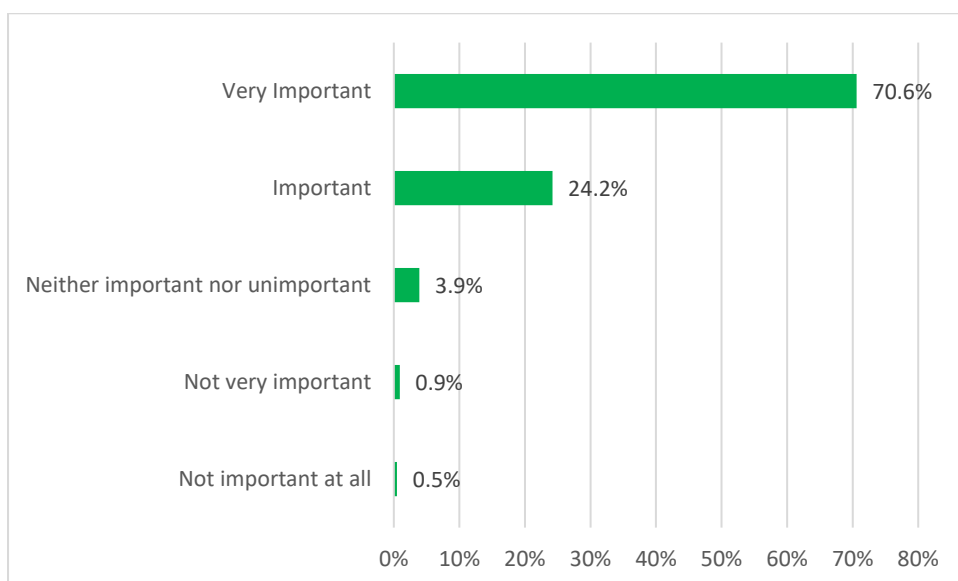
contributor of local, historical or specialist knowledge										
Online survey	1135	61.6%	425	23.1%	208	11.3%	48	2.6%	26	1.4%
Missing question	56	65.1%	18	20.9%	9	10.5%	3	3.5%	0	0%
Total	1191	61.8%	443	23%	217	11.3%	51	2.6%	26	1.3%



Supporting local creators and artists

1994 responses were received to this question

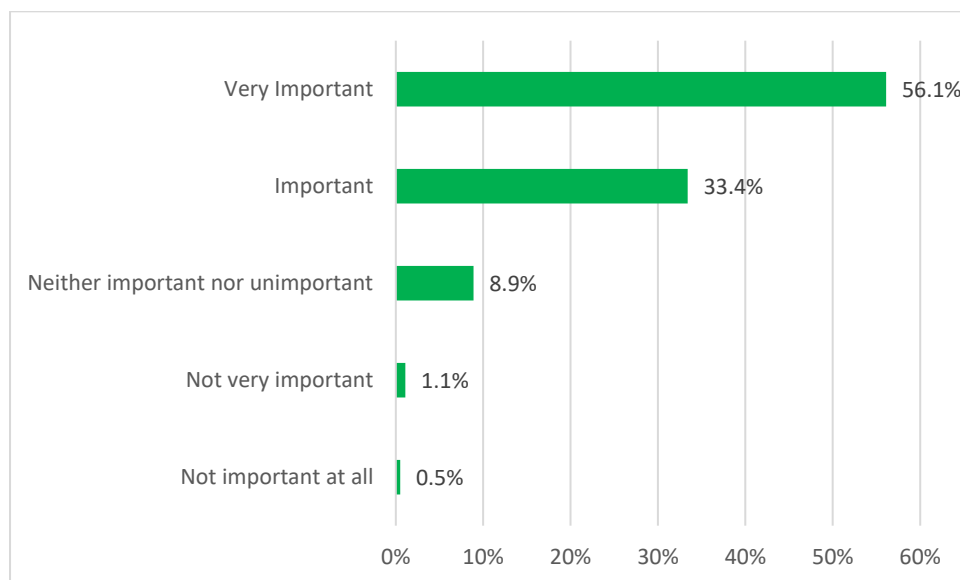
Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Supporting local creators and artists										
Online survey	1333	70%	467	24.5%	76	4%	18	0.9%	9	0.5%
Missing question	75	82.4%	15	16.5%	1	1.1%	0	0%	0	0%
Total	1408	70.6%	482	24.2%	77	3.9%	18	0.9%	9	0.5%



Providing opportunities for volunteers

1924 responses were received to this question

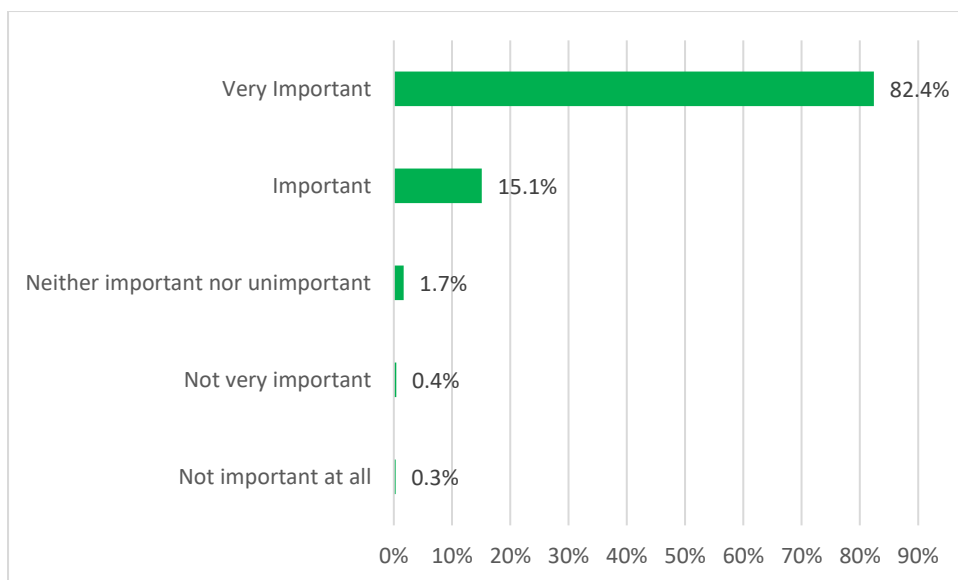
Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Providing opportunities for volunteers										
Online survey	1020	55.6%	616	33.6%	168	9.2%	22	1.2%	9	0.5%
Missing question	60	67.4%	26	29.2%	3	3.4%	0	0%	0	0%
Total	1080	56.1%	642	33.4%	171	8.9%	22	1.1%	9	0.5%



Attracting visitors and promoting the local area

2011 responses were received to this question

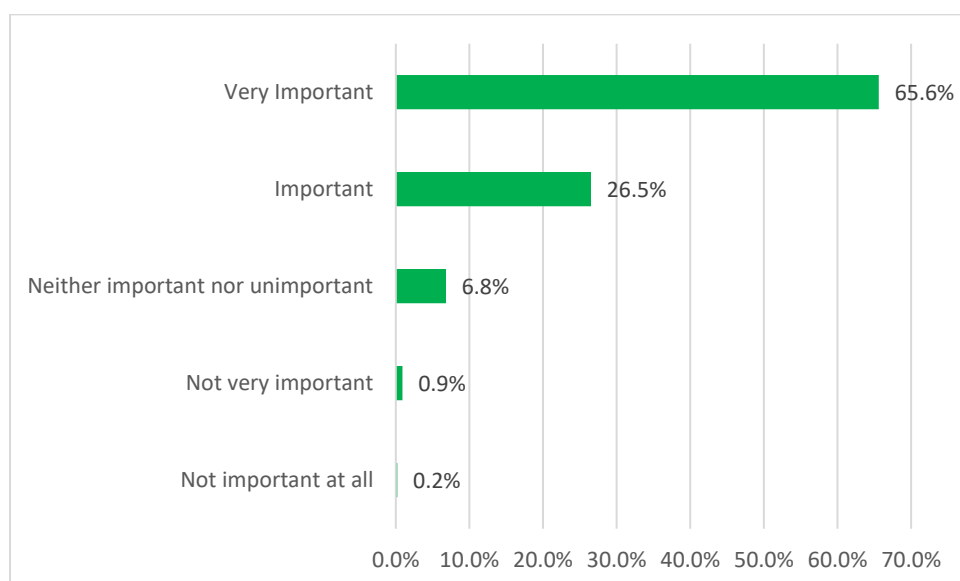
Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Attracting visitors and promoting the local area										
Online Survey	1575	82%	296	15.4%	34	1.8%	9	0.5%	7	0.4%
Missing question	82	91.1%	8	8.9%	0	0%	0	0%	0	0%
Total	1657	82.4%	304	15.1%	34	1.7%	9	0.4%	7	0.3%



Social aspects

1970 responses were received to this question

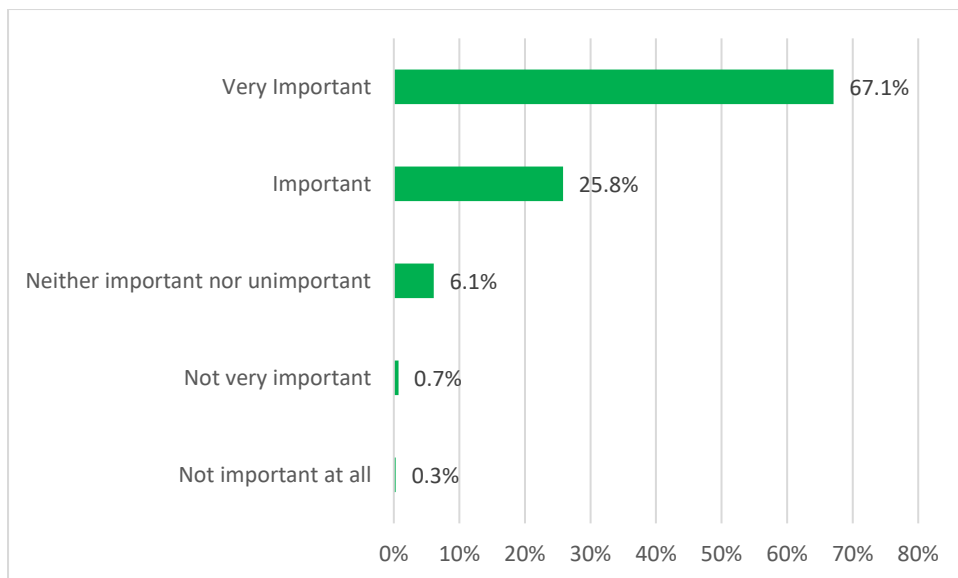
Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Social aspects	1222	65%	505	26.9%	131	7%	18	1%	4	0.2%
Online survey	1222	65%	505	26.9%	131	7%	18	1%	4	0.2%
Missing question	70	77.8%	18	20%	2	2.2%	0	0%	0	0%
Total	1292	65.6%	523	26.5%	133	6.8%	18	0.9%	4	0.2%



Health and wellbeing

1939 responses were received to this question

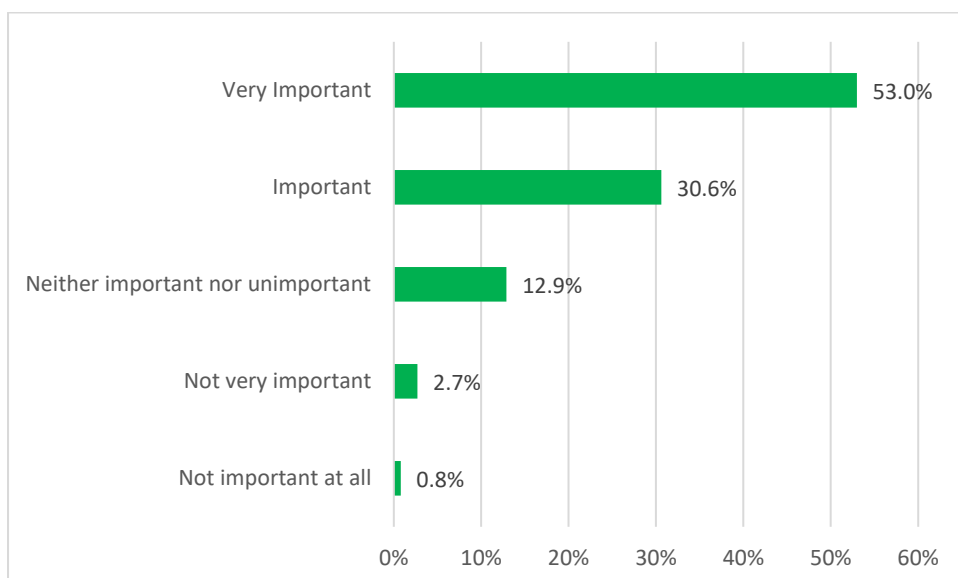
Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Health and wellbeing	1232	66.6%	484	26.1%	115	6.2%	14	0.8%	6	0.3%
Online survey	1232	66.6%	484	26.1%	115	6.2%	14	0.8%	6	0.3%
Missing question	69	78.4%	16	18.2%	3	3.4%	0	0%	0	0%
Total	1301	67.1%	500	25.8%	118	6.1%	14	0.7%	6	0.3%



Learning new skills and opening career opportunities

1900 responses were received to this question

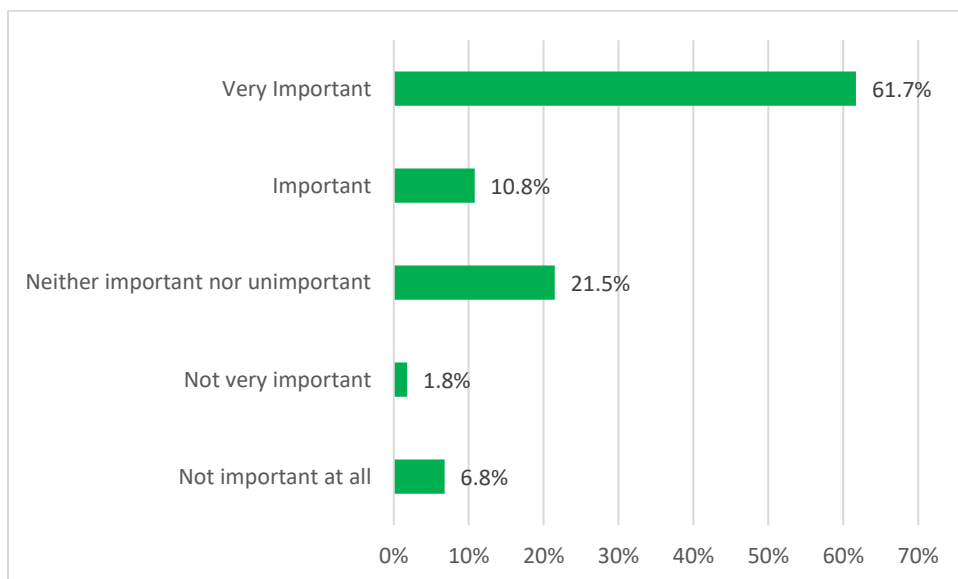
Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Learning new skills and opening career opportunities										
Online survey	946	52.2%	557	30.8%	241	13.3%	51	2.8%	16	0.9%
Missing question	61	68.5%	24	27%	4	4.5%	0	0%	0	0%
Total	1007	53%	581	30.6%	245	12.9%	51	2.7%	16	0.8%



Other

381 responses were received to this question

Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Other	204	61.4%	35	10.5%	71	21.4%	7	2.1%	15	4.5%
Missing question	31	63.3%	6	12.2%	11	22.4%	0	0%	1	2%
Total	235	61.7%	41	10.8%	82	21.5%	7	1.8%	16	6.8%



Whilst a lot of respondents ticked other, plenty did not provide an explanation. Below are those that did.

Please explain other:

	Very Important	Important	Neither important nor unimportant	No reply to importance questions
Raising profile of AONB	1			
N/A	1			
A historical archive of the area	1			
Great for rainy day activities	1			
Keep mining heritage alive	10			
Future proofing heritage, culture and wellbeing offer	1			
Sharing local history with children	4	2		
Sustaining areas heritage	2			
Family time	4	2		
Wellbeing	3			
Community impact	1	1		3
Preserving/learning about heritage	21			4

Where will it be stored and how will it be accessed?	1			
Educational opportunities/school visits	7	1		
Affordable	1			
Essential for young people to value heritage	5			
Tourism	4			1
Social opportunities	2			
Enhance local area	1			
All of the options	1			
Pride in community	1			
Approach others to run it	1			
Look at increased revenue opportunities	2			
Preserving culture	1			
Human social development	1			
Appreciate arts and culture	1			
Saving the museum	1			
Events for children	1			
Community space	1			
Events bring people together	2			
Inclusion	1			
Employment	1			
Improve theatre	1			
Anything else not listed	1			
Encourage leisure and arts	1			
Location of the museum is important	1			
Collections will need to be returned to owners	1			
Nature aspects	1			
Cultural aspects	1			
Gallery development in town centre	1			
A central location	1			
Staff and volunteers with disabilities	1			
Brings economic benefit	1			

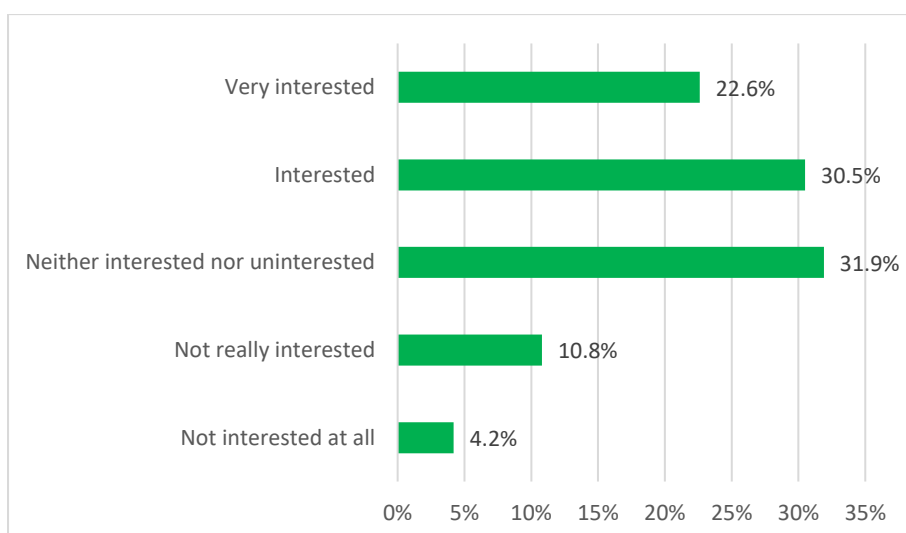
Benefits to volunteers	1			
Keep town vibrant		1		
Never been			1	
It's limited in scope/periods covered			1	
Support school curriculum				2
All reasonably important				1
Unique facility				1

17) What alternative exhibition options would you be interested in, in order to participate in heritage and culture locally?

Opportunities to get involved in and create history exhibitions with a group/organisation/club I am involved in

1,849 responses were received to this question

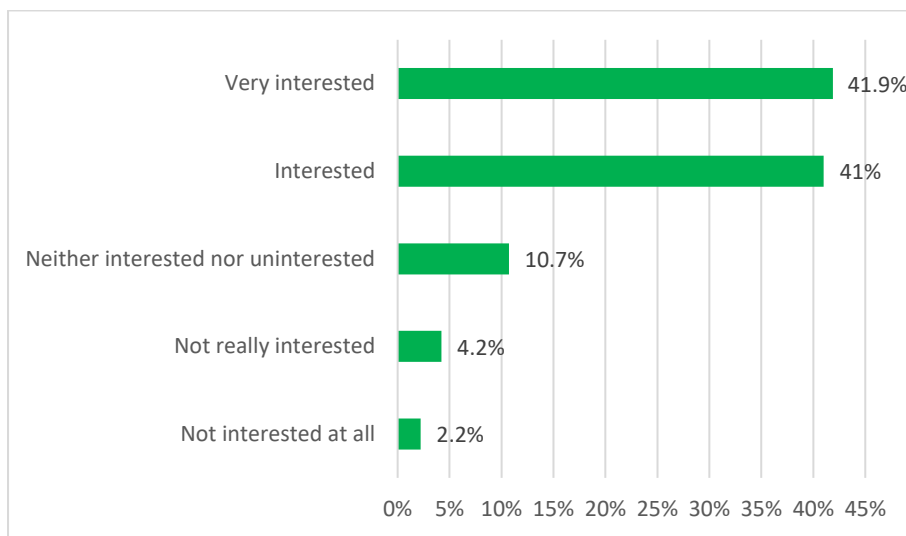
Option	Very interested		Interested		Neither interested nor uninterested		Not really interested		Not interested at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Opportunities to get involved in and create history exhibitions with a group/organisation/club I am involved in	418	22.6%	564	30.5%	590	31.9%	200	10.8%	77	4.2%



Exhibitions on local history to explore in person, delivered by a speaker/s or guide/s

1,947 responses were received to this question

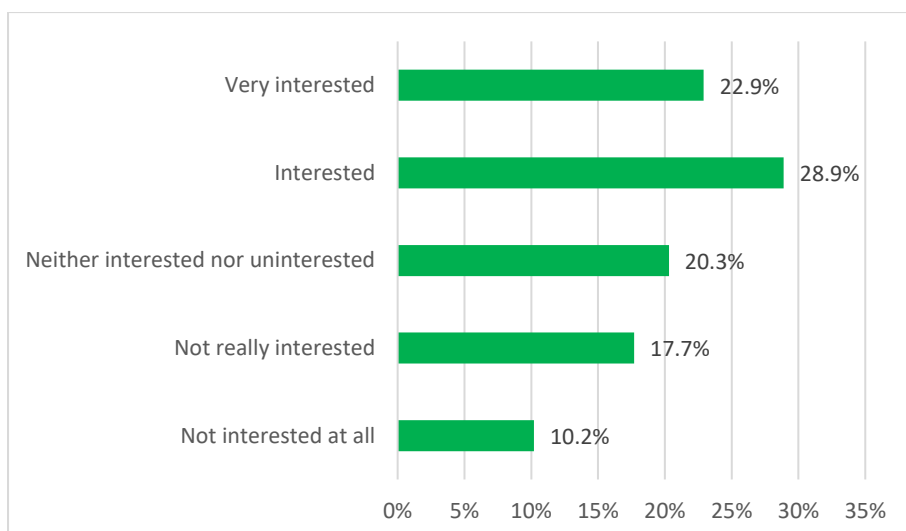
Option	Very interested		Interested		Neither interested nor uninterested		Not really interested		Not interested at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Exhibitions on local history to explore in person, delivered by a speaker/s or guide/s	816	41.9%	799	41%	208	10.7%	81	4.2%	43	2.2%



Exhibitions on local history to explore online

1,878 responses were received to this question

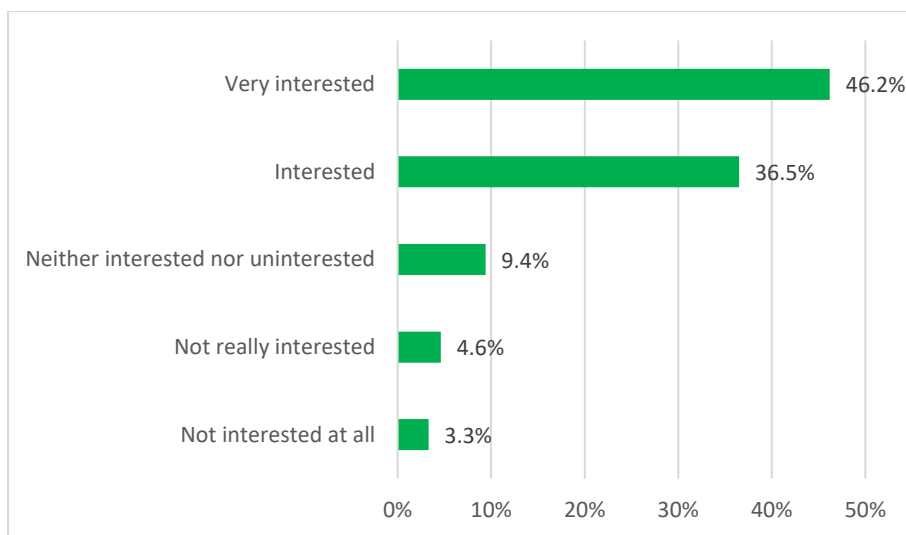
Option	Very interested		Interested		Neither interested nor uninterested		Not really interested		Not interested at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Exhibitions on local history to explore online	431	22.9%	542	28.9%	381	20.3%	332	17.7%	192	10.2%



Exhibitions on local history to explore in person at my own pace

1,942 responses were received to this question

Option	Very interested		Interested		Neither interested nor uninterested		Not really interested		Not interested at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Exhibitions on local history to explore in person at my own pace	897	46.2%	708	36.5%	183	9.4%	90	4.6%	64	3.3%

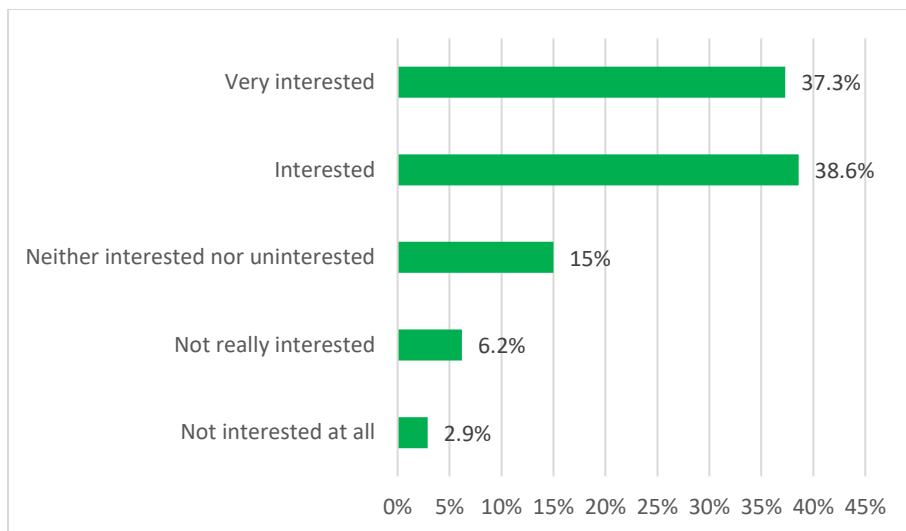


18) What alternative activity options would you be interested in, in order to participate in heritage and culture locally?

Interactive history experiences and events e.g. re-enactments, have a go activities

1,885 responses were received to this question

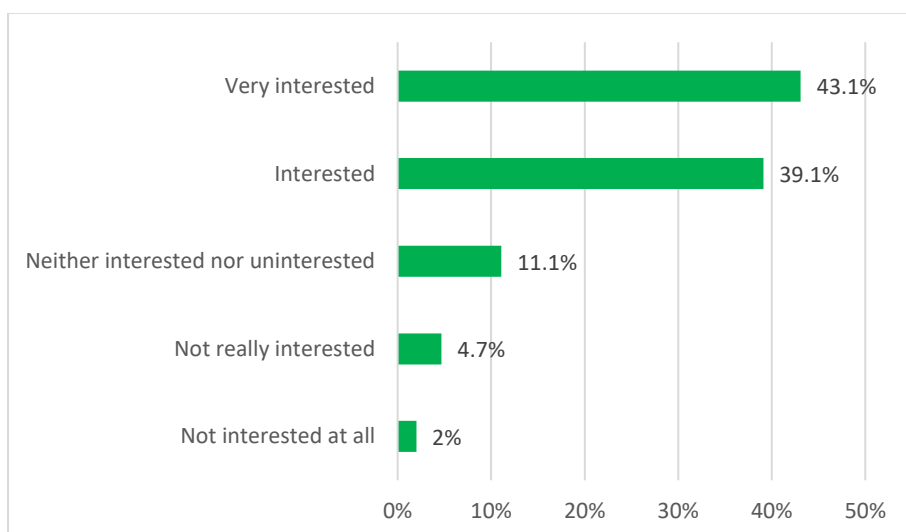
Option	Very interested		Interested		Neither interested nor uninterested		Not really interested		Not interested at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Interactive history experiences and events e.g. re-enactments, have a go activities	703	37.3%	727	38.6%	283	15%	117	6.2%	55	2.9%



Local history guided walks or heritage trails

1,931 responses were received to this question

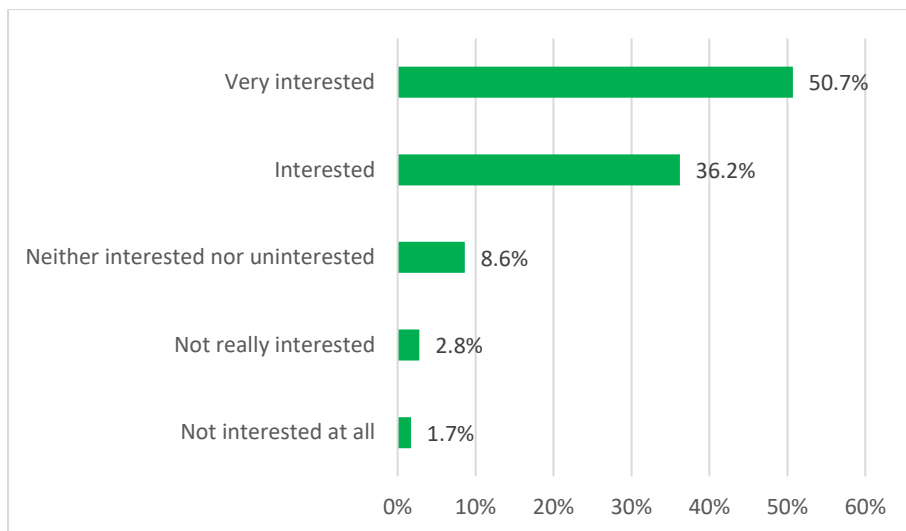
Option	Very interested		Interested		Neither interested nor uninterested		Not really interested		Not interested at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Local history guided walks or heritage trails	833	43.1%	755	39.1%	214	11.1%	90	4.7%	39	2%



Heritage events - e.g. summer fete/large scale community event

1,918 responses were received to this question

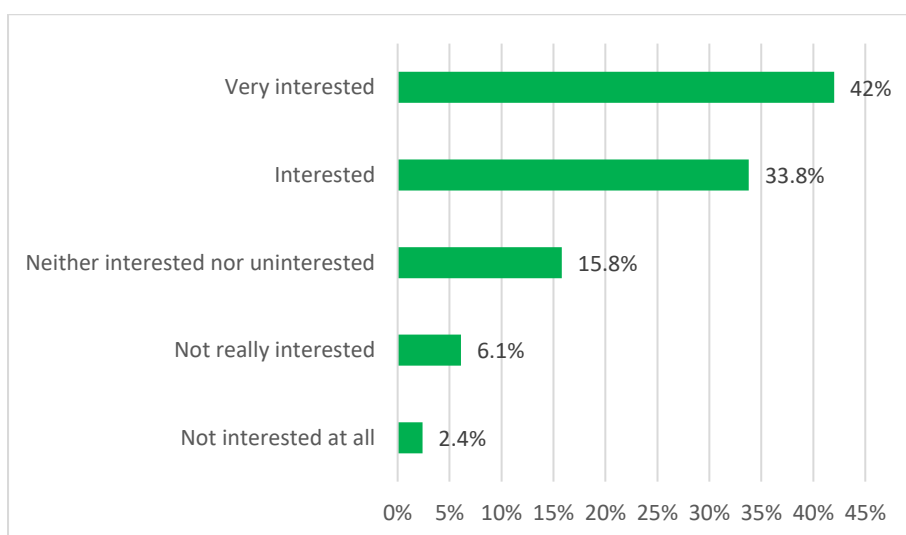
Option	Very interested		Interested		Neither interested nor uninterested		Not really interested		Not interested at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Heritage events - e.g. summer fete/large scale community event	973	50.7%	695	36.2%	165	8.6%	53	2.8%	32	1.7%



Family arts and crafts activities with opportunities to create and make

1,902 responses were received to this question

Option	Very interested		Interested		Neither interested nor uninterested		Not really interested		Not interested at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Family arts and crafts activities with opportunities to create and make	799	42%	642	33.8%	300	15.8%	116	6.1%	45	2.4%

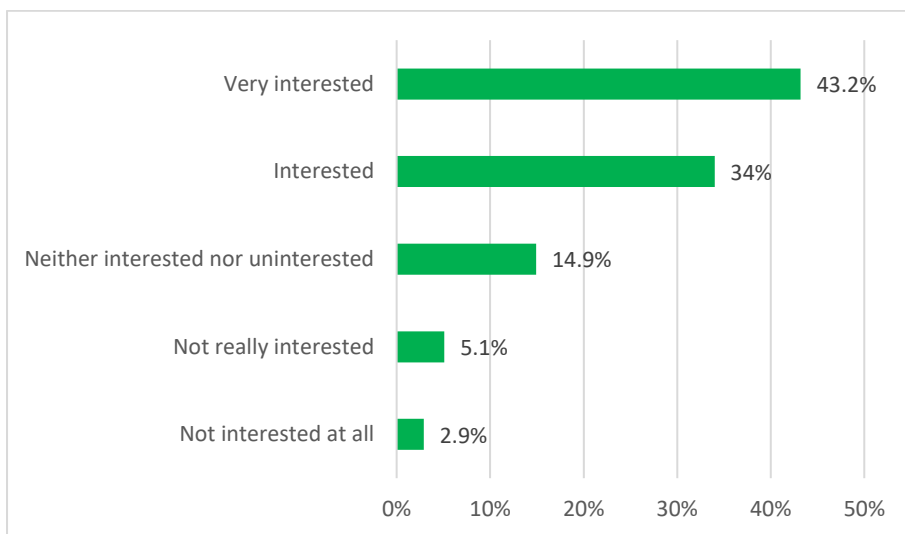


Workshops on traditional skills - e.g. willow weaving, wreath making

1,893 responses were received to this question

Option	Very interested		Interested		Neither interested nor uninterested		Not really interested		Not interested at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Workshops on traditional skills -	817	43.2%	643	34%	282	14.9%	97	5.1%	54	2.9%

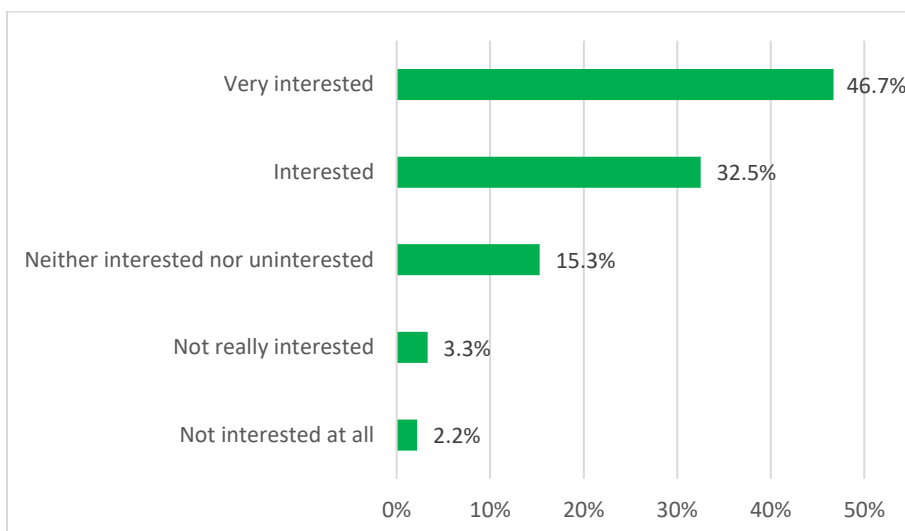
e.g. willow weaving, wreath making										
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Heritage for health and wellbeing activities such as experiences for young carers, care leavers, people with dementia, people with mental health needs or individuals

1,909 responses were received to this question

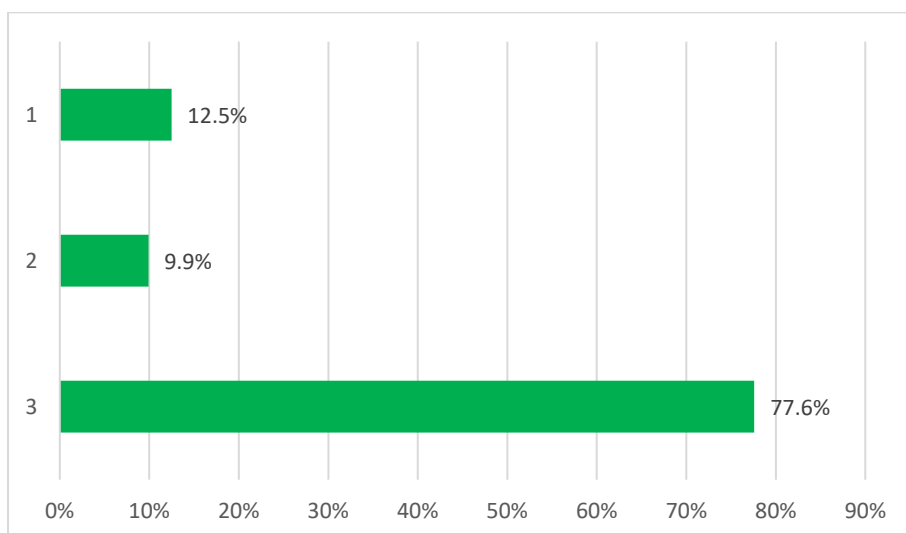
Option	Very interested		Interested		Neither interested nor uninterested		Not really interested		Not interested at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Heritage for health and wellbeing activities such as experiences for young carers, care leavers, people with dementia, people with mental health needs or individuals	891	46.7%	621	32.5%	292	15.3%	63	3.3%	42	2.2%



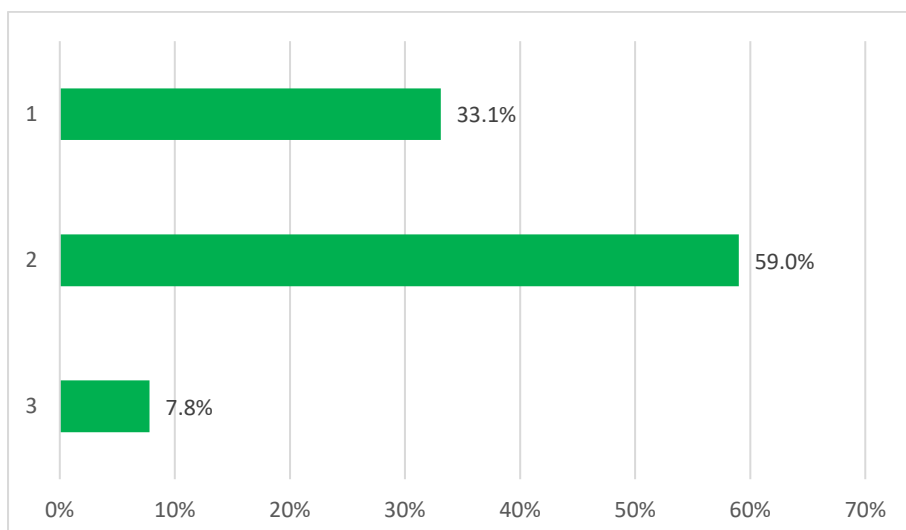
19) Please indicate which heritage offer you would be most likely to access (1 being most likely to access, 3 the least likely)

Option	1		2		3	
	No.	%	No.	%	No.	%
An online heritage offer	206	12.5%	164	9.9%	1281	77.6%
A heritage offer hosted at any public venue within one mile of my home	549	33.1%	978	59%	130	7.8%
A heritage offer hosted in any public venue within the Cannock Chase District	1050	59.4%	488	27.6%	231	13.1%

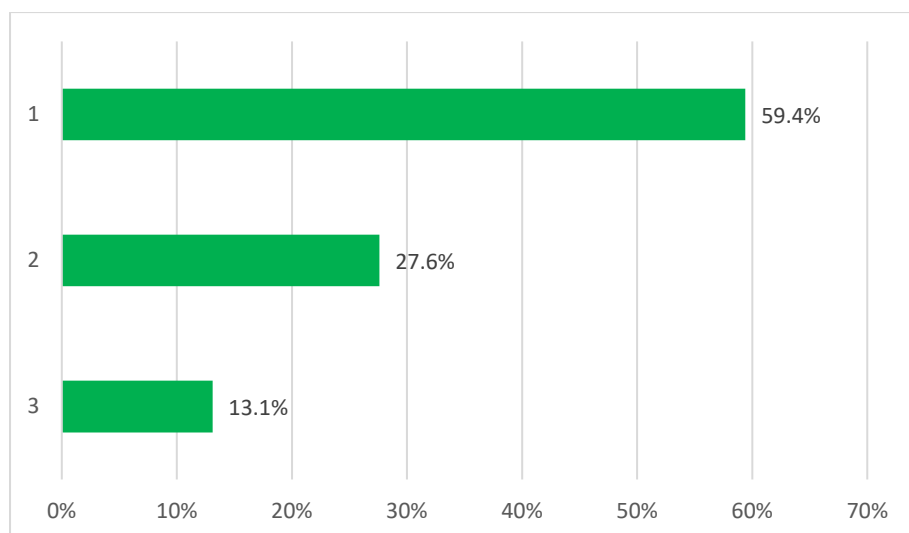
An online heritage offer



A heritage offer hosted at any public venue within one mile of my home

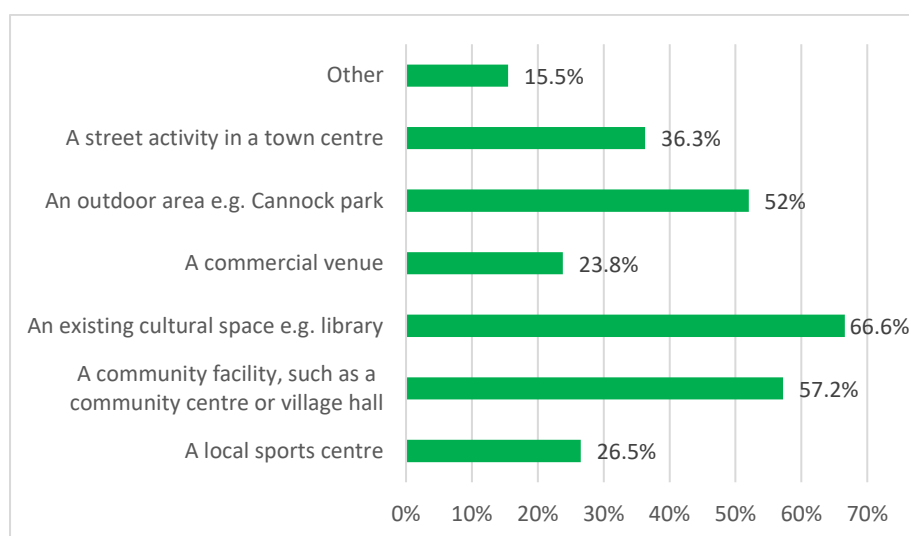


A heritage offer hosted in any public venue within the Cannock Chase District



20) If a history or heritage activity were to take place locally, which type of venue would you be most likely to visit? 1991 responses were received to this question

Option	Number	Percentage
A local sports centre	527	26.5%
A community facility, such as a community centre or village hall	1139	57.2%
An existing cultural space e.g. library	1327	66.6%
A commercial venue	473	23.8%
An outdoor area e.g. Cannock park	1036	52%
A street activity in a town centre	722	36.3%
Other	309	15.5%



Please explain other:

Museum	231
Theatre	109

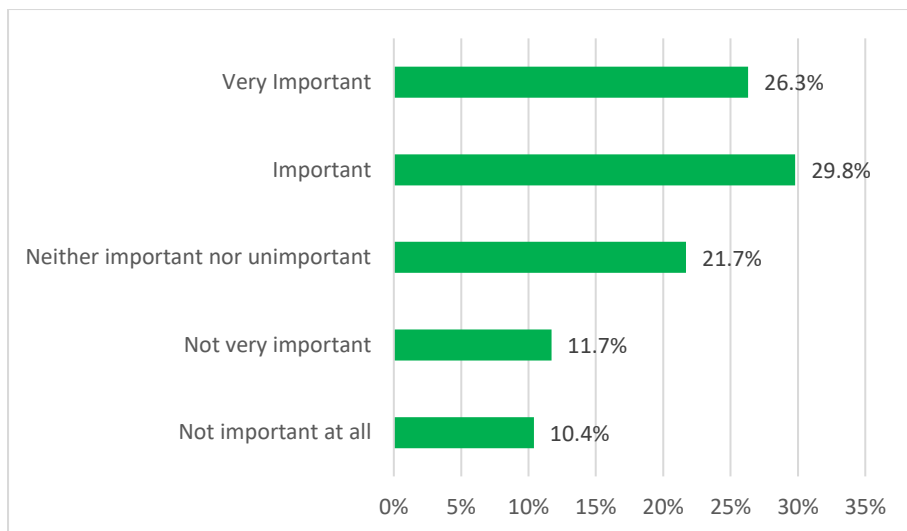
They already exist/options don't compare with what we have	8
None of the above	7
Dedicated heritage centre	5
Site of heritage/history	5
The Chase	3
Accessible locations	3
All of the above	2
Options should be as well as	2
The suggested options don't work for performing arts/exhibitions	2
Rugeley Rose Theatre	2
Loaded questions	2
Marquis Drive	2
N/A	2
Relevant to the museum	1
Dedicated space	1
Outside events	1
Ancient High House	1
Stafford Castle	1
By asking this, seems like decision is made	1
Somewhere with accessible toilets and food and drink	1
Cinema	1
Theatre with exhibition space	1
These options aren't always appropriate	1
Cultural hub	1
Nonsense question	1
Depends on activity/weather	1
Hednesford Park Street Market	1
Places with parking	1
Depends on the activity	1
Music venues	1
Prince of Wales style	1

21) We look after collections or artefacts on behalf of the people of Cannock Chase. These historic collections help tell our local stories. In terms of making these collections accessible, useful and enjoyable, how important are the following to you?

That the collections are accessible and available for the public online

1,914 responses were received to this question

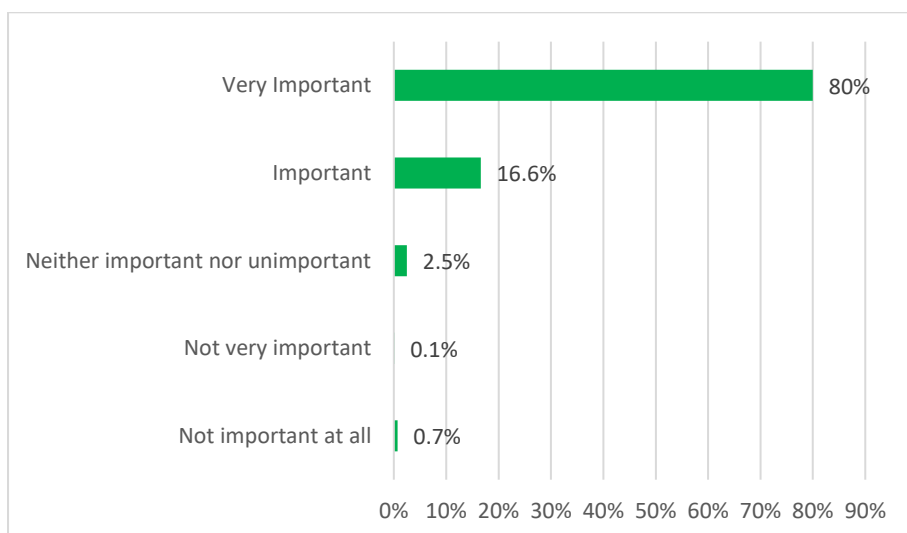
Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
That the collections are accessible and available for the public online	504	26.3%	571	29.8%	416	21.7%	224	11.7%	199	10.4%



That the collections are accessible and available for the public to see in person

2,006 responses were received to this question

Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
That the collections are accessible and available for the public to see in person	1604	80%	333	16.6%	51	2.5%	3	0.1%	15	0.7%

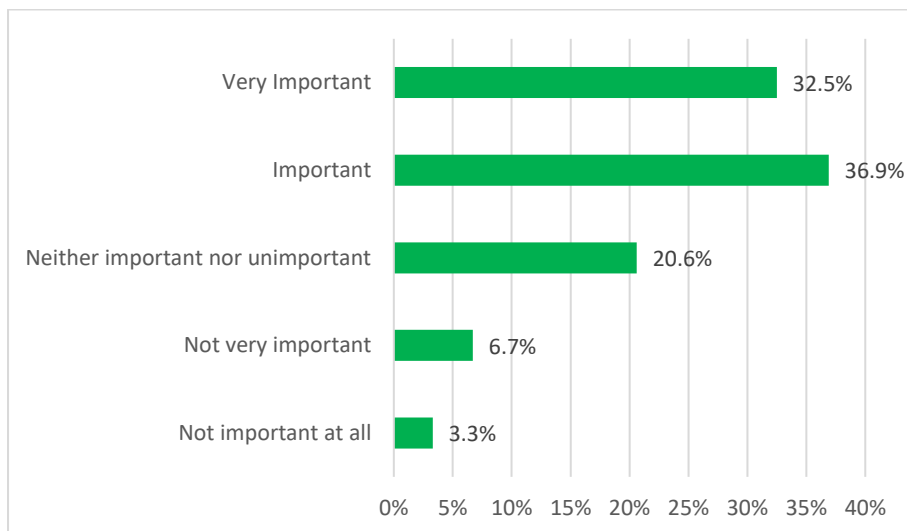


That the collections are available to see in regularly changing touring exhibitions

1,912 responses were received to this question

Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
That the collections are	621	32.5%	706	36.9%	394	20.6%	128	6.7%	63	3.3%

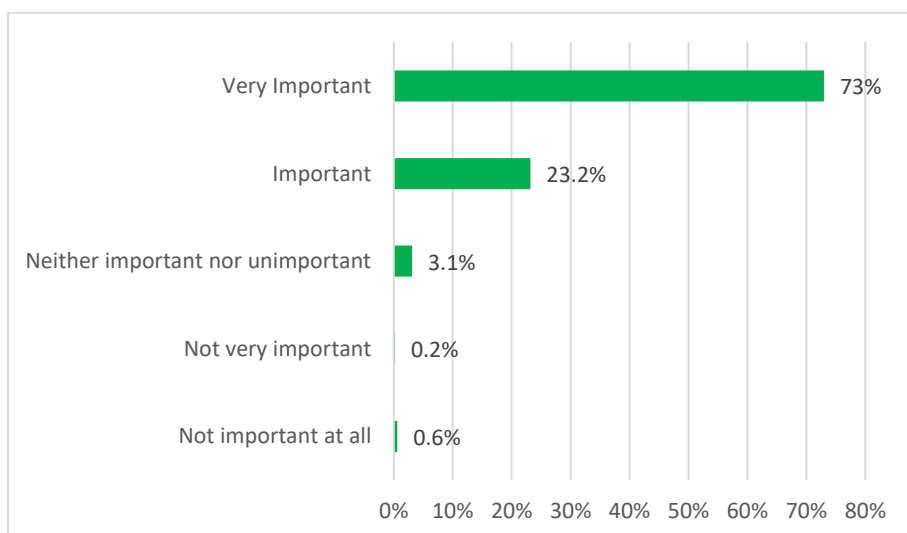
available to see in regularly changing touring exhibitions										
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That the presentation of collections supports the education of people of all ages, so we can learn about our past through facts and evidence

Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
That the presentation of collections supports the education of people of all ages, so we can learn about our past through facts and evidence	1435	73%	457	23.2%	60	3.1%	3	0.2%	11	0.6%

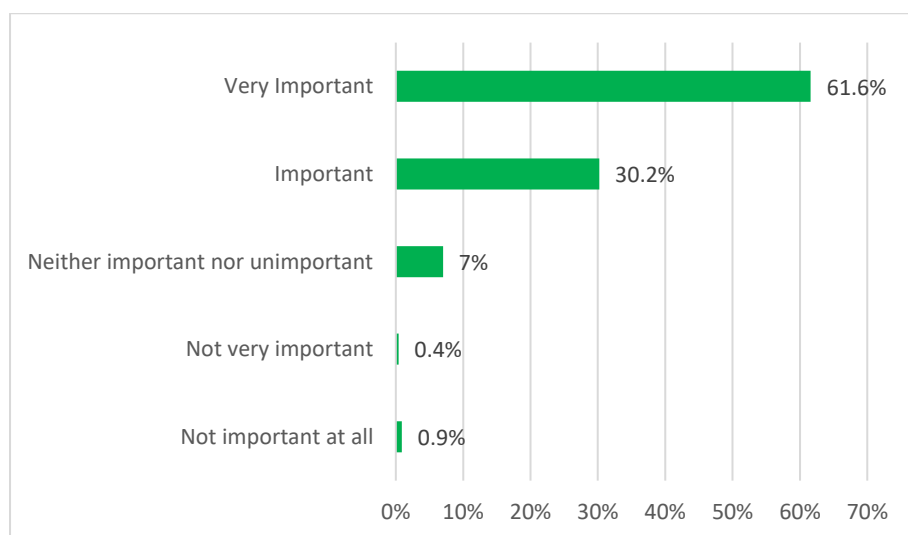
1,966 responses were received to this question



Connecting heritage with wellbeing and making programmes that appeal to older generations, people with disabilities and others with specific health needs

1,943 responses were received to this question

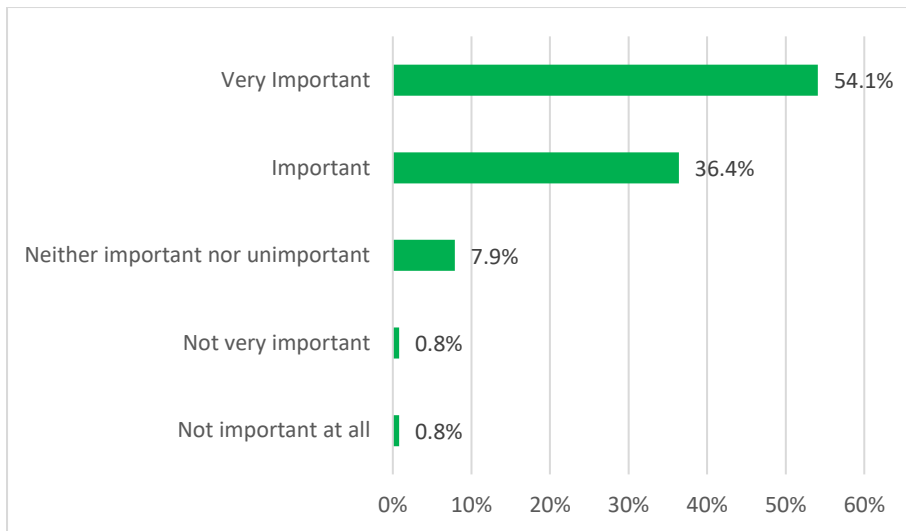
Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Connecting heritage with wellbeing and making programmes that appeal to older generations, people with disabilities and others with specific health needs	1196	61.6%	586	30.2%	136	7%	8	0.4%	17	0.9%



Developing support for local history groups

1,922 responses were received to this question

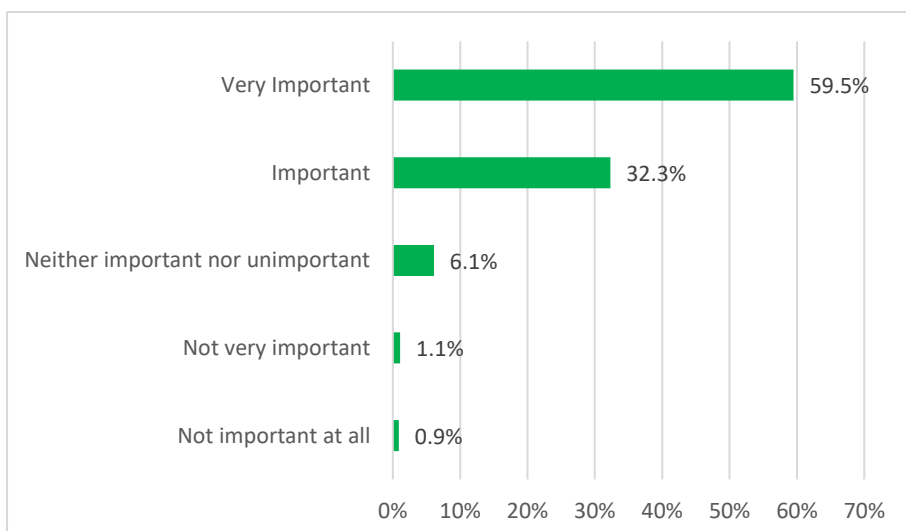
Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Developing support for local history groups	1040	54.1%	700	36.4%	152	7.9%	15	0.8%	15	0.8%



Creating opportunities for local people (historians, schools, students, clubs and groups) to curate their own exhibitions and tell stories that are important to them

1,935 responses were received to this question

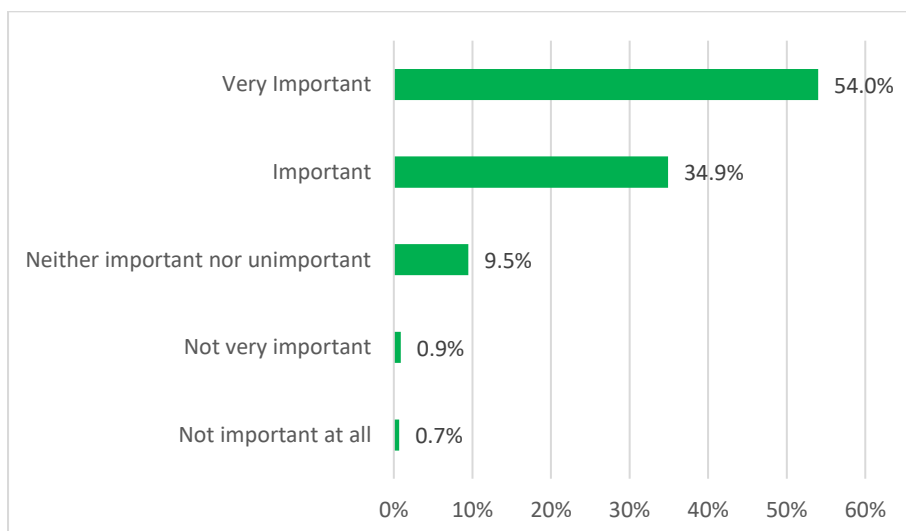
Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Creating opportunities for local people (historians, schools, students, clubs and groups) to curate their own exhibitions and tell stories that are important to them	1152	59.5%	625	32.3%	118	6.1%	22	1.1%	18	0.9%



Creating opportunities for volunteering, social interactions and human connection

1,907 responses were received to this question

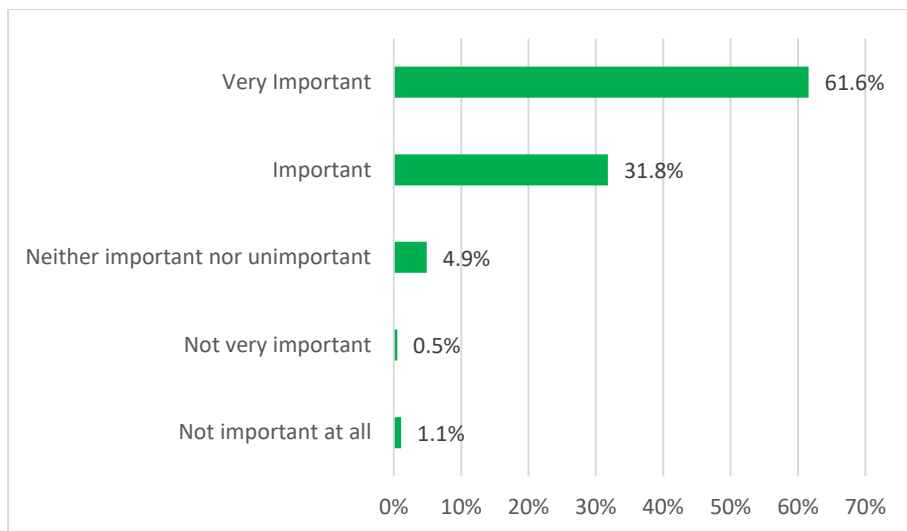
Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Creating opportunities for volunteering, social interactions and human connection	1029	54%	666	34.9%	182	9.5%	17	0.9%	13	0.7%



Presenting history, heritage and bringing to life the stories that are relevant to Cannock Chase in new and interesting ways

1,940 responses were received to this question

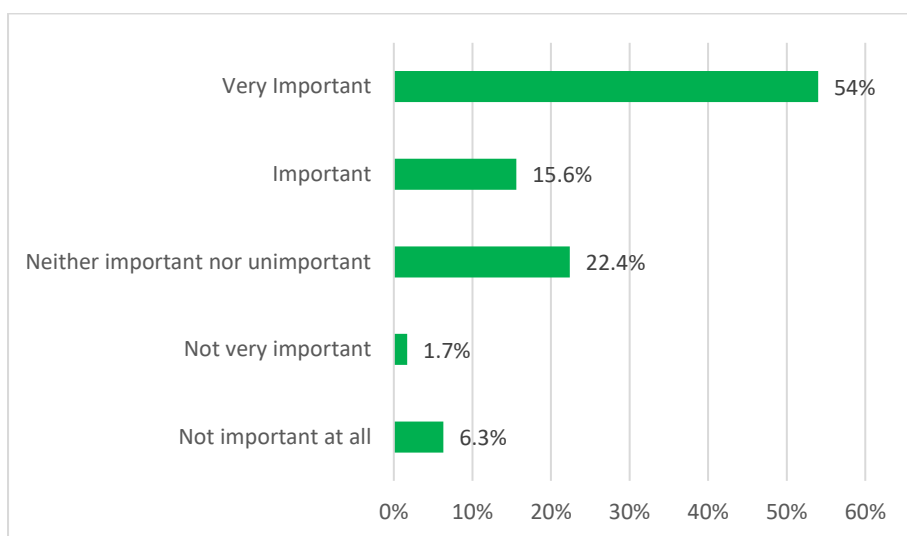
Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Presenting history, heritage and bringing to life the stories that are relevant to Cannock Chase in new and interesting ways	1196	61.6%	617	31.8%	96	4.9%	9	0.5%	22	1.1%



Other

237 responses were received to this question

Option	Very important		Important		Neither important nor unimportant		Not very important		Not important at all	
	No.	%	No.	%	No.	%	No.	%	No.	%
Other	128	54%	37	15.6%	53	22.4%	4	1.7%	15	6.3%



Whilst a lot of respondents ticked other, plenty did not provide an explanation. Below are those that did.

Please explain other:

	Very Important	Important	Not important at all	No reply to importance questions but answered other
The museum as it is/save it	16			4
History of the theatre	1			
Save the theatre	7			1

Develop and expand the museum	2			
Future-proofing heritage, culture and wellbeing offer	1			
Preserve history and heritage for all generations	3			1
Questions are loaded towards not having a museum	1			1
Transfer events to Stafford	1			
A staffed museum	3			
A fixed location	5			
Options as well as not an alternative	10	1		
Allows children to see the Chase	1			
Ensuring landscape and history is not forgotten	1			
Educational opportunities	1			
What would want me to visit Cannock Chase	1			
Affordable exhibition space	1			
Should be about encouraging use not closing it	1			
Make them easily accessible online	1			
All of the options	1			

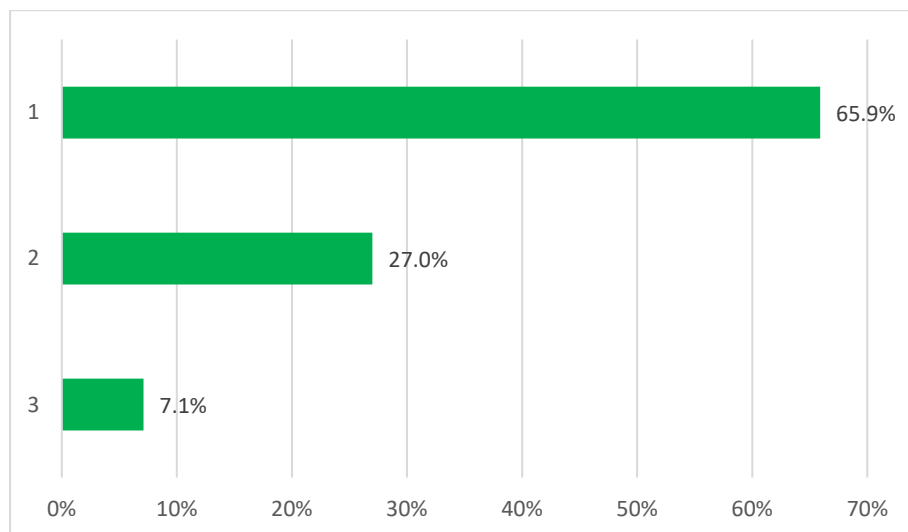
Don't have access online	2			
Use the museum for research	1			
How will these ideas help?	1			
Nothing beats in person	2			
Questions don't focus on basic issue	1			
All are very important	2			
Where would collections go if closed?	1			
Cost and need for staff to digitise	1			1
Heritage needs to be displayed	1			
Keep Cannock vibrant		1		
I write drama based on local history for small spaces		1		
Want to see real things - not online			1	1
Could be done at theatre				1
Would like regular visits to theatre and museum				1
No other local opportunities to access history				1
People who struggle to travel will lose out				1
Only answering about theatre				1

22) In terms of looking after collections, how important are the following to you? (1 being most important, 3 the least important)

Option	1		2		3	
	No.	%	No.	%	No.	%
That the collections are stored and cared for in an environment where they are protected for future generations	1204	65.9%	494	27%	130	7.1%
That the collections are recorded digitally and can be seen at any time by anyone interested	120	7.2%	284	16.9%	1273	75.9%
Ensuring that local heritage is protected	548	32.5%	880	52.3%	256	15.2%

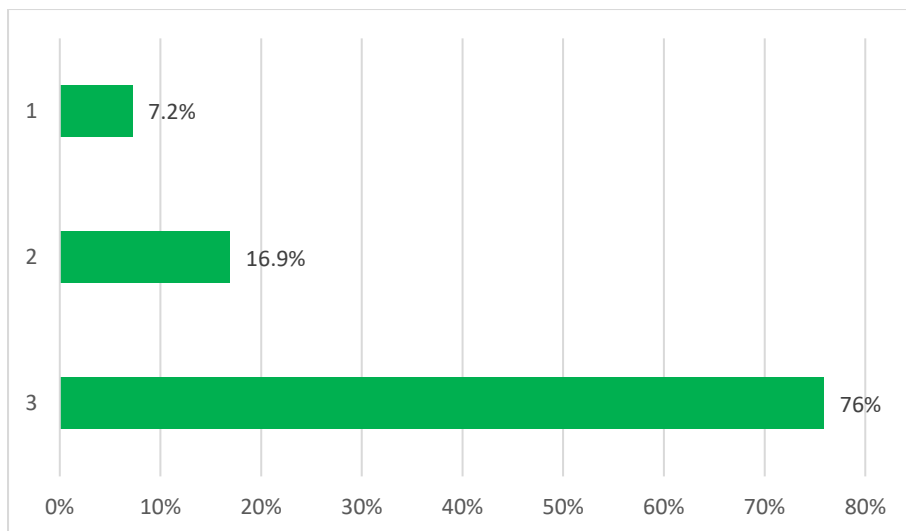
That the collections are stored and cared for in an environment where they are protected for future generations

1,828 responses were received to this question



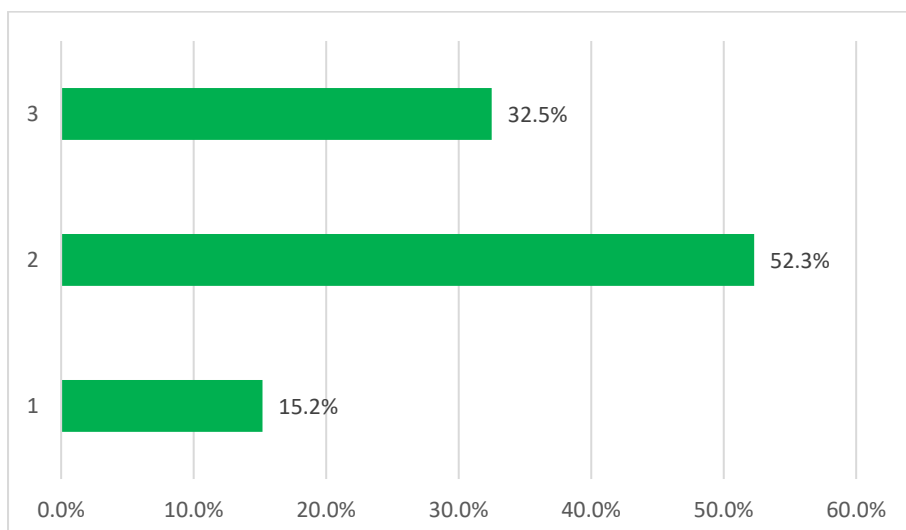
That the collections are recorded digitally and can be seen at any time by anyone interested

1,677 responses were received to this question



Ensuring that local heritage is protected

1,684 responses were received to this question



23) Which venue does your group use? 264 responses were received to this question

Option	Number	Percentage
Museum of Cannock Chase	29	11%
Prince of Wales Theatre	162	61.4%
Both	73	27.7%

24) Has your organisation attracted funding that is currently active, where there is a requirement for any part of the delivery to be undertaken at either the Prince of Wales Theatre or the Museum of Cannock Chase?

247 responses were received to this question

Option	Number	Percentage
Yes	34	13.8%
No	213	86.2%

- 25) **If yes, please tell us the name of your group, the name of the funding stream and the end date of the relevant funding you have in place?**

19 responses were received to this question.

- 26) **If an alternative venue was needed for your group, what would you be looking for? Please provide details such as capacity, frequency of sessions, accessibility requirements etc**

124 responses were received to this question.

- 27) **Please share your thoughts and suggestions about what these services could look like in the future?**

Responses could be broadly categorised into seven key themes:

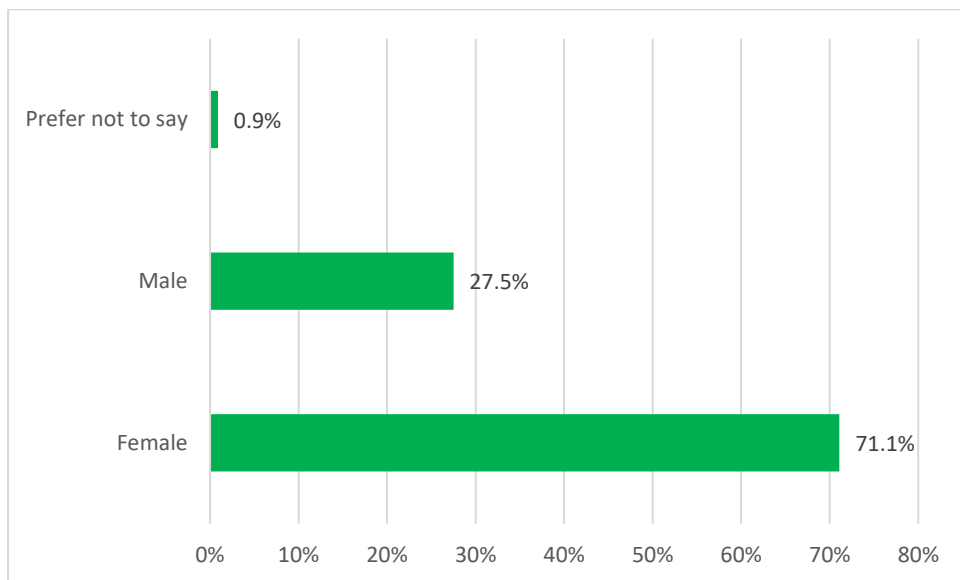
- **Community** - importance of venues and activities to the community
- **Arts, Culture, Heritage** - preservation of arts, heritage and culture locally
- **Financial Viability** - Income generating ideas
- **Access, Location, Venue** - Ideas for how access can be improved and concerns around losing accessible venues
- **Economic Impact** - Importance of venues and activities in supporting tourism, local businesses and creative skills
- **Plea Comments** - Requests to maintain current provision
- **Consultation** - Concerns around how the consultation was being conducted

Equality and Diversity Monitoring Form

1) What is your sex?

1641 responses to this question

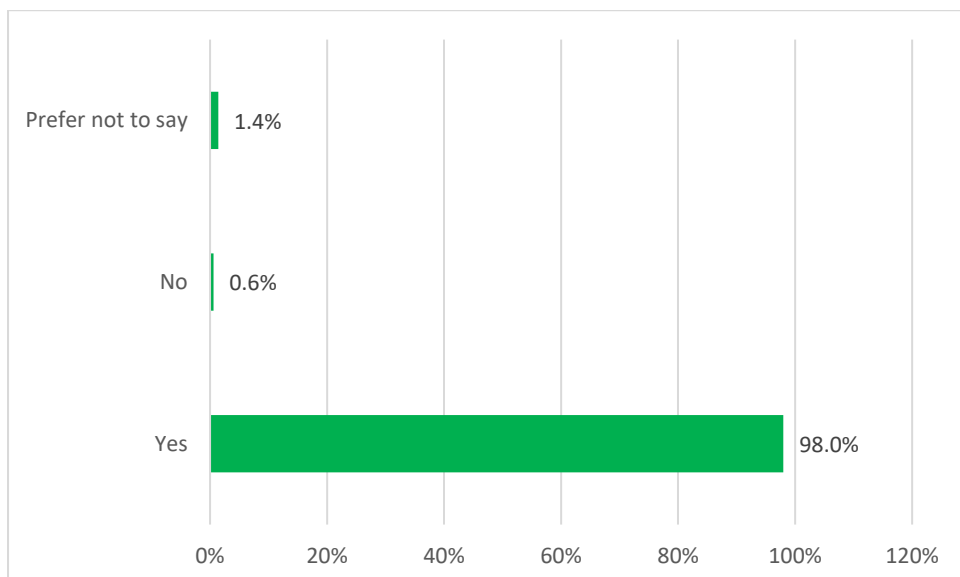
Option	Number	Percentage
Female	1176	71.1%
Male	451	27.5%
Prefer not to say	14	0.9%



2) Is the gender you identify with the same as your sex registered at birth?

1623 responses to this question

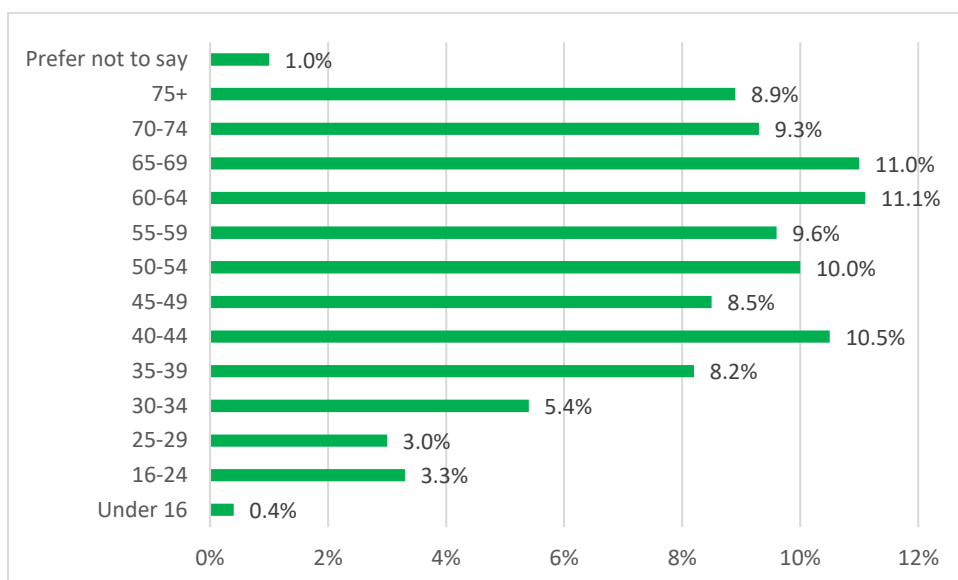
Option	Number	Percentage
Yes	1591	98%
No	10	0.6%
Prefer not to say	22	1.4%



3) What is your age?

1643 responses to this question

Option	Number	Percentage
Under 16	7	0.4%
16-24	54	3.3%
25-29	49	3%
30-34	89	5.4%
35-39	135	8.2%
40-44	172	10.5%
45-49	140	8.5%
50-54	164	10%
55-59	157	9.6%
60-64	182	11.1%
65-69	180	11%
70-74	152	9.3%
75+	146	8.9%
Prefer not to say	16	1%

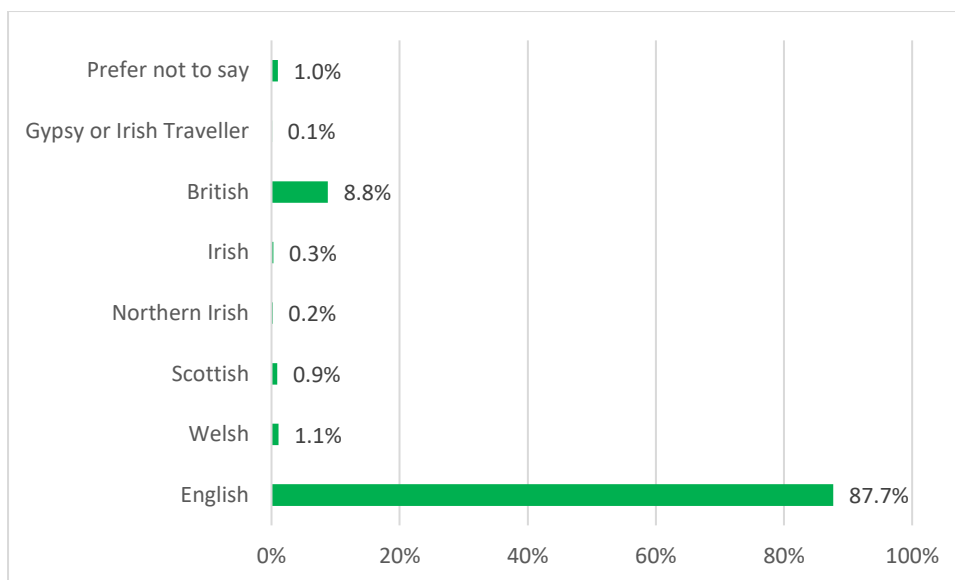


4) What is your ethnicity?

White

1634 responses to this question

Option	Number	Percentage
English	1433	87.7%
Welsh	18	1.1%
Scottish	14	0.9%
Northern Irish	3	0.2%
Irish	5	0.3%
British	143	8.8%
Gypsy or Irish Traveller	1	0.1%
Prefer not to say	17	1%



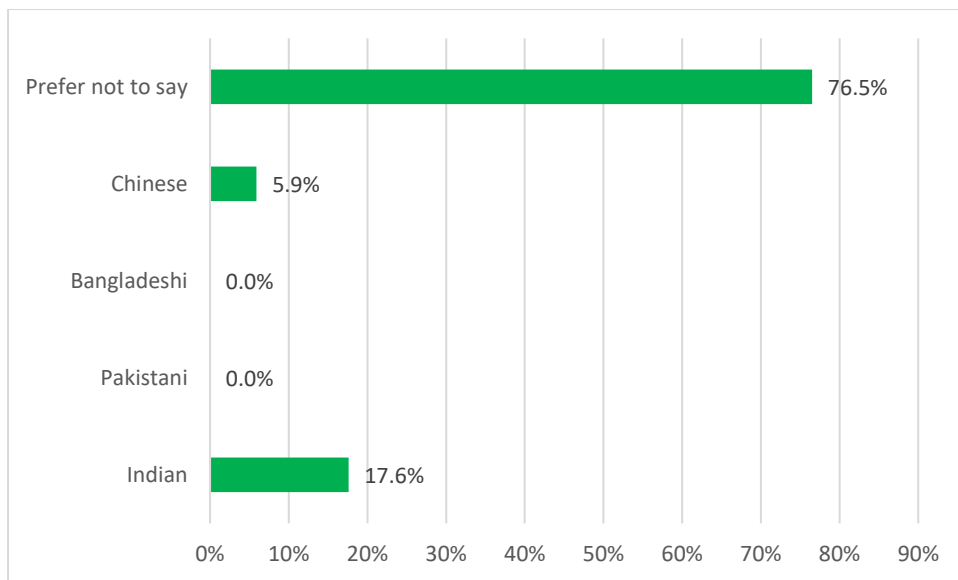
Any other white background:

White	3
West Midlander	2
German	1
Irish	1
Human	1
French	1
American	1
Anglo Irish	1
What is my ethnicity likely to be as someone who fills in forms for CCDC?!	1

Asian/Asian British

1654 responses to this question

Option	Number	Percentage
Indian	3	17.6%
Pakistani	0	0%
Bangladeshi	0	0%
Chinese	1	5.9%
Prefer not to say	13	76.5%



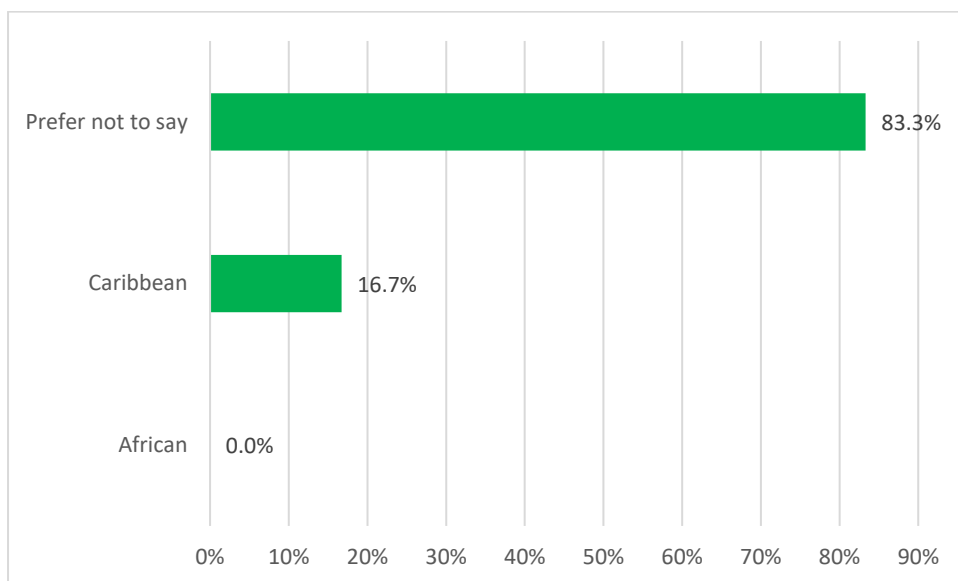
Any other Asian background:

This is a total irrelevance based on a notion that diversity is a good thing, with one hand you ask for opinions on heritage, and on the other than you have a race quota to fill.	1
--	---

Black/African/Caribbean/Black British

12 responses to this question

Option	Number	Percentage
African	0	0%
Caribbean	2	16.7%
Prefer not to say	10	83.3%



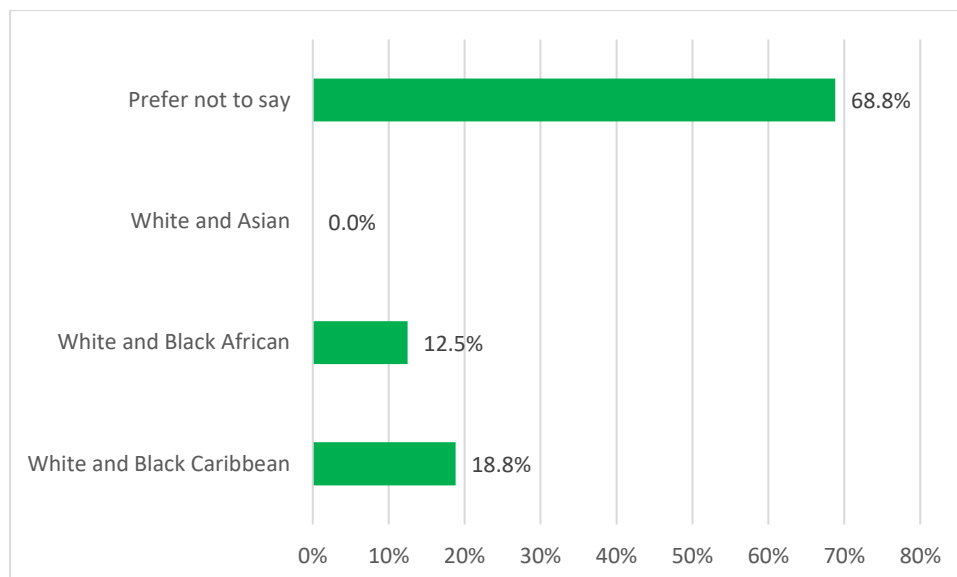
Any other Black/African/Caribbean/Black British background:

Have a look at the actual demographic of people that live in this area and target resources based on those people	1
---	---

Mixed/Multiple ethnic groups

16 responses to this question

Option	Number	Percentage
White and Black Caribbean	3	18.8%
White and Black African	2	12.5%
White and Asian	0	0%
Prefer not to say	11	68.8%



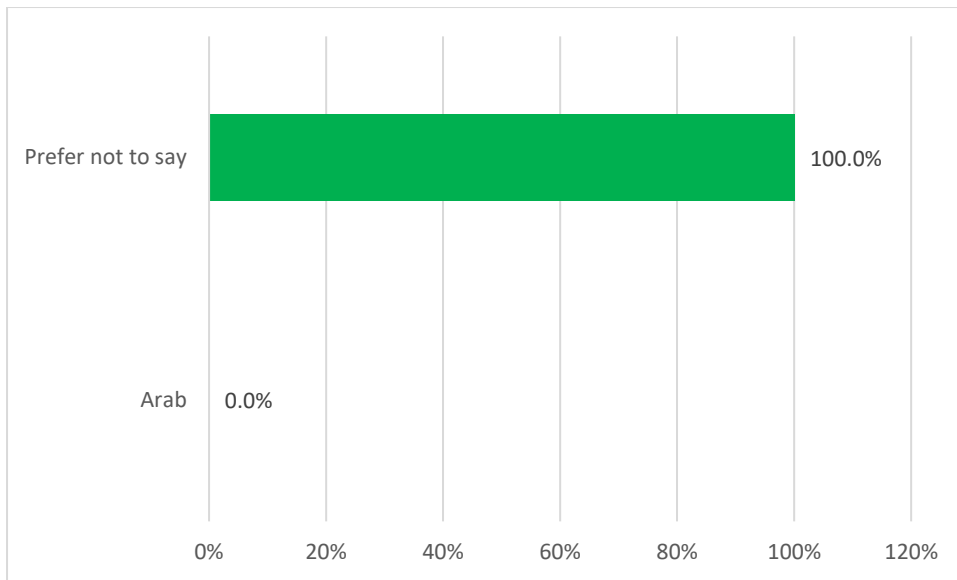
Any other Mixed/Multiple ethnic groups:

Asking these questions is insulting	1
-------------------------------------	---

Other ethnic group

11 responses to this question

Option	Number	Percentage
Arab	0	0%
Prefer not to say	11	100%



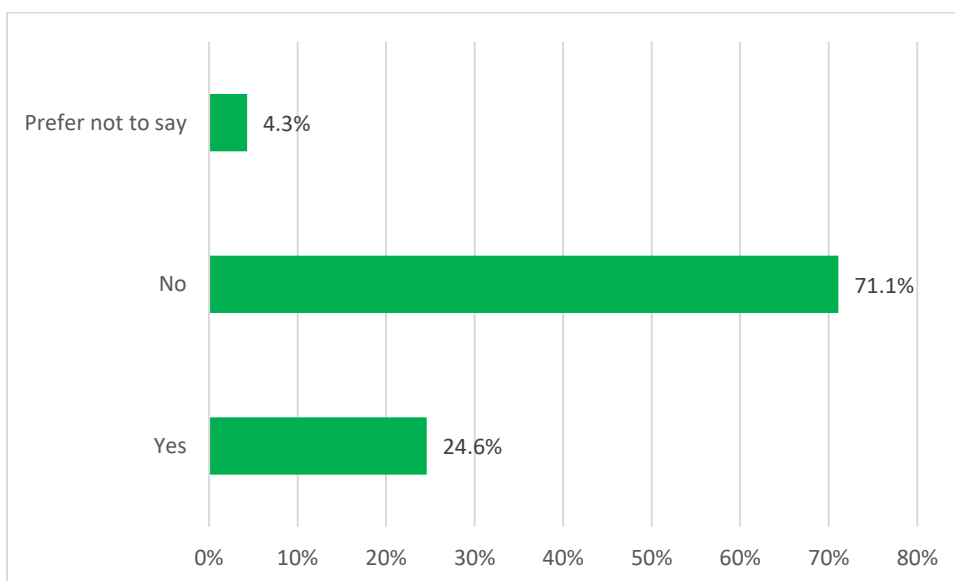
Any other ethnic group:

Raven	1
-------	---

5) Do you consider yourself to have a disability or health condition?

1625 responses to this question

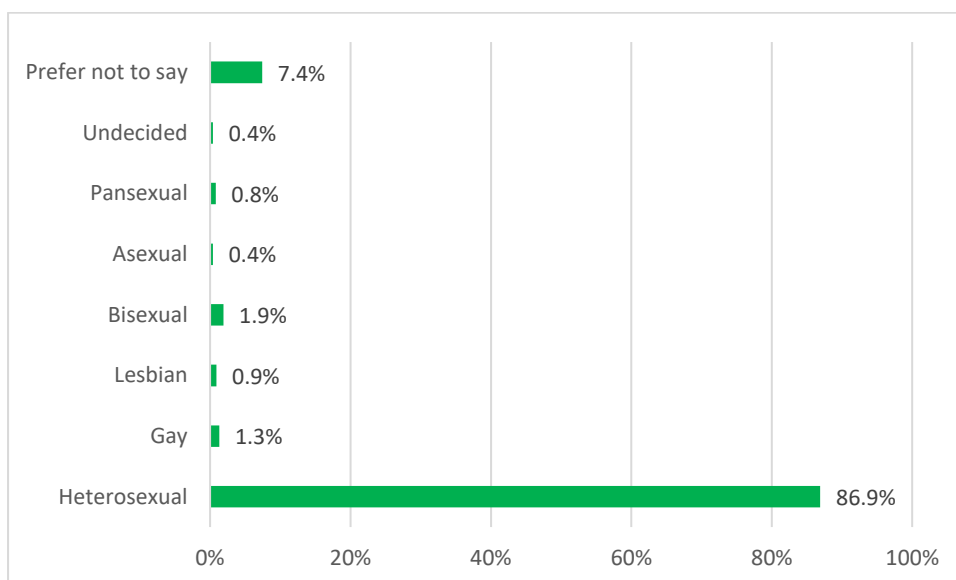
Option	Number	Percentage
Yes	400	24.6%
No	1155	71.1%
Prefer not to say	70	4.3%



6) What is your sexual orientation?

1601 responses to this question

Heterosexual	1392	86.9%
Gay	21	1.3%
Lesbian	14	0.9%
Bisexual	30	1.9%
Asexual	7	0.4%
Pansexual	13	0.8%
Undecided	6	0.4%
Prefer not to say	118	7.4%



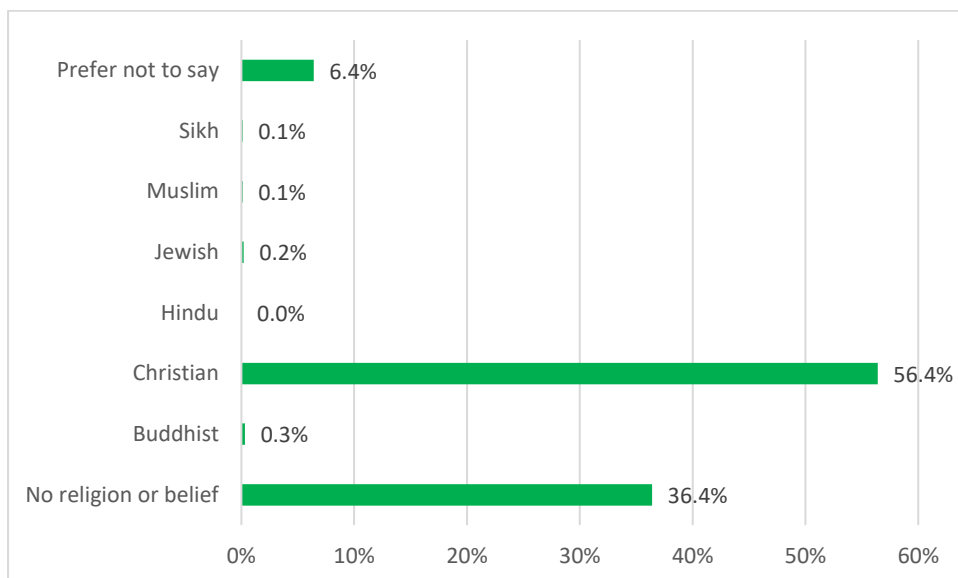
If other sexual orientation, please write in:

What relevance is this question	6
A man as opposed to a woman	1
I don't suppose "Too old and decrepit?" is possible	1
Alien sexual	1
Queer	1
Super straight	1
Celibate	1
N/A	1

7) What is your religion and belief?

1592 responses to this question

Option	Number	Percentage
No religion or belief	580	36.4%
Buddhist	5	0.3%
Christian	898	56.4%
Hindu	0	0%
Jewish	3	0.2%
Muslim	2	0.1%
Sikh	2	0.1%
Prefer not to say	102	6.4%



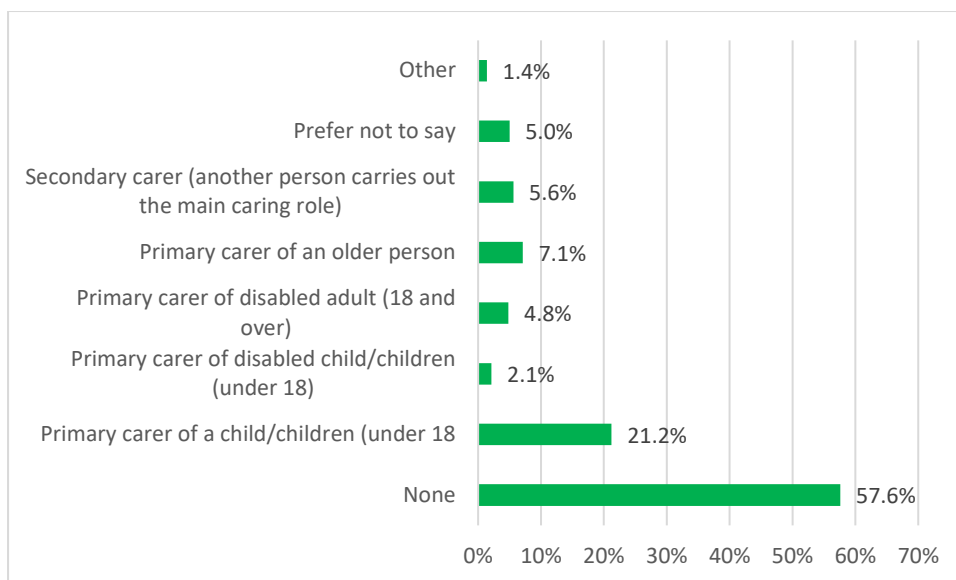
If other religion or belief, please write in:

Pagan	13
Spiritualist	5
Catholic	5
Jehovah's Witness	1
Heathen	1
Buddhist/Pagan	1
Methodist	1
Druidism	1
Got nothing to do with it	2
See above	1
Wiccan	1
Odinist	1
Other	1

8) Do you have caring responsibilities? (please tick all that apply)

1595 responses to this question

Option	Number	Percentage
None	918	57.6%
Primary carer of a child/children (under 18)	338	21.2%
Primary carer of disabled child/children (under 18)	34	2.1%
Primary carer of disabled adult (18 and over)	76	4.8%
Primary carer of an older person	114	7.1%
Secondary carer (another person carries out the main caring role)	90	5.6%
Prefer not to say	80	5%
Other	23	1.4%



Please explain other:

Support worker	3
Care for elderly relative	2
Responsible for a young adult	2
Support elderly neighbours	2
Family member is in a home	2
Not relevant	1
Care for the whole Seasons Theatre Company	1
Cared for an elderly person and temporarily caring for children	1
Primary carer of wife	1
Both parents participate equally	1
POA for relative	1
2 children	1
Granddaughter has Downs Syndrome and attends Seasons	1
You know who have caring responsibilities	1
Grandchild	1
Help with family	1
No longer	1



Culture and Heritage Services Survey



Cannock Chase Council is considering changes to some of its leisure, culture, and heritage services, and we need your input.

Like many councils across the country, we're facing financial pressures while demand for services continues to grow. To ensure we can protect essential services for the future, we must make some tough decisions. Currently, we're forecasting a budget shortfall of £1.3 million for 2025-2026, despite years of making savings through outsourcing, reducing services, and sharing functions with Stafford Borough Council.

The Council has worked with Inspiring Healthy Lifestyles (IHL) since 2012 to deliver these services. However, challenges like rising energy costs, and the cost-of-living crisis have put additional financial strain on these services. To help us understand the best way forward we commissioned an independent review of leisure, heritage and culture services and surveyed the condition of the buildings managed by IHL.

Based on this work, the Council is currently proposing to close the Museum of Cannock Chase and the Prince of Wales Theatre at the end of April 2025. This would allow us to focus on sustaining the wider culture, heritage, leisure and wellbeing offer for the community.

But we also want to hear from you. While these closures are under consideration, we're keen to explore how we can continue to offer culture and heritage services in a different way.

The consultation is open from 29 November 2024 to 2 January 2025. Please take this opportunity to share your views through this survey. Your feedback will help shape the final decision, which will be made at the Council meeting on 12 February 2025.

Thank you for sharing your thoughts and helping us plan for the future of our district.

Please return all surveys to Cannock Chase Council, Civic Centre, Beecroft Road, Cannock, Staffordshire, WS11 1BG by 2 January 2025

If you run out of space please attach additional documents to your survey

About you

Q1) Are you responding to this as: (please tick all that apply)

- | | |
|---|--|
| <input type="checkbox"/> A representative or member of a community group | <input type="checkbox"/> A volunteer at Inspiring Healthy Lifestyles |
| <input type="checkbox"/> Member of the public | <input type="checkbox"/> An employee of Inspiring Healthy Lifestyles |
| <input type="checkbox"/> A partner organisation working with Cannock Chase District Council or Inspiring Healthy Lifestyles | <input type="checkbox"/> An elected member/MP |
| <input type="checkbox"/> Museum of Cannock Chase/Prince of Wales visitor | <input type="checkbox"/> Other |

Please explain other

Q2) If you are a representative or member of a group or organisation please give their name here:

Q3) What is your age?

- | | | | |
|-----------------------------------|--------------------------------|--------------------------------|-------------------------------|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 35-39 | <input type="checkbox"/> 55-59 | <input type="checkbox"/> 75 + |
| <input type="checkbox"/> 17-24 | <input type="checkbox"/> 40-44 | <input type="checkbox"/> 60-64 | |
| <input type="checkbox"/> 25-29 | <input type="checkbox"/> 45-49 | <input type="checkbox"/> 65-69 | |
| <input type="checkbox"/> 30-34 | <input type="checkbox"/> 50-54 | <input type="checkbox"/> 70-74 | |

Q4) What is your postcode?

Arts and Culture

Q5) Do you use the Prince of Wales Theatre as a (please tick all that apply)

- | | | |
|--|---|--------------------------------|
| <input type="checkbox"/> Performer | <input type="checkbox"/> I don't use the Prince of Wales Theatre
(if you ticked this answer please move to Q9) | |
| <input type="checkbox"/> Audience Member | <input type="checkbox"/> As part of a group | <input type="checkbox"/> Other |

Please explain other:

Q6) If you visit the Prince of Wales Theatre, who do you usually go with? (please tick all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Partner | <input type="checkbox"/> An organised social group (e.g. a club) |
| <input type="checkbox"/> Children | <input type="checkbox"/> Work colleagues |
| <input type="checkbox"/> Someone I act as a carer for | <input type="checkbox"/> Alone |
| <input type="checkbox"/> Relatives | <input type="checkbox"/> I don't visit |
| <input type="checkbox"/> Friends | <input type="checkbox"/> Other |

Please explain other:

Q7) What do you use The Prince of Wales Theatre for? (please tick all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Professional performances | <input type="checkbox"/> Theatre workshops |
| <input type="checkbox"/> Comedy Shows | <input type="checkbox"/> Educational visits |
| <input type="checkbox"/> Events | <input type="checkbox"/> Volunteering Opportunities |
| <input type="checkbox"/> Community Hire | <input type="checkbox"/> Attending groups |
| <input type="checkbox"/> Community/local performances | <input type="checkbox"/> Other |

Please explain other:

Q8) How often have you used The Prince of Wales Theatre in the last 12 months?

- I have not used it in the last 12 months 2-3 times
 Once 4+ times

Q9) If you do not visit the Prince of Wales Theatre, why not? (please tick all that apply)

- Not interested in shows on offer Do not know about the Prince of Wales Theatre
 Location is not accessible Town centre hospitality offer
 Cost Other
 Lack of transport

Please explain other:

Q10) Considering future provision of cultural services in Cannock Chase, how important are the following to you?

	Very important	Important	Neither important nor unimportant	Not really important	Not important at all
Providing access to arts and culture as an audience member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing access to participate in arts and culture as a performer or creative contributor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting local artists and performers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunities for volunteering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encouraging participation in performing arts by a range of groups e.g. young people/people with additional needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social aspect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning new skills and opening career Opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attracting visitors and promoting the local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain other

Heritage

Q11) Do you use the Museum of Cannock Chase?

Yes

No (if you answered No, please move to Q15)

Q12) If you visit the Museum of Cannock Chase who do you usually go with? (please tick all that apply)

Partner

An organised social group (e.g. a club)

Children

Work colleagues

Someone I act as a carer for

Alone

Relatives

I don't visit

Friends

Other

Please explain other:

Q13) What do you use the Museum of Cannock Chase for? (please tick all that apply)

Groups

As a base to explore the local area (e.g. walking)

Events (e.g. Halloween, Christmas)

Community hire

Volunteering

Activities/workshops

To view collections and exhibitions

Education visits

The coffee shop

Other

Please explain other

Q14) How often have you visited in the last 12 months?

I have not visited in the last 12 months

2-3 times

Once

4+ times

Q15) If you do not visit, why not? (please tick all that apply)

- Not interested
- Location is not accessible
- Cost of activities
- Lack of transport
- Did not know about the Museum of Cannock Chase
- Variety of collections and displays
- Other

Please explain other

Q16) Considering future provision of heritage in your local community, how important are the following to you?

	Very important	Important	Neither important nor unimportant	Not really important	Not important at all
Providing access to enjoy heritage as a visitor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing access to participate in heritage as a contributor of local, historical or specialist knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting local creators and artists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing opportunities for volunteers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attracting visitors and promoting the local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social aspects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning new skills and opening career opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain other

Q17) What alternative exhibitions would you be interested in, in order to participate in heritage and culture locally?

	Very Interested	Interested	Neither interested nor uninterested	Not really interested	Not interested at all
Opportunities to get involved in and create history exhibitions with a group/organisation/club I am involved with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exhibitions on local history to explore in person, delivered by a speaker/s or guide/s	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exhibitions on local history to explore online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exhibitions on local history to explore in person at my own pace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18) What alternative activity would you be interested in, in order to participate in heritage and culture locally?

	Very Interested	Interested	Neither interested nor uninterested	Not really interested	Not interested at all
Interactive history experiences and events (e.g. re-enactments, have a go activities)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local history guided walks or heritage trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heritage Events - e.g. a summer fete/large scale community event	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family arts and crafts activities with opportunities to create and make	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workshops on traditional skills (e.g. willow weaving, wreath making etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heritage for health and wellbeing activities - such as experiences for young carers, care leavers, people with dementia, people with mental health needs or individuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19) Please indicate which heritage offer you would be most likely to access (1 being most likely to access, 3 the least likely)

	1	2	3
An online heritage offer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A heritage offer hosted at any public venue within one mile of my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A heritage offer hosted in any public venue within Cannock Chase District	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q20) If a history or heritage activity were to take place locally, which type of venue would you be most likely to visit? (please tick all that apply)

- | | |
|---|--|
| <input type="checkbox"/> A local sports centre | <input type="checkbox"/> An outdoor area (e.g. Cannock Park) |
| <input type="checkbox"/> A community facility, such as a community centre or village hall | <input type="checkbox"/> A street activity in a town centre |
| <input type="checkbox"/> An existing cultural space (e.g. library) | <input type="checkbox"/> Other |
| <input type="checkbox"/> A commercial venue (e.g. a pub or shop) | |

Please explain other

Q21) We look after collections of artefacts on behalf of the people of Cannock Chase. The historic collections help tell our local stories. In terms of making these collections accessible, useful and enjoyable, how important are the following to you?

	Very important	Important	Neither important nor unimportant	Not really important	Not important at all
That the collections are accessible and available for the public online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That the collections are accessible and available for the public to see in person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That the collections are available to see in regularly changing touring exhibitions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That the presentation of collections supports the education of people of all ages, so we can learn about our past through facts and evidence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connecting heritage with wellbeing and making programmes that appeal to older generations, people with disabilities and others with specific health needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Developing support for local history groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creating opportunities for local people (historians, schools, students, clubs and groups) to curate their own exhibitions and tell stories that are important to them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creating opportunities for volunteering, social interactions and human connection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Presenting history, heritage and bringing to life the stories that are relevant to Cannock Chase in new and interesting ways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain other

Q22) In terms of looking after collections, how important are the following to you? Please rank the options in order of most to least important, where 1 is most important.

	1	2	3
That the collections are stored and cared for in an environment where they are protected for future generations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That the collections are recorded digitally and can be seen at any time by anyone interested	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring that local heritage is protected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional questions for the Prince of Wales and Museum of Cannock Chase user groups and organisations

If you are not representing a group please move on to Q 27.

Q23) Which venue does your group use?

- Museum of Cannock Chase Prince of Wales Theatre Both

Q24) Has your organisation attracted funding that is currently active, where there is a requirement for any part of the delivery to be undertaken at either the Prince of Wales Theatre or the Museum of Cannock Chase?

- Yes No

Q25) If yes, please tell us the name of your group, the name of the funding stream and the end date of the relevant funding you have in place?

Q26) If an alternative venue was needed for your group, what would you be looking for? Please provide details such as capacity, frequency of sessions, accessibility requirements etc

Q27) Please share your thoughts and suggestions about what these services could look like in the future?

**Thank you for taking the time to complete this survey. Your
comments will feed into the future if culture and heritage
services across the district**

*Please return all surveys to Cannock Chase Council, Civic Centre, Beecroft Road,
Cannock, Staffordshire, WS11 1BG by 2 January 2025*

Equality and Diversity Monitoring Form

It is important for us to understand who is responding to our surveys so that we can ensure we are reaching a balanced representative group of our residents. This information also helps us add to equality impact assessments for our services.

All data is anonymised and is not linked to any previous answers or surveys you may have provided. We would be grateful if you could take the time to answer the following questions.

Sex and gender identity

Q1) What is your sex? Female Male Prefer not to say

Q2) Is the gender you identify with the same as your sex registered at birth?

Yes No Prefer not to say

Age

Q3) What is your age?

- | | | | |
|-----------------------------------|--------------------------------|--------------------------------|-------------------------------|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 35-39 | <input type="checkbox"/> 55-59 | <input type="checkbox"/> 75 + |
| <input type="checkbox"/> 17-24 | <input type="checkbox"/> 40-44 | <input type="checkbox"/> 60-64 | |
| <input type="checkbox"/> 25-29 | <input type="checkbox"/> 45-49 | <input type="checkbox"/> 65-69 | |
| <input type="checkbox"/> 30-34 | <input type="checkbox"/> 50-54 | <input type="checkbox"/> 70-74 | |

Q4) What is your ethnicity?

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you consider yourself to be. Please tick the appropriate box:

- White**
- | | |
|---|---|
| <input type="checkbox"/> English | <input type="checkbox"/> Irish |
| <input type="checkbox"/> Welsh | <input type="checkbox"/> British |
| <input type="checkbox"/> Scottish | <input type="checkbox"/> Gypsy or Irish Traveller |
| <input type="checkbox"/> Northern Irish | <input type="checkbox"/> Prefer not to say |

Any other White background: _____

- Asian/Asian British**
- | | |
|--------------------------------------|--|
| <input type="checkbox"/> Indian | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Pakistani | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Bangladeshi | |

Any other Asian background: _____

- Black/African/Caribbean/Black British**
- | | |
|----------------------------------|------------------------------------|
| <input type="checkbox"/> African | <input type="checkbox"/> Caribbean |
|----------------------------------|------------------------------------|

Any other Black/Caribbean/Black British background:

- Mixed/Multiple ethnic groups**
- | | | |
|-------|--|--|
| Asian | <input type="checkbox"/> White and Black Caribbean | <input type="checkbox"/> White and Asian |
| | <input type="checkbox"/> White and Black African | <input type="checkbox"/> Prefer not to say |

Any other Mixed/Multiple ethnic background: _____

- Other ethnic group**
- | | |
|-------------------------------|--|
| <input type="checkbox"/> Arab | <input type="checkbox"/> Prefer not to say |
|-------------------------------|--|

Disability**Q5) Do you consider yourself to have a disability or health condition?**

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

Q6) What is your sexual orientation?

- Heterosexual
- Asexual
- Gay
- Pansexual
- Lesbian
- Undecided
- Bisexual
- Prefer not to say

If other sexual orientation please state _____

Religion and Belief

Q7) What is your religion or belief?

- No religion or belief
- Jewish
- Buddhist
- Muslim
- Christian
- Sikh
- Hindu
- Prefer not to say

If other religion or belief please state _____

Caring

Q8) Do you have any caring responsibilities? (please tick all that apply)

- None
- Primary carer of an older person
- Primary carer of a child/children (under 18)
- Secondary carer (another person carries out the main caring role)
- Primary carer of disabled child/children (under 18)
- Primary carer of disabled adult (18 and over)
- Prefer not to say
- Other

Please explain other

Rent Setting 2025/26

Committee:	Cabinet
Date of Meeting:	30 January 2025
Report of:	Head of Housing and Corporate Assets
Portfolio:	Housing and Corporate Assets

1 Purpose of Report

- 1.1 To review the Council's Housing Rent Setting Policy following confirmation in the Chancellor's autumn statement on 30th October 2024 of a 5-year rent settlement agreement for social housing sector.

2 Recommendations

- 2.1 That the Housing Rent Setting Policy as set out in Appendix 1 is agreed and implemented with effect from 07 April 2025

Reasons for Recommendations

- 2.2 The Rent Standard forms part of the regulatory framework for social housing and from April 2020 the Council's rent setting has been subject to the regulatory framework.

3 Key Issues

- 3.1 It is proposed that this report seeks to confirm that the Council will follow the social rent policy set by the Government.

4 Relationship to Corporate Priorities

- 4.1 This report supports the Council's Corporate Priorities as follows:
- (i) **The Community** - setting affordable rent that promotes independent living, recognizing the importance of budgeting and offering help to tenants who may struggle with paying their rent.
 - (ii) **Responsible Council** - by ensuring we are financially resilient and improving the Council's social housing stock.

5 Report Detail

- 5.1 Rental income from Council properties is essential in supporting a wide range of housing services. It pays for the management, maintenance, and improvement of Council houses. Maximising rental income is key to continuing to provide high quality housing and related Services.
- 5.2 The Government rent policy since April 2020, as permitted Registered Providers and Local authorities to increase rents by up to Consumer Price Index (CPI) +1% per annum with the CPI rate taken at the previous September. This policy was

suspended in 2023-24 and replaced by a 7% limit on annual rent increases in that year (except for supported housing). This did not affect formula rent or the rent caps, which have increased by CPI+1% each year since 2020. Council tenants rent is set based on resultant “formula rents” that Government prescribes and for 2025/6 it will increase by CPI September 2024 rate (1.7%) plus 1%.

- 5.3 In the Autumn statement 2024 the government’s announced its intention to set a further 5-year settlement from 1 April 2026 to 31 March 2031. The government are also seeking the views from social landlords on a possible 10 year settlement to improve the stability of rent policy. The settlement would reportedly allow social landlords to raise rents annually by the (CPI) plus an additional 1%, each year for the next five years. The settlement over 10 years would result in an estimated £4.5 billion across for Local Authorities.
- 5.4 The Regulator for Social Housing (RSH) regulates rents charged by social housing. All stock-owning local authorities are required to submit stock and rent information through the Local Authority Data Return (LADR) for the purposes of rent regulation. A revised formula rent has therefore been calculated for each of the Council’s 5026 properties (as at the report date) and has then been compared with the Council’s current rents to assess the required increases in accordance with the Rent Standard.
- 5.5 The Council’s rent setting policy (unchanged from 01 February 2024 report) is attached as Appendix 1. This proposes that:
 - I. The Council’s existing stock is let at social housing rents.
 - II. New build and newly acquired properties are let at affordable housing rents which are equivalent to social housing rents. (As agreed by Cabinet on 17 April 2014).
 - III. Market rents are not charged for tenants with high income.
 - IV. Rents are reviewed annually with any resultant increase not exceeding the government defined cap.
 - V. The rents of vacant properties are increased (where necessary) to formula capped rents on re-letting.
- 5.6 The Council is seeking approval for a CPI 1.7% plus 1% rent increase in 2025-26. This increase in rent will allow continued investment in the existing HRA stock, services and new build properties to increase the stock held by the HRA. The increase will also help to ensure the maintenance of a minimum level of working balances and to deliver the refreshed Capital programme.
- 5.7 It should be noted that the Council’s average rent level is lower than most social landlords operating in the Cannock area and throughout Staffordshire (Appendix 3). If we do not increase the rent in 2025/26, in line with Rent Setting Policy, the HRA will not have sufficient funds to invest in its stock holdings.
- 5.8 Housing Benefit and the Universal Credit housing element of (‘HB/UCHE’) helps those on low incomes to pay their rent. For social housing tenants, the maximum amount of HB/UCHE is based on actual rents, as opposed to the private rented sector where the maximum is set by the Local Housing Allowance. The maximum amount of HB/UCHE is then subject to deductions, for the Spare Room Subsidy (bedroom tax) and the benefit cap (on the maximum welfare benefit allowed).

Further support is available through Discretionary Housing Payments, which are administered by the Housing Benefit Section.

- 5.9 A 5-week consultation process on the pending rent increases has been carried out with tenants before the annual report to Cabinet. This is good practice used by other social landlords who have been subject to previous rent regulatory scrutiny. It is also an ideal opportunity to encourage tenants' engagement before the start of the financial year. The consultation started on 06 December 2024 and ended on 17 January 2025.

6 Implications

6.1 Financial

The income which will be generated from the rents has been included within the budgets for Housing Revenue Account for the period 2025-26 to 2027-28. The budget for 2025-26 has been based on September 2024 CPI 1.7% plus 1%, a 2.7% increase for HRA properties. This will generate an increase from 2024-25 dwelling rent income levels of approximately £630k based on 52 weeks financial year. (Previous year's budget setting indicative budget for 25-26 forecasted a 5% increase based on CPI +1% at the time.)

6.2 Legal

Section 24 Housing Act 1985 gives the power for Local Housing Authorities to review its rents and to make such reasonable charges as it determines for the tenancy or occupation of its properties, provided due regard is given to any relevant standards set for them under s.193 Housing & Regeneration Act 2008. The Rent Standard applies to low-cost rental accommodation as defined by s.69 of the 2008 Act. The lawfulness or otherwise of a Local Housing Authority's policy on rents may be challenged by way of Judicial Review.

The Council must set rents and service charges in accordance with the government's Policy Statement on Rents for Social Housing 2022 and the regulator's current Rent Standard. Failure to set rents correctly can lead to over-charging tenants and calls into question a landlord's system of internal controls and assurance, as well as damaging the Council's reputation.

6.3 Human Resources

The income received from the rent increase will be used to support additional staffing resources to support improved service delivery to tenants.

6.4 Risk Management

Self-financing increases the risks associated with the management of the HRA and a summary high level risk analysis is included as an appendix to the HRA revenue budget report.

The risks relate to income as well as expenditure and any change in Government policy will impact upon the balances available to support the Capital Programme and its minimum level of revenue working balances. The risk has however been reduced because change to social housing rent will provide a degree of certainty regarding potential level of rent income for 2025-26.

Governance should ensure that there is adequate assurance on the quality of organisation's internal controls on rents, and that these continue to meet any changes to the rent setting regime.

6.5 Equalities and Diversity

The draft budget reflects a continuation of current policies and the maintenance of existing service provision throughout the budget period.

6.6 Health

None.

6.7 Climate Change

Where possible climate change will be considered when making capital investments.

7 Appendices

Appendix 1: Rent Setting Policy 2025

Appendix 2: Table of rent increase from 2001

Appendix 3: Social rent comparison with local landlords

8 Previous Consideration

Rent Setting Policy Cabinet 26 January 2023

Rent Setting Policy Cabinet 01 February 2024

9 Background Papers

Policy Statement on Rents for Social Housing 2022

The Direction on the Rent Standard- 2023

Rent Standard - April 2023

2025-26 Limit on annual rent increases guidance

Rent guidance applicable from 1 April 2025

Autumn Statement 2024

Contact Officer: Howard Campbell

Telephone Number: 01543 464 499

Report Track: Cabinet: 30/01/25

Key Decision: Yes

Rent Setting Policy 2025

Link to other Cannock Policies:

Allocation Policy

Income Collection Policy

Void Operational Policy

Information for tenants:

Offer letters.

Tenancy agreements

Welcome pack.

Annual rent increase letter

Council's website

External Information:

Policy Statement on Rents for Social Housing 2022

The Direction on the Rent Standard- 2023

Rent Standard - April 2020

Limit on annual rent increases 2023-24

Autumn Statement 2023

Introduction

This policy outlines out how Cannock Chase Council sets its rents as defined by the Rent Standard Guidance. It will include details of the initial rent calculation and how this will be reviewed annually.

The rents charge covers the costs of managing and maintaining homes together with certain categories of repairs that are carried out in a cyclical programme (e.g., gas servicing) and major improvements carried out through long-term programmes to improve its homes.

This policy meets the requirements of the Regulator, set out in the Rent Standard and Rent Standard Guidance that applies from April 2020, for 2025/26 all rent charged at 2.7%.

Policy statement

Cannock Chase Council charges rents in accordance with the Government's direction to the Regulator, the Rent Standard Guidance.

Social Housing Rents

The Council's existing stock will be let at Social Housing Rents calculated in accordance with the nationally prescribed formula as set out in "Policy statement on rents for social housing".

The basis for formula rents for Cannock Chase Council is:

- Average rent at April 2000 £54.62
- Average earnings in Staffordshire £296.10
- National average earnings £316.40
- Bedroom weight- based on size of property
- National average property value in January 1999 £49,750

Rents are then calculated by:

- 30% of a property's rent is based on relative property values-
- 70% of a property's rent is based on relative local earnings.
- a bedroom factor is applied so that, other things being equal, smaller properties have lower rents.

Affordable Rents/ New Builds.

New build and newly acquired properties will be let at affordable housing rents which are equivalent to Social Housing Rents. Newly built properties rent's will be based on the size of the property and the formula rent calculation for social housing properties.

Rents for Social Tenants with High Incomes

Market rents will not be charged for any tenants.

Rent Reviews

Rents will be reviewed annually as part of the Housing Revenue Account Budget process. Any resultant rent increase will not exceed the Government Consumer Price Index plus percentage increase and all rent charge will be subject to Rent Standard Guidance.

Rent Year

Rents is usually charged over a 52-week rent year as 1st April 2024 is a Monday, 2024/25 will result in an extra weeks' rent charged.

Vacant Properties

Where the actual rent of a vacant property is below the formula rent, the rent will be increased to the formula rent level when the property is relet.

Property Revaluations

The property value of the rent formula may be reviewed in respect of properties where major improvement works have significantly increased the value.

Equality Impact Assessment

We will ensure that the service is delivered in a fair and accessible way to all our customers regardless of; gender, race, ethnic, religion or sexual orientation, and due regard will be given to the Council's Public Sector Equality Duty. For monitoring purposes, the Council includes Income Management within its performance report and monitor the household and rent charge in conduct through the housing management system.

Table 1: Formula rent inflation.

Year	Inflation	Additional	Total
2001-02	3.30%	1.00%	4.30%
2002-03	1.70%	0.50%	2.20%
2003-04	1.70%	0.50%	2.20%
2004-05	2.80%	0.50%	3.30%
2005-06	3.10%	0.50%	3.60%
2006-07	2.70%	0.50%	3.20%
2007-08	3.60%	0.50%	4.10%
2008-09	3.90%	0.50%	4.40%
2009-10	5.00%	0.50%	5.50%
2010-11	-1.40%	0.50%	-0.90%
2011-12	4.60%	0.50%	5.10%
2012-13	5.60%	0.50%	6.10%
2013-14	2.60%	0.50%	3.10%
2014-15	3.20%	0.50%	3.70%
2015-16	1.20%	1%	2.20%
2016-17	N/A	N/A	-1.00%
2017-18	N/A	N/A	-1.00%
2018-19	N/A	N/A	-1.00%
2019-20	N/A	N/A	-1.00%
2020-21	1.70%	1.00%	2.70%
2021-22	0.50%	1.00%	1.50%
2022-23	3.10%	1.00%	4.10%
2023-24	10.10%	1.00%	11.10%
2024-25	6.70%	1.00%	7.70%

Other Cannock Chase Social Housing Landlord Rents

Average Rent Comparison 2023-24	General Needs							
	One Bed		Two Bed		Three Bed		Four+ Bed	
	SR	AR	SR	AR	SR	AR	SR	AR
<i>Cannock Chase Council (2023-2024)</i>	£76.02	£82.00	£86.22	£97.71	£90.87	£108.78	£98.31	£120.31
Aspire	£87.74	£111.13	£107.97	£124.94	£120.79	£133.65	£135.36	£143.94
Bromford	£84.24	-	£101.11	£123.55	£115.22	£141.90	£128.15	-
GreenSquareAccord	£85.99	-	£99.19	£148.56	£113.63	£157.65	-	-
Midland Heart	£86.23	-	£101.84	£126.98	£107.97	£127.21	£125.90	-
Platform (Waterloo)	£80.32	-	£101.56	£125.01	£114.97	£141.74	£128.17	£184.62
Sanctuary	£85.26	-	£99.04	£115.27	£111.80	£133.28	£128.14	-
SSHA (Homes Plus)	-	-	£94.32	-	£110.29	-	£127.34	-
Walsall Housing Group	£82.53	£106.40	£106.15	£137.87	£119.12	£160.50	£134.90	£182.56
Wrekin Housing Trust	£79.89	-	£101.14	£137.04	£117.31	£153.76	£130.23	£179.85
Local Housing Allowance (as at 01/04/2024)	£115.07		£143.84		£170.30		£228.99	
Private Rent	£132.00		£176.75		£218.00		£307.75	

Key:**SR - Social Rent****AR - Affordable Rent****Sources:**[Registered Provider Social Housing Stock and Rents in England 2023 to 2024](#)[Local Housing Allowance Rates for the Cannock Chase Local Authority](#)[Private Rent and House Prices - Office for National Statistics](#)**Local Authority Data Return (LADR) 2024**

Housing Revenue Account Budgets 2024/25 to 2027/28

Committee:	Cabinet
Date of Meeting:	30 January 2025
Joint Report of:	Deputy Chief Executive-Resources & S151 Officer Head of Housing & Corporate Assets
Portfolio:	Housing and Corporate Assets

1 Purpose of Report

- 1.1 To review the 2024-25 Housing Revenue Account (HRA) Budget.
- 1.2 To propose an HRA Budget for 2025-26 and Indicative Budgets for 2026-27 and 2027-28.
- 1.3 To determine the proposed three-year Housing Revenue Account Budget for consideration by Council on 12 February 2025.

2 Recommendations

- 2.1 That the revised position with regard to estimated income and expenditure for the 2024-25 HRA and budgets for the period 2025-26 to 2027-28 as summarised in **APPENDIX 1** be noted.
- 2.2 That Council on 12 February 2025 be recommended to:
 - (i) Determine a minimum level of working balances of £3.048 million for 31 March 2026 and indicative working balances of £3.349 million and £3.673 million for 31 March 2027 and 2028 respectively.
 - (ii) Approve the HRA Revenue Budgets for 2025-26, 2026-27 and 2027-28 (and note the forecast outturn for 2024-25) as summarised in **APPENDIX 1** of the report.

Reasons for Recommendations

- 2.3 Cabinet is required to propose a budget in relation to the HRA for submission to Council on the 12 February 2025.

3 Key Issues

- 3.1 This report considers the proposed three-year HRA budgets for 2025-26 to 2027-28.
- 3.2 Projected levels of income and expenditure for 2025-28 are summarised below:

Table 1: HRA Summary Budget 2024-25 to 2026-27

	2025-26	2026-27	2027-28
	£000's	£000's	£000's
Income	-24,693	-25,427	-26,180
Expenditure	22,948	22,986	23,454
Revenue Contribution to Capital Outlay	1,483	2,140	2,402
Working Balances Change	-262	-301	-324

- 3.3 A separate report will be included on the 30 January Cabinet agenda in relation to the rent increase for 2025-26, with the budget assuming a rent increase of 2.7% in line with September 2024 CPI 1.7% plus 1% (2.7%).
- 3.4 When reviewing the HRA Revenue position, consideration needs to be given to the HRA Capital Programme and the level of Working Balances, including the Revenue Contribution to Capital Outlay (RCCO) and Depreciation Charge. Any change in the latter being compensated by an increase or decrease in RCCO. In accordance with the Approved Historic Business Plan, the RCCO also represents the net surplus on the Revenue Account after determining the level of Working Balances. The RCCO does not include the impact of the item 8 credit determination, as this would cause a feedback loop between the General Fund and the HRA which would not be possible to close.
- 3.5 In view of the risks associated with the management of the HRA under self-financing, minimum working balances of 10% of net operating expenditure have been assumed throughout the three-year budget period.

4 Relationship to Corporate Priorities

- 4.1 The proposed HRA budgets will contribute to the delivery of new social housing and the maintenance of housing standards, as reflected in the Council's Corporate Plan.

5 Report Detail

- 5.1 Substantial work has been undertaken within the HRA over the past 12 months following the external audit reports. A report will be coming to council in the next few months, the "housing improvement plan", which will detail the strategic future direction of the HRA and address the issues raised to date and solutions to them.
- 5.2 A full stock condition survey is underway, 20% of which has been completed to date. This will then be used to inform a revised 30 year business plan.
- 5.3 The proposed revenue budgets are therefore in accordance with the prevailing HRA Business Plan but reflect the ongoing effects of the anticipated outturn in respect of 2024-25 (which is reviewed as part of this report) and other changes in income and expenditure which are projected as a result of the detailed budget formulation work.

The Housing Revenue Account Budget 2025-26

- 5.4 A review of the 2025-26 Budget is included in **APPENDIX 1**.
- 5.5 The key overarching assumptions on which the revenue budgets are based are set out below:

Table 2:

	2025/26	2026/27	2027/28
Pay award	3%	2%	2%
Dwelling rent increase	2.7%	5%	3%
Anticipated RTBs (previously forecasted 10 to 15 per annum)	12	12	12

- 5.6 The forecast reflects the latest stock numbers and average rents for both social and affordable properties with changes made to Dwellings Rent, Garage Rents and Repairs Budgets.
- 5.7 The forecast figures include the settlement of the 2024-25 pay award which has been settled at £1,290 increase for each spinal column point up to point 42 and over spinal column 43 receiving a 2.5% increase.
- 5.8 Estimated expenditure for 2025-26 is now forecast to be £24.431 million (including RCCO contribution) and Income £24.693 million with a forecast transfer to working balances of £0.262 million.

Housing Revenue Account Budgets 2025-26 to 2027-28

- 5.9 The budgets reflect a continuation of current policies and the maintenance of existing service provision throughout the budget period. The historic approved 30 year HRA Business Plan has therefore been used as the basis for preparing the HRA budgets for the period 2025-26 to 2027-28 which are attached as **APPENDIX 1**.
- 5.10 Expenditure budgets reflect anticipated pay awards for 2025-26 to 2027-28.
- 5.11 The budget has been refreshed to reflect the latest stock numbers with changes made to Dwellings Rent, Garage Rents and Repairs Budgets.
- 5.12 Capital Financing Charges have been amended to reflect the revised Depreciation requirement. However, this has no change in relation to the overall level of resources with a compensating adjustment made to the Revenue Contribution to Capital Outlay.
- 5.13 Major changes in the budgets are as below for the period 2024/25 to 2026/27:

Table 3:

	2024/25	2025/26	2026/27
	£0	£0	£0
Opening working balance transfer (17 Jan report)	-499	-134	-157
New building Safety posts and regrade	32	207	212
National Insurance increase	0	124	125
Pay changes	-50	-4	-4
Fire risk actions	295	25	10
Scheme Fire actions (partly financed by reserve)	0	156	0
Consultant support	195	0	0
Increased insurance premiums	75	84	91
Dwelling rent income under amount previously assumed in approved budget (17 Jan report)	-76	500	513
Revenue Contribution to Capital Outlay (RCCO)	91	-825	-261
Technical financing changes	-128	-653	-877
Other	-149	258	48
Closing working balance	-214	-262	-300

5.14 The proposed budget for 2027/28 is a continuation of the 2026/27 budget with the key changes in relation to:

- Inflation
- Pay changes
- Dwelling rents
- RCCO
- Technical financing changes

5.15 Proposed Housing Revenue Account Budgets for the period 2025-26 to 2027-28 are attached in **APPENDIX 1**.

Effect on Working Balances

- 5.16 The effect of the proposed budgets on the estimated level of working balances is shown as part of **APPENDIX 1**. As previously stated, a minimum working balance of 10% of net operating expenditure has been assumed throughout the three-year budget period excluding the item 8 credit.

6 Implications

6.1 Financial

The financial implications have been referred to throughout the report.

6.2 Legal

None

6.3 Human Resources

The estimated budgets include provision for employees.

6.4 Risk Management

The risks relate to income as well as expenditure and any change in Government policy will impact upon the balances available to support the Capital Programme.

A number of actions are undertaken to mitigate risks associated with the management of the HRA which include:-

- (i) The adoption of a prudent approach to budgeting, particularly rent income
- (ii) The maintenance of an adequate level of working balances, comprising a minimum of 10% of net operating expenditure.
- (iii) The adoption of a more realistic approach in assessing staff turnover in determining employee budgets.
- (iv) Housing Revenue Account Business Plan projections together with associated sensitivity analysis.
- (v) Firm budgetary control through regular monitoring of actual and forecast income and expenditure.

The implementation of an annual Internal Audit Plan and scrutiny from the External Auditor. A risk register for HRA is attached at **APPENDIX 2**.

6.5 Equalities and Diversity

The draft budget reflects a continuation of current policies and the maintenance of existing service provision throughout the budget period.

6.6 Health

None

6.7 Climate Change

None

7 Appendices

Appendix 1: HRA Budgets 2024-25 to 2027-28

Appendix 2: HRA working balance risk register

8 Previous Consideration

None

9 Background Papers

None

Contact Officer: Chris Forrester / Nirmal Samrai

Telephone Number: 01543 464 334 / 464 210

Report Track: Cabinet: 30/01/25
Council: 12/02/25

Key Decision: No

HRA Budgets 2024-25 to 2027-28

	Original Budget 2024-25	Revised Budget 2024-25	Variance 2024-25	Budget 2025-26	Budget 2026-27	Budget 2027-28
	£	£	£	£	£	£
Income						
Dwelling Rent	(23,785,000)	(23,861,000)	(76,000)	(23,956,000)	(24,699,000)	(25,465,000)
Non Dwelling Rent	(377,000)	(366,050)	10,950	(376,000)	(380,000)	(385,000)
Interest	(354,000)	(442,000)	(88,000)	(311,040)	(297,120)	(277,310)
Other	(12,490)	(12,490)	-	(12,610)	(12,730)	(12,990)
General Fund Contribution	(36,590)	(36,590)	-	(37,690)	(38,440)	(39,210)
Total Income	(24,565,080)	(24,718,130)	(153,050)	(24,693,340)	(25,427,290)	(26,179,510)
Expenditure						
Repairs and Maintenance	8,196,650	8,397,220	200,570	7,887,850	7,851,090	8,031,720
Provision for bad debts	100,000	100,000	-	100,000	100,000	100,000
Supervision and Management						
General	5,061,070	5,352,310	291,240	5,305,110	5,416,450	5,529,340
Special	1,132,940	1,027,720	(105,220)	1,222,970	1,094,570	1,118,130
Total Management	6,194,010	6,380,030	186,020	6,528,080	6,511,020	6,647,470
Capital Financing	8,604,990	8,565,040	(39,950)	8,433,030	8,523,910	8,674,500
RCCO	970,830	1,061,430	90,600	1,482,670	2,140,450	2,401,740
Total Expenditure	24,066,480	24,503,720	437,240	24,431,630	25,126,470	25,855,430
Working Balance transfer	498,600	214,410	(284,190)	261,710	300,820	324,080
Working Balance						
B/fwd	(2,424,510)	(2,571,820)	(147,310)	(2,786,230)	(3,047,940)	(3,348,760)
In year	(498,600)	(214,410)	284,190	(261,710)	(300,820)	(324,080)
C/fwd	(2,923,110)	(2,786,230)	136,880	(3,047,940)	(3,348,760)	(3,672,840)
Minimum excluding interest	2,923,110	2,786,230		3,047,940	3,348,760	3,672,840

Working Balance - Financial Risks facing the HRA

Risk	Level of risk	Explanation of risk
• Inflation	Medium	Inflation has been included in the Financial Plan in accordance with Government policy.
• Interest income	Medium	The amount earned depends on the prevailing interest rates and the level of cash balances held. Prudent assumptions have been made.
Major income sources:		
• Rents	Medium	Dependent on successful collection of rents and keeping void levels/turnaround times of changes in tenants low.
• Non dwelling rents	Low	Dependent on maintaining low vacancy rate of garages and shop units as well as maintaining the standard of the assets.
• 1-4-1 receipts	Medium	The sale of council houses results in the council receiving a portion of the sale proceeds to invest in future additions to the stock held.
• Spending pressures:		
• Investment in HRA	High	The HRA has had a number of issues identified around systems, processes and governance which require significant investment to understand and then correct.
• Stock condition survey	High	The HRA does not have an up to date stock condition survey. A full survey is currently underway. The outcome of the survey may also require investment in the stock should any issues be found with the stock.
• 1-4-1 receipts	Medium	Whilst this is an income stream (above) the requirements around these receipts are that only a proportion of any new stock added to the HRA can be funded from them. The balance must be met from the HRA's own resources. Should the monies not be spent by the deadline set out in the guidance then the receipts become repayable in full with a penalty interest amount as well.

Housing Revenue Account Capital Programmes 2024/25 to 2027/28

Committee:	Cabinet
Date of Meeting:	30 January 2025
Joint Report of:	Deputy Chief Executive-Resources & S151 Officer Head of Housing and Corporate Assets
Portfolio:	Housing and Corporate Assets

1 Purpose of Report

- 1.1 To review the 2024-25 HRA Capital Programme.
- 1.2 To refresh the Housing Revenue Account Capital Programme budgets for the period 2025-26 to 2027-28.
- 1.3 To present an updated four-year Housing Revenue Account Capital Programme for consideration by Council on 12 February 2025.

2 Recommendations

- 2.1 That the estimated availability of Housing Revenue Account capital resources for the period 2024-25 to 2027-28 (as set out in Appendix 1) be noted.
- 2.2 That Council on 12 February 2025 is recommended to approve the Housing Revenue Account Capital Programme for the period 2024-25 to 2027-28 (as set out in Appendix 2).

Reasons for Recommendations

- 2.3 Cabinet is required to propose a budget in relation to the HRA for submission to Council on the 12 February 2025.

3 Key Issues

- 3.1 This report considers the refreshed HRA Capital Programme for the period 2025-26 to 2027-28, together with the forecast outturn for 2024-25, compiled within the financial framework provided by the Approved Historic HRA Business Plan.
- 3.2 Details of the estimated availability of HRA capital resources during the four-year period are set out in Appendix 1, whilst the HRA Capital Programme is set out in Appendix 2.

4 Relationship to Corporate Priorities

- 4.1 The proposed HRA budgets will contribute to the delivery of new social housing, the maintenance of housing standards, as reflected in the Council's Corporate Plan.

5 Report Detail

- 5.1 The current capital programme is based upon the previously approved 30-year Business Plan, with a new 30-year Business Plan being developed to be informed by a new stock condition survey.
- 5.2 The delay in the planned stock condition surveys has had an impact on the proposed programme with the programme reflecting the current requirements from the existing plan. These documents are key elements to the production of a new 30-year HRA Business Plan.
- 5.3 The current Capital Programme therefore reflects the existing 30-year Business Plan requirements pending an evaluation of the outcome of the Stock Condition Survey and recommendations for the potential to improve aspects of the 4 Sheltered Housing Schemes.

HRA Capital Programme 2024-25 to 2027-28

- 5.4 A proposed HRA Capital Programme for 2025-26 to 2027-28, together with the forecast outturn for 2024-25 is set out in Appendix 2.
- 5.5 The programme reflects the spend on the Aelfgar site which is now programmed to be completed by 2026-27.
- 5.6 The Capital programme includes the following new Schemes:
- Digitalisation of social alarms.

Estimated Availability of HRA Capital Resources

- 5.7 Details of the estimated availability of HRA capital resources for the period 2024-25 to 2027-28 are set out in Appendix 1. These are in accordance with the assumptions in the Business Plan with subsequent adjustments to reflect:
- (i) The anticipated outturn in respect of the 2024-25 HRA Capital Programme;
 - (ii) Amendments to the net revenue contribution to capital outlay following the detailed budget formulation work in respect of the Housing Revenue Account.
- 5.8 Unallocated resources at the end of capital programme amount to £7.417 million. These funds will be utilised to invest in the stock as appropriate.

6 Implications

6.1 Financial

The financial implications have been referred to throughout the report.

6.2 Legal

None.

6.3 Human Resources

None.

6.4 Risk Management

There are a number of potential risks associated with the management of the HRA Capital Programme. These risks are minimised by the Council's agreed Capital Expenditure Control Procedures which includes a requirement for regular monitoring including quarterly reports to Cabinet.

6.5 Equalities and Diversity

None

6.6 Health

None.

6.7 Climate Change

A strategy is currently being developed to reflect the Council's New Build aspiration to increase social housing based upon the housing needs of the district and land availability whilst addressing the impact this will have on climate change.

7 Appendices

Appendix 1: Estimated Housing Revenue Capital Resources 2023-24 to 2026-27

Appendix 2: Housing Revenue Account Capital Programme 2023-24 to 2026-27

8 Previous Consideration

None.

9 Background Papers

None.

Contact Officer: Chris Forrester / Nirmal Samrai

Telephone Number: 01543 464 334 / 464 210

Report Track: Cabinet: 30/01/25
Council: 12/02/25

Key Decision: No

Appendix 1

**Estimated Availability of Housing Revenue Account Capital Resources
2024-25 to 2027-28**

	2024-25	2025-26	2026-27	2027-28	Unallocated
Resource	£000	£000	£000	£000	£000
Brought forward	24,671	23,225	18,876	14,084	13,496
Borrowing	0	0	0	0	
Right to Buy receipts	195	180	180	180	
WMCA Grant	409	409	0	0	
Other capital receipts	54	0	0	0	
Revenue Contributions to Capital	1,061	1,483	2,140	2,402	
Major Repairs Allowance	5,386	5,318	5,508	5,659	
1 for 1 receipts	449	449	449	449	
Reserves	294	0	0	0	
Affordable housing receipts	82	41	41	41	
Total new resources	7,930	7,880	8,318	8,731	0
Total Capital resources (b/f + new)	32,601	31,105	27,194	22,815	13,496
Proposed capital expenditure	-9,376	-12,229	-13,110	-9,319	-6,079
Carried forward	23,225	18,876	14,084	13,496	7,417

Housing Revenue Account Capital Programme 2024-25 to 2027-28

	2024-25	2025-26	2026-27	2027-28	Unallocated
Description	£000	£000	£000	£000	£000
Demolition of Garages	16	-	-	-	-
Disabled Facilities Works	941	1,108	1,065	1,087	-
Right to Compensation	25	25	25	25	-
Replacement of Kitchens	2,449	3,094	3,081	3,210	-
Replacement of Bathrooms	1,635	1,423	3,270	2,112	-
Replacement of Central Heating	875	1,002	1,289	1,271	-
External and Envelope Works	127	165	145	311	-
Replacement of Social Alarms	143	-	-	-	-
Upgrading of Electrical Systems	722	727	776	817	-
Electrical Inspection Condition Reports	95	95	100	106	-
Hardstandings	-	500	1,232	250	-
Replacement of Housing Service Vehicles	-	421	-	-	-
Contingency for unforeseen works	125	127	127	130	-
Sheltered Scheme Works	335	-	-	-	-
Replacement of Fire Alarms Sheltered	-	17	-	-	-
Sheltered Lift Replacements	166	-	-	-	-
Aelfgar Site	806	2,514	2,000	-	-
Stock condition contingency	-	-	-	-	1,682
Investment fund (£12m)	-	-	-	-	3,778
Unallocated 1-4-1- receipts	-	-	-	-	619
Communal Block Door Entry System	98	-	-	-	-
Sheltered Scheme Door Entry	-	40	-	-	-
Social Alarms hardwiring	-	153	-	-	-
Decarbonisation Project	818	818	-	-	-
Totals	9,376	12,229	13,110	9,319	6,079

Housing Board - Establishment and Appointments

Committee:	Cabinet
Date of Meeting:	30 January 2025
Report of:	Head of Housing and Corporate Assets
Portfolio:	Housing and Corporate Assets

1 Purpose of Report

- 1.1 To request Cabinet approve the establishment of a Housing Board and endorses the objectives and composition, including the individual appointments to the Board.

2 Recommendations

- 2.1 That Cabinet is recommended to approve:
- i) The establishment of the Housing Board and note the aim and purpose of introducing such a committee.
 - ii) The objectives of the Housing Board, by way of the terms of reference, code of conduct and a proposed forward agenda plan, and
 - iii) The individual appointments to the Housing Board.

Reasons for Recommendations

- 2.2 The introduction of a Housing Board will strengthen and improve upon the current governance arrangements of Housing Services to ensure effective oversight of social housing activities.
- 2.3 The appointments to the Board require ratification by Cabinet in order to show complete transparency in the appointment process and provide a formal approval of the Board and its membership.

3 Key Issues

- 3.1 The establishment of a Housing Board has arisen as a result of the Regulator of Social Housing's new Consumer Standards, and the need for landlords to demonstrate that tenants' voice is heard.
- 3.2 A report was considered by Leadership Team in August 2024 on the main principals of the Housing Board, and to provide an oversight of documentation prior to being utilised in the recruitment process for board members.
- 3.3 The establishment of the Housing Board needs to be approved by Cabinet, alongside ratification of the appointments to the Board.

4 Relationship to Corporate Priorities

4.1 This report supports the Council's Corporate Priorities as follows:

- (i) **'Responsible Council'** priority by way of being a responsible Council that lives within its means and is accountable for its actions.
- (ii) **'The Community'** priority by way of contributing to improving the housing offer across the District.

The Housing Board will provide oversight of the homes and services delivered through the Housing Revenue Account (HRA) and reduces the risk that the Council does not meet the Regulator of Social Housing's consumer standards. The Housing Board provides an increased tenant voice and will help us to better shape housing services and improve the housing offer.

5 Report Detail

5.1 The context for the establishment of a Housing Board has arisen as a result of the introduction of proactive consumer regulation following the passing into law of the [Social Housing \(Regulation\) Act 2023](#). The Regulator of Social Housing launched its new consumer standards and the Housing Ombudsman's complaint handling code also become statutory, both from April 2024. Recent media coverage has reported that a number of stock-owning councils are also setting up housing boards and groups to oversee the new, more stringent consumer-focused regime in England.

5.2 The new [Consumer Standards](#) provide for a more consumer-focused regime, to ensure the voice of residents is heard and to rebalance the relationship between tenant and landlord. The establishment of a housing board will allow for tenants to be greater involved in the oversight of the delivery of the housing management and maintenance services delivered by the Council and to ensure the service is being run in line with legal and regulatory requirements.

5.3 The Board is at the top of the Council's [resident engagement framework](#), providing oversight and governance to the housing service and, where required, making recommendations to Cabinet (or delegated Officer). There are more targeted measures below it, such as the re-introduction of the Tenant Scrutiny Panel, community events, estate walkabouts and satisfaction surveys. All these measures aim to ensure tenants are involved at various levels to increase the tenant voice and help to better shape housing services and improve the housing offer.

5.4 Establishing a Housing Board will play a significant role in enabling the Council to fulfil its legal and regulatory responsibilities as a Registered Provider of Social Housing (RP), including the provision of good quality and safe homes and services to Council tenants. The Housing Board is also expected to assist the Council to make links between council housing and other priorities, such as health and economic development.

5.5 Savills were commissioned in April 2024 to support the Council to develop a housing board in order to strengthen governance to ensure effective oversight of social housing activities and improve upon the current governance arrangements.

- 5.6 The approach agreed for Savills was to develop detailed proposals based on the Council's preferred Housing Board model, including providing supporting documentation for the Council's consideration. The document was reviewed by officers (including the Chief Executive, the Deputy Chief Executive - Place and the Head of Law & Governance) in July 2024 and agreed refinements were made.
- 5.7 The Savills documentation included:
- Terms of Reference, which sets out the main arrangements for the Board (attached as Appendix 1).
 - Skills and Experience Framework, which sets out the requirements for members of the Board (Appendix 2).
 - Housing Board Member Role Profile, which supplements the Skills and Experience Framework in setting out the expectations of members of the board (Appendix 3).
 - Housing Policy Approval Framework, which recommends the policies which are likely to assist the Council in meeting the consumer standards and the committee that should approve it (Appendix 4).
 - Housing Board Forward Agenda Plan, which proposed the items the Board should consider. However, it was felt this was going to be too extensive and onerous for both the Board and Officers. An alternative agenda plan has been created which would stretch some items to bi-annually or annually where appropriate (Appendix 5).
- 5.8 To accompany the above, Officers also produced a Code of Conduct (in consultation with the Head of Law & Governance), attached as Appendix 6. The Terms of Reference, Skills and Experience Framework, Member Role Profile and Code of Conduct were all utilised in the recruitment process for the Independent and Tenant/Leasehold members.
- 5.9 Cabinet are requested to note the contents of the Terms of Reference (Appendix 1), the Forward Agenda Plan (Appendix 5) and the Code of Conduct (Appendix 6) that sets out the objectives and arrangements for the Housing Board.

Recruitment

- 5.10 The Housing Services team sought further advice from TPAS during the recruitment process and they provided support to enable identification and selection of suitable tenants/leaseholders to join our Housing Board. TPAS also subsequently assisted with the interview process to provide an impartial view of potential candidates; and they will facilitate the first meeting of the Board and provide subsequent training to tenants/leaseholders to develop their knowledge, skills, and behaviours to enable them to be effective in their role.
- 5.11 A recruitment drive and advertisement of the Board and positions took place through to September 2024 to allow for the summer holiday season and to ensure that prospective candidates were firstly aware of the opportunity and then available to apply. Interviews followed in November 2024, and informal recommendations for appointment to the independent and tenant/leaseholder member positions were made by the interview panel.

Appointments

5.12 Following the receipt of four applications for the Independent members, all four candidates were interviewed by a panel made up of the Head of Housing and Corporate Assets, the Leader of the Council, and a representative from TPAS. The panel determined that the following persons are recommended to be appointed as the three Independent members:

- Andrew Kenny - Executive Director of Property, Housing Plus.
- Sarah Johnson - Director of Governance and Legal, whg (Walsall Housing Group).
- Lucy Cunnett - Homes Manager, Tamworth Borough Council.

Cabinet are recommended to approve the appointment of the above to the three positions of Independent Member of the Housing Board.

5.13 Seven applications were received in total for the positions of Tenant and Leasehold member. Five candidates were selected for interview and unfortunately three subsequently pulled out of the interview process. The panel interviewed two candidates and recommend both are appointed to positions as Tenant members, these persons were:

- Brian Murphy, tenant of 30 years, retired gas engineer.
- Natasha Howells, tenant of 4 months, Income Management Assistant, CCDC.

5.14 The recruitment of a third Housing Board member was extended through December 2024 and a final interested candidate came forward. The candidate was interviewed in early January 2025 by the Panel and they are also recommended to be appointed as the final tenant member, this person is:

- Gary Pace, tenant of 30 years, retired.

Cabinet are recommended to approve the appointment of the above named (in 5.13 and 5.14) to the three positions of Tenant Member of the Housing Board.

5.15 The first meeting of the Board is scheduled for early February 2025, for an initial meet and greet session for the new Board members to meet each other and key officers involved with the Board and from across the Housing Service.

6 Implications

6.1 Financial

Any costs arising from the Housing Board will be met from the Tenant Satisfaction New Burden Grant currently held in reserve GF85 ringfenced for tenant and resident engagement.

6.2 Legal

The Housing Board is an advisory board and cannot make decisions on behalf of the Council. Where decisions are recommended by the Board, they must be made by the appropriate council body, or officer, as set out in the Council's Constitution.

6.3 Human Resources

Board members will be appointed on a volunteer basis and will not be considered as employees of the Council.

The Human Resources team provided appropriate support to the recruitment and selection process for the voluntary positions and the process was in line with agreed policy.

6.4 Risk Management

The establishment of a Housing Board would oversee the homes and services delivered through the Housing Revenue Account (HRA) and reduces the risk that the Council does not meet the Regulator of Social Housing's consumer standards. The Board would provide assurance to the Cabinet that robust evidence exists to demonstrate that the Council is meeting the required outcomes of the standards and that any improvement plans are also robust, being well managed and on track to deliver the expected outcomes.

6.5 Equalities and Diversity

An Equality Impact Assessment has been undertaken and assessed as having a neutral impact on the protected characteristic groups.

6.6 Health

None

6.7 Climate Change

None

7 Appendices

Appendix 1: Terms of Reference

Appendix 2: Skills and Experience Framework

Appendix 3: Member Role Profile

Appendix 4: Housing Policy Approval Framework

Appendix 5: Forward Agenda Plan

Appendix 6: Code of Conduct

8 Previous Consideration

None.

9 Background Papers

None.

Contact Officer: James Morgan / Louise Tandy

Telephone Number: 01543 464381 / 464348

Report Track: Cabinet: 30/01/25

Key Decision: No

Housing Board: Terms of Reference

Purpose	<ul style="list-style-type: none"> • The Housing Board has been established to oversee Cannock Chase Council's responsibilities as a Registered Provider of social housing (RP) and to ensure that it meets the Regulator of Social Housing's (RSH's) consumer standards. This includes meeting relevant laws, regulations, and other commitments. • The Housing Board will oversee homes and services delivered through the Housing Revenue Account (HRA). • The Housing Board will assist in ensuring that Cannock Chase Council tenants and prospective tenants receive good quality services and live in healthy and safe homes, communal areas, and neighbourhoods. • The Housing Board will ensure fair and equitable outcomes for all tenants and prospective tenants, in accordance with the Council's equality and diversity policy. • The Housing Board is responsible for ensuring that the views and experiences of tenants are considered in the design and delivery of services and that the Council is accountable to them for the services they receive and the quality of their homes, communal areas, and neighbourhoods. • The Housing Board will be a-political in practice, and can provide a consistent focus on the Council's RP responsibilities, including during periods of political change. • The Council will adopt a co-regulatory approach, working in partnership with tenants and the RSH. • The Housing Board is an advisory board and cannot make decisions on behalf of the Housing Service or in respect of any activity of the Council. The Board cannot instruct or otherwise seek to require the Council generally, any Council officer, or any Elected Member to carry out, or refrain from carrying out, any activity. • The authority to take decisions in respect of any matter of Council business rests with the Council in accordance with its Constitution.
Membership	<ul style="list-style-type: none"> • Nine (9) members consisting of the following three classes of representative. • Three members will be elected representatives of the Council, consisting of: <ul style="list-style-type: none"> ○ Leader of the Council ○ Portfolio holder for housing ○ Shadow portfolio holder for housing • Three members will be Cannock Chase Council tenants and leaseholders. • Three members will be independent members
Chair	<ul style="list-style-type: none"> • The chair will be the Leader of the Council. • In their absence, the Portfolio Holder for Housing will chair the meeting. • If neither is present, then the meeting will not be considered quorate.
Lead officer	<ul style="list-style-type: none"> • Deputy Chief Executive - Place.

Other attendees	<ul style="list-style-type: none"> • Head of Housing & Corporate Assets. • Other members of the Leadership Team, officers and external advisors may be invited to attend all or part of meetings, as and when required, at the discretion of the chair, but will not be voting members of the Board.
Quorum & voting	<ul style="list-style-type: none"> • Four members shall form a quorum. • At least one representative from each class of representative must be present. • Tenant and leaseholder members of the Housing Board members must be in a minority for quorum and voting purposes. • Decisions will normally be made by consensus. On any vote, the majority shall prevail. In the event of a tie, the chair shall have a casting vote.
Minutes	<ul style="list-style-type: none"> • Draft minutes will be agreed with the chair as soon as practicable following the meeting and made available to all Housing Board members. • Confidential items will be redacted or not circulated as appropriate.
Transparency	<ul style="list-style-type: none"> • Reports and minutes of meetings will be available to Housing Board members. • Reports and minutes of meetings will be published on the Council website. • Minutes will be reported to the next meeting of the Cabinet. • Confidential reports and minutes may be redacted or not published as appropriate.
Appointment /removal	<ul style="list-style-type: none"> • All Independent and Tenant/Leaseholder members will be recommended for appointment by the Head of Housing and Corporate Assets in consultation with the Portfolio Holder for Housing and Deputy Chief Executive - Place, having regard to the Housing Board's skills and experience framework. All appointments will then be formally approved by Cabinet. • Independent and Tenant/Leaseholder members will be able to be removed by the Head of Housing and Corporate Assets in consultation with the Portfolio Holder for Housing and Deputy Chief Executive - Place, in line with the Housing Board Code of Conduct. • Councillor members are subject to the Council's member code of conduct.
Frequency of meetings	<ul style="list-style-type: none"> • A minimum of four Housing Board meetings per year. • Additional meetings are expected to be held in the first year whilst the Housing Board is established. • In addition, the Housing Board is expected to meet twice each year for a day to discuss strategy, priorities and for teambuilding or learning and development purposes. Depending on the business being conducted, this may be constituted as a formal Housing Board meeting. • Learning and development sessions will also be arranged. • This is subject to variation at the discretion of the chair.
Meetings	<ul style="list-style-type: none"> • Meetings can be held in person or by electronic means (e.g. tele-conference or video-conference).
Meeting organisation and administration	<ul style="list-style-type: none"> • Meeting administration will be undertaken by the Democratic Services function. • The Chair will meet with the Deputy Chief Executive – Place and/or the Head of Housing & Corporate Assets, with other officers as required, to plan and agree the agenda in advance of each meeting.

1. Responsibilities and powers

1.1. The Housing Board will have the following responsibilities and powers:

Priorities and objectives for the housing service

- 1.2. Annually considering and recommending housing service priorities and objectives to the Cabinet for approval.
- 1.3. Monitoring the achievement of housing service priorities and objectives, providing assurance to the Cabinet for their achievement and reporting underperformance on an exceptions basis.

Operational service delivery and tenant experience

- 1.4. Recommendation of operational and tenant experience key performance indicators (KPIs), targets and service standards. This includes the Council's targets in relation to the RSH's Tenant Satisfaction Measures (TSMs).
- 1.5. Monitoring the achievement of operational and tenant experience targets, including TSMs, providing assurance to the Cabinet for their achievement and reporting underperformance on an exceptions basis.
- 1.6. Monitoring the delivery of tenant-facing strategies and policies, providing assurance to the Cabinet for their achievement and reporting underperformance on an exceptions basis.
- 1.7. Ensuring that fair and equitable outcomes are delivered for tenants and, where relevant, prospective tenants, taking account of their diverse backgrounds, including protected characteristics, location, property type and other relevant factors.
- 1.8. Operational service delivery and tenant experience includes services delivered to Council tenants and prospective tenants within the Housing & Corporate Assets function, by other Council functions or by third parties.

Tenant voice

- 1.9. Providing assurance to the Cabinet that there are effective mechanisms in place to gather and analyse views and insight from tenants, prospective tenants, and other residents on key tenant-related issues, including the quality and nature of services and their homes.
- 1.10. Providing assurance to the Cabinet that there are effective mechanisms in place for the Council to take tenants' views into account in a timely way before making decisions on important matters which affect them and to effectively communicate to tenants how their views and insight have influenced the Council's actions.
- 1.11. Providing assurance to the Cabinet that there are effective mechanisms in place to enable tenants to scrutinise the performance of their landlord and to hold the Council to account.

- 1.12. Ensuring that the Housing Board itself takes into account the views and experience of tenants, prospective tenants and other residents when undertaking its role. This includes establishing a positive working relationship with the Tenant Scrutiny Panel (once re-established).

Complaints

- 1.13. Monitoring complaints performance to provide assurance to the Cabinet that the Council operates an effective customer-focussed housing complaints process which enables tenants' and other relevant complainants' concerns to be resolved quickly and easily, enables them to hold the Council to account and ensures that their experiences are learnt from.
- 1.14. Considering the implications and learning from adverse outcomes (such as maladministration) from enquiries by the Housing Ombudsman, or a similar body, informing the Cabinet where there is a reputational or other risk to the Council and providing assurance that remedial action has been taken to minimise the risk of recurrence.
- 1.15. Providing assurance to the Cabinet that the Council can fulfil its responsibilities in relation to the Housing Ombudsman's complaints handling code.
- 1.16. Making recommendations to the Cabinet relating to RSH and Housing Ombudsman guidance or the requirements in respect of complaint handling or learning from complaints.
- 1.17. Recommending to the Cabinet on an annual basis the Council's self-assessment of compliance with the Housing Ombudsman's complaint handling code, including the annual complaints handling and service improvement report.
- 1.18. The portfolio holder for housing, who is also a member of the Housing Board, is appointed as the Council's member responsible for complaints in accordance with the requirements of the Housing Ombudsman's complaint handling code.

Stock condition, asset management, investment, and capital works programme

- 1.19. Considering and making recommendations to the Cabinet in respect of the Council's asset management strategy, including (but not limited to):
- Expected quality of existing homes and other HRA assets (such as garages, shops, offices, and communal areas)
 - Long term investment requirements
 - Key building component replacement lifecycles
 - Long term financial, environmental (net zero carbon emissions and EPC-C) and thermal efficiency (fuel poverty) expectations of existing homes
 - Approach to the regeneration of existing homes, communal areas, and estates
 - Approach to the disposal of existing landholdings and homes (including their sale and tenure changes)
 - Existing and future demand and customer expectations.

1.20. Providing assurance to the Cabinet that there is an effective approach to stock condition surveys and asset management data governance which ensure that all relevant stock condition and related data is obtained, kept up to date, accurate and secure, in order to:

- Inform the production of the HRA business plan.
- Enable property health & safety compliance and building safety responsibilities to be fulfilled.
- Enable investment in existing homes and assets to be properly planned, managed and delivered.
- Enable strategic (proactive) asset management decisions to be taken.

1.21. Providing assurance to the Cabinet that there are long term, funded investment programmes in place to ensure that homes and other assets (where required) achieve:

- The Decent Homes Standard (or its successor)
- EPC-C rating by 2030
- Net zero carbon emissions by 2050.

1.22. Monitoring the delivery of the annual capital investment programme, including major repairs, providing assurance to the Cabinet for its achievement and reporting underperformance on an exceptions basis, including (but not limited to):

- Replacement or upgrading of key building components.
- Quality of investment.
- Customer satisfaction.
- Value for money.
- Supply chain.

1.23. Considering and making recommendations to the Cabinet in respect of:

- Proposals to dispose of existing stock, including where it is determined that it is not practicable to achieve the required energy standards without uneconomic levels of expenditure, but having regard also to the impact of disposals on current and future customers, communities, and stakeholders.
- Proposals to acquire existing stock from other Registered Providers or other organisations, including where this involves the sale, swap or transfer of Council homes or assets to another organisation.

Landlord health & safety compliance and building safety

1.24. Recommendation of landlord health & safety and building safety performance indicators (KPIs) and reporting requirements which enable the Housing Board to obtain assurance that the Council is fulfilling all legal and regulatory requirements.

1.25. This should include, and not be limited to, the 'Big 6' areas of gas safety, electrical safety, asbestos, fire safety, water hygiene (including legionella) and lift safety, plus damp, mould, and condensation. Where applicable, this includes tenants' homes and communal areas and routine checks/assessments and any actions which arise from those checks/assessments (remedial actions).

- 1.26. Monitoring the achievement of landlord health & safety and building safety targets and expectations, including TSMs, providing assurance to the Cabinet for their achievement and reporting underperformance on an exceptions basis.

Strategies, policies, and other key priorities

- 1.27. Considering and making recommendations to the Cabinet in respect of housing-related policies and strategies.
- 1.28. Recommendations regarding the policy framework which includes the policies which are required for the effective delivery of the housing function and a schedule for their approval and review. Recommending to the Cabinet approval levels for housing-related policies.
- 1.29. Receiving assurance that housing-related policies which are delegated to officers are being reviewed, updated, and approved in accordance with the policy framework.
- 1.30. Considering proposals for and, where appropriate, providing feedback to the Cabinet or other body, in respect of proposed changes to service design and delivery, community priorities, policies and strategies and similar changes which may have a significant impact on tenants or where the housing function could play a significant role in meeting wider Council priorities.
- 1.31. Considering proposals for future development pipeline sites or programmes and making recommendations to Cabinet.

Regulatory compliance

- 1.32. Considering and recommending to the Cabinet on an annual basis, the Council's self-assessment against the RSH's consumer standards.
- 1.33. Provide assurance to the Cabinet that robust evidence exists to demonstrate that the Council is meeting the required outcomes of the standards and that any improvement plans are also robust, being well managed and on track to deliver the expected outcomes.
- 1.34. Provide assurance to the Cabinet that all regulatory returns and other submissions have been made on time and to the required standard, especially in relation to the accuracy of data, statements or certifications made.
- 1.35. Immediately inform the Cabinet if the Housing Board considers that there is the potential for, or is, a material failure to comply with the consumer standards. When doing so, recommend whether the Council should self-refer to the RSH.
- 1.36. Assisting the Cabinet to prepare for regulatory engagement, whether proactive or reactive, ensuring the best possible outcomes for the Council.

Financial issues

- 1.37. Assisting the Cabinet by considering and providing feedback on priorities, impact, and proposals for the HRA budget, business plan and rent increase in advance of them being approved. If requested by the Cabinet, recommending these to the Cabinet for approval.

- 1.38. Monitoring the achievement of the HRA budget, providing assurance to the Cabinet for its achievement and reporting underperformance on an exceptions basis.

Other

- 1.39. Meeting with the Cabinet, Full Council and/or Health, Wellbeing & the Community Scrutiny Committee as required to explain the role of the Housing Board and to provide information and assurance about its work, findings, and recommendations.
- 1.40. Ensuring that the Council remains alert to emerging or changing risks, expectations and opportunities relating to its RP responsibilities.

2. Definitions and limits to powers

- 2.1. The following applies to the Housing Board:

Assurance

- 2.2. The Housing Board is responsible for making sure that suitable arrangements or actions are in place, that they are operating effectively, and they are being reviewed regularly.

Recommendation

- 2.3. The Housing Board is responsible for making a recommendation to the Cabinet for the Cabinet to consider and approve/ratify (and, if required, recommend to the Full Council for approval).

Consultation and information

- 2.4. The Housing Board has been invited to give its view on a specific topic to the Cabinet or another body. Alternatively, information has been provided to assist Housing Board members with their roles and no decisions, recommendations or feedback is required.

Limitations

- 2.5. These terms of reference do not supersede Cannock Chase Council's constitution and do not confer any decision-making powers on the Board.

3. Review of the Housing Board's performance and fulfilling its terms of reference

- 3.1. To review annually performance against the skills, experience, and competency framework for both individual members and the Housing Board collectively.
- 3.2. To consider and provide assurance to the Cabinet that the Housing Board is fulfilling its terms of reference and recommend any changes it considers necessary to the Cabinet.

Final Version

Approved: Leadership Team 20th August 2024.

Appendix 2

Housing Board: Skills and Experience Framework

In order to fulfil its terms of reference, the Housing Board requires members to possess a range of skills and experience. A diverse range of perspectives and backgrounds is also sought to enable the Housing Board to engage in insightful discussion and to enable the perspectives of different segments of the resident population to be considered effectively.

It is recognised that members of the Housing Board who are elected members and residents are not appointed based on their skills and experience though it is anticipated that they will bring significant and valuable skills to the Housing Board. Independent members will be appointed on the basis of their skills and experience.

Below is a framework which sets out the ideal skills and experience which the Housing Board will possess. Members of the Housing Board will be expected to self-assess against these skills and experience and, if required, also assess through a peer review exercise.

This will enable the Council to assess the extent to which these skills and experience are possessed, identify gaps, recruitment priorities and arrangements for managing risks associated with any gaps, for example, where specialist third party assurance or input may assist the Housing Board to fulfil its terms of reference.

The following scale has been adopted for the levels of skills, experience and qualifications that are required and to enable Housing Board members to self-assess against (demonstrating evidence of their rating).

The Housing Board collectively will aim to possess the skills and experience set out below at the required level(s). In practice this means that at least one member of the Housing Board should possess the skills and experience set out below at the required level(s) – for example, at least one member should have very strong experience in relation to building health and safety compliance; and at least one member should have good finance and accounting skills. Members can bring more than one area of skill/experience and not every member is expected to bring each skill/experience.

Very strong - Professional qualification and /or current practical experience at a leadership (employment or voluntary) level in all elements within the skill area. You have specialist knowledge in this area, would know how to explain this subject area to other people who have no knowledge of it, and you can lead debates and discussions with confidence.

Good - Recent practical knowledge and/or experience (employment or voluntary) in most elements of this skills area. You have confidence that you would understand all the detail of an executive report in this subject area and could contribute significantly to discussion on it.

Working knowledge - An overview knowledge in some of the elements of the skill area. You would understand most of the content of an executive report on this subject and be able to occasionally contribute to a discussion. You would be able to form an independent judgement on a recommendation.

Limited or no knowledge – Limited or no prior exposure to elements of this skill area. You may be able to understand some of the content of an executive report on this subject, though you are unlikely to contribute to a discussion.

Area of skill and experience	Skill level required
Contemporary customer service design and delivery and customer insight	Very strong
Lived experience as a tenant, leaseholder, or shared owner	Very strong
Resident and community engagement/empowerment	Good
Strategic asset management, property maintenance planning and procurement	Very strong
Building health and safety compliance	Very strong
Environmental sustainability and decarbonisation	Good
Finance and accounting	Good
Audit, risk management, and controls assurance	Good
Council governance, regulation, and stakeholder accountability	Very strong
ICT, data, digital services, and cybersecurity	Good
Housing for older people	Good
Management of social and affordable housing	Very strong
Social housing sector	Very strong

Housing Board: Member Role Profile

As a member of the Housing Board, you will play a key role in making sure that Cannock Chase Council tenants, prospective tenants, leaseholders, and other residents receive good quality services and live in healthy and safe homes, communal areas, and neighbourhoods.

You will work with fellow Housing Board members, alongside tenants/leaseholders, elected members, and Council officers to make a positive and lasting contribution to the neighbourhoods we work in. Looking back, you will be able to see the impact of the decisions you have made and influenced.

With the other Housing Board members, you will help to ensure that Cannock Chase Council fulfils its responsibilities as a Registered Provider of social housing and meets the Regulator of Social Housing's (RSH's) consumer standards.

Housing Board members are drawn from three groups: elected members, tenants and leaseholders, and independent members. All members are equal, sharing the same responsibilities and ability to make recommendations and give assurance.

Responsibilities

Help to achieve the highest standards of governance

- Establish excellent relationships with other Housing Board members and with tenants/leaseholders, elected members, and Council officers.
- Ensure that the Housing Board fulfils its role as set out in its terms of reference, the Council's constitution, and other relevant documents.
- Act in the best interest of tenants/leaseholders, fulfilling the Council's responsibilities as a Registered Provider of social housing and within the remit (terms of reference) of the Housing Board at all times. An aim of the Housing Board is to ensure that it is a-political in practice and can provide a consistent focus on the Council's RP responsibilities, including during periods of political change.
- Housing Board members should use their knowledge and experience to fulfil their roles and adhere to the Council's code of conduct and fulfilling the Standards in Public Life contained in the Nolan Report. In doing so:
 - elected members should not use the Housing Board for political purposes or to represent individual constituents or their political party.
 - tenant/leaseholder members should not discuss personal issues; their role is not to represent other tenants/leaseholders, and
 - independent members should not seek to use the Housing Board for professional advantage.
- Accept individual and collective responsibility for recommendations, ensuring that the Housing Board achieves the highest standards of governance, control, and efficiency; manages risks effectively; and is able to take opportunities which result in the Council's objectives being achieved.
- Ensure that any concerns about Housing Board members or Council officers are raised with the Chair or Head of Law & Governance (as appropriate).

- Play an important role in ensuring the continued effectiveness of the Housing Board, including undertaking performance appraisals, participating in learning and development opportunities, and accepting that the needs and composition of the Housing Board will change over time.

Ensure strong operational and financial performance; and legal, contractual, and regulatory compliance

- Taking individual and collective responsibility, robustly monitor the Council's responsibilities and commitments as a Registered Provider of social housing and the Housing Revenue Account (HRA) to ensure housing activities are conducted lawfully, meet regulatory requirements, the Council's expectations and achieve our objectives and targets.
- Ensure that appropriate action is taken, including holding officers to account, if the expected standards of service, performance or results are not, or unlikely to be achieved.
- Ensure that the approach shifts between the Housing Board's fiduciary ('oversight'), strategic ('foresight') and generative ('insight') roles, in doing so focusing on strategic matters, issues of greatest importance and be receptive for change. In practice, the Housing Board's focus will be on its oversight role.
- Request further information or professional advice when it is needed.

Maintain excellent relationships with tenants/leaseholders, elected members, officers and other stakeholders

- Act as an ambassador for the Housing Board, as required, maintaining excellent relationships with any tenants/leaseholders, elected members, officers, and other stakeholders you come into contact with.

Act as a sounding board for officers

- Act as a sounding board for Council officers in dealing with business issues including problem solving and developing strategy or policy.
- Take part in projects or similar which will be established from time to time to consider an issue of importance to the Council. In doing so provide Housing Board member engagement and support as befits the role. Projects operate on a short-term basis to specific terms of reference.

Term of office

- You will be appointed for an initial three-year term, subject to the satisfactory completion of a probationary review which will take place at the end of your first year.
- Subject to the needs of the Housing Board (for example, to manage succession, resulting from political changes and skills/experience requirements) and your performance and contribution, you may be appointed for a second three-year term.
- Housing Board members may not serve for more than six years in total.
- You may be expected to stand down during your term of office in the following circumstances at the request of the Council:
 - Elected members – if you no longer occupy the role which enabled your appointment to the Housing Board

- Tenants and leaseholders – if you are no longer a tenant or leaseholder of Cannock Chase Council or if you are in breach of your occupancy agreement.
- The Council decides that the composition and/or skills and experience required of the Housing Board should change.
- The Council decides not to confirm your position at the end of the probationary period.
- If a conflict of interest exists, your contribution does not meet the expected standards or your continued presence as a Housing Board member may damage the Council's reputation.

This profile is an accurate reflection of the role of a Housing Board member and more detailed responsibilities are set out in supporting documents, including the Housing Board's terms of reference. The role profile will be reviewed from time to time to meet the changing requirements of the organisation.

Housing Policy Approval Framework

Policy	Leadership Team	Housing Board	Cabinet	Initial approval	Review date
Asset management strategy			X		
Responsive & void repair & maintenance		X			
Housing repairs recharging	X				
Disrepair		X			
Over-arching landlord compliance strategy/health & safety policy	X				
Fire safety (and management plan)	X				
Gas safety (and management plan)	X				
Electrical safety policy (and management plan)	X				
Lifts & lifting equipment (and management plan)	X				
Water hygiene (legionella) (and management plan)	X				
Asbestos (and management plan)	X				
Damp, mould and condensation (and management plan)	X				
Aids and adaptations	X				
Neighbourhood and estate management (including management of communal areas and shared spaces)		X			
Tenure policy/tenancy strategy			X		
Allocations and lettings (including transfers, downsizing, management moves etc)			X		
Mutual exchange	X				
Decanting	X				
Tenancy sustainability, support, and evictions		X			
Rent and income recovery			X		
Tenancy management (including succession, tenancy changes, end of tenancy)		X			
Customer engagement, consultation, influence, and accountability		X			
Service standards		X			
Community engagement		X			
Complaints (including remedies)			X		
ASB and hate crime		X			
Domestic abuse		X			
Tenancy fraud		X			

Note: The list comprises policies which are likely to assist an RP in meeting the consumer standards. These are policy themes and may be grouped in different ways or, for example, captured in a strategy, depending on a provider's preferred approach. Policies should be accompanied by written procedures, operational guidance, process flow charts etc. This list excludes corporate policies, such as data protection/GDPR, EDI, health & safety, rents & service charges, governance, HR and finance-related.

Note: Management plans relating to landlord health and safety requirements are to be approved by the Head of Housing & Corporate Assets as operational documents.

Housing Board: Forward Agenda Plan

Area of responsibility	^May	^August	^November	^February
Report from the Deputy Chief Executive – Place or Head of Housing & Corporate Assets*	x	x	x	x
Priorities and objectives for the housing service				
Annual housing service priorities and objectives				x
Delivery monitoring	x	x	x	x
Operational service delivery and tenant experience				
Annual KPIs and targets				x
Performance monitoring, including TSMs	x	x	x	x
Operational reports**	x	x	x	x
Tenant voice				
Tenant engagement***		x		x
Annual tenant voice report	x			
Complaints				
Performance & learning monitoring		x		x
Self-assessment against the complaint handling code	x			
Annual complaints handling and service improvement report	x			
Stock condition, asset management, investment, and capital works programme				
Asset management	x		x	
Capital investment programme monitoring		x		x
Landlord health & safety compliance and building safety				
Performance monitoring, including TSMs	x	x	x	x
Strategies, policies, and other key priorities				
Approval of policy framework		x		
Policy reviews	x		x	
Regulatory compliance				
Self-assessment against the consumer standards				x
Delivery of Improvement action plan	x	x	x	x
Financial issues				
HRA budget and business plan				x
Rent increase				x
HRA budget monitoring		x		x
Other				
Review of the Housing Board's performance and fulfilment of its terms of reference		x		

This agenda plan includes scheduled items only. One-off or reactive items should be added to meeting agendas based on the Housing Board's terms of reference.

^Month Dates are indicative for quarterly meetings and may need to move to align with existing Council business i.e. committee schedules and elections.

*Report from the Deputy Chief Executive – Place or Head of Housing & Corporate Assets to provide updates of relevance relating to the Council, housing service, operating environment etc.

**Operational reports – could include customer services, allocations and lettings, tenancy sustainability, tenancy management, repairs and maintenance and adaptations etc. Frequency can vary e.g. one or two reports per meeting or to reflect organisational priorities.

***Tenant engagement reports – could include Housing Improvement Panel reports or relating to other tenant engagement activity.

Housing Board: Code of Conduct

1. Definitions

For the purposes of this code of conduct:

'Board' means the Housing Board or HB

'Member' means an Independent Member or a Tenant or Leasehold Member of the Housing Board.

'Independent Member' means a person elected to the Board who belong to an independent organisation and have a professional standing in the Housing Sector.

'Tenant or Leasehold Member' means a tenant or leaseholder of Cannock Chase Council elected to the Housing Board.

2. Purpose

2.1 The purpose of this Housing Board Code of Conduct is to provide clear guidance to Members of the Board on acceptable standards of conduct required of its members. These principles are intended to be consistent with the Council's existing Code of Conduct for Members, set out in its Constitution. Where members of the Council sit on the HB they will be acting in their capacity as a councillor and will need to adhere to the obligations set out in the existing Code of Conduct for Members.

2.2 All Members of the HB must adhere to the terms of the Housing Board Code of Conduct and Terms of Reference at all times.

2.3 This document should be read in conjunction with relevant aspects of the Cannock Chase Council Constitution, HB terms of reference, and the Nolan Committee "Seven Principles of Public Life":

Selflessness

You should take decisions solely on the basis of the values and objectives of the Association. You should not do so in order to gain financial or other material benefits for yourself, your family, or friends.

Integrity

You should avoid placing yourself under any obligations, financial or otherwise, to outside individuals or organisations that might influence you in the performance of your duties.

Objectivity

You should ensure that in the delivery of services, the appointment of staff or the awarding of contracts, you maintain impartiality and base decisions on merit alone.

Accountability

You must accept accountability for your decisions and actions and submit yourself to whatever scrutiny is appropriate such as by the boards of management or trustees, residents, the providers of public funds and other stakeholders.

Openness

You should be as open as possible about all the decisions and actions that you take. You should give reasons for your decisions and restrict information only when individual or commercial confidentiality clearly so demand.

Honesty

You must declare any private interests relating to your duties and take steps to resolve any conflicts arising in a way that is lawful and protects the reputation, values, and mission of the Association.

Leadership

You must promote and support these principles by leadership and example.

- 2.4 This Code of Conduct applies to you as soon as you sign your declaration of acceptance of the role as HB Member or attend your first meeting as a Member and continues to apply to you until you cease to be a Board Member.
- 2.5 This Code applies to all forms of communication and interaction, including:
- At face-to-face meetings
 - At online or telephone meetings
 - In written communication
 - In verbal communication
 - In non-verbal communication
 - In electronic and social media communication, posts, statements, and comments.
- 2.6 Board Members agree to work constructively with other members, staff, Councillors and tenants and leaseholders of Cannock Chase Council to oversee the Council's role as a Registered Provider of Social Housing. This does not prevent the Board or Board Members being critical of a service or services as part of their work.
- 2.7 Members will not use the Board or its meetings to pursue individual complaints or queries.
- 2.8 Should any member breach the terms of this code of conduct they may be removed from their position by the Head of Housing and Corporate Assets and Deputy Chief Executive (Place), in consultation with the Housing Portfolio Holder.

3. General Conduct

3.1 Respect

- 3.1.1 All Members will treat fellow Members, other tenants and leaseholders, staff and Councillors with dignity and respect, regardless of their age, disability, gender, race, religion or belief, sexual orientation, or gender identity; and respect the role each Member plays on the Board.
- 3.1.2 No Member shall bully or harass any person or discriminate on any grounds against any other member of the Board, other tenants, staff, or Councillors. Members will not use discriminatory or offensive language in any of the Board's discussions.

3.2 ***Impartiality and Confidentiality***

- 3.2.1 Members shall not compromise, or attempt to compromise, the impartiality of anyone who works for, or on behalf of, the local authority. Officers work for the local authority as a whole and must be politically neutral. They should not be coerced or persuaded to act in a way that would undermine their neutrality. You can question officers in order to understand, for example, their reasons for proposing to act in a particular way, or the content of a report that they have written. However, you must not try and force them to act differently, change their advice, or alter the content of that report, if doing so would prejudice their professional integrity.
- 3.2.2 Members shall not disclose information given to them in confidence by anyone or acquired by them which they believe, or ought reasonably to be aware, is of a confidential nature.
- 3.2.3 Members shall not improperly use knowledge gained solely as a result of their role as a Board member for the advancement of themselves, their friends, their family members, their employer, or their business interests.
- 3.2.4 Housing Board Members should use their knowledge and experience to fulfil their roles and adhere to the code of conduct and in doing so:
- Tenant/leaseholder members should not discuss personal issues; their role is not to represent the individual cases of other tenants/leaseholders; and
 - Independent members should not seek to use the Board for professional advantage.

3.3 ***Declaring Interests and Conflicts of Interest***

- 3.3.1 Members of the Board must act in the best interests of the Council's tenants and leaseholders and do their best to avoid conflicts of interest.
- 3.3.2 Board members will disclose any interest whether personal or on behalf of any group they represent or belong to where this may affect or influence their approach to the matter under discussion.
- 3.3.3 Members will not use their position to obtain any financial gain, preferential treatment, professional or other advantage from Cannock Chase Council.
- 3.3.4 The Housing Board is to ensure that it is a-political in practice and can provide a consistent focus on the Council's RP responsibilities, including during periods of political change. Tenant/leaseholders and independent members may be affiliated to/or be members of a political party but they may not represent a political party in their role as a member of the Board.
- 3.3.5 Conflicts of interests may arise where an individual's personal or family interests and/or loyalties conflict with the interests of tenants and leaseholders generally.
- 3.3.6 Tenant, leaseholder and independent members of the board must make a declaration at each meeting if they have an interest in any item of business on the agenda which would affect them personally or professionally more than tenants or residents affected generally.

3.3.7 Tenant, leaseholder and independent members of the Board should consider whether any interests that they have in an item are so significant that they should not participate in the consideration of that item.

3.4 ***Disrepute, use of position and resources***

3.4.1 As a Board member, you are trusted to make recommendations and give assurance on behalf of all Housing tenants and leaseholders and your actions and behaviour are subject to greater scrutiny than that of ordinary members of the public.

3.4.2 You should be aware that your actions might have an adverse impact on you, other members, the Housing service, and the local authority and may lower the confidence in you or the service and local authority's ability to discharge its functions. For example, behaviour that is considered dishonest and/or deceitful can bring the Housing service and local authority into disrepute.

3.4.3 You are able to hold the Housing service and local authority to account and are able to constructively challenge and express concern about recommendations and processes undertaken whilst continuing to adhere to other aspects of this Code of Conduct.

3.4.4 Your position as a Member of the Board provides you with certain opportunities, responsibilities, and privileges, and you make choices all the time that will impact others. However, you should not take advantage of these opportunities to further your own or others' private interests or to disadvantage anyone unfairly.

3.4.5 You may be provided with resources and facilities by the local authority to assist you in carrying out your duties as a member. Examples include:

- Office support
- Stationery
- Equipment such as phones, and computers
- Transport
- Access and use of local authority buildings and rooms.

These are given to you to help you carry out your role as a member more effectively and are not to be used for business or personal gain. They should be used in accordance with the purpose for which they have been provided and the local authority's own policies regarding their use.

4. **Role of the chairman**

4.1 The role of the chairman is to impartially control the proceedings of meetings of the Board in accordance with this code of conduct, the Board's terms of reference and the agenda for the meeting. The chairman will remind members of the Board of their obligations when this is necessary, and the Board may vote to exclude a member of the Board for all or part of the remainder of a meeting if any failure to meet those obligations continues.

4.2 As well as performing this formal role, the chairman is able to participate in the consideration of matters at meetings of the Board in the same way as other Board members. The chairman should ensure that these two elements do not conflict with each other.

- 4.3 The chairman, or vice-chairman, of the Board has the right to address the Cabinet to present the Board's comments and recommendations. Where appropriate the chairman will act as spokesperson for the Board.

5. Conduct (including behaviour at meetings)

- 5.1 All members will:

- i) Show respect and be courteous to each other and support and assist other members in seeking the best possible solution to problems being discussed.
- ii) Allow each other the opportunity to speak and comment.
- iii) Follow the guidance of the Chair in the conduct of the meetings.
- iv) Raise questions during meetings through the Chair.
- v) Follow the agenda at meetings and help each other reach effective recommendations and assurance.
- vi) Bear in mind the rights of individual tenants and leaseholders and the duties of staff when proposing solutions to problems.
- vii) Only speak or write on behalf of the Board with prior agreement of the Chair.
- vii) Make available to all members any correspondence sent on its behalf.
- viii) Only request reports, data, and information in line with agreed protocol and forward agenda plans.

- 5.2 Any HB member who appears to be under the influence of alcohol or illegal drugs/substances or who causes disruption during any Board meeting will be asked to leave the meeting and may have their membership ended, as per paragraph 2.8.

6. Attendance and Performance

- 6.1 Members of the Board will make every effort to attend meetings; where they are unable to attend, they will send apologies in advance of the meeting.
- 6.2 Board members will be expected to prepare for meetings and carry out tasks agreed with them.
- 6.3 Members who regularly miss Board meetings and/or fail to prepare for meetings or carry out agreed tasks will have their membership reviewed at any time and may be removed from the Board, in line with the terms of reference and paragraph 2.8 of this code.

7. Acceptance and Signature

- 7.1 I have read and understood the terms of this Code of Conduct and I agree to uphold its requirements in all my activities as a member of our Board. I am aware that I must declare and manage any personal interests. I understand that, if I am found to have breached this Code of Conduct, action will be taken by the Board which could result in my removal.

Signed:

Print name:

Date:

Cessation of Tenants Contents Insurance Scheme

Committee:	Cabinet
Date of Meeting:	30 January 2025
Report of:	Head of Housing and Corporate Assets
Portfolio:	Housing and Corporate Assets

1 Purpose of Report

- 1.1 This report reviews the future provision of the Tenants Contents Insurance Scheme, which has been provided by the Council since 1998, according to the records available.

2 Recommendations

- 2.1 That Cabinet is recommended to approve that the Council ceases to directly offer Tenants Contents Insurance with immediate effect and terminates the existing contract on 31st March 2025, notifying all existing customers of this in the intervening period.
- 2.2 Tenants will be communicated following any decision and will be advised to find an alternative insurance provider, but officers will not be able to signpost to a particular provider or give any opinion.

Reasons for Recommendations

- 2.3 Recognising the declining number of tenants taking up the scheme, an inability to demonstrate true value for money for tenants, the hugely increased administrative burden and the risks associated with Council staff 'selling' insurance. It is proposed to terminate the scheme, from the beginning of April 2025. In the wider insurance marketplace, tenants can opt for an infinite number of insurance options, cover levels, excess levels and specific inclusions and exclusions.
- 2.4 Arm's length approach to deliver tenant contents scheme has been tried from 2021 and the number of tenants using the scheme has still declined. There will still be a cost burden to the HRA in procuring an arm's length offering.

3 Key Issues

- 3.1 The Council tendered the current service from AON who act has brokers for Aviva insurance in 2021 and client delivery service from Wessex Administration Services to run for 3 years with an extension of renewal of the tenant's content insurance until 2025.
- 3.2 This report reviews the future provision of offering a contents Insurance scheme for tenants.

4 Relationship to Corporate Priorities

4.1 This report supports the Council's Corporate Priorities as follows:

- i) **'Responsible Council'** by recognising the declining number of tenants taking up the scheme. The Tenant Content Insurance scheme's inability to demonstrate true value for money for tenants and continues to be an administrative burden in the context of procurement and management of the contract.
- ii) **'Health and Wellbeing'** it recognises most tenants are choosing to arrange their own insurance provision or not have insurance. The decision moves away from the previous paternal approach towards tenants and promote independency.

5 Report Detail

5.1 The Council previously offered a weekly paid Contents Insurance scheme for tenants, with premiums charged alongside rent from at least 1998.

5.2 To ensure that the Council offers the best scheme to its tenants, the scheme is reviewed periodically. The Scheme was previously administrated internally but was changed to an arm length administrative service from 2021.

5.3 The Housing Service currently has a contract with AON for the provision of the tenant's contents insurance scheme. The scheme sees AON act as broker, with Aviva providing the insurance cover and Wessex Administration Services covering customer contact service. The contract came into force on 01 April 2021 for an initial period ending on 31st March 2024 with the option to extend for a further 2 years. The contract was extended for one year and 2024-25 is the first year of the extended contract.

5.4 The scheme provides home contents insurance to approximately 472 (October 24) tenants currently or 9.39%, at the start of current contract (2021) there was 653 tenants in the Tenant Content Insurance scheme. The average age of the tenants on the scheme is 64.9 years old and a review of the list of tenants indicated that four had died, four had purchased the Council Property and one had moved away.

5.5 The current contract was tendered in 2021 but in recent years we have seen uptake of the scheme decrease as more and more tenants either choose not to be insured or to procure their home contents insurance product elsewhere. This is potentially taking advantage of comparison websites online. In 2001 there was over 15% tenants taking advantage of the scheme, reducing to 11% in 2017 and now only 472.

5.6 One of the great benefits of the scheme when it was first introduced was the ability for tenants to pay weekly alongside their rent, when many were paid on a weekly basis or were claiming Housing Benefits. However, changes in social welfare and how tenants are paid as meant, the number of tenants claiming Housing Benefits as declined, most tenants are paid monthly via a salary or Universal Credit.

- 5.7 The delivery of the in-house administration stopped in 2021 following a review of the service and the High Court decisions in [Jones v Southwark \[2016\] EWHC 457 \(Ch\)](#) and [Royal Borough of Kingston-Upon-Thames v Moss \[2019\] EWHC 3261 \(Ch\)](#). Both cases confirmed that some Councils have been found to be a Principal - Agent relationship with water companies as a 're-seller' and so excessive premium payments could be reclaimed by the tenant from the Council from the Council. To prevent this issue, the Council ended the in-house administration of the tenant contents insurance scheme.
- 5.8 The Council previously receive commission, which purported to cover the staff time associated with administering the scheme at a rate of 15% of net premiums. On average over the last few years of the Thistle scheme the Council received £5,500 a year in commission.
- 5.9 The commission that the Council earns was ostensibly to cover the costs of administering the scheme, but unfortunately the scheme had become very labour intensive to run, with a reduced commission due to dwindling numbers on the scheme. The administration was undertaken by staff in Risk and Insurance Team alongside Officers from Finance, Allocation and Income Management staff. The tasks covered by the Council included:
- Providing an explanation of the scheme at tenancy sign up.
 - Checking uptake as part of our Tenancy Audit.
 - Administration of any new applications or cancellations each month – liaising with insurer for acceptance in some cases where a criminal record or claims history exists.
 - Issuing welcome letters and sending out policy documentation.
 - Monitoring tenancies and chasing insurance arrears. - having a separate arrears policy for insurance arrears
 - Issuing letters for insurance cancellations if over 6 weeks in arrears.
 - Maintaining the website with accurate content and prices all checked and validated by insurer.
 - Monthly bordereaux reporting of all addresses, names, start dates, terminations dates and cover levels to reconciled to an income return.
 - Monthly payment of premiums to insurer once return is accepted
 - Providing up to date account verification to insurer in the event of claims being made to ensure premiums have been paid.
 - Training to ensure that all new staff are aware of the insurance administration process.
- 5.10 One of the disadvantages of the scheme is that the authority must determine the level of insurance cover attached to each of the insured perils, and to specify what is, and isn't covered under the bulk scheme. The procurement process contract market tests prices against other 'social rent' tenants contents insurance schemes. However, this does not allow comparison to what is on offer more broadly in the marketplace for tenants as individual households.

- 5.11 The Tenant Content Insurance services changed to an arm's length provision from 2021 with Council staff merely signposting tenants to the scheme. Once signposted, tenants would sign up to the scheme directly with the broker, and would pay their premium, and liaise over any claims directly. This removed the administrative burden on the Council and avoids the need for council staff to undertake FSA (Financial Services Authority) training and remove the financial risk associated with non-payment of premiums on rent account.
- 5.12 The Arm's length type of scheme also carries the risk of higher premiums, as the broker would not subsidise the administrative costs as the HRA was previously doing. The scheme still requires Legal and Tenancy Services staff involvement in the procurement of the contract and Income Management Team in monitoring the contract.
- 5.13 Aviva have claimed the operating ratio (COR) in 2023 has increased to over 100% and as a business they need the figure to be below 100 for them to make any money. This is the ratio of the premium against all other costs for claims, and all other commissions and expenses. The cost of paying claims has increased over the last few years and you can see that in appendix 1. It is anticipated that tenants would be facing an increase in premium charges if we extended the contract for an additional year.
- 5.14 As a result, this report recommends cessation of the contract for the existing scheme from 07 April 2025. Recognising our inability to demonstrate that the scheme offers true value for money in the marketplace, and it is recommended that the scheme is terminated at the end of the current contract period at the end of March 2025.
- 5.15 There is no legal requirement for the council to offer or procure this insurance cover. The cover is purchased on behalf of the council's housing tenant, it is a discretionary service, with numbers diminishing, and with the ongoing commitment to staffing resources.
- 5.16 We have alerted the broker that we were intending to present this report to Cabinet for a decision.
- 5.17 If a decision is taken to terminate the existing scheme, officers will be able to provide very early warning to the tenants affected, allowing them ample time to seek alternative contents insurance.
- 5.18 To ensure that we are FSA compliant, we will need to ensure that we don't signpost residents to any particular insurer in the wider marketplace or any comparison website, but simply suggest that they explore the market themselves. We can however, support tenants who are digitally excluded, offering the use of access to the internet and assistance with using the technology to allow them to self-serve.

6 Implications

6.1 Financial

There are no financial implications associated with this decision because the decision to provide the service at arm's length accepted loss of commission. The savings in staff time procuring and managing the contract would allow staff to divert their attention to our core landlord functions, such as tenancy management, tenancy audits, rent collection and rent arrears recovery.

6.2 Legal

There is no legal implication because Tenant Content Insurance is seen as an additional service that landlords do not have to provide.

6.3 Human Resources

No impact.

6.4 Risk Management

No impact.

6.5 Equalities and Diversity

Not providing a Tenant Contents Insurance scheme option may not assist some of our tenants to overcome financial exclusion. However, the current scheme may not be offering tenants true value for money in the marketplace. The current bespoke tenant content insurance schemes all assume the maximum content is £45k for a tenant.

An Equality Impact Assessment has been completed to ensure early warning is given to tenants affected, allowing them ample time to seek alternative contents insurance.

6.6 Health

No impact

6.7 Climate Change

None

7 Appendices

Appendices 1 Current contract statistics

8 Previous Consideration

Tendering of the Tenants' Contents Insurance Scheme - Council - 23 January 2008

9 Background Papers

None

Contact Officer: Howard Campbell

Telephone Number: 01543 464 499

Report Track: Cabinet: 30/01/25

Key Decision: Yes

Current contract statistics

The most up to date stats for the scheme

Period	GWP	Incurred claims	NICR	COR
Apr 21 - March 22	29026.68	9922.48	47.81	78.68
Apr 22 - March 23	27900.81	9462.67	47.43	78.42

Period	GWP	Incurred claims	NICR	COR
Apr 23 - March 24	28670.81	22064.00	107.63	121.46
Apr 24 - Oct 24	16598.82	5659.78	47.69	78.60

Key:

Combined ratio (COR)

A measure of the profitability of an insurer's day-to-day underwriting activity. It is the ratio of claim-related losses (net of reinsurance) and expenses to earned premiums (net of reinsurance).

Gross written premium (GWP)

This is the total premium written by an insurer in the reporting period, before any deductions are made for reinsurance.

Net incurred claims rate

Gross claims less the reinsurance recoveries.

Here are the details for the claims made in the previous full year Apr 23 – Mar 24 -

Peril	Sum of Total Payments	No of claims made
Accidental damage	2191.98	9
All risks	2018.94	5
Escape of water	3066.2	6
Flood	8531.02	2
Loss of freezer food	142.75	2
Storm	159.99	1
Theft	439	1