Corporate and Inclusion Policy and Performance Board – Quarter 1

Reporting Period: 1st April - 30th June

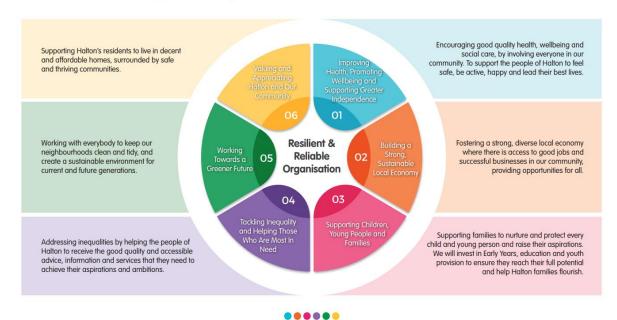
1.0 Introduction

- 1.1 This report provides an overview of issues and progress against key service objectives/milestones and performance targets, during the first quarter of 2025/26 for service areas within the remit of the Corporate & Inclusion Board.
- 1.2 It covers key priorities for development or improvement in the various functional areas reporting to the Board in relation to the Council's priority of Corporate Effectiveness and Business Efficiency i.e.:
 - Finance
 - Operational HR Division, Interim Chief Executives Delivery Unit
 - ICT Infrastructure
 - Legal and Democracy
 - Catering, Stadium and Registration Services
 - Property Services
- 1.3 The way in which traffic light symbols have been used to reflect progress to date is explained within Section 5 of this report.

1.4 Corporate Priorities



Halton Borough Council Corporate Plan 2024 – 2029 Our Community, Our Priorities, Our Future Plan on a Page



2.0 High Priority Equality Actions

- **2.1** Equality issues continue to form a routine element of the Council's business planning and operational decision making processes. Additionally the Council must have evidence to demonstrate compliance with the Public Sector Equality Duty (PSED) which came into force in April 2011.
- 2.2 The Councils latest annual progress report in relation to the achievement of its equality objectives is published on the Council website and is available via:

http://www4.halton.gov.uk/Pages/councildemocracy/Equality-and-Diversity.aspx

3.0 Performance Overview

- **3.1** Key Performance Indicators across the key business areas that have been identified by the Directorate.
- 3.2 It should be noted that given the significant and unrelenting downward financial pressures faced by the Council there is a requirement for Departments to make continuous in-year adjustments to the allocation of resources in order to ensure that the Council maintains a balanced budget.
- **3.3** Whilst every effort continues to be made to minimise any negative impact of such arrangements upon service delivery they may inevitably result in a delay in the delivery of some of the objectives and targets contained within this report.

Finance

Corporate Priority	Priorities 1 - 6 Building a Resilient and Reliable Organisation
FS01	Higher proportion of council tax income due for the year to be collected compared to the previous year

Milestone	Progress Q1	Supporting Commentary
On a quarterly basis, the in-year collection rate will be compared to the same point of the previous year	1	Council tax collection for the period ending 30 June 2025 is 27.37% which is 0.04% up on the same period for last year. Debt relating to previous years continues to be collected, the Council utilises powers through charging orders and attachment to earnings/benefits to secure debts. £1.060m has been collected in

relation to previous year debt, equivalent to 5.42% of outstanding debt as at 31 March 2025. This is an improvement of £0.263m compared to the same period in 2024/25.

For 2024/25 the Council's in-year council tax collection rate was 93.98% which compares to the national collection rate of 95.9%. Council tax collection rates are impacted by deprivation, where it is evidenced the higher the deprivation the lower the collection rate. Despite this Halton outperforms a number of unitary and met authorities who have a lower deprivation ranking.

Corporate Priority	Priorities 1 - 6 Building a Resilient and Reliable Organisation	
FS02	Higher proportion of business rates income due for the year to be collected compared to previous year	

Milestone	Progress Q1	Supporting Commentary
On a quarterly basis, the in-year collection rate will be compared to the same point of the previous year	*	Business rate collection for the period ending 30 June 2025 is 31.95% which is 0.62% lower than the collection rate at the same point last year. Despite the collection rate being lower on the same point last year it is worth noting 2024/25 collection rates were the highest in over a decade. The collection rate at 30 June 2025 remains high and is the second highest collection rate over the past decade. £0.344mm has been collected in relation to previous year debt.

Corporate Priority	Priority 4 - Tackling inequality and helping those who are most in need	
FS 03	Reducing the average time for processing new Housing Benefit and Council Tax Reduction claims by 1 day, compared to the previous year, to an average of 21.65 days.	

Milestone	Progress Q1	Supporting Commentary
On a quarterly basis, the average processing times will be compared to the same quarter last year (Q1 2024/25 20.83 days).	*	Q1 2025-26 27.26 days Q4 2024-25 18.97 days Q3 2024-25 19.58 days Q1 2024-25 20.83 days The new claims processing figures for April 2025 and May 2025 were 28.93 days and 30.62 days respectively. In June 2025 the new claims processing figure was 21.76 days. It is anticipated that future monthly performance will be similar to the June 2025 figure. The Benefits Service staffing is currently depleted, with two Benefit Officers on maternity leave and there are three Benefit Officer vacancies. Appointments have been made for these vacant posts and the new staff will be taking up their positions in August 2025.

Corporate Priority	Priority 4 – Tackling inequality and helping those who are most in need	
FS 04	Reducing the average time for processing notifications of changes in circumstances for Housing Benefit and Council Tax Reduction by 1 day, compared to the previous year, to an average of 8.55 days.	

Milestone	Progress Q1	Supporting Commentary
On a quarterly basis, the average processing times will be compared to the same quarter last year (13.70 days).	#	Q1 2025-26 14.30 days Q4 2024-25 9.16 days Q3 2024-25 12.19 days Q2 2024-25 15.62 days Q1 2024-25 13.70 days

	As we only have figures for quarter 1 it is too early to state with any certainty whether we will match last	
	years (2024/25) figures. The Benefits Service staffing is currently depleted, with two Benefit Officers on maternity leave and there are three Benefit Officer vacancies. Appointments have been made for these vacant posts and the new staff will be taking up their positions in August 2025.	

Corporate Priority	Priority Two - Building a strong, sustainable, local economy	
FS 05	Ensuring 90% of all suppliers' invoices are paid within 30 days, including those which are disputed invoices.	

Milestone	Progress Q1	Supporting Commentary
On a quarterly basis, the proportion of suppliers' invoices paid within 30 days will be assessed	1	As at the end of Quarter 1, 90.93% of the Council's supplier invoices paid this financial year were settled within 30 calendar days of receipt. This figure reflects the Council's continued commitment to prompt payment practices and supports positive working relationships with suppliers. It is important to note that this performance metric includes all invoices, including those subject to disputes or delays due to queries.

Corporate Priority	Priorities 1 - 6 Building a Resilient and Reliable Organisation
FS 06	Higher proportion of historic sundry debt to be collected compared to the same point the previous year

Milestone	Progress Q1	Supporting Commentary
On a quarterly basis, the collection rate for the total outstanding historic debt (balance as at the previous year-end) will be compared to the same point the previous year	1	As at 31 March 2025, the total outstanding historic debt stood at £19,407,241. By 30 June 2025, 53.22% of this debt had been successfully collected, reflecting a strong start to the financial year and a significant improvement in recovery efforts.
		This marks a significant improvement in performance compared to the same point last year, when the historic debt collection rate was 38.26%. The increase reflects the positive impact of enhanced debt recovery efforts, including the appointment of a new external debt collection provider, improved management information, and a more targeted approach to addressing aged debt.

Operational HR Division, Interim Chief Executives Delivery Unit

Corporate Priority	Priorities 1 - 6 Building a Resilient and Reliable Organisation
CXDU 01	Reduction in Sickness absence across the Council - Review and amend policy to focus on attendance, train and empower managers to apply procedure timely.

Milestone	Progress Q1	Supporting Commentary
Reduce the sickness absence days FTE average across the Council by March 2026	î	3.57

Total 14.19 days for 2024/2025.	#	Q4 2024/25 - 3.79
		Q1 2024/25 – 3.03
Reduce the average cost of absence across the council by March 2026		£1,561.79
	#	Q4 2024/25 - £1,232.50
	#	Q1 2024/25 - £1,129.98

Corporate Priority	Priorities 1 - 6 Building a Resilient and Reliable Organisation
CXDU 02	Promote increased stability of the workforce across the organisation - Improve the Employer value proposition of HBC to Attract and retain talent and become and Employer of choice.

Milestone	Progress Q1	Supporting Commentary
Improve turnover rate with a target of 13%	û	17.32%
		Q4 2024/25 - Turnover 19.28%
Workforce Stability: 87.12 %	#	Q1 2025/25 Turnover 15.29%
		There is no cost associated with this as data does not take into account level and salary of leavers and starters.
		Calculated at Turnover: No leavers/No employees * 100
Improve workforce stability rate with a minimum 88% target		85.73%
	•	Q4 2024/25 Stability 85.74%
	1	Q1 2024/25 stability 87.12%

There is no cost associated with this as data does not take into account level and salary of leavers and starters
Calculated at: No employees 12m in post/No employees * 100

Corporate Priority	Priorities 1 - 6 Building a Resilient and Reliable Organisation	
CXDU 03	Reduce flexible workforce (agency) spend and deployment across the organisation	

Milestone	Progress Q1	Supporting Commentary
Reduce agency costs across organisation by March 2026		Total Spend £3,281,700.32
		Off contract - £427,705.57
	Å	On contract - £2,853,994.75
	1	Q4 2024/25 -£3,449,278.64
		Q1 2024/25 - £3,397,163.09
Reduce agency usage by March 2026	U	 2488 total placements 2189 Agency placements 299 Casual placements

<u>ICT</u>

Corporate Priority	Priorities 1 - 6 Building a Resilient and Reliable Organisation
ICT 01	LD1 Average availability of the Council's M365 Systems 24/7 - 365.

Milestone	Progress Q1	Supporting Commentary
2023 – 2026 is seeing the delivery of the Azure and Microsoft M365 E5 platforms – through 2025 the teams continue to deliver updates with key	✓	This programmes Phase 1 objective has been the full transformation from legacy telephony and contact centre systems to modern,

technical partners, new integrated systems and further deployments of Cloud and on-premise deliveries as part of this major technology change programme.

integrated communication and data infrastructure.

It includes decommissioning outdated hardware, Cloud application deployment, implementing new cloud-based contact centre solution, building a secure on-premise and hybrid data Lakehouse, and delivering a business intelligence platform that supports the Halton operational and strategic goals.

These huge programmes of work will offer new and innovative platform technologies for the wider organisation to build upon this is not just a technical project set but a platform for the authority to innovate with process change and digital first strategies.

The delivery of the new Telephony solution by September 2025 will not only link to Ai driven technologies but will link directly with the new CRM solution currently under development. Again, the new CRM solution will bring with it Ai technologies and developments such as citizen portals and a greater level of integrated services at the front end through the authority's web site and social media presences.

As noted within the previous quarter the centralisation of the authority's data assets is again a major project that will allow the delivery of accurate live reporting as well as form the base for Ai into the future.

Ai is a complex beast and not something the authority can afford to buy off the shelf not only because of the cost in monetary terms but the cost of accuracy and the delivery needs of the authority many will be impatient to implement pockets of Ai but the HBC technical strategy is clear our objective is to containerise specific Ai deliveries and deliver the Knowledge based systems first then moving onto the more complex capabilities of generative Ai.

Corporate Priority	
ICT 02	LD2 Security Incidents across each reporting quarter

Milestone	Progress Q1	Supporting Commentary
The software packages and monitoring solutions will be in place by the 2nd quarter 2025. This will include the delivery of DR and BCM opportunity through this new open-source platform. The Platform will be based upon a small proportion of paid for solutions with the balance based upon pure open-source technologies releasing further savings into the future.		As above we discussed the centralisation of data in order to deliver a standardised reporting platform allowing live data to be reported against in some cases improving the authority's accuracy and future planning efforts. Added to this we will be replacing the ageing HR and Pay platforms and linking them to a new cloud-based Finance system this will be the same finance solution we have successfully hosted in partnership with the Liverpool City Region, Mersey Travel and Sefton MBC. This platform will form the new ERP base supported by the data project over the next 12 months. This needs to be noted that this project is a considerably complex and time-consuming effort and will be reported against over the coming quarters and into the next financial year. This platform is now under development and the POC will be deployed within August /September with the objective of live business solutions being deployed within September.

Corporate Priority	Priorities 1 - 6 Building a Resilient and Reliable Organisation
ICT 03	LD3 Number of resolved customer contacts – Contact Centre

Milestone	Progress Q1	Supporting Commentary
On a quarterly basis, the delivered process and the number of contacts will be reported with an objective of	\checkmark	31,759 individual call contacts across Quarter 1
delivering contact through all digital means, reducing wait times and		For over 15 years, the council has
improving resolution at 1 st contact for		relied upon an on-premise Skype for
those services that will allow. With the		Business Telephony System
colossal amount of work being undertaken within this area through the		supported by a contact centre
delivery of the Sales-Force CRM, Ai and		solution that is now struggling with
new Telephony that will now integrate		linking into the new technology
with the new internal platforms and remove the old Skype telephony		platforms in the cloud both have
solution by October 2026.		more than served a purpose. The IT
		and Customer Service teams have
		operated and delivered high volume
		services through these technologies
		within the bounds of the austerity
		restrictions.
		Now, due to prolonged
		underinvestment and technical
		obsolescence, these systems are
		now failing and causing significant
		operational disruption.
		With this new phase of investment
		through the transformation
		programme and the increased IT
		capital programme, the Customer
		Journey and IT teams have
		embarked on a program to replace
		these outdated systems with the
		recently chosen contact centre
		telephony solution, that will be
		integrated with the Microsoft 365
		Teams solution, also the IVR, to be
		linked to an interactive Ai driven bot
		to enhance customer service

One that will potentially deployed
for internal services.

This transition is part of a broader program of technology development linked to the use of business analysis skills aimed at aligning technological solutions with business goals.

Corporate Priority	Priority 4 - Tackling inequality and helping those who are most in need
ICT 04	LD4 Number of resolved contacts – One Stop Shop's

Milestone	Progress Q1	Supporting Commentary
The partnerships within the shop's continuing to increase at a pace and a programme of work linked to the Transformation programme owned by the department. This is currently under development to increase the levels of services available and looking to partner with key external agencies. Integration and an HBC staffing presence within the NHS Halton Health Hubs has been agreed with a 3 rd quarter 2026 target for the Runcorn opening.		30,144 individual face to face interactions across Quarter 1 The Customer Journey transformation strategy outlines a comprehensive approach to enhancing the full customer journey using personalised web portals, chatbots, mobile technologies, social media integration, and the latest AI and chat technologies. The goal is to seamlessly link the authority's contact centre and shops with these technologies, improving both face-to-face and digital customer experiences while ensuring accessibility for all, including those with limited access to technology. This strategy will also integrate with existing CRM and Office 365 technologies to improve internal and external client interactions from contact to resolution. Digital poverty remains an issue within Halton as it does in many areas across the Northwest new ways of interacting with this client base will be part of the customer journey programme, but the shops remain and essential aspect of the front door into the council for many.

This programme of work will also be linked to a newly agreed partnership with NHS led Halton Health Hubs – discussions continue to evaluate the options for a presence within the new Runcorn Old Town hub and also to offer an NHS presence within the HBC locations. The management within this area are discussing options to increase the number of council services within the locations bringing services into the community on a face-to-face basis. Digital poverty and low digital skills make sure not all interactions can be digital.

Legal & Democracy

Corporate Priority	Priorities 1 - 6 Building a Resilient and Reliable Organisation
LD 01	To ensure that decision makers are supported through the provision of timely and accurate advice and information and are kept informed of changing legislation and responsibilities

Milestone	Progress Q1	Supporting Commentary
Revised Constitution to be approved by Annual Council each May	✓	The revised Constitution was approved by Council in May

Corporate Priority	Priorities 1 - 6 Building a Resilient and Reliable Organisation
LD 02	To provide efficient and effective Democratic Support Services that provides Elected Members, as key decision makers, with the necessary information, support and training opportunities to fulfil their individual potential and management and governance role effectively

Milestone	Progress Q1	Supporting Commentary
Inductions to be completed by June following election and offer of MAPs to be monitored on a quarterly basis		The first meeting of the Member Development Group 2025/26 took place on Thursday 24 th July 2025. At this meeting the Members discussed the new Councillor Development Plan. It was agreed that following the meeting the form would be emailed to all Members to complete and return by Friday 29 th August 2025. On receipt of the forms meetings will be arranged, on Teams or face-to-face, to discuss the forms with Members and their training needs. With regard to training, during the Quarter 1 - 1 st April – 30 th June 2025, 28 Members have attended at least one training event = 51% of Members, and 9 have attended two or more training events = 16.6% of Members

Corporate Priority	Priorities 1 - 6 Building a Resilient and Reliable Organisation
LD 03	Ensure that prosecutions are carried out expeditiously by monitoring average time taken to issue from receipt of full instructions. The target is within 10 working days.

Milestone	Progress Q1	Supporting Commentary
On a quarterly basis, the average processing times will be compared to the target	✓	All prosecutions have been issued under 10 working days from receipt of full instructions

Corporate Priority	Priorities 1 - 6 Building a Resilient and Reliable Organisation	
LD 04	Ensure that care cases are carried out expeditiously by monitoring average time taken to file application for Care proceedings at Court from receipt of all written evidence from client department. The target is within 3 working days	

Milestone	Progress Q1	Supporting Commentary
On a quarterly basis, the average processing times will be compared to the target:	✓	The target of issuing care proceedings within 3 days of all final paperwork being agreed and received, is being met.
Children's – 24 cases issued		

Catering Stadium & Registration Services

Corporate Priority	Priority Three – Supporting Children, Young People and Families. Priority Four - Tackling Inequality and Helping Those Who Are Most in Need. Registrars
ERD 26	Provide accessible and efficient Registration Service to Halton residents.

Milestone:	Progress Q1	Supporting Commentary
95% of Births registered (or declarations) within 5 working days of request.	✓ ↑	100% appointment availability - Appointment availability to be monitored to ensure that births are registered within the required timeframe. Registrar diary amended if required to allow registration to take place in a timely manner.
95% of Deaths registered (or declarations within 2 working days of request). 95% is national benchmark.	✓ ↑	99.21% Bank Holidays affected appointment availability. Appointment availability to be monitored to ensure deaths are registered within the required timeframe.

90% of customers seen early, on time or within 10 minutes of their appointment time.





100% of customers seen early, on time or within 10 minutes of appointment

Corporate Priority	Priority Two – Building a Strong Sustainable Local Economy. Widnes Market
ERD 36	Provide a variety of affordable trading spaces at Widnes Market

Milestone:	Progress Q1	Supporting Commentary
Achieve a minimum of 80% indoor stall occupancy	▼	The market has a good trader occupancy rate, in Q1 82%, this is in an economy where many local markets are suffering from reduced trader numbers, with the national average of local market occupancy rates at 72% (in accordance with the 2023 survey from NABMA) Q1 2025/26 is down by 7% on the same period 2024/25, this is attributed to the retirements of traders and the reduction in stall sizes without a loss of trader. In addition and not included in the figures the market has supported 26 community stalls across the period.
Achieve a minimum of 80% outdoor stall occupancy levels	*	Widnes outdoor market regular trading days are Monday, Friday and Saturday with the Flea and Collectors market on Wednesday, the occupancy levels overall for established trading during Q1 2025/26 is 78.75% a slight reduction of 3.75% on the same period 2024/25. However, a combined flea and retail trading day was introduced on Thursdays in April 2022 and uptake on this day each week is low in comparison to established regular days which reduces the overall occupancy in terms of data analysis, however, operates at no additional cost to the Authority the combined occupancy of the

		outdoor market is 70.75 which is up by 2.5% on the same period 2024/25.
Achieve minimum annual overall footfall of 585,000	∪ ↓	Overall footfall during the Q1 2025/26 period is 323,196 . Overall visitor footfall is down by 7.25% on the same period as last year, the national average footfall across the markets and retail sector has reduced in the same period by 4.25%
Strive for minimum 120% service budget recovery.	✓ ⇔	121.96% achieved in Q1, a new quarterly KPI, previous end of year was 125.86%

Corporate Priority	Priority One – Improving Health, Promoting Wellbeing and Supporting Greater Independence. Priority Three – Supporting Children, Young People and Families. Priority Six - Valuing and Appreciating Halton and our Community The DCBL Stadium
ERD 37	Provide affordable space for business, community, cultural and recreational activities to take place.

	Progress Q1	Supporting Commentary
Achieve minimum 55% meeting space occupancy.	☑	Q1 has seen an increase in usage of meeting space from 40% in Q1 2024/25 to 75% .
Achieve minimum 55% meeting space occupancy.	†	Q1 has experienced a decrease in conference space to 41.03% from 62.5% the same period in 2024/25. This can be attributed to some closures of the conference suites over the period for essential maintenance and supporting election arrangements.

Achieve minimum 55% sports hall occupancy	✓	Sports hall occupancy has increased in the period to 64% in comparison to 26.9% in Q1 2024.
Achieve minimum 75% 4G pitch occupancy levels	U N/A	Winter occupancy commences in Q3, although the pitch is available for use outside of peak-season, this is low level and doesn't inform comparable data.
95% Customer satisfaction 4/5 star reviews	▽	100% of returns rated the stadium in terms of 'Quality of Venue' between 4 and 5 stars. 71% of returns rated the stadium in terms of 'Quality of Catering' between 4 and 5 stars. 78% of returns said they would likely or very likely use the stadium again. 100% of customers would likely or very likely recommend the stadium to others. (1 star being very poor and 5 stars being excellent) Overall, 100% of customers rated the stadium very good or excellent.
53% Service budget recovery annual target.	N/A	47.06% achieved in Q1. A new KPI for this operating year hence, quarterly performance not previously detailed; end of previous operating year was 62.32% and the stadium experiences seasonal variations over the operating year.

Property Services

Corporate Priority	Priority Two – Building a Strong, Sustainable Local Economy. Priority Three – Supporting Children, Young People and Families. Priority Five – Working Towards a Greener Future. Priority Six - Valuing and Appreciating Halton and our Community. Asset Management & Valuation
ERD 07	Provide Support for the Council's Corporate Priorities through the Provision of Property Advice

Milestone	Progress Q1	Supporting Commentary
To achieve full cost recovery for the service whilst providing support to departments with their property requirements.	U	Still rolling out this approach across the council services but a higher proportion of recharging is taking place and a reduction in resources has been implemented.

Corporate Priority	Priority One – Improving Health, Promoting Wellbeing and Supporting Greater Independence. Priority Three – Supporting Children, Young People and Families. Priority Five – Working Towards a Greener Future. Property Services
ERD 09	Rationalise the Council's main office accommodation to deliver revenue savings.

Milestone	Progress Q1	Supporting Commentary
Exec Board approval to rationalise the Council's accommodation and progress with associated works including the review of the desk ratio policy.	✓	Report submitted to Executive Board for consideration.

Corporate Priority	Priority Five – Working Towards a Greener Future. Property Services
ERD 10	Reduce Carbon Emissions from the Council's Property Portfolio

Milestone	Progress Q1	Supporting Commentary
Deliver the solar connection to the Leisure Centre by March 2026	U	Works ongoing in respect of getting out to tender for the solar farm. Anticipated tender date September 2025, actual connection to leisure centre likely to be after March 2026.
Carry out decarbonisation measures on a minimum of 2 buildings to produce carbon emission reductions to contribute towards 1.5% by March 2026	✓	Proposed decarbonisation works at Picow Farm Depot currently out to tender, works should commence on site in Autumn, subject to costs being within the funding envelope. Rooftop solar installation works currently being priced up, with a view to getting three sites delivered prior to March 2026

4.0 Financial Statements

Finance Department

Revenue Budget as at 31 May 2025

	Annual Budget	Budget to Date	Actual Spend	Variance (Overspend)	Forecast Outturn
	£'000	£'000	£'000	£'000	£'000
Expenditure	2.000	2 000	2 000	2.000	2.000
Employees	7,242	1,163	1,149	14	86
Insurances	1,042	546	521	25	169
Supplies & Services	1,103		71	(13)	(76)
Rent Allowances			4,275	(13)	` ,
Concessionary Travel	31,500 1,902	4,275	4,275 -45	45	91
•		_		0	
LCR Levy Bad Debt Provision	1,902		0		0
	223	4	0	4	25
Non HRA Rent Rebates	70	12	3	9	57
Discretionary Social Fund	106	16	0	16	97
Discretionary Housing Payments	279	41	40	1	2
Household Support Fund Expenditure	420	420	420	0	0
Total Expenditure	45,789	6,535	6,434	101	451
I					
Income				_	
Fees & Charges	-342		-131	8	52
Burdens Grant	-58		-63	4	24
Dedicated schools Grant	-150		0	0	0
Council Tax Liability Order	-670		-55	(9)	(50)
Recovery of Legal Costs	-10	-2	0	(2)	(10)
Business Rates Admin Grant	-157	0	0	0	1
Schools SLAs	-319	-2	0	(2)	(10)
LCR Reimbursement	-1,902	0	0	0	0
HB Overpayment Debt Recovery	-300	-47	-35	(12)	(75)
Rent Allowances	-30,700	-4,262	-4,142	(120)	(684)
Non HRA Rent Rebate	-70		-13	(1)	(5)
Discretionary Housing Payment Grant	-279	-93	-93	0	(2)
Housing Benefits Admin Grant	-453	-76	-76	0	0
Housing Benefits Award Accuracy	0	0	-22	22	22
Universal Credits	-5	-1	0	(1)	(5)
Household Support Fund Grant	-420	326	326	0	0
VEP Grant	0	0	0	0	5
CCG McMillan Reimbursement	-89	0	0	0	0
Reimbursements & Grant Income	-185	0	-21	21	173
Transfer from Reserves	-21	0	0	0	0
Total Income	-36,130	-4,417	-4,325	(92)	(564)
Net Operational Expenditure	9,659	2,118	2,109	9	(113)
Recharges					
Premises Support	493	82	82	0	0
Transport	0	0	0	0	_
Central Support	2,092	349	349	0	0
Asset Rental Support	0	0	0	0	0
HBC Support Costs Income	-6,814	-1,136	-1,136	0	0
Net Total Recharges	-4,229		-705	0	0
Net Departmental Expenditure	5,430	1,413	1,404	9	(113)

Comments on the above figures

Net spend for the Finance Department is forecast to be £0.113m above budget at financial year-end. This is largely a result in the shortfall of income against the rent allowances, a net effect of £0.684m. The Rental allowance income subsidy has been reducing year on year as Housing Benefit claimants are being transferred onto Universal Credit.

Concessionary Travel spend is forecast to be £0.091m under budget at the end of the financial yearend, this is based on an estimate of passenger numbers provided by concessionary travel partners.

Discretionary Social Fund has not been utilised over the recent years due to the increased funding option of Household Support Fund being used, the department is forecasting an underspend of £0.097m

Supplies and Services forecast overspend of £0.076m is due to bank charges, based on previous years expenditure and the increasing costs coming though Stripe / Worldpay and Merchant Acquirer price increases for card fee rates, more customers choosing card payment as their preferred payment. The business rates team are still engaging with Inform CPI Ltd (Analyse Local) who specialise in identifying new business rate premises that have not been included within the rating list.

There has been a reduction of insurance premiums through negotiating better terms/changing providers. Public liability claimant damages have significantly reduced from previous years however motor liability claims have increased and along with movement in insurance provision results in a underspend position of £0.169m.

Reimbursement & grant income has increased due to receiving unbudgeted income from Natwest purchase card rebates and administration income relating to Household Support Fund resulting in a favourable outturn position of £0.173m

Approved 2025/26 Savings

Service Area	Net Budget	Description of	Savings		Current	Comments
	£'000	Saving	25/26	25/26	Progress	
		Proposal	Agreed	Agreed		
			Council 01	Council 05		
			February	March		
			2023	2025		
			£'000	£'000		
Internal Audit	300	Restructure in	50	0		
		light of				It appears
		potential				unlikely that
		retirements				the proposed
		over the next			U	£50k budget
		two years				saving will be fully realised
		within the				this year, if at
		Internal Audit				all
		Team.				
Council Tax	84	Increase the	40	0		
		charges applied				
		when a court				
		summons is				Increase in
		issued by 30%			×	costs to be
		(£23), to achieve full cost				applied from 2026/27.
		recovery over				2020/27.
		the three year				
		period.				
Debt		Undertake a	0	100		
Management		review of debt				
		management				
		policies and				Is currently
		procedures, in order to				being reviewed by the
		implement a				Transformation
		more robust				team.
		approach to				
		debt				
		management				
		and debt			U	
		recovery,				
		considering				
		options such as seeking				
		payment in				
		advance				
		wherever				
		possible, to				
		improve				
		cashflow and				
		reduce the risk				
Total	 Finance Depart	of nonrecovery.	90	100		
iotai	rinance Depart	ment	90	100		

Interim Chief Executive's Delivery Unit

Revenue Budget as at 31 May 2025

	Annual Budget	Budget to Date	Actual Spend	Variance (Overspend)	Forecast Outturn
		01000			01000
Evnenditure	£'000	£'000	£'000	£'000	£'000
Expenditure	0.500	550	F 40	40	0.5
Employees	3,522	558	548	10	65
Employees Training	99	42	38	4	21
Apprenticeship Levy	330	54	61	(7)	(41)
Supplies & Services	397	132	130	2	12
Total Expenditure	4,348	786	777	9	57
Income					
Fees & Charges	-226	-26	-24	` '	(9)
Schools SLA Income	-577	-12	0	(12)	(69)
Total Income	-803	-38	-24	(14)	(78)
Net Operational Expenditure	3,545	748	753	(5)	(21)
Recharges					
Premises Support	157	26	26	0	0
Transport	0	0	0	0	0
Central Support	1,008	168	168	0	0
Asset Rental Support	53	9	9	0	0
HBC Support Costs Income	-3,653	-609	-609	0	0
Net Total Recharges	-2,435	-406	-406	0	0
Not Deposite antal Evene white-	4 440	240	0.47	(F)	(04)
Net Departmental Expenditure	1,110	342	347	(5)	(21)

Comments on the above figures

Currently the Interim Chief Executive Delivery Unit Department (CXDU) is projecting an outturn position of £0.021m over the approved budget for the year.

The forecast underspend against salary costs is due to unfilled vacant positions

However the Apprenticeship Levy budget is forecasting a £0.041m overspend as consistently incurring monthly costs of £0.031m against a £0.330m budget.

The School SLA Income has been reducing as some schools have become academies and are not buying back departmental service

ICT and Administration Department

Revenue Budget as at 31 May 2025

	Annual	Budget to	Actual	Variance	Forecast
	Budget	Date	Spend	(Overspend)	Outturn
	£'000	£'000	£'000	£'000	£'000
Expenditure					
Employees	5,827	958	901	57	223
Supplies & Services	1,169	262	295	(33)	(199)
Capital Finance	100	19	6	13	73
Computer Repairs & Software	2,019	1,724	1,697	27	160
Communication Costs	133	25	41	(16)	(92)
Premises	139	55	56	(1)	(6)
Transport	3	0	0	0	1
Other	4	3	4	(1)	(6)
Total Expenditure	9,394	3,046	3,000	46	154
Income					
Fees & Charges	-849	-217	-217	0	2
Schools SLA Income	-659	-14	0	(14)	(86)
Total Income	-1,508	-231	-217	(14)	(84)
Net Operational Expenditure	7,886	2,815	2,783	32	70
Recharges					
Premises Support	373	62	62	0	0
Transport	22	4	4	0	0
Central Support	1,391	232	232	0	0
Asset Rental Support	1,494	0	0	0	0
HBC Support Costs Income	-10,969	-1,828	-1,828	0	0
Net Total Recharges	-7,689	-1,530	-1,530	0	0
Net Departmental Expenditure	197	1,285	1,253	32	70

Comments on the above figures

It is currently forecast net spend for the department will be £0.070m below the approved budget at the end of the financial year.

The main pressures faced by the ICT Department is now in relation to the IT infrastructure, with the move to Microsoft 365, staff have been able to utilise much more efficient hardware. However, the software utilised by the new hardware is at a premium and will be a continuous pressure and the Council will need to react to as prices fluctuate. These pressures have been funded through an increase in budget provided and as such the current position is anticipating £0.160m underspend, these will be closely monitored throughout the year in case of an increase in forecast costs.

Supplies & Services is forecast to overspend £0.199m due to the Dell Technologies rental charges. There has been a substantial increase in communication costs resulting in a projected £0.092m overspend for BT & Vodaphone quarterly bundle charges.

Schools SLA income is expected to reduce as more schools become academies and are declining in buying back departmental services.

Legal and Democratic Services Department

Revenue Budget as at 31 May 2025

	Annual	Budget to	Actual	Variance	Forecast
	Budget	Date	Spend	(Overspend)	Outturn
	£'000	£'000	£'000	£'000	£'000
Expenditure					
Employees	1,836	244	261	(17)	(101)
Agency Related Expenditure	34	34	63	(29)	(174)
Supplies & Services	163	63	60	3	16
Civic Catering & Functions	21	1	1	0	5
Legal Expenses	422	2	5	(3)	(145)
Transport Related Expenditure	8	2	3	(1)	(1)
Other Expenditure	0	1	1	0	(1)
Total Expenditure	2,484	347	394	-47	(401)
Income					
Fees & Charges Income	-75	-10	-4	(6)	(40)
Reimbursement & Other Grants	0	0	0	0	2
School SLA's	-100	-4	0	(4)	(23)
Licence Income	-341	-37	-34	(3)	(20)
Total Income	-516	-51	-38	(13)	(81)
Net Operational Expenditure	1,968	296	356	(60)	(482)
Recharges					
Premises Support	62	10	10	0	0
Transport	0	0	0	0	0
Central Support	275	46	46	0	0
Asset Rental Support	0	0	0	0	0
HBC Support Costs Income	-2,475		-412	0	0
Net Total Recharges	-2,138		-356	0	0
Total Regularyes	2,130	- 550	- 550		0
Net Departmental Expenditure	-170	-60	0	(60)	(482)

Comments on the above figures

As at the end of May 2025 the department is reporting a net overspend against budget. It is currently forecast that net spend for the department will be over the approved budget by approximately £0.482m at the end of the financial year.

Employee costs for the year are expected to exceed budget due to the Legal Services restructure creating additional posts which are in the process of recruitment. The Legal Services overspend is offset to an extent against the savings in Democratic Services due to a non-election year saving on election payments. As a result of the number of vacancies that exist within the department and work demand, agency staff are required to maintain the service. The main area of concern for the department is the volume of agency costs resulting from hard to fill vacant posts. These costs are expected to total £0.174m at the end of the financial year. Once finalised, the cost of the Legal Services staffing restructure will be funded through Council contingency, as agreed by Executive Board.

Legal expenses are forecast to be over the approved budget by £0.145m, largely as a result of the limited number of staff available to clear an increasing caseload. As recruitment is undertaken theses costs are expected to slowly reduce. The impact of transformation and recovery work in Children Services, as well as alternatives to agency staff such as attractive market supplements should help drive down the overspend in the department.

COMMUNITY & GREENSPACE

Revenue Budget as at 31 March 2025

	Annual Budget £'000	Budget to Date £'000	Actual Spend £'000	Variance (Overspend) £'000	Forecast Outturn £'000
Expenditure	2 000	2 000	£ 000	2 000	2 000
Employees	15,296	2,506	2,410	96	580
Agency - in addition to establishment	15,296	2,500	2,410	(53)	(237)
Premises	3,304	416	440	(24)	(139)
Supplies & Services	3,304	258	287	(24)	(139)
Transport	3,101	256	4	(29)	(176)
Other Agency Costs	240	63	81	(18)	(10)
Other Expenditure	172	03	0	(18)	(111)
Waste Disposal Contracts	7,121	0			(22)
•	41	9	0 7	0 2	, ,
Grants to Voluntary Organisations		9	-	0	16
Transfers to Reserves	97 29,505	3, 270	0 3,297	(27)	(93)
Total Expenditure	29,505	3,270	3,297	(21)	(93)
Income					
Sales Income	-1,342	-268	-275	7	42
Fees & Charges Income	-6,019	-1,524	-1.510	(14)	(89)
Rental Income	-1,111	-174	-159	(15)	(85)
Government Grant Income	-3,861	-1,288	-1,288	0	0
Reimbursement & Other Grant Income	-801	-115	-115	0	0
SLA Income	-23	0	0	0	0
Internal Fees Income	-223	0	-18	18	155
Capital Salaries	-236	-6	0	(6)	(35)
Transfers From Reserves	-30	0	0	0	(00)
Total Income	-13,646	-3,375	-3,365	(10)	(12)
	10,010	3,010	0,000	(10)	(/
Net Operational Expenditure	15,859	-105	-68	(37)	(105)
Recharges					
Premises Support	1,657	276	276	0	0
Transport	2,433	276 424	429	(5)	(29)
Central Support	4.297	716	716	(5)	(29)
Asset Rental Support	199	710	0	0	0
HBC Support Costs Income	-843	-141	-141	0	0
Net Total Recharges	7,743	1,275	1,280	(5)	(29)
Hot Total Neonalyes	1,143	1,273	1,200	(3)	(29)
Net Departmental Expenditure	23,602	1,170	1,212	(42)	(134)

Comments on the above figures

Net spend against the Community and Greenspaces department is forecast to be £0.134m over the approved budget profile by the end of the 2025/26 financial year.

Employee spend continues to be an area providing underspend for the department into the new financial year, forecast spend being £0.580m under the approved budget profile. There continue to be vacancies held for restructures taking place contributing to the underspend. However, due to the nature of the services within this department, agency and service expenditure will also rise in order to facilitate the very visible services provided to the residents of Halton.

In previous years Waste Disposal Contracts have contributed to an underspend for the department, however, due to the rise in costs last year, it is unlikely to see an underspend going forward. As the size of the contracts are very large, small percentage changes to the invoices can have significant impacts on the outturn position of the department and with invoices being received several periods after the costs are incurred, the outturn position may change throughout the year.

Estimated spend on premises costs is forecast to be £0.139m over budget in 2025/26. Premises costs have been built into the 2025/26 budget for Halton Leisure Centre, which did provide an underspend in the previous financial year. Higher stadium utility costs were offset from this and therefore will continue to be a budget pressure this year. There is more focus on internal services that can be provided (See £0.155m overachieved Internal Fees Income at outturn), and should this continue it can be utilised to offset the premises costs going forwards.

Supplies and Services is forecasting an overspend of £0.176m which is a budget pressure throughout the Department, and is primarily caused by inflationary cost increases of key goods and services over recent years. There is a risk if the Council were to contain these costs within the budget profile there would be a reduction in the service provided.

One of the key pressures within the 2025/26 financial year, as Halton Leisure Centre is a new site there is potential that it does/does not meet budgeted expectations and could have significant impacts on the outturn position.

APPROVED BUDGET SAVINGS COMMUNITY AND GREENSPACES DEPARTMENT

Service Area	Net Budget	Description of Saving Proposal	Savings	Value	Current Progress	Comments
	£'000		25/26 Agreed Council 01 February 2023 £'000	25/26 Agreed Council 05 March 2025 £'000		
Stadium & Catering Services – School Meals	12	Cease to deliver the school meals service, which has made significant losses of over £200,000 for a number of years and is forecast to make a similar loss by year-end. Work would be undertaken with schools over the next two years to support them to secure an alternative means of delivery, whether in-house or via an external provider.	12	0	▼	School meals service has ceased and is reflected in the 25/26 budget.
Green Waste		Green Waste – increase green waste charges from £43 to £50 per annum, to bring Halton onto a comparable basis with charges levied by neighbouring councils.	0	100	✓	Green waste charges have been increased to £50.
Area Forums		Area Forums – cease the funding for Area Forums.	0	170	✓	Area forum budgets have been removed in 25-26
Total Com	munity &	Greenspace Dept	12	270		

ECONOMY ENTERPRISE & PROPERTY DEPARTMENT

Revenue Operational Budget at 31 May 25

	Annual Budget	Budget to Date	Actual Spend	Variance (Overspend)	Forecast Outturn
	£'000	£'000	£'000	£'000	£'000
Expenditure					
Employees	4,124	773	710	63	376
Agency - covering vacancies	0	0	85	(85)	(270)
Repairs & Mainenance	1,690	133	150	(17)	(98)
Premises	173	136	136	Ó	(1)
Energy & Water Costs	1,080	93	87	6	37
NNDR	659	629	629	0	0
Rents	157	0	0	0	1
Economic Regeneration Activities	88	0	0	0	0
Security	603	4	3	1	3
Supplies & Services	383	63	62	1	8
Supplies & Services - Grant	576	97	97	0	0
Grants to Voluntary Organisations	72	11	12	(1)	(1)
Total Expenditure	9,605	1,939	1,971	(32)	55
•		,	•	, ,	
Income					
Fees & Charges Income	-561	-103	-103	0	0
Rent - Commercial Properties	-883	-158	-158	0	0
Rent - Investment Properties	-38	-8	-8	0	0
Government Grant	-594	-55	-55	0	0
Reimbursements & Other Grant Income	-120	-241	-241	0	0
Schools SLA Income	-55	0	0	0	0
Recharges to Capital	-454	0	0	0	0
Transfer from Reserves	-602	-522	-522	0	0
Total Income	-3,307	-1,087	-1,087	0	0
Net Operational Expenditure	6,298	852	884	(32)	55
Dacharra					
Recharges	0.700	450	450		
Premises Support	2,738	456	456	0	0
Transport	26	5	5	0	0
Central Support	2,878	480	480	0	0
Asset Rental Support	4	0	0	0	0
HBC Support Costs Income	-9,342	-1,557	-1,557	0	0
Net Total Recharges	-3,696	-616	-616	0	0
Net Departmental Expenditure	2,602	236	268	(32)	55

Comments on the above figures

Finance communicates with the department on a regular basis to manage and analyse spending, identifying potential savings that could support current and future priorities. In an era of constrained budgets, achieving these goals is essential. The report forecasts that the department will be under the approved budget by £0.055m at year-end.

Supporting Information

Through diligent account monitoring, the success of utilising grant and external funding to alleviate pressure on the core budget is evident in employee expenses. Specific projects have been identified, and staff time has been allocated accordingly. Ensuring at all times that the department is compliant with the grant conditions. This approach will continue throughout the year.

To fulfil statutory and contractual obligations and support the borough's regeneration, maintaining a complete staff establishment is essential. However, the challenge of filling surveyor and project manager roles, even with a market supplement, continues to result in a lack of suitable candidates. Consequently, the engagement of agency personnel has been necessary, anticipated to cost £0.270m this financial year. Without these personnel, the borough's regeneration efforts would be hindered, potentially leading to a loss of business rates and council tax. Where possible, these costs are reimbursed through capital and external funding grants.

The recruitment of agency staff has increased commercial rental income by enabling the completion of pending rent reviews. All units at The Hive are now tenanted, which should result in this income budget being balanced for 25/26 providing there is no increase in inflation.

The costs associated with empty properties within the borough continue to be a budget pressure. In addition to the loss of rental income whilst the properties remain vacant, the department incurs additional costs for utilities, repairs, and maintenance. As of the end of May costs are £0.121m, although this does include annual NNDR charges so spend should not continue quite at this level. To reduce the expense, actions need to be taken to accelerate the leasing or explore temporary uses for properties, such as short-term rentals or community projects, which will generate some income and reduce costs. Some properties are in poor condition and require refurbishment before any letting could be considered.

Although the department has seen a significant increase in energy costs over the last few years, the department is forecasting that it will be £0.037m under budget by year-end.

The Repairs and Maintenance program is under continuous review to ensure it stays within budget. This financial year is particularly challenging because the 2025/26 budget did not include an inflation adjustment. An exercise was conducted with the service to distinguish between capital and revenue expenditures, and the budgets have been adjusted accordingly. Despite these adjustments, revenue expenditure is projected to exceed the budget by £0.098m by the end of the year.

Approved 2025/26 Savings

Please see Appendix A for details of progress towards achieving budget efficiency savings agreed by Council in March 25.

ECONOMY, ENTERPRISE AND PROPERTY DEPARTMENT

APPENDIX A

Service Area	Net Budget £'000	Description of Saving Proposal	Savings Value		Current	Comments
			25/26 Agreed Council 01 February 2023 £'000	25/26 Agreed Council 05 March 2025 £'000	Progress	
Asset Management		Accelerate the lease or sale of surplus land, non-operational buildings, surplus space within building, etc. to either generate lease rentals or capital receipts to help fund capital schemes and thereby reduce future capital financing costs.	0	100	U	It is currently too early to establish if this can be achieved. Although all options will be explored.

Capital Budget at 31 May 25

Scheme Detail	2025/26 Original Allocation	2025/26 Revised Allocation	31 May Actual Spend	31 July Forecast Spend	30 Sept Forecast Spend
	£000	£000	£000	£000	£000
Equality Act Improvement Works	300.0	303.5	0.0	75.0	75.0
Foundry Lane Residential Area	2,639.5	3,381.3	470.8	80.8	200.0
Property Improvements	200.0	231.1	33.7	39.4	39.4
Town Deal	7,190.4	10,091.0	1,384.0	500.0	3,000.0
Port of Weston	3,940.0	0.0	0.0	0.0	0.0
Sci-tech Daresbury Project Violet	2,200.0	2,200.0	0	0	0
Runcorn Waterfront Residential Development	0.0	82.0	0	0	0
Kingsway Leisure Centre Demolition	0.0	708.0	11	139.4	558.0
Changing Places	0.0	17.0	0	17	0
UK Shared Prosperity Fund	0.0	101.2	0	10	30
Total Economy, Enterprise & Property	16,469.9	17,115.1	1,899.3	166.4	588.0

Comments on above figures

Foundry Lane

Work has commenced on site.

Sci-Tech Daresbury Project Violet

Project Violet is currently being reviewed and a full business case is in development. The programme anticipates a procurement exercise and the revised delivery programme proposes a 26 month build with construction commencing in August 2025 and completion in Q4 2026.

Property Improvements-

Various works undertaken as and when required.

Changing Places

Works complete, retention monies left to pay.

Town Deal

Although at different stages work is progressing with all Town Deal funded projects.

- 1. The Brindley extension started on site August 2024, with the new drainage in place, foundation put down, steelwork up and new floors put in.
- 2. The youth centre -part of the Creative and Digital Skill centre started September 2024, with the new build now well advanced including all external facades, and most steelwork in the wintergarden in place.
- 3. The Health Hub started work on site April 2025, after the library vacated to temporary location. The steelwork for the mezzanine is up, following installation of drainage.
- 4. The Runcorn Street art was delivered in May 2025.
- 5. The construction of the Temple Hall started March 2025, with foundation now complete.
- 6. The construction of two canal trip boats is underway at a boatyard in Liverpool.
- 7. The over 55s apartment block under construction at High Street is now receiving doors and windows, and external insulation.
- 8. Design work progresses on the remaining projects

Kingsway Leisure Centre Demolition

The demolition works commenced in Spring 2025, following relocation of the Leisure Centre and period of decommissioning of the building.

Port of Weston

This scheme is no longer going ahead.

UKSPF

New reduced allocation for 25/26 which is for town centre improvements.

5.0 Application of Symbols

Symbols are used in the following manner:

Progress Symbols								
<u>Symbol</u>		<u>Objective</u>	Performance Indicator					
Green	✓	Indicates that the <u>objective is on</u> <u>course to be achieved</u> within the appropriate timeframe.	Indicates that the annual target <u>is</u> on course to be achieved.					
Amber	U	Indicates that it is <u>uncertain or too</u> <u>early to say at this stage</u> whether the milestone/objective will be achieved within the appropriate timeframe.	Indicates that it is <u>uncertain or too</u> <u>early to say at this stage</u> whether the annual target is on course to be achieved					
Red	×	Indicates that it is <u>highly likely or certain</u> that the objective will not be achieved within the appropriate timeframe.	Indicates that the target <u>will not be</u> <u>achieved</u> unless there is an intervention or remedial action taken.					
Direction of Travel Indicator								
Green	1	Indicates that performance <i>is better</i> as compared to the same period last year.						
Amber	\Leftrightarrow	Indicates that performance <i>is the same</i> as compared to the same period last year.						
Red	#	Indicates that performance <i>is worse</i> as compared to the same period last year.						
N/A	N/A	Indicates that the measure cannot be compared to the same period last year.						