



**West  
Northamptonshire  
Council**

**CORPORATE HEALTH MONITORING  
FEBRUARY 2024**



- Introduction
- **Information/Data for:**
- Risk Management
- Information Governance
- Upheld Ombudsman Complaints
- Code of Conduct complaints – WNC Councillors
- Internal Audit
- Insurance
- Health & Safety
- HR : Disciplinary cases, employment tribunals

# Introduction

It has been agreed by the Statutory Officers that we will introduce quarterly monitoring, as part of regular scheduled ELT/AD meetings, to review a suite of key corporate health, governance and assurance data.

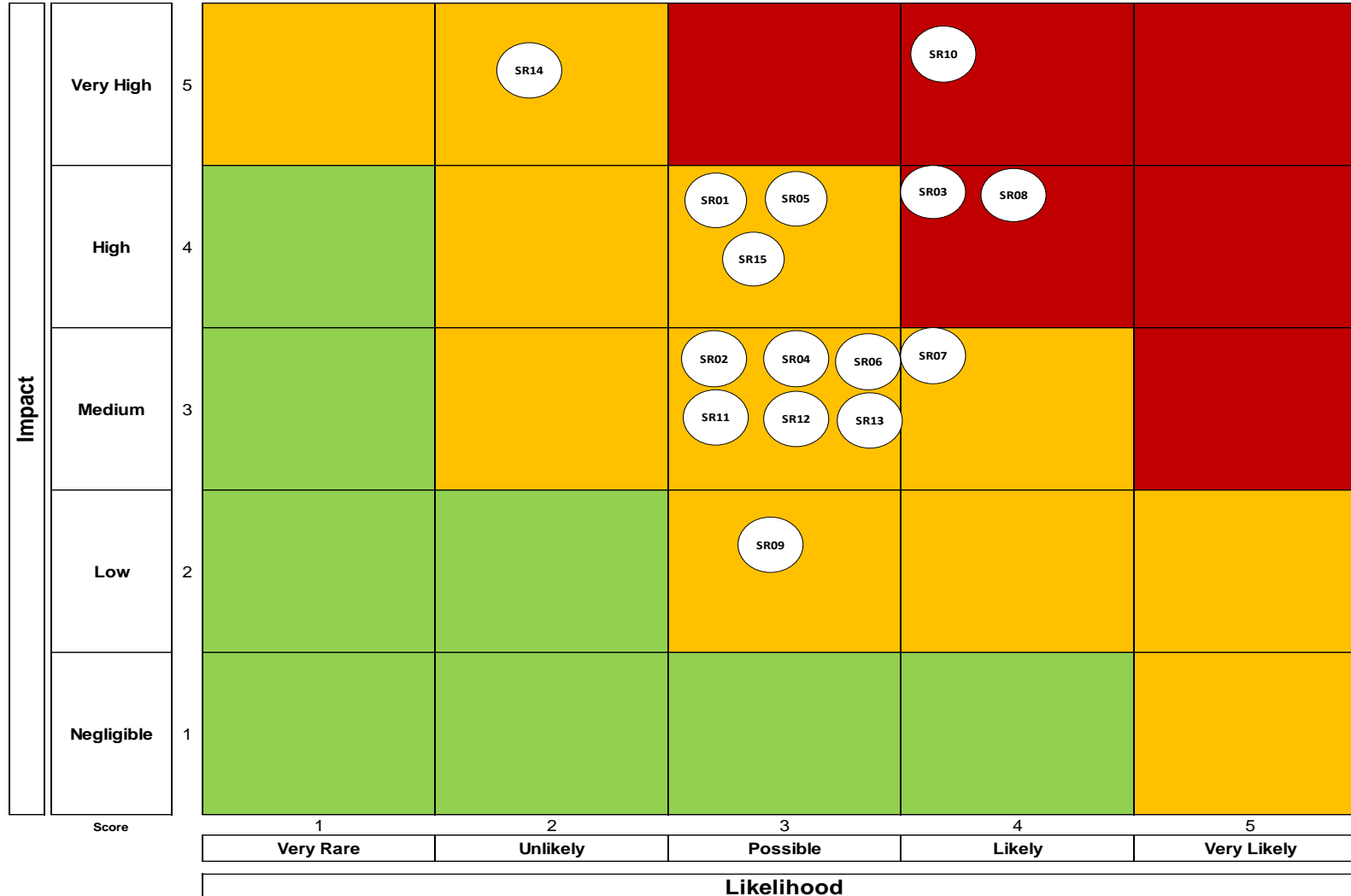
This will assist in raising awareness of any developing corporate concerns, horizon scanning for new risks and issues, and promptly identifying any emerging patterns / trends indicating concerns or problems.

This information will then be shared with the Audit and Governance Committee for oversight.

# Risk Management (1)

- There has been a full refresh of the Strategic Risk Register that is in the process of being finalised.
- Final step in the process is for the Strategic Register and Risk Management Strategy to be presented at Cabinet on 12<sup>th</sup> March 2024.
- On approval the refreshed register will become the official WNC Strategic Risk Register.
- The register will be published on the Intranet and WNC Website.
- Next slide shows the proposed risks for WNC and the scoring on the risk map as at 31 December 2023.

# Risk Management (2)



**Risks**

- SR01 Cyber Security
- SR02 NPH Residential - Change in Regulations
- SR03 Cost of living impact - increased demand for services
- SR04 Availability of affordable rental accommodation
- SR05 Health and Safety of WNC properties
- SR06 Inability to recruit and therefore deliver
- SR07 Political risk
- SR08 Inter authority agreements
- SR09 NCT - relationships management (WNC / NNC / NCT)
- SR10 NCT - Financial pressures
- SR11 Strategic communications and reputational risk
- SR12 RAAC (Reinforced Aerated Autoclaved Concrete)
- SR13 Cladding
- SR14 Financial Sustainability
- SR15 Disaggregation and other disputes

# Information Governance (1)

The following table shows the number of FOI/SAR requests received, the service has just recently started to collect the data and will be developed over the coming months. The percentages below for Q3 are indicative for each service.

FOI requests by directorate 2023/24	2023-2024			
	Q1	Q2	Q3	Total
B Chief Executives Office			4	4
B Corporate Services			37	37
B Finance			39	39
B People Services			33	33
B Place			113	113
				226

# Information Governance (2)

Data for responses to requests; for two thirds of the cases responses outside the deadlines is lack of response from the service

	Q1	Q2	Q3	Total	%
FOI request responses (all)	349	306	359	1014	
FOI's responded to outside of 20WD	50	41	32	123	12%
EIR request responses (all)	97	126	82	305	
EIR's responded to outside of 20WD	6	13	4	23	8%
SAR (and other data rights) (all requests)	62	71	48	181	
SAR's responded to outside of the 1 month	8	3	2	13	7%
Data incidents reported to DPO	82	65	44	191	
ICO breach reports submitted	3	0	4	7	

## Summary of WNC Complaints By Directorate 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024

Directorate	Number of complaints received	Complaints upheld	Closed after initial enquiries
Place, Economy & Environment	8	0	8
Communities & Opportunities	4	1	3
Childrens Safeguarding (ChildrensTrust NCT)	4	1	3
Corporate Parenting (ChildrensTrust NCT)	3	0	3
Childrens Trust	3	0	3
Finance & Resources	8	1	7
Education Services WEST	9	7	2
Corporate Services WEST	2	2	0



## Councillor Complaints 1<sup>st</sup> April 2023 to 31 December 2023:

Council	Number of complaints	Active	Closed
Parish Council	15	6	9
WNC	10	1	9
WNC/Parish Council	1	1	0
PFCP	2	2	0

# Internal Audit (1)

**Total number of recommendation: 237**  
**Total outstanding 96**  
**% Outstanding 41%**

Classification		Essential	Important		Standard
Not yet due (this would include recommendations where an extension has been agreed)	53	6	39		8
Completed	132	25	89		18
Transferred to follow up audit (all limited assurance audits to have a follow up planned, usually within 12 months)	9	1	8		0
Overdue - management response received but not verified	0	0	0		0
Overdue - no management response received	43	15	26		2
<b>Total</b>	<b>237</b>	<b>47</b>	<b>162</b>		<b>28</b>

% Not due	22%
% Completed	56%
% Transferred	4%
% Overdue	18%

## West Northamptonshire claims 1 April 2021 to 31 December 2023

<b>Liability Summary</b>	<b>Received</b>
<b>Highways</b>	<b>1789</b>
<b>Adults</b>	<b>1</b>
<b>Corporate</b>	<b>12</b>
<b>Country Parks</b>	<b>2</b>
<b>Education Services</b>	<b>1</b>
<b>Grounds Maintenance</b>	<b>17</b>
<b>Car Parks</b>	<b>8</b>
<b>Parks and Open Spaces</b>	<b>16</b>
<b>Property / Estates</b>	<b>20</b>
<b>Public Health</b>	<b>2</b>
<b>Waste Management</b>	<b>15</b>

# Insurance (2)

<b>Material Damage Summary</b>	<b>Received</b>
<b>Environment</b>	<b>1</b>
<b>Housing</b>	<b>4</b>
<b>Car Parks</b>	<b>3</b>
<b>Parks and Open Spaces</b>	<b>1</b>
<b>Property / Estates</b>	<b>17</b>

<b>Motor Vehicle Summary</b>	<b>Received</b>
<b>Adults</b>	<b>1</b>
<b>Environment</b>	<b>4</b>
<b>Fleet / Lease</b>	<b>5</b>
<b>Fleet / General</b>	<b>61</b>
<b>Waste Management</b>	<b>25</b>

# Health & Safety (1)

WNC WORKER INCIDENTS by SERVICE 1st April - 31st December 2023							
Education	People Directorate	Communities and Opportunities	NEAR MISS/PROPERTY	Corporate Services	Place, Economy & Environmental	NCT	Grand Total
139	72	49	46	38	34	6	384

WNC NON-WORKER INCIDENTS by SERVICE 1st April - 31st December 2023							
People Directorate	Communities and Opportunities	Education	Place, Economy & Environmental	NCT	Corporate Services	Grand Total	
187	43	36	18	6	6	296	

ALL WNC INCIDENTS 1st April - 31st December 2023							
People Directorate	Education	Communities and Opportunities	Place, Economy & Environmental	NEAR MISS/PROPERTY	Corporate Services	NCT	Grand Total
259	175	92	52	46	44	12	680

# Health & Safety (2) Incidents by type April – Dec 2023

Row Labels	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Slip, trip, fall same level	43	51	34	7	8	9	10	14	6	182
Another kind of accident	15	20	27	10	7	12	16	12	18	137
Physical assault	5	10	20	6	2	13	24	32	7	119
Verbal abuse, threat & aggression	14	10	7	18	11	19	9	15	9	112
Property Damage	3	2	2	1	5	3	4	1		21
Struck by object	4	4	1	1	1	1	1	1		14
Ill-health contributing to an incident	2	1	2	2	2	1		2	1	13
Lifting and handling injuries		1	4	2			1	5		13
Struck against	3	2	1	1	1		1		1	10
Fall from height	1	1	2	2			1	1	1	9
Exposure to a hot surface or substance		1			1	1	1	3		7
Fire	2	1	2		1				1	7
Fall on stairs	2		1	1				1	1	6
Equipment Failure			1	1	1	1			2	6
Theft	1		2				2			5
Trespass / Unauthorised Access						2		1		3
Road Traffic Collision				1			1		1	3
Injured by an animal		1		1	1					3
Exposed to fire	1				1					2
Trapped by something collapsing							1			1
Vandalism			1							1
10 - Diving operations incidents									1	1
Contact with machinery		1								1
Struck by moving vehicle									1	1
21 - Accidental release or escape of substances liable to cause harm								1		1
18 - Unintended collapse, partial collapse of building or structure		1								1
Contact with electricity			1							1
<b>Grand Total</b>	<b>96</b>	<b>107</b>	<b>108</b>	<b>54</b>	<b>42</b>	<b>62</b>	<b>72</b>	<b>89</b>	<b>50</b>	<b>680</b>

# Health & Safety (3)

## RIDDOR Incidents 1 April 2023 to 31 January 2024

Incident Type	People	Education	Place , Economy & Environmental
Lifting and handling injuries	1		2
Slip, trip, fall same level	2		1
Fall on stairs			1
Another kind of accident	1	1	

## 1 September to 31 December 2023:

<b>Employment Pre-Tribunal Cases:</b>
<b>1 x Conciliation Agreement (COT3)</b>
<b>Serious HR Disciplinary Cases:</b>
<b>1 x suspension and subsequent dismissal</b>
<b>1 x dismissal</b>
<b>Any Independent / external assurance reports – main issues:</b>
<b>None</b>