



OSB

# Intervention

- ▶ Children's Services intervention ended
- ▶ Best Value Notice intervention ended
- ▶ Middlesbrough Voluntary Independent Improvement board to issue final report (Well over 120 hours collectively spent on this since Jan – Feb)
- ▶ Corporate peer challenge to issue findings but feedback was positive

# Finance

- ▶ Budget was overspending by around 10-15 Million per year
- ▶ Cuts to front line taken year on year 220 Environment staff reduced to 70 in last 14 years
- ▶ No events team or budget
  
- ▶ All viable hard decisions taken year 1
- ▶ Before settlement and including NI increase 2.5 Million surplus to reinvest in front line
- ▶ Funding directed to prevention such as shift
- ▶ 2 years balanced budget
- ▶ Additional 4 Million post settlement

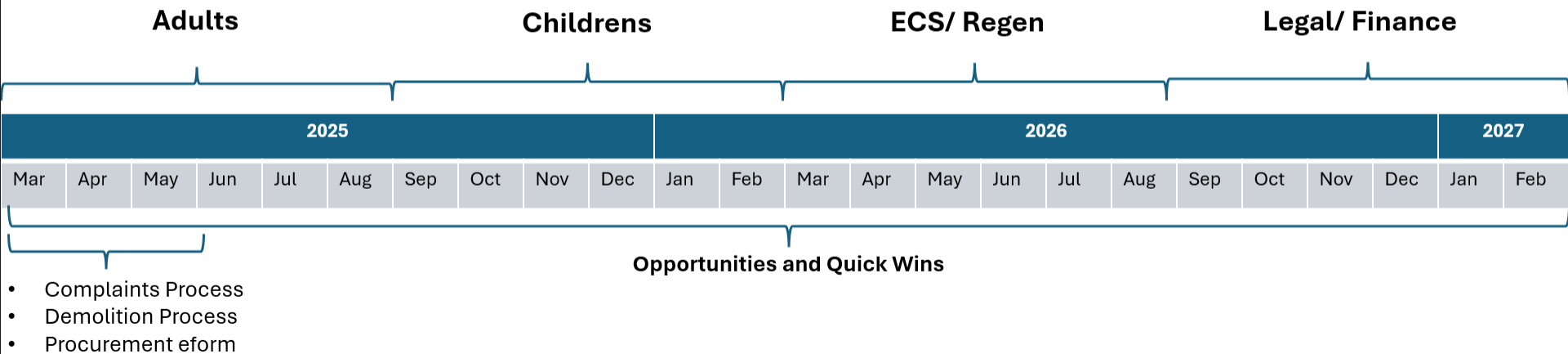




# Review

# Customer

## Customer Programme: Phasing timeline



# Customer



## Customer Programme: High level milestones

### Customer Transformation Programme

Access		Experience		Business Process	
Update previous review of organisation wide entry points/unofficial websites & develop action plan	Apr - May 25	Staff consultation group established	Complete	ASC (Phasing 1)	May 25
		Review point of progress of Single View of Customer (inc data cleansing/CRM progress)	30/6/25	Review ACT Business Processes	May 25
ASC (Phase 1)				Process and data mapping	May 25
Review of ACT web info	Apr – May 25	Development of Customer Charter & Promise	Mar – Apr 25	Review existing eforms and identify opportunity for online processing of enquiries/data	May – June 25
Review of ACT entry points	Apr - May 25			Identify opportunity for staffing structure redesign	
Identify opportunities self-serve/online channels	Apr – May 25	ASC (Phasing 1)	Apr – May 25	Bringing together business processes to create a centralised processing solution (including structure)	Jun – Dec 25
		ACT Customer Journey	Apr – May 25		
Cisco Telephony	Mar 25	Review of ACT policies	Apr – May 25		
Corporate DPIA implemented to cover existing Telephony Usage	Mar 25	Review of ACT processes/procedures	Apr – May 25		
ACT Telephony messaging	Feb 25	Identify opportunities for AI /automation	Apr – May 25		
Roll out to Planning					

# Demolition notice

Notice to Local Authority under Section 80/81 of The Building Act 1984 and Building Regulations Act 2000 to undertake demolition works.

## Section 80/81 Demolition Notice

Any person or company, who proposes to demolish a building or structure, and that building or structure is 64.8 cubic metres in size or above, is required by law (under *The Building Act 1984* and *Building Regulations Act 2000*) to notify the council using a Section 80 form. You must then obtain a Section 81 Notice from the council prior to any demolition work taking place.

Buildings of a smaller size do not require local authority permission.

## Application

You will need to submit a Section 80 notice to the council. Download the [Section 80 form](#)  (PDF, 95 kB).

There are no fees charged for this notification.

After completing and signing the notice form, you must send or deliver it to the following address: Highways, First Floor, Resolution House, Cargo Fleet Lane, Middlesbrough, TS3 8AL.

You must also, by law, give a copy of the completed Section 80 Notice to the following:

1. The occupier of any building adjacent to the building being demolished
2. Northern Gas Networks Ltd, Asset Planning Dept., 1100 Century Way, Thorp Park, Leeds LS15 8TU
3. C E Electric UK, Penshaw Depot, Station Road, New Penshaw, DH4 7LA

## Proceeding

The council will process your notification and issue you with a Section 81 Notice, giving permission for the demolition to take place. The Section 81 Notice will inform you of any requirements you must undertake prior to, and during, the demolition process.

You may also proceed if you've had no response at six weeks after the council receives your notice.

## Important note

If you fail to give notice to the council, or if you commence the demolition before you are entitled to do so, you will be liable on summary of conviction to a fine not exceeding level 4 on the standard scale (currently £2,500).

If you need further advice please contact Transport and Design Services by calling [01642 728156](tel:01642 728156).



# Customer – Demolition

Go to council website

Download PDF

Print PDF

Complete Form

Deliver to – Northern Gas

Deliver to – C E Electric

Deliver to – Resolution House

Staff then have to review the form and input the information

6 Weeks for response or proceed if no response

If stuck only phone number no email



# Customer – Demolition

Go to council website – Fill in e-form

~~Download PDF~~

~~Print PDF~~

~~Complete Form~~

~~Deliver to – Northern Gas~~

~~Deliver to – C E Electric~~

~~Deliver to – Resolution House~~

Staff then have to review the form ~~and input the information~~

6 Weeks for response or proceed if no response

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# Celebrate

# Shift

- ▶ £800,000 50% funded between MBC and GOV
- ▶ 26 Children cohort, £30,000 per child
- ▶ Intensive support and outcomes focused



# Shift

- ▶ Average child without support is highly likely to enter a placement that will cost around **£25,000 per week potential £1.3M per year until 18**
- ▶ Difference per child **£1.27Million**



# Preview

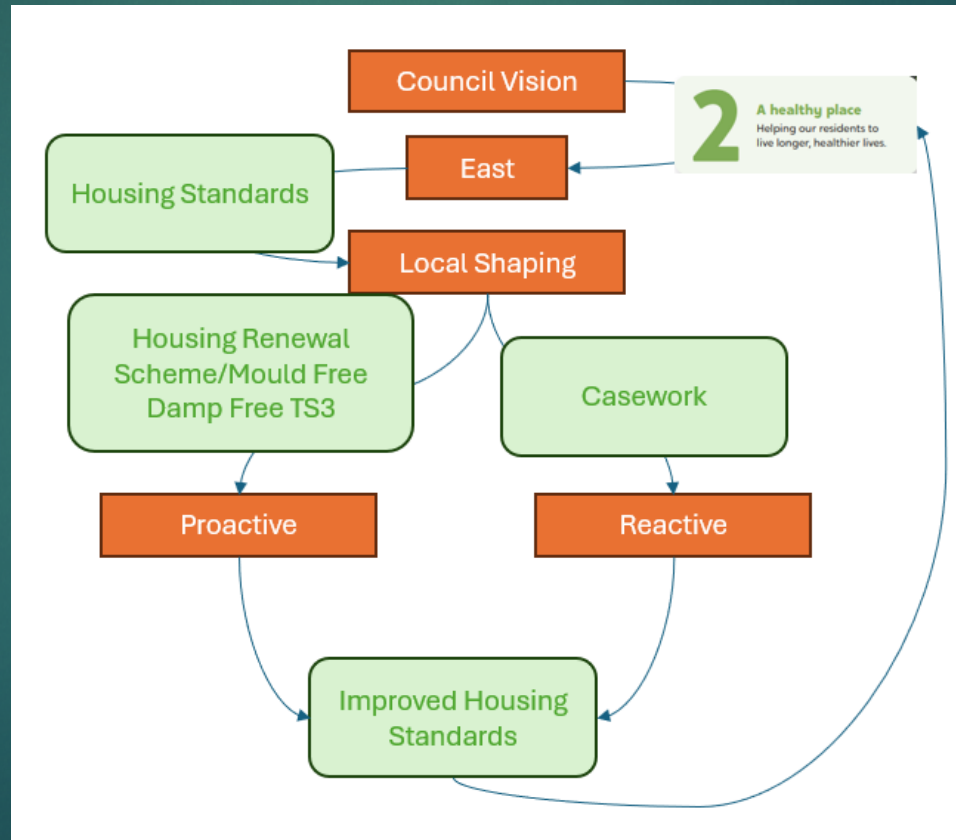
# Neighbourhoods

- ▶ Due to come to Exec 30<sup>th</sup> April
- ▶ Introduce the 4 Hubs
- ▶ Additional staff to resolve complex cases
- ▶ Additional staff to link with public sector and partners
- ▶ Funds to be allocated for building renovations, engagement and tools needed
- ▶ Plan to be created for each area



# Neighbourhoods

Learning to drive policy change



# Middlesbrough Priorities Fund

- ▶ Childhood enrichment team
- ▶ Ward Funding
- ▶ Youth Mutual Seed funding
- ▶ Grass verges
- ▶ Shop fronts scheme

# Other Projects

- ▶ Public sector capital
- ▶ AI Improvements
- ▶ Teesvalley Social Care renegotiations





# Questions?

