

APPENDIX 6 – ENVIRONMENT & RESIDENT EXPERIENCE DIRECTORATE FORECASTS.

ENVIRONMENT & RESIDENT EXPERIENCE

- 1.1. The table below provides the outturn position across the Environment and Resident Experience followed by more detailed explanations for any under or overspends.

Management Area	Revised 2025/26 Budget	Final Outturn after reserve transfers and adjustments	Base Budget (over/under- spend)	Non Delivery of Savings	Revised Outturn to Budget Variance	Q3 Forecast to Budget Variance	Forecast Variance Movement Between Q3 and Outturn
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Environment and Resident Experience	18,200	24,027	2,713	3,114	5,827	500	5,327
Parking & Highways	(16,051)	(12,322)	3,252	477	3,729	(1,456)	5,184
Community Safety, Waste & Enforcement	23,142	21,701	(1,441)	0	(1,441)	(694)	(747)
E&N Management & Support	(1,744)	972	600	2,116	2,716	2,283	433
AD Corporate & Customer Services	7,046	6,791	(415)	160	(255)	72	(327)
Carbon Management	0	0	0	0	0	0	0
Wellbeing and Climate	2,797	3,839	770	271	1,041	295	746
Transport and Travel	669	574	(94)	0	(94)	0	(94)
Planning Building Standards & Sustainability	2,340	2,472	42	90	132	(0)	132

- 1.2. Environment and Resident Experience have achieved an outturn position of £24.0m against revised revenue budgets of £18.2m resulting in an overspend of £5.8m for 2025/26. This reflects an adverse movement of £5.3m since Quarter 3 due to variances set out later in this report.
- 1.3. It should be noted that the non-delivery of savings column in the table above, does not include mitigations and over achievements on savings.

- 1.4. The movement is driven by a change in accounting principles furthering budget pressures previously reported. The accounting change is in relation to how the Council accounts for historic parking debt still to be collected and equates to a pressure of £3.7m within the Parking service. The pressures in Wellbeing and Climate (£1.041m) and Environment & Neighbourhood Management & Support (£2.7m) continue for reasons previously reported and the details of which are set out later in this report.
- 1.5. These pressures have been partially mitigated by £1.3m funding for pay awards and National Insurance increases for 2025/26, alongside £768,000 allocated for employer NI threshold changes and the overachievement of budgeted savings.
- 1.6. The Directorate exceeded its MTFS savings target for the financial year by £2.746m, driven by a combination of stronger-than-expected performance and identified mitigations to address shortfalls. The majority of this overachievement relates to a reduction in Housing Benefit accommodation costs and income relating to Parking enforcement.
- 1.7. **Highways, Parking and Traffic** reported an overspend of £3.729m, which essentially relates to the Parking service. The overspend represents an adverse movement of £5.184m from Q3. This is due to the correction of the historic baseline income budget for PCN income and the subsequent writing off of Penalty Charge Notices (PCNs) that were deemed unrecoverable or uneconomical to pursue, underachieving income target in CCTV income relating to PCNs and uncontrollable postage costs associated with statutory duties. The operational performance of the service showed a positive position with a substantial increase in PCN income against budget following adjustments to deployment plans and changes to statutory fees.
- 1.8. **Community Safety, Waste & Enforcement** achieved an underspend of (£1.441m), a favourable movement of £747,000 from Quarter 3. This was driven primarily by underspends in Regulatory Services (£1.265m) and Waste Enforcement (£444,000), which helped offset pressures in the Anti-Social Behaviour service, particularly relating to disputed income from Housing Services.
- 1.9. **Management & Support** overspent by £2.716m, an adverse movement of £433,000 from Q3. This is mainly due to the £2m savings target, 5% staff savings as part of a council wide drive to reduce costs. Some of the savings remain undelivered because the target was set based on gross spending on staff but a large proportion of the salary bill is funded through external grant, capital funding or self-financed income generation meaning that net spend and therefore scope for the 5% reduction is limited. However, the Directorate has identified mitigations and options for delivering the reductions through non staff savings which will be considered in 2026/27. Additionally, the application of digital savings targets, and an unplanned bad debt provision transferred from the Commercial Property Service add to the pressure.

- 1.10. **Wellbeing and Climate** overspent by £1.041m, an adverse movement of £746,000 from Quarter 3. This was driven by increased harmonisation costs in the insourced Leisure service and income shortfalls across Events, Parks, and Leisure services. The service has identified mitigating actions to address these pressures and are working to deliver these in 2026/27.
- 1.11. **Customer and Corporate Services** delivered an underspend of (£255,000), a favourable movement of £327,000 from Quarter 3. This was largely driven by unutilised growth funding allocated to the Debt Management service, primarily due to vacancies within the team.
- 1.12. **Planning and Building Standards** reported a small overspend of (£37,000), representing an adverse movement of the same value from Quarter 3. This was due to the unbudgeted recharge costs from the Climate Service, partially offset by a £94,000 underspend in Transport and Travel.

ENVIRONMENT & RESIDENT EXPERIENCE HOUSING BENEFIT (HB)

- 1.13. The table below shows the outturn position across the Environment and Resident Experience HB followed by more detailed explanations for any under or overspends.

Management Area	Revised 2025/26 Budget	Final Outturn after reserve transfers and adjustments	Base Budget (over/under- spend)	Non Delivery of Savings	Revised Outturn to Budget Variance	Q3 Forecast to Budget Variance	Forecast Variance Movement Between Q3 and Outturn
	£'000		£'000	£'000	£'000	£'000	£'000
Environment and Resident Experience HB	1,829	(1,517)	(3,345)	0	(3,345)	(1,464)	(1,882)
Rent Rebate LA	(465)	(269)	196	0	196	240	(44)
Rent Allowances	2,032	(1,307)	(3,339)	0	(3,339)	(1,457)	(1,882)
HRA Rent Rebates	262	59	(202)	0	(202)	(247)	45

1.14. The final Housing Benefit subsidy outturn position is a £3.345m underspend on the 2025/26 budget, and a £1.882m improvement in the position reported at Quarter 3.

1.15. The primary driver of the improvements is a £1.21m reduction in the bad debt provision. This has occurred as the service have continued to accelerate the migration of Housing Benefit claims to Universal Credit has resulted in a reduction in the volume of overpayment debt being created and has reduced the expected subsidy loss on overpayments by £589,000. The spend on supported exempted housing also reduced compared to the Quarter 3 forecast.

The underspend on the budget is also due to concerted efforts to correct historic accounting and processing errors identified in 2024. These included the accounting treatment on the Housing Benefit account and local authority errors in establishing eligibility. Following this the Council implemented an improvement process to ensure the accounting principles were improved and administration of the account was enhanced, minimising the impact of Local Authority errors and overpayments. This year the service has seen a one-off income adjustment of £1.56m from the DWP as a prior year overpayment subsidy adjustment. Additionally, there has continued to be good progress made on staff training and appropriate designations of properties offering supported exempt housing as well as tighter and more accurate accounting.

2025/26 Savings

1.16. Against a full year savings target of £5.4m, the directorate have achieved £5.8m representing an overachievement of £400,000. A total of 43% of savings were delivered with the additional income coming from either partial delivery on the remaining items, over delivery on savings classified as achieved or through mitigation. The largest pressures relate to the 5% salary savings mentioned above, the application of historic savings undelivered by the digital and transformation team and the allocation of apportioned savings relating to the undelivered Community Hubs saving. The table below sets out the full details of the savings and delivery.

Description	2025/26 FY Savings Target £'000s	2025/26 Projected Full Year Savings Delivery UP TO TARGET £'000s	2025/26 Shortfall	RAG Service Saving Status (Delivery of 2025/26 Saving)	2025/26 Additional Savings Delivery OVER TARGET £'000s	Comment on Delivery RAG Status
New products at Bury Road CP - Police/Retail employees	-5	-5	0	Green	-11	Complete and overachieved

Description	2025/26 FY Savings Target £'000s	2025/26 Projected Full Year Savings Delivery UP TO TARGET £'000s	2025/26 Shortfall	RAG Service Saving Status (Delivery of 2025/26 Saving)	2025/26 Additional Savings Delivery OVER TARGET £'000s	Comment on Delivery RAG Status
Reduce Gully cleansing at low risk locations	-25	-25	0	Green		Complete and achieved
Remove pause on PCN challenge periods - reduction in 50% discounts given	-50	-50	0	Green	-215	Complete and overachieved
New x3 bus lanes	-75	0	-75	Red		Deferment of implementation of bus lanes to 2026/27.
HGV Locations/Box Junctions	-120	-18	-102	Red		Compliance achieved quicker than forecast.
Visitors Vouchers Pricing Structure change	-50	-50	0	Green	-241	Complete and overachieved
PCN Debt Recovery Parking strategy (compliance increase)	-100	-100	0	Green	-200	Complete and overachieved
Property Licensing Reviews	-100	-100	0	Green		Complete and achieved
Private sector Housing Compliance income	-13	-13	0	Green	-77	Delivered and overachieved.
Growth in Commercial Waste	-10	-10	0	Green		Complete and achieved
More enforcement on unsecured trade waste	-25	-25	0	Green		Complete and achieved
Digital Transformation Savings (redistributed from Culture, Strategy and Communities)	-484	0	-484	Red		Digital transformational savings developing a roadmap to achieve the savings through digital solutions. The roadmap for the delivery of these top-sliced savings is approaching two years behind schedule
Events Income increases	-25	-10	-15	Red		There are plans to introduce a range of events in the parks, and the service is engaging with the relevant stakeholders. The team is developing a pipeline of events for future years.

Description	2025/26 FY Savings Target £'000s	2025/26 Projected Full Year Savings Delivery UP TO TARGET £'000s	2025/26 Shortfall	RAG Service Saving Status (Delivery of 2025/26 Saving)	2025/26 Additional Savings Delivery OVER TARGET £'000s	Comment on Delivery RAG Status
Bring in house football pitch bookings	-3	-3	0	Green		Completed
Introduction of dog walking licenses for 4 or more dogs	-2	0	-2	Red		Delayed due to the delayed start of the Arcus system which will be delivered in 2026/27
Licensing of fitness trainers and companies operating in parks	-3	0	-3	Red		Delayed due to the delayed start of the Arcus system which will be delivered in 2026/27
New product lines for Fusion car parks - bus drivers and CONEL staff	-5	-5	0	Green		Completed and achieved
Evening rental to Bernie Grants Arts Centre	-5	-5	0	Green		Completed and achieved
Long term lease on Parks Vehicles	-6	0	-6	Red		Mitigated through holding vacancies in the staffing structure. Will be achieved in 2027/28 through new corporate vehicle hire contract.
Reintroduce Tennis Court Charging	-10	-10	0	Green		Completed and achieved
Review of Parks Workshop function to reduce costs	-30	-30	0	Green		Completed and achieved
Use more of Finsbury Park income for core council cost of running park	-50	-50	0	Green		Completed
Purchase large mowing equipment and utility vehicles which have traditionally been hired on a seasonal basis.	-20	-20	0	Green		Completed
Events in parks	-50	-5	-45	Red		See above comment relating to Events and Parks.
Crematorium Lease and Parks Property increases	-14	-14	0	Green		Completed

Description	2025/26 FY Savings Target £'000s	2025/26 Projected Full Year Savings Delivery UP TO TARGET £'000s	2025/26 Shortfall	RAG Service Saving Status (Delivery of 2025/26 Saving)	2025/26 Additional Savings Delivery OVER TARGET £'000s	Comment on Delivery RAG Status
Small Green Space Improvement Programme	-50	-50	0	Green		Completed
New River Sports Centre - Net cost Reduction	-40	-40	0	Green		Completed
Customer Services Reviews	-160	0	-160	Red		Past initiatives expected to reduce demand on customers services to enable downsizing the workforce have been insufficient. Reducing the public's demand for support from Customer Services requires significant resource-intensive work across many services, and investment in digital transformation. This is now a priority of the Service Modernisation programme and the Council's Financial Sustainability Plan. .
Street Lighting - Energy Efficiencies	-67	-67	0	Green		Completed
PARKING SERVICE OPERATIONAL ENHANCEMENT - A review of parking operations to optimise efficiency levels through increased use of technology and changes to deployment plans	-300	-300	0	Green	-822	Complete and overachieved
Streamlining paper parking permit processing	-300	-300	0	Green		Reduction of 4 staff implemented in October 2025.
Parking Fees & Charges Parking and Highways Fees and Charges review to ensure Controlled Parking Zone costs are fully recovered.	-500	-500	0	Green	-600	Complete and overachieved
Leisure Concessions: reprofile concessionary pricing to those on means-tested benefits	-200	0	-200	Red		This saving from concessions work is deferred to 2026/27.

Description	2025/26 FY Savings Target £'000s	2025/26 Projected Full Year Savings Delivery UP TO TARGET £'000s	2025/26 Shortfall	RAG Service Saving Status (Delivery of 2025/26 Saving)	2025/26 Additional Savings Delivery OVER TARGET £'000s	Comment on Delivery RAG Status
Reprocure to reduce the cost of our Out of Hours emergency contact handling service	-28	-28	0	Green		Complete
Reduction in Housing Benefit accommodation costs through creation of a focused team dedicated to providing a more in-depth and ongoing assessment of Housing Benefit Supported Accommodation claims, to ensure high quality, appropriate and compliant supported housing is being provided to residents who need it.	-200	-200	0	Green	-1,300	Complete and overachieved
ERE 5% Staff Savings	-1,833	-361	-1,472	Amber		E&RE is a directorate which generates a substantial income for the organisation through deployed/employed staffing. The original 5% target was set based on gross spend rather than taking account of the income associated with these posts. Therefore, achieving 5% cannot realistically be achieved and other non staffing mitigations are being considered for 2026/27.
ERE Staffing review (Directorate Service review)	-167	-167	0	Green		Complete
ERE share of 5% Placemaking & Housing staff savings - £630k	-32	-32	0	Green		Complete
Stop sending letters to residents notifying of nearby planning applications and consultation	-10	-10	0	Green		Complete

Description	2025/26 FY Savings Target £'000s	2025/26 Projected Full Year Savings Delivery UP TO TARGET £'000s	2025/26 Shortfall	RAG Service Saving Status (Delivery of 2025/26 Saving)	2025/26 Additional Savings Delivery OVER TARGET £'000s	Comment on Delivery RAG Status
Localities Hub (2026/27 relates to children's as closing a children's Centre and is assumed delivered, in 2025/26 – the £250k remains	-250	0	-250	Red		This corporately-led project was cancelled in December 2024, having found the saving to be undeliverable. The saving has therefore been removed from the budget for 2026/27.
TOTAL	-5,417	-2,603	-2,814	Amber	-3,466	

CTRS Savings

Description	2025/26 FY Savings Target £'000s	2025/26 Projected Full Year Savings Delivery UP TO TARGET £'000s	2025/26 Shortfall	RAG Service Saving Status (Delivery of 2025/26 Saving)	2025/26 Additional Savings Delivery OVER TARGET £'000s	Comment on Delivery RAG Status
Council Tax Reduction Scheme (CTRS) Pre agreed	-2,000	-2,000	0	Green	-2,360	The scheme's value is £4.4m less than in 2025/26 and therefore exceeds the £2m saving this year.
TOTAL	-2,000	-2,000	0	Green	-2,360	

2025/26 Capital Provisional Outturn Position

1.17. The Environment and Resident Experience Directorate have achieved an outturn position of £16.6m against revised capital budgets of £26.4m resulting in £9.8m of capital budgets being unspent in the year. A summary of the reasons for the variation is set out in the table below:

Scheme Ref. No.	Scheme Name	2025/26 Full year Revised Budget (£'000)	2025/26 Provisional Outturn (£'000)	Budget Variance (Underspend) / Overspend (£'000)	Qtr. 3 Forecast (£'000)	Movement between provisional outturn and Q3 Forecast (£'000)	Narrative to explain movements from Q3 to outturn and make clear where carry forwards have been requested
301	Street Lighting	1,012	1,009	(3)	1,012	(3)	
302	Borough Roads	5,351	5,358	7	5,351	7	
303	Structures (Highways)	1,730	703	(1,027)	841	(138)	Cornwall Rd bridge strengthening delivered in 2025/26, Wareham Rd structural repairs to bridge over new river to be delivered in 26/27 and delayed due to specialist sub-contractor availability and permission from Thames Water. Other bridge repairs will need to be delivered in 2026/27 and the underspend is needed to undertake all this work.
304	Flood Water Management	1,200	1,293	93	1,050	244	Additional works was undertaken on SUDs – Sustainable Drainage Systems features delivered including planting and additional gully repairs.
305	Borough Parking Plan	268	123	(145)	193	(70)	Funding in 2026/7 will be required to deliver red routes and CPZ reviews.
307	CCTV	0	57	57	57		
309	Local Implementation Plan(LIP)	2,033	2,020	(13)	1,983	37	
310	Developer S106 / S278	250	605	355	250	355	During the financial year, additional works were undertaken over and above the assumed level of work when the budget was set. The additional works undertaken were funded from the S106 contributions so there is no impact on the Council's financial position.
311	Parks Asset Management:	740	400	(340)	538	(139)	Slippage request for the funding of ongoing/in-flight/committed projects due to resourcing and governance delays at Lordship Rec Changing Places (£106k), Local Nature Reserve (£16k),

Scheme Ref. No.	Scheme Name	2025/26 Full year Revised Budget (£'000)	2025/26 Provisional Outturn (£'000)	Budget Variance (Underspend) / Overspend (£'000)	Qtr. 3 Forecast (£'000)	Movement between provisional outturn and Q3 Forecast (£'000)	Narrative to explain movements from Q3 to outturn and make clear where carry forwards have been requested
							Tottenham Parks contribution to White Hart Lane (£100k), Parking Controls at Markfield Park and Muswell Hill Playing Fields (£10k), borough-wide pathway works (£50k) and borough-wide bins roll-out (£50k).
313	Active Life in Parks:	1,869	544	(1,325)	402	142	Slippage request for the funding of ongoing/in-flight/committed projects due to resourcing and governance delays at Highgate BMX (£102k), Highgate play (£59k), Belmont PlayZone (£317k), Bruce Castle PlayZone (£306k), Downhills Park PlayZone (£284k), Hartington Park PlayZone (£236k), Tottenham Parks continuation to White Hart Lane (£100k) and Wood Green Common (£6k), noting that £923,945k of this is Football Foundation grant-funding).
314	Parkland Walk Bridges	1,196	1,036	(160)	657	379	Delays on project delivery due to contractor issues and claims have resulted in slippage. This slippage is required to deliver on the committed programme in 2026/27.
322	Finsbury Park	300	173	(127)	263	(90)	Income generated in Finsbury Park is legally required to be spent within the park.
328	Street & Greenspace Greening Programme	232	273	41	142	131	
332	Disabled Bay/Blue Badge	305	84	(221)	137	(54)	There is a backlog of requests for dedicated disabled bays, current resource level has limited.
333	Waste Management	98	0	(98)	0		
334	Parks Depot Reconfiguration	57		(57)	57	(57)	Slippage request for the funding of ongoing/in-flight/committed projects due to delays in providing additional security to parks depots to prevent further thefts of parks machinery which over the last 18 months have depleted equipment levels by 60%

Scheme Ref. No.	Scheme Name	2025/26 Full year Revised Budget (£'000)	2025/26 Provisional Outturn (£'000)	Budget Variance (Underspend) / Overspend (£'000)	Qtr. 3 Forecast (£'000)	Movement between provisional outturn and Q3 Forecast (£'000)	Narrative to explain movements from Q3 to outturn and make clear where carry forwards have been requested
335	Streetspace Plan	2,717	282	(2,435)	462	(180)	Funding allocated as part of a 5-year programme in the Streets for People Investment Plan, delay in implementation 2025/26 due to resources and decision processes, implementation programmed for 2026/7.
336	New River Sports & Fitness	918	67	(851)	97	(30)	Require funds to be carried forward to meet contractual commitments with contractors for delayed project work and ensure successful delivery of project to meet MTFS targets.
338	Road Danger Reduction	631	251	(380)	445	(193)	Funding allocated as part of a 5-year programme in the Streets for People Investment Plan Delay in implementation 2025/26 due to resources and decision processes, implementation programmed for 2026/7.
341	Leisure Services	2,047	1,693	(354)	1,992	(299)	Require funds to be carried forward to meet contractual commitments with contractors. Full budget allocation required to be carried forward to ensure successful delivery of projects to meet MTFS and health & safety requirements.
343	Tottenham Parks	1,500	173	(1,327)	229	(55)	Slippage request for the funding of ongoing/in-flight/committed projects due to resourcing and governance delays at Belmont Rec (£70k), Bruce Castle Park (£259k), Chestnuts Park (£117k), Downhills Park (£215k), Lordship Rec (£215k), Markfield Park (£182k), Paignton Park (£73k), White Hart Lane Rec (£100k) and £96k contingency.
345	Replacement Parks and Housing Machinery	300	45	(255)	300	(255)	Slippage request for the funding of ongoing/in-flight/committed projects due to resourcing and governance delays in procuring equipment to under grounds maintenance within parks and housing estates as part of the SLA funded by the HRA.

Scheme Ref. No.	Scheme Name	2025/26 Full year Revised Budget (£'000)	2025/26 Provisional Outturn (£'000)	Budget Variance (Underspend) / Overspend (£'000)	Qtr. 3 Forecast (£'000)	Movement between provisional outturn and Q3 Forecast (£'000)	Narrative to explain movements from Q3 to outturn and make clear where carry forwards have been requested
346	Waste Vehicles and Bins	0	91	91	0	91	The cost of works to the depot to upgrade infrastructure was originally assumed to be undertaken in 2026/27. However, works were actually required in 2025/26. The works are to be funded from the contingency and the budget in 2026/27 for new Waste Vehicles and Infrastructure will be reduced by £91,000. The expenditure is funded by borrowing.
119	School Streets	361	41	(320)	226	(185)	Funding allocated as part of a 5-year programme in the Streets for People Investment Plan. Delay in implementation 2025/26 due to resources and decision processes, implementation programmed for 2026/7.
452	Low Carbon Zones	113	0	(113)	0	0	'Warm Homes Local' superseded the original intention for this budget allocation. Funding will be re-attributed based on data analysis collated from the Private Sector Housing.
455	Replacement Cloud based IT solutions for Planning, Building Control & Land Charges	60	60	0	0	60	
4008	Wood Green Decentralised Energy Network (DEN)	0	8	8	0	8	This is funded by the HNIP commercialisation grant
4014	Walking and Cycling Action Plan (WCAP) LTN delivery	609	236	(373)	252	(16)	Funding allocated as part of a 5-year programme in the Streets for People Investment Plan, delay in implementation 2025/26 due to resources and decision processes, implementation programmed for 2026/7.

Scheme Ref. No.	Scheme Name	2025/26 Full year Revised Budget (£'000)	2025/26 Provisional Outturn (£'000)	Budget Variance (Underspend) / Overspend (£'000)	Qtr. 3 Forecast (£'000)	Movement between provisional outturn and Q3 Forecast (£'000)	Narrative to explain movements from Q3 to outturn and make clear where carry forwards have been requested
4015	Walking and Cycling Action Plan (WCAP) Strategic cycle route delivery	433	22	(410)	153	(131)	Funding allocated as part of a 5-year programme in the Streets for People Investment Plan, delay in implementation 2025/26 due to resources and decision processes, implementation programmed for 2026/7.
4016	Walking and Cycling Action Plan (WCAP) Cycle Parking (Hangers) delivery	118	0	(118)	118	(118)	Funding allocated as part of a 5-year programme in the Streets for People Investment Plan, delay in implementation 2025/26 due to resources and decision processes, implementation programmed for 2026/7.
Environment & Resident Experience		26,448	16,649	(9,799)	17,205	(556)	

2025/26 - 29/30 (GF) CAPITAL FUNDING

		2025/26 Final Outturn (£'000)
Funded By:		
Core Capital Programme Borrowing		10,605
Community Infrastructure Levy (CIL)		961
Capital Grants from Central Government Departments		992
Capital Funding from GLA , TfL & Other LA's		2,020
Revenue Contribution to Capital Outlay (RCCO)		173
Grants & Contris from Non-departmental Public Bodies		343
Developer Contributions (S106 & S278)		1,556
Total		16,649

