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Dear Councillor

**CABINET - TUESDAY, 12TH SEPTEMBER, 2023**

I now enclose, for consideration a revised Appendix 1 to the following report.

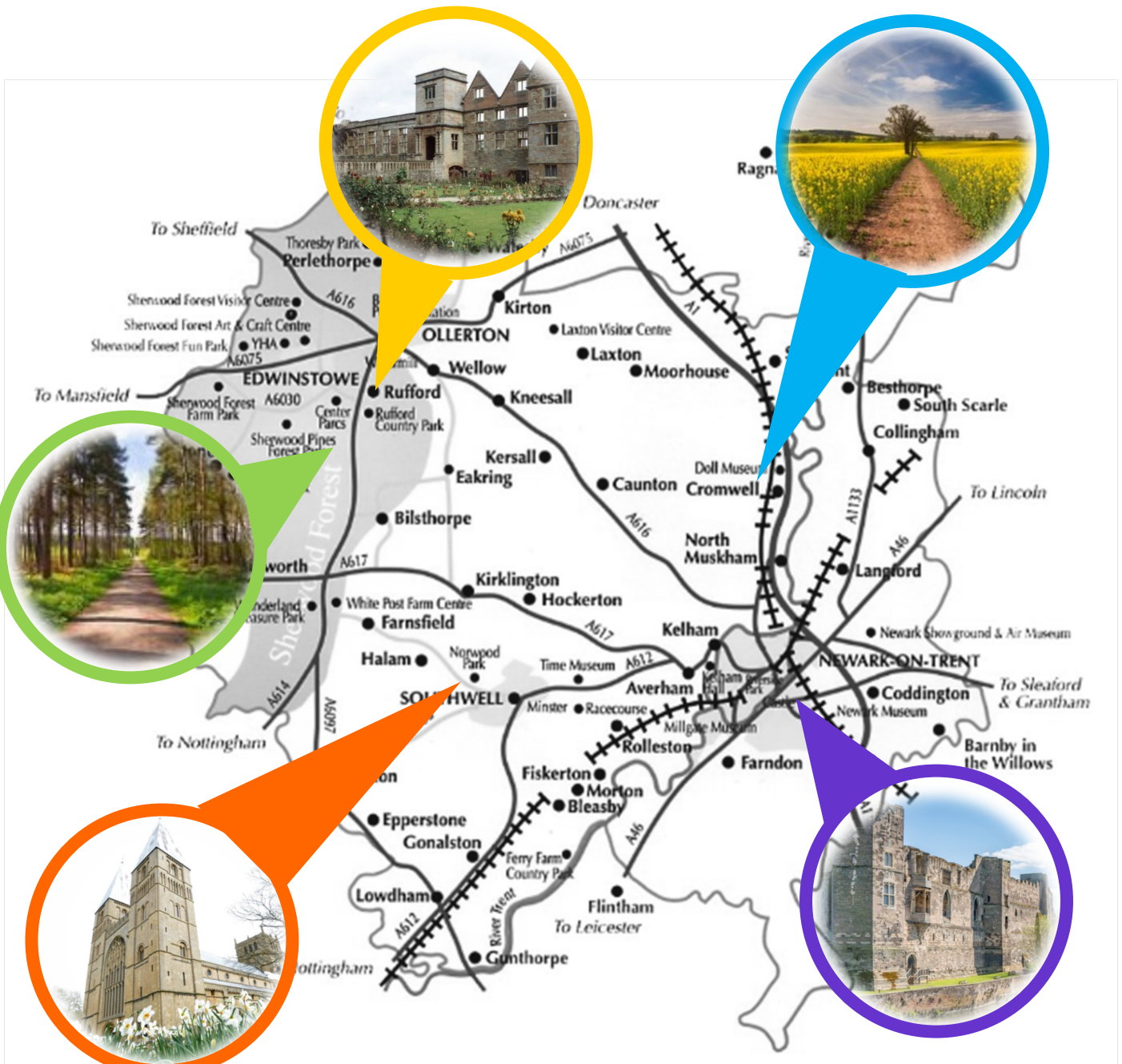
**Agenda No    Item**

7.    **Community Plan Performance - Quarter 1 - 2023/24 (Pages 2 - 27)**



# Newark and Sherwood District Council Performance Report

2023-24 Q1  
1 April to 30 June 2023



# Introduction

We, Newark and Sherwood District Council, aim to do everything we can to enable local residents and businesses to flourish and fulfil their potential, as well as encourage visitors to enjoy all that our area has to offer. How we intend to achieve this purpose is laid out in our [Community Plan](#) (2019-2023). This plan was informed by the views of residents and lays out the Council's objectives over four years as well as the activities that will help achieve these objectives. We are currently developing a new community plan which reflects the views of residents from the latest survey and the aspirations of a newly elected council.



This report examines how the Council has been performing against the Community Plan. It examines data to look at the performance of key services and delivery against the activities outlined in the plan. This report examines the Council's performance and achievements from 1 April to 30 June 2023 (Quarter 1).

We know the value of understanding our performance as this knowledge allows us to embed and disseminate good practice and quality service delivery as well as identify and tackle areas for improvement. The Council's performance is measured in four parts;



## Our District

A basket of data indicators which allow us to examine how our district is performing in key areas, acting as a form of 'health check'.

Page 3



## Our Performance

How we are delivering against the objectives we outline in the Community Plan.

Page 4



## Our Customers

A look at what our customers are telling us about the services they receive and insight into how we are learning from customer feedback

Page 22

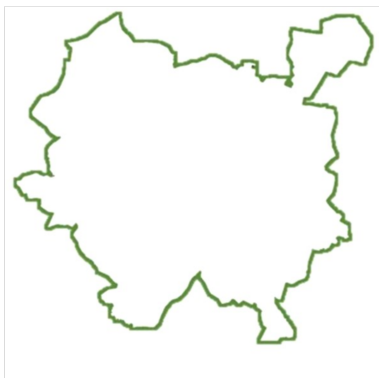


## Our Workforce

To understand how the Council's staff are performing and how we are supporting staff. This is important as a positive and motivated workforce is more likely to be high performing.

Page 26

## About Newark and Sherwood (2021 Census)...



A resident population of 122,956 (14.9% of Nottinghamshire's population).

There are 53,332 dwellings in the district, 38.5% are owned outright, 31.3% are owned with a mortgage or loan, 13.9% are socially rented with around 10% of those directly owned by the Council and 16.3% are private rented.

92.7% of the district population were born in the UK.

60.5% of the district's population are working age (16 to 64), 17% are 16 years or younger and 22.4% of the population are over the age of 65. For those over the age of 65, this percentage has increase by 3.5% when compared to the 2011 census demonstrating a growing older population when compared to the 2021 census.

In terms of socio-economic challenges, 16.2% of households do not own a car or van, 0.8% of households do not have a form of central heating and 19.1% of residents do not have any formal qualifications.

## How is our district?

This data tell us something about our district in quarter 4 (1 April to 30 June 2023). Most of these indicators are not factors we can directly affect, only influence, but they add context to the work we undertake.



The number of planning applications we receive gives an indication of the level of construction planned in the district. When compared to the same period of last year, commercial applications have decreased by 3, residential applications have decreased by 23, non-major applications have decreased by 89 and major applications have decreased by 9.

- 2 commercial planning applications were validated
- 31 residential planning applications were validated
- 10 major planning applications were received
- 201 minor planning applications were received

In the period April 2023 to March 2023, 588 dwellings had been built in the district and 36 were affordable. In addition to these, 6,732 dwellings were committed or under construction.



As of March 2023, **1,800 people were unemployed** across the district. This is a reduction of **500** since March 2022.

The average Newark town centre monthly footfall for quarter 1 was 141,711 of which 21% were new visitors. Footfall during this quarter rose above the average for the same period of last year by 4.1%. So far 2023 has seen a continual increase in the number of visitors to Newark town centre. This suggests that more people are visiting despite the developing cost-of-living pressures. The increase could potentially be attributed to the good weather experienced in May and June, or to new events and installations, such as The Kings Coronation, Festival of Food and Drink, and the neurodiversity umbrellas.

## Interactions with the Council


This information gives an indication of demand for council assistance across quarter 1:

- **4,176 face to face contacts** were held at Castle House, a 40% increase when compared to the same period of last year.
- **31,297 calls** were made to the contact centre, a 1% increase when compared to the same period of last year.
- **6,025 calls** were received by responsive repairs, a 19% increase when compared to the same period of last year.
- **11,390 digital web form transactions** were completed by our customers, a 38% increase when compared to the same period of last year.





**What we have been doing this quarter;**

- ⇒ The Community Lottery remains popular with local groups and there are now 66 groups registered. During the quarter, a lucky resident that had signed up celebrated a £2,000 win. Since launching over £17,600 has been won and almost £59,000 has been raised for the local community. The first live draw is planned for delivery in August where 6 of the worthy causes will each win £500.
- 
- ⇒ Within the quarter, community groups have delivered a total of 16 Speedwatch sessions with 14 being conducted in Southwell, 1 in Newark and 1 in Balderton. South Clifton have requested a new Speedwatch group and will be receiving their training in July. The Police have also developed new speedwatch guidance, for this reason some groups have been waiting for clarification on the content before they deliver any further sessions.
- ⇒ The work around the community risk plan for Lowdham is still being worked on by the local resilience forum and other partners, this will include resilience training for those communities at risk of flooding when the details have been finalised. Timeframes for these projects are still to be confirmed.
- ⇒ The major flooding redesign scheme for Lowdham now has detailed plans ready to commence works. Inflationary costs are being considered and authorities/agencies have been asked to consider additional contributions. We have approved an additional £100k contribution to the scheme.
- ⇒ The Tenant Engagement Strategy has been reviewed and started its journey through the approval process during quarter one, with feedback from the Policy and Performance Improvement Committee being included in the final draft going to Cabinet on 11 July 2023. This strategy sets out how we engage with tenants and leaseholders to seek out, listen and act on their views.
- ⇒ During this quarter 32 tenants attended the Local Influence Network meetings either in person or digitally. The topics discussed included the potential to widen our careline service to two neighbouring authorities, review of the gas servicing process and the tenant journey, and finally the draft Housing Strategy. In terms of wider engagement with our tenants, we had a total of 190 interactions with 28 of these being new contacts.
- ⇒ Our commitment to improve our digital offer to tenants remains a focus with more meetings being available online. During the quarter, we delivered a range of consultations on:
- Car parking facilities at the Leys, Lowdham where 17 tenants responded and Maypole Court, Wellow where 10 tenants responded.
  - Proposed upgrades to the play park in Boughton with 37 tenants responding to the survey of which 20 were completed on-line and 17 were completed on paper copies.
  - A Housing Ombudsman 'Call for Evidence' on communication with your landlord. This consultation will close in quarter 2.
- ⇒ We have delivered a further e-training for 3 tenants on level 2 food hygiene so that tenants can deliver food and drink related events in communal areas We also had 4 tenants also attended online training from the Tenant Participation Advisory Service on building safety and virtually attended their Housing Summit.
- ⇒ Following the success of the community grant scheme in 2022-23, the team are currently reviewing the criteria for eligible projects to ensure that funds are directed to those areas and projects with the greatest impact and to those most in need. It is envisaged that the first round for 2023-24 will take place in the next quarter. The scheme aims to support district based, charities and not-for profit organisations with projects or initiatives that align to our Community Plan.



## Deliver inclusive and sustainable growth

### What we have been doing this quarter;

- ⇒ The Cultural Heart of Newark is a Town Fund project with an allocation of £1.5m of capital and £600k revenue. Work on events, promotion, and branding continues with a view to unlocking capital funding at the latter end of 2023. The delivery of the Cultural Heart of Newark project was transferred from Newark Town Council to Newark and Sherwood District Council in May 2023 and now the two organisations work collaboratively to deliver the objectives of the project. The busiest day of the month and year was Saturday, 27 May 2023 with footfall figures reported at 7,040 and aligns to the Food and Drink Festival in Newark Market Place. This was part of a three-day event during which 17,658 people were recorded in Newark. This event produced the busiest weekend so far in Newark during 2023. Other events included the King's Coronation, which was shown on a screen in Newark Market Square during Saturday 6th May. In total 6,244 people were recorded by the footfall sensors, with the majority being in town during 10am and 1pm when the ceremony took place.
- ⇒ We are seeking to recruit a Town Centre Events Officer to develop a programme of activities for 2024-2025 to create a vibrant town centre, drive footfall, dwell time and local spend in the town. We are completing a full business case to submit to government to maximise the funding secured by 2026.
- ⇒ The Plans to sensitively transform the Castle Gatehouse into an immersive visitor experience continues to progress. A revised planning application is to be submitted in November 2023 for the Newark Castle Gatehouse, which if approved, will allow work to continue to realise ambitious plans to develop into an exciting visitor attraction. Securing planning permission is also an important step towards finalising the project's business case that will be submitted to central government to release the £2.6m Towns Fund grant allocation for this project (expected by December 2023).
- ⇒ We continue to lead and support on key infrastructure projects around the district including:
- Ongoing works on the Newark Southern Link Road, including archaeological investigations. We continue to work with our partners to have technical details approved by the end of October 2023 for the technical approval of the scheme. A contract will also be let for the build of the next phase by mid-summer 2023.
  - The A1 over bridge. We are currently in the feasibility study period, following this, we will be in a position to submit a planning application for the bridge improvements and to commence the tender process to appoint a contractor to undertake the works.
  - Ongoing discussions with the National Highways on the delivery of the A46 bypass. Following the completion of the targeted consultation in April 2023, National Highways has been reviewing the responses received. Work continues on National Highways full consultation report, ready for submission to the Planning Inspectorate (on behalf of the Secretary of State for Transport) in autumn 2023.
  - We continue to support Nottinghamshire County Council (NCC) in promoting a package of junction improvements on the A614 and A6097 corridors as part of the Major Road Network Scheme. Planning consent was granted for the scheme in September 2022. Subject to the approval of NCC's full business case by Department for Transport and the completion of a public inquiry, construction is anticipated to commence in the spring of 2024 with completion by winter 2026/27. This scheme will deliver improvements to 6 junctions.
- ⇒ The Newark Construction College Centre of Excellence. So far 78 students have enrolled on the programmes, with some students being offered full time positions at one of the partner companies and others continuing studies. These programmes include bricklaying level 1 and 2, gas testing and plumbing. A plumbing and heating level 3 course is due to start in September 2023.

## Deliver inclusive and sustainable growth



⇒ In June, we announced that we will be hosting both the start and finish of stage 4 of the world-famous Tour of Britain cycle race. The race last came through Nottinghamshire in 2022 going from West Bridgford through to Mansfield. This year Sherwood Forest will provide a stunning backdrop to the Tour of Britain cycle race when it returns to the county on Wednesday 6 September. The world-class field of riders will pass through several towns and villages in the districts of Bassetlaw and Newark and Sherwood along the 170-kilometre stage. The popular visitor destinations of Southwell Minster and Clumber Park will also feature on the stage as Nottinghamshire gears up to host the Tour for a fourth time since 2017.

⇒ The 20 Minute Cycle Town project is progressing. The second phase of the Cycle Town project is underway with education and support to encourage bike use. To date, over 1600 trips have been made on the bikes and additional incentives including voucher codes have been circulated as part of the Summer promotional campaign. Brompton Bikes will also feature in the Town Centre Cycle Races on 29th July.

⇒ We continue to liaise with National Highways, Newark Showground, and Overfield Park on plans to relocate the Newark Lorry Park and redevelop the existing site for new higher paid, higher skilled job opportunities. It is likely planning applications will be made in October 2023.

⇒ Work continues on the Air & Space Institute (ASI) in advance of an early 2024 opening and the construction remains on target. When fully operational the ASI is expected to create almost 40 new jobs for the area and will provide countless training opportunities, setting students on a pathway to skilled, well-paid jobs in the civil and military aviation and engineering industries.



⇒ The Stodman Street project is progressing well with a start on site expected for mid-Summer 2023. Hoardings are expected to be erected in August/September 2023. The project has an 18 month build programme and is scheduled to be completed by the end of 2024.

⇒ Inspire: Culture, Learning and Libraries took occupancy on the 1st floor of Newark Buttermarket last year and are now running adult educational courses, workshops and events which has increased vibrancy and footfall at the Buttermarket. The practical completion of the refurbishment works on the upper floor will take place in July 2023, where we will then be ready to pursue further occupation of the atrium space.

⇒ We offer a comprehensive programme of support to ensure sustainable economic growth for local businesses. Some of the key activities this quarter included;

- The development and creation of a package to support the business community with cost-of-living assistance. This includes social media improvement webinars over July and August for businesses, led by Nettle, and a social media campaign to encourage people to shop locally in Newark, Edwinstowe, Southwell and Ollerton.
- The team have also supported 21 businesses to access Grantfinder, providing businesses with a range of advice, support and signposting to available funding.
- Delivery of a D2N2 Growth Business Support Surgery in June which was attended by 6 businesses across a range of sectors.
- We continue to receive grant applications for the Rural Business Investment Programme which is due to close in August 2023 and funding will be distributed by March 2024. The programme will provide funding support for projects that support new and existing rural businesses. Successful applicants will be looking to diversify their income streams, grow and create further opportunities for residents.



How are we performing against our objective to...

## Deliver inclusive and sustainable growth



- ⇒ The YMCA Community & Activity Village is now a state-of-the-art home to sports, leisure, health and well-being, climbing and conferencing space. Usage has continued to expand within the last quarter following the installation of additional stadia seating and works on the bike track. The next milestone will be that a BMX track is due to open in the Autumn 2023.
- ⇒ We are continuing to work with partners to develop proposals around a Ollerton Town Centre Regeneration Project with its development appraisal works nearing completion through the utilisation of Shared Prosperity funding. We anticipate further information on future Levelling Up opportunities to be released in autumn at the earliest.
- ⇒ We continue to support the Tourism Action Group to provide a forum for engagement, evidence and strategic direction. We will review the Visitor Economy objectives in 2023/24 and create a new Destination Development Plan. This plan informs the marketing and promotional campaigns that promote Newark and Sherwood to visitors. Together these two documents will shape the Tourism work programme for the next 5 to 10 years.



### Spotlight benchmarking

As of March 2023, the unemployment rate in Newark and Sherwood was 2.8% which is a 1.5% reduction since March 2022. Whilst the unemployment rate for England is 3.7% which is a reduction of 0.5% when compared to the same period.

Quarterly Indicators	Quarter 1 21/22	Quarter 1 22/23	Quarter 1 23/24	Target 23/24
<b>Year to Date Indicators</b>				
Total number of admissions - National Civil War Centre	1,141	3,045	3,892	3,000
Total number of admissions - Palace Theatre	0	12,296	8,401	12,000
% of visitors from schools – NCWC	New for Q1 23/24	New for Q1 23/24	29.0%	Trend (no benchmark)
% of visitors from schools – Palace Theatre	New for Q1 23/24	New for Q1 23/24	0.0%	Trend (no benchmark)
Number of people reached through direct participation and outreach	New for Q1 23/24	New for Q1 23/24	2,914	Trend (no benchmark)
Total footfall across all heritage and culture services and sites	New for Q1 23/24	New for Q1 23/24	20,343	Trend (no benchmark)
Car parking numbers across all council owned Newark car parks	New for Q1 23/24	New for Q1 23/24	102,875	Trend (no benchmark)
<b>All Other Indicator Types</b>				
Newark town centre footfall count (visitors per day)	2,835	4,487	4,671	3,750
Newark Beacon - % of occupied units	86.0%	97.2%	63.7%	95.0%
Sherwood Forest Arts and Crafts - % of occupied units	100.0%	100.0%	100.0%	95.0%
Commercial Property - % occupied units	89.0%	97.0%	100.0%	95.0%

### Exploring our performance

The total number of admissions to the Palace Theatre is below target by 3,599 and significantly below the same period of last year. This performance is attributed to three unavoidable and unexpected cancellations due to performer illness.

The % of occupied units at the Newark Beacon has reduced significantly over the past year from 86% in quarter 1 of 2022/23 to 63.7% in quarter 1 of this year. This is due to one business who occupied 11 offices that has now out-grew the space and has moved to another building within the district and we are now actively marketing to reoccupy the space. Although the Beacon is managed by us as a commercial landlord, we also have a responsibility to provide affordable workspaces for new or growing organisations to develop themselves before moving onto larger accommodation in the district, a move of this nature is welcomed to drive economic growth with the potential to create new jobs for local people.



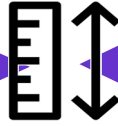


## Create more and better quality homes through our roles as landlord, developer and planning authority

### What we have been doing this quarter;

- ⇒ There are currently 52 council homes currently on site under construction and expected to complete this winter, with a further 30 properties due to start this autumn for completion next summer. These will provide much needed housing for residents.
- ⇒ This quarter has seen the establishment of a team to deliver our long-term vision for all elements of resettlement programmes. This has included the recruitment of two tenancy support workers for the Homes for Ukraine (HFU) scheme and a resettlement coordinator who oversees the Afghan and Syrian resettlement programmes. A successful submission to the Department Levelling Up Housing and Communities (DLUHC) has provided further opportunity to source additional accommodation for refugees requiring settled accommodation. We will also be purchasing 14 properties as part of this programme before December 2023 and will also be accepting three properties from Barratts Housebuilders in the coming quarter for use by Afghan refugees.
- ⇒ The development of Alexander Lodge, our new temporary accommodation, is progressing well and taking shape. The build is programmed to be completed by December 2023 and occupation of the first residents is expected in Easter 2024. Alongside the physical development, the team are also researching and designing a service offer that will promote good life skills, improve education and skills opportunities to help people be their best.
- ⇒ We continue to exceed national performance targets for determining planning applications. National targets are 60% determined in 13 weeks for major applications and 70% determined in 8 weeks for non-majors. The planning application validation checklist has been adopted by Planning Committee and is being utilised to validate all applications. The planning customer satisfaction survey is to commence shortly with a focus upon applicants and agents.
- ⇒ This quarter has seen a shift into warmer weather, so considerations are needed for Severe Weather Emergency Provision. Through the quarter, we have worked closely with Street Outreach colleagues to ensure that when we have received heat warnings from the meteorological office, supplies have been made available to anyone insecurely housed or spending temporary time on the streets during that period. These supplies included, bottled water, sun cream and cover.
- ⇒ The 3 tier priority timescales for repairs in council houses has now been in place for over 18 months. Priority 1 within 24 hours, priority 2 within 6 weeks and priority 3 for our planned works up to 6 months. Additional funding is also allocated to help reduce the current number of live repairs, with several contractors and agency staff engaged to help with this. The repairs service will be a priority for further improvements throughout this year including a renewed focus on addressing and preventing damp and mould in addition to understanding the implications of the Stock Condition Survey findings on our long-term asset investment plans.
- ⇒ In July of 2022, our empty homes standard was agreed and since then we have continued to receive positive feedback in this area. This standard has created some impacts where we are still seeing an increase in void costs and times which were both expected - we will continue to monitor this.
- ⇒ In June, we funded the delivery of a communal garden used by tenants living in Coghill Court in Southwell. The residents are now enjoying fresh turf, new planters, a rotary line, and a new bin store. The garden was updated in conjunction with the development of four new two bed bungalows on an adjacent piece of land. A special event was then held for tenants at the garden to officially open it, with Miles Harrison, one of the





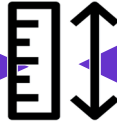
Quarterly Indicators	Quarter 1 21/22	Quarter 1 22/23	Quarter 1 23/24	Target 23/24
<b>Year to Date Indicators</b>				
Number of all tenants who have been evicted for rent arrears	0	0	0	Trend (No change)
Number of evictions (anti-social behaviour)	0	1	1	Trend (No change)
The performance of Arkwood, our property development company, which contributes to this objective				
Arkwood - number of units delivered	New for Q3 21/22	29	60	76
Arkwood - plots commenced	New for Q3 21/22	87	87	87
<b>All Other Indicator Types</b>				
Average time spent in temporary accommodation (weeks)	12.0	13.7	27.9	13.0
Average time (days) to re-let Council properties	24.9	25.8	30.4	28.0
% of rent collected from current tenants as a % of rent owed	102.6%	98.1%	98.1%	98.5%
Average "End to End" time for all reactive repairs (CALENDAR days)	39.2	13.7	17.4	16.0
% of repairs completed at first visit	91.7%	87.6%	92.3%	93.0%
% of planning applications (major) determined in time	91.0%	92.0%	100.0%	90.0%
% of planning applications (non major) determined in time	97.0%	95.0%	94.0%	90.0%
Average number of working days to process housing benefit change in circumstances	3.1	4.6	4.0	5.0
Average number of working days to process new housing benefit claims	17.2	17.8	11.8	17.0
Amount of current arrears as a % of annual rent debit	1.90%	1.75%	1.41%	2.20%
Amount of current arrears	£450,339	£434,399	£366,782	£554,400
% of housing complaints resolved within agreed timescales	93.0%	92.0%	100%	100.0%
% of homes with a valid gas certificate	New for Q4 21/22	92.2%	99.3%	100.0%
% of homes with Electrical Installation Condition Report (EICR) certificates up to five years old	New for Q4 21/22	99.1%	99.2%	100.0%

**Tenants quote  
following a  
repair:**



"On Thursday this week I completed an online form to report that my kitchen sink was blocked. Within a couple of hours I had a phone call to confirm the details. The plumber arrived that same afternoon and cleared the blockage but wasn't happy with the result and said he'd book a longer slot to come back and adjust the pipework so that it won't happen again. Really nice and helpful bloke. Excellent service all round - thank you!"

## Measuring Success



### Exploring our performance

The average time spent in temporary accommodation for quarter 1 was 27.9 weeks, greater than the target by 14.9 weeks. This performance attributed to one complex case which required a multi-agency approach to source appropriate move on accommodation for the individual, thus increasing the overall average time.

The percentage of repairs completed at first visit has made significant improvements when compared to the same period of last year but continues to be an amber indicator. We have made processes changes within the team by reviewing what stock is carried to vehicles to match usage and need. We are also now using our stores to deliver a number of items for operatives to further improve this performance and reduce the number of follow-ons required.

The percentage of homes with a valid gas certificate is below target by 0.7%, however all of the 36 properties that are out of compliance, are in an enforcement process to gain access to the properties.

The number of units delivered by Arkwood in the quarter is below target by 16, due to the delays in construction of the homes on Lord Hawke Way, following the liquidation of the lead construction company.

How are we performing against our objective to...

## Continue to maintain high standard of cleanliness and appearance of the local environment



### What we have been doing this quarter;

⇒ In quarter 1, we issued 49 fixed penalty notices (FPN's) for fly tipping and 16 for littering. These mainly consisted of small fly tips where the full penalty would not be appropriate (based on DEFRA guidance). Our third party enforcement partner also issued 523 fixed penalty notices for littering across the district. Working with businesses, where it appeared businesses were not disposing of their waste correctly, we issued a further 16 notices for failure to produce waste transfer and waste carriers documentation. . We have also had 4 successful prosecutions in court for flytipping and have several others pending. There were also 3 other prosecutions, 2 for duty of care when disposing of waste and 1 for failing to produce a scrap metal licence.

⇒ We have been working alongside Nottinghamshire Police targeting hot spots in and around Newark as a part of Operation Rogue on 15th May. Joining forces to target fly-tippers and illegal waste carriers the group's morning proved incredibly successful with countless motorists issued with fixed penalty notices and three vehicles seized. There were over 30 vehicles stopped which resulted in:

- 6 Waste Transfer Note offences, 2 Waste Carrier Licence offences, 5 Scrap Metal Licence offences – all of which were dealt with by a Fixed Penalty Notice (FPN).
- One gentleman paying his fines as an early reduced sum of £750 for failure to hold a waste transfer note, waste carriers' licence or scrap licence.
- Catching fly-tippers and those without a license was not the only job of the day as the officers also dealt with those breaking road laws either by using their mobile phones or failing to wear a seat belt. The work also led them to recover a stolen van, identify 4 vehicles with either no tax or insurance and detain a suspect on behalf of colleagues at Norfolk Police for reported scrap metal offences.

⇒ In June, a new trial scheme was launched in Newark to give small traders a new disposal option for their waste. We supported Veolia in partnership with Nottinghamshire County Council to develop the scheme where it provides small traders a cost-effective way to dispose of their waste and increase the number of available outlets for this type of waste in the area. The pilot will run until March 2024 at Veolia's Waste Transfer Station on Brunel Drive in Newark, and small traders will be able to dispose of their non-recyclable waste for a competitive fee with no minimum load charge - something which is currently viewed as one of the main barriers to traders responsibly disposing of their waste.



⇒ We continue to undertake works to improve access and users' experience in the district's parks and open spaces. During the quarter, we announced that improvements will be made to existing pathways at Sherwood Heath and Sconce and Devon Park. Both of which are Green Flag Award winning parks. The works will take place in addition to almost £350,000 being invested across a number of our owned play park areas to replace aging equipment and include inclusive play equipment for all ability users wherever possible.



⇒ The green champions scheme aims to deliver a network of volunteer litter pickers across the district. Each applicant is given litter picking equipment and can log their efforts for collection and request new bags etc via the MyAccount system. The scheme was soft launched in June and is currently in its testing phase with 7 of our existing regular volunteer groups. We are monitoring the usage of the scheme with the aim of launching in September.

How are we performing against our objective to...

## Continue to maintain high standard of cleanliness and appearance of the local environment



- ⇒ We have worked in partnership with the Reach community support group and Orchard School (who are regular volunteers on sponce and Devon Park) to deliver 3 educational events where a total of 371 children attended.
- ⇒ During the quarter, we have been busy delivering a range of activity that will improve the high standard and cleanliness of our district, this included:
- Preparing our 4 Green Flag Parks and the new Newark community garden ahead of judging in quarter 2
  - Completing football renovations in-house for the first-time including aeration, overseeding and application of a total of 200 tonnes of topdressing. We also hired in specialist equipment to allow us to recycle the soil excavated from the paths project. By delivering this in house and recycling the soil allowed for a large financial saving to be realised.
  - Completed the accessible pathway project in Sponce and Devon Park.
  - We have added 5 small contracts into the commercial portfolio for street scene for both grounds maintenance and cleansing. These contracts include; Fernwood Parish Council Wildlife Garden Build, Epperstone Parish Council, Lowdham Cricket Club, Egmanton Parish Council and Lovers Lane Primary School in Newark.
  - Continued to work with partners at Nottinghamshire County Council, VIA and Southwell Town Council to deliver a no chemical trial in the town, including weed killers and pesticides.
- ⇒ This is the beginning of the third year that the environmental services team have delivered a grounds maintenance service for the Housing Revenue Account (HRA). As part of this service performance checks are made on the quality of the grounds maintenance service delivered. Housing Areas continue to see strong scores from the 90 area inspections across the District.

Through tenant engagement, we have developed 'Grounds Maintenance Champions' who follow the same scoring and inspection regime as us, but choose their own sites to inspect. Their scores are mirroring ours which demonstrates that we are performing consistently and to a high standard. The average scores for the quarter are provided in the table below. Scoring is 1 to 5. 1 being perfect and 5 needs rectifying within 24

Performance Outcomes of Monitoring Inspections for the Maintenance of Housing		
Service Area	Q1 22/23	Q1 2023/24
Grass	1.28	1.84
Litter and Bins	1.22	1.24
Garage Site	1.18	1.79
Shrub Bed Maintenance	1.72	1.62
Weed Control	1.44	1.75
Hedge Cutting	1.67	1.84



**Customer quote following a bulky waste collection:**

"Our bulky waste was collected yesterday. I just wanted to say what a great service and by having the collection confirmation by text is also a great aspect of the service".





Quarterly Indicators	Quarter 1 21/22	Quarter 1 22/23	Quarter 1 23/24	Target 23/24
<b>Year to Date Indicators</b>				
Number of fly tipping incidents	410	351	393	450
Number of fly tipping enforcement actions	517	No Data Received	456	513
Number of missed assisted collections	New for Q1 23/24	New for Q1 23/24	246	Trend (No benchmark)
<b>All Other Indicator Types</b>				
% fly tipping incidents removed within 72 hours	69.0%	97.2%	92.9%	75.0%
% of household waste sent for reuse, recycling and composting	37.0%	41.2%	Waiting for External Data	40.0%
Number of missed bins (per 100,000 households)	New for Q1 22/23	80.2	115.0	45.0
Total number of garden waste subscriptions	16,310	18,447	19,789	19,266
Number of level 1 graffiti incidents not removed within 36 hours	New for Q1 23/24	New for Q1 23/24	1	0
Number of level 2 graffiti incidents not removed within 10 days	New for Q1 23/24	New for Q1 23/24	0	Trend (No benchmark)
% of failing sites - street and environmental cleanliness - litter	2.1%	1.3%	0.0%	2.8%
% of failing sites - street and environmental cleanliness - detritus	3.6%	2.0%	1.7%	1.8%

### **Exploring our performance**

The number of fly tipping enforcement actions delivered is below target by 57 and has reduced significantly when compared to quarter 1 of last year. This is also reflected in the total number of fly tipping incidents which has also reduced.

The number of missed bins (per 100,000 households) is below target by 70 for the quarter. The performance for refuse and recycling only is almost identical to the same period of last year but garden waste bins significantly increased this figure. This is attributed to new collection days for half of our customers, new rounds for staff and a delay in the distribution of some of the stickers. In addition to this, we have seen recent difficulties with staffing levels causing crews to be unfamiliar with their rounds resulting in a proportion of missed bins. All crews have been written to regarding the repeat missed bins from this period and a new assisted list is being produced to make it easier for the crew to check these at a glance.

The number of level 1 graffiti incidents not removed within 36 hours is below target, however the performance related to only 1 incident out of 14 that was not removed in the targeted timeframe.



## Enhance and protect the district's natural environment

### What we have been doing this quarter;

⇒ We are progressing with a number of projects to achieve our 2035 carbon net neutrality target and meet the actions outlined in our Greening Newark and Sherwood Action Plan.

- As laid out in the our Climate Emergency Strategy action plan, we are working to improve our energy efficiency and reduce our overall carbon footprint by installing solar panels across a selection of our Corporate and Leisure buildings. We have signed the contract and works on site will commence in the Summer of 2023. This project will assist in making carbon savings and generating renewable energy, both of which will assist us with reaching our 2035 net carbon neutrality target.
- Work is continuing to develop a Decarbonisation Plan for our corporate and leisure buildings to help us understand the energy efficiency and carbon reduction measures we can put in place at each site.
- We are continuing to explore options for the future of our depot site Brunel Drive to meet the future needs of the service. This will cover the collection of additional waste streams and the electrification of our fleet of vehicles.
- We are part of the Nottinghamshire wide Green Rewards App which is an online platform designed to incentivise and encourage residents to undertake positive behavioural change. The application enables users to log carbon reducing activities and gain points which equates to prizes. The scheme has been live for nearly a year and continues to be successful with over 520 users utilising the application.



⇒ This quarter we have continued our work on kerbside glass recycling and every eligible household in the district has received a letter informing them of the scheme. We are now working on planning our collection rounds and start working towards rolling the service out with an implementation date to be confirmed.

⇒ At this year's Nottinghamshire County Show, we engaged with around 370 individuals and families to promote recycling and home-grown food and propagation techniques.



⇒ Throughout May, we carefully selected 21 areas around the district that were left to grow to let nature take its course and provide wonderful biodiverse habitats for the district's wealth of insects and wildlife. 'No Mow May' was first launched in 2019 by the botanical charity Plantlife. The campaign encourages people to lock up their lawnmowers and let nature flourish for the month of May.



## Reduce crime and anti-social behaviour, and increase feelings of safety in our communities

### What we have been doing this quarter;

- ⇒ Tackling youth-related crime and anti-social behaviour (ASB) in Newark town centre remains a priority. During the last period, 18 enforcement actions were taken on young people causing nuisance in the town centre; this includes 11 1st Stage advisory letters to parents for lower-level nuisance, 4 2nd Stage letters to parents for individuals involved in persistent ASB and issuing 3 Enforcement Warnings (notification of potential court action). Injunction applications are also being progressed for 3 young people, who despite intervention and enforcement action, have persisted in causing nuisance.
- ⇒ Although the statistics show a decrease in incidents year on year, reports of youth related anti-social behaviour continues to increase and reports have been received from both the Lidl and the Lakeside area of Balderton. We are continuing to monitor the area alongside the Police and work is underway to identify those involved and take appropriate action where required. There were also incidents of youth related ASB in Clipstone. This resulted in 4 young people entering into Acceptable Behaviour Contracts.
- ⇒ To address an increase in ASB within Newark Town Centre, patrols have been increased as Community Protection Officers work on engagement with the public, businesses, and licensed premises. The shopwatch scheme currently has around 20 businesses who have signed up.
- ⇒ Schemelink is a data-sharing and communications portal that is designed to help protect retailers staff and customers by enabling quick and effective communication and the sharing of information on incidents. This continues to be promoted and more shops are signing up to support one another and enable swift action when crime or ASB is taking place. The scheme was also promoted at the Newark Business Forum to raise its profile and to help drive recruitment.
- ⇒ Chaired by the Council and attended by numerous partners, the first meeting of the newly formed multi-agency ASB Panel was launched in May. The purpose of the panel is to facilitate a partnership approach to managing young people involved in anti-social behaviour across the district.

⇒ Within the quarter, we delivered or supported on a range of events to address water and fire safety, ASB and alcohol usage. These events included;

- Working collaboratively with the Nottinghamshire Fire & Rescue Service (NFRS) and Police by engaging with over 70 children from a local primary school on water safety awareness and anti-social behaviour at a Riverside Water Safety Event in Newark. The same event was also delivered in Farndon, where over 90 children attended. Here the children also designed and completed a graffiti art project for the Sea Scouts hut.
- A fire safety event at Sconce where over 140 children from a local primary school attended. The event also included a session on anti-social behaviour, as well as a nature trail by the Park Ranger to educate the young people on the importance of preserving wildlife. Again, this was a joint enterprise with colleagues across the council, NFRS and the Police.
- Delivered two interactive sessions. The first on responsible dog ownership, and the second on the effects of alcohol consumption. Both activities were well attended by both children and adults. -
- Delivered two 'Extreme Wheels' events. One in Blidworth Skate Park, and the other at Sherwood Avenue Skate Park, Newark. Both events were planned to combat ASB in these locations. This was the second such event on Sherwood Avenue Skate Park and formed part of the consultation with residents as to the future of development of the site.



How are we performing against our objective to...



## Reduce crime and anti-social behaviour, and increase feelings of safety in our communities

- ⇒ We are continuing to use deployable CCTV where possible to help combat crime and anti-social behaviour at several sites across Newark, Clipstone, Blidworth and Edwinstowe. A CCTV request for a hotspot of fly tipping in Boughton has also been received. This is still under consideration as we explore options for a suitable site to effectively position the camera.
- ⇒ A Further Night of Action was held on 16th June, where officers joined the Police attending all Licensed premises within the Newark town centre and surrounding areas, as part of the Violence Against Women and Girls campaign. Members of the public were also engaged with and asked their knowledge of Coca Ethylene which is produced when individuals use cocaine with alcohol. There is now evidence that the public knowledge base within Newark on this topic is increasing.
- ⇒ As a part of the Safer Street funding, we have delivered a range of projects so far. These include improvements to the entryways of some council owned residential buildings and to St Marks Precinct. Other projects are ongoing, including vehicle crime days lead by the Police, improved lighting installations on Church Walks, new CCTV camera installations at 3 locations and violence against women and girls training being delivered. In addition, work is also being undertaken to place new cameras in strategic areas to assist with feelings of safety and to be utilised in the prevention and detection of crime.
- ⇒ The Safer Gym Group has moved into a training and development phase with training to take place during July and August. This initiative aims to increase feelings of safety for women and girls within fitness centres and gymnasium. This will be delivered along with the violence against women and girls 'Stand By Her' training to address misogynistic behaviour and the impact it has on women.
- ⇒ On a lighter note, the second year of plant maturity on the bunds which were planted to deter unauthorised encampments, have seen an amazing display of what has been described by a resident as a "wall of flowers".





## Measuring Success



Quarterly Indicator	Quarter 1 21/22	Quarter 1 22/23	Quarter 1 23/24	Target 23/24
<b>Year to Date Indicators</b>				
Number of positive outcomes resulting from CCTV intervention	New for Q1 23/24	New for Q1 23/24	484	Trend (no bench- mark)
Fixed penalty notices (number issued)	16	474	611	Trend (Increasing)
Community protection notices/ warnings (number issued)	12	0	5	Trend (Increasing)
All other notices/warnings (number is- sued)	2	3	1	Trend (Decreasing)
Number of Notices issued relating to private rented properties	New for Q1 23/24	New for Q1 23/24	0	Trend (No bench- mark)
<b>All Other Indicator Types</b>				
CCTV – proportion of proactive inci- dents relating to NSDC responded to by the CCTV control room	New for Q1 23/24	New for Q1 23/24	51.0%	50.0%
CCTV - proportion of reactive incidents relating to NSDC responded to by the CCTV control room	New for Q1 23/24	New for Q1 23/24	55.0%	50.0%
% reduction in anti-social behaviour - Newark & Sherwood District compared against County area	-27.0%	15.0%	-2.0%	2.0%*
% reduction in all crime - Newark & Sherwood District compared against County area	16.0%	-26.8%	2.0%	-6.0%*
% of businesses in the District with a food hygiene rating of 3 or above	New for Q3 21/22	92.27%	92.11%	94.0%
% of businesses in the District with a 0 star food rating (major improvement necessary)	New for Q2 21/22	0.18%	0.09%	0.15%
% of food inspections undertaken in quarter	90.0%	73.0%	88.0%	100.0%

\*target is the County average and minus denotes an increase

### Exploring our performance...

The levels of crime has seen a positive reduction of 2% compared to an increase across the county at 6%. Antisocial behaviour however is up by 2% in the district compared to a 2% reduction across the county. As demonstrated through some of the narrative within this report, various initiatives and projects are in place or being developed to help address the levels of anti social behaviour in the district.

The % of food inspections undertaken in quarter is below target by 12% but remains in better position than performance in quarter 1 of last year. These outstanding inspections will follow on into the next quarter and will continue to be monitored throughout the year to ensure that the levels of hygiene and safety in food establishments are maintained



## Improve the health and wellbeing of local residents



### What we have been doing this quarter;

- ⇒ Tenant arrears performance remains strong which builds on the impressive performance at year end. As previously reported, we are seeing signs of tenants struggling because of the cost-of-living challenges, although at this time the impact is not being seen as an increase in arrears. The Helping Hand Fund was a project delivered in quarter 4 2022-23 which targeted support to tenants struggling to maintain an arrears payment plan. The scheme offered to match arrears payments (for a limited period and to a maximum weekly contribution) to encourage tenants to engage with the team and maintain their repayment plan. The scheme provided over £19,736.80 in matched payments to 155 tenants, 79% of which maintaining their payments throughout the life of the project which has supported the continued performance into quarter 1 and reduced the levels of some individual's debts.
- ⇒ The Community Chest has successfully provided £18,723 across 23 applications for improvements to neighbourhoods, community centres and groups. The applications came in from tenants, officers, and councillors all with a view to improve social housing areas. The projects included, a new bench in Cherry Holt Park, refreshed dining rooms at Vale View, garden furniture at Gladstone House, new noticeboards, blinds and storage in several community centres in addition to raised beds, plants and support for gardening groups in Ollerton and Collingham.
- ⇒ This quarter, the TSA (trade body for technology enabled care services) published an article on their website about our Careline service. The article is titled 'Celebrating the Transformative Journey of Newark and Sherwood District Council's TEC Service'. The article highlights our ongoing work to ensure that we are ready for the digital switchover. Also this highlights our proactive outreach to the tenants and residents, which has already reached approximately 75-80% of all service users.
- ⇒ The warm homes on prescription scheme continues to be promoted to allow residents to prepare for the colder months this summer. To date, 36 private sector residents have participated in our fuel poverty alleviation schemes. Subject to successful application, the scheme provides funding to help low-income households replace their boiler where the current heating system is broken or beyond repair. In addition to this, we have established a collaborative partnership with Nottinghamshire County Council and Nottingham Energy Partnership which will enable fully grant-funded insulation and low carbon heating measures to be offered to low-income homeowners who do not have access to mains gas for heating.
- ⇒ The Yorke Drive Regeneration scheme has faced delays in securing reserved matters planning for phase 1. These have been as a result of managing competing stakeholder requirements, however, it is anticipated that planning for phase 1 can be achieved by the end of summer 2023. We also continue to deliver resident engagement to gain feedback. This includes a resident led panel, newsletter and a 'Fun Day' which is sponsored by the developer and is programmed for the 14th August.
- ⇒ We also continued to deliver a range of other successful events including, a Medieval Fun Day at the Castle which saw over 2,000 attendees and our monthly family Saturdays at the National Civil War Centre. A successful temporary exhibition 'Tubthumping' by acclaimed ceramicist Emilie Taylor was also displayed at the museum where her creations blend the traditional with the contemporary, using 17th Century slipware techniques to portray modern everyday images.



## Improve the health and wellbeing of local residents



⇒ Newark Creates is a three-year cultural programme (2021-2024) that forms part of Newark's High Streets Heritage Action Zone scheme and is currently made up of the council and a range of partners with examples including Inspire and the Newark Civic Trust. The scheme aims to help with the recovery of local high streets, from regenerating historic buildings and helping to engage local communities through art and cultural projects. The programme commenced activity this quarter with the launch of the Neurodiversity Umbrella Project in the town centre. This included the installation of hundreds of colourful umbrellas in the marketplace to celebrate and represent the one in five who has a neurodevelopmental condition.



- ⇒ We also continued to deliver a range of other successful events including, a Medieval Fun Day at the Castle which saw over 2,000 attendees and our monthly family Saturdays at the National Civil War Centre. A successful temporary exhibition 'Tubthumping' by acclaimed ceramicist Emilie Taylor was also displayed at the museum where her creations blend the traditional with the contemporary, using 17th Century slipware techniques to portray modern everyday images of women at play groups, against backdrops of council flats and more.
- ⇒ Last year we became a National Portfolio Organisation, having successfully been awarded funding by the Arts Council England. Starting this quarter, a three-year programme will be delivered aiming to increase cultural engagement across the district. The first projects have included an artist in residence who showcased her skills with virtual reality technology by working with visitors to co-create virtual art, the recruitment of a team of 13 and 17 year olds to act as creative influencers for the service, and a music project with SoundLINCS to engage with young people with disabilities.
- ⇒ We have successfully supported a social eating lunch club at Beaumont Walk with funding we sourced from Nottinghamshire County Council. This club started in April and has provided over 60 meals in the first three months. This is the 3rd lunch club set up from this funding with the others based at Collingham and Ollerton.
- ⇒ We are currently working on developing our first 'Prevention Concordat for Better Mental Health' with partners. This will include the co-creation of an action plan to improve the mental health and emotional wellbeing of our communities. We also signed up to Thrive@Work, an accreditation supporting workplace wellbeing which will help us assess our current wellbeing offer in addition to identifying opportunities for improvement.
- ⇒ To empower others, we also supported Health Mentors and Peer Mentors at The Newark Academy by delivering Level 2 Young Health Champions training. Once trained, mentors will have the skills and capacity to run campaigns in school to support their peer's health and wellbeing.
- ⇒ Alternative management arrangements are now in place for Southwell Leisure Centre through Active4Today. The focus is currently on ensuring that the provision meets the standards expected across all council managed leisure services whilst also ensuring the use of the existing provision before any extension to services are considered.

How are we performing against our objective to...

## Improve the health and wellbeing of local residents



Measuring  
Success



Quarterly Indicators	Quarter 1 21/22	Quarter 1 22/23	Quarter 1 23/24	Target 23/24
<b>Year to Date Indicators</b>				
Number of user visits - Active 4 Today (All)	New for Q3 21/22	259,698	274,106	250,000
Number of events held in NSDC parks	New for Q3 21/22	71	80	Trend (Increasing)
Number of children on environmental education visits to NSDC parks	New for Q3 21/22	206	371	200
<b>All Other Indicator Types</b>				
Live Leisure Centre membership base (All)	New for Q3 21/22	10,991	11,604	11,500

### Exploring our performance...

All indicators across the health and wellbeing objective are in a strong position and above target.

The number of visits to our leisure centres has exceeded the 250,000 target by 24,106. Active4Today have recovered well from closures experienced as a result of Covid-19 and have rebuilt their membership base and number of user visits to deliver a strong end of quarter outturn.

The number of environmental education visits to our parks remains in a strong position and above target by 171 and significantly above the same period of last year by 165.

# Our Customers

In this section of the report we look at a few key measures of customer interaction to monitor how we interact with our customers, and we look at what our customers are telling us about the services they receive. We analyse these comments and show how we are learning from customer feedback.

Indicator Name	21/22 Q1 YTD Value	22/23 Q1 YTD Value	23/24 Q1 YTD Value	23/24 Q1 YTD Target
<b>Quarterly Indicator</b>	<b>Quarter 1 21/22</b>	<b>Quarter 1 22/23</b>	<b>Quarter 1 23/24</b>	<b>Target 23/24</b>
<b>Year to Date Indicators</b>				
Website – NSDC – sessions (total number of views)	114,341	215,493	450,564	100,000
Engagement rate with posts issued on NSDC Facebook and Twitter combined	385,132	194,589	592,729	250,000
Number of digital web form transactions	11,598	8,245	11,390	8,500
% business rate collection	31.0%	26.7%	29.8%	24.6%
% council tax collection	24.5%	24.7%	25.0%	24.4%
Telephony - average length of time to answer call (seconds)	61.0	117.0	163.0	90.0
<b>All Other Indicator Types</b>				
Responsive Repairs - telephony - average length of time to answer call (seconds)	New for Q1 22/23	29.0	88.0	60.0
% invoices paid within 30 days - whole Council	94.0%	98.5%	99.2%	98.5%
% effective response to careline calls within 180 seconds (industry standard)	98.4%	99.0%	99.3%	99.9%
Average number of days to process new council tax support applications	18.1	19.4	13.8	18.0
Average number of days to process council tax support change in circumstances	5.1	8.2	9.3	6.0
Average number of working days to process new housing benefit claims	17.2	17.8	11.8	17.0
Average number of working days to process housing benefit change in circumstances	3.1	4.6	4.0	5.0
% of complaints resolved within agreed timescales	New for Q1 23/24	New for Q1 23/24	99%	100%



Customer quote following a face-to-face visit to Castle House:

“I would like to thank your colleague who was on the desk on Friday morning. She was very kind and helpful with my mum who was quite stressed about her housing situation”

In this section of the report we look at a few key measures of customer interaction to monitor how we interact with our customers, and we look at what our customers are telling us about the services they receive. We analyse these comments and show how we are learning from customer feedback.

## Exploring our performance...

The average time for our customer contact centre to answer a call is below target by 46 seconds and this has increased by 59 seconds when compared to the same period of last year. This level of performance is attributed to a range of underlying factors including:

- A new phase of the Household Support Fund was launched
- All households received a letter inviting them to opt in or out of the glass recycling scheme
- Five bank holidays in the quarter causing increased demand on the following day
- The enquires continue to be complex and is attributed to the current cost of living pressures
- The significant increase in face to face visits has meant that advisers are being redirected away from taking calls

However, the call times remain relatively low when compared to some private sector organisations and our core focus is always that the customer is dealt with at the first point of contact and this is currently 86% of all calls.

The average time for our repairs contact centre to answer a call is below target by 28 seconds and this has increased by 59 seconds when compared to the same period of last year. The call handling times were extended due to the number of bank holidays in the quarter as calls are usually higher following a bank holiday. In addition, there has been some sickness and vacancies in the team reducing the availability of call handlers to take calls. The position is anticipate to improve into quarter 2.

The days to process a change in circumstances for council tax support (CTS) is above target by 3.3 days due to the large volume of annual uprating's received in the quarter. This indicator has also had a reduction in target from 7 to 6 days for 2023/24 and for quarter 4 of last year this was 7.5 days (amber indicator -within tolerance). In quarter 1 the indicator has returned to red status with 9.3 days taken to process changes but processing times are expected to improve throughout the rest of the year. In addition to business as usual, we have also proactively been encouraging residents to claim the alternative energy grants. This included an email campaign to care homes, a press release, social media posts and a leaflet was created for the Gypsy, Roma and Traveller community which was handed out by the Community Liaison Team.

The average time to process new claims for housing benefit and council tax support have both seen significant improvements and are now below target. This performance follows changes being made to our processes and procedures so that we can support those faster given the current cost of living pressures.



## Customer Feedback

Customer feedback is important to us as it allows us to get real time feedback on how we are performing from the people that we serve. This information comes through a range of channels whether that be compliments, suggestions, complaints or through satisfaction surveys—all of these are welcomed as it allows us to then utilise this data to help drive continuous improvements to our services. To help improve our response to complaints and how we learn from these, we have started to roll out training on best practice supported by a guidance document that will guide colleagues through the process.

Over this quarter, we received 21 compliments, 7 suggestions and 85 complaints.

## Compliments

21 Compliments/Praise were received this quarter with 5 service areas each receiving 4 compliments, these include:

- Customer Services team for their helpfulness and support.
- Planning and conservation teams, for their efficiency in dealing with applications.
- Street Scene/Grounds Maintenance for cutting back hedges and generally keeping our streets clean and tidy.
- Waste & Transport were praised mainly for dealing with fly tipping and clearing large items professionally and quickly.
- Housing Maintenance & Asset Management were mostly praised for their efficiency and tidiness when completing repairs. Housing & Estates Management received 1 compliment for the support and courtesy offered by several members of the team at a difficult time.

## Suggestions

Of the 7 suggestions received in quarter 1, one was for a refresh of a tenants communal area to include new seating and a tv to encourage greater use of the area. Another suggestion was to include the members of a young enterprise group to work with teams on any re-wilding projects or garden renovations.

## Complaints

In quarter 1 of last year, 73 complaints were raised, this has increased to 85 for this quarter's performance. The services receiving the most complaints were the most front facing, this is a usual pattern and is consistent with previous quarters. The most complaints received were for Waste and Transport, Housing Maintenance & Assets, Housing and Estate Management and Council Tax.

- Waste & Transport received 24 complaints this quarter which is an increase of 9 on quarter 1 of last year. Of the complaints received for the service this quarter, 83% were regarding repeated missed bin collections.
- Housing maintenance received 23 complaints, rising by 10 from the same quarter of the previous year. Themes included were; the quality of work both internally and through contractors and responsiveness to deal with issues raised. Staff conduct was also named as an issue in 5 cases.
- Housing and estate management received 14 complaints, increasing by 2 from the same quarter of the previous year. The complaint themes were predominantly around staff conduct/attitude, dissatisfaction with officer decisions, and Officer Communication issues.
- Council tax received 7 complaints this quarter which is 3 lower than the same period of the previous year. 43% of these complaints related to decisions made in terms of the customer's account.

Analysis of this customer feedback also enabled us to identify and tackle a specific issue:

### Area of improvement...

A complaint was received around the waiting times and delays to let out a property

### What we have done to improve...

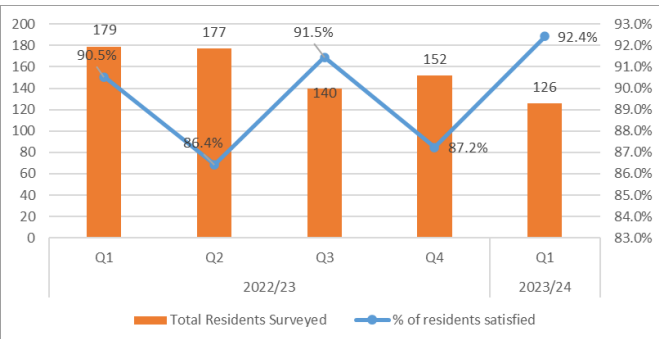
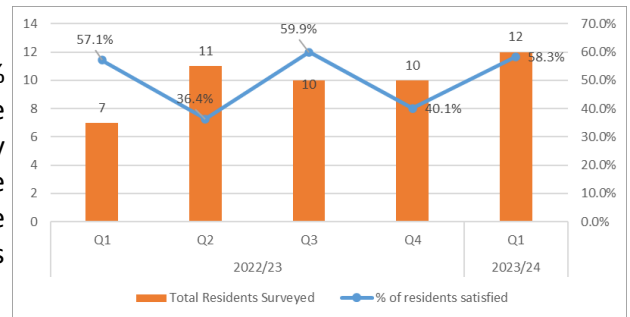
We have changed our process so that we will only advertise and allocate when we know the date the property will be fit and ready to let out

## Tenant Satisfaction

Following tenants receiving a service, satisfaction surveys are undertaken by Viewpoint to understand if our service delivery met their expectations. In quarter one, 771 surveys were conducted over 12 service areas, and the average service satisfaction across the areas was 93% (aka 93% satisfied or very satisfied). Five service areas scored 100% satisfaction - Major adaptations, Minor adaptations, Careline, Major works and ASB. areas for improvement were;

## Complaints

Tenants were least satisfied with the complaints service; 58.3% of tenants surveyed were satisfied or very satisfied with how we handled complaints, however, performance has improved by 13.7% since the previous quarter. Twelve people were surveyed; 1 tenant felt our communication was lacking, 4 were dissatisfied with the lack of progress and delays and 1 was dissatisfied with the overall outcome of the complaint.

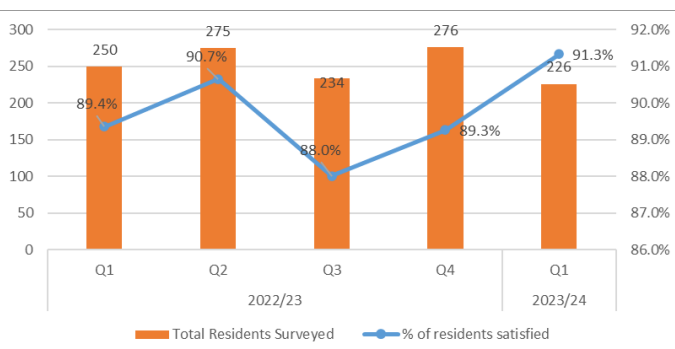
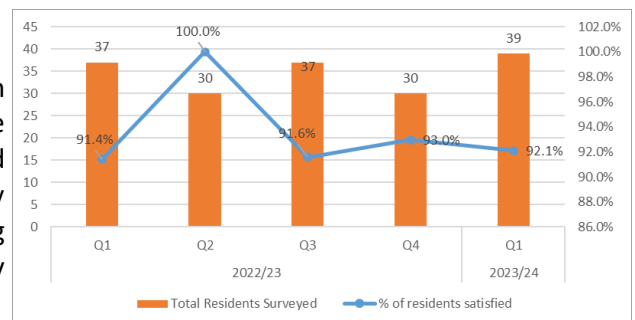


## Customer Services

Of the 126 Surveys carried out, 92.4% of customers were satisfied or very satisfied by the service provided. Of the dissatisfied customers, the majority were unhappy with the call centre service overall, with mentions of unsolved issues, problems not being passed on internally and customers being forwarded to incorrect destinations.

## Lettings

There were 39 surveys carried out on the Lettings service in quarter 1, Of the responses received, the majority were positive, with 92% of customers either satisfied or very satisfied with their experience and 62% of new tenants being happy with the condition and standard of the property at the letting stage. Just one comment related to cleanliness of the property was received



## Repairs

Of those surveyed, 91.3% of the 226 tenants surveyed were satisfied with the service. Feedback was mainly regarding the time taken to complete repairs which was referred to by 21 customers. Not completing the repair at the first visit along with tenants having to report their issue more than once were also mentioned.

A positive and motivated workforce is more likely to be high performing. To understand how our staff are performing and how we are supporting them we look at key indicators and recent activity.

## Staff Update

The Newark & Sherwood District Council, Parish and Town Council elections took place on Thursday 4th May 2023. A total of 275 colleagues from across the Council played a huge role to ensure the election was seamlessly delivered through providing support with planning and preparations through to supporting the polling stations, verification and the count.

In response to feedback from the recent staff survey, we have been working with Affinity to deliver some financial wellbeing workshops for staff. With the first two being delivered in this quarter. These workshops aim to help colleagues take control of their finances by looking at take home pay, state and workplace pensions, types of borrowing, managing debt, budgeting, improving your credit score and more.

In June, we recognised national Armed Forces Week where colleagues participated in raising money through a bake sale for the Newark Patriotic Fund, a local charity who supports local veterans and their families.

We have recently signed up as an organisation to Thrive at Work, a workplace commitment with criteria and guidelines to ensure our workplace promotes employee health and wellbeing. In previous years we have been part of the Workplace Health Awards schemes and have worked to support staff wellbeing through a variety of ways including training, activities and resources. This new opportunity will allow us to gain a clearer understanding of how people are feeling and what additional steps we can take to support their wellbeing and to review what has worked and what hasn't in the past. During the quarter, we promoted and delivered a range of events for the Mental Health Awareness Week and the Healthy Eating Week.

Quarterly Indicators	Quarter 1 21/22	Quarter 1 22/23	Quarter 1 23/24	Target 23/24
<b>Year to Date Indicators</b>				
Average number of sick days per employee (FTE) per year lost through sickness absence	1.7	1.6	1.5	1.8
% staff turnover	New for Q1 23/24	New for Q1 23/24	4.0%	3.3%

## Exploring our performance...

Turnover is above target in this quarter due to a number of employees retiring during the quarter, 10 of the 24 leavers were retiring with 1 of those retiring on the grounds of their ill health. It is fairly usual to see an increase in retirement after the end of the previous financial year.