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**Monday, 2 September 2024**

**Chair: Councillor P Peacock**

**Members of the Committee:**

**Councillor R Cozens  
Councillor S Crosby  
Councillor L Brazier  
Councillor E Oldham**

**Councillor C Penny  
Councillor P Taylor  
Councillor R Holloway**

|                 |  |
|-----------------|--|
| <b>MEETING:</b> | Cabinet  |
| <b>DATE:</b>    | Tuesday, 10 September 2024 at 6.00 pm                            |
| <b>VENUE:</b>   | Civic Suite, Castle House, Great North Road, Newark,<br>NG24 1BY |

**You are hereby requested to attend the above Meeting to be held at the time/place  
and on the date mentioned above for the purpose of transacting the  
business on the Agenda as overleaf.**

If you have any queries please contact Nigel Hill on [Nigel.hill@newark-sherwooddc.gov.uk](mailto:Nigel.hill@newark-sherwooddc.gov.uk).

## AGENDA

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| 1. Notification to those present that the meeting will be recorded and streamed online |                  |
| 2. Apologies for Absence   |                  |
| 3. Declarations of Interest from Members and Officers                                  |                  |
| 4. Minutes from the previous meeting 23 July 2024                                      | 4 - 20           |
| 5. Chair's Update  |                  |

### **Strategy, Performance & Finance Portfolio**

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| 6. Projected General Fund and Housing Revenue Account Revenue and Capital Outturn Report to 31 March 2025 as at 30 June 2024 | 21 - 40 |
| 7. Community Plan Performance for Quarter 1 2024/25  | 41 - 96 |

### **Housing Portfolio**

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| 8. Housing Compliance Assurance Report Quarter 1 2024/25 | 97 - 104 |
| 9. Exclusion of the Press and Public                     |          |

The Committee will be invited to resolve:-

'To consider resolving that, under section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act.'

None.

# Agenda Item 4

## NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Cabinet** held in the Civic Suite, Castle House, Great North Road, Newark, NG24 1BY on Tuesday, 23 July 2024 at 6.00 pm.

PRESENT: Councillor P Peacock (Chair)

Councillor R Cozens, Councillor S Crosby, Councillor L Brazier, Councillor K Melton, Councillor E Oldham, Councillor M Spoons and Councillor P Taylor

ALSO IN ATTENDANCE: Councillor S Michael, Councillor P Rainbow, Councillor N Allen and Councillor S Forde

APOLOGIES FOR ABSENCE: Councillor R Holloway

147 NOTIFICATION TO THOSE PRESENT THAT THE MEETING WILL BE RECORDED AND STREAMED ONLINE

The Leader advised that the proceedings were being audio recorded and live streamed by the Council.

148 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

Councillors S Crosby, P Taylor and M Spoons declared an interest in items 13 and 14 as Members of Newark Town Council.

Councillor L Brazier declared an interest in item 15 as a Members of Ollerton and Boughton Town Council.

The Democratic Services Officer declared an interest in item 13 as a Member of Farndon Parish Council.

149 MINUTES FROM THE PREVIOUS MEETING HELD ON 4 JUNE 2024

The minutes from the meeting held on 4 June 2024 were agreed as a correct record and signed by the Chairman.

150 CHAIR'S UPDATE

The Portfolio Holder for Health and Wellbeing informed the Cabinet that the Senior Health Improvement Officer had received a Community Champion Award at the ATTFE Together Awards and the Council have achieved Foundation level of the Thrive at Work Accreditation, which recognised organisations that support staff wellbeing.

151 PROVISIONAL FINANCIAL OUTTURN REPORT TO 31 MARCH 2024

The Business Manager – Financial Services, was in attendance to present the provisional 2023/24 financial outturn position on the Council’s revenue and capital budgets, including: General Fund Revenue; Housing Revenue Account; Capital Programme; Provisions and Impaired Estimates on Debtors; Usable Reserves; and Collection Fund.

The report detailed a summary of actual income and expenditure compared to the revised budget and how any surpluses/deficits have been allocated to/from reserves. Members considered the report and welcomed the Council’s financial position.

AGREED (unanimously) that:

- a) the final outturn of revenue and capital spending for 2023/24 be noted;
- b) the variation to the capital programme, as set out in paragraph 1.15 and 1.16 be approved;
- c) the capital financing proposals as set out in paragraph 1.20 be approved;
- d) Capital Programme reprofiling of £13.588m carried forward into 2024/25 as per appendices E and F;
- e) the movement in Provisions and Impaired Estimates on Debtors be noted;
- f) the creation of the new reserves, as outlined in paragraph 1.27, be approved; and
- g) the individual contributions to, and withdrawals from, the revenue and capital Usable Reserves be noted.

Reasons for Decision:

To consider the provisional 2023/24 financial outturn position on the Council’s revenue and capital budgets.

Options considered:

Not applicable.

152 CORPORATE ANNUAL BUDGET STRATEGY 2025/26

The Business Manager – Financial Services was in attendance to present the report which set out the General Fund, Capital & HRA Budget Strategy for 2025/26. The Cabinet considered the report and received clarification that proposed budget strategy reflected the performance information received from Arkwood Developments.

AGREED (unanimously) That Cabinet:

- a) approve the overall General Fund, Capital & HRA Budget Strategy for 2025/26;
- b) approve the consultation process with Members;
- c) note that Budget Officers continue work on the assessment of various budget



proposals affecting services for consideration in setting the Council's budget; and

- d) note that Budget Managers work with finance officers in identifying further efficiency savings, increasing income from fees and charges and in identifying new sources of income.

Reasons for Decision:

To enable the Council's budget process to proceed encompassing agreed assumptions.

Options considered:

Not applicable.

153 COMMUNITY PLAN PERFORMANCE FOR QUARTER 4 2023/24

The Transformation and Service Improvement Officer was in attendance to present the Community Plan Performance for Quarter 4 2023/24. Members heard details of: the Council's flooding response to Storms Babet and Henk; footfall in Newark Town centre; tackling anti-social behaviour; engagement with customers; and Council Tax collection. Members noted that footfall loggers were only in place in Newark Town Centre but where available, grant funding could also be used to situate footfall loggers in other sites across the District.

AGREED (unanimously) that Cabinet:

- a) review the Community Plan Performance Report attached as **Appendix 1**;
- b) review the compliance report attached as **Appendix 2**;  
and
- c) consider the Council's performance against its objectives highlighting any areas of high performance and identifying areas for improvement.

Reasons for Decision:

Performance management is used to drive improvement by analysing data and progress against key activities as well as building a picture of the context of performance using district statistics, customer feedback and workforce information.

Options considered:

Not applicable.

154 PRODUCTIVITY PLAN

The Chief Executive was in attendance to present the Council's Productivity Plan which sought to provide oversight for Members prior to submission to Central Government in July 2024. The Plan had been produced as a requirement of the then Secretary of State in January 2024, and whilst it wasn't clear if the Plan would still be required by the Government after the recent Parliamentary Election, it had been a useful exercise to narrate the work undertaken by the Council.

AGREED (unanimously) That Cabinet note the Productivity Plan presented at Appendix 1 and the activities detailed therein.

Reasons for Decision:

The requirement to submit a productivity plan to central government was confirmed in April 2024 along with the requirement for it to have prior member oversight.

Options considered:

None

155 INFORMATION SHARING WITH ELECTED MEMBERS WORKING GROUP OUTCOMES

The Transformation & Improvement Officer was in attendance to present an update on the work of the member working group on Information Sharing with Elected Members, and bring recommendations from the group to Cabinet. The posters marked to follow as appendix B were handed to Members. The Cabinet considered the report and welcomed the recommendations from the Policy and Performance Improvement Committee.

AGREED (with 7 For and 1 Abstention) That Cabinet endorse the recommendations of the Working Group as follows:

- a) that the amendment is made to the Council's website, including a postcode search for 'find your ward member'.(NB postcode search has now been implemented);
- b) that all elected councillors are automatically signed up to the Council's Official Newsletters;
- c) the Communications & Marketing Team to set up a further drop-in session for elected councillors to help with social media and Google Alerts;
- d) the posters at **Appendix B** will be made available for all elected councillors to use;
- e) that the Democratic Services Team will re advertise the allocated Democratic Services Officer (DSO) list and actively promote the support they can offer to elected councillors; and
- f) that the Power BI system is developed and provided to all councillors and that the system is further developed over time to include other service requests and reports.

Reasons for Decision:

Following on from a Topic Request Form received by PPIC in September 2023, the recommendations of the Working Group are noted above and set out in this report. These have been brought forward to Cabinet as these recommendations will benefit all Elected Members.

Options considered:

Do nothing or accept only some of the working group recommendations.

The Director of Planning & Growth was in attendance to present a report updating Members on the progression of the 32 Stodman Street Project and to seek consequential revisions to the capital programme. Cabinet heard that during the project issues had arisen, including utilities, contingency for new build and archaeology on the site, leading to an increase in costs. A request had been made to the Newark Towns Board which had approved an additional amount to cover the costs of £1.78m, which was recycled from the Towns Fund 1 Newark Gateway monies. The request was also supported by the Council's Section 151 Officer.

The Cabinet welcomed the report and the progression on development of 32 Stodman Street.

AGREED (unanimously) that Cabinet:

- a) note the report;
- b) In accordance with approval from Newark Towns Board that the Council receives a further £990,000 (in addition to the £790,000 supported by Cabinet on 14 May 2024) of the Town Fund One grant towards Stodman Street Phase 1;
- c) Subject to b) above, to delegate to the Director – Resources & Deputy Chief Executive in consultation with the Director - Planning & Growth authorisation to submit a Project Adjustment Form to Government seeking formal authorisation to re-allocate the £1.78m of previously allocated Newark Gateway/SiSCLog grant to the 32 Stodman Street Phase One project; and
- d) Subject to approval of b) & c) above, to increase the budget in the Council's Capital Programme to £12,880,000 financed by the additional grant allocation.

Reasons for Decision:

The project directly aligns to the objectives within the Community Plan of:

- 1) Increase the supply, choice & standard of housing,
- 2) Raise people's skills levels and create employment opportunities for them to fulfil their potential,
- 3) Celebrate and invigorate community spirit, pride of place and sense of belonging.

The recommendations will ensure delivery of the project as set out in the approved, original full business case of March 2022.

Options considered:

There are two further options for a decision with this project;

- 1) To use borrowing to fund the identified gap within the development cost. This option has been discounted as the level of borrowing used to date would mean the income generation from the development would be significantly below the total borrowing costs; or
- 2) To not undertake the project. This option is not recommended as it will leave a partially developed site vacant within the town centre. This would also mean

returning grant funding already received, and allocated to this project, to be returned to Government.

157 PLANNING DEVELOPMENT REVIEW OF BIODIVERSITY AND ECOLOGY RESOURCE (KEY DECISION)

The Director for Planning and Growth was in attendance to present a report which sought to update Members in relation to the implementation of Biodiversity Net Gain and Resource Impacts and create a post for a Biodiversity and Ecology Officer to support the Lead Officer. The report detailed the key work associated with Biodiversity Net Gain. Members welcomed the report, particularly the proposals relating to a graduate post.

AGREED (unanimously) That Cabinet:

- a) Subject to the outcome of Job Evaluation, approve that the addition of a Biodiversity and Ecology Officer to the Planning Development Business Unit be funded by a corresponding increase in revenue expectations from the BNG income stream identified at paragraphs 1.14-1.16 below; and
- b) Subject to the outcome of Job Evaluation, approve that the addition of a Biodiversity and Ecology Graduate be funded by BNG income, noting that such a post will only be recruited to if agreed by the Director of Planning and Growth, in consultation with the Director for Resources and Business Manager, Planning Development, based on a review of BNG income being sufficient to cover this additional post on an ongoing basis.

Reasons for Decision:

To ensure that the Planning Development Business Unit can continue to lead in adapting to the ongoing and emerging implications from Biodiversity Net Gain (BNG).

Options considered:

No action could be taken, which would lead to an undeliverable workload with respect to ecological and biodiversity matters. A pause on recruitment pending receipt of additional income has also been considered and discounted on the basis that preparatory work needs to be undertaken in advance of receipt of future receipts.

158 A46 NEWARK BYPASS

The Director for Planning and Growth was in attendance to present a report providing an update on the A46 Newark Bypass. The Council was required to respond to the development consent order as the Local Planning Authority and a number of teams were involved in preparing the reply. The report also detailed the impact on the Council as a landowner as the development would impact the Newark Lorry Park with the loss of 36 spaces and other incidental parcels of land. The costs the Council was forecast to incur as the landowner was £74,000, and the Cabinet noted that Officers would seek full or partial reimbursement where possible, and regular updates would

be brought to Members. The Leader reiterated the Council's support for the project.

AGREED (unanimously) That Cabinet:

- a) note the updated position and the consultation representations appended to this report;
- b) approve a budget of £141,000 in order to allow the ongoing work of the Council as Local Planning Authority and Landowner. This amount of £141,000 to be funded from the Change Management Reserve as set out in paragraph 3.3 of this report; and
- c) note that some but not all costs will be recoverable as detailed at paragraphs 2.4 below.

Reasons for Decision:

To keep Members updated on the A46 Bypass proposals and the requirements upon the Council to respond as both Local Planning Authority and affected landowner.

Options considered:

The A46 Newark Bypass proposals have long been an important aspiration of the Government's National Road Investment Strategy (RIS), an aspiration supported by a raft of partners including this Council, Midlands Connect, Nottinghamshire County Council, Lincolnshire County Council, and a number of highways, Local Enterprise Partnerships and Local Planning Authorities from the Humber Ports to Tewkesbury. There is no alternative but for this Council to engage, both as Local Planning Authority and affected landowner.

159 LONG TERM PLAN FOR TOWNS - TOWN PLAN INVESTMENT PLAN 2024-2027 (KEY DECISION)

The Director for Planning and Growth was in attendance to present a report which sought support for the emerging Newark Long-Term Plan for Town Fund (LTPfT) Vision & Investment Plan by Newark Towns Board. A change to the recommendation in the report was proposed to change the submission date from 1 August 2024 to 'the requisite submission date'. The Towns Board met regularly and were in the process of formulating priorities including Newark Market Place transformation, the riverside working with the Canal and River Trust, town centre events to increase footfall, developing a community space in the Newark town centre and creating funding pots for community development and feasibility work. Once finalised, and further clarity was received from the new Government regarding timescales, a further report would be brought back to Cabinet.

Members welcomed the report and whilst disappointed at the change in timescales, were optimistic about the projects that could be developed and emphasised the importance of cross party input.

AGREED (unanimously) That Cabinet support the emerging Long-Term Plan for Town

Fund emerging proposals as detailed at paragraph 2.3 of the report and to delegate to the Portfolio holders for Performance & Finance and Sustainable Economic Development endorsement of any final Long Term Plan for Town Investment Plan 2024-2027 following its ratification by Newark Towns Board for submission to Government before the requisite submission date.

Reasons for Decision:

The recommendation is presented on the basis that the Long-Term Plan for Newark 3 Year Investment Plan has been developed with the Newark Town Board and based on evidence from consultation with the community through the Resident Survey, Newark Masterplan Consultation, and targeted consultation with under-represented groups. The Long-Term Plan for Newark 3 Year Investment Plan 2024-2027 aligns with the outlined objectives of the NSDC Community Plan.

Options considered:

It remains open for this Council to not engage with the Newark Towns Board or to contribute to its formulate and ultimate adoption and submission to Government, save for its role as the Accountable Body. This option has been discounted as the Council and its partners wish to continue to achieve the best for residents and business and securing almost £20m for Newark between now and 2034 would be a significant contribution towards this.

160 LEVELLING UP FUND 3 UPDATE (KEY DECISION)

The Director of Planning and Growth was in attendance to present a report updating the Cabinet on the ongoing delay in receiving the Levelling Up Fund 3 (LUF 3) grant from Government and to seek agreement to pause further work on the project until the Council receives a response from Government. Officers were ready to continue work on the project once the funding position was clear. The Cabinet considered the report and the impact on workload and staffing for Officers.

AGREED (unanimously) That Cabinet:

1. note the contents of this report and agrees to pause the Ollerton and Clipstone Scheme after completion of RIBA2 design due to ongoing delays with the issue of funding from Government and endorse that the Chief Executive or/and the Deputy Chief Executive/Director of Resources write to Government expressing deep concerns and disappointment at the delays and seeking the following:

That Government:

- a) Confirms to the Council, that given the delays since the original LUF submission in summer 2022 and the delays since the LUF 3 announcement in November 2023, an agreed extension to the requirements to defray all LUF3 funding by 31 March 2026 to 31 March 2027;
- b) Executes the Memorandum of Understanding (MoU) before the 31<sup>st</sup> July 2024 to allow *immediate access* to any needed funds from the LUF 3 grant, allowing the project to continue to be developed at pace; or
- c) Release advance funding of £821,000 before 31<sup>st</sup> July 2024, to be deducted from the overall LUF3 grant allocation to allow the project to continue to be developed at pace.

2. That subject to Government releasing the advance funding of £821,000 as detailed at Recommendation 1c) above that Cabinet approves the addition of £821,000 to the Capital Programme. For the avoidance of doubt if the Government executes the MoU as detailed at recommendation 1b) above the full amount of Levelling Up Fund 3 grant will be transferred into the Capital Program in accordance with the June Cabinet resolutions.

Reasons for Decision:

The recommended approach, if actioned by Government, will enable delivery of the projects to continue in the absence of an executed MoU and release of funds from Government.

Options considered:

Withdraw delivery of the Ollerton and Clipstone Levelling-up projects. This option is discounted as the scheme remains a priority for the Council.

Carry on with the scheme at risk. Meeting the deadline for mandated defrayal of the full grant by 31 March 2026, is extremely challenging particularly since the Council has not yet received the MOU from government. The Council has already funded £541,000 with a further £40,000 made available in June 2024 from UKSPF (for both Ollerton and Clipstone projects). To continue to fund architectural and design works to RIBA stage 3 for Ollerton would further expose the Council to an additional £700,000. This level of exposure, when particularly considered together with the present uncertainty of funding support from Nottinghamshire County Council and the outcome of the bid for the Brown Field Land Release Fund is not considered acceptable.

161 SUPPLEMENTARY PLANNING DOCUMENTS - SOLAR POWER AND AFFORDABLE HOUSING (KEY DECISIONS)

The Senior Planner was in attendance to present a Draft Supplementary Planning Document (SPD) in relation to Solar Energy and a Draft Interim Affordable Housing SPD for public consultation. The development of the SDPs had been approved by the Cabinet on 26 March 2024 to support the implementation of national and local planning policy and provide additional guidance to applicants and decision makers. The delivery of affordable housing was a long-term Council priority and the review and updating of the Council's Affordable Housing Supplementary Planning Document was identified as an action within the Council's Community Plan. The development of solar energy farms had recently become a significant issue locally, including the emergence of two large solar energy farm proposals in Trent Valley. These larger applications were nationally significant infrastructure projects and would be determined by the Secretary of State.

The Cabinet considered the report and questioned whether the SPD for Solar Panels could require ethical standards in manufacture. The Director for Planning and Growth explained that the Policy could draw attention to standards and include as a link in the document but wouldn't be able to include as part of decision making. Similarly cumulative impact could only be considered where applications were within the planning system and Members raised concerns from the public about losing the rural

nature of the District.

AGREED (unanimously) That Cabinet:

- a) Approve the proposed SPDs at Appendices B and C to the report; and
- b) public consultation be undertaken for 6-weeks on the proposed amendments for referral back to Cabinet for adoption.

Reasons for Decision:

To allow the District Council to consult on the Draft SPDs.

Options considered:

Cabinet has already agreed to produce SPDs on Solar Energy and Affordable Housing therefore no alternative options have been considered at this point.

The meeting was adjourned at 8:07pm and reconvened at 8:15pm.

#### 162 QUARTER 4 HOUSING SERVICES COMPLIANCE ASSURANCE REPORT

The Housing Maintenance and Asset Management was in attendance to present the position at the end of Quarter 4 2023/24 (1<sup>st</sup> January 2024 to 31<sup>st</sup> March 2024) with regard to compliance assurance overview and actions arising. Compared to the same quarter last year, overall annual performance has improved across the 30 areas. Gas servicing was 99.71% compliant with 15 properties without a current gas safety certificate, but all were in an enforcement process. There were 8 homes where the oil service had not been completed, and all were in an enforcement process. There were 39 properties without a EICR electrical certification of less than five years old, of these 38 are in a legal process. The one remaining property was booked in with the tenant for April 2024.

AGREED (unanimously) That Cabinet:

- a) Note the exceptions to performance of the housing service compliance functions;
- b) Note the removal of the Regulatory Notice by Regulator of Social Housing; and
- c) Note that the presentation of performance will change from Quarter 1 2024/2025 reporting cycle onwards.

Reasons for Decision:

To enable the Cabinet to monitor performance and compliance relating to the Council's legal and regulatory landlord responsibilities for 27 building safety measures including fire protection, gas, asbestos, electrical and water.

Options considered:

Not applicable.

#### 163 NSDC ALLOCATION SCHEME REVIEW AND DRAFT POLICY APPROVAL FOR CONSULTATION (KEY DECISION)



The Assistant Business Manager- Housing and Estate Management was in attendance to present a report on the review of the Council's Housing Allocations Scheme. There is a requirement when making major changes to the allocation scheme to consult with registered providers for a period of 12 weeks.

The Cabinet discussed the proposals considering a number of issues including registration and licensing for private landlords, inclusion of requirements for members of the armed forces and the financial thresholds included within the draft Allocation Scheme.

AGREED (unanimously) That Cabinet:

- a) note the scheme and its changes and approve progression for external consultation;
- b) delegate authority for final adoption of the Scheme to the Portfolio Holder for Housing in consultation with the Director for Housing, Health and Wellbeing if the outcome of consultation is that no or only minor amendments are required. If any significant or material amendments are proposed as a result of consultation responses the final proposed Scheme will be referred back to Cabinet for approval.

Reasons for Decision:

This consultation is a legal requirement set out in the Housing Act 1996 and if there are no major changes following consultation seeking Director and Portfolio Holder sign off to expedite implementation. This also meets Objective 1: Improve Health and Wellbeing, and Objective 2: Increase the Supply, Choice, and Standard of Housing of the Community Plan.

Options considered:

None

164 HOUSING REVENUE ACCOUNT DEVELOPMENT PROGRAMME UPDATE (KEY DECISION)

The Director of Housing, Health and Well-Being was in attendance to present a report to update Cabinet on delivery within the HRA Development Programme and to set out details of the potential for the authority to acquire housing as part of the programme, including eight S106 homes for Affordable Rent tenure, at Station Road, Collingham. Members noted the inclusion of an exempt appendix. The Cabinet considered the report, noting that while it might be preferable to make use of empty properties, it was not always possible to ensure that such houses were up to standard and that it may be cheaper to build new properties.

AGREED (unanimously) That Cabinet:

- 1) notes the progress of the HRA development programme;
- 2) approves the business case for affordable housing acquisition within Newark and Sherwood (in addition to development) utilising the phase 6 development

programme budget; and

- 3) approves the acquisition of eight S106 homes at Collingham utilising the phase 6 development programme budget, subject to the usual legal due diligence checks, delegating final approval to the Director – Housing, Health & Wellbeing in consultation with the Portfolio Holder for Housing and to a maximum value as set out in the exempt appendix.

Reasons for Decision:

1. To enable new affordable rented homes to be delivered which meet identified housing need in the district.
2. To provide a return on investment as set out in the financial evaluation provided.
3. To replace homes sold to tenants via right to buy.
4. To deliver housing solutions which meet local needs and aspirations to ensure that our residents have access to a range of housing solutions in the district.

Options considered:

The authority may choose to develop only and not acquire properties through its HRA programme, however this will limit the flexibility of securing properties where a strong business case for acquisition exists e.g. there is a demonstrable need and limited land availability.

With specific regards to the proposed purchase at Collingham, there is an option for the developer to provide a commuted sum payment however, any receipt would be difficult to spend if restricted to this location.

If the authority does not proceed with the purchase of these properties, the expected benefits set out in the reasons for recommendations section of this report would not be realised.

165 'GETTING TO KNOW YOU VISITS' PROGRAMME UPDATE

The Business Manager, Housing Services was in attendance to present a report updating on the progress and outcomes from the first two years of the Getting to Know You (GTKY) visit programme. The Council had 17 tenancy officers with a target of visiting seven households per month, delivering 119 overall per month, averaging at 1428 per year giving a cycle of three and a half years to complete first visits. The Cabinet welcomed the report and were encouraged by the programme to help build strong positive relationships with Tenants.

AGREED (unanimously) That Cabinet:

- a) note the progress and outcomes of the Getting to Know You visit programme to December 2023;
- b) To note the sharing of the report with the Tenant Engagement Board; and
- c) To support the ongoing programme of Getting to Know You visits with a further update in April 2025 or when all tenants have been visited.

Reasons for Decision:

To report the positive impacts of the Getting to Know You programme as they align to the following Community Plan objectives:

- Improve health and wellbeing;
- Increase the supply, choice and standard of housing;
- Reduce crime and anti-social behaviour;
- Celebrate and invigorate community spirit, pride of place and a sense of belonging; and
- To be a top performing, modern and accessible council.

Options considered:

None, getting to know you visits are an important good practice housing management activity to help us understand who is behind the front door of our homes, support tenants to sustain their tenancies and identify where there are additional needs

166 FINAL PUBLIC SPACES PROTECTION ORDERS WITHIN NEWARK AND SHERWOOD (KEY DECISION)

The Portfolio Holder for Public Protection and Community Relations presented a report which sought approval from Cabinet for the final orders as set out in the report following 2 rounds of public consultation to be introduced. The Anti-Social Behaviour, Crime and Policing Act 2014 set out the legislative framework around the creation of Public Spaces Protection Orders (PSPO). The Orders related to dog control, dispersal, fire control, alcohol control and the restriction of vehicles in Newark, Balderton and Eakring.

AGREED (unanimously) That Cabinet approve the final Public Space Protection Orders, as set out in Appendices 1 to 5 to the report, for a period of three years.

Reasons for Decision:

The implementation of PSPOs within Newark and Sherwood aligns with the Community Plan objective to Reduce Crime and Anti-Social Behaviour.

All PSPOs have been subject to a two-stage public consultation process and comments made have been reviewed and considered at both stages. Amendments have been made where appropriate.

Options considered:

Do nothing – the orders that are due to end in 2024 would not be renewed and would lapse. This would mean there would be no controls in place and no enforcement action could be taken.

Approve some of the orders – a full two stage public consultation has been undertaken to ensure the most appropriate orders are in place in the right locations. By only approving some would result in the inability to use enforcement powers.

167 EMERGENCY PLANNING - FLOODING AND FUTURE PREPAREDNESS (KEY DECISION)

The Portfolio Holder for Public Protection and Community Relations presented a report to provide Cabinet with an update following the flooding caused by Storm  
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Babet and Henk, the creation of the Flood Partnership, the grants awarded to affected properties and to provide a proposal of actions to be requested of government.

The autumn and winter storm season of 23/24 was one of the wettest October to March periods on records for the UK with a higher-than-normal number of named storms. The Council spent a number of consecutive weeks with flood alerts and warnings in place. There have since been two multi agency flood partnership meetings with attendees from the Environment Agency (EA), Nottinghamshire County Council Emergency Planning Team, Canal and River Trust, NSDC representatives and Severn Trent. As part of the recovery process for both storms, the Council facilitated the provision of the Community Recovery Grant and Business Recovery Grant.

AGREED (unanimously) That Cabinet:

- a) note the activities undertaken since the two flooding incidents;
- b) note the ongoing work of the Flood Partnership and the ongoing work to improve the response provided by NSDC;
- c) endorse the provision of additional one-off support to our communities through the use of the stated reserves as part of the programme to create more resilient communities in the long term in accordance with the decision-making arrangements set out in paragraph 3.1 of the report; and
- d) note and implement the resolution made by Full Council in respect of the Motion put forward on 16 July 2024 regarding flooding requests to Government

Reasons for Decision:

The recommendations as set out above seek to make improvements both for an authority dealing with challenges caused by emergency events but also the impacts for our communities and relates to the following Community Plan objectives:

- Protect and enhance the district's natural environment and green spaces;
- Reduce the impact of Climate Change; and
- Celebrate and invigorate community spirit, pride of place and a sense of belonging.

Options considered:

Do nothing – If we did not seek improvements we would not operate in a way appropriate for a Category 1 Responder and to provide appropriate levels of support to our communities.

168 EXCLUSION OF THE PRESS AND PUBLIC

AGREED that, under section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act.'

169 APPROVAL FOR DISPOSAL OF HRA PROPERTY (KEY DECISION)

The Cabinet considered the exempt report in relation to the approval for disposal of an HRA property.

(Summary provided in accordance with Section 100C(2) of the Local Government Act 1972

Meeting closed at 8.53 pm.

Chair

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted



Report to: Cabinet Meeting - 10 September 2024  
 Portfolio Holder: Councillor Paul Peacock, Strategy, Performance & Finance  
 Director Lead: Sanjiv Kohli, Deputy Chief Executive, Director - Resources  
 Lead Officer: Nick Wilson, Business Manager – Financial Services

| Report Summary                        |   |
|---------------------------------------|---|
| <b>Type of Report</b>                 | Open, Non-Key Decision  |
| <b>Report Title</b>                   | Projected General Fund and Housing Revenue Account Revenue and Capital Outturn Report to 31 March 2025 as at 30 June 2024   |
| <b>Purpose of Report</b>              | <p>To update Members with the forecast outturn position for the 2024/25 financial year for the Council’s General Fund and Housing Revenue Account revenue and capital budgets.</p> <p>To show performance against the approved estimates of revenue expenditure and income; report on major variances from planned budget performance; and report on variations to the Capital Programme for approval; all in accordance with the Council’s Constitution.</p>   |
| <b>Recommendations</b>                | <p>That Cabinet:</p> <ul style="list-style-type: none"> <li>(a) note the General Fund projected favourable outturn variance of £0.145m;</li> <li>(b) note the Housing Revenue Account projected unfavourable outturn variance of £0.048m to the Major Repairs Reserve;</li> <li>(c) approve the variations to the Capital Programme at Appendix C;</li> <li>(d) approve the Capital Programme revised budget and financing of £63.232m; and</li> <li>(e) note the Prudential indicators at Appendix F.</li> </ul> |
| <b>Alternative Options Considered</b> | Not applicable.   |
| <b>Reason for Recommendations</b>     | To consider the forecast outturn position for the 2024/25 financial year for the Council’s General Fund and Housing Revenue Account revenue and capital budgets.  |

To show performance against the approved estimates of revenue expenditure and income; report on major variances from planned budget performance; and report on variations to the Capital Programme for approval; all in accordance with the Council's Constitution.

## 1.0 Background

### 1.1 Overview of General Fund Revenue Projected Outturn for 2024/25

#### Current position (as at 30 June 2024): variances

- 1.1 *Table 1* shows a projected unfavourable variance against the revised budget of £0.074m on Service budgets, with an overall favourable variance of £0.145m that would need to be transferred to the General Fund reserve. This is based on meetings which took place with Business Managers during July, whereby they have analysed actual income and expenditure to 30th June 2024 and forecasted forward to the end of March 2025 the additional income and expenditure currently expected to be incurred. Further details of the variances projected against portfolio holder budgets are in **Appendix A**.

*Table 1: General Fund revenue outturn for 2024/25 financial year as at 30 June 2024*

|  | Original<br>Budget<br>£'m | Revised<br>Budget<br>£'m | Projected<br>Outturn<br>£'m | Variance<br>£'m |
|--|---------------------------|--------------------------|-----------------------------|-----------------|
| Biodiversity and Environmental Services    | 1.558                     | 1.557                    | 1.639                       | 0.082           |
| Climate Change                             | 2.478                     | 2.545                    | 2.621                       | 0.076           |
| Community Safety and Community Development | 2.800                     | 2.988                    | 3.059                       | 0.071           |
| Health, Wellbeing and Leisure              | 1.180                     | 1.354                    | 0.790                       | (0.564)         |
| Heritage, Culture, and the Arts            | 1.079                     | 1.105                    | 1.046                       | (0.059)         |
| Housing                                    | 0.467                     | 0.428                    | 0.439                       | 0.011           |
| Strategy, Performance and Finance          | 8.497                     | 8.528                    | 8.888                       | 0.360           |
| Sustainable Economic Development           | 1.728                     | 2.382                    | 2.479                       | 0.097           |
| <b>Net Cost of Services</b>                | <b>19.787</b>             | <b>20.887</b>            | <b>20.961</b>               | <b>0.074</b>    |
| Other Operating Expenditure                | 4.932                     | 4.932                    | 4.931                       | (0.001)         |
| Finance & Investment Income/Expenditure    | (1.736)                   | (1.736)                  | (1.648)                     | 0.088           |
| Taxation & Non-Specific Grant Income       | (24.578)                  | (24.578)                 | (24.783)                    | (0.205)         |
| <b>Net Cost of Council Expenditure</b>     | <b>(1.595)</b>            | <b>(0.495)</b>           | <b>(0.539)</b>              | <b>(0.044)</b>  |
| Transfer to/(from) Usable Reserves         | 0.794                     | (0.306)                  | (0.306)                     | 0.000           |
| Transfer to/(from) Unusable Reserves       | 0.801                     | 0.801                    | 0.700                       | (0.101)         |
| Transfer to/(from) General Reserves        | 0.000                     | 0.000                    | 0.145                       | 0.145           |

- 1.2 An unfavourable variance of £0.074m is currently being projected on service budgets managed by business managers. This represents 0.35% of the total service budgets. A variance analysis is detailed at **Appendix A**.

- 1.3 There have been significant issues in recruitment seen across the Council over the last few financial years. This has been felt across the Local Government sector, with similar issues being seen in a number of neighbouring authorities. As a result of this, the forecast vacancy savings target for 2024/25 was kept at 5%.



- 1.4 An unfavourable variance of £0.350m on employee related expenditure includes £1.053m of vacancy savings target, representing 5% of the total budget for employees within each Business Unit. Actual vacancies forecast currently is a favourable variance of £0.703m, which represents 3.21% of the total employee budget. This is kept under regular review.
- 1.5 Non-Service expenditure is projected to have a favourable variance of £0.118m against the revised budget of £21.382m. These budgets primarily relate to income from council tax, national non-domestic rates (NNDR, or 'business rates') and investment interest. The unfavourable variance of £0.088m on Finance & Investment Income/Expenditure is due to surplus cash balances being lower than originally budgeted. £0.200m of the £0.206m favourable variance on Taxation & Non-Specific Grant Income relates to an expected additional surplus from the Nottinghamshire Business Rates pooling arrangements.
- 1.6 There is a forecast favourable variance of £0.101m on the transfer to unusable reserves. This is due a lower Minimum Revenue Provision (MRP) charge to revenue than budgeted, due to the saving generated in interest cost in 2023/24 which meant that lowering borrowing levels were necessary as per the outturn report approved at Cabinet on 23rd July 2024.

**Current position (as at 30 June 2024): revised budget compared to original budget**

- 1.7 As at 30 June 2024, there have been net transfers totalling £1.100m from reserves. Below is a table summarising the reserves movement and which directorate the budget has been transferred either (to) of from:

| <b>Earmarked Reserve</b>                 | <b>BES<br/>£'m</b> | <b>CC<br/>£'m</b> | <b>CSCD<br/>£'m</b> | <b>HWL<br/>£'m</b> | <b>HCA<br/>£'m</b> | <b>H<br/>£'m</b> | <b>SPF<br/>£'m</b> | <b>SED<br/>£m</b> | <b>Total<br/>£'m</b> |
|--|--------------------|-------------------|---------------------|--------------------|--------------------|------------------|--------------------|-------------------|----------------------|
| Capital Project Feasibility              | 0                  | 0.060             | 0                   | 0                  | 0                  | 0                | 0                  | 0.080             | 0.140                |
| Change Mngmt/Capital Fund                | 0                  | 0                 | 0                   | 0                  | 0                  | 0                | 0.256              | 0.196             | 0.452                |
| Community Reserve                        | 0                  | 0                 | 0                   | 0.010              | 0                  | 0                | 0                  | 0                 | 0.010                |
| Community Safety Fund                    | 0                  | 0                 | 0.003               | 0                  | 0                  | 0                | 0                  | 0                 | 0.003                |
| Domestic Homicide Review                 | 0                  | 0                 | (0.001)             | 0                  | 0                  | 0                | 0                  | 0                 | (0.001)              |
| Election Expenses Fund                   | 0                  | 0                 | 0                   | 0                  | 0                  | 0                | 0                  | 0                 | 0                    |
| Homelessness Fund                        | 0                  | 0                 | 0                   | 0.013              | 0                  | 0.006            | 0                  | 0                 | 0.019                |
| Management Carry Forwards                | 0                  | 0.051             | 0.187               | 0.167              | 0.026              | 0                | 0.135              | 0.129             | 0.695                |
| Planning Costs Fund                      | 0                  | 0                 | 0                   | 0                  | 0                  | 0                | 0                  | 0.051             | 0.051                |
| Repairs And Renewals Fund                | (0.010)            | (0.044)           | (0.035)             | (0.026)            | (0.006)            | (0.035)          | (0.375)            | (0.005)           | (0.536)              |
| Revenue Grants Unapplied                 | 0.009              | 0                 | 0.023               | 0.010              | 0.007              | 0                | 0.015              | 0.203             | 0.267                |
| <b>Total Earmarked Reserves Movement</b> | <b>(0.001)</b>     | <b>0.067</b>      | <b>0.177</b>        | <b>0.174</b>       | <b>0.027</b>       | <b>(0.029)</b>   | <b>0.031</b>       | <b>0.654</b>      | <b>1.100</b>         |

## Overview of Projected Housing Revenue Account (HRA) Outturn for 2024/25

- 1.8 With reference to the 'Variance' column in Table 2, the HRA accounts show a projected unfavourable variance on the Net Cost of HRA Services against the revised budget of £0.025m and a reduced transfer to the Major Repairs Reserve of £0.048m:

*Table 2: HRA revenue outturn for 2024/25 financial year as at 30 June 2024*

|  | Original Budget<br>£'m | Revised Budget<br>£'m | Projected Outturn<br>£'m | Variance<br>£'m |
|--|------------------------|-----------------------|--------------------------|-----------------|
| Expenditure                              | 22.571                 | 22.627                | 22.910                   | 0.283           |
| Income                                   | (30.226)               | (30.226)              | (30.485)                 | (0.258)         |
| <b>Net Cost of HRA Services</b>          | <b>(7.655)</b>         | <b>(7.599)</b>        | <b>(7.574)</b>           | <b>0.025</b>    |
| Other Operating Expenditure              | 0.027                  | 0.027                 | 0.027                    | 0               |
| Finance & Investment Income/Expenditure  | 3.955                  | 3.955                 | 3.979                    | 0.023           |
| Taxation & Non-Specific Grant Income     | 0                      | 0                     | 0                        | 0               |
| <b>(Surplus)/Deficit on HRA Services</b> | <b>(3.673)</b>         | <b>(3.616)</b>        | <b>(3.568)</b>           | <b>0.048</b>    |
| <b>Movements in Reserves</b>             |                        |                       |                          |                 |
| Transfer to/(from) Usable Reserves       | (0.027)                | (0.084)               | (0.084)                  | 0               |
| Transfer to/(from) Unusable Reserves     | (6.269)                | (6.269)               | (6.269)                  | 0               |
| Transfer to/(from) Major Repairs Reserve | 9.969                  | 9.969                 | 9.921                    | (0.048)         |
| <b>Total</b>                             | <b>0</b>               | <b>0</b>              | <b>0</b>                 | <b>0</b>        |

- 1.9 The main reasons for the £0.025m unfavourable variance on services are detailed at **Appendix B**. In relation to the unfavourable variance of £0.023m on the Finance & Investment Income/Expenditure line, this relates to the earlier than anticipated requirement for external borrowing therefore increasing the interest payable costs.

## Overview of Projected Capital Outturn 2024/25

- 1.10 The table below summarises the position for the Capital Programme as at 30 June 2024 and is split between General Fund and Housing Revenue Account.

|                         | Revised Approved Budget<br>£'m | Current Approved Budget<br>£'m | Revised Budget updated for Approval<br>£'m | Actual Spend to 30 June 2024<br>£'m | Forecast Outturn<br>£'m |
|-------------------------|--------------------------------|--------------------------------|--|-------------------------------------|-------------------------|
| General Fund            | 25.599                         | 35.896                         | 34.305                                     | 3.014                               | 34.305                  |
| Housing Revenue Account | 25.808                         | 29.098                         | 28.927                                     | 3.063                               | 28.927                  |
| <b>Total</b>            | <b>51.407</b>                  | <b>64.994</b>                  | <b>63.232</b>                              | <b>6.077</b>                        | <b>63.232</b>           |

- 1.11 As projects are developed and spending commitments are made, budget requirements can change. It is a requirement that Cabinet approve all variations to the Capital Programme. Following the meeting of 23 July 2024, the total approved budget was £64.994m including slippage from 2023/24. The additions and amendments that now require approval are detailed in **Appendix C** and summarised as follows:

|                      | General Fund    |                | Housing Revenue Account |                |
|----------------------|-----------------|----------------|-------------------------|----------------|
|                      | 2024/25<br>£'m  | 2025/26<br>£'m | 2024/25<br>£'m          | 2025/26<br>£'m |
| Additions/Reductions | £3.263          | £0.000         | £0.629                  | £0.000         |
| Reprofiles           | £(4.853)        | £4.853         | £(0.800)                | £0.800         |
| <b>Total</b>         | <b>£(1.591)</b> | <b>£4.853</b>  | <b>£(0.171)</b>         | <b>£0.800</b>  |

1.12 If these variations are approved, then the revised budget will be reduced to £63.232m. A more detailed breakdown at scheme level, including some comments on projects progress, can be found at **Appendix D** (General Fund) and **Appendix E** (Housing Revenue Account).

### Capital Programme Resources

1.13 The Capital resources available to the Council are not static. Capital receipts are generated throughout the year, additional grants and contributions are paid to the Council, and borrowing may be increased to fund some projects.

1.14 In summary, the revised budget of £63.232m will be financed as follows, with every attempt to minimise the impact on the Council's revenue budget:

|                                 | General Fund<br>£'m | Housing Revenue<br>Account<br>£'m | Total<br>£'m  |
|---------------------------------|---------------------|-----------------------------------|---------------|
| Borrowing                       | 14.854              | 16.765                            | <b>31.619</b> |
| External Grants & Contributions | 8.587               | 1.980                             | <b>10.567</b> |
| Capital Receipts                | 2.419               | 1.037                             | <b>3.456</b>  |
| Community Infrastructure Levy   | 0.076               | 0.000                             | <b>0.076</b>  |
| Revenue Contributions           | 8.369               | 9.145                             | <b>17.517</b> |
| <b>Total</b>                    | <b>34.305</b>       | <b>28.927</b>                     | <b>63.232</b> |

### Capital Receipts

1.15 The Council has been successful in securing capital receipts for both general fund and HRA in previous years and continues to do so. The current level of capital receipts is detailed in the table below:

|  | General<br>Fund<br>£'m | HRA<br>Receipts<br>£'m | HRA 1-4-1<br>Receipts<br>£'m | Total<br>£'m |
|--|------------------------|------------------------|------------------------------|--------------|
| <b>Balance at 1st April 2024</b>                       | <b>0.039</b>           | <b>0.120</b>           | <b>0.000</b>                 | <b>0.159</b> |
| Received up to end of June 2024                        | 2.350                  | 0.017                  | 0.039                        | <b>0.056</b> |
| Estimated receipts for remainder of the financial year | 0.165                  | 0.138                  | 0.752                        | <b>3.405</b> |
| Approved for financing                                 | 2.419                  | 0.257                  | 0.780                        | <b>3.456</b> |

|  |              |              |              |               |
|--|--------------|--------------|--------------|---------------|
| <b>Available Capital receipts balance at 31 March 2025</b> | <b>0.135</b> | <b>0.018</b> | <b>0.011</b> | <b>0.164</b>  |
| Estimated Receipts 2025/26 - 2027/28                       | 7.966        | 4.672        | 2.372        | <b>15.010</b> |
| Approved for Financing 2025/26 - 2027/28                   | 5.404        | 4.690        | 0.000        | <b>10.094</b> |
| <b>Estimated Uncommitted Balance</b>                       | <b>2.697</b> | <b>0.000</b> | <b>2.383</b> | <b>5.080</b>  |

### **Prudential Indicators**

- 1.16 The Treasury Management Code of Practice 2021 stipulates that quarterly update reports on prudential indicators are now required from 2023/24 onwards.
- 1.17 The prudential indicators are set within the Treasury Management Strategy, Capital Strategy and the Investment Strategy and the three strategies were approved by Audit and Governance Committee on 21 February 2024 and Full Council on 7 March 2024. The summary of the prudential indicators can be found at **Appendix F**.
- 1.18 As can be seen from **Appendix F**, the Council was fully compliant with all of the indicators as set within the Treasury Management Strategy, Capital Strategy and Investment Strategy.

### **2.0 Proposal/Options Considered and Reasons for Recommendation**

- 2.1 To consider the forecast outturn position for the 2024/25 financial year for the Council's General Fund and Housing Revenue Account revenue and capital budgets.
- 2.2 To: show performance against the approved estimates of revenue expenditure and income; report on major variances from planned budget performance; and report on variations to the Capital Programme for approval; all in accordance with the Council's Constitution.

### **3.0 Implications**

- 3.1 In writing this report and in putting forward recommendation's officers have considered the following implications; Data Protection, Digital and Cyber Security, Equality and Diversity, Financial, Human Resources, Human Rights, Legal, Safeguarding and Sustainability, and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

### **Background Papers and Published Documents**

General Fund, Housing Revenue Account Revenue and Capital Monitoring Outturn Report as at March 2024 to Cabinet on 23 July 2024.

**General Fund (GF) Revenue Outturn Variance Analysis by Portfolio and Business Unit as at 30 June 2024**

Favourable variances are bracketed and in red - £(0.000)m. Unfavourable variances are in black - £0.000m. All amounts are in millions of pounds (£'m)

| <b>Biodiversity and Environmental Services - £0.082m</b> |                       | <b>£'m</b>   |
|--|-----------------------|--------------|
| All  | Vacancy Factor        | 0.095        |
| All  | Other Small Variances | (0.013)      |
| <b>Biodiversity and Environmental Services Total</b>     |                       | <b>0.082</b> |

| <b>Climate Change - £0.076m</b> |   | <b>£'m</b>   |
|---------------------------------|---|--------------|
| Environmental Services          | Salary underspend due to vacancies which are now filled, mostly offset by agency staff, relief & overtime.  | (0.011)      |
| Environmental Services          | Garden Waste Collection income is up due to more customers than anticipated to budget. Anticipated outturn is estimated to be 960 more customers that budget. (budget £740k (20,000 Customers) Currently £32k above budget secured with a view of getting a further 100 customers x £37 = £3700 | (0.035)      |
| Environmental Services          | Additional Trade Waste Income   | (0.013)      |
| All                             | Vacancy Factor  | 0.143        |
| All                             | Other Small Variances   | (0.008)      |
| <b>Climate Change Total</b>     |   | <b>0.076</b> |

| <b>Community Safety and Community Development - £0.071m</b> |  | <b>£'m</b>   |
|---|--|--------------|
| Public Protection   | Favourable variance forecast on salaries in the Public Protection department due to vacancies and timing difference on new posts starting to previous individual leaving | (0.024)      |
| All   | Vacancy Factor   | 0.117        |
| All   | Other Small Variances  | (0.022)      |
| <b>Community Safety and Community Development Total</b>     |  | <b>0.071</b> |

| <b>Health, Wellbeing and Leisure - £(0.639)m</b> |   | <b>£'m</b>     |
|--|---|----------------|
| Health, Wellbeing & Leisure                      | Reduction in anticipated A4T Management fee due to revised utility costs within the leisure centres and a reduction in associated irrecoverable VAT paid, however it is also anticipated that some of the saving in the management fee reduction will be utilised for income generating initiatives with a further report to be brought to the relevant committee for approval. | (0.535)        |
| All  | Vacancy Factor  | 0.006          |
| All  | Other Small Variances   | (0.035)        |
| <b>Health, Wellbeing and Leisure Total</b>       |   | <b>(0.564)</b> |

| <b>Heritage, Culture, and the Arts - £(0.059)m</b> |   | <b>£'m</b>     |
|--|---|----------------|
| Heritage & Culture                                 | Overall Box Office Income is forecast to be a favourable variance due to increased ticket sales | (0.084)        |
| All  | Vacancy Factor  | 0.052          |
| All  | Other Small Variances   | (0.027)        |
| <b>Heritage, Culture, and the Arts Total</b>       |   | <b>(0.059)</b> |

| <b>Housing - £0.011m</b> |   | <b>£'m</b>   |
|--------------------------|---|--------------|
| Housing                  | Amount of Homelessness Grant received less than amount expected when budget set | 0.016        |
| All                      | Staffing savings from vacancies held within teams                               | (0.052)      |
| All                      | Vacancy Factor  | 0.057        |
| All                      | Other Small Variances   | (0.010)      |
| <b>Housing Total</b>     |   | <b>0.011</b> |

| <b>Strategy, Performance and Finance - £0.360m</b> |  | <b>£'m</b>   |
|--|--|--------------|
| Admin Services                                     | Salary underspend due to vacancies in the team.  | (0.053)      |
| Law & Information Governance                       | Salary underspend of £59k to cover the cost of agency staff necessary whilst vacant posts were recruited to. All posts are now filled. An overspend of approximately £11k, is forecast due to one locum solicitor staying on for two days per week | 0.011        |
| Law & Information Governance                       | Budget outsourced work for 24/25 is £10k however due to limited team resources in QTR 1 the requirement to outsource work is ongoing therefore creating an overspend   | 0.012        |
| Customer Services                                  | Salary underspend due to 1 x vacant team leader role; 1 x vacant senior role; 1 staff member on maternity leave all for the first qtr. Restructure of team agreed which generated an ongoing saving  | (0.096)      |
| Corporate Property                                 | Business Rates cost for the Palace Theatre and NCWC expected to exceed budget  | 0.038        |
| Financial Services                                 | Financial services - FSA reducing hours in Sept 2024 from 37 to 16 no backfill / NCC business pool administration income increased from £10k to 20K pa   | (0.038)      |
| Financial Services                                 | Income - External legal work relating to recovery of debt  | 0.019        |
| All  | Vacancy Factor   | 0.453        |
| All  | Other Small Variances  | 0.014        |
| <b>Strategy, Performance and Finance Total</b>     |  | <b>0.360</b> |

| <b>Sustainable Economic Development - £0.097m</b> |   | <b>£'m</b>   |
|---|---|--------------|
| Planning Development                              | Favourable variance forecast on salaries in the Development Management department due to vacancies and timing difference on new posts starting to previous individual leaving | (0.080)      |
| Planning Development                              | The Agency staff unfavourable variance is the cost for backfilling a planner role working on the A46 Development Consent Order (DCO).   | 0.065        |
| Planning Development                              | Unfavourable variance on income for planning applications due to a reduction in major applications due to market caution as a result of a number of external factors.         | 0.072        |
| Planning Development                              | Costs are being incurred in relation to Nationally Significant Infrastructure Projects (NSIPS), some of these are able to be recovered from developers.                       | (0.041)      |
| Economic Growth & Visitor Economy                 | Favourable variance forecast on salaries in the Town Centre Management department due to maternity leave and reduction of hours   | (0.044)      |
| All   | Vacancy Factor  | 0.130        |
| All   | Other Small Variances   | (0.005)      |
| <b>Sustainable Economic Development Total</b>     |   | <b>0.097</b> |

|   |              |
|---|--------------|
| <b>General Fund Revenue Outturn Variance for Services</b> | <b>0.074</b> |
|---|--------------|

**Housing Revenue Account (HRA) Revenue Outturn Variance Analysis as at 30 June 2024**

Favourable variances are bracketed and in red - £(0.000)m. Unfavourable variances are in black - £0.000m.

| <b>HRA - £0.025m</b>                   |   | <b>£'m</b>   |
|--|---|--------------|
| Housing & Estates Management           | Reduction in recharges for Central Insurance and Staff Risk Management Costs due to delays in staff recruitment   | (0.027)      |
| Housing Maintenance & Asset Management | Current forecasted vacancy savings over a number of departments including Tenancy & Estates, Investment Team, Boughton Extra Care Scheme & Voids Maintenance  | (0.130)      |
| Housing Maintenance & Asset Management | Social Housing Decarbonisation Fund Grant receipt not included within Investment Team original budget   | (0.034)      |
| Housing Maintenance & Asset Management | Increase in expected cost of repairs to tenanted properties. Currently running at 16% increase in demand, this trend is expected to continue, at an enhanced cost due to the need to use external contractors to cope with current volumes. | 0.149        |
| Housing Maintenance & Asset Management | Compliance Services gas appliance servicing budget understated re air source servicing and oil repairs. 7% inflationary price increases also not known at time of setting budgets.  | 0.175        |
| Housing Maintenance & Asset Management | Delays in progress of Yorke Drive scheme (planning consents) have led to significant forecasted underspends in current year, with no anticipated need to carry forward these underspends as budget provision in future years.               | (0.145)      |
| Housing & Estates Management           | Forecast levels of rental and service charge income predicted to exceed current budgeted levels   | (0.221)      |
| All                                    | Vacancy Factor  | 0.292        |
| All                                    | Other small variances   | (0.034)      |
| <b>HRA Total</b>                       |   | <b>0.025</b> |

**GENERAL FUND**

|                        |        |                             |
|------------------------|--------|-----------------------------|
| Original Budget        | 25.599 | As per Council 7 March 2024 |
| Slippages Approved     | 10.297 | as per Cabinet 23 July 2024 |
| Current Revised Budget | 35.896 |                             |

**Additions**

| Project                           | Capital Description                                      | Additions /<br>Reductions 24-25<br>£m | Comments  |
|-----------------------------------|--|---------------------------------------|---|
| TA1221                            | Contribution to SLC Pool Works                           | 0.010                                 | Adjustment to budget to bring in line with agreed value                         |
| TA1225                            | NSFC Replacement Pool Cover and LED Lights               | 0.071                                 | As per Cabinet on 04.06.24  |
| TA3056                            | NCWC Tudor Hall  | 0.010                                 | additional costs covered by R&R to finish the scheme                            |
| TA3286                            | Information Technology Investment                        | 0.053                                 |   |
| TB2255                            | Glass Recycling Transfer Station                         | -0.031                                | works complete and remaining budget no longer required                          |
| TB2256                            | Glass Recycling Bin Purchase                             | -0.074                                | Purchases complete, remaining budget not required.                              |
| TB2260                            | Sconce & Devon Pitch Improvements                        | 0.050                                 | Approved by urgent item 23.05.24  |
| TB3155                            | Castle - Condition Works                                 | 0.414                                 | Amalgamate phase 1 and 2 budgets  |
| TB3161                            | Castle - Condition Works Phase 2                         | -0.414                                | Amalgamate phase 1 and 2 budgets  |
| TB6175                            | S106 Sherwood Avenue Pavillion                           | 0.018                                 | S106 Payment Sherwood Ave Sports Pav Ph Decision March 23                       |
| TC2006                            | Purchase of Land at Bowbridge Road                       | -0.004                                | reduce budget in line with expectations   |
| TC2010                            | Purchase Former Ollerton Bank                            | 0.151                                 | Ollerton Bank Purchase As Per Cabinet 26.03.24                                  |
| TC2010                            | Purchase Former Ollerton Bank                            | 0.011                                 | Additional budget required for legal funded from R&R                            |
| TC3142                            | Common Lighting at Industrial Estates                    | -0.059                                | Remaining budget not required   |
| TC3144                            | Fire & Security Rear Entrance Doors at Industrial Units  | -0.018                                | Remaining budget not required   |
| TC3155                            | Security Gates Burma Road, Clipstone, S'well, SOT, SFACC | -0.025                                | Remaining budget not required   |
| TC3157                            | Additional Shower Block Lorry Park                       | 0.010                                 | Additional funding from National Highways to support the scheme                 |
| TC3160                            | 14 Market Place  | 0.353                                 | Approved at cabinet 26.03.24  |
| TE3250                            | Shared Prosperity Funding                                | -0.062                                | Update to S151 Officer, increase revenue funding                                |
| TE3251                            | Rural Prosperity Funding                                 | -0.000                                | minor change to budget to bring in line with reporting                          |
| TE3268                            | Southern Link Road Contribution                          | 3.000                                 | Nottinghamshire County Council Contribution towards SLR, added back into budget |
| TT1007                            | Towns Fund - Newark Gateway / SISLOG                     | -0.200                                | remove budget as per Cabinet on 14.05.24  |
|                                   |  |                                       |   |
| <b>Total Additions/Reductions</b> |  | <b>3.263</b>                          |   |

**Reprofiling**

| Project                            | Capital Description                   | Additions /<br>Reductions 24-25<br>£m | Comments   |
|------------------------------------|---------------------------------------|---------------------------------------|--|
| TA3060                             | Beacon - New Boiler                   | -0.062                                | Reprofile budget to 2025/26  |
| TC2007                             | Clipstone Holding Centre              | -4.242                                | Reprofile some of the budget to 2025/26, in line with project plan |
| TT1005                             | Towns Fund - Cycle Town               | -0.050                                | Reprofile to 2025/26 in line with expected works start date        |
| TT1006                             | Towns Fund - Cultural Heart of Newark | -0.500                                | Reprofile budget to 2025/26, in line with project plan             |
|                                    |                                       |                                       |  |
| <b>Total Re profiling</b>          |                                       | <b>-4.853</b>                         |  |
| <b>General Fund Revised Budget</b> |                                       | <b>34.305</b>                         |  |



**HOUSING REVENUE ACCOUNT**

|                        |        |                             |
|------------------------|--------|-----------------------------|
| Original Budget        | 25.808 | As per Council 7 March 2024 |
| Slippages Approved     | 3.291  | as per Cabinet 23 July 2024 |
| Current Revised Budget | 29.098 |                             |

**Additions/Reductions**

| Project                           | Capital Description                 | Additions /<br>Reductions 24-25<br>£m | Comments   |
|-----------------------------------|-------------------------------------|---------------------------------------|--|
| S91205                            | Bathrooms                           | -0.751                                | realign budget in line with expected works                       |
| S91218                            | Kit & Bathrooms                     | 2.116                                 | realign budget in line with expected works                       |
| S91219                            | Kitchens                            | -1.365                                | realign budget in line with expected works                       |
| S91401                            | Doors                               | -0.107                                | realign budget in line with expected works                       |
| S91412                            | Doors & Windows Works               | 0.214                                 | realign budget in line with expected works                       |
| S91413                            | Windows                             | -0.107                                | realign budget in line with expected works                       |
| S91535                            | DPC Works                           | 0.060                                 | realign budget in line with expected works                       |
| S93100                            | ELECTRICAL                          | -0.756                                | realign budget in line with expected works                       |
| S93115                            | Rewires                             | 0.756                                 | realign budget in line with expected works                       |
| S93625                            | Thermal Comfort                     | -0.060                                | realign budget in line with expected works                       |
| S95100                            | GARAGE FORECOURTS                   | -0.053                                | realign budget in line with expected works                       |
| S95115                            | Resurfacing Works                   | 0.053                                 | realign budget in line with expected works                       |
| S95200                            | ENVIRONMENTAL WORKS                 | -0.124                                | realign budget in line with expected works                       |
| S95200                            | ENVIRONMENTAL WORKS                 | -0.100                                | realign budget in line with expected works                       |
| S95200                            | ENVIRONMENTAL WORKS                 | -0.124                                | realign budget in line with expected works                       |
| S95250                            | Communal Lighting                   | 0.024                                 | realign budget in line with expected works                       |
| S95252                            | Flood Defence Systems               | 0.020                                 | realign budget in line with expected works                       |
| S95254                            | Estate Remodelling                  | -0.005                                | realign budget in line with expected works                       |
| S95254                            | Estate Remodelling                  | 0.124                                 | realign budget in line with expected works                       |
| S95305                            | Boughton Community Hub              | 0.005                                 | realign budget in line with expected works                       |
| S95306                            | Ferndale Conversion                 | 0.150                                 | Approved at Cabinet on 5 February 2024                           |
| S95307                            | PV Panels Broadleaves and Gladstone | 0.217                                 | Approved by Cabinet 20 February 2024                             |
| S95308                            | Repairs to CDs from Floods 2324     | 0.262                                 | £261,988 from the insurance payout                               |
| S95308                            | Repairs to CDs from Floods 2324     | 0.080                                 | realign budget in line with expected works                       |
| S95400                            | Void Works                          | 0.100                                 | realign budget in line with expected works                       |
| S97400                            | DISABLED ADAPTATIONS                | -0.820                                | realign budget in line with expected works                       |
| S97416                            | Major Adaptations                   | 0.700                                 | realign budget in line with expected works                       |
| S97417                            | Minor Adaptations                   | 0.060                                 | realign budget in line with expected works                       |
| S97418                            | Adaptation Stair Lift/Ho            | 0.060                                 | realign budget in line with expected works                       |
| SA1048                            | Boughton Extra Care                 | -0.250                                | move budget no longer required to Phase 6 of the Build Programme |
| SA1080                            | Phase 5                             | -4.288                                | realign budget over the phase 5 clusters                         |
| SA1081                            | Phase 5 Cluster 1                   | 0.828                                 | realign budget over the phase 5 clusters                         |
| SA1082                            | Phase 5 Cluster 2                   | 0.631                                 | realign budget over the phase 5 clusters                         |
| SA1083                            | Phase 5 Cluster 3                   | 0.552                                 | realign budget over the phase 5 clusters                         |
| SA1084                            | Phase 5 Cluster 4                   | 1.087                                 | realign budget over the phase 5 clusters                         |
| SA1085                            | Phase 5 Cluster 5                   | 0.522                                 | realign budget over the phase 5 clusters                         |
| SA1086                            | Phase 5 Cluster 6                   | 0.668                                 | realign budget over the phase 5 clusters                         |
| SA1090                            | Phase 6                             | 0.250                                 | Additional budget from Boughton Extra Care                       |
|                                   |                                     |                                       |  |
| <b>Total Additions/Reductions</b> |                                     | <b>0.629</b>                          |  |

**Reprofiling**

| Project                   | Capital Description        | Additions /<br>Reductions 24-25<br>£m | Comments  |
|---------------------------|----------------------------|---------------------------------------|---|
| SA1031                    | Site Acquisition (Inc RTB) | -0.800                                | Reprofile some of the budget to 2025/26 which will be available to facilitate part of phase 6 of the build programme. |
|                           |                            |                                       |   |
| <b>Total Re profiling</b> |                            | <b>-0.800</b>                         |   |

|                                 |        |  |
|---------------------------------|--------|--|
| HRA Revised budget for approval | 28.927 |  |
|---------------------------------|--------|--|

|                                   |               |  |
|-----------------------------------|---------------|--|
| <b>Total Additions/Reductions</b> | <b>3.892</b>  |  |
| <b>Total Re profiling</b>         | <b>-5.653</b> |  |
| <b>Total Revised Budget</b>       | <b>63.232</b> |  |

## General Fund - Forecast to 31 March 2024 as at 30 June 2024

| Project | Capital Description  | Original Budget 2024/25 | Slippage Proposed | Original budget 24/25 including slippage | Future Proposed variations | Revised Budget including future proposed variations | Actuals to 30.06.24 | Current outstanding orders | Additional anticipated spend in year | Total Projected spend in year | Variance Over/Underspend | Comments - Spend to date   |
|---------|--|-------------------------|-------------------|--|----------------------------|---|---------------------|----------------------------|--------------------------------------|-------------------------------|--------------------------|--|
| TB2255  | Glass Recycling Transfer Station                           | 0                       | 38,007            | 38,007                                   | -30,532                    | 7,475   | 4,635               | 2,840                      | 0                                    | 7,475                         | -0                       | 12.07.24 Works complete and site in use, cost was lower than originally expected.                                    |
| TB2260  | Sconce & Devon Pitch Improvements                          | 0                       | 0                 | 0  | 50,000                     | 50,000  | 49,996              | 0                          | 0                                    | 49,996                        | -4                       | 12.07.24 Works started and will continue until September 24.   |
| TC3154  | Solar PV   | 0                       | 422,591           | 422,591                                  | 0                          | 422,591   | 11,973              | 221,586                    | 189,032                              | 422,591                       | 0                        | 12.07.24 5 Sites, 3 almost complete and ready for handover, 2 still to do.   |
| TF3227  | Lowdham Flood Alleviation                                  | 300,000                 | 0                 | 300,000                                  | 0                          | 300,000   | 0                   | 0                          | 300,000                              | 300,000                       | 0                        | 12.07.24 The environment agency are completing the works. Waiting for the draft agreement.                           |
|         | <b>Biodiversity and Environmental Services</b>             | <b>300,000</b>          | <b>460,598</b>    | <b>760,598</b>                           | <b>19,468</b>              | <b>780,066</b>                                      | <b>66,604</b>       | <b>224,426</b>             | <b>489,032</b>                       | <b>780,062</b>                | <b>-4</b>                |  |
| TA3062  | Beacon EV Chargepoints                                     | 0                       | 36,850            | 36,850                                   | 0                          | 36,850  | 0                   | 0                          | 36,850                               | 36,850                        | 0                        |  |
| TB2253  | Vehicles & Plant   | 80,400                  | 20,000            | 100,400                                  | 0                          | 100,400   | 0                   | 0                          | 100,400                              | 100,400                       | 0                        | 12.07.24 Lead in times are currently an issue but orders will be placed for planned replacement                      |
| TB2258  | Vicar Water Improvements (SANGS)                           | 0                       | 35,556            | 35,556                                   | 0                          | 35,556  | 0                   | 0                          | 35,556                               | 35,556                        | 0                        |  |
| TB3155  | Castle - Condition Works                                   | 66,045                  | 32,713            | 98,758                                   | 414,000                    | 512,758   | 755                 | 470,676                    | 41,326                               | 512,757                       | -1                       | 12.07.24 Works are underway now including ph 2 and will be complete by end of the calendar year                      |
| TB3161  | Castle - Condition Works Phase 2                           | 414,000                 | 0                 | 414,000                                  | -414,000                   | 0   | 0                   | 0                          | 0                                    | 0                             | 0                        |  |
| TC3136  | Climate Change   | 168,300                 | 0                 | 168,300                                  | 0                          | 168,300   | 0                   | 0                          | 168,300                              | 168,300                       | 0                        |  |
| TC3158  | Upgrade Charging point at Castle House                     | 0                       | 75,000            | 75,000                                   | 0                          | 75,000  | 0                   | 0                          | 75,000                               | 75,000                        | 0                        | 12.07.24 Still in negotiations with D2N2   |
|         | <b>Climate Change</b>                                      | <b>728,745</b>          | <b>200,119</b>    | <b>928,864</b>                           | <b>0</b>                   | <b>928,864</b>                                      | <b>755</b>          | <b>470,676</b>             | <b>457,432</b>                       | <b>928,863</b>                | <b>-1</b>                |  |
| TA3097  | Yorke Drive Regeneration and Community Facilities          | 739,677                 | 20,000            | 759,677                                  | 0                          | 759,677   | 0                   | 1,518                      | 758,159                              | 759,677                       | 0                        |  |
| TB6165  | S106 Community Facilities to SOT                           | 0                       | 239,620           | 239,620                                  | 0                          | 239,620   | 0                   | 0                          | 239,620                              | 239,620                       | 0                        | 12.07.24 Deed of variation with Legal.   |
| TB6173  | S106 Rainworth Community Facilities Improvements           | 0                       | 90,377            | 90,377                                   | 0                          | 90,377  | 63,014              | 32,772                     | -5,409                               | 90,377                        | -0                       | 16.07.24 Scheme almost complete  |
| TB6174  | S106 Rainworth Off Site Sports Transfer to Joesph Whitaker | 0                       | 228,315           | 228,315                                  | 0                          | 228,315   | 0                   | 0                          | 228,315                              | 228,315                       | 0                        | 12.07.24 Side agreements require signatures, then payments can be made   |
| TB6175  | S106 Sherwood Avenue Pavillion                             | 0                       | 0                 | 0  | 17,993                     | 17,993  | 17,993              | 0                          | 0                                    | 17,993                        | 0                        | 12.07.24 Complete  |
| TF2000  | CCTV Replacement Programme                                 | 105,127                 | 3,615             | 108,742                                  | 0                          | 108,742   | 3,334               | 40,023                     | 65,384                               | 108,741                       | -0                       | 12.07.24 Currently working through the programme, due to replace 10 per year.  |
| TF3232  | Rural Crime and Prevention                                 | 0                       | 39,000            | 39,000                                   | 0                          | 39,000  | 0                   | 0                          | 39,000                               | 39,000                        | 0                        | 12.07.24 Forest Corner lighting - works to be agreed.  |
|         | <b>Community Safety and Community Development</b>          | <b>844,804</b>          | <b>620,926</b>    | <b>1,465,730</b>                         | <b>17,993</b>              | <b>1,483,723</b>                                    | <b>84,341</b>       | <b>74,313</b>              | <b>1,325,069</b>                     | <b>1,483,723</b>              | <b>1</b>                 |  |
| TA1218  | Leisure Equipment Purchase                                 | 784,230                 | 0                 | 784,230                                  | 0                          | 784,230   | 0                   | 0                          | 784,230                              | 784,230                       | 0                        | 12.07.24 - direct award through ESPO framework, still working through with Legal, anticipating install by October 24 |

|        |   |                  |                |                  |                |                  |                |                |                  |                  |          |  |
|--------|---|------------------|----------------|------------------|----------------|------------------|----------------|----------------|------------------|------------------|----------|--|
| TA1221 | SLC Fire Safety Remedial Works                | 273,500          | 213,500        | 487,000          | 10,000         | 497,000          | 1,761          | 102,045        | 393,195          | 497,000          | 0        |  |
| TA1222 | Southwell Leisure Centre New Pool             | 2,200,000        | 0              | 2,200,000        | 0              | 2,200,000        | 0              | 0              | 2,200,000        | 2,200,000        | 0        |  |
| TA1223 | Dukeries Changing Places                      | 100,000          | 0              | 100,000          | 0              | 100,000          | 0              | 9,143          | 90,857           | 100,000          | 0        | 12.07.24 Currently at design stage, hope to be on site Dec 24.   |
| TA1225 | NSFC Replacement Pool Cover and LED Lights    | 0                | 0              | 0                | 71,356         | 71,356           | 0              | 0              | 71,356           | 71,356           | 0        |  |
|        | <b>Health, Wellbeing and Leisure</b>          | <b>3,357,730</b> | <b>213,500</b> | <b>3,571,230</b> | <b>81,356</b>  | <b>3,652,586</b> | <b>1,761</b>   | <b>111,188</b> | <b>3,539,638</b> | <b>3,652,586</b> | <b>0</b> |  |
| TA3053 | Museum Improvements                           | 184,294          | 35,283         | 219,577          | 0              | 219,577          | -4,655         | 39,938         | 184,294          | 219,577          | 0        | 12.07.24 Tudor attic now back in use, plans can be put forward to complete this scheme.  |
| TA3056 | NCWC Tudor Hall                               | 0                | 72,780         | 72,780           | 9,600          | 82,380           | 74,050         | 5,537          | 2,793            | 82,380           | -0       | 17.07.24 Complete, retention left to pay   |
| TA3058 | Palace Theatre Fire Alarm Upgrade             | 155,060          | -3,915         | 151,145          | 0              | 151,145          | 0              | 88,515         | 62,631           | 151,146          | 1        | 12.07.24 Due to start on site 22.07.24 5 week programme.   |
| TB2256 | Glass Recycling Bin Purchase                  | 0                | 453,169        | 453,169          | -74,430        | 378,739          | 362,144        | 16,595         | 0                | 378,739          | -0       | 12.07.24 all orders raised and bins required have been received. £74k underspend not required.   |
| TB2259 | Sherwood Avenue Park - Shared Prosperity Fund | 520,400          | 0              | 520,400          | 0              | 520,400          | 500            | 133,194        | 386,706          | 520,400          | 0        | 12.07.24 Evaluating tenders w/c 15 July some works have already started.   |
|        | <b>Heritage, Culture and the Arts</b>         | <b>859,754</b>   | <b>557,317</b> | <b>1,417,071</b> | <b>-64,830</b> | <b>1,352,241</b> | <b>432,039</b> | <b>283,780</b> | <b>636,424</b>   | <b>1,352,242</b> | <b>1</b> |  |
| TF3228 | Homeless Hostel                               | 0                | 0              | 0                | 0              | 0                | -15,505        | 24,213         | -8,708           | -0               | -0       | 12.07.24 scheme completed in 2023/24, retention left to pay. Orders not required need to be decommitted.   |
| TF3267 | Homes for Ukraine                             | 0                | 227,445        | 227,445          | 0              | 227,445          | 175,970        | 46,788         | 4,687            | 227,445          | 0        | 12.07.24 Works ongoing expected completion Sept 24.  |
| TF3268 | Bridging Accomodation                         | 0                | 0              | 0                | 0              | 0                | -15,454        | 767            | 14,688           | 1                | 1        |  |
| TF6011 | Private Sector Disabled Facilities Grants     | 700,000          | 334,848        | 1,034,848        | 0              | 1,034,848        | 145,420        | 17,192         | 872,236          | 1,034,848        | -0       | 12.07.24 25 Up to date with current referrals.   |
| TF6012 | Discretionary DFG                             | 90,000           | 52,783         | 142,783          | 0              | 142,783          | 48,700         | 7,070          | 87,013           | 142,783          | 0        |  |
| TF6807 | Warm Homes on Prescription                    | 70,000           | 31,759         | 101,759          | 0              | 101,759          | 11,585         | 0              | 90,174           | 101,759          | -0       | 16.07.24 Q1 and Q2 are quieter periods for this scheme, working in collaboration with Mansfield District Council to review/update the maximum household income threshold (to reflect inflationary increases and to bring criterium into line with Gov't guidance for similar grant-funded home energy efficiency schemes) and are hopeful more residents will apply going forward. |
|        | <b>Housing</b>                                | <b>860,000</b>   | <b>646,834</b> | <b>1,506,834</b> | <b>0</b>       | <b>1,506,834</b> | <b>366,220</b> | <b>71,816</b>  | <b>1,068,798</b> | <b>1,506,835</b> | <b>1</b> |  |
| TA3060 | Beacon - New Boiler                           | 61,525           | 0              | 61,525           | -61,525        | 0                | 0              | 0              | 0                | 0                | 0        | 12.07.24 Reprofile the budget to next year in line with new expected start date.   |
| TA3061 | Beacon - LED Lights                           | 81,995           | -3,355         | 78,640           | 0              | 78,640           | -1,001         | 1,001          | 78,640           | 78,640           | 0        | 12.07.24 had to delay the tender process, adjust required to the design, but still anticipated completion by March 25.   |
| TA3286 | Information Technology Investment             | 764,850          | 292,890        | 1,057,740        | 52,800         | 1,110,540        | -72,771        | 409,268        | 774,043          | 1,110,540        | 0        | 12.07.24 Replacement is ongoing.   |
| TC2006 | Land at Bowbridge Road Purchase & Works       | 0                | 5,000          | 5,000            | -4,000         | 1,000            | -15,256        | 16,256         | 0                | 1,000            | 0        | 12.07.24 Car park works are completed, retention left to pay, no futher budget required.   |
| TC2007 | Clipstone Holding Centre Purchase & Works     | 4,670,069        | 217,719        | 4,887,789        | -4,241,724     | 646,064          | 23,468         | 122,596        | 500,000          | 646,064          | 0        | 12.07.24 Planning app to be submitted by the end of July to be on site during 24/25. Reprofile budget in accordance with estimated start date.   |
| TC2009 | Former Belvoir Iron Works                     | 1,750,000        | -4,624         | 1,745,376        | 0              | 1,745,376        | 1,900          | 0              | 1,743,476        | 1,745,376        | 0        | 12.07.24 Phase 2 site investigations ongoing.  |
| TC2010 | Purchase Former Ollerton Bank                 | 0                | 0              | 0                | 161,584        | 161,584          | 0              | 0              | 161,584          | 161,584          | 0        | 17.07.24 purchase meant to complete at end of July 24. Increase by £10,584 from R&R for legal indemnity insurance  |
| TC3135 | Works to Buttermarket                         | 0                | 56,357         | 56,357           | 0              | 56,357           | 0              | 51,665         | 4,692            | 56,357           | 0        |  |

|  |  |                   |                   |                   |                   |                   |                  |                  |                   |                   |           |  |
|--|--|-------------------|-------------------|-------------------|-------------------|-------------------|------------------|------------------|-------------------|-------------------|-----------|--|
| TC3142                                     | Common Lighting at Industrial Estates                    | 0                 | 65,497            | 65,497            | -59,359           | 6,138             | 6,138            | 0                | 0                 | 6,138             | -0        | 12.07.24 Remaining budget not required   |
| TC3144                                     | Fire & Security Rear Entrance Doors at Industrial Units  | 0                 | 22,362            | 22,362            | -18,030           | 4,332             | 0                | 4,332            | 0                 | 4,332             | 0         | 12.07.24 Remaining budget not required   |
| TC3148                                     | RHH Units Fit Out  | 0                 | 50,676            | 50,676            | 0                 | 50,676            | 0                | 0                | 50,676            | 50,676            | 1         | 17.07.24 Beaumont Cross conversations taking place with tenant for the final fit out payment.  |
| TC3156                                     | Jubilee Bridge Works                                     | 200,000           | 133,222           | 333,222           | 0                 | 333,222           | 0                | 327,561          | 5,661             | 333,222           | -0        | 12.07.24 Project delayed until negotiations with NCC have been resolved.   |
| TC3155                                     | Security Gates Burma Road, Clipstone, S'well, SOT, SFACC | 0                 | 25,000            | 25,000            | -25,000           | 0                 | 0                | 0                | 0                 | 0                 | 0         | 12.07.24 Remaining budget not required   |
| TC3157                                     | Shower Block Lorry Park                                  | 0                 | 14,818            | 14,818            | 9,679             | 24,497            | 19,373           | 5,123            | 0                 | 24,497            | -0        | 12.07.24 Scheme complete. Additional costs covered by R&R and increased contribution from National Highways  |
| TC3160                                     | 14 Market Place  | 0                 | 0                 | 0                 | 353,000           | 353,000           | 0                | 0                | 353,000           | 353,000           | 0         | 12.07.24 Out to tender in July 24, to start on site end of Sept/Oct 24. May not need full budget initially due to change to recommendation at the Cabinet meeting, will update accordingly in Q2.                |
| TG1003                                     | Housing Regeneration Loan Facility                       | 4,000,000         | 4,000,000         | 8,000,000         | 0                 | 8,000,000         | 0                | 0                | 8,000,000         | 8,000,000         | 0         | 25.07.27 This budget remains under review alongside Arkwood's cashflow requirements.   |
| <b>Strategy, Performance &amp; Finance</b> |  | <b>11,528,439</b> | <b>4,875,561</b>  | <b>16,404,001</b> | <b>-3,832,575</b> | <b>12,571,425</b> | <b>-38,148</b>   | <b>937,801</b>   | <b>11,671,772</b> | <b>12,571,425</b> | <b>0</b>  |  |
| TB3154                                     | Castle Gatehouse Project                                 | 1,630,000         | 155,526           | 1,785,526         | 0                 | 1,785,526         | 50,008           | 407,104          | 1,328,414         | 1,785,526         | -0        | 12.07.24 The project will be tendered during the summer for the main build which will inform the required budget profile. To be updated in Q2. Current completion date 2026. TF grant to be spent by March 2026. |
| TE3250                                     | Shared Prosperity Fund                                   | 293,109           | 0                 | 293,109           | -61,846           | 231,263           | -60,870          | 60,870           | 231,263           | 231,263           | 0         |  |
| TE3251                                     | Rural England Prosperity Fund                            | 446,000           | 209,270           | 655,270           | -291              | 654,979           | 49,544           | 241,327          | 364,108           | 654,979           | 0         |  |
| TE3268                                     | Southern Link Road Contribution                          | 0                 | 1,660,556         | 1,660,556         | 3,000,000         | 4,660,556         | 2,271,823        | 1,373            | 2,387,360         | 4,660,556         | 1         | 12.07.24 £3m NCC money now due, budget needs to be increased to include again.   |
| TI1002                                     | A1 Overbridge Improvements                               | 0                 | 76,000            | 76,000            | 0                 | 76,000            | 30,000           | 0                | 46,000            | 76,000            | 0         |  |
| TT1000                                     | Towns Fund - 32 Stodman Street Regeneration              | 4,000,000         | 620,866           | 4,620,866         | 0                 | 4,620,866         | 145,125          | 658,401          | 3,817,340         | 4,620,866         | 1         | 12.07.24 Report to cabinet in July 24 to approve additional TF grant to be allocated to the scheme. Delays to programme due to archaeology   |
| TT1002                                     | Towns Fund - ASI   | 0                 | 0                 | 0                 | 0                 | 0                 | -364,989         | 264,989          | 100,000           | 0                 | 0         | 12.07.24 Waiting on collateral warranties to be signed off before the final payment can be made.   |
| TT1005                                     | Towns Fund - Cycle Town                                  | 50,000            | 0                 | 50,000            | -50,000           | 0                 | 0                | 2,522            | -2,522            | 0                 | 0         | 12.07.24 Remaining budget is in relation to S106 money, due to be spent during 2025/26. reprofile.   |
| TT1006                                     | Towns Fund - Cultural Heart of Newark                    | 500,000           | 0                 | 500,000           | -500,000          | 0                 | 0                | 0                | 0                 | 0                 | 0         | 12.07.24 Reprofile to 2025/26  |
| TT1007                                     | Towns Fund - Newark Gateway / SISLOG                     | 200,000           | 0                 | 200,000           | -200,000          | 0                 | 0                | 0                | 0                 | 0                 | 0         | 12.07.24 - As per Cabinet in May 2024, no longer progressing the scheme.   |
| <b>Sustainable Economic Development</b>    |  | <b>7,119,109</b>  | <b>2,722,217</b>  | <b>9,841,326</b>  | <b>2,187,863</b>  | <b>12,029,189</b> | <b>2,120,641</b> | <b>1,636,586</b> | <b>8,271,963</b>  | <b>12,029,190</b> | <b>2</b>  |  |
| <b>TOTALS</b>                              |  | <b>25,598,581</b> | <b>10,297,073</b> | <b>35,895,654</b> | <b>-1,590,725</b> | <b>34,304,928</b> | <b>3,026,459</b> | <b>3,822,694</b> | <b>27,455,774</b> | <b>34,304,927</b> | <b>-1</b> |  |

| Project                              | Capital Description                       | Original Budget 2024/25 | Slippage Proposed | Original budget 24/25 including slippage | Future Proposed Variations | Revised Budget including Variations for Approval | Actuals to 30.06.24 | Current outstanding orders | Additional anticipated spend in year | Total Projected spend in year | Variance Over/ Underspend | Comments - Spend to date   |
|--------------------------------------|---|-------------------------|-------------------|--|----------------------------|--|---------------------|----------------------------|--------------------------------------|-------------------------------|---------------------------|--|
| <b>PROPERTY INVESTMENT PROGRAMME</b> |   |                         |                   |  |                            |  |                     |                            |                                      |                               |                           |  |
| S91100                               | ROOF REPLACEMENTS                         | 1,050,000               | 0                 | 1,050,000                                | 0                          | 1,050,000  | 461,900             | 288,464                    | 299,636                              | 1,050,000                     | 0                         | 10.07.24 slowing down spend in August, 77 roofing works completed so far this FY, 55 pitched 22 flat   |
| <b>S711</b>                          | <b>ROOF REPLACEMENTS</b>                  | <b>1,050,000</b>        | <b>0</b>          | <b>1,050,000</b>                         | <b>0</b>                   | <b>1,050,000</b>                                 | <b>461,900</b>      | <b>288,464</b>             | <b>299,636</b>                       | <b>1,050,000</b>              | <b>0</b>                  |  |
| S91205                               | Bathrooms                                 | 750,750                 | 0                 | 750,750                                  | -750,750                   | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| S91219                               | Kitchens                                  | 1,365,000               | 0                 | 1,365,000                                | -1,365,000                 | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| S91218                               | Kit & Bathrooms                           | 0                       | 0                 | 0  | 2,115,750                  | 2,115,750  | 441,477             | 191,228                    | 1,483,044                            | 2,115,750                     | -0                        | 10.07.24 64 total works completed so far, out of a total of 250/300 for the FY. Predicting full budget spend. Contract runs out Nov/Dec 24.  |
| <b>S712</b>                          | <b>KITCHEN &amp; BATHROOM CONVERSIONS</b> | <b>2,115,750</b>        | <b>0</b>          | <b>2,115,750</b>                         | <b>0</b>                   | <b>2,115,750</b>                                 | <b>441,477</b>      | <b>191,228</b>             | <b>1,483,044</b>                     | <b>2,115,750</b>              | <b>-0</b>                 |  |
| S91300                               | EXTERNAL FABRIC                           | 378,000                 | 0                 | 378,000                                  | 0                          | 378,000  | 107,746             | 192,254                    | 78,000                               | 378,000                       | 0                         | 10.07.24 79 properties with works completed this FY  |
| <b>S713</b>                          | <b>EXTERNAL FABRIC</b>                    | <b>378,000</b>          | <b>0</b>          | <b>378,000</b>                           | <b>0</b>                   | <b>378,000</b>                                   | <b>107,746</b>      | <b>192,254</b>             | <b>78,000</b>                        | <b>378,000</b>                | <b>0</b>                  |  |
| S91401                               | Doors                                     | 107,100                 | 0                 | 107,100                                  | -107,100                   | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| S91413                               | Windows                                   | 107,100                 | 0                 | 107,100                                  | -107,100                   | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| S91412                               | Doors & Windows Works                     | 0                       | 0                 | 0  | 214,200                    | 214,200  | 16,203              | 98,945                     | 99,052                               | 214,200                       | -0                        | 09.07.24 23 total works completed so far, invoice for E37k awaiting. Works speeding up, budget expected to be fully spent  |
| <b>S714</b>                          | <b>DOORS &amp; WINDOWS</b>                | <b>214,200</b>          | <b>0</b>          | <b>214,200</b>                           | <b>0</b>                   | <b>214,200</b>                                   | <b>16,203</b>       | <b>98,945</b>              | <b>99,052</b>                        | <b>214,200</b>                | <b>0</b>                  |  |
| S91500                               | OTHER STRUCTURAL                          | 157,500                 | 43,089            | 200,589                                  | 0                          | 200,589  | 38,498              | 54,613                     | 107,478                              | 200,589                       | 0                         | 09.07.24 putting in planned schedule for the remainder of the year, 3 works fully completed so far, 20 part completed. Expecting to need additional budget to pick up backlog of works           |
| S91535                               | DPC Works                                 | 0                       | 0                 | 0  | 60,000                     | 60,000   | 0                   | 0                          | 60,000                               | 60,000                        | 0                         | 25.07.24 works starting imminently   |
| <b>S715</b>                          | <b>OTHER STRUCTURAL</b>                   | <b>157,500</b>          | <b>43,089</b>     | <b>200,589</b>                           | <b>60,000</b>              | <b>260,589</b>                                   | <b>38,498</b>       | <b>54,613</b>              | <b>167,478</b>                       | <b>260,589</b>                | <b>0</b>                  |  |
| S93100                               | ELECTRICAL                                | 756,000                 | 0                 | 756,000                                  | -756,000                   | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| S93115                               | Rewires                                   | 0                       | 87,728            | 87,728                                   | 756,000                    | 843,728  | 150,338             | 302,972                    | 390,418                              | 843,728                       | 0                         | 11.07.24 27 property rewires completed so far this FY. Contract finishes in December 24, predicting slight underspend, to review in Q2.  |
| <b>S731</b>                          | <b>ELECTRICAL</b>                         | <b>756,000</b>          | <b>87,728</b>     | <b>843,728</b>                           | <b>0</b>                   | <b>843,728</b>                                   | <b>150,338</b>      | <b>302,972</b>             | <b>390,418</b>                       | <b>843,728</b>                | <b>0</b>                  |  |
| S93300                               | Passenger Lifts                           | 52,500                  | 0                 | 52,500                                   | 0                          | 52,500   | 0                   | 0                          | 52,500                               | 52,500                        | 0                         |  |
| <b>S733</b>                          | <b>PASSENGER LIFTS</b>                    | <b>52,500</b>           | <b>0</b>          | <b>52,500</b>                            | <b>0</b>                   | <b>52,500</b>                                    | <b>0</b>            | <b>0</b>                   | <b>52,500</b>                        | <b>52,500</b>                 | <b>0</b>                  |  |
| S93500                               | HEATING                                   | 1,386,000               | 25,174            | 1,411,174                                | 0                          | 1,411,174  | 80,229              | 21,451                     | 1,309,494                            | 1,411,174                     | -0                        | 09.07.24 hold on payments due to performance - expected spend actually around E310k as at end June. 69 jobs complete so far, expecting full spend this FY.                                       |
| <b>S735</b>                          | <b>HEATING</b>                            | <b>1,386,000</b>        | <b>25,174</b>     | <b>1,411,174</b>                         | <b>0</b>                   | <b>1,411,174</b>                                 | <b>80,229</b>       | <b>21,451</b>              | <b>1,309,494</b>                     | <b>1,411,174</b>              | <b>-0</b>                 |  |
| S93600                               | ENERGY EFFICIENCY                         | 0                       | 5,495             | 5,495                                    | 0                          | 5,495  | 0                   | 4,880                      | 615                                  | 5,495                         | 0                         |  |
| S93622                               | PV Invertors                              | 210,000                 | 0                 | 210,000                                  | 0                          | 210,000  | 20,819              | 49,881                     | 139,300                              | 210,000                       | 0                         | 25.07.24 Using for adhoc energy efficiency works outside of Decarbonisation. Expecting an underspend. Will review in Q2.   |
| S93624                               | EE Boilers                                | 0                       | 0                 | 0  | 0                          | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| S93625                               | Thermal Comfort                           | 210,000                 | 17,129            | 227,129                                  | -60,000                    | 167,129  | 0                   | 24,089                     | 143,040                              | 167,129                       | 0                         | 25.07.24 Using for adhoc energy efficiency works outside of Decarbonisation. Expecting an underspend. Will review in Q2.   |
| S93626                               | Decarbonisation                           | 1,352,470               | 17,790            | 1,370,260                                | 0                          | 1,370,260  | 228,006             | 910,992                    | 231,261                              | 1,370,260                     | -0                        | 10.07.24 41 works completed in first year and 24 completed so far this FY. 40 jobs left to complete in scheme. On track to finish scheme early in Oct/Nov 24.                                    |
| S93627                               | Decarb Devolution                         | 0                       | 216,824           | 216,824                                  | 0                          | 216,824  | 7,950               | 208,774                    | 100                                  | 216,824                       | -0                        | 10.07.24 Scheme will be finished in September 24. 28 total works completed with 5 still ongoing. Scheme ongoing, expecting E20k overspend - in talks with devolution team to recover this money. |
| S93628                               | EPC                                       | 157,500                 | 0                 | 157,500                                  | 0                          | 157,500  | 0                   | 0                          | 157,500                              | 157,500                       | 0                         | 18.07.24 stock condition survey works around E100k, and EPCs for around E90,000 are a possibility.   |
| <b>S736</b>                          | <b>ENERGY EFFICIENCY</b>                  | <b>1,929,970</b>        | <b>257,238</b>    | <b>2,187,208</b>                         | <b>-60,000</b>             | <b>2,127,208</b>                                 | <b>256,776</b>      | <b>1,198,616</b>           | <b>671,816</b>                       | <b>2,127,208</b>              | <b>-0</b>                 |  |



| Project     | Capital Description                  | Original Budget 2024/25 | Slippage Proposed | Original budget 24/25 including slippage | Future Proposed Variations | Revised Budget including Variations for Approval | Actuals to 30.06.24 | Current outstanding orders | Additional anticipated spend in year | Total Projected spend in year | Variance Over/ Underspend | Comments - Spend to date  |
|-------------|--------------------------------------|-------------------------|-------------------|--|----------------------------|--|---------------------|----------------------------|--------------------------------------|-------------------------------|---------------------------|---|
| S98107      | Aerial Inspections                   | 0                       | 0                 | 0  | 0                          | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |   |
| <b>S781</b> | <b>BUILDING SAFETY</b>               | <b>390,020</b>          | <b>34,337</b>     | <b>424,357</b>                           | <b>0</b>                   | <b>424,357</b>                                   | <b>0</b>            | <b>41,134</b>              | <b>390,020</b>                       | <b>431,154</b>                | <b>6,797</b>              |   |
| S99100      | PROPERTY INVESTMENT CONTINGENCY      | 60,000                  | 0                 | 60,000                                   | 0                          | 60,000   | 0                   | 0                          | 47,297                               | 47,297                        | -12,703                   |   |
| S99102      | Housing Capital Fees                 | 576,690                 | 0                 | 576,690                                  | 0                          | 576,690  | 0                   | 0                          | 576,690                              | 576,690                       | 0                         |   |
| <b>S791</b> | <b>UNALLOCATED FUNDING</b>           | <b>636,690</b>          | <b>0</b>          | <b>636,690</b>                           | <b>0</b>                   | <b>636,690</b>                                   | <b>0</b>            | <b>0</b>                   | <b>623,987</b>                       | <b>623,987</b>                | <b>-12,703</b>            |   |
|             | <b>SUB TOTAL PROPERTY INVESTMENT</b> | <b>11,172,930</b>       | <b>556,250</b>    | <b>11,729,180</b>                        | <b>628,988</b>             | <b>12,358,168</b>                                | <b>1,805,053</b>    | <b>3,397,829</b>           | <b>7,155,286</b>                     | <b>12,358,168</b>             | <b>1</b>                  |   |
|             | <b>AFFORDABLE HOUSING</b>            | <b>0</b>                | <b>0</b>          | <b>0</b>                                 | <b>0</b>                   | <b>0</b>   | <b>0</b>            | <b>0</b>                   | <b>0</b>                             | <b>0</b>                      | <b>0</b>                  |   |
| SA1031      | Site Acquisition (Inc RTB)           | 1,460,562               | 318,750           | 1,779,312                                | -800,000                   | 979,312  | 0                   | 750                        | 978,562                              | 979,312                       | 0                         | 18.07.24 Church Circle to be acquired in the coming months aiming for completion at end of August - cost £160k. Gusto site Station Rd, Collingham is due in Cabinet for spend of £700k. Reprofile the rest of the budget. |
| SA1033      | Estate Regeneration                  | 5,000,050               | 99,496            | 5,099,546                                | 0                          | 5,099,546  | -28,029             | 82,664                     | 5,044,911                            | 5,099,546                     | 0                         |   |
| SA1047      | New Build Contingency                | 0                       | 52,483            | 52,483                                   | 0                          | 52,483   | 0                   | 0                          | 52,483                               | 52,483                        | 0                         |   |
| SA1048      | Boughton Extra Care                  | 0                       | 289,566           | 289,566                                  | -250,000                   | 39,566   | 0                   | 10,951                     | 28,615                               | 39,566                        | 0                         | 18.07.24 carrying out defects, quotes due in for works to be done before December 24. Excess budget is retention from North Midland Constructin who went under - roll £250k into Phase 6?                                 |
| SA1063      | Phase 3 - Cluster 3                  | 0                       | 0                 | 0  | 0                          | 0  | -30,284             | 525                        | 29,759                               | 0                             | 0                         | 18.07.24 complete - just retention left to pay  |
| SA1064      | Phase 3 - Cluster 4                  | 0                       | 0                 | 0  | 0                          | 0  | -7,553              | 11,344                     | -3,790                               | 0                             | 0                         | 18.07.24 complete   |
| SA1071      | Phase 4 Cluster 1                    | 0                       | 0                 | 0  | 0                          | 0  | -56,537             | 0                          | 56,537                               | -0                            | -0                        | 18.07.24 complete - Woodhead retention left to pay  |
| SA1072      | Phase 4 Cluster 2                    | 0                       | 0                 | 0  | 0                          | 0  | -19,440             | 0                          | 19,440                               | 0                             | 0                         | 18.07.24 complete - Woodhead retention left to pay  |
| SA1073      | Phase 4 Cluster 3                    | 0                       | 0                 | 0  | 0                          | 0  | -22,888             | 48,233                     | -25,345                              | -0                            | -0                        | 18.07.24 complete, some orders have been closed   |
| SA1074      | Phase 4 Cluster 4                    | 0                       | 0                 | 0  | 0                          | 0  | -1,693              | 4,581                      | -2,888                               | 0                             | 0                         | 18.07.24 complete, some orders have been closed   |
| SA1075      | Phase 4 Cluster 5                    | 0                       | 0                 | 0  | 0                          | 0  | -17,231             | 17,351                     | -120                                 | 0                             | 0                         | 18.07.24 complete   |
| SA1080      | Phase 5                              | 4,309,000               | 0                 | 4,309,000                                | -4,288,091                 | 20,909   | 8,062               | 119,428                    | -106,581                             | 20,909                        | -0                        | 18.07.24 complete, some orders have been closed, other spend can be moved to phase 6  |
| SA1081      | Phase 5 Cluster 1                    | 0                       | 244,989           | 244,989                                  | 828,110                    | 1,073,099  | 330,338             | 127,569                    | 615,192                              | 1,073,099                     | 0                         | 18.07.24 1 site complete in Gateskill, Edwinstowe, anticipate remaining sites to be complete Sept 24  |
| SA1082      | Phase 5 Cluster 2                    | 0                       | 200,484           | 200,484                                  | 630,634                    | 831,118  | 172,288             | 178,053                    | 480,777                              | 831,118                       | -0                        | 18.07.24 1 site complete, remaining sites to be complete by the end of 2024.  |
| SA1083      | Phase 5 Cluster 3                    | 0                       | 200,596           | 200,596                                  | 552,240                    | 752,836  | 72,857              | 126,796                    | 553,183                              | 752,836                       | -0                        | 18.07.24 anticipate completion in Aug 2024  |
| SA1084      | Phase 5 Cluster 4                    | 0                       | 489,291           | 489,291                                  | 1,087,342                  | 1,576,633  | 121,753             | 497,524                    | 957,356                              | 1,576,633                     | 0                         | 18.07.24 cluster to be complete by March 25   |
| SA1085      | Phase 5 Cluster 5                    | 0                       | 237,790           | 237,790                                  | 522,077                    | 759,867  | 108,028             | 381,453                    | 270,386                              | 759,867                       | 0                         | 18.07.24 cluster to be complete by March 25   |
| SA1086      | Phase 5 Cluster 6                    | 0                       | 251,350           | 251,350                                  | 667,689                    | 919,039  | 317,357             | 667,152                    | -65,469                              | 919,039                       | 0                         | 18.07.24 1 site complete, final site completion around Oct 24 - move spend to phase 6   |
| SA1087      | Phase 5 Cluster 7                    | 0                       | 0                 | 0  | 0                          | 0  | -7,035              | 13,037                     | -6,002                               | 0                             | 0                         | 18.07.24 complete just retention left to pay  |
| SA1090      | Phase 6                              | 3,210,000               | 0                 | 3,210,000                                | 250,000                    | 3,460,000  | 0                   | 0                          | 3,460,000                            | 3,460,000                     | 0                         | 18.07.24 works to begin on South Crescent in Aug/Sept 24 and buying 8 S106 dwellings in Collingham that should total £720k  |

| Project | Capital Description                  | Original Budget 2024/25 | Slippage Proposed | Original budget 24/25 including slippage | Future Proposed Variations | Revised Budget including Variations for Approval | Actuals to 30.06.24 | Current outstanding orders | Additional anticipated spend in year | Total Projected spend in year | Variance Over/Underspend | Comments - Spend to date   |
|---------|--------------------------------------|-------------------------|-------------------|--|----------------------------|--|---------------------|----------------------------|--------------------------------------|-------------------------------|--------------------------|--|
| SC2000  | Careline Analogue to Digital         | 320,000                 | 45,338            | 365,338                                  | 0                          | 365,338  | 256,500             | 0                          | 108,838                              | 365,338                       | 0                        | 18.07.24 works are progressing well on the current replacement.  |
| SC2002  | New Housing Management System        | 335,000                 | 304,333           | 639,333                                  | 0                          | 639,333  | 61,314              | 560                        | 577,459                              | 639,333                       | 0                        | 24.07.24 Project is progressing at pace, the confidence level of meeting May 25 go live for phase 1 is in the 80-85% as reported to the project board. Experienced multiple risks from the risk register, mitigating to the best of abilities and capacity. It is expected that the majority of project costs will be confirmed in the next 3-4 months once the two key integrations are fully scoped with third party costs confirmed. Review in Q2 for any reprofiles. Decisions around hitting go live dates are expected to be made in late 2024 with final option for delay due in Feb 25 when final user testing is undertaken |
|         |                                      |                         |                   |  |                            |  |                     |                            | 0                                    |                               |                          |  |
|         | <b>SUB TOTAL AFFORDABLE HOUSING</b>  | <b>14,634,612</b>       | <b>2,734,466</b>  | <b>17,369,078</b>                        | <b>-799,999</b>            | <b>16,569,079</b>                                | <b>1,257,807</b>    | <b>2,287,970</b>           | <b>13,023,303</b>                    | <b>16,569,080</b>             | <b>1</b>                 |  |
|         |                                      | 0                       | 0                 | 0  | 0                          | 0  | 0                   | 0                          | 0                                    | 0                             | 0                        |  |
|         | <b>TOTAL HOUSING REVENUE ACCOUNT</b> | <b>25,807,542</b>       | <b>3,290,716</b>  | <b>29,098,258</b>                        | <b>-171,011</b>            | <b>28,927,247</b>                                | <b>3,062,860</b>    | <b>5,685,799</b>           | <b>20,178,589</b>                    | <b>28,927,249</b>             | <b>2</b>                 |  |



| Treasury Strategy Indicators - Borrowing | Original Estimate / Limit £'000 | Revised Estimate / Limit £'000 | Q1 Actual £'000 | Compliance |
|--|---------------------------------|--------------------------------|-----------------|------------|
| Operational Boundary for External Debt   | 174,975                         | 167,424                        | 84,601          | Yes        |
| Authorised Limit for External Debt       | 181,975                         | 174,624                        | 84,601          | Yes        |
| HRA Debt Limit                           | 129,731                         | 129,731                        | 83,935          | Yes        |
| <b>Maturity Structure of Borrowing</b>   |                                 |                                |                 |            |
| Under 12 months                          | 15%                             | 15%                            | 8.71%           | Yes        |
| 12 months and within 24 months           | 15%                             | 15%                            | 3.56%           | Yes        |
| 24 months and within 5 years             | 30%                             | 30%                            | 17.82%          | Yes        |
| 5 years and within 10 years              | 100%                            | 100%                           | 9.48%           | Yes        |
| 10 years and above                       | 100%                            | 100%                           | 60.43%          | Yes        |

**Treasury Strategy Indicator - Investing**

|  |   |   |    |     |
|--|---|---|----|-----|
| Credit risk indicator (Minimum Average Portfolio Rating) | A | A | AA | Yes |
|--|---|---|----|-----|

**Liquidity risk indicator**

|                |      |      |     |     |
|----------------|------|------|-----|-----|
| 3 months       | 100% | 100% | 20% | Yes |
| 3 – 12 months  | 80%  | 80%  | 43% | Yes |
| Over 12 months | 60%  | 60%  | 37% | Yes |

**Interest rate risk indicator**

|   |          |          |         |     |
|---|----------|----------|---------|-----|
| Upper limit on one-year revenue impact of a 1% rise in interest rates | £400,000 | £400,000 | 228,800 | Yes |
| Upper limit on one-year revenue impact of a 1% fall in interest rates | £400,000 | £400,000 | 228,800 | Yes |

**Price risk indicator**

|   |      |      |        |     |
|---|------|------|--------|-----|
| Limit on principal invested beyond year end | £15m | £15m | £12.5m | Yes |
|---|------|------|--------|-----|

| Capital Strategy Indicators                | Original Estimate / Limit £'000 | Revised Estimate / Limit £'000 | Q1 Actual £'000 |
|--|---------------------------------|--------------------------------|-----------------|
| <b>Capital Expenditure &amp; Financing</b> |                                 |                                |                 |
| General Fund services                      | 21,599                          | 26,305                         | 3,014           |
| Council housing (HRA)                      | 25,808                          | 28,927                         | 3,063           |
| Capital Loan (GF)                          | 4,000                           | 8,000                          | -               |
| <b>Total Capital Expenditure</b>           | <b>51,406</b>                   | <b>63,232</b>                  | <b>6,077</b>    |
| Capital Grants                             | 5,316                           | 5,374                          | 516             |
| Other Contributions incl CIL               | 1,307                           | 5,269                          | 506             |
| Capital Resources                          | 1,667                           | 3,456                          | 332             |
| Revenue / Major Repairs Reserve            | 14,475                          | 17,514                         | 1,683           |
| Borrowing                                  | 28,641                          | 31,619                         | 3,039           |
| <b>Total Capital Financing</b>             | <b>51,406</b>                   | <b>63,232</b>                  | <b>6,077</b>    |

**Capital Financing Requirement (CFR)**

|                       |                |                |                |
|-----------------------|----------------|----------------|----------------|
| General Fund services | 35,403         | 22,517         | 30,249         |
| Council housing (HRA) | 103,571        | 107,834        | 100,067        |
| Capital investments   | 11,408         | 8,000          | -              |
| <b>Total CFR</b>      | <b>150,382</b> | <b>138,351</b> | <b>130,316</b> |

**Proportion of financing costs to net revenue stream****General Fund;**

|                                  |               |               |            |
|----------------------------------|---------------|---------------|------------|
| MRP Charge                       | 764           | 673           | 0          |
| Interest Payable                 | 340           | 340           | 48         |
| Less: Investment Income          | -2,493        | -2,493        | -124       |
| <b>Total GF Financing costs</b>  | <b>-1,389</b> | <b>-1,480</b> | <b>-76</b> |
| Proportion of net revenue stream | -5.65%        | -6.02%        | -1.24%     |

**Housing Revenue Account;**

|  |               |               |              |
|--|---------------|---------------|--------------|
| Interest Payable                       | 3,960         | 3,960         | 724          |
| Depreciation                           | 6,329         | 6,329         | 0            |
| MRR Contributions incl debt repayments | 3,581         | 3,581         | 1,000        |
| Less: Investment Income                | -5            | -5            | 0            |
| <b>Total HRA Financing costs</b>       | <b>13,865</b> | <b>13,865</b> | <b>1,724</b> |
| Proportion of net revenue stream       | 50.70%        | 50.70%        | 25.53%       |

| <u>Investment Strategy Indicators</u>    | 2023/24<br>Original<br>Estimate / Limit<br>£'000 | 2023/24<br>Revised<br>Estimate / Limit<br>£'000 | 2023/24 Q1<br>Actual £'000 |
|--|--|---|----------------------------|
| <b><u>Loans for service purposes</u></b> |  |   |                            |
| Subsidiaries                             | 13,000   | 13,000  | -                          |
| Local businesses                         | 500  | 500   | -                          |
| Local charities                          | 500  | 500   | -                          |
| Other Bodies                             | 500  | 500   | 21                         |
| <b>Total</b>                             | <b>14,500</b>                                    | <b>14,500</b>                                   | <b>21</b>                  |

**Net income from service investments to net revenue stream**

|   |        |        |       |
|---|--------|--------|-------|
| Total General Fund Service Investment Income            | 2,493  | 2,493  | 124   |
| Proportion of net revenue stream                        | 10.15% | 10.15% | 2.03% |
| Total Housing Revenue Account Service Investment Income | 5      | 5      | 0     |
| Proportion of net revenue stream                        | 0.02%  | 0.02%  | 0.00% |

**Shares held for service purposes**

|                  |              |              |              |
|------------------|--------------|--------------|--------------|
| Subsidiaries     | 5,000        | 5,000        | 4,001        |
| Suppliers        | -            | -            | -            |
| Local businesses | -            | -            | -            |
| <b>Total</b>     | <b>5,000</b> | <b>5,000</b> | <b>5,000</b> |



Report to: Cabinet Meeting 10 September 2024

Portfolio Holder: Councillor Paul Peacock - Strategy Performance & Finance

Director Lead: Deborah Johnson, Director of Customer Services and Organisational Development

Lead Officer: Carl Burns, Transformation and Service Improvement Manager

Tracey Mooney, Transformation and Service Improvement Officer, ext 5223,

[performance.team@newark-sherwooddc.gov.uk](mailto:performance.team@newark-sherwooddc.gov.uk)

| Report Summary    |  |
|-------------------|--|
| Type of report    | Open Report, Non-key decision  |
| Report Title      | Community Plan Performance for Quarter 1 2024/25   |
| Purpose of Report | To present the Quarter 4 Community Plan Performance Report (April – June 2024).  |
| Recommendations   | That cabinet:<br>a) review the Community Plan Performance Report attached as <b>Appendix 1</b> ;<br>b) review the compliance report attached as <b>Appendix 2</b> ;<br>and<br>c) consider the Council's performance against its objectives highlighting any areas of high performance and identifying areas for improvement. |

## 1.0 Background

We continue to deliver an approach to performance management that is used to drive improvement rather than simply used as a counting device. We are doing this by analysing data and progress against key activities as well as building a picture of the context of performance using district statistics, customer feedback and workforce information.

The development of this report details the quarter 4 performance and includes activities delivered within the quarter. This information was factually correct as of the 31 March 2024.

## **2.0 Proposal/Options Considered and Reasons for Recommendation**

That Cabinet review the Quarter 1 Community Plan Performance report (**Appendix 1**) and the Compliance report (**Appendix 2**).

## **3.0 Implications**

3.1 In writing this report and in putting forward recommendations officers have considered the following implications; Data Protection, Digital and Cyber Security, Equality and Diversity, Financial, Human Resources, Human Rights, Legal, Safeguarding and Sustainability, and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

### **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act.

**None**



# Performance Report

## 2024-25 Q1

1 April to 30 June 2024

### Contact Us

[www.newark-sherwooddc.gov.uk](http://www.newark-sherwooddc.gov.uk)

01636 650000

[customerservices@newark-sherwooddc.gov.uk](mailto:customerservices@newark-sherwooddc.gov.uk)

# Introduction

We at 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. 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. Our new Community Plan is now in place and a performance framework has been drafted. As this is finalised, it will become the how we will measure the performance of our objectives as of Quarter 1 2024/25. It will continue to contain key performance indicators; a combination of qualitative and quantitative data and it will expand on the current measures around objectives.



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 2024 (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 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 4**



## **Our Performance**

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

**Page 9**



## **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 49**

# OUR DISTRICT

## 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, 16.3% are private rented around 10% directly owned by the Council .

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.

### Performance of our district

This data tells us something about our district in Quarter 1 (1 April to 30 June 2024). Most of these indicators are not factors we can directly affect, only influence, but they add context to the work we undertake.

**Planning:** 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 increased by 2, residential applications have decreased by 6, non-major applications have decreased by 4 and major applications have decreased by 19.

- 4 commercial planning applications were validated.
- 25 residential planning applications were validated.
- 6 major planning applications were received.
- 182 minor planning applications were received.

**Footfall:** Looking exclusively at the original 5 sensors, average daily footfall during Quarter 1 was 2,876. This is a 3.7% increase on the footfall recorded during Quarter 4 of 2023/34. Meanwhile, the figure generated by all 10 sensors in Newark was 6,834, a 5% increase when compared to last quarter.

The increase could potentially be attributed to the improvements in weather, with higher temperatures attracting more people to the town centre. There was also a number of events and initiatives in Newark, including the Small Business Show Case, the Joint-Morris Association's Day of Dance, the Beer Festival and Steampunk Weekend and the butterfly installation in the town centre, which boosted town centre footfall.

On a month-by-month basis average daily footfall remained relatively steady, with differences of only 1%. Figures were higher than January 2024, although they did not exceed the highest month of 2024 so far, which was February (3,120 visitors per day on average).

*\*please note, footfall figures are not currently being compared against last year due to the installation of the 5 new sensors.*



# OUR CUSTOMERS



## Exploring our performance...

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.

### Interactions with the Council — Service Demand

This information gives an indication of demand for council assistance **year to date**:

- **4,884 face to face contacts** were held at Castle House, a 17% increase when compared to the same period of last year.
- **30,724 calls** were received by the contact centre, a 1.8% decrease when compared to the same period of last year.
- **5,578 calls** were received by responsive repairs, a 7.4% decrease when compared to the same period of last year.
- **15,480 digital web form transactions** were completed by our customers, a 5.66% decrease when compared to the same period of last year.





# CUSTOMER FEEDBACK



## Customer Feedback

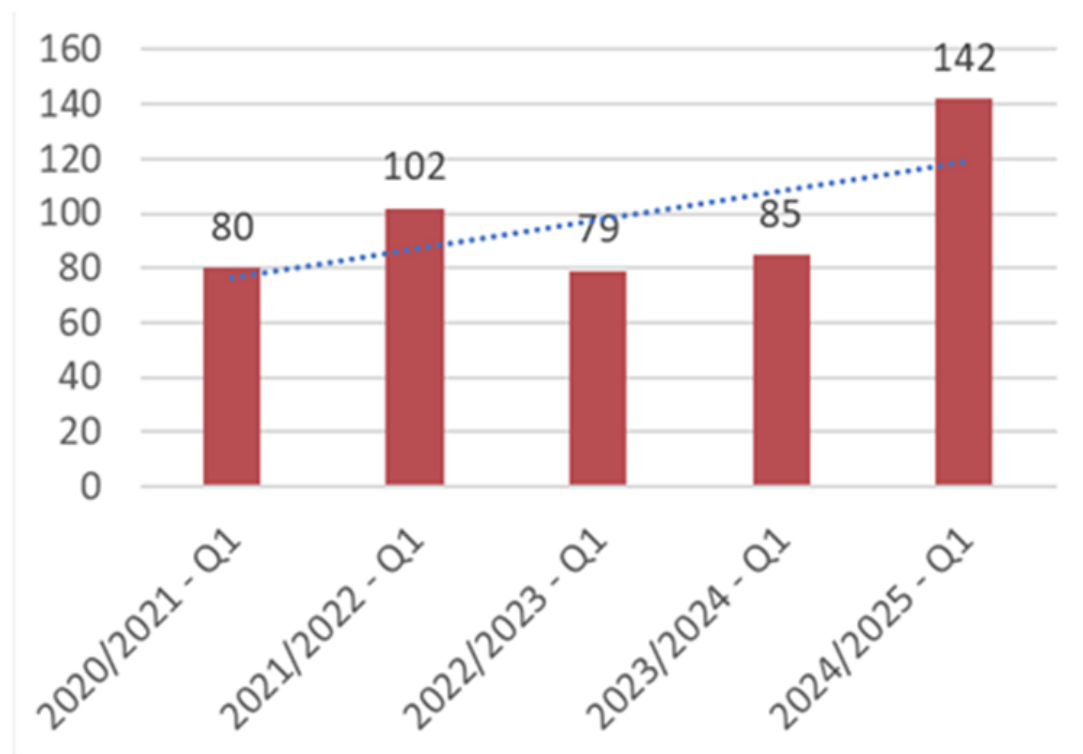
Both positive and negative feedback is important to us as it provides us with customer opinion, it allows us to recognise what areas need improvement and provides opportunity for us to learn. It can act as an early warning of problems that may otherwise stay unseen until they become a larger problem, which can then take up significant resource and time to remedy.

Because feedback is important to us, we actively encourage our customers to provide it. This coupled with changes to the complaint handling timelines, as outlined below, mean we have seen an upward trajectory recorded.

## Complaints Received

During quarter 1 we received 142 Stage 1 complaints. The 5-year period outturn demonstrates an increasing trend overall as shown by the trendline in the chart below. This period has seen a 40% increase in the number of complaints received when compared to Q1 of 2022/23. Nationally and locally there is a greater emphasis on the promotion and reporting of complaints, especially relating to Housing.

We have amended our Customer Complaints and Feedback Policy, including changes to the complaints acknowledgment and response timescales to meet the requirements of the Housing Ombudsman Complaint Code. These changes need to be embedded into our complaints handling software and we are working with our software provider to implement these changes.



# CUSTOMER FEEDBACK



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

### Area of improvement...

There is currently a lack of communication regarding tree protection order requests.

### What we are doing to improve....

We have introduced an ongoing review of such requests and this is now part of the case officers weekly 1:1 reviews. Additionally, a letter template has been created to assist the officer with such requests.

### Complaints by Business Unit

Due to the nature of their role the front facing services tend to attract the larger number of complaints. In Quarter 1 most complaints received were for the following 3 services:

**Housing Maintenance and Asset Management** received 46 complaints, accounting for 32% of all submissions. Of these, 16 were due to delays or lack of responsiveness, and 8 were related to contractor standards/quality of work. Additionally, 6 complaints concerned the standard/quality of work of an officer/team, 5 were received for lack of action and 4 were regarding delayed or lack of communication. A further 7 complaints were received in singular or smaller numbers for advice provided/decision made and conduct of external agents or our officers.

**Environmental Services** received 39 complaints, representing 27% of all complaints for the quarter. The majority were related to missed service delivery (13) and the conduct or attitude of officers (9). Additionally, 8 customers were dissatisfied with the standard/quality of work, and 4 mentioned issues with service decisions/ advice provided. There were also 5 further complaints in smaller or singular numbers regarding delay in or lack of communication, the conduct of external officers, dangerous driving and or lack of service delivery.

| Business Unit                          | Complaints | %           |
|--|------------|-------------|
| Housing Maintenance & Asset Management | 46         | 32%         |
| Environmental Services                 | 39         | 27%         |
| Revenues & Benefits                    | 15         | 11%         |
| Planning & Development                 | 12         | 8%          |
| Housing & Estates Management           | 11         | 8%          |
| Public Protection                      | 7          | 5%          |
| Corporate Property                     | 4          | 3%          |
| Administrative Services                | 2          | 1%          |
| Heritage, Culture & visitors           | 2          | 1%          |
| Housing Income & Leasehold Management  | 2          | 1%          |
| Customer Services                      | 1          | 1%          |
| Financial Services                     | 1          | 1%          |
| <b>Grand Total</b>                     | <b>142</b> | <b>100%</b> |

# CUSTOMER FEEDBACK



## Response Times

Of the 142 complaints submitted in Quarter 1, 75% of complaints received were responded to within the 10 working day timescale.

Housing Maintenance and Asset Management were late in responding to 21 of their 46 complaints received within the quarter. Waste and Transport received 28 complaints and missed the response the deadline for 7 of these.

Other Business Units missing their complaints deadline are as follows:

- Corporate Property –1
- Council Tax –2
- Financial Services –1
- Housing and Estate Management –1
- Planning Development –2

## Suggestions

*I have just submitted an on-line compliment regarding your refuse collection. I found it would be much simpler to make a complaint than to find a way to say something positive or make a suggestion.*

*Please consider making it much easier to do this as I nearly gave up. If it was more prominent it may result in people feeling more inclined to say something nice and viewing the council in a more positive light.*

*I'm sure you do some statistics on complaints and this may reduce the numbers if people*



*Thank you for taking the time to submit your feedback about how hard it is to find out how to leave us a compliment.*

*We regularly review the content of the website to make sure it is customer friendly and that information is easy to find, so your comments are particularly helpful.*

*We recently updated our feedback pages to bring them into line with the latest legislation, which puts the emphasis on to how to raise a grievance or complaint. It is important that our residents are able to tell us about issues easily.*

*However, it is still important for us to receive praise, as we do also need to know when we are getting it right! We have used the word 'compliments' but this did lead to some confusion with 'complaints'. We do want to make it as easy as possible for residents to submit comments, either positive or negative, so we will take your comments on board. Thank you again for contacting us.*

# CUSTOMER FEEDBACK

## Suggestions

In Quarter 1, 13 suggestions were received, of which 7 were deemed to be service requests and 2 were subsequently withdrawn, 1 further suggestion was passed to Southwell Town Council. The remaining 3 suggestions are shown in the table below.

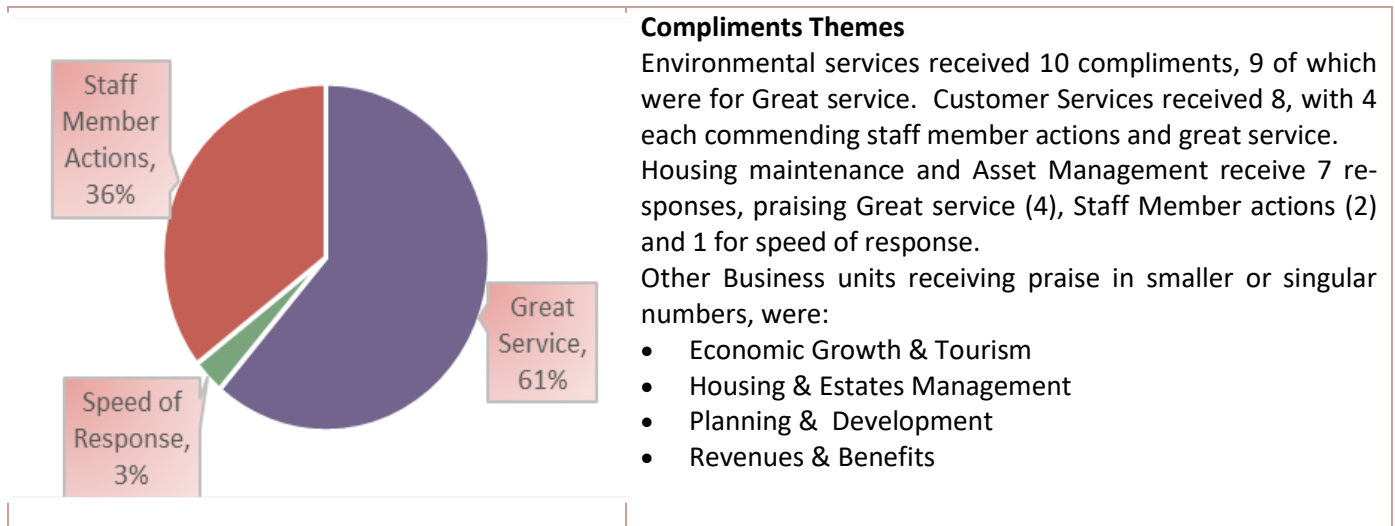
| Suggestion  | Response  |
|---|---|
| <p>I used the QR code on the new glass recycling to find the collection schedule but was redirected to a generic recycling info page. It would be more helpful to provide the glass collection dates directly.</p>  | <p>The QR code link should direct you to a page where you can sign up for bin reminders. Confirm your address to get the correct schedule. I recommend signing up, as collections are every 8 weeks and easy to forget.</p>   |
| <p>Resident of Lowfield Lane, with the recent high water levels and unprecedented rainfall, the cottages on Lowfield Lane suffered waste water damage encroaching their properties. Would it be possible to consider creating some kind of bund across the end of the roadway. This would allow time to pump the water into the beck which runs parallel to the lane.</p>   | <p>I have liaised with our Emergency Planning Officer and the Planning department in relation to your suggestion. The creation and installation of measures to reduce and/or contain surface water is quite complicated and 1 that requires specialist consideration and planning. Our planning team have advised that there is an open planning application that relates to the site(Reference supplied) Please add your comments to this application so that it can be considered formally.</p>   |
| <p>Suggestion that names of individuals exempt from council tax due to Severe Mental Impairment (SMI) should still appear on their bill. Although he can discuss his bill and other matters, his name does not appear due to his exemption. When he lived alone, his name was on the bill. He understands he is not liable for enforcement and therefore is not named. However, he feels dehumanised by this and would like his name to appear on the bill, marked as exempt. This would allow him to use the bill as proof of address,</p> | <p>When a property is only occupied by a resident/s who under the relevant regulations qualify for a severe mental impairment discount then the property would be exempt from council tax and the resident/s (if the owner/leaseholder/tenant) would be issued with an exempt property notice equivalent to a nil council tax bill showing their names and the exemption awarded.</p> <p>In other circumstances when a council tax bill is occupied by someone who is liable council tax as the resident owner/tenant and another adult (over 18) then a full charge would be due but the bill would only show the name of the person liable for council tax. In such circumstances it is possible to award a 25% discount for a number of scenarios according to the status of the other adult occupying the house (but not liable for council tax). One of these scenarios is where the other adult is under the regulations classed as severely mentally impaired.</p> <p>A revised bill would under such circumstances be issued to the liable person only showing the 25% discount awarded and the reason for the discount but not the name of the person disregarded.</p> <p>At present it is not a legal requirement to show the name(s) of the disregarded persons on the bill giving rise to the discount and in some circumstances may not be practical however the software provider will be consulted to see if this is something that could be accommodated in the future.</p> |

# CUSTOMER FEEDBACK



## Praise

31 compliments were received with 19 People mentioning great service. 11 customers praised staff members for their actions and Speed of service was quoted once within the quarter.



## Customer Comments

Just wanted to drop a note to say thank you and highlight how lovely the three chaps that do the refuse collection around the Middlebeck estate on Fridays are. They've always got a smile and a wave for the children (and adults), my kids love 'bin day'! I know they are doing a difficult job but they are so cheery and on the ball they almost make it look easy!

We wish to send you our thanks for the speed and efficiency in granting us the Lawful Development Certificate. The process took much less time than we expected & we are grateful for your efficiency in allowing us to go ahead with the installation of our 16 solar panels.





## Improve Health and Wellbeing

During Quarter 1, we have been working to deliver activities that align with the objectives outlined in our Health and Wellbeing Strategy. Our strategy focuses on several key areas, including identifying and reducing health inequalities within our district. There is a wide range of activities underway across the council, our partners, and our district to increase access to services and support, enhance access to parks and green spaces, provide safe cycle routes, and improve air quality. This quarter's outputs include:

**Development of 'My Support Network':** We worked with Newark Local Design Team (LDT) to produce a document called 'My Support Network'. It was developed for our residents to keep in their homes. This aid provides detail on support services as well as health information, this enables professionals such as community nurses, Occupational Therapists, and council officers to provide efficient support. This initiative has been so well received, that it has been taken up and rolled out by other districts as 'best practice': <https://notts.icb.nhs.uk/your-health/my-support-network/>

**Focus on Oral Health:** Oral Health was identified as a focus area due to new data on tooth decay in 5-year-olds being released recently. This has led to partnerships with the newly commissioned Community Dental Service in addition to training for community partners and provisions of resources for use within the community.

**Mental Health and Bereavement Support:** In response to increased national suicide rates, which have been reported by Public Health England recently, we worked with Nottinghamshire County Council Public Health to create 4 mental health and bereavement groups within Newark, with funding bids submitted to support their growth and build on their success.

**Response to Cost-of-Living Crisis:** A Food Co-Ordinator was appointed to implement the Sustainable Food Place's Action Plan, with the council supporting Nottinghamshire's accreditation as a Sustainable Food Place. Further initiatives include the introduction of Community Growing areas, and identifying households eligible for financial support, both of which are detailed further below.

**Community Growing Areas:** 3 community growing areas across the district have been launched this quarter in partnership with Grow Incredible Community Interest Company, Academy Transformation Trust Further Education (a 16+ provider which operates across Mid Nottinghamshire), Edwinstowe in Bloom and Green Social Prescribing team at Sherwood Primary Care Network (PCN). These were funded through our Cost-of-Living response and have been well received. We are now working towards establishing a new community growing space in Balderton.

**The Big Green Book:** We have initiated a collaboration with Newark and Sherwood Community and Voluntary Service (N&S CVS) to create and develop 'The Big Green Book' for Newark and Sherwood. This resource will map outdoor activities which will enable health professionals to direct patients and residents to them more easily. Additionally, it will support the voluntary and community sector in promoting their sessions and groups.



Bilsthorpe Community Growing Area



## Improve Health and Wellbeing

**Tackling Health Inequalities in Priority Areas:** Newark and Sherwood Community and Voluntary Service has received funding from Nottinghamshire County Council Public Health to partner with us in addressing health inequalities in priority areas. For the first year, Hawtonville has been identified as our focus area based on the 'Building Blocks for Health' study. Our efforts will concentrate on listening to residents, gathering insights into their lives and increase access to services. This will allow support to the community to enable them to build from within.

Furthermore, links were made in partnership with Active 4 Today at Currys (knowhow) and 29 full body MOT's were delivered with 3 direct referrals made to the GP around excessively raised blood pressure.

**Worm Workshop:** Our first 'Create Your Own Worm Farm' workshop, delivered in partnership with Urban Worm, was a great success with 60 families attending. Families discovered the benefits of worm composting and learned how easy it is to maintain their own worm farm. This initiative not only makes a positive impact by creating a sustainable solution for food waste but also supports families in contributing to a greener future.

**Cooking in the Community:** In May, 12 young people attended the final 4-week Teens Cookery course. Over the 3 courses held at Beaumont Walk; a total of 45 young people participated. These courses are targeted specifically at teenagers and are designed to encourage healthy food choices and develop life skills and confidence around food preparation and storage, budgeting, and meal planning. Take up has been popular with boys, with at least 1 participant expressing an interest in doing a GCSE in Food Technology. Building on the success of these sessions, we are planning to offer 4-week courses at other venues starting in September.



Feedback Received via our social media channels following the Worm Composting event in June



**Debbie Codd**  
Was very informative have 3 happy boys nurturing their worm farm..

9w Like Reply



**Sam Farrell**  
Thankyou Anna , the kids enjoyed the session very much as did the adults. Learned lots about our wriggly friends. 🐛🐛🐛

9w Like Reply





## Improve Health and Wellbeing

**Community Engagement in our Parks:** This quarter, we have made significant strides in developing our parks to provide free play and exercise opportunities, as well as hosting inclusive and varied events. Some key highlights include:

**New Natural Play Equipment:** Installed and now being utilised at Vicar Water.

**Football Pitch Renovations:** The football pitches at Sconce and Devon Park are being renovated. Worn soil and grass have been removed and the areas have been levelled and seeded. This will provide a safe and quality environment for the start of the new season in September.

**Guided Walks:** We organised 7 free guided walks across our parks. In May, Mark Speck, Northern Conservation Officer with the Nottinghamshire Wildlife Trust, was our special guest at Vicar Water and Sherwood Heath, where he led guided walks and share his knowledge of the wildlife and plants of the area.



**Junior Ranger Sessions:** Held over Easter and half term at Sconce and Devon Park and Vicar Waters for year groups 5, 6, and 7. Sessions focused on art and nature, with children creating sculptures and dream catchers using natural materials found in the parks.

**Green Champions Scheme:** Launched to invite residents dedicated to improving their local area to become community litter pickers. As part of the scheme the council will issue willing volunteers with the necessary equipment needed to help keep our district clean and tidy.







## Improve Health and Wellbeing

**Temporary Sculpture:** Vicar Water was chosen as the site for a temporary sculpture by Chris Campbell, featured in the 'Time to Connect Arts Trail.' This trail is part of a larger national project by Alistair Morrison Photography, which started this quarter in Nottinghamshire and will travel to all 100 UK counties. 6 artworks are displayed across Nottinghamshire.



**Improving Cycling and Walking Infrastructure:** We have been actively investigating ways to enhance our cycling and walking infrastructure. The Nottinghamshire Local Walking and Cycling Infrastructure Plan (LCWIP) includes projects for the entire county and is a living document that evolves over time: <https://www.nottinghamshire.gov.uk/transport/d2n2-local-cycling-and-walking-infrastructure-plan-lcwip>. Several projects have been identified for the Newark and Sherwood District, such as the 'Newark Railway Stations Link', up to 2.5km of new off-road segregated cycle routes, cycle crossing facilities, reduced speed limits in certain areas and signed routes along quieter roads.

Building on this, we are developing a localised Active Travel Report, which identifies opportunities for walking and cycling improvements in the district. We anticipate this report will be approved in Quarter 3.

**Financial Support for Households:** There is currently a migration of working-age Housing Benefit claims to Universal Credit, therefore our efforts have been concentrated on maximising Council Tax Support.

In the first quarter, we received 485 new claims for Council Tax Support and 95 new claims for Housing Benefit (pension-age claimants still apply for Housing Benefit, while working-age claimants apply for Universal Credit).



## Improve the health and wellbeing of local residents

### Measuring Success

| Quarterly Indicators  | Quarter 1<br>22/23  | Quarter 1<br>23/24  | Quarter 1<br>24/25 | Target<br>24/25 |
|---|---------------------|---------------------|--------------------|-----------------|
| <b>Year to Date Indicators</b>  |                     |                     |                    |                 |
| Number of User Visits - Active 4 Today (all)  | 259,698             | 274,106             | 251,236            | 250,000         |
| Number of DFG grants awarded  | New For<br>Q1 24/25 | New For<br>Q1 24/25 | 25                 | Trend           |
| Number of aids and adaptations delivered in Council homes   | New For<br>Q1 24/25 | New For<br>Q1 24/25 | 266                | Trend           |
| <b>All Other Indicator Types</b>  |                     |                     |                    |                 |
| Live Leisure Centre membership base (all)   | 10,991              | 11,604              | 11,696             | 11,500          |
| Average number of calendar days to process new council tax support applications                             | 19.4                | 13.8                | 16.0               | 14.0            |
| Average no of calendar days to process council tax support change in circumstances                          | 8.2                 | 9.3                 | 15.0               | 7.0             |
| Total council tax support claimants   | 6,604               | 6,751               | 6,845              | Trend           |
| Average no of working days to process new housing benefit claims  | 17.8                | 11.8                | 16.0               | 14.0            |
| Average no of working days to process housing benefit change in circumstances                               | 4.6                 | 4.0                 | 5.5                | 4.0             |
| Total housing benefit claimants   | 3,799               | 3,586               | 3,355              | Trend           |
| % of businesses in the District with a 0 star food rating (major improvement necessary)                     | 0.18%               | 0.09%               | 0.00%              | 0.16%           |
| % of businesses in the District with a food hygiene rating of 3 or higher (generally satisfactory or above) | 92.27%              | 92.11%              | 98.30%             | 94.00%          |



## Improve the health and wellbeing of local residents

### Exploring our performance...

**Customer satisfaction with leisure services** – In Quarter 4 we undertook an annual customer satisfaction survey, asking our customers to rate they're overall experience with us where 1 is poor and 5 is excellent. There were 547 responses received, which gave an overall average score of **3.9 / 5** for the question, with 70.74% of respondents rating us 4/5 or 5/5. This will continue to be an annual indicator.



**New Council Tax and Housing Benefit Claims** - following the successful implementation of refined processes and procedures during 2023/24, days for processing new has decreased and consistently remained below target. A new target of 14 days has been set for 2024/25, however Quarter 1 is traditionally a busy quarter for processing new claims, reflecting the issuing of annual Council Tax bills and this year the volume of Housing Benefit Claims has increased because we have seen an increase in volume of Universal Credit notifications that need to be checked against our records. Additional resources have been procured, and July has already seen improvement against our target.

**Changes to Council Tax and Housing Benefit Claims** - we are currently an average of 8 days below target when processing changes to Council Tax, and 1.5 days below target when processing changes to Housing Benefit. The main reason for the performance being so far out of target is because of the volume of cases (4,600) that involve changes to Universal Credit (because of the migration exercise and the annual uprating of income) which means that each case is having to be checked and validated. This has caused a backlog which we have been addressing since July by allocating more staff time to process change in circumstances.

**Food Hygiene**— the standard of food hygiene across businesses in the district is improving. Work continues to build on this achievement and discussions on adjusting the target to reaffirm our commitment to this area are underway.





## Increase Supply, Choice and Standard of Housing

### What we have been doing this quarter;

Housing is one of the most fundamental and pressing issues affecting the quality of life, well-being, and economic development of our district. We are committed to increasing the supply, choice, and standard of housing in Newark and Sherwood, ensuring that everyone has access to decent, affordable, and suitable homes. To achieve this, we have set out to modernise and improve our Housing Management Systems and Repairs Processes, regenerate our housing stock, tackle homelessness, support refugees, and support on the provision of affordable homes.

**Housing Management System:** The introduction of the Housing Management System (HMS) is on track for its planned activation in May 2025. During Quarter 1, development and testing of modules related to Repairs, Antisocial Behaviour, and Customer Relationship Management/Customer Services have progressed. We are also focused on data cleansing and preparation for migrating from the current Capita system to the NEC platform.

**Repairs Online:** Following its initial soft launch, the 'Repairs Online' service has been made available to all tenants, and usage and performance is being monitored for future reporting.

**The Local Authority Housing Fund (LAHF)** capital investment fund has met all grant conditions and completed within deadline and budget. The fund supported the acquisition and renovation of 14 properties in the west of the district; 12 homes now serve families from Ukraine while 1 is still undergoing renovations, and another accommodates a family suffering homelessness.

**The Tenant Engagement Survey** launched this quarter and will be running for just over 8 weeks. It seeks to create a strong tenant voice that has influence on the housing services we provide.

The survey is collecting data directly from tenants on what, how (and if) they want to get involved with the Council, what barriers there are, and what potential solutions there are to those barriers; what issues are most important and what formats work best for them.

- The survey runs until 31 July 2024, and we are adopting a variety of methods:
- Door knocking in multiple locations.
- Via telephone contact with Customer Services
- In person at Community Link Groups
- Online – on our social media, press release and via email to our involved tenant list.
- Leaflets with QR codes
- Tenancy Officers are completing them on routine housing management visits and during Community Link Group Meetings
- Tenant Engagement Officers visiting the Extra Care Schemes.



So far to date, 230 responses from tenants have been received.

**The Yorke Drive Regeneration Scheme** has undergone an element of redesign following feedback from planning. We have designed a scheme with fewer properties, but a greater level of open space and a greater quantum of existing trees and hedgerow retained. We have submitted our revised drawings to Planning for pre-app assessment.





## Increase Supply, Choice and Standard of Housing

**Tackling Homelessness:** An extensive homelessness review conducted in 2023 led to the release of a new Homelessness Prevention and Rough Sleeper Strategy for the period of 2024-2027. To launch the strategy, a workshop with pivotal stakeholders was held to discuss strategic aims and enlist support for effective implementation, and a year-long plan was formed. The plan was implemented on April 1, 2024.

Details of the strategy and its 6 key priorities are available on our website: <https://www.newark-sherwooddc.gov.uk/latest-news/2024/february/new-homelessness-strategy/>

The strategy has 6 priorities:

1. Early intervention through effective partnership working, with a particular focus on those becoming homeless from a private rented sector tenancy, friends, and family no longer able to accommodate or because of Domestic Abuse.
2. The provision of an accessible, agile, and responsive homelessness service.
3. Access to affordable and quality accommodation across all sectors.
4. Tackle rough sleeping by developing and improving pathways.
5. Linking Health, Well-being, and Housing together to improve the life chances and aspirations of those affected.
6. Delivering holistic support solutions to sustain long term tenancies and prevent homelessness and rough sleeping.

As part of Priority Action 6, we allocated grants to partner entities that contribute to providing holistic support solutions that encourage long-term tenancies and combat homelessness and rough sleeping.

In Quarter 1, under the 'Citizens Advice Central Nottinghamshire Core Grant agreement', services have been utilised by 1,373 clients and addressed 6,069 issues. Enquiries related to Welfare Benefits, Debt, and Housing. Service usage was highest in Devon, Ollerton, and Bridge wards. Additional data regarding grant funding for various projects will be reported in the next quarter.

**Alexander Lodge** welcomed its first residents this quarter, with 17 individuals being accommodated throughout the quarter. Feedback received during exit reviews highlighted feelings of safety and appreciation for the communal environment.

The property's grounds are flourishing, and minor issues are being rectified; electrical contractors will also tend to PV panels shortly. An event is scheduled for July 2024 to foster community bonds and promote the site's offerings.



**Supporting Affordable Housing:** Pre-consultations with service users, developers, and affordable housing providers, have led to the development of an Affordable Housing Supplementary Planning Document. This will soon be ready for review by the Planning Policy Board and Cabinet. Once approved, public consultation on the document is expected to start in Quarter 2.



## Increase Supply, Choice and Standard of Housing

**Arkwood Developments Ltd:** In June 2024, Arkwood completed the construction of 87 new homes for sale at The Avenues - Bowbridge Road, Newark, featuring a variety of housing options including apartments, bungalows, and 2 – 4-bedroom houses. The development was well-received, sales were robust and positive feedback received

Arkwood has agreed the purchase of 29 market rental properties at Stodman St, Newark, from Newark and Sherwood District Council (NSDC). NSDC have commenced work on site, and we anticipate completion late 2025.

A full planning application for 141 new energy efficient homes at Lowfield Lane, Balderton has been submitted. We expect determination of this by Quarter 3 2024. This development will provide a blend of affordable and market sale homes that emphasise renewable energy features such as solar panels, renewable energy heating systems and include a range of eco-friendly elements. Environmental considerations are central to the development, incorporating ecological enhancements such as biodiverse drainage solutions, habitat-friendly bricks, and extensive hedge-row preservation and augmentation. The housing mix will comprise of 2 -5-bedroom homes, including a selection of maisonettes and bungalows.

Further developments include 2 projects outside of the district: in Cambridgeshire, work on 32 energy-efficient homes commenced in July 2024 with completion expected by early 2026; in Wirksworth, Derbyshire, a projected 30 energy-efficient homes are in the pipeline with construction set to start in Autumn 2024 and sales concluding by early 2026.

The profits from these schemes will enable Arkwood to provide a significant financial contribution to Newark and Sherwood District Council, its shareholder, thus funding local services and improvements in the district. Arkwood is also exploring additional land acquisitions, which could further contribute to the Council's objective of delivering local services.



# Measuring Success

| Quarterly Indicators   | Quarter 1<br>22/23 | Quarter 1<br>23/24 | Quarter 1<br>24/25 | Target<br>24/25 |
|--|--------------------|--------------------|--------------------|-----------------|
| <b>Year to Date Indicators</b>   |                    |                    |                    |                 |
| Responsive Repairs - telephony - average length of time to answer call (seconds) | 32.0               | 88.0               | 64.0               | 60.0            |
| Number of all tenants who have been evicted for rent arrears                     | 0                  | 0                  | 2                  | Trend           |
| Number of calls received by Responsive Repairs call handlers                     | 5,060              | 6,025              | 5,578              | Demand          |
| Number of commercial planning applications                                       | 5                  | 2                  | 4                  | Trend           |
| Number of residential planning applications                                      | 54                 | 31                 | 25                 | Trend           |
| Number planning applications - major   | 19                 | 10                 | 6                  | Trend           |
| Number planning applications - non-major   | 290                | 201                | 182                | Trend           |
| Number of private housing disrepair complaints received                          | New For Q1 24/25   | New For Q1 24/25   | 25                 | Trend           |
| Number of notices issued relating to private rented properties                   | New For Q1 23/24   | 0                  | 0                  | Trend           |
| % of repairs reported online   | New For Q1 24/25   | New For Q1 24/25   | No Data Rec'd      | Trend           |
| <b>Exploring our performance</b>   |                    |                    |                    |                 |

**Planning Applications** - The number of applications being received nationally has significantly fallen, particularly within the major category, and is reflected within our numbers. This is likely because of the introduction of mandatory biodiversity net gain (BNG) where applications for major development could not have a BNG survey prior to its introduction on 14 February 2024. Mandatory BNG came into effect for non-major developments on the 2 April 2024. Other impacts include demand for ecologists as well as a lack of land for off-site net gain being available. Furthermore, the number of applications for non-major applications has reduced year on year following a significant increase during the COVID-19 pandemic, which is also reflected in national figures.

**Responsive Repairs** - Although the average length of time to answer calls for Responsive Repairs is above targets, significant improvement on last Quarter has been seen, with a reduction of 60% or 97 seconds.

# Measuring Success

| All Other Indicator Types   | Quarter 1 22/23  | Quarter 1 23/24  | Quarter 1 24/25 | Target 24/25 |
|---|------------------|------------------|-----------------|--------------|
| Average time spent in temporary accommodation (weeks)   | 13.7             | 27.9             | 10.0            | 13.0         |
| Average time to re-let Council properties (days)  | 25.8             | 30.4             | 40.5            | 28.0         |
| Amount of current arrears as a % of annual rent debit   | 1.75%            | 1.41%            | 1.64%           | 2.10%        |
| % of rent collected from current tenants as a % of rent owed                                      | 98.1%            | 98.1%            | 97.3%           | 98.5%        |
| Amount of current arrears   | £434,399         | £366,782         | £474,590        | £500,000     |
| Average "End to End" time for all reactive repairs (calendar days)                                | 13.7             | 17.4             | 17.3            | 16.0         |
| % of repairs completed at first visit   | 87.6%            | 92.3%            | 99.0%           | 93.0%        |
| % of homes with a valid gas certificate   | 92.2%            | 99.3%            | 98.5%           | 100.0%       |
| % of homes with Electrical Installation Condition Report (EICR) certificates up to five years old | 99.1%            | 99.2%            | 99.5%           | 100.0%       |
| Number of homes delivered through our housing development company Arkwood                         | 29               | 60               | 87              | Trend        |
| Number of plots commenced through our housing development company Arkwood                         | 87               | 87               | 87              | Trend        |
| Arkwood - forecast pre tax profit for the year  | New For Q1 24/25 | New For Q1 24/25 | No Data Rec'd   | Trend        |
| Number of long term empty properties in the district  | New For Q1 24/25 | New For Q1 24/25 | 879             | Trend        |

## Exploring our performance

**Reletting Council Properties** – the average number of days taken to re-let council properties remains above the target of 28 days, this quarter by 12.5 days, an increase of 10days from Quarter 4 2023/24. A review of the processes is being undertaken. It has been identified that the 28-day tenant notice period could be better used, along with setting clear schedules and targets for the completion of works once the properties become vacant. We anticipate seeing a reduction in the average number of time taken to relet our properties from quarter 3 onwards. The key-to-key process is currently subject to an external audit process, and we look forward to receiving recommendations for improvements once that audit is complete in Quarter 2.

**Rent collection** performance remains in the top quartile when benchmarking against other similar organisations. However, we are starting to see pressure on performance with arrears starting to increase. The ongoing squeeze on household budgets as a result of the increased cost of living, an increased rate of tenants migrating to Universal Credit and resource challenges in the team have contributed to the pressure on performance.

To address these concerns we are increasing capacity in the team to manage the increased caseload and we looking at options to provide additional support to customers as they make the transition to new tenancies.



# Measuring Success

## Exploring our performance

**Reactive Repairs** - We have not achieved target for reactive repairs by an average of 1.3 days and increased by almost 1 day (4.2%) from last quarter due to a large and increased volume of repairs, when compared to previous quarters. We are exploring options to outsource some of our planned works to free capacity in our operatives and anticipate seeing an improvement against target during quarters 2 and 3. However, it is worth noting that the number of repairs completed at first visit continues to exceed target.

**Gas Compliance** - The number of homes with a valid gas certificate is below target by 1.5% which equates to 77 properties. We continue our efforts with our contractor in improving performance in this area particularly by addressing difficult cases where tenants are not allowing access to the property. We are conducting weekly meetings with our contractor to assess performance at a detailed operational level, identifying areas for improvement and assisting with access into properties by contacting tenants regularly by telephone and door knocking on no access cases. We are working closely with our legal team to process persistent no access cases via the courts to obtain an injunction to gain access, and as of August, 19 of those 77 have enforcement notices and we have reduced the number of homes without a valid gas certificate to 67.

**Electrical Compliance** - We have seen an improvement of 0.2% in the number of homes with Electrical Installation Condition Report (EICR) certificates up to 5 years old from last quarter. We currently have 27 cases that have not given us access to carry out the survey and testing, and we are seeking enforcement notices to gain access.



## Raise peoples' skills levels and create employment opportunities for them to fulfil their potential

We have several key initiatives aimed at boosting economic development, employment opportunities, and raising skill levels in our district. These include a review and adoption of a new Sustainable Economic Development and Visitor Economy Strategy for 2023-2028, the redevelopment of the Clipstone Holdings site with sustainable industrial units, the delivery of the 'Shared and Rural Prosperity Fund Programmes' up to March 2025, the reinvigoration of Invest Newark and Sherwood, and the annual review of the 'Infrastructure Funding Statement' to support identified priorities.

**Sustainable Economic Development and Visitor Economy Strategy 2023-2028:** The necessary research and data collection for creating the new Economic Growth Strategy is complete and is currently being evaluated. The next step, which is to draft the Economic Growth Strategy, will take place over Quarter's 2 and 3.

**Clipstone Holdings site redevelopment:** Plans for the Clipstone Mansfield Road projects are progressing with a current target of March 2026 for completion. Phase 1 includes the development of commercial units, followed by the planned development of sporting facilities (Phase 2) and enhancements to Vicar Water (Phase 3).

During Quarter 1, full site surveys have been undertaken and designs for Phase 2 have been completed. Subject to stakeholder approval, a planning application will be submitted during Quarter 2.



## Funded by UK Government



**14 Market Place:** In Quarter 4 of 2023/24, approval was granted for the refurbishment of the ground floor and basement to a shell and core finish for commercial use, with options for further use of the first and second-floor spaces to be explored.

During Quarter 1, procurement documents were written, with the works scheduled to go to tender in Quarter 2 of 2024/25. The contract is expected to be awarded in Quarter 3 of 2024/25, with works commencing by the end of 2024.

**Shared and Rural Prosperity Fund Programmes:** The delivery of the UK Shared Prosperity Fund (UKSPF) and the Rural England Prosperity Fund (REPF) is in its final year, based on the 3 year funding period from 2022 to 2025. All allocated funds are committed to projects within the investment themes of community and place, workforce and skills, and local business support.

Currently, 37 projects are being delivered through UKSPF and REPF, and expected to complete in March 2025. A number of these projects commenced in Q1 2024-2025, following the themed call's for projects in Quarter 4 2023-2024. These projects will be implemented through a mix of direct delivery by the District Council, commissioning, and grant funding to local organisations.

All projects sit across the three investment themes of Communities and Place, People and Skills and Supporting Local Businesses. For the businesses element, this includes business growth and advisory services, enterprise grant schemes, rural economic growth and investment in commercial infrastructure. For skills, this includes support for those that are economically inactive and furthest away from the labour market to access skills development and employment opportunities, as well as supporting employers to up-skill their workforce by addressing local training and skills gaps. Projects within the final theme of communities and place include public realm, active travel and green space and sporting facility improvements, investment in rural communities, town centres events and tourism campaigns and social action and volunteering initiatives.

# Measuring Success

## SPOTLIGHT BENCHMARKING

As of December 2023, the unemployment rate in Newark and Sherwood was 3.7% which is a 1% increase since December 2022. Whilst the unemployment rate for England is 3.7% which is an increase of 0.1% when compared to the same period.

| Quarterly Indicators   | Quarter 1<br>22/23  | Quarter 1<br>23/24  | Quarter 1<br>24/25 | Target<br>24/25 |
|--|---------------------|---------------------|--------------------|-----------------|
| <b>Year to Date Indicators</b>   |                     |                     |                    |                 |
| Total number of people supported to access education or training through UKSPF | New For<br>Q1 24/25 | New For<br>Q1 24/25 | 48                 | Trend           |
| Number of businesses receiving non-financial support (e.g. 1-2-1/workshops)    | New For<br>Q1 24/25 | New For<br>Q1 24/25 | 43                 | Trend           |
| <b>All Other Indicator Types</b>   |                     |                     |                    |                 |
| Number of work experience placements offered at differing levels of education  | New For<br>Q1 24/25 | New For<br>Q1 24/25 | 9                  | Trend           |
| Number of apprenticeships commenced at all educational levels                  | New For<br>Q1 24/25 | New For<br>Q1 24/25 | 1                  | Trend           |
| Newark Beacon - % of occupied units  | 97.2%               | 63.7%               | 86.3%              | 88.0%           |
| Commercial Property - % occupied units   | 97.0%               | 100.0%              | 98.0%              | 95.0%           |
| Sherwood Forest Arts and Crafts - % of occupied units                          | 100.0%              | 100.0%              | 100.0%             | 95.0%           |
| Newark town centre footfall count (average visitors per day)                   | New For<br>Q3 23/24 | New For<br>Q3 23/24 | 6,836              | 7,000           |

### Exploring our performance

**Newark Beacon** - although we have seen occupancy continue to rise over the last 4 quarters, we anticipate occupancy to fall next quarter due to William Saunders terminating their lease as their business continues to grow. This quarter, other businesses within the Beacon have provided notice of change of requirements necessitating increased office space within the Beacon. MES have advised that they will be requiring additional office space to match their pre-COVID-19 space having recovered from the impacts of the pandemic.

Our commercial property lets continue to be high, exceeding target by about 5%.

Newark Town Centre Footfall is below target by 2%, which could be attributed to the continuing cost-of living crisis, and more people travelling out of or to other parts of the district during the Easter holiday. Going forward there will be more events and installations over the summer. These include Newark Book Festival and Bookbench Sculpture Train in July and the return of the whale installation alongside Newark-on-Sea in August.



## Reduce Crime and Anti-social Behaviour

### What we have been doing this quarter;

We understand that crime and anti-social behaviour can significantly impact the quality of life of our residents and communities and are committed to working with our partners and stakeholders to implement a range of measures and strategies to prevent and tackle crime and anti-social behaviour and improve the feelings of safety and well-being across our district.

A draft Community Safety Partnership Strategy and associated Delivery Plan has been produced and is being reviewed by the Community Safety Partnership.

### Situational Crime Prevention.

**Using CCTV and Improving lighting:** In addition to the 93 permanent fixed CCTV cameras across the district, temporary cameras are deployed to address Anti-Social Behaviour (ASB) hotspots. These cameras are initially installed for 3 months and regularly reviewed thereafter. The purpose of these temporary cameras is to provide additional resources to deter crime and ASB, as well as to gather evidence to assist officers in their investigations.

Currently, re-deployable CCTV cameras are in Edwinstowe and Newark town centre. During Quarter 1, temporary CCTV cameras were also installed at Churchill Drive, Hawtonville, and Kneesall village.

As part of a broader CCTV review and with the support of Safer Streets 4 funding, an additional permanent CCTV camera was installed in Church Gardens, Newark, and upgrades were made to cameras at Cleveland Square and Riverside Arena car park.

The project to install lighting and CCTV at St. Mary's Gardens, Newark has advanced to the final design stages.

Additionally, Balderton Parish Council has submitted a planning application for the installation of lighting and CCTV at the Balderton Lakes car park as part of the Safer Streets 5 initiative.

During this period, CCTV intervention led to 47 positive outcomes (arrests or Police/Council interventions), with 8 in April, 18 in May, and 21 in June 2024.

Additionally, the CCTV Control Room proactively identified 99 incidents and responded to 291 requests from Police or Council officers.

Re-deployable CCTV was sited at Sherwood Forest Corner in 2023. To date, no further incidents have been reported.

**Nights of Action:** During this period, 2 Nights of Action were conducted in conjunction with Nottinghamshire Police to address emerging ASB hotspots.

- **April 2024 Night of Action:** Focused on Boughton, Ollerton, Rainworth, Blidworth, Clipstone, and Bilsthorpe. A licensing officer and 2 young volunteers visited 12 off-licenses to check if they would be asked for ID when attempting to purchase alcohol. In 8 shops, they were not challenged. Additionally, an area of drug paraphernalia was cleared, and properties recently subjected to Closure Orders due to drug-related crime and ASB were patrolled.
- **May 2024 Night of Action in Balderton:** Focused on Coronation Street Park, Lakeside Shopping Centre, and Balderton Lakes. Local shops (Lidl, Sainsbury's, and Tesco) and a pub where an ASB incident was reported were visited. This followed 3 nights of joint targeted patrols with the police in these areas to address a spike in youth-related nuisance.



## Reduce Crime and Anti-social Behaviour

The ASB Hot Spot Initiative, overseen by the Office of the Police and Crime Commissioner (OPPC), involves high-visibility foot patrols by uniformed officers to deter ASB and violence. These patrols are conducted 2 evenings per week, complementing police efforts. Since late May 2024, 14 patrols have been completed.

**Rural Crime and ASB Prevention:** In addition to the 2 week safety event run in conjunction with partners, the Police run Restorative Justice sessions as part of their Operation Swift Rural Crime programme. This programme educates young people involved in rural crimes such as wildlife harm, littering, fire setting, and anti-social behaviour. These sessions are delivered in collaboration with Hill Holt Wood. During Quarter 1, 3 young people were referred to Operation Swift for restorative justice.

Deliberate secondary fires are included in our criteria for rural crime and ASB prevention. We work closely with Nottinghamshire Fire and Rescue Service (NFRS) to address issues in hotspot locations. In this quarter, 3 young people who deliberately set fires were referred to NFRS's Fire Setters course, which aims to raise awareness of the consequences of such actions.

**Environmental Crime Reduction:** In Quarter 1, we issued 35 Fixed Penalty Notices (FPN) for fly tipping and 12 for littering, mainly consisting of small fly tips where the full penalty would not be appropriate (based on DEFRA guidance). Additionally, 9 notices were issued to a business for failure to produce waste transfer and waste carrier documentation. A total of 369 fines for littering have been issued.

We also conducted the first Regulation of Investigatory Powers Act (RIPA) authorised covert camera operation to target a known fly-tipper at a frequent hotspot. In April and May, we collaborated with the police on 2 Operation Rogue events targeting illegal waste carriers. Since these events began, we have noticed a decrease in the number of unlicensed carriers, with only 1 vehicle receiving an FPN on this occasion, indicating that the operations have been effective in changing behaviour.

This quarter, we achieved 2 successful prosecutions, resulting in fines of £622 for failing to assist with enquiries into fly-tipped waste found, and £1,391, for failing to assist with enquiries into fly-tipped waste found. , 2 separate arrest warrants were issued for failure to appear in court. We are also collaborating with the Anti-Social Behaviour team to conduct restorative justice with an individual who is not fit to attend court.

**Speedwatch:** We have undertaken a SpeedWatch session on 17 May 24 on Eagle Road, Spalford. During a 30-minute period from 12:45 until 13:15, 7 vehicles were observed exceeding the 30mph speed limit. Registration details for the vehicles have been supplied to Nottinghamshire Police who will issue warning letters.







## Reduce Crime and Anti-social Behaviour

### Community Crime Prevention

**Promoting the Reporting of Anti-Social Behaviour:** We actively promote the reporting of anti-social behaviour to increase intelligence and enable better targeting of interventions, including Pub Watch and Shop Watch. We release “Report It” media messages via our social media forums, encouraging residents to report incidents and providing information on reporting mechanisms to both Police and Council. During this period, 4 social media releases have been posted.

We were also on the panel at the MP’s ASB Summit meeting, where our key message was the encouragement of the reporting of nuisance behaviour.

The ‘Report It’ poster, replicated in the above social media campaign, was updated in May 2024. This will be displayed in hotspot areas and utilised across social media platforms. Copies have been provided to Parish Councils.

Pub Watch and Shop Watch are part of the Schemelink for data sharing, communication, and alerting, aiming to reduce crime and anti-social behaviour in our area. We can access data to remain informed and respond to emerging issues. Schemelink is operational in Newark and Ollerton town centres.

This quarter, we attended Pub Watch meetings, which enable us to gain intelligence on local issues that licensees experience, encourage reporting, and assist with any relevant ASB or community issues.

**Deliver ‘Safer Streets’ projects:** A bid for Locality Funding has been submitted to the Office of the Police and Crime Commissioner (OPCC) for the financial year of 2024-2025 to fund a number of diversionary activities across the district.



ASB Education Delivery at Scone Park



## Reduce Crime and Anti-social Behaviour

**Community Engagement and Collaborative Efforts to Address Anti-Social Behaviour:** The ASB Panel has been running for over 12 months, with 29 individual cases being heard during this period. Participating organisations include Nottinghamshire Police, Children's Society, Family Services, Youth Justice, and secondary schools from across the district.

In conjunction with Nottinghamshire Police, we undertake a staged approach to interventions with young people. During this quarter, the following have been issued to parents/young people:

- Initial Advisory Letter: 13
- 1st Stage Warning: 2
- 2nd Stage Warning: 0
- Acceptable Behaviour Contract: 9

We work closely with Youth Justice, Neighbourhood Policing teams, schools, and other agencies to monitor young people who have been issued with a warning. Any young person receiving a 2nd Stage Warning or Acceptable Behaviour Contract is automatically referred to the ASB Panel for formal discussion and interventions aimed at putting the appropriate level of support in place through education and at home to deter an escalation in behaviour or further repeated incidents.

Anti-Social Behaviour legislation offers a broad spectrum of interventions and enforcement action regardless of tenure. We work closely with Registered Landlords and private landlords to tackle tenants perpetrating anti-social behaviour, and those subject to such behaviour.

During Quarter 1, 2024, several measures were taken to address anti-social behaviour and environmental crimes:

- A 3-month Closure Order on a private rented property in Newark came to an end, and 3 further Closure Orders were secured in Boughton and Rainworth.
- An ASB Injunction and 2 Interim Injunctions were secured against adults causing nuisance to others.
- 2 Community Protection Warnings were issued to adults causing nuisance to others.
- Community Protection Warnings were issued for fly-tipping and not keeping a dog under control.

In January 2024, we commenced a 12-month trial of area-based working (patch working). These Walkabouts aim to provide a visible presence in communities, engage with tenants and residents, and identify environmental issues such as graffiti, littering, vandalism, and untidy gardens to improve local areas. This approach has strengthened familiarity, ownership, and engagement with residents and facilitated consistent contact. In this quarter, the team attended 6 Walkabouts across the district.

Furthermore, this quarter we identified 13 key hotspots of ASB for targeted patrols, including Balderton (Lakeside Shops, Coronation Street Park, Lakeside), Yorke Drive, Hawtonville, Vicar Water Country Park, Sconce Park, and Kirk Drive estate, Boughton. Time on dedicated patrols in this period was approximately 110 hours.

Regarding Responsible Dog Ownership, we held "pop-up" events at Sconce Park, Vicar Water Country Park, and Sherwood Heath. These events allowed officers to engage with the local community on various dog ownership topics, from dog fouling to microchipping requirements and stray dog services. Representatives from the Dogs Trust supported these events.



## Reduce Crime and Anti-social Behaviour

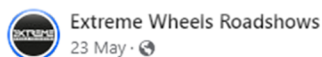
### Developmental Crime Prevention

#### **Early Intervention and Youth Diversionary Activities:**

We have organised for Extreme Wheels Roadshow to host weekly evening drop-in and “have a go” sessions, which commenced on April 3, 2024. These sessions provide young people over the age of 9 with the opportunity to participate in a large range of extreme, urban activities such as Skate Park, Laser Tag, Body Zorbing, Drift Trikes, KMX Karts, and BMX Sidehacks. We attend each session to positively engage with local young people in attendance.

As a result of early intervention, Balderton North has seen an 85% reduction in incidents when comparing ASB reported in June 2023 to June 2024.

We also work closely with Nottinghamshire County Council’s Young People’s Service, which oversees youth club provision across the County. The team delivers sessions on anti-social behaviour and its consequences. This quarter, sessions were held at Bilsthorpe Young People’s Centre and with the Gara Youth Club team in Clipstone.



NEWARK! The crew are super stoked to be back every Wednesday! Make sure you come and see what the guys are bringing 🙌 don't forget to spread the love and share this post as sessions are free! Further details check out picture 🙌🙌🙌 Plus a big shout out to Newark and Sherwood District Council for getting us along 🙌



**Early Intervention and Education Initiatives:** In June 2024, we organised a 2 week safety event aimed at Year 6 students, delivered through Safer Streets 5. This event was conducted in collaboration with partners from Nottinghamshire Fire and Rescue Service, Nottinghamshire Police, Newark First Aiders, RNLI, VIA, Sherwood Forest Trust, and Hope Drugs and Alcohol Support. Sessions covered topics such as the consequences of wildlife crime and ASB, water safety, fire safety, drugs and alcohol awareness, first aid, road safety, and environmental awareness as part of Great Big Green Week. Approximately 826 children from 23 schools across the district participated in these sessions.

*Forest View Academy:  
I just wanted to thank you and the staff for the great day we had on Tuesday at Vicar Water Country Park. The sessions were informative, and the staff were friendly; the whole day was well planned and ran smoothly.*

*Please invite us back next year and we look forward to receiving your email.*

*Python Hill Academy:*

*I have attended many safety zone events before but this one has been far superior. That fact that it was a whole day made it more of an event and I thought the activities were less rushed and very focused. There was a good range of activities too. I particularly enjoyed the recycling one as it was new and the teacher who led it was fantastic with the children*



## Measuring Success

| Quarterly Indicators   | Quarter 1 22/23  | Quarter 1 23/24  | Quarter 1 24/25 | Target 24/25 |
|--|------------------|------------------|-----------------|--------------|
| <b>Year to Date Indicators</b>   |                  |                  |                 |              |
| Fixed penalty notices for fly tipping (number issued)  | New For Q1 24/25 | New For Q1 24/25 | 35              | Trend        |
| Number of fixed penalty notices issued for all environmental offences (excluding fly tipping)  | 68               | 81               | 391             | Trend        |
| Community protection notices/warnings (number issued)  | 0                | 5                | 4               | Trend        |
| Number of positive outcomes resulting from CCTV intervention                                   | New For Q1 23/24 | 41               | 47              | Trend        |
| Number of evictions (anti-social behaviour)  | 1                | 1                | 0               | Trend        |
| <b>All Other Indicator Types</b>   |                  |                  |                 |              |
| % reduction in anti-social behaviour - Newark & Sherwood District compared against County area | 15.0%            | -2.0%            | 18.8%           | 17.4%        |
| % reduction in all crime - Newark & Sherwood District compared against County area             | -26.8%           | 2.0%             | 2.2%            | 11.2%        |

### Exploring our performance...

Our crime and anti-social are compared as a percentage above or below the county average. The county had a reduction of 11.2% for all crime whereas we had a 2.2% reduction. In terms of volume, we had 49 less crimes reported when compared to the same period 2023-24.

**Fixed Penalty Notices** issued for all environmental offences, including fly tipping, have increased by 426% when compared to the same quarter last year. This is because we are now including Fixed Penalty Notices for littering in our figures which have previously not been reported.



## Protect and Enhance the District's Natural Environment and Green Spaces

### What we have been doing this quarter;

The natural environment and green spaces of our district are vital assets for our residents, visitors, and wildlife. They provide a range of benefits such as improving health and well-being, mitigating climate change, and enhancing biodiversity. As a local authority, we are committed to protecting and enhancing these assets through various initiatives and actions, as outlined below.

**Biodiversity Strategy:** We finalised and agreed our 'Biodiversity First Consideration' in June 2024, and we will commence the development of a Biodiversity Strategy in Quarter 2.

**Developing an Options Appraisal for Food Waste:** Residential food waste collections are targeted to start in October 2027. Regarding commercial food waste, a survey has been sent out to all businesses to establish demand. This is to prepare for the deadline of establishing food waste collections for any business with more than 9 full-time equivalent staff members from April 2025. A working party has been established with waste managers from across the county, working on various elements of the food waste project such as communications, procurement, route planning, and health and safety.

**Glass Recycling:** In April we saw the first collections of kerbside glass collections take place in Farndon and the surrounding villages with all other properties receiving their collection over the following 8 weeks. Most properties had received their 2<sup>nd</sup> collection by the end of Quarter 1. The weight data from the vehicles suggests that we have collected 25% more glass during the 2<sup>nd</sup> collection cycle than the 1st collection.

We have had 14 collections from our newly built waste transfer station with 389 tonnes of glass taken away by our contractor for recycling. The feedback from the hauliers regarding the transfer station was very positive and the quality of the glass has been excellent with only trace elements of contamination.

In May we had our first inspection of the transfer station by the Environment Agency which we received an excellent report for.

After notifying the contractor who serviced the bottle banks that we were introducing a kerbside collection, we saw a gradual phasing out and removal of the old bottle banks from across the district as the collection scheduling no longer made commercial sense for them. Between April and June, we have delivered our own 1,100 Litre containers in place at our 8 most well used sites, and these are being monitored and emptied as/when required.

At the end of Quarter 1 we also launched commercial glass collections and have 7 customers signed up so far with a long list of potential new customers still to contact.

With this level of uptake we expect to see a positive impact on our recycling figures going forward.



## Protect and Enhance the District's Natural Environment and Green Spaces

**Community Engagement and Recycling Initiatives:** During Quarter 1, 2024, we undertook several initiatives to promote recycling and community engagement, these events also tied in with initiatives being run by Public Protection to tackle ASB, Crime and aim to engender feelings of safety. Events included:

- **Nottinghamshire County Show (May):** We engaged visitors with activities, including a children's game and display boards that promoted kerbside glass recycling and the reuse and recycling of glass bottles and jars. Participation and interest were high.
- **Safety Awareness Event (10 - 21 June) and Water Safety Week (18 - 21 June):** : In collaboration with Nottinghamshire Police and Nottinghamshire Fire and Rescue Service, we delivered educational sessions on recycling and water safety to 826 Year 6 pupils across 23 schools in the district. These sessions were well received by pupils and teaching staff, who left with improved recycling knowledge and a greater understanding of the Motion for the Ocean. A Knowledge Booklet was created and given to the pupils to continue learning in school. It is also available as a free online resource by StayWise.
- **Great Big Green Week (10 - 15 June):** Events took place at Sconce and Devon Park and Sherwood Forest Trust's Woodland Festival, where we provided information on littering and recycling plastics and glass through interactive games.



**Additional School Sessions,** furthermore, we undertook School Sessions where we delivered recycling education to 60 early years pupils at Blidworth Oaks Primary School, and to 90 Year 6 pupils at Holy Trinity Catholic School. Letters have been distributed to promote our educational offerings to schools, and earlier this year, we launched a birdbox giveaway for local primary schools, aimed at engaging younger generations in protecting and enhancing biodiversity. The initiative has been a success, with over 20 birdboxes distributed to enthusiastic students and teachers across the district this quarter.

These initiatives have helped to promote positive behavioural changes and improve recycling levels within the community, and letters have been distributed to promote our educational offerings to schools.

Environmental events such as those detailed have enabled us to reach 1,550 children this quarter, 1,295 more than our target.







How are we performing against our objective to...

## Protect and Enhance the District's Natural Environment and Green Spaces

**Environmental Protection Activities:** We have chaired the second EnviroCrime working group for Nottinghamshire, with representatives from districts around the county, Lincolnshire councils, the police, and the Environment Agency in attendance. The group promotes best practices and joint efforts to tackle environmental crime. Our environmental protection activities aim to reduce levels of littering and fly-tipping across the district while also focusing on improving the quality of natural habitats. By chairing the EnviroCrime group we can play a key role in the preservation of our district.

**Environmental Initiatives and Park Improvements:** We are conducting a district-wide audit of litter and dog bins. All bins have been inspected and photographed, and we are in the process of mapping their locations in preparation for the final review. With the aim of ensuring we have the right provision in the right place.

We continue to support Newark Town Council in the delivery of improvement plans at Sherwood Avenue Park, which is now in the delivery stage with completion anticipated in Quarter 4.

We are pleased to confirm that all 5 of our Green Flag Parks have retained the Green Flag Award. This international mark of excellence demonstrates how well-maintained and managed our park services are, benefiting both people and nature.



## Measuring Success

| Quarterly Indicators  | Quarter 1<br>22/23  | Quarter 1<br>23/24  | Quarter 1<br>24/25 | Target<br>24/25 |
|---|---------------------|---------------------|--------------------|-----------------|
| <b>Year to Date Indicators</b>  |                     |                     |                    |                 |
| Number of fly tipping incidents   | 351                 | 393                 | 607                | 450             |
| Number of events held in NSDC parks   | 71                  | 80                  | 109                | 38              |
| Number of children reached via environmental education visits including river health and 'Motion for the Ocean' | New For<br>Q1 24/25 | New For<br>Q1 24/25 | 1,550              | 225             |
| Number of targeted focus weeks  | New For<br>Q1 23/24 | 2                   | 2                  | 2               |
| <b>All Other Indicator Types</b>  |                     |                     |                    |                 |
| % fly tipping incidents removed within 72 hours   | 97.2%               | 92.9%               | 97.9%              | 80.0%           |
| Number of level 1 graffiti incidents not removed within 36 hours  | New For<br>Q1 23/24 | 1                   | 0                  | 0               |
| Number of level 2 graffiti incidents not removed within 10 days   | New For<br>Q1 23/24 | 0                   | 0                  | Trend           |
| % of failing sites - street and environmental cleanliness - litter  | 1.3%                | 0.0%                | 1.0%               | 2.7%            |
| % of failing sites - street and environmental cleanliness - detritus  | 2.0%                | 1.7%                | 1.0%               | 1.7%            |

### Exploring our performance

**Fly tipping, graffiti, and cleanliness** – We continue to investigate every fly tip and take enforcement actions every time evidence is found. Unfortunately, despite our best efforts the amount of fly tipping is increasing. This may be due to external factors in neighbouring authorities especially with waste stemming from nearby urban conurbations. Despite the number of occurrences increasing, our response in removing fly-tipping events within 72 hours remains 17.9% above target and we continue to exceed targets for street and environmental cleanliness.

This quarter we have had 5 instances of level 1 graffiti and 9 incidents of level 2 graffiti, all were removed within targeted timeframes.

**Our Parks and Environmental Education Visits** – we have had a great start to the new financial year, with groups using the park to hold events, including local uniform groups, volunteers, restorative justice, and the popular park run, an increase of 36.25% on the same quarter last year. Furthermore, we have had several education events in parks this quarter, which have attracted over 1,100 visitors.



How are we performing against our objective to...



## Protect and Enhance the District's Natural Environment and Green Spaces

### What we have been doing this quarter;

**Recycling and waste** – Despite changes being introduced with the introduction of glass recycling, our loads rejected at Veolia's disposal facility remain at 0. The amount of residual household waste collected per household is an external figure and will be available next quarter for quarter 1.





## Reduce the Impact of Climate Change

Climate change is an important and complex challenges, possessing significant risks to the environment, the economy, and the well-being of people and communities. Local authorities have a crucial role to play in mitigating and adapting to the effects of climate change, as we are responsible for delivering essential services and managing local resources. We are committed to reducing our carbon footprint and contributing to a greener and more sustainable future.

**Brunel Drive Masterplan and Vehicle Charging Expansion:** Work continues on plans to improve our Brunel Drive site. We have now received the design options and costings from the appointed Consultants. These are currently being reviewed and the preferred options will be presented to Cabinet in Quarter 3.

**Annual Carbon Footprint Assessment:** As part of our commitment to achieving net zero, Newark and Sherwood District Council uses the GHG Accounting Tool developed by Local Partnerships. This tool helps us accurately establish our baseline greenhouse gas (GHG) emissions over a single reporting year, ensuring we use consistent methodologies for precise reporting.



In the year 2023/24, we saw an increase in CO<sub>2</sub> emissions compared to 2022/23. This rise is due to a more comprehensive reporting of our CO<sub>2</sub> footprint and an expansion in services, particularly in our leisure centres and refuse fleet, which has grown to meet the demands of our residents. A full update on our Climate Strategy performance will be brought to the Policy, Performance, and Improvement Committee later this year.

### DECARBONISATION STRATEGY & PLANNING



**Council-Wide Decarbonisation Plan:** We are further developing and delivering a Council-wide decarbonisation plan for our corporate buildings as set out within the Decarbonisation Plan. This includes the decarbonisation of heating systems within our corporate and leisure buildings.

Having received the requested CAD drawings for all our main buildings and district car parks, the consultants at BE Designs were able to accurately model 'Carbon Risk Real Estate Monitor' information. This will provide us with an appropriate science-based carbon reduction pathway. The modelling will also provide us with our proportion of annual CO<sub>2</sub>e per building, including useful visuals such as the "Decarbonisation Road Map" and "Savings After Improvements." This vital information will help us

make informed decisions about our next steps.

**Installation of Solar Panels:** The council is actively installing solar panels across its buildings, with solar arrays now installed at Newark Beacon, Vicar Water, and Newark Sports. Installations at Dukeries Leisure Centre and Sconce and Devon Park are scheduled to begin in August and are expected to be completed by September 2024.





## Reduce the Impact of Climate Change

**Collaboration with the Carbon Trust:** To advance our Net Zero target, including social housing, we have engaged with the Carbon Trust. This collaboration, which started in June 2024, focuses on enhancing the decarbonisation of council assets. A working group consisting of Elected Members, officers and Carbon Trust representatives aim to complete their review within 6 months, with progress meetings held every 2 months. This should see a report detailing their findings brought to committee in early 2025.

**Implementation of the Local Area Energy Plan (LAEP):** The LAEP offers a data-driven approach led by local government to identify effective strategies for meeting national and local net zero targets. It provides a costed and spatial plan detailing necessary changes to the local energy system and built environment. Funded by the Office of the Mayor of the East Midlands Combined County Authority.



**Home Upgrade Grant Scheme Support:** We are working with key strategic partners to support the completion and evaluation of the Home Upgrade Grant (HUG) scheme. The HUG is a government-funded programme that offers lower-income residents living in off gas-grid homes the opportunity to benefit from fully funded home energy efficiency improvements, including insulation and low carbon heating. The aim of this scheme is to make homes more comfortable to live in, reduce energy bills, and support the national effort to reach net zero by 2050.

We have been allocated indicative funding of approximately £1.8 million and have elected to work as part of a Nottinghamshire County Council-led consortium to deliver this programme. Twelve residents have benefited to date, and we have identified and surveyed a further 8 homes that qualify.

**Renewing Oil Heating Systems with Air Source Heat Pumps and Solar Panels:** We are making significant progress in our project to renew over 100 oil heating systems in Council homes with air source heat pumps and solar panels. So far, we have completed 60 properties, transitioning them from oil to air source heating pumps, with Solar PV and battery installations. We have programmed another 40 properties and expect to complete the project ahead of schedule in October 2024. This initiative aims to improve affordability for tenants and reduce carbon emissions.

This approach will reduce carbon emissions, and make the heating more affordable, which in turn will encourage our residents to keep their homes warm and avoid issues with the properties associated with heating not being used.

## Measuring Success

| Quarterly Indicators   | Quarter 1 22/23  | Quarter 1 23/24  | Quarter 1 24/25        | Target 24/25 |
|--|------------------|------------------|------------------------|--------------|
| <b>Year to Date Indicators</b>   |                  |                  |                        |              |
| Number of Council homes with retrofitted energy efficiency measures  | New For Q1 24/25 | New For Q1 24/25 | 21                     | Trend        |
| Total gas and electricity energy consumption across Council owned corporate assets                                       | New For Q1 24/25 | New For Q1 24/25 | 379,790.7              | Trend        |
| Total businesses or community facilities supported with energy efficiency measures through successful UKSPF applications | New For Q1 24/25 | New For Q1 24/25 | 0                      | Trend        |
| <b>All Other Indicator Types</b>   |                  |                  |                        |              |
| % of household waste sent for reuse, recycling and composting  | 41.2%            | 42.3%            | Awaiting external data | 40.0%        |
| Number of missed bins (per 100,000 households)   | 80.2             | 63.0             | 61.9                   | 45.0         |
| Total number of garden waste subscriptions   | 18,447           | 19,789           | 20,964                 | 20,000       |
| Number of missed assisted collections  | New For Q1 23/24 | 246              | 248                    | Trend        |

**Energy Efficiency** - We continue to support the opportunity for business and community facilities to apply for support towards improvements in energy efficiency measures through the UKSPF, however we have not received any additional enrolments this quarter.

**Household and Garden Waste** – The launch of the 8 weekly collection cycle for our glass recycling service has increased the numbers of bins in service, furthermore we have additional brown bins this quarter. This increase has added to the number of total missed bins. The reporting calculation is being reviewed to correctly reflect the additional 275,000 bins which we will be emptying, and we anticipate seeing an improvement from Quarter 2. Our number of garden waste subscriptions continues to increase, and now exceeds our target by 4.82% and represents 20,964 bins paid for by 18,644 customers, equating to £775,668 generated.



## Celebrate and Invigorate Community Spirit, Pride of Place and Sense of Belonging

### What we have been doing this quarter;

We aim to foster community spirit, pride of place, and connectivity through adaptable cultural activities, strategic marketing campaigns, and support for local projects. Key efforts include promoting family-friendly tours, completing heritage site developments, collaborating on community actions, offering grants, and supporting veterans. We also plan to revitalise town centres and ensure diverse participation in our major projects.

**The National Portfolio Organisation (NPO)** is recognised by Arts Council England and receives regular funding to deliver arts and cultural activities. These organisations cover various disciplines like visual arts, theatre, dance, literature, music, and museums, supporting a diverse and sustainable arts sector in England.

We were chosen for our ability to meet the Arts Council's goals of promoting creativity, cultural education, diversity, and community engagement.

During Quarter 1, we delivered a varied programme of arts and cultural activities:

- **Musicworks** were commissioned to deliver participatory music activities at an adult day centre in Ollerton. This marks the start of a year of music activities for people with care and support needs.
- **Home-Educated Children:** We conducted activities for home-educated children and their parents at Millgate Community Centre in Newark, assisting children in receiving Arts Awards certificates.
- **Palace Players:** we delivered a series of music and movement sessions for children and their parents at the Social Action Hub in Rainworth, Homestart in Newark, and Holy Trinity Nursery in Newark, encouraging early years development and family learning.
- **Street Arts Project:** we programmed a project delivered by graffiti and dance artists for SEND pupils at Orchard School in Newark, working towards Arts Awards certificates. We also piloted a behind-the-scenes theatre tour and workshop experience for this school.
- **Theatre-Based Arts Sessions:** We delivered sessions at Elston All Saints Primary School in Newark.
- **Our Heritage Community Project** started the second year of the project, connecting with Bilsthorpe Heritage Centre to devise a community-led touring exhibition themed around mining, coinciding with the 40th anniversary of pit closures.
- **Consultation Sessions:** We facilitated sessions with Newark-based group MySight to develop an art project with train stations in Newark. We also connected the Open Doors Creative Influencers group of 13–17-year-olds with the Newark Creates book-bench project for Newark town centre.
- **Polish Community Engagement:** We started work to connect with our Polish Community and consultation groups to form a team to curate a Polish history exhibition for the National Civil War Centre.

These activities have contributed to our vibrant arts and cultural scene, engaging various community groups and promoting cultural education and inclusivity.

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DOORS



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## Celebrate and Invigorate Community Spirit, Pride of Place and Sense of Belonging

**Enhancing Family Engagement, Community Integration and Community Access:** This quarter, at the Civil War Centre, we continue to promote our venue as a safe, stimulating, and trusted resource for families by offering our weekly toddler group, Mini-Museum. This program is supported by trained volunteers who co-deliver sessions with us, helping to build a loyal local following. To ensure engaging and accessible materials for family visits are always available, we have extended our interactive gallery resources—previously offered only on Family Days and school holidays—to be available year-round in our gallery Game/Discovery bags. To keep our family-friendly offerings updated and relevant, we have recruited a Family Panel consisting of 10 families, with an inaugural event scheduled for July. We are excited to collaborate with this panel to create new resources and events that cater to the diverse needs of our community.

Our schools' engagement continues to grow, with children often returning with their families after visiting through local school programs. In Quarter 1, over 26 school visits took place, bringing more than 1,000 children to the National Civil War Centre.

In addition to programming various music and art events, we hosted the first 'Alive with Music' event, which brought together partners, music professionals, and community music groups to explore collaboration opportunities. A follow-up event is planned, and feedback from the initial event is being reviewed.

We have collaborated with businesses in Newark Town Centre to create an Objects Trail, where objects from our collection not currently on display are exhibited within local shops. There are 12 stops on the trail, including the Civil War Museum. This initiative has been enthusiastically received by local businesses, further strengthening our positive relationship with town centre shops. It will also encourage tourism in the town and increase footfall into shops.

We aim to inspire young people interested in careers in Heritage and Culture and make sure our gallery resources reflect the interests and concerns of youth. This quarter, 8 work experience students joined us, contributing to the development of family trails that visitors can use at any time.

The success of these initiatives has earned us a nomination for the Family Friendly Museum of the Year award by Kids in Museums. We were shortlisted as 1 of 5 museums out of 116 nominees, with the panel noting the over 40 nominations we received from local families who enjoyed our family events. The award will be announced in Quarter 3.

*Nova, a work experience attendee made a video of her time the Civil War Museum, stating: "I really enjoyed spending my week at the Civil War Centre, and would en-*



Nova undertaking work experience in the Civil War Museum





## Celebrate and Invigorate Community Spirit, Pride of Place and Sense of Belonging

**Seasonal Destination Marketing Campaigns and Brand Ambassadors:** In Quarter 1, we focused on developing the necessary tools, partnerships, and plans for successful seasonal campaigns. By the end of Quarter 3, we expect to have a 12-month rolling seasonal plan for campaigns and a review of visitor attraction promotions. Our efforts on the Town Centre Gift Card Trial, What's On Calendar Redevelopment, and the Tourism Action Group (TAG) programming workshop aim to enhance local partnerships and create district brand ambassadors.

We launched the successful "Spotlight on Newark" campaign trial, featuring the Small Business Showcase with over 15 businesses.

On Sunday 11 August, Newark was a hive of activity. Not only was Newark Town Council's Newark-on-Sea in full swing but a special Eco and Sustainable Market took place and included the return of the Plastic Ocean show featuring the 19-meter-long whale. It was also a chance to meet Nimbus and Cumulus, two curious puppet characters, riding aloft their cloud-top homes. Newark Creates has been organising free interactive events and activities across Newark for three years and this year it is being officially supported by Newark Town Board's Newark Heart project, creating opportunities for more activities within these well-established events than ever before!



Our marketing support extended to various events, including the Southwell Victorian Takeover, the Southwell Minster What's On Guide, and summer events campaigns for Shop Edwinstowe, Shop Newark, and Shop Southwell. We also supported the What's On Spring and What's On Summer car park launch and the Newark Book Festival. Schemes and campaigns that have been progressed this quarter, with launches scheduled during the year, include:

- What's On Autumn/Winter Campaign
- Heritage Open Days Campaign
- Newark Community Build Campaign (Lego)
- Town Centre Gift Card Scheme
- #WinterWishes campaign (2024 concept – advent calendar)

TAG continues its workshop, planning a program of events and campaigns under the theme "Robin Hood or Courage," scheduled for launch in 2025.

**Newark Cultural Heart Programme:** Through the Cultural Heart Programme, we have partnered with Newark Creates to develop a vibrant events and animation plan. This plan will deliver events for residents and visitors, encouraging people to visit Newark, increase footfall, dwell time, and improve perceptions of the town centre. The programme commenced in June 2024 with "Streets Ahead," a cultural street performance in Newark Market Place, resulting in a 6% increase in footfall compared to the average Sunday in 2024.

**Supporting Community Initiatives through Grant Schemes:** This quarter, we have continued to support the delivery of community initiatives through ongoing grant schemes.

Round 1 of the 2024/2025 Community Grant scheme opened in May and closed in June. We have received 29 applications, which are being reviewed by the grant panel in July.

The Efficiency East Midlands (EEM) small grant scheme awarded 5 community groups funding to the value of £2,220.



## Celebrate and Invigorate Community Spirit, Pride of Place and Sense of Belonging

**Ollerton Funding:** £140k of UKSPF funding has been awarded for the Ollerton scheme to enable ongoing feasibility and development of the project, in advance of the MoU. We have commenced community consultation to obtain views on the plans and designs. 2 face-to-face events are taking place in Ollerton and Clipstone in July.

**Revitalising Town Centres through Residential Development:** The development of 32 Stodman Street is underway, with demolition complete, and a contractor working with us to prepare for construction. Archaeology works are currently in progress and are due for completion in August 2024. These works have been a buzz of excitement as we identified Medieval features including walls, wells, enclosure boundaries and pits, one of which contained a fully intact horse burial. This is part of our work to redevelop the site and other discoveries included roof tiles, pottery, metalwork, and animal bones. It was picked up by the regional media and features on ITV Calendar and BBC East Midlands and an open day for the public attracted hundreds of residents!



**Newark Castle Gatehouse Scheme:** The Newark Castle Gatehouse scheme has now had its full business case approved by the Town Board and has secured National Lottery Heritage Funding to deliver the entirety of the scheme. All necessary consents have been secured, with some minor amendments pending. The detailed design stage is being progressed and is expected to be tendered, costed, and contractors appointed by Quarter 3.







## Celebrate and Invigorate Community Spirit, Pride of Place and Sense of Belonging

### Supporting the Veteran Community

This quarter encompassed Armed Forces Week 2024 which took place between 24 – 29 June. This is an event of national significance in the Armed Forces calendar, and we recognise this in a number of ways annually.

**Staff Events:** a bake sale took place in Castle House, with colleagues invited to donate baked goods or donate for a slice of cake knowing that the proceeds raised will be donated to support a local Armed Forces charity or support group. This year the proceeds will be donated to the Bilsthorpe Veterans Breakfast Club.



A customised Microsoft Teams background was designed and available for colleague use during Armed Forces Week, enabling all colleagues to get involved and show their support.



**Armed Forces Day Parade:** On Sunday 30 June the annual Armed Forces Day parade was hosted by Newark Town Council and supported by NSDC. The Royal Navy were the lead for this year's Armed Forces Day, the organising committee was chaired by our colleague Kevin Winter. The Grimsby Sea Cadet Band led the parade, with a Sea Cadet Colour and Guard closely behind. The Chairman of Newark RNA, 92-year-old Sargent Major Peter Wilderspin raised the Armed Forces Day flag.

The day began with a performance from the Cranwell Military Wives Choir before the parade commenced. The Lord Lieutenant, Veronica Pickering, escorted by Sir Andrew Pulford were in attendance, along with Chair of NSDC Cllr Jean Hall. After the parade we provided a buffet lunch for all veterans in the ballroom at the Town Hall, with entertainment from 1940s singer Johnny Victory.

**Hosts of inaugural Armed Forces Covenant engagement event:** This quarter we hosted the Armed Forces Covenant engagement event, which brought together Newark and Sherwood District Council, Nottinghamshire County Council, and some of the many organisations in our area which support our Armed Forces community.

One of the key aims of the new event was to bring together the organisations who are here to help our Armed Forces communities, and to say thank you to all the people who work so hard in this area. We used the event to share our experiences, our achievements, and challenges. We want to work together to provide the best environment possible for all these groups to support our veterans, their families, and the Armed Forces community. By bringing together the different charities and organisations who offer help and support to veterans in the district, we hope to be able to increase the knowledge of exactly what is available and help these different organisations to work together to achieve their goals.

We remember that sacrifice and commitment through the Armed Forces Covenant. We have a moral duty to show care and due regard for our veterans, and through the Covenant, we also have a legal duty.





## Measuring Success

| Quarterly Indicators   | Quarter 1 22/23  | Quarter 1 23/24 | Quarter 1 24/25 | Target 24/25 |
|--|------------------|-----------------|-----------------|--------------|
| <b>Year to Date Indicators</b>                                     |                  |                 |                 |              |
| Total footfall across all heritage and culture services and sites  | New For Q1 23/24 | 20,343          | 26,089          | 25,000       |
| Total number of admissions - National Civil War Centre             | 3,045            | 3,892           | 4,378           | 3,500        |
| Total number of admissions - Palace Theatre                        | 12,296           | 8,401           | 13,033          | 11,000       |
| Number of people reached through direct participation and outreach | New For Q1 23/24 | 2,914           | 3,029           | 3,000        |

We have had a positive start to the year, with footfall and admissions to our heritage sites and services not only being higher than the same quarter last year, but also exceeding set targets. The Civil War Museum has seen an over 25% exceedance over target, which has been attributed to the range of family friendly activities, talks and tours that have been held.

The palace theatre has also had a strong start to the year, where several shows have exceeded targets contributing to 55% admission increase when compared to the same quarter last year, and an 18% exceedance of target.





## Be a Top Performing, Modern and Accessible Council

Striving to be a top-performing, modern, and accessible council is crucial for meeting the evolving needs of our community. The initiatives outlined below are essential for enhancing our operational efficiency, ensuring regulatory compliance, promoting staff well-being, and driving continuous service improvements. By focusing on these areas, we aim to build a resilient and responsive organisation that serves the public with integrity and excellence.

**Regulatory Inspection Preparation:** A new inspection regime has come into effect from April 1, 2024. The Regulator of Social Housing is inspecting landlords on a 4-year cycle. In preparation for this, we have completed their self-assessment template to gather evidence for an inspection and to simultaneously conduct a gap analysis of where we may have weaknesses.

**Reinvigorating the Residents' Panel:** The Residents' Panel has been reviewed and refreshed with the aim of collecting more demographic information on panel members. This ensures that our Resident Panel is representative of the district and allows for a more targeted approach to consultation.

As a result, there has been a drop in panel members due to non-responses, inactive contact details, or requests for removal. We are now actively recruiting more residents to join the panel. The panel is already more active, with consultation and engagement works in the pipeline to utilise this valuable resource.

We are currently doing a sample residents survey and it will report back to all relevant committee's later in the year.

**Expanding and Refreshing the Wellbeing and Engagement Programme:** Member wellbeing champions have been recruited within each political party. These champions will have access to services and resources to provide wellbeing support to other members.

At their latest meeting, our wellbeing champions recommended a buddy system internally, allowing them to support each other. This system is being developed across each business unit.

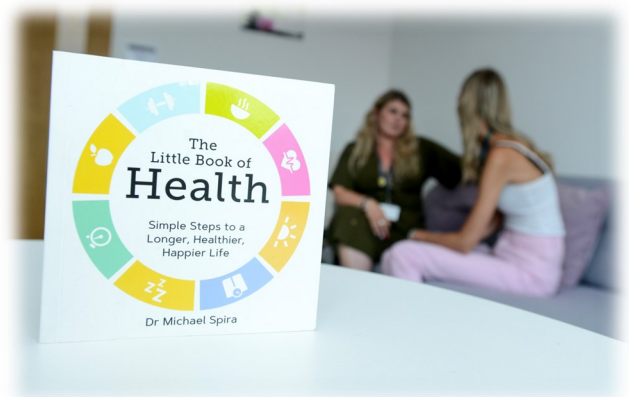
A wellbeing activity to engage staff was held at the staff roadshows. Colleagues were asked what they felt was the most important area around supporting their wellbeing.

The votes are as follows:

- Honesty: 33%
- Communication: 28%
- Recognition: 19%
- Engagement: 10%
- Training: 7%
- Expectations: 3%

This information is now being used to form the basis of a new Wellbeing Strategy and will be used as part of working towards further accreditation of Thrive at Work.

The team has continued to build on the resources, links, and activities of the wellbeing hub that launched early in 2024. Wellbeing champions have been presenting in team meetings to promote the new hub to colleagues and raise awareness of the support available.





## Be a Top Performing, Modern and Accessible Council

**Staff Survey Implementation and Response:** The Staff Survey has been developed and launched in July. It consists of 21 questions that centre on key themes such as Leadership, Management, and Learning and Development within the organisation. It will be live for 4 weeks, at which point we will analyse the results and produce an action plan as appropriate, which will be presented to PPIC.



**Recruitment and Retention Measures:** The Recruitment and Retention project has been successfully launched. During Quarter 1, we introduced 2 new staff benefits that have been very well received by staff: the BHSF health cash plan and a 2 year extension to free car parking at Castle House.

Additionally, 13% of job descriptions have been reviewed and submitted to the project by Business Managers.



## Measuring Success

| Quarterly Indicators   | Quarter 1 22/23  | Quarter 1 23/24  | Quarter 1 24/25 | Target 24/25 |
|--|------------------|------------------|-----------------|--------------|
| <b>Year to Date Indicators</b>   |                  |                  |                 |              |
| Engagement rate with posts issued on NSDC Facebook and X combined            | 194,589          | 592,729          | 158,288         | 250,000      |
| Contact Centre - telephony - average length of time to answer call (seconds) | 117.0            | 163.0            | 140.0           | 120.0        |
| No of digital web form transactions  | 8,245            | 16,409           | 15,480          | 9,000        |
| % business rate collection   | 26.7%            | 29.8%            | 29.8%           | 24.6%        |
| % council tax collection   | 24.7%            | 25.0%            | 25.0%           | 24.4%        |
| No of phone calls presented to Contact Centre                                | 30,876           | 31,297           | 30,724          | Demand       |
| No of face to face contacts (Castle House)                                   | 2,992            | 4,176            | 4,884           | Demand       |
| Satisfaction with lettings service   | 92.0%            | 92.0%            | 95.0%           | 95.0%        |
| Satisfaction with careline services  | New For Q1 24/25 | New For Q3 21/22 | 100.0%          | 90.0%        |
| Satisfaction with temporary accommodation                                    | New For Q1 24/25 | New For Q3 21/22 | 87.5%           | 90.0%        |
| <b>All Other Indicator Types</b>   |                  |                  |                 |              |
| % effective response to careline calls within 60 seconds (industry standard) | New For Q1 24/25 | New For Q3 21/22 | 99.4%           | 97.5%        |
| % of planning applications (major) determined in time                        | 92.0%            | 100.0%           | 100.0%          | 90.0%        |
| % of planning applications (non-major) determined in time                    | 95.0%            | 94.0%            | 91.7%           | 90.0%        |
| % invoices paid within 30 days - whole Council                               | 98.5%            | 99.2%            | 93.6%           | 98.5%        |

# Measuring Success

## **Online Engagement:**

Our social media engagement rate is lower than the same quarter for the last 2 years, and 36.68% below target. Drilling down into the data, Facebook is performing well and above target on all its individual performance indicators. However, since Twitter has become X there has been a decline nationally in the way this platform is used, this is also reflected in our figures. We will continue to monitor this over the next 2 quarters and look at how we can best develop this channel moving forward.

The number of digital web transactions is 5.66% lower than the same period last year, but still 72% above target. Discussions to review this target to ensure it remains challenging are ongoing.

We are constantly looking at opportunities to enable further services online.

Every time we implement a new service or upgrade our software systems, we consider what the most appropriate contact channels are for them, remembering that our Digital Strategy includes “no-one is left behind”.

## **Telephone Engagement:**

The average time to answer calls this quarter is 16.66% above target, but has improved by 10% when compared to Quarter 4 2023/24, with a reduction from 156 seconds to 140 seconds.

The volume of calls presented this quarter is similar to the same quarter in previous years, but the time to answer calls in Quarter 1 2024/25 was 43 seconds quicker than in the same quarter in 2023/24.

Additionally, there was a year-on-year improvement of 14% compared to the same period in 2023/24. The new target for 2024/25 is 120 seconds (previously 90 seconds), and the value-to-target figure for Quarter 1 stands at 86%.

Several factors led to longer-than-expected call durations. In Quarter 1, the delivery of glass (teal coloured) bins was completed, and kerbside glass recycling commenced, resulting in more calls. The Mayoral and Police and Crime Commissioner elections occurred in May, followed by the announcement of a general election on May 22, causing a surge in calls afterwards. These events increased enquiries amidst an already busy period for Customer Services due to the issuance of the first council tax reminders and ongoing garden recycling questions. Additionally, 3 bank holidays further increased call volumes on subsequent days and an increase in face to face contacts. Staffing stability in the team has helped with the overall performance.



# OUR WORKFORCE



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 Roadshows to Foster Dialogue and Engagement:

In May 2024, we held the Council's annual Staff Roadshows at the Palace Theatre. This was the third event of this kind held since the pandemic. We know that in person staff events are important to ensure that we:

- Maintain a culture of togetherness, as we continue to adjust to the challenges and opportunities of hybrid working.
- Give staff the opportunity to hear from, and connect with, SLT, and
- Inform staff about the strategic direction of the council.

It is one of the few times in the year that staff can get together in person on a larger scale.

For the past 3 years the events have been positively attended. This year they were attended by sum around 300 staff across 3 sessions. The sessions ran for approximately 2.5 hours, first consisting of an SLT led presentation, followed by a short Q&A and later, break out groups facilitated by members of SLT.

In addition to the main roadshow, there were 2 drop-in sessions held at Brunel Drive for the Street Cleaning and Waste Team in Environmental Services. These sessions were intended to be less formal, no presentation, with mainly facilitated conversations with staff.

The general feeling was that whilst everyone is very busy and there is a demand on our services, there is a feeling of support across the Council. There were some positive reflections from new starters, contrasting other employers and how quickly they feel they have settled into the organisation as a result of the supportive environment.

The themes of the sessions were presented to SLT, and there are now several activities being undertaken by various teams to recognise and act upon staff feedback.

**Promoting Staff Wellbeing:** Staff wellbeing remains a priority for us, and we have achieved the Thrive at Work Foundation Level in recognition of our commitment to improving the health and wellbeing of our employees.

The new Wellbeing Hub is now live and is a resource where NSDC staff can access supportive information, partake in social events, and find guidance for managers assisting their teams and staff through challenging times.



As part of our Wellbeing @ Work initiative, we offered our staff a chance to undergo a body MOT in May, with 4 available dates. A body MOT can help identify potential health issues early, encourage healthier lifestyle choices and improve overall productivity and morale by ensuring our team members are in the best possible condition. Over the 4 dates 58 members of staff attended.

# OUR WORKFORCE



**East Midlands Challenge Success:** Several of our team members excelled at the East Midlands Challenge this quarter, where they adopted Senior Leadership Team roles and tackled various scenarios. Our team was highly commended for their overall performance and communications skills.

The event in Leicester allowed aspiring leaders to address complex issues and gain insight into senior management. Participants formed a fictional council, 'Arklow Council', to prioritise tasks and manage resources while maintaining customer service standards.



Congratulations to:

- Andrew Phillips, Senior Communications and Marketing Officer
- Bryony Norman, Principal Legal Officer
- Ian Jackson, Careline Team Leader
- Matthew Tubb, Senior Planner
- Robyn Henry, Tenancy Engagement Officer
- Stanley Chihwayi, Tenancy Officer

**Lauren Anthony Achieves MCIQB Status:** Lauren Anthony, Senior Surveyor in Corporate Property, will now have the letters MCIQB after her name.

This signifies that she is now a member of the Chartered Institute of Building and can refer to herself as either a Chartered Construction Manager or Chartered Builder.

Business Manager, Corporate Property, Mark Eyre has also extended his congratulations, saying:



*"Lauren, a really top performer in our team, has achieved MCIQB status. It is a great achievement and worth a mention." Congratulations to Lauren!*

**Staff Commitment in Election Delivery:** Our staff have demonstrated their commitment and competence in delivering the May elections and preparing for the general election. The staff have worked long hours, often under pressure and in challenging circumstances, to ensure the democratic rights and choices of the voters. The staff have received positive feedback and recognition from the candidates, the agents, the observers and the public for their hard work and professionalism.





# OUR WORKFORCE



**Buckingham Palace Garden Party!** Our Business Manager for Heritage and Culture, Carys Coulton-Jones, had the privilege of attending the Buckingham Palace Garden Party, celebrating the Cultural and Creative Industries. This invitation recognised her dedication and hard work towards enhancing the Heritage and Culture services we provide here in Newark and Sherwood. Carys shared her thoughts on this remarkable experience:

*“What a fantastic afternoon at the Buckingham Palace Garden Party, celebrating the Cultural and Creative Industries. It was a huge honour to be invited by the Secretary of State for Culture, Media and Sport and Arts Council England, and I’m so proud to represent the amazing work Newark and Sherwood District Council’s Heritage and Cultural service delivers. And as if that wasn’t enough, the event was attended by King Charles and Queen Camilla – truly a once-in-a-lifetime opportunity!”*

**Trooping the Colour 2024:** On 15 June, Trooping the Colour was held at Horse Guards Parade in London to celebrate His Majesty's birthday. The event, a showcase by the British Army’s Household Division, featured Number 9 Company Irish Guards. Established by Queen Victoria in 1900, they have served the Monarchy for nearly 125 years.

Among the attendees were Alison Thomas and Rowan Bosworth-Brown, who play a key role in supporting the Armed Forces Community in Newark and Sherwood. They praised the event, saying:

*“It was a fantastic display of precision and commitment from the Foot Guards, it was really awe-inspiring to witness. The sense of community coming together to honour the King was also great to be a part of. We experienced almost all forms of weather during the parade which did feel very quintessentially British!”*



# Measuring Success

| Quarterly Indicators  | Quarter 1 22/23  | Quarter 1 23/24 | Quarter 1 24/25 | Target 24/25 |
|---|------------------|-----------------|-----------------|--------------|
| Year to Date Indicators   |                  |                 |                 |              |
| Average number of sick days per employee (FTE) per year lost through sickness absence | 1.6              | 1.5             | 1.2             | 1.6          |
| % of staff turnover   | New For Q1 23/24 | 4.0%            | 3.0%            | 3.3%         |

# Newark & Sherwood District Council Compliance Report

## 2024-25 Quarter 1

### Introduction

Compliance refers to the alignment of a built asset with the relevant rules, regulations, and codes. This includes the products and materials incorporated into the building, as well as the way in which they're assembled and constructed. It is important that we continuously review our compliance to identify and thus rectify any issues identified to keep the buildings users and occupiers safe. This report provides assurance that the Council is compliant in its three key areas of corporate compliance, housing (tenant) compliance and green space compliance.

### Corporate Compliance

Corporate compliance refers to the compliance of the 25 commercial sites owned by the Council. We provide this assurance on all buildings owned by the Council regardless of whether they are owned and run by the Council or leased to another body (such as the Gilstrap) as the maintenance of the built asset remains the responsibility of the owner.

|   |                                      |
|---|--------------------------------------|
| Blidworth Leisure Centre                      | Newark Beacon Innovation Centre      |
| Bridge Community Centre                       | Newark Castle                        |
| Buttermarket Shopping Centre                  | Newark Lorry Park & The Ranch Café   |
| Castle House                                  | Newark Palace Theatre                |
| Church Farm Business Centre                   | Newark Sports And Fitness Centre     |
| Brunel Drive Depot - 4 Buildings (A, B, C, D) | Ollerton Housing Office              |
| Dukeries Leisure Centre                       | Queens Sconce Visitor Centre         |
| Farrar Close                                  | Sherwood Forest Arts & Crafts Centre |
| Gilstrap Centre Public Toilet                 | Southwell Leisure Centre             |
| Hawtonville Community Centre                  | The Tom Mann Pavilion                |
| National Civil War Centre                     | Vicar Water Visitor Centre           |

We provide assurance that the asset is compliant in 6 key areas.

- Legionella
- Asbestos
- Fire
- Gas
- Electrics
- Lift inspections

### Performance Indicators for Corporate Compliance for DATE

| Indicator  | Previous Quarter | Current Quarter | Target |
|--|------------------|-----------------|--------|
| % Completed Legionella tests (due this quarter)            | 100%             | 100%            | 100%   |
| % Completed Legionella Risk Assessments (due this quarter) | 100%             | 100%            | 100%   |
| % Completed Asbestos Condition Surveys (annual)            | 100%             | 100%            | 100%   |
| % Completed Asbestos Annual Reviews (due this quarter)     | 100%             | 100%            | 100%   |
| % Completed Fire Risk Assessments (due this quarter)       | 100%             | 100%            | 100%   |
| % Completed Gas Boiler Services (due this quarter)         | 100%             | 100%            | 100%   |

|  |      |      |      |
|--|------|------|------|
| % Completed Electrical Inspection Reports (due this quarter) | 100% | 100% | 100% |
| % Completed Lift Inspections (due this quarter)              | 100% | 100% | 100% |

### Exploring Our performance

All compliance indicators for commercial buildings have consistently achieved a 100% return over the past three quarters

### Performance Housing Compliance

Corporate compliance refers to the compliance of our built assets owned by the HRA aka our social tenancy estate. There are 5,749 Residential/Domestic sites and we provide assurance that they are compliant in 6 key areas. As with our corporate estate, most of these sites are tenanted but the maintenance of the built asset remains the responsibility of the Council.

We provide assurance that the residential/domestic site is compliant in 6 areas.

- Legionella
- Asbestos
- Fire
- Gas
- Electrics
- Lifts

### Performance Indicators for Housing Compliance for 2024/25 Quarter 1

| Indicator  | Previous Quarter | Current Quarter | Target |
|--|------------------|-----------------|--------|
| % Completed Legionella tests (due this quarter)              | 100%             | 100%            | 100%   |
| % Completed Legionella Risk Assessments (due this quarter)   | 100%             | 100%            | 100%   |
| % Completed Asbestos Condition Surveys (annual)              | 100%             | 100%            | 100%   |
| % Completed Asbestos Annual Reviews (due this quarter)       | 100%             | 100%            | 100%   |
| % Completed Fire Risk Assessments (due this quarter)         | 100%             | 100%            | 100%   |
| Number of outstanding RED Fire Risk Assessment actions       | 0                | 0               | Trend  |
| Number of outstanding AMBER Fire Risk Assessment actions     | 2                | 2               | Trend  |
| % Completed Gas Boiler Services (due this quarter)           | 97.4%            | 97%             | 100%   |
| % Completed Electrical Inspection Reports (due this quarter) | 65%              | 92%             | 100%   |
| % Completed Lift Inspections (due this quarter)              | 100%             | 100%            | 100%   |

### Exploring Our performance

The majority of the compliance indicators for the Housing Maintenance and Assets team are returning 100% of target with “% Completed Gas Boiler Services” and “% Completed Electrical Inspection Reports”, performing slightly below. However, access to properties seems to be the main challenge affecting these indicators. Legal proceedings are being used to gain access to properties that are not meeting targets.

## Green Space Compliance

Green space compliance refers to the compliance of our green spaces and play parks. We own several parks and play parks as does the HRA and we have a responsibility to ensure the safety of park user. Therefore we inspect green spaces/parks and play parks to ensure they are safe to use.

| Indicator   | Previous Quarter | Current Quarter | Target |
|---|------------------|-----------------|--------|
| % Completed Play Park Inspections HRA Land (due this quarter) | 100%             | 100%            | 100%   |
| % Completed Play Park Inspections GF Land (due this quarter)  | 100%             | 100%            | 100%   |

## Risk

Alongside ensuring compliance we also monitor risk. This means we proactively identify potentially significant risks and implementing suitable control strategies help prevent these risks from being realised, or this is not possible, mitigate to a tolerable level. This is done in two ways.

1. **Operational Risks.** These are developed and managed by Business Managers and capture localised risks. These risks are reviewed every quarter and exceptions are reported to SLT and the Risk Management Group on a quarterly basis.
2. **Strategic Risks.** These are developed and managed by Directors and are significant risks faced by the Council which have the potential to prevent it from achieving its key/agreed objectives and/or have the potential to halt or significantly interfere with the ability of the Council to achieve its core objectives, priorities and/or ambitions. These risks are also reviewed every quarter and exceptions are reported to SLT and the Risk Management Group on a quarterly basis as well as Audit and Governance Committee on a bi-annual basis.



Report to: Cabinet Meeting: 10 September 2024

Portfolio Holder: Councillor Lee Brazier - Housing

Director Lead: Suzanne Shead, Director - Housing, Health & Wellbeing

Lead Officer: Caroline Wagstaff, Business Manager - Housing Maintenance & Asset Management [caroline.wagstaff@newark-sherwooddc.gov.uk](mailto:caroline.wagstaff@newark-sherwooddc.gov.uk)

| Report Summary           |   |
|--------------------------|---|
| <b>Type of Report</b>    | Open Report / Non-key decision  |
| <b>Report Title</b>      | Quarter 1 2024-25 - Housing, Health & Wellbeing Housing Compliance Assurance Report   |
| <b>Purpose of Report</b> | To provide the performance position as of 30 June 2024 (Quarter 1) in the new format with regard to compliance including actions to rectify identified issues.          |
| <b>Recommendations</b>   | That Cabinet note:<br>a) the exceptions to performance of the housing service compliance functions;<br>b) the new format for performance for Quarter 1 2024.25 onwards. |

## 1.0 Purpose of Report

1.1 This report provides members with the performance of housing compliance services at the end of June 2024, focusing on exceptions performance, which is outside the Council's target parameters.

1.2 The full performance summary is shared with SLT; the Portfolio Holder for Housing and discussed as a standard agenda item for the Tenant Engagement Board meetings ensuring that Health & Safety are at the heart of our conversations and actions. Performance is also discussed quarterly at Cabinet (Performance and Shareholders) to ensure there is oversight at Board level.



1.3 Members should note the new format of this report for Quarter 1 – 2024-25 to reflect the best practice recommendations of the external audit and the Regulator of Social Housing.

## 2.0 **Background Information**

2.1 This report sets out the Council’s performance against the Council’s legal and regulatory landlord responsibilities for a range of building safety measures including fire protection, gas, asbestos, electrical and water as well as summarising details of the Council’s housing stock.

2.2 Full details of these performance indicators along with associated commentary are included at Appendix 1 to this report.

2.3 Please note that the Home Standard has now been replaced by the Safety and Quality Standard as of 1st April 2024. Please see <https://www.gov.uk/government/publications/safety-and-quality-standard> for further information on the Council’s responsibilities.

2.4 It should be noted that we have shortened the range of the RAG ratings as recommended by external auditors and the Regulator of Social Housing. The changes are listed in the table below:

| RAG Rating | Old Rating 2023/24 | New Rating 2024/25 | Colour in Appendix Report |
|------------|--------------------|--------------------|---------------------------|
| Green      | At Target          | 100%               |                           |
| Amber      | Within 10%         | 98 – 99.9%         |                           |
| Red        | Below 10%          | 0 – 97.99%         |                           |

2.5 The report also included information on the number of damp and mould cases and our performance in this area including:

- number of inspections conducted.
- number of works order raised and completed.
- average time taken to complete works.
- percentage completed on time.
- average cost of repairs not capitalised (P1 & P2only)

across three categories (P1-P3) based on the amount and difficulty of the work and in total. The description for each category is listed below and can be found on page 3 of Appendix 1 Key Performance Reporting Scorecard for Housing Compliance.

- P1 - Emergency e.g. excessive mould or major leak.
- P2 - Minor repair works and mould wash.
- P3 - Major Works undertaken by Asset Team e.g. new Damp Proof Course

### **3.0 Performance exceptions**

#### **3.1 Gas Servicing - AMBER**

Gas servicing is now 98.5% compliant. There are 77 properties without a current gas safety certificate which is a rise from 15 in the last quarter.

The rise in the number of properties without a current gas safety certificate has occurred because of a dip in performance from our gas servicing contractor. We meet weekly with the contractor at operational level and fortnightly at strategic level with senior staff to bring performance back in line.

3.2 The gas contractor is on year two of reprofiling the gas servicing programme to avoid the large peak of services that caused an issue in 2022, this will be completed by March 2025.

#### **3.3 Oil Servicing - AMBER**

There were two homes where the oil service has not been completed, this has reduced from 8 last quarter. These two homes have agreed appointments, and it is expected this will recover by next quarter. We have bought in a local contractor to conduct our oil servicing. We will see the number of properties that have oil-based heating dropping as we fit new heat source heating systems as part of the decarbonation project.

#### **3.4 EICR certifications less than five years old – AMBER and HouseMark EICRs**

There were 27 properties without a EICR electrical certification of less than five years old, which is an improvement on last quarter performance of 39. Considerable progress has also been made on July's cases with only 18 left to complete.

#### **3.5 Lift Equipment - AMBER**

We have been unable to gain access to service one stair lift and one hoist, though appointments have been made for July. Given the small number this has meant both indicators have dropped into the new Amber rating.

### **4.0 Equalities and Diversity Implications**

4.1 There are no direct equalities implications arising from this report though as part of how we manage these services, we consider the tenants individual circumstances and work with them through our housing services team to achieve compliance.

### **5.0 Financial Implications**

5.1 There are no direct financial implications arising from this report.

**6.0 Community Plan – Alignment to Objectives**

6.1 The performance of the housing service contributes to creating more and better-quality homes through our roles as landlord, developer and planning authority.

**7.0 RECOMMENDATION(S)**

That members note:

- a. **The exceptions to performance of the housing service compliance functions.**
- b. **Approves this performance to be presented to PPIC and Cabinet next meeting.**

**Background Papers and Published Documents**





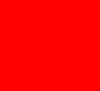
Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act.

**None**

Appendix 1. Key Performance Reporting Scorecard for Housing Compliance\_ June 2024

| Domestic No.5541<br>Blocks No. 341<br>Communal No. 4 | Asset Summary                               |                  | Performance |                |                    |                   |               | Trend Analysis | 2023/24 Qtr. 4 Performance | Outstanding/ follow-on works |
|--|---|------------------|-------------|----------------|--------------------|-------------------|---------------|----------------|----------------------------|------------------------------|
|  |   | Total Properties | Compliance  | Non-Compliance | Due within 30 days | Dwellings at risk | Performance % |                |                            |                              |
| Gas Safety   | Commercial Boilers for Communal Areas only  | 4                | 4           | 0              | 0                  | 0                 | 100%          | →              | 100%                       |                              |
|  | Community Centres                           | 26               | 26          | 0              | 0                  | 0                 | 100%          | →              | 100%                       |                              |
|  | Domestic Dwellings No.                      | 5,133            | 5,056       | 77             | 6                  | 77                | 98.5%         | ↓              | 99.71%                     |                              |
|  | No. Capped long term                        | 13               | 13          | -              | -                  | -                 | 0.0025%       | ↑              | -                          |                              |
| Fire Safety Checks                                   | Blocks Requiring FRA and follow on works    | 106              | 106         | 0              | 0                  | 0                 | 100%          | →              | 100%                       |                              |
|  | Dwellings within the blocks                 | 929              | 929         | 0              | 0                  | 0                 | 100%          | →              | 100%                       |                              |
|  | Fire Alarm Test & Emergency Lighting Weekly | Blocks 54        | 54          | 0              | 54                 | 0                 | 100%          | →              | 100%                       |                              |
|  | Fire Door Inspections 4 mthly               | 117              | 117         | 0              | 0                  | 0                 | 100%          | →              | 100%                       |                              |
|  | Fire Door Inspections 6 mthly               | 526              | 517         | 0              | 0                  | 0                 | 100%          | →              | 100%                       |                              |
|  | Fire Door Inspections Annually              | 591              | 390         | 201            | 0                  | 201               | 66%           | ↓              | 580                        | 201 No access YTD            |
|  | Sprinkler Systems                           | 6                | 6           | 0              | 0                  | 0                 | 100%          | →              | 100%                       |                              |
| Asbestos Safety Checks                               | Properties Domestic                         | 28 YTD           | 28          | 0              | 32                 | 0                 | 100%          | →              | 100%                       |                              |
|  | Properties Communal                         | 125 (Blocks)     | 125         | 0              | 12                 | 0                 | 100%          | →              | 100%                       |                              |
| Water Safety Checks                                  | Properties require LRA                      | 166              | 166         | 0              | 40                 | 0                 | 100%          | →              | 100%                       |                              |
|  | Properties require bacteria test            | 1                | 1           | 0              | 0                  | 0                 | 100%          | →              | 100%                       |                              |
| Lift Equipment Safety Checks                         | Passenger & goods lifts                     | 108 ( 9 lifts)   | 9           | 0              | 9                  | 0                 | 100%          | →              | 100%                       |                              |
|  | Stair Lifts                                 | 64               | 63          | 1              | 0                  | 1                 | 98.4%         | ↓              | 100%                       |                              |
|  | Hoists                                      | 56               | 55          | 1              | 0                  | 1                 | 98.2%         | ↓              | 100%                       |                              |

| Domestic No.5541<br>Blocks No. 341<br>Communal No. 4 | Asset Summary                         |                                   | Performance |                |                    |                   |                               | Trend Analysis | 2023/24 Qtr. 4 Performance | Outstanding/ follow-on works                   |
|--|---------------------------------------|-----------------------------------|-------------|----------------|--------------------|-------------------|-------------------------------|----------------|----------------------------|--|
|  |                                       | Total Properties                  | Compliance  | Non-Compliance | Due within 30 days | Dwellings at risk | Performance %                 |                |                            |  |
| Electrical Safety Checks                             | Domestic Dwellings up to 5 years old  | 5,545                             | 5,518       | 27             | 18                 | 27                | 99.5%                         | ↑              | 95.69%                     |  |
|  | Non- domestic properties              | 133                               | 133         | 0              | 0                  |                   | 100%                          | →              | 100%                       |  |
|  | PAT Testing                           | 37                                | 37          | 0              | 0                  | 0                 | 100%                          | →              | 100%                       |  |
| Other Heating Sources                                | Solid Fuel                            | 9                                 | 9           | 0              | 0                  | 0                 | 100%                          | →              | 100%                       |  |
|  | Oil                                   | 107                               | 105         | 2              | 0                  | 2                 | 98.1%                         | ↑              | 95.09%                     | Appointments booked for 2 due                  |
|  | LPG                                   | 1                                 | 1           | 0              | 0                  | 0                 | 100%                          | →              | 100%                       |  |
|  | Heat Pumps                            | 157                               | 157         | 0              | 0                  | 0                 | 100%                          | →              | 100%                       |  |
|  | Electric                              | 21                                | 21          | 0              | 0                  | 0                 | 100%                          | →              | 100%                       |  |
| Block Inspections                                    | General                               | 1,212                             | 1,211       | 1              | 97                 | 14                | 99.9%                         | →              | 100%                       |  |
|  | Gladstone Commercial Air Conditioning | 2                                 | 2           | 0              | 0                  | 0                 | 100%                          | →              | 100%                       | 1 unit broken down awaiting part. Switched off |
|  | Community Rooms                       | 384 inspections for 32 properties | 96          | 0              | 32                 | 0                 | 100%                          | →              | 100%                       |  |
|  |                                       |                                   | <b>P1</b>   | <b>P2</b>      | <b>P3</b>          | <b>Total</b>      | <b>Average Cost of Repair</b> |                |                            |  |
| Damp & Mould Cases                                   | Number of Dwellings YTD               |                                   | 2           | 33             | 10                 | 45                | £81.26                        |                |                            |  |
|  | Number of Inspections Completed       |                                   |             |                |                    | 36                |                               |                |                            |  |
|  | Number of Repairs Raised YTD          |                                   | 2           | 80             | 10                 | 92                |                               |                |                            |  |
|  | Number of Repairs Outstanding         |                                   | 0           | 31             | 0                  | 31                |                               |                |                            |  |
|  | Number of repairs completed           |                                   | 2           | 49             | 10                 | 61                |                               |                |                            |  |
|  | Average time all works (Days)         |                                   | 0.5         | 46.21          | 78                 | 50.63             |                               |                |                            |  |
|  | Completed on Time %                   |                                   | 100%        | 67.7%          | 94.44%             | 72.18%            |                               |                |                            |  |
| No. recurring cases during period                    |                                       | 0                                 | 0           | 0              | 0                  |                   |                               |                |                            |  |

|  |   |  |  |   |   |  |
|--|---|--|--|---|---|--|
| <b>Trend Analysis Key:</b>               |  | Performance has improved since last reporting period |  | Performance remains unchanged since last reporting period |  | Properties have become non-compliant since last reporting period |
| <b>RAG Rating Key:</b>                   |   | 100%   |  | 98-99.9%  |  | 0-97.99%   |
| <b>Damp &amp; Mould 'P' Ratings Key:</b> | P1  | Emergency e.g. excessive mould or major leak.        | P2   | Minor repair works and mould wash                         | P3  | Major Works undertaken by Asset Team e.g. new DPC                |

**12 Month Trend Analysis – TSM Compliance Percentages (%)**

|                    |                              | Apr-24 | May-24 | Jun- 24 | Jul-24 | Aug-24 | Sept-24 | Oct-24 | Nov-24 | Dec-24 | Jan-25 | Feb-25 | Mar-25 |
|--------------------|------------------------------|--------|--------|---------|--------|--------|---------|--------|--------|--------|--------|--------|--------|
| Gas Safety Check   | Domestic                     | 99.2%  | 97.9%  | 98.5%   |        |        |         |        |        |        |        |        |        |
|                    | Communal                     | 100%   | 100%   | 100%    |        |        |         |        |        |        |        |        |        |
| FRA                | Blocks                       | 100%   | 100%   | 100%    |        |        |         |        |        |        |        |        |        |
| Asbestos           | Domestic                     | 100%   | 100%   | 100%    |        |        |         |        |        |        |        |        |        |
|                    | Communal                     | 100%   | 100%   | 100%    |        |        |         |        |        |        |        |        |        |
| Water Safety       | LRA                          | 100%   | 100%   | 100%    |        |        |         |        |        |        |        |        |        |
|                    | Bacterial                    | 100%   | 100%   | 100%    |        |        |         |        |        |        |        |        |        |
| Lift Equipment     | Lifts                        | 100%   | 100%   | 100%    |        |        |         |        |        |        |        |        |        |
|                    | Stair lifts                  | 100%   | 100%   | 98%     |        |        |         |        |        |        |        |        |        |
|                    | Hoists                       | 100%   | 100%   | 100%    |        |        |         |        |        |        |        |        |        |
| Electrical Safety  | Domestic under 5 yrs         | 99.4%  | 99.56% | 99.5%   |        |        |         |        |        |        |        |        |        |
|                    | Non-domestic                 | 100%   | 100%   | 100%    |        |        |         |        |        |        |        |        |        |
|                    | PAT                          | 100%   | 100%   | 100%    |        |        |         |        |        |        |        |        |        |
| Damp & Mould Cases | Number of Repairs Raised YTD | 33     | 62     | 92      |        |        |         |        |        |        |        |        |        |
|                    | Outstanding                  | 5      | 23     | 11      |        |        |         |        |        |        |        |        |        |
|                    | Average time works (Days)    | 35.22  | 33.83  | 46.21   |        |        |         |        |        |        |        |        |        |



| Month to Month Stock Variations    |                 |        |           |                        |               |                      |
|------------------------------------|-----------------|--------|-----------|------------------------|---------------|----------------------|
|                                    | Monthly Summary |        |           | Breakdown of Movements |               |                      |
|                                    | Mar-24          | Jun-24 | Variation | Acquisitions           | Disposal/RTBs | Change property type |
| Total number of domestic dwellings | 5,571           | 5,580  | 9         | 9 (New Build)          | 0             | 0                    |
| Total number of blocks             | 346             | 346    | 0         | 0                      | 0             | 0                    |
| Total number of Leaseholders       | 184             | 184    | 0         | 0                      | 0             | 0                    |
| Total number non-domestic          | 32              | 32     | 0         | 0                      | 0             | 0                    |