



*Castle House
Great North Road
Newark
NG24 1BY*

Tel: 01636 650000

www.newark-sherwooddc.gov.uk

Monday, 13 April 2026

Chair: Councillor P Peacock

Members of the Committee:

**Councillor R Cozens
Councillor S Crosby
Councillor L Brazier
Councillor S Forde**

**Councillor C Penny
Councillor P Taylor
Councillor J Kellas**

MEETING:	Cabinet
DATE:	Tuesday, 21 April 2026 at 6.00 pm
VENUE:	Civic Suite, Castle House, Great North Road, Newark, 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@newark-sherwooddc.gov.uk

AGENDA

	<u>Page Nos.</u>
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 held on 24 March 2026	4 - 9
5. Chair's Update	Verbal Report
Climate and the Environment Portfolio	
6. Glyphosate Free Play Areas (Key Decision)	10 - 19
Housing Portfolio	
7. Adoption of the Renters Rights Act 2025 (Key Decision)	20 - 65
8. Enhancing Tenant Engagement - Recognition Scheme	66 - 88
9. Newark Partnership Hub - A New Approach for Place Based Partnership Working in Town Centre Areas (Key Decision)	89 - 96
10. Options Appraisal for Temporary Accommodation in Ollerton (Key Decision)	97 - 110
11. Warm Homes Scheme Update (Key Decision)	111 - 117
Health, Well-being and Leisure Portfolio	
12. Exclusion of the Press and Public	
None	

FIRE ALARM EVACUATION

In the event of an alarm sounding please evacuate the building using the nearest fire exit in the Civic Suite. You should assemble at the designated fire assembly point located in the rear car park and remain there until the Fire Service arrive and advise it is safe to return into the building.

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, 24 March 2026 at 6.00 pm.

PRESENT: Councillor P Peacock (Chair)
Councillor S Crosby, Councillor S Forde, Councillor C Penny, Councillor P Taylor and Councillor J Kellas

ALSO IN ATTENDANCE: Councillor N Allen and Councillor J Lee

APOLOGIES FOR ABSENCE: Councillor R Cozens and Councillor L Brazier

367 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.

368 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

There were no declarations of interest.

369 MINUTES FROM THE PREVIOUS MEETING HELD ON 24 FEBRUARY 2026

The minutes from the meeting held on 24 February 2026 were agreed as a correct record and signed by the Chair.

370 HOUSING COMPLIANCE ASSURANCE REPORT - QUARTER 3

The Business Manager - Building Safety & Asset Investment presented a report which set out the performance position as of 31 December 2025 (Quarter 3) for housing related compliance and provided an update on activities in the service area. The report set 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.

The Cabinet welcomed the performance improvements which had been made and in respect of improving the messaging to tenants who fail to give access and the intention to cap supply the Business Manager advised that a gas meter safety policy would be coming forward to Cabinet in due course.

AGREED (unanimously) that Cabinet note:

- a) the exceptions to performance of the housing service compliance functions;

- b) interim arrangements for monitoring damp and mould ahead of introduction of Awaab's Law; and
- c) the ongoing actions to improve and maintain performance.

Reasons for Decision:

To provide assurance on the work undertaken to ensure the safety of tenants and compliance with the regulatory standards.

This links to two ambitions in our Community Plan:

Ambition 2: Increase the supply of housing, in particular decent homes that residents can afford to buy and rent, as well as improving housing standards; and

Ambition 7: Be a top performing, modern and accessible Council that get its everyday services right for the residents and businesses that it serves.

Options Considered:

None, this report sets out performance data for Quarter 3.

371 BUDGET PERFORMANCE REPORT - QUARTER 3

The Business Manager - Financial Services presented a report which detailed the forecast outturn position for 2025/26 as at 31 December 2025 (Quarter 3) for the Council's General Fund and Housing Revenue Account revenue and capital budgets. The report detailed performance against the approved budget 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.

Members noted a projected favourable variance on Service budgets against the revised budget of £0.385m, with an overall favourable variance of £0m to be transferred to General Fund reserves. The favourable variance of £0.385m on service budgets managed by business managers represented 1.84% of the total service budgets. The Council had been fully compliant with all prudential indicators during the reporting period.

AGREED (unanimously) that Cabinet:

- a) note the General Fund projected outturn variance of £0m;
- b) note the Housing Revenue Account projected favourable outturn variance of £0.117m to the Major Repairs Reserve;
- c) approve the variations to the Capital Programme at Appendix E to the report;
- d) approve the Capital Programme revised budget and financing of £53.759m; and
- e) note the Prudential indicators at Appendix H to the report.

Reasons for Decision:

To consider the forecast outturn position for the 2025/26 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.

Options Considered:

Not applicable, this report presents budget performance information.

372 COMMUNITY PLAN PERFORMANCE REPORT - QUARTER 3

The Senior Transformation and Service Improvement Officer presented a report which detailed the Quarter 3 Community Plan Performance Report (1 October to 31 December 2005). The report and accompanying presentation highlighted various projects undertaken by Business Units such as 'Flood Mary'; the in-house CCTV Control Room project; the 'free tree' scheme; and the Farndon Underpass Mural transformation project. The presentation also focused on the performance in respect of the supply of housing and in particular decent homes that residents can afford to buy and rent, as well as improving housing standards.

AGREED (unanimously) that Cabinet:

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

Reasons for Decision:

To ensure that Cabinet are aware of all relevant performance updates in line with the Community Plan.

Options Considered:

None, this report provides an update on the Council's performance.

373 BIODIVERSITY STRATEGY AND BIODIVERSITY REPORT (KEY DECISION)

The Biodiversity & Ecology Lead Officer presented a report which set out a proposed Biodiversity Strategy and presented the statutorily required Biodiversity Report for 2024 - 2025. The Cabinet had approved publication of the Biodiversity Report - First Consideration on 4 June 2025. It was proposed that this First Consideration report be amended to account for the current situation as was set out in the report.

AGREED (unanimously) that Cabinet:

- a) approve the proposed amended First Consideration Proposed Future Actions and Monitoring as the Council's Biodiversity Strategy;
- b) approve publication of the proposed Biodiversity Report 2024-2025; and
- c) approve that future Biodiversity Reports will be published annually.

Reasons for Decision:

As set out in the summary for Alternative Options Considered, some of the proposed actions align with Ambition 6 of the Community Plan, particularly 'Play an active role in biodiversity net gain for the district, including the potential to own our own biodiversity offset sites, as well as looking at how our own developments can contribute.'

Options Considered:

None, as there is a statutory requirement to have agreed actions within a First Consideration report and the proposed Biodiversity Strategy provides a mechanism for that.

The statutory requirement can be no more than 5-year reporting intervals but given imminent changes to mandatory BNG and impending Local Government Reform, and a Council fully engaged with biodiversity matters, annual reporting was considered appropriate.

374 INTRODUCTION OF A PILOT FOOD WASTE COLLECTION FOR DOMESTIC PROPERTIES AHEAD OF THE STATUTORY ROLLOUT IN 2027 (KEY DECISION)

The Waste and Recycling Manager presented a report which sought approval to introduce a pilot scheme of around 3,00 properties in September 2026 in preparation for the full District wide introduction of food waste collection service in October 2027. It was considered both prudent and operationally necessary to undertake a pilot ahead of full rollout.

The proposed pilot would enable the Council to gather essential data and experience regarding service delivery and resident participation. The areas identified for the pilot were Southwell, Lowdham and Yorke Drive and the Hawtonville estate in Newark which offered a suitably mixed demographic. One of the key variables of the pilot would be to test the inclusion of compostable / degradable bags. Full details of the proposed pilots were set out in the report and it was noted that feedback from the pilots would be reported to the Policy & Performance Improvement Committee in addition to the Cabinet.

AGREED (unanimously) that Cabinet approve:

- a) the implementation of a six-month food waste collection pilot across two rounds of approximately 1,500 properties each;

- b) the comparative testing of provision versus non-provision of compostable liner bags;
- c) a further report being brought to the Cabinet in spring 2027, detailing the pilot outcomes and recommendations prior to the District wide rollout;
- d) a Capital budget of £27,500 for the purchase and delivery of 3,300 external food waste caddies, 3,200 internal food waste caddies, to be funded from the Food Waste Reserve; and
- e) a revenue budget of £9,500 for the six-month supply of caddy liners for 1,500 properties, communication material and hiring a van to deliver the caddies, to be funded from the same ring-fenced reserve.

Reasons for Decision:

The proposal aligns with the Community Plan to enhance the climate and the environment and provide value for money, whilst there is also a statutory requirement to provide a kerbside food waste collection service from October 2027.

Options Considered:

Consideration was given to not running a pilot food waste round and base future round sizes and expected yields on general benchmark data that is available. However, the Council wishes to maximise use of the service to benefit residents, provide value for money and increase recycling, rather than simply deliver the service. A pilot is deemed a positive development in order to achieve this ambition.

375 SUPPLEMENTARY PLANNING DOCUMENTS (KEY DECISION)

The Business Manager - Planning Policy & Infrastructure presented a report which sought approval to consult on the Draft Interim Affordable Housing Supplementary Planning Document (SPD) and the Draft Developer Contributions & Planning Obligations SPD. The Government had legislated that as part of the new plan making system SPD's could not be adopted after 30 June 2026. Cabinet had agreed at their last meeting to prioritise the updating of the Affordable Housing and Developer Contributions & Planning Obligations SPD's given they supported the delivery of affordable housing, important facilities and infrastructure that help create sustainable communities. The draft SPD's which were attached as appendices to the report had been considered and endorsed by the Planning Policy Board subject to a small number of minor amendments.

AGREED (unanimously) that Cabinet approve:

- a) the proposed SPDs at Appendices A & B 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 Affordable Housing and Developer Contributions & Planning Obligations therefore no alternative options have been considered at this point.

Meeting closed at 7.22 pm.

Chair



Report to: Cabinet Meeting - 21 April 2026
 Portfolio Holder: Councillor Simon Forde, Climate & the Environment
 Director Lead: Matt Finch, Communities & Environment
 Lead Officer: Ash Kitchen – Street Scene Manager

Report Summary	
Type of Report	Open Report / Key Decision
Report Title	Glyphosate Free Play Areas
Purpose of Report	<p>To seek approval for a proposed pilot program to reduce the use of glyphosate-based herbicides across Newark & Sherwood District Council owned playgrounds and housing owned playground areas from April 2026 to the end of March 2027.</p> <p>The proposal focuses on introducing spray-free zones across approximately 34 playground sites, while maintaining a targeted weed management approach where required to ensure public safety and site usability.</p> <p>The report also outlines the financial, operational, risks and environmental implications of reducing glyphosate usage, including any implications financially and labour requirements associated with alternative methods of weed management.</p>
Recommendations	<p>That Cabinet approve:</p> <ul style="list-style-type: none"> a) the introduction of spray-free weed management zones across 34 council-owned playgrounds, including housing playground areas; b) the continuation of glyphosate use in targeted operational areas where alternative methods are not viable or would pose safety risks; c) the adoption of mechanical and manual weed control methods, including the use of NoMix Dual applicator systems where herbicide use is still required; and d) a review of the operational and financial impacts, including any additional labour costs, herbicide savings and site condition assessments, to enable a decision to be made about whether the approach becomes business as usual from April 2027.

<p>Alternative Options Considered</p>	<p>Consideration was given to maintaining the current weed management programme using glyphosate across all operational sites.</p> <p>While this approach remains the most cost-effective and operationally efficient method of weed control, there has been increasing public concern regarding herbicide use in sensitive locations such as playgrounds and residential areas.</p> <p>An alternative option of eliminating glyphosate across all council land was also considered. However, this was not recommended due to:</p> <ul style="list-style-type: none"> A. Significant increases in labour costs B. Reduced weed control effectiveness C. Potential deterioration in site standards and safety D. Increased carbon emissions associated with repeated mechanical treatments <p>Therefore, a targeted reduction approach focused on highly visible and sensitive areas such as playgrounds has been proposed as a balanced solution.</p>
<p>Reason for Recommendations</p>	<p>The introduction of spray-free zones within playground environments will provide visible evidence of the Council’s commitment to reducing chemical use, whilst still maintaining operational practicality. The introduction of spray-free zones within playground environments provides a balanced and proportionate approach to reducing the Council’s reliance on glyphosate-based herbicides while maintaining safe and accessible public spaces.</p> <p>Playgrounds represent some of the most sensitive and highly visible areas within the Council’s public realm, frequently used by children and families. Removing routine herbicide application in these locations supports the precautionary principle, responds to increasing public concern regarding chemical use in recreational areas, and demonstrates the Council’s commitment to environmentally responsible land management.</p> <p>The proposal builds upon the Council’s existing spray-free areas and forms part of a wider strategy to gradually reduce glyphosate use across the district. By focusing reductions within targeted locations, the Council can continue to manage operational risks such as trip hazards, accessibility issues and excessive vegetation growth while still progressing towards environmental and sustainability objectives.</p> <p>The proposed approach can be delivered within existing operational resources and will contribute towards a measurable reduction in annual glyphosate usage across the district.</p>

1.0 Background

- 1.1 Glyphosate is a systemic herbicide widely used across the world for the control of unwanted vegetation in both agricultural and amenity environments. It works by inhibiting a plant enzyme required for growth, resulting in the gradual death of the plant from the roots upwards. As the herbicide is absorbed through the foliage and transported throughout the plant system, it is particularly effective at controlling weeds that regrow from roots or underground structures.
- 1.2 Glyphosate-based herbicides contain glyphosate as the active ingredient, typically in the form of glyphosate isopropylamine salt or potassium salt. This compound inhibits the plant enzyme EPSP synthase within the shikimic acid pathway, preventing the production of essential amino acids required for plant growth and survival. As a result, treated plants gradually die back over a period of days or weeks. Commercial formulations also contain inert or adjuvant ingredients such as surfactants, water carriers and stabilising agents which improve the herbicide's ability to adhere to leaf surfaces, penetrate plant tissue and remain chemically stable during storage and application.
- 1.3 Glyphosate is highly effective at controlling a wide range of vegetation types including annual weeds, perennial weeds, invasive vegetation and weeds that regenerate from roots or rhizomes. Due to its broad-spectrum effectiveness and relatively low application rates, glyphosate has historically been the most operationally efficient and cost-effective method of weed control used by Newark and Sherwood District Council. The product has traditionally been used to manage vegetation across public areas including footways, kerb lines, playgrounds, housing estates, car parks and pathways where unmanaged vegetation can create trip hazards, obstruct access routes and negatively impact the appearance of public spaces.
- 1.4 Despite its widespread use, glyphosate has increasingly become the subject of public debate regarding its potential environmental and health implications, particularly when used in highly visible public spaces such as parks and playgrounds. Newark and Sherwood District Council already operates several spray-free zones across the district. These include eight closed churchyards maintained under Section 215 of the Local Government Act 1972, alongside sites such as Sconce and Devon Park, Vicar Water Country Park, Clay Lane and Thorpe Oaks Playing Field.

These locations were strategically selected due to their environmental sensitivity and the suitability of alternative weed management approaches. Whilst mechanical removal methods can be effective in some circumstances, they also present operational considerations. Mechanical weed removal can require the temporary cordoning off of areas for public safety and may not be suitable in built-up areas due to the risk of flying debris or disturbance caused by machinery.

Southwell Pilot Scheme

- 1.5 A previous pilot scheme was undertaken on Housing Revenue Account land in Southwell between April 2024 and April 2026 across three locations: Kings Court, Coghill Court and The Burgage.

The trial did not achieve the anticipated outcomes. During the trial period a notable level of resident complaints was received, primarily concerning the visual standard and effectiveness of weed control delivered through alternative methods. The use of mechanical equipment in these locations was also limited due to noise considerations and the proximity of surrounding residential properties. There were also concerns regarding the potential risk of damage to nearby assets when using mechanical tools. Whilst alternatives to glyphosate may not be practicable in every instance, using alternatives are deemed to be appropriate in the context of play parks and will build on the approach the Council has taken in other locations such as closed churchyards and some of our Green Flag parks.

- 1.6 Regulatory bodies including the UK Health and Safety Executive and the European Food Safety Authority continue to approve glyphosate for use when applied in accordance with manufacturer guidance and regulatory standards. However, many local authorities have begun reviewing their weed management strategies and introducing reduction measures or spray-free zones in response to increasing public concern and wider environmental objectives.

2.0 Proposal/Options Considered

- 2.1 It is proposed that Newark & Sherwood District Council introduce spray-free weed management zones across 34 playground locations across the district, including sites within both the General Fund and Housing estates. Playgrounds represent some of the most visible and sensitive areas of public realm managed by the Council. These spaces are frequently used by children and families and therefore carry higher public expectations regarding environmental quality and safety. Introducing spray-free zones in these locations will demonstrate the Council's commitment to reducing reliance on chemical herbicides while continuing to maintain safe and well-managed recreational environments.

Proposed areas include:

1. *Bridge Community Centre Play Area NSDC General Fund Newark*
2. *Chestnut Avenue Multi Sports Area Newark*
3. *Clipsham Close Play Area Balderton*
4. *Dodsley Way Play Area Clipstone*
5. *Grove Street Play Area Balderton*
6. *Hawtonville CC Multisports Area*
7. *Hilcote Drive Play Area Clipstone*
8. *Lincoln Road Playing Field – MUGA Newark*
9. *Mead Way Play Area Balderton*
10. *Old Tannery Drive Lowdham*
11. *Sconce & Devon Park Fitness Trail Newark*

12. *Sconce Hills Park Play Area Newark*
13. *Southfields Play Area Balderton*
14. *Thorpe Oaks Play Area Coddington*
15. *Vicar Water Country Park Clipstone*
16. *Alexander Lodge NSDC Housing Newark*
17. *Bramley Close Play Area Southwell*
18. *Byron Close Play Area Hawtonville*
19. *Chatham Court Play Area Newark*
20. *Cherry Holt Play Area Hawtonville*
21. *Cleveland Green Play Area Hawtonville*
22. *Clifton House Play Park Hawtonville*
23. *Derbyshire Close Play Area Harby*
24. *Fleming Drive play Area Newark*
25. *Forge Close Play Area North Muskham*
26. *Hallam Road Play Area 1 Ollerton*
27. *Hallam Road Play Area 2 Ollerton*
28. *Lawrence Street Play Area Newark*
29. *Queens Court Play Area Newark*
30. *South View Flats Play Park Balderton*
31. *Stafford Avenue Play Area Balderton*
32. *Thorpe Close Play Area Coddington*
33. *Turner Lane Park Boughton*
34. *Wellow Green Homeless Unit Play Area*

- 2.2 Under this proposal routine herbicide spraying within these locations would cease. Weed control would instead be undertaken through a combination of alternative non-chemical methods including manual removal using gardening tools, mechanical brushing using Stihl combi brush equipment, and vegetation cutting using brush cutters or strimmer's where appropriate.

These methods allow vegetation to be managed effectively without the use of herbicides. In addition, longer-term measures could be considered to help naturally suppress weed growth. These include introducing low-growing ground cover plants that compete with weeds and the application of bark mulch in planting beds to reduce weed germination and minimise the need for repeated manual removal.

- 2.3 Operationally, this additional workload will be incorporated into the current Grounds Maintenance ten-day grass cutting cycle. Each designated spray-free site is expected to require approximately 30 minutes of additional maintenance time per second visit.

The two housing maintenance rounds are expected to experience the greatest operational impact. It is estimated that this will add approximately 4.5 additional hours of work per round per month during the seven-month grass cutting season. This equates to approximately 31.5 additional hours across the 2026 season. Based on current operational capacity, it is anticipated that this workload can be absorbed within existing staffing resources without the requirement for additional personnel.

- 2.4 Whilst routine herbicide spraying would cease within designated playground areas, glyphosate-based products would continue to be used in targeted operational locations where alternative weed management methods are not practical or would present safety risks.

To improve application control and reduce chemical waste, the Council has transitioned towards the use of NoMix Dual applicator systems. These systems provide pre-diluted herbicide cartridges which remove the need for manual mixing and improve dosage accuracy. This reduces operator exposure to concentrated chemicals in line with COSHH regulations 2002, improves safety during handling and storage, and reduces the risk of product wastage.

NoMix Dual contains two active ingredients: glyphosate, which controls existing weeds by being absorbed through plant foliage and transported to the root system, and sulfosulfuron, which provides residual weed control by preventing the germination of new weeds. This dual action enables longer-lasting weed management and reduces the frequency of repeat treatments.

- 2.5 This table shows Newark & Sherwood District Council's total use of glyphosate from 2021 to projected quantity 26/27.

Financial Year	Quantity Litres
2021-2021	320
2022-2023	310
2023-2024	290
2024-2025	300
2025-2026	240 changed to Nomix dual from normal Glyphosate manual mixing products
2026-2027	200 projected

- 2.6 Experience from other UK local authorities demonstrates that reducing glyphosate use can produce mixed outcomes.

Cities such as Brighton & Hove and Hammersmith and Fulham have introduced glyphosate free trials and reported positive outcomes including increased biodiversity, improved public engagement and reduced chemical use. However, these programmes required significantly increased manual labour, maintenance, and financial resources.

Conversely, other authorities including Sheffield and Bristol experienced operational challenges when attempting large-scale herbicide reduction programmes. These included rapid weed regrowth, increased resident complaints, higher operational costs and reduced accessibility on pathways and hard surfaces.

As a result, many councils have adopted a targeted reduction approach rather than complete herbicide bans. The proposal within this report reflects this balanced approach.

- 2.7 The proposed spray-free zones would cover approximately 61,200 square metres of land, equivalent to approximately 6.12 hectares or around nine football pitches.

The previous Southwell pilot scheme covered approximately 8,765 square metres. The proposed pilot would therefore increase spray-free areas by approximately 53,435 square metres, significantly expanding the scale of the trial and allowing a more representative assessment across multiple locations within the district.

Operationally, this proposal is expected to reduce glyphosate usage by approximately 40 litres per year. This supports the Council's wider objective of reducing glyphosate use to approximately 200 litres annually, representing an overall reduction of approximately 37.5% compared with usage levels recorded in 2021.

Over the past 12 months the Council has already achieved a reduction of approximately 60 litres through improved weed management planning and the introduction of NoMix Dual application systems which allow more targeted treatment and reduce product waste.

Objectives

- 2.8 The primary objective of discontinuing glyphosate use within playground environments is to minimise potential exposure of children, staff and other vulnerable users to herbicide products in areas of high public contact. This approach reflects the precautionary principle and supports the Council's commitment to protecting public health while maintaining safe recreational environments.

The proposal also contributes to wider environmental objectives by supporting biodiversity, encouraging more natural landscapes within public spaces and responding to growing public concern regarding the use of chemical herbicides in highly visible community environments.

Alternative other weed management methods will therefore be implemented where practicable to maintain playground safety, control trip hazards and ensure these spaces remain safe, accessible and well maintained.

- 2.9 A review of key performance indicators will be evaluated before and after the no spray on play pilot scheme, to then reflect on if this can work permanently, a further report will be completed in December 26 for a decision on normal work duties surrounding this pilot scheme from April 1, 2027.

Benefits

- 2.10 Running a controlled pilot offers significant strategic and operational benefits. There will be more evidence based decision making as the data that is gathered it will be localised rather than based on national outcomes. Understanding the likely volume of positive and negative expectations around public view on herbicides, increased biodiversity around play areas and land with increasing greener more sustainable land management.

3.0 **Implications**

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

The reduction in herbicide usage will require increased staff involvement in manual weed management activities.

This may require adjustments to: Work scheduling, seasonal staffing allocation, operational priorities within the Street Scene service

Implications Considered			
Yes – relevant and included / NA – not applicable			
Financial	Yes	Equality & Diversity	N/A
Human Resources	Yes	Human Rights	N/A
Legal	Yes	Data Protection	N/A
Digital & Cyber Security	N/A	Safeguarding	N/A
Sustainability	Yes	Crime & Disorder	N/A
LGR	N/A	Tenant Consultation	N/A

Sustainability Implications

- 3.1 Reducing glyphosate usage supports the Council’s wider environmental and sustainability objectives. Lower chemical inputs within public spaces may support biodiversity, improve the ecological value of green spaces and enhance public confidence in how the Council manages the local environment.

However, alternative weed control methods may also introduce operational trade-offs. Mechanical removal methods can increase fuel consumption, operational hours and staff travel. There may also be an increase in service requests or complaints relating to weed growth in areas where chemical treatments are reduced.

For these reasons, a balanced approach has been recommended which reduces herbicide use in sensitive areas such as playgrounds while maintaining operational flexibility across the wider district.

Bio Diversity Implications

- 3.2 The proposed approach is not expected to result in significant adverse impacts on biodiversity when undertaken in accordance with best practice and environmental guidance. Reducing herbicide use in playground environments may allow a wider range of plant species to establish in surrounding areas, potentially supporting pollinators and other beneficial insects.

Vegetation management will continue to be undertaken in a targeted and proportionate manner to minimise disturbance to non-target plant species and surrounding habitats. Where possible, maintenance activities will avoid sensitive ecological areas and will be timed appropriately to reduce impacts on wildlife such as nesting birds or seasonal pollinators.

Risk Implications

- 3.3 The introduction of spray-free zones within playground environments may result in some operational and reputational risks which will need to be carefully managed.

One of the most likely risks is an increase in resident complaints relating to the visual appearance of weeds within areas where herbicide use has been reduced. Experience from other local authority trials has shown that alternative weed management techniques may not achieve the same immediate visual results as chemical control methods.

There is also a potential risk that increased weed growth on hard surfaces such as paths and playground edges could contribute to trip hazards if not managed effectively. This risk will be mitigated through regular inspections and targeted maintenance interventions as part of the existing grounds maintenance schedule.

Operationally, the use of mechanical weed removal equipment may present additional safety considerations including noise disturbance, the risk of debris projection and temporary restrictions to public access during maintenance activities. These risks will be managed through appropriate staff training, risk assessments and the use of suitable personal protective equipment in accordance with COSHH regulations and relevant health and safety procedures.

Despite these challenges, the introduction of targeted spray-free zones represents a balanced and proportionate approach which reduces herbicide use in sensitive areas whilst maintaining operational flexibility across the wider district.

Financial Implications (FIN26-27/2273)

- 3.4 The introduction of spray-free zones within playground areas is expected to create a modest increase in operational workload due to the need for manual or mechanical weed removal in place of herbicide application.

It is estimated that each spray-free playground will require approximately 30 minutes of additional maintenance time during each scheduled visit within the ten-day grass cutting cycle. The greatest operational impact is anticipated to fall on two Housing maintenance rounds where approximately 4.5 additional hours of work per month will be required during the seven-month grass cutting season. This equates to approximately 31.5 additional operational hours during the 2026 season.

Based on current staffing levels and operational capacity, it is anticipated that this workload can be absorbed within existing resources without requiring additional staffing or significant changes to service delivery schedules.

The proposed reduction in glyphosate use is expected to result in a small reduction in chemical purchasing costs over time. However, any financial savings associated with reduced herbicide usage are likely to be offset by the increased labour requirements associated with alternative weed management methods.

Overall, the proposal is expected to be broadly cost neutral within existing service budgets, whilst supporting the Council's wider environmental objectives.

Current Spend on Glyphosate 25/26 £7682.10

Spend on Glyphosate 26/27 if successful 27/28 £6559.80

No extra resource necessary

- 3.5 Data will be collected and stored in line with Health & Safety at Work Act and COSHH Regulations 2002

Human Resources Implications

- 3.6 No additional staff will be required for the pilot the new spray free zones, no change to Ground service role.

Legal Implications (LEG2627/2053)

- 3.7 As detailed within the report, regulatory bodies including the UK Health and Safety Executive and the European Food Safety Authority continue to approve glyphosate for use when applied in accordance with manufacturer guidance and regulatory standards. Any application must be undertaken in accordance with regulatory and statutory requirements including compliance with COSHH regulations.

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 1972.

None



Report to: Cabinet Meeting - 21 April 2026
 Portfolio Holder: Councillor Lee Brazier, Housing
 Director Lead: Matthew Finch. Communities & Environment
 Lead Officer: Jenny Walker, Business Manager – Public Protection

Report Summary	
Type of Report	Open Report / Key Decision
Report Title	Adoption of the Renters Rights Act 2025
Purpose of Report	To seek Cabinet approval for the adoption of the updated Private Sector Housing Enforcement Policy and associated Civil Penalty Matrix, reflecting the requirements of the Renters’ Rights Act 2025 ahead of its implementation in May 2026.
Recommendations	<p>It is recommended that Cabinet:</p> <ul style="list-style-type: none"> a) approve the adoption of the updated Private Sector Housing Enforcement Policy, incorporating duties placed on the Council under the Renters’ Rights Act 2025 for inclusion in the Councils existing Enforcement Policy; b) approve the adoption of the Civil Financial Penalties Policy and associated penalty matrix to enable the Council to impose civil penalties for breaches under the new legislative framework; and c) delegate authority to the Director - Communities & Environment in consultation with the Portfolio Holder for Housing to make minor operational amendments to the policies to reflect future updates to statutory guidance.
Alternative Options Considered	<ul style="list-style-type: none"> • Do nothing – Failure to adopt a legally compliant enforcement and penalty framework would prevent the Council from meeting statutory duties under the Renters’ Rights Act 2025. • Delay adoption pending further national guidance –The legislation comes into force in May 2026 and the Council must have a robust enforcement framework in place for day one of implementation.

Reason for Recommendations	To ensure the Council can undertake the new legal duties from May 2026 this directly links to the Community Plan Objective - Increase the supply of housing, in particular decent homes that residents can afford to buy and rent, as well as improving housing standards
-----------------------------------	---

1.0 Background

- 1.1 The Renters’ Rights Act 2025 (“the Act”) introduces major reforms to tenancy law, enforcement powers and landlord obligations. It significantly expands the statutory duties of local housing authorities, including duties under Section 107 (Landlord Legislation enforcement) and Section 110 (reporting obligations to the Secretary of State). The Act introduces numerous new offences, expanded investigatory powers, and civil penalties with statutory maximums ranging from £7,000 to £40,000.
- 1.2 In preparation for these reforms, the councils across the county have been working together through the Nottinghamshire Housing Enforcement Group to agree a consistent enforcement policy and civil penalty matrix. These documents have been provided and drafted by Justice For Tenants and have then been reviewed and finalised by the Association of Chief Environmental Health Officers (ACEHO). They have been considered by all county district and boroughs as well as City Council. The majority have the councils are all adopting these two documents with little, if any changes.
- 1.3 The updated Private Sector Housing Enforcement Policy (**Appendix 1**) details both the existing duties under the Housing Act 2004 and the new responsibilities arising from the Act. In addition, the comprehensive Civil Financial Penalties Policy and penalty matrix (**Appendix 2**) ensures all civil penalties are issued transparently, consistently and proportionately. This would then form part of the Councils existing Enforcement Policy updating the existing private sector housing enforcement and charging matrix.
- 1.4 A public-facing consultation was undertaken to support sector engagement following internal legal advice. The consultation set out to acknowledge the significance of the legislative changes and the need for transparency so landlords, tenants, agents and voluntary sector partners understand how the Council will apply the new enforcement powers. We also advised of our intention to align approaches with other Nottinghamshire authorities as part of preparations for Local Government Reorganisation but to also recognise that landlords operate across council boundaries.

2.0 Proposal/Options Considered

- 2.1 This report proposes that Cabinet formally adopt both the Private Sector Housing Enforcement Policy and the Civil Financial Penalty Policy and matrix, ensuring that Newark & Sherwood District Council has a legally compliant framework ahead of the Act coming into force in May 2026.

- 2.2 The updated policies ensures the Council can:
- Investigate potential breaches using new information-gathering and powers of entry.
 - Apply civil penalties based on seriousness, culpability, harm, landlord type and aggravating/mitigating factors.
 - Issue Rent Repayment Orders where appropriate.
 - Meet expectations for consistency, deterrence and proportionality in enforcement.
- 2.3 The adoption of the policy and matrix will provide clarity to landlords, tenants and agents on how the Council will exercise its powers and what the council can impose as civil penalties for the new offences. Working with the other councils across the county we have endeavoured to have documents that are as consistent as possible in terms of their scope and outcomes. Whilst they may not be exactly the same to allow for differences such as selective licensing teams and the delivery of the services within the given authority, the hope is for them to be as consistent as possible at this stage.

Staff resourcing for these new powers has been considered both for Newark and Sherwood District Council and for the other councils in the county. The delivery of illegal eviction and advice across the county varies depending on the authority. Where tenants have concerns currently, they seek advice from our Homelessness Team. To date the numbers seeking advice and support has been quite low and we do not, at this time have any indication that there will be a significant increase in demand. As a result, we are intending to keep the situation under review for the first few months with support from specific tenant support groups. Any decision for increasing staff resourcing will be considered in the late summer and in line with any determined LGR footprint.

2.4 Consultation Responses

A four-week public consultation took place and ended on 6 April 2026. The two documents were shared on our website and a press release inviting comments and consideration was sent out across our channels.

We have received one comment which was a question regarding park homes which was responded to. No other comments regarding the contents of the documents were received.

3.0 Implications

In writing this report and in putting forward recommendations, officers have considered the following implications: Data Protection; Digital & Cyber Security; Equality & Diversity; Financial; Human Resources; Human Rights; Legal; Safeguarding & Sustainability and where appropriate they have made reference to these implications and added suitable expert comment where appropriate. Do not delete this paragraph. Add in your implication paragraphs below.

Implications Considered			
Yes – relevant and included / NA – not applicable			
Financial	Yes	Equality & Diversity	Yes
Human Resources	N/A	Human Rights	N/A
Legal	Yes	Data Protection	N/A
Digital & Cyber Security	N/A	Safeguarding	N/A
Sustainability	N/A	Crime & Disorder	N/A
LGR	Yes	Tenant Consultation	N/A

Financial Implications FIN25-26/1910

- 3.1 The ability to impose civil penalties of up to £40,000 provides an opportunity to recover costs associated with enforcement, investigation and administration. Penalty income must be reinvested in private sector housing enforcement activity. Resource implications arising from increased enforcement responsibilities will be managed within existing structures, with additional capacity considered as needed. New burdens funding has been made available to support the new legislation and we are utilising this for the first year to understand the impacts.

Equality & Diversity Implications

- 3.2 The revised policy and matrix support fairer treatment of tenants, including those with protected characteristics disproportionately affected by poor housing standards or unlawful eviction practices. The penalty policy includes specific safeguards relating to vulnerable tenants and considers harm and risk in determining penalty levels.

Legal Implications - LEG2526/4478

- 3.3 Whilst there is no statutory requirement to adopt either the Private Sector Housing Authority Enforcement Policy or the Civil Financial Penalties Policy, the current Newark & Sherwood District Council Corporate Enforcement Policy (“the Policy”) does not make provision for the introduction of the Renter’s Rights Act 2025 and the increase in the use of civil penalties to deal with new offences being created by that Act as against landlords in the private rented sector in England and Wales.

It is recommended nonetheless that both the Private Sector Housing Authority Enforcement Policy and the Civil Financial Penalties Policy are incorporated into the existing Policy. The existing Policy was drafted with regard to the Legislative and Regulators Reform (Regulatory Functions) Order 2007 and the principles set out therein under the Legislative and Regulatory Reform Act 2006. Namely transparency, accountability, proportionality and consistency. Whilst not strictly necessary, inclusion of the recommended Policies into the existing Policy will underpin their credentials and make them less likely to challenge on public law grounds.

The adoption of a uniform enforcement policy and civil penalty policy is also to be recommended and supports the principles encapsulated in the Regulators Reform (Regulatory Functions) Order 2007 as the Council moves toward local government reorganisation. It will reflect the policies of likely partner authorities given the proposed county wide approach.

Adoption of the third recommendation is within the power of the Cabinet to delegate.

LGR Implications LGR/003

- 3.4 Nottingham and Nottinghamshire Councils are seeking to align enforcement approaches as much as possible ahead of reorganisation. Adoption strengthens collective consistency and enables future unified delivery models. Once the legislation is in force, and the Government's decision is known, and we have had an opportunity to understand what, if any, resource implications there are from the new duties, any additional resources required will look to be developed with the relevant councils that will make up the new unitary council, of which Newark and Sherwood Council will be part.

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 1972.

Private Sector Housing Enforcement Policy (2026)
Civil Financial Penalty Policy and Matrix (2026)
Renters' Rights Act 2025 (statutory guidance)

Newark and Sherwood District Council

Private Sector Housing Authority Enforcement Policy

This policy sets out the Council's principles for enforcing and executing its duties as a Housing Authority under the relevant statute.

S3 Housing Act 2004 imposes a duty on Councils to keep housing conditions in their district under review with a view to identifying any action that may need to be taken by them.

S107 Renters' Rights Act 2025 imposes a duty on the Council to enforce the Landlord Legislation. The Landlord Legislation is comprised of the following:

- Chapters 3 and 6 of Part 1 of the Renters' Rights Act 2025,
- Part 2 of the Renters' Rights Act 2025,
- Sections 1 and 1A of the Protection from Eviction Act 1977, and
- Chapter 1 of Part 1 of the Housing Act 1988.

S110 Renters' Rights Act 2025 imposes a duty on the Council to report to the Secretary of State on the exercise of its functions under the Landlord Legislation.

In this policy, the term 'landlord' should be read as including letting agents, managing agents, licensors, property owners, directors of corporate landlords and any other person involved in the letting or management of privately rented accommodation.

In this policy, the terms 'House of Multiple Occupation' or 'HMO' are defined by the Housing Act 2004.

Aims of the Policy

The purpose of this enforcement policy is to provide guidance for Housing Authority officers to ensure enforcement action is taken in line with the provisions of the Renters' Rights Act 2025 and mandatory guidance to local authorities.

The Act and the 'Landlord Legislation' (as defined by S107) sit outside of the Regulators' Code, and its provisions do not apply.

Part 1 of the Housing Act 2004 is also outside of the code's scope.

Notwithstanding this, the following legislation and its enforcement does come within the Legislative and Regulatory Reform (Regulatory Functions) Order 2007 and is therefore within the scope of the Regulators Code and the principles of good regulation:

- Parts 8, 9 and 10 of the Housing Act 1985
- Part 8 of the Housing Act 1996
- Parts 2 to 5 of the Housing Act 2004

This policy document sets out what owners, landlords, their agents or any other person involved in the letting or management of privately rented accommodation, and tenants of private rented sector properties, can expect from officers when dealing with non-compliance.

All enforcement action taken will be in accordance with relevant statutory Codes of Practice, Council procedures and protocols, and official guidance from central and local government bodies.

As a public body under the Human Rights Act 1998, the Council will apply the principles of the European Convention for the Protection of Human Rights and Fundamental Freedoms.

Approach to Enforcement

The Council wants to support responsible landlords to raise housing standards. However, the Council expects landlords to have a good understanding of the housing standards and management issues that should be met in privately rented accommodation.

S5 Housing Act 2004 places a duty on Councils to take appropriate enforcement action where a Category 1 hazard exists.

S7 Housing Act 2004 gives Councils a discretionary duty to take action where a Category 2 hazard exists. The Council will usually take action where a Category 2 hazard exists.

In addition, Council officers will often investigate and identify the need to take enforcement action through a range of routes, including (but not limited to): proactive inspections of dwellings through licensing provisions; in response to a complaint or request for assistance; and referrals from other public bodies. All investigations will be carried out in accordance with the relevant statutory requirements. The Council will ensure that appropriate governance is in place to ensure that action is taken in accordance with appropriate policies.

The Council may commence enforcement with formal action instead of informal action in the first instance. In deciding whether to do so, the circumstances of the case will be taken into account. Relevant factors may include, but are not limited to:

- Where there is a risk to public health
- Where there is a blatant or deliberate contravention of the law
- Where there is history of non-compliance

The Council will usually take formal action in the first instance if there has been:

- Non-compliance with previous formal or informal action
- Offences in relation to the licensing of HMOs

The Council will take formal enforcement action in the first instance for breaches of the Landlord Legislation.

Investigatory powers

In addition to the Council's informal and formal powers of enforcement, there are investigatory powers relating to the collection of information and relating to the entry of premises including, but not limited to, the powers detailed below.

Power to Investigate

S114 Renters' Rights Act 2025 gives the Council power to issue a notice to a relevant person to require the person to provide specified information to the Council.

This notice may be given to any person with an estate or interest in the land; the licensor; their agents; or a marketer of a property. It may be given in regard to any offence under the following Legislation:

- Sections 1 and 1A of the Protection from Eviction Act 1977;
- Chapter 1 of Part 1 of the Housing Act 1988;
- Section 83(1) or 84(1) of the Enterprise and Regulatory Reform Act 2013;
- Sections 21 to 23 of the Housing and Planning Act 2016;
- Chapter 3 of Part 1 and Part 2 of the Renters' Rights Act 2025.

Failure to comply with a s114 notice is an offence under s131 Renters' Rights Act 2025, as is being obstructive and intentionally or recklessly making false or misleading statements in response to a s.113 notice.

S115 Renters' Rights Act 2025 permits the Council when it reasonably suspects a breach of the Rented Accommodation Legislation to issue a notice to any person requiring them to provide the information specified. This may only be done to investigate whether a breach has occurred under the Rented Accommodation Legislation, or to determine the amount of a penalty. For the purposes of this section, the Rented Accommodation Legislation means:

- Sections 1 and 1A of the Protection from Eviction Act 1977;
- Chapter 1 of Part 1 of the Housing Act 1988;
- Parts 1 to 4 and 7 of the Housing Act 2004 ;
- Section 83(1) or 84(1) of the Enterprise and Regulatory Reform Act 2013;
- Sections 21 to 23 of the Housing and Planning Act 2016;
- Chapter 3 of Part 1 and Part 2 of the Renters' Rights Act 2025.

Where an individual has not complied with a s115 notice, s116 Renters' Rights Act 2025 enables the Council to make an application to the Court to enforce the provisions of the notice and seek reimbursement for the costs of the application.

S131 Renters' Rights Act provides that, in addition to the offence of non-compliance with a s114 notice, it is an offence for an individual to obstruct a Council officer seeking to exercise their powers without reasonable excuse. It is also an offence to fail to give an officer any additional assistance or information which they reasonably require without reasonable excuse.

S235 Housing Act 2004 allows the Council to issue a notice to relevant individuals, including occupiers, directing them to provide specified documents under their control for the purpose of

investigating whether an offence has been committed under Parts 1 to 4 of the Housing Act 2004 or exercising the Council's functions under Parts 1 to 4 of the Housing Act 2004.

S16 Local Government (Miscellaneous Provisions) Act 1976 also permits the Council to issue a notice to an occupier, manager, or individual with an interest in the land to compel them to provide the Council with information on the nature of their interest and the names and addresses of current occupiers and of any others with an interest in the land.

Entry to Premises

S118 Renters' Rights Act 2025 permits Council officers to enter business premises of relevant people (including landlords, letting agents, and marketers) if it is necessary for the production or seizure of documents under s122-s123 Renters' Rights Act 2025. This power will be exercised without a warrant.

S121 Renters' Rights Act 2025 allows a Council officer named in a warrant to enter premises used for a rental sector business which is not mainly accommodation if there are documents on the premises which the officer could require under s122 or seize under s123. In addition, for this power to be exercised, one of the following conditions must be met:

- That access to the premises has been or is likely to be refused, and the Council has provided notice of their intention to apply for a warrant to the occupier;
- Those documents on the premises would likely be concealed or interfered with if notice of entry were to be given;
- That no occupier is present, and waiting for their return might defeat the purpose of the entry.

Following a s118 or s121 Renters' Rights Act 2025 entry, s122 allows an officer at any reasonable time to require a relevant person on the premises to produce any documents relating to the business and to take copies of them. This may only be exercised to ascertain whether there has been a breach of the Rented Accommodation Legislation where an officer reasonably suspects there has been a breach or an offence; or to ascertain whether the documents may be required in evidence for proceedings regarding a breach or offence.

Following a s118 or s121 Renters' Rights Act 2025 entry, s123 authorises Council officers to seize and detain documents that the officer reasonably suspects may be required as evidence in proceedings relating to a breach of, or an offence under, the Rented Accommodation Legislation. When doing so, the officer will provide evidence of the officer's identity and authority if reasonably practicable. The officer will take reasonable steps to inform the person from whom documents have been seized that they have been seized, and will provide that person with a written record of what has been taken.

S126 Renters' Rights Act 2025 permits the Council to enter residential premises used for a tenancy at a reasonable time if the officer considers it necessary as part of an investigation into potential offences specified in subsection 1(b). Where required, the Council will give at least 24 hours' notice of this to the occupier and individuals with an interest in the property as per subsection 1(c), detailing in writing why the entry is necessary and the suspected offences.

Where there are occupiers found on the premises, the officer will provide evidence of the officer's identity and authority to at least one of the occupiers if reasonably practicable.

In addition, s239 Housing Act 2004 permits Council officers to enter, if necessary and at a reasonable time, a property in order to carry out a survey or examination. This may be done if any one of the following is met:

- to determine if any Part 1-4 enforcement functions should be exercised;
- the premises are part of an Improvement Notice or Prohibition Order;
- a management order is in force under Chapter 1 or 2 of Part 4 on the premises.

In certain circumstance the Council may obtain a warrant to enter, by force if necessary, under s240 Housing Act 2004.

Informal action

Informal action taken by the Council may be written or verbal advice. Additionally, a visit may be made at the outset by Council Officers in cases where the initial complaint or contact indicates that an immediate investigation by a Council officer is warranted.

In cases where officers visit an address, whether this is a result of a landlord's failure to adequately resolve a highlighted issue or as part of an audit or other investigation, written or verbal advice may be deemed sufficient should the inspection highlight only very minor deficiencies.

Where written advice is deemed appropriate by the Council and is provided, timescales will normally be included to undertake any specified work or actions.

While the Council will use its discretion on whether to carry out informal action for a Category 2 hazard, it does not need to provide written or verbal advice before commencing formal action.

Formal action

If formal action is considered appropriate, the following options are available to the Council.

Housing Act 2004 Part 1

- issue an Improvement Notice in respect of any Category 1 hazards and any Category 2 hazards on the property. This requires the person to whom it is served to undertake the remedial action specified on the Notice within a given timeframe. The mandated work and the timeframe will be determined by the Council depending on the nature and scale of the work.
- issue a Prohibition Order in respect of any Category 1 hazards and any Category 2 hazards on the property. This prevents occupation of whole or part of the property, or can be used to limit occupant numbers, within a specified time frame.
- issue a Hazard Awareness Notice in respect of any Category 1 hazards and any Category 2 hazards on the property. This makes the owner and occupiers aware of the hazards identified; however, it does not require remedial action. As a result, and because it does not secure risk-reducing works within a specified timeframe, a Hazard Awareness

Notice will not usually be the most appropriate course of action where remedial works are necessary to reduce the risk of harm to occupiers or potential occupiers.

- make an Emergency Prohibition Order. This immediately prohibits the use of all or part of a dwelling if there is an imminent risk of serious harm to the health or safety of the occupants or others.
- Where there is a Category 1 hazard present, S40 Housing Act 2004 allows the Council to undertake Emergency Remedial Action on the Category 1 hazard without prior notice.
- The Council also has the power to suspend action taken under Part 1 Housing Act 2004 in situations where it has the power or duty to take enforcement action through the service of an Improvement Notice or Prohibition Order. This will be at the Council's discretion and will normally be considered for the purpose of minimising inconvenience to the current occupiers.
- Demolition and Clearance are options for both Category One or Category Two hazards.
- S30 Housing Act 2004 provides that failure to comply with a Improvement Notice is a criminal offence, which will normally be followed by prosecution or the issuing of a civil penalty.
- S32 Housing Act 2004 provides that failure to comply with a Prohibition Order is a criminal offence, which will normally be followed by prosecution.
- Other formal notices served by the Council may not relate to the landlord undertaking remedial works but may cover a range of other matters including, but not limited to, exercising a right of entry under s.239 of the Housing Act 2004 and a request to provide information or the need to abate or avoid overcrowding.

Work in default

The enforcement options for non-compliance with formal Notices or breach of licence conditions include the carrying out of works specified in the Notice. This power may be exercised in addition to other enforcement proceedings taken for non-compliance. The Council has no duty to undertake works in default and it will be at its discretion.

Emergency or suspended enforcement action

Where there is a Category 1 hazard present, s43 Housing Act 2004 permits the Council to issue an Emergency Prohibition Order. This immediately prohibits the use of all or part of a dwelling if there is an imminent risk of serious harm to the health or safety of the occupants or others.

S40 Housing Act 2004 allows the Council to undertake Emergency Remedial Action on the Category 1 hazard without prior notice. The Council may then seek reimbursement of costs incurred on the work and the administration of the scheme.

The Council also has the power to suspend action taken under Part 1 Housing Act 2004 in situations where it has the power or duty to take enforcement action through the service of an Improvement Notice or Prohibition Order. This will be at the Council's discretion and will normally be considered for the purpose of minimising inconvenience to the current occupiers.

HMO Licence Conditions

Conditions can be added to HMO licences to require work to meet specified standards or to address HMO Management Regulation requirements. In general, authorities should seek to identify, remove or reduce category 1 or category 2 hazards in the house by the exercise of Part 1 functions and not by means of licence conditions however this does not prevent the authority from imposing licence conditions relating to the installation or maintenance of facilities or equipment even if the same result could be achieved by the exercise of Part 1 functions;

Failure to comply with these conditions is a criminal offence, which may result in prosecution or the issuing of a civil penalty

Other Legislative alternatives

There may be other legislative alternatives available to remedy deficiencies that cause Category Two hazards which an authority may choose as a more appropriate enforcement approach.

Prosecution

Where a Civil Financial Penalty is an available alternative to prosecution, the Council will only consider using its power to prosecute under Part 1 Housing Act 2004 in more serious cases.

The decision to prosecute will be determined by the evidential strength of the Council's case and the relevant public interest factors set down by the Director of Public Prosecutions in the Code for Crown Prosecutors.

In many circumstances, where an offence is committed by a body corporate, legislation enables local authorities to pursue persons involved with the body corporate in addition to, or instead of, the body corporate. These include company officers and, where applicable, company members.

The Council will determine, on a case-by-case basis, whether to take enforcement action against any person or persons that they consider fall within the scope of this category in addition to prosecuting the body corporate.

Civil Financial Penalties for specified offences

This section relates exclusively to Civil Financial Penalties issued by the Council for breaches of the below housing law.

The Council has the power to impose a Civil Financial Penalty for the following:

- Unlawful eviction and harassment of occupier as defined under the Protection from Eviction Act 1997
- Failure to comply with an Improvement Notice [s30 Housing Act 2004]
- Offences in relation to licensing of Houses in Multiple Occupation (HMOs) [s72 Housing Act 2004]
- Offences in relation to the Selective Licensing of 'houses' [s95 Housing Act 2004]
- Failure to comply with an Overcrowding Notice [s139 Housing Act 2004]

- Failure to comply with a management regulation in respect of an HMO [s234 Housing Act 2004]
- Offences in relation to Regulation 3 of the Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020
- Failure to comply with a banning order [s21 Housing and Planning Act 2016]
- Failure to give a written statement of terms under section 16D of the Housing Act 1988
- Failure to give an existing tenant information about changes made by the Renters' Rights Act under paragraph 7(2) of schedule 6 to the Renters' Rights Act 2025
- Attempting to let a property for a fixed term under section 16E of the Housing Act 1988
- Attempting to end a tenancy orally or by service of a notice to quit under section 16E of the Housing Act 1988
- Serving an eviction notice that attempts to end a tenancy outside the prescribed section 8 process under section 16E of the Housing Act 1988
- Relying on a ground where the person does not reasonably believe that the landlord is/will be able to obtain possession under section 16E of the Housing Act 1988
- Relying on a ground knowing the landlord would not be able to obtain possession or being reckless as to whether they would under section 16J of the Housing Act 1988
- Failing to provide a tenant with prior notice that a ground which requires it may be used under section 16E of the Housing Act 1988
- Reletting or remarketing a property before expiry of the 12 month no-let period after using the moving and selling grounds under sections 16E and 16J of the Housing Act 1988
- Discriminating against prospective tenants during the letting process on the grounds that those tenants are in receipt of benefits or have children under sections 33 and 34 of the Renters' Rights Act 2025
- Marketing a letting without stating the proposed rent under section 56 of the Renters' Rights Act 2025
- Inviting or encouraging any person to offer to pay an amount of rent under the proposed letting that exceeds the stated rent under section 56 of the Renters' Rights Act 2025
- Accepting an offer from any person to pay an amount of rent under the proposed letting that exceeds the stated rent under section 56 of the Renters' Rights Act 2025

Civil Financial Penalties in respect of these offences operate according to their own independent standalone policy.

Rent Repayment Orders

Part 2 of the Housing and Planning Act 2016 permits the Council to seek a Rent Repayment Order at the First Tier Tribunal Property Chamber to require the landlord of the property where the offence(s) has been committed to refund rent to the tenants or the Council. S48 of the Housing and Planning Act 2016 places a duty on the Council to consider applying for Rent Repayment Orders.

Where a landlord has been convicted or received a Civil Financial Penalty in respect of the offence, the Tribunal must award the maximum applicable amount, except in exceptional circumstances.

This power will be considered in response to all qualifying offences and where there is sufficient evidence for a successful application to the First Tier Tribunal.

The qualifying offences are:

- Unlawful eviction and harassment of occupier as defined under the Protection from Eviction Act 1997
- Failure to comply with an Improvement Notice [s30 Housing Act 2004]
- Offences in relation to unlicensed HMOs [s72(1) Housing Act 2004]
- Offences in relation to unlicensed houses [s95(1) Housing Act 2004]
- Failure to comply with an Improvement Notice [s30(1) Housing Act 2004]
- Failure to comply with a Prohibition Order [s32(1) Housing Act 2004]
- Breach of a Banning Order [s21 Housing and Planning Act 2016]
- Using Violence to secure entry [s6(1) Criminal Law Act 1977]
- Knowingly or recklessly misusing a possession ground [s16J(1) Housing Act 1988]
- Letting or marketing of a property within twelve months of using the 'moving in' or 'selling' ground of eviction [s16J(2) Housing Act 1988]
- Continuous breach of certain tenancy reform requirements [s16J(3) Housing Act 1988]

An application for an RRO may be in addition to other formal action, such as prosecution proceedings or the imposition of a Civil Penalty. Where the Council has issued a Civil Financial Penalty or pursued prosecution, it will usually apply for a Rent Repayment Order where public funds have been paid to a landlord who has committed a qualifying offence.

S49 of the Housing and Planning Act 2016 enables the Council to assist tenants in applying for Rent Repayment Orders. The Council will usually assist tenants by referring or signposting them to a relevant organisation.

Banning Orders

Part 2, Chapter 2 of the Housing and Planning Act 2016 permits a Council to apply for a Banning Order against a person who has been convicted of one or more of the relevant offences. This would prevent the landlord from:

- Letting housing in England;
- Engaging in English letting agency work;
- Engaging in English property management work; or
- Doing two or more of those things.

The Council may consider a Banning Order for the more serious offenders. It will take into account the seriousness of the offence(s), whether the landlord has committed other offences (or received any Civil Penalty in relation to a Banning Order offence) and any history of failing to comply with their obligations or legal responsibilities. It will also take into account other relevant factors, including but not limited to:

- The harm, or potential harm, caused to the tenant;
- The need to punish the offender;
- The need to deter the offender from repeating the offence;

- The need to deter others from committing similar offences.

Costs and Charges

The Council incurs costs in carrying out its functions. Where legislation allows, the Council will seek to recover reasonable costs and expenses associated with its enforcement, licensing and wider regulatory activity. This may include (non-exhaustively) costs arising from inspections, investigation, evidence gathering, notices and other statutory documentation, follow-up action, compliance monitoring, and works or other interventions.

Recovery may be pursued using all available lawful routes, which may include civil action, local land charges, and enforcement against the property.

Where permitted, interest may be applied to outstanding sums until paid.

Complaints

Contact may be made with the Council about any matters listed here by email at environmental.health@newark-sherwooddc.gov.uk or by post at:

Newark and Sherwood District Council – Castle House, Great North Road,
Newark, NG24 1BY

A service user can still make a complaint in cases where the Council has instigated legal proceedings. However, making a complaint will not stop any impending legal action.

Where statutory notices have been served, making a complaint does not replace the statutory rights of appeal or the right to make representations. It also does not allow extra time to comply with any notice or order.

If a service user disagrees with a statutory notice, they should take action as specified in the notice or order to make an appeal, if any exists. Reference should be made to any notes that may accompany the notice or order for more detail.

Appendix 1 – Statement of principles to determine the amount of a penalty charge under Part 4 of The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 as amended by The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 (“the Regulations”)

Section 13 of the Regulations requires local housing authorities to prepare and publish a statement of principles which they propose to follow in determining the amount of a penalty charge.

The Regulations introduced legal requirements on relevant landlords to:

1. Equip a smoke alarm on each storey of the premises on which there is a room used wholly or partly as living accommodation.
2. During any period when the premises were occupied under the tenancy, to ensure that a carbon monoxide alarm is equipped in any room of the premises which is used wholly or partly as living accommodation and which contains fixed combustion appliance other than a gas cooker.
3. Carry out checks by or on behalf of the landlord to ensure that each prescribed alarm is in proper working order on the day the tenancy begins if it is a new tenancy.
4. Where, following a report made on or after 1st October 2022 by a tenant or by their nominated representative to the landlord, a prescribed alarm is found not to be in proper working order, the alarm is repaired or replaced.

For the purposes of the legislation, living accommodation includes a bathroom or lavatory.

Where the Council believe that a landlord is in breach of one or more of the above duties, the Council must serve a remedial notice on the landlord. The remedial notice is a notice served under Regulation 5 of the Regulations.

If the landlord then fails to take the remedial action specified in the notice within the specified timescale, the Council can require a landlord to pay a penalty charge and can arrange for remedial action to be taken under certain circumstances. The power to charge a penalty arises from Regulation 8 of the Regulations. Failure to comply with each remedial notice can lead to a fine of up to £5,000. Fines will be applied per breach, rather than per landlord or property.

The Council will impose a penalty charge where it is satisfied, on the balance of probabilities, that the landlord has not complied with the action specified in the remedial notice within the required timescale.

A landlord will not be considered to be in breach of their duty to comply with the remedial notice if they can demonstrate they have taken all reasonable steps to comply. Where there is evidence, including written correspondence, of repeated and consistent efforts to obtain access to the property, with access repeatedly being prevented by the occupant(s) of the property, a landlord will

not be considered to be in breach of their duty to comply with the remedial notice. A landlord will be expected to have:

- Communicated the risk of harm that the lack of functioning alarms posed to all occupants in writing on multiple occasions
- Requested access to comply with the remedial notice on a regular basis of no longer than every seven days in writing

In considering the imposition of a penalty, the Council may look at the evidence concerning the breach of the requirement of the notice. A non-exhaustive list of methods that may be used to obtain relevant evidence includes, but is not limited to:

- Evidence obtained from a property inspection
- Evidence provided by the tenant or agent
- Evidence provided by the landlord demonstrating compliance with the Regulations by supplying dated photographs of alarms, together with installation records
- That all detector heads have not passed their expiration or replacement date

Landlords need to take steps to demonstrate that they have met the testing requirements at the start of the tenancy requirements. A non-exhaustive list of methods that may be used to evidence compliance with these testing requirements includes, but is not limited to:

- Tenants signing an inventory form which states that they observed the alarms being tested and confirming that the alarms were in working order at the start of the tenancy

Where a landlord is in breach, the local housing authority may serve a remedial notice. Failure to comply with each remedial notice can lead to a fine of up to £5,000. Fines will be applied per breach, rather than per landlord or property

When determining the amount of the penalty charge, regard will be had to whether this is a first breach under the Regulations.

Determining the amount of the penalty charge for a first breach

The minimum amount of a penalty charge for a first breach of the Regulations will be £2500. Only in exceptional circumstances may the Council depart from the application of this statement of principles and issue a penalty charge for less than £2500. Exceptional circumstances are rare and unusual and are not established merely by the presence of multiple mitigating factors

The starting level of a penalty charge for a first breach of the Regulations will be £3000. The penalty charge amount will then be varied depending on aggravating and mitigating factors.

Aggravating factors include, but are not limited to:

- The number of alarms not working or missing (the Regulations state there should be one per storey)
- Other fire safety concerns/defects in the property which increase the risk posed to the occupants
- The length of time the offence is believed to have been on-going
- The frequency of complaints by the occupiers to the landlord about the non-working or missing alarms

- The costs of any remedial work the Council have carried out in response to the breach
- Whether the property is let as a HMO (which increases the overall risk)
- The number of occupants living in the property
- Presence of vulnerable occupiers such as elderly, children or disabled people
- Any history of previous enforcement or non-compliance of the landlord
- Attempts to obstruct the investigation

Mitigating factors include, but are not limited to:

- The property being small and low-risk (for example a one-bedroom ground floor flat with a large number of fire escapes including large windows)
- A single occupant living in the property
- Evidence that all required alarms were checked and in working order at the start of the tenancy
- Written evidence that some efforts to gain access and comply with the remedial notice were made and access was prevented by the occupant

Determining the amount of the penalty charge for a subsequent breach

The penalty for subsequent breaches by the same landlord will be £5000. Only in exceptional circumstances may the Council depart from the application of this statement of principles and issue a penalty charge for less than £5000. Exceptional circumstances are rare and unusual and are not established merely by the presence of multiple mitigating factors.

Appendix 2: Statement of principles to determine the amount of a penalty charge for a breach of minimum energy efficiency standards (MEES) with respect to domestic privately rented property

The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 (“the Regulations”) make it unlawful to rent out a domestic property if it has an EPC (Energy Performance Certificate) rating of F or G (unless a valid exemption has been registered on the PRS Exemptions register).

The Regulations make it unlawful to fail to comply with a compliance notice served by the Council.

The Regulations cover all relevant properties, even where there has been no change of tenancy.

The Regulations were introduced to improve the energy efficiency of housing in the private rented sector and to reduce greenhouse gas emissions and tackle climate change. They should help make tenants’ homes more thermally efficient.

An energy performance certificate (EPC) gives the property an energy efficiency rating – A rated properties are the most energy efficient and G rated are the least efficient. It’s valid for 10 years and must be provided by the owner of a property, when it is rented or sold.

If you are a landlord and you fail, when requested, to provide an EPC for the start of a tenancy, you will be in breach of the Regulations.

An EPC contains information about the type of heating system and typical energy costs. It also gives recommendations about how the energy use could be reduced, lowering running costs. You can find the recommended energy efficiency improvements on the current EPC.

If you’re a private landlord, you must either:

- ensure your rented properties have an EPC with a minimum ‘E’ rating
- register a valid PRS exemption on the PRS exemptions register

Failure to do either of these is a breach of the Regulations.

The Council investigates any potential breaches of the regulations. If the Council is satisfied that you are, or have at any time in the 18 months preceding the date of service of the penalty notice, breached the Regulations, you may be subject to a penalty notice imposing a financial penalty. The Council may also impose a publication penalty.

The “publication penalty” means publication, for a minimum period of 12 months, or such longer period as the Council may decide, on the PRS Exemptions Register of such of the following information in relation to a penalty notice as the Council decides:

- Where the landlord is not an individual, the landlord’s name
- Details of the breach of these Regulations in respect of which the penalty notice has been issued
- The address of the property in relation to which the breach has occurred, and
- The amount of any financial penalty imposed.

The Council will impose the following financial penalties:

- (a) letting a property with an F or G rating for less than 3 months: £2,000
- (b) letting a property with an F or G rating for more than 3 months: £4,000
- (c) registering false or misleading information on the PRS exemptions register: £1,000
- (d) failing to provide information to the Council demanded by a compliance notice: £2,000

The Council may not impose a financial penalty under both subsections (a) and (b) above in relation to the same breach of the Regulations. But they may impose a financial penalty under either paragraph (a) or paragraph (b), together with financial penalties under paragraphs (c) and (d), in relation to the same breach. Where penalties are imposed under more than one of these paragraphs, the total amount of the financial penalty may not be more than £5,000.

END OF POLICY

Civil penalties under the Renters' Rights Act 2025 and other housing legislation

This policy applies once the Council has made a decision to commence civil penalty proceedings.

In this policy, the term 'landlord' should be read as including letting agents, managing agents, licensors, property owners, corporate landlords, directors of corporate landlords, registered providers of social housing and any other person involved in the letting or management of accommodation.

In this policy, the term 'corporate landlord' should be read as referring to a body corporate that meets the definition of 'landlord' above.

In this policy, the terms 'House in Multiple Occupation' or 'HMO' are defined by the Housing Act 2004.

The following breaches are subject to a civil penalty with a statutory maximum of £7,000:

- Failure to give a written statement of terms and any other prescribed information under section 16D of the Housing Act 1988.
- Attempting to let a property for a fixed term under section 16E of the Housing Act 1988.
- Attempting to end a tenancy by service of a notice to quit under section 16E of the Housing Act 1988.
- Attempting to end a tenancy orally or requiring that it is ended orally under section 16E of the Housing Act 1988.
- Serving an eviction notice that attempts to end a tenancy outside the prescribed section 8 process under section 16E of the Housing Act 1988.
- Relying on a ground where the landlord does not reasonably believe that the landlord is/will be able to obtain possession under section 16E of the Housing Act 1988.
- Failing to provide a tenant with prior notice that a ground which requires it may be used under section 16E of the Housing Act 1988.
- Failure to give an existing tenant prescribed information about changes made by the Renters' Rights Act 2025 in the prescribed form and timeframe under paragraph 7(2) of schedule 6 to the Renters' Rights Act 2025.
- Discrimination relating to children in the lettings process under section 33 of the Renters' Rights Act 2025.
- Discrimination relating to benefits in the lettings process under section 34 of the Renters' Rights Act 2025.
- Failure to specify proposed rent within a written advertisement or offer under section 56 of the Renters' Rights Act 2025.
- Inviting, encouraging or accepting any offer of rent greater than the stated rate under section 56 of the Renters' Rights Act 2025.

The following breaches are subject to a civil penalty with a statutory maximum of £40,000:

- Breach of duty under Regulation 3, 3B, 3C, and 3D of The Electrical Safety Standards in the Private Rented Sector and Social Rented Sector (England) Regulations 2020.

The following offences are subject to a civil penalty with a statutory maximum of £40,000:

- Unlawful eviction and harassment of occupier under section 1 of the Protection from Eviction Act 1977.
- Continuation of conduct subject to a relevant penalty (under s.16I or s.16K Housing Act 1988) after the 28-day period (or, if appealed, after conclusion of the appeal) where the final notice has not been withdrawn under section 16J of the Housing Act 1988
- Conduct giving rise to liability under s.16I, where within the preceding five years the landlord has either (i) had a relevant penalty (under s.16I or s.16K Housing Act 1988) imposed for different conduct and the final notice has not been withdrawn, or (ii) been convicted under s.16J for different conduct under section 16(J) of the Housing Act 1988.
- Relying on a ground knowing the landlord would not be able to obtain possession or being reckless as to whether they would under section 16J of the Housing Act 1988.
- Breach of restrictions relating to reletting (s16(E)(2) Housing Act 1988) or remarketing (s16(E)(3) Housing Act 1988) a property within restricted period after using Grounds 1 or 1A of Schedule 2 Housing Act 1988 under section 16J of the Housing Act 1988.
- Breach of a banning order under section 21 of the Housing and Planning Act 2016.
- Failure to comply with an Improvement Notice under section 30 of the Housing Act 2004.
- Contravention of an overcrowding notice under section 139 of the Housing Act 2004.
- Failure to obtain a selective licence under section 95 of the Housing Act 2004.
- Failure to obtain an HMO licence under section 72 of the Housing Act 2004.
- Knowingly permitting over-occupation of an HMO under section 72 of the Housing Act 2004.
- Failure to comply with management regulations in respect of HMOs under section 234 of the Housing Act 2004.
- Failure to comply with HMO licence conditions under section 72 of the Housing Act 2004.
- Failure to comply with selective licence conditions under section 95 of the Housing Act 2004.

If a landlord has committed multiple breaches or offences, a separate civil penalty can, and usually will, be imposed for each breach and offence. In each case, the level of any civil penalty imposed will be determined in accordance with this policy.

If multiple landlords have committed the same breach or offence at the same property, a separate civil penalty can, and usually will, be imposed on each offender. In each case, the level of civil penalty imposed on each offender will be in accordance with this policy.

This policy outlines the Council's methodology and mechanism for assessing and setting the level of a civil penalty at all stages where a civil penalty is under consideration, including the preparation of a notice of intent, and where a final decision has been made to impose a civil penalty.

When applying the civil penalties matrix, interim calculations at individual stages may result in figures that exceed the statutory maximum. Where the final amount reached following application of all relevant steps exceeds the statutory maximum, the civil penalty will be reduced to the applicable statutory maximum.

The Council considers the need for transparency and consistency to be of primary importance to ensure fairness in the discharge of its functions. The general objective of this policy is, therefore, to promote both transparency and consistency in the imposition of financial penalties so that those

involved in the letting or management of accommodation (a) know how the Council will generally penalise relevant breaches and offences and (b) are assured that, generally, like cases will be penalised similarly, and different cases penalised differently.

The Council recognises that, despite its best efforts, landlords may operate unlawfully for a significant period without detection, and that only a proportion of those committing relevant breaches and offences will be identified. Accordingly, the Council seeks to ensure that civil penalties are set at a level that makes it clear to the landlord concerned and to others that operating unlawfully as a landlord is financially disadvantageous when compared to operating lawfully.

The Council has a duty to act fairly, transparently and consistently when assessing civil penalties. To maintain fairness between all landlords, the Council will not give weight to claims advanced as factors that might reduce the amount of a civil penalty unless those claims are supported by evidence that the Council reasonably considers to be relevant, reliable, credible, and sufficient in scope and detail to enable proper assessment of the claim, having regard to the nature of the claim, the information ordinarily available to the landlord, and the need for consistent and fair decision-making. Allowing inadequately evidenced assertions to influence outcomes would risk rewarding those who provide incomplete or misleading information and would create an unfair advantage over landlords who provide a full and properly evidenced account. Accordingly, the Council expects landlords against whom a civil penalty is being considered to provide all documents and records that would ordinarily exist if their account were accurate. Where such evidence is not provided, and no explanation that the Council considers adequate is given, the Council may draw an adverse inference.

Where claims are advanced without sufficient supporting evidence, the Council may request specified supporting material before determining whether to issue a final notice or whether any mitigation has been sufficiently evidenced so as to justify a lower civil penalty.

The further objectives of using financial penalties in particular as a means of enforcing the above breaches and offences are explained below.

Statutory Guidance

The Government has issued statutory guidance entitled “Civil penalties under the Renters' Rights Act 2025 and other housing legislation”. The Council has regard to this guidance in the exercise of their functions in respect of civil penalties.

The Council has considered the following factors in developing this civil penalty policy to help ensure that the civil penalty is set at an appropriate level.

Severity of the breach or offence. The more serious the breach or offence, the higher the penalty should be.

Culpability and track record of the offender. A higher penalty will be appropriate where the offender has a history of failing to comply with their obligations and/or their actions were deliberate and/or they knew, or ought to have known, that they were in breach of their legal responsibilities.

The harm caused to the tenant. This is a very important factor when determining the level of penalty. The greater the actual harm or the potential for harm, principally to the tenant but also potentially the local community, the higher the penalty should be.

Punishment of the offender. The penalty should, in a way that is fair, both punish the offender and demonstrate the consequences of not complying with their responsibilities.

Deter the offender from repeating breaches or offences. The ultimate goal is to prevent any further offending and help ensure that the offender fully complies with all of their legal responsibilities in future. The level of the penalty should therefore be set at a level that it is likely to have a very significant deterrent effect.

Deter others from committing similar breaches or offences. While the fact that someone has received a civil penalty may not be in the public domain, the civil penalty policy itself will be and local authorities should consider how their formal enforcement activity can be effectively publicised.

An important part of deterrence is the realisation on the part of landlords that the local housing authority is proactive in levying civil penalties where the need to do so exists and the civil penalty will be set at a high enough level such that operating lawfully will be the sensible financial choice.

Remove any financial benefit the offender may have obtained as a result of committing the breach or offence. The principle here is that it should not be in the offender's financial interest to commit a breach or offence rather than comply, for example that the penalty for breaching licensing conditions in respect of occupancy of a property is less than the additional rent received as a result of the over-crowding. The absence of any financial benefit to the landlord does not mean though that the penalty should be reduced.

Civil Penalties Matrix

In determining the level of a civil penalty, officers will have regard to the matrix set out below. The matrix consists of the following sequential steps:

1. Determining the starting point based on the seriousness of the breach or offence.
2. Adjustment for factors relating to the type of landlord; size and type of portfolio controlled, owned or managed; experience of the landlord ("Landlord Type")
3. Mitigating and aggravating factors the Council deems significant including, but not limited to, factors relating to the track record and culpability of the landlord and the actual or potential harm to the occupants.
4. Financial considerations.
5. Applying the totality principle.

Starting point based of seriousness of the breach or offence

The Ministry of Housing, Communities & Local Government has provided statutory guidance that prescribes starting points for all breaches and offences based on the seriousness of the breach or offence. The exception to this prescription is for breaches of licensing conditions under sections 72(3) and 95(2) of the Housing Act 2004, where the Council has determined its own starting levels based on the seriousness of the specific licence condition or type of licence condition that has not be complied with.

Adjustment for factors relating to the type of landlord; size and type of portfolio controlled, owned or managed; experience of the landlord (“Landlord Type”)

While all landlords are expected to comply fully with their legal obligations, the Council considers that a higher standard of professionalism and regulatory awareness is reasonably expected of landlords who operate at greater scale, who have greater experience, or who are involved in more complex forms of letting. Where such landlords fail to comply with their obligations, this will ordinarily justify a higher civil penalty.

In particular, a higher degree of professionalism is expected of landlords who:

- Control, own, or manage a significant portfolio of properties;
- Have significant experience in the letting or management of property;
- Are or have been involved in the letting or management of Houses in Multiple Occupation (HMOs);
- Are corporate landlords; or
- Are or have been directors of corporate landlords.

An upward adjustment of 20% of the applicable starting point will be applied where the landlord meets any one or more of the following criteria:

- The landlord has, at any point in time, controlled, owned, or managed six or more properties. These properties need not have been held concurrently or at the time civil penalty proceedings are brought.
- The landlord has, at any point in time, controlled, owned, or managed three or more properties that operated as HMOs, whether or not concurrently.
- The landlord is, or has previously been, a director of a corporate landlord.
- The landlord is a corporate landlord.
- The landlord has, in the Council’s assessment and by reference to the available evidence, significant experience in the letting or management of property.

A downward adjustment of 20% of the applicable starting point will be applied only where all of the following criteria are met:

- The landlord has, at any point in time, controlled, owned, or managed no more than two properties.
- The landlord has controlled, owned, or managed no more than one property that has operated as an HMO, at any point in time.
- The landlord has, in the Council’s assessment and by reference to the available evidence, very limited experience in the letting or management of property.

Mitigating and aggravating factors the Council deems significant including, but not limited to, factors relating to the track record and culpability of the landlord and the actual or potential harm to the occupants

To promote fairness and consistency in the administration of civil penalties, the Council will apply a structured and consistent framework when determining the extent to which mitigating and aggravating factors affect the quantum of any civil penalty.

General approach

Each breach or offence may have offence-specific mitigating and/or aggravating factors, which will be considered alongside the generic factors set out below.

Where multiple civil penalties are issued under this policy against the same landlord at the same time, and except where expressly stated otherwise, mitigating and aggravating factors will be considered and applied separately to each civil penalty when determining the quantum of each penalty.

Mitigating factors

The Council may reduce the level of a civil penalty by up to 20% of the applicable starting point to reflect the presence of mitigating factors.

Only in exceptional circumstances may the Council depart from the application of this policy in respect of mitigating factors and apply a reduction in excess of 20%. Exceptional circumstances are rare and unusual and are not established merely by the presence of multiple mitigating factors.

Within the framework of this policy, the Council has not sought to provide an exhaustive list of mitigating factors, recognising that a wide range of circumstances may potentially give rise to mitigation. However, the following generic mitigating factors will be considered in respect of each breach or offence:

Steps taken to remedy the basis of the breach or offence

Non-exhaustive examples include:

- Promptly remedying all elements of the breach or offence after receiving communication from the Council.
- Promptly remedying all the significant elements of the breach or offence leaving only less significant elements of the breach or offence.

A high level of cooperation

Non-exhaustive examples include:

- Proactive provision of significant information the Council reasonably considers relevant beyond that required by statutory notice.

Acceptance of liability

Non-exhaustive examples include:

- Accepting liability before or within the period for representations.

Where a landlord relies on a reasonable excuse defence or otherwise contests liability, this mitigating factor will not usually apply.

Health circumstances

Non-exhaustive examples include:

- A serious health condition or medical incident experienced by the landlord during, or in the period immediately preceding, the breach or offence, where there is clear and reliable evidence that the condition had a direct and material impact on the landlord's ability to comply with the relevant legal obligation. Examples may include, but are not limited to, a

heart attack, stroke, cancer diagnosis, or other acute or serious medical event causing significant incapacity or impairment.

Diminished culpability (limited responsibility)

Non-exhaustive examples include:

- A joint landlord who has evidenced that compliance arrangements for the subject property were directed and controlled by another joint landlord, and not by them.
- A landlord who became involved only after an unforeseen change in circumstances (such as the death of the previous landlord) and who committed the breach or offence only for a limited period while putting their affairs in order.

The instruction of a managing or letting agent, or reliance on an agent's actions or omissions, will not of itself constitute diminished culpability.

Aggravating factors

The Council may increase the level of a civil penalty by up to 20% of the applicable starting point to reflect the presence of aggravating factors.

Only in exceptional circumstances may the Council depart from the application of this policy in respect of aggravating factors and apply an increase in excess of 20%. Exceptional circumstances are rare and unusual and are not established merely by the presence of multiple aggravating factors.

The following generic aggravating factors will be considered in respect of each breach or offence:

Previous history of non-compliance.

Non-exhaustive examples include:

- Previous successful prosecutions (including relevant spent convictions), previous civil penalties, previous rent repayment orders, previous works in default, previous simple cautions.

Concurrent investigations or proceedings relating to other civil penalties, prosecutions, or rent repayment orders will not be treated as previous non-compliance.

Non-cooperation with the Council.

Non-exhaustive examples include:

- Failure to comply with notices issued under section 16 of the Local Government (Miscellaneous Provisions) Act 1976, section 235 of the Housing Act 2004, or section 114 of the Renters' Rights Act 2025.
- Failing to provide a substantive response to a letter of alleged offence.
- Failing to attend previously agreed meetings.

Where the Council has prosecuted, or is pursuing a prosecution, in respect of the same act or omission involving failure to provide legally required information (including failure to comply with a statutory notice), that conduct will not also be treated as an aggravating factor for the purposes of setting the civil penalty, in order to avoid double counting.

Where multiple civil penalties are imposed against the same landlord at the same time, this aggravating factor will be applied only to the civil penalty with the highest starting point, unless there is a clear and reasoned basis for applying it differently.

Deliberate intent or negligence when committing the offence.

Non-exhaustive examples include:

- Knowledge that the breach or offence was occurring.
- Continuation of offending after communication from the Council.
- Premeditation or planning, including steps taken to prevent detection or effective investigation.
- Providing false or misleading information to the Council.
- Applying pressure to occupants to deter cooperation with the Council.

The number of occupants affected.

Non-exhaustive examples include:

- 3-5 occupants affected.

Duration of non-compliance.

Non-exhaustive examples include:

- The offence or breach occurred over a 3–6 month period.

Vulnerability of occupants

Non-exhaustive examples include children and young adults, persons vulnerable by reason of age, disability or sensory impairment, persons with drug or alcohol dependency, victims of domestic abuse, children in care, persons with complex health needs, persons who do not speak English as a first language, victims of trafficking or sexual exploitation, refugees, asylum seekers, and pregnant women.

Financial considerations

The Council will review the quantum of the civil penalty and consider whether it is sufficient to act as an effective deterrent to future non-compliance. Where the Council has evidence that it considers to be sufficiently reliable regarding rental income and/or asset value from the landlord's, it may determine that an increase in the level of the penalty is appropriate in order to achieve effective deterrence.

It is essential that, as an absolute minimum, landlords do not financially benefit from their offending behaviour.

Financial circumstances will ordinarily be considered after any written representations have been received and as part of the determination of any final notice.

Where a landlord seeks to rely on a strained or limited financial position as a basis for reducing the level of a civil penalty, that position must be supported by appropriate and verifiable evidence sufficient to enable the Council to assess the landlord's financial position consistently, objectively, and transparently. Unsupported assertions, partial disclosure, or selective provision of information will not be given weight.

At a minimum, and where such information exists, the following should be provided as part of any written representations:

- The last three full tax years full self-assessment tax returns filed with HMRC, including all additional and supplemental pages;
- The last three full tax years' SA302 documents & tax year overviews;
- The last three months' payslips;
- The last three years P60 certificates;
- The last twelve months' Universal Credit payment statements;
- A list of all property assets owned or jointly owned (not limited to rental properties), together with corresponding Land Registry title documents;
- A list of all property assets owned, or held on a long lease, by any corporate entity in which the landlord has a beneficial interest, together with corresponding Land Registry documentation;
- The most recent annual mortgage statement for each property, or the last twelve months' mortgage statements where the mortgage has been in place for less than twelve months;
- Valuation statements for all ISAs held;
- Statements from any cryptoasset exchange accounts showing balances and valuations;
- A list of all shareholdings;
- Recent bank statements for any account holding a balance in excess of £5,000;
- Recent statements for all secured and unsecured loans;
- Bankruptcy orders and official notifications of bankruptcy.

Where the Council is not satisfied that it has been provided with sufficiently reliable, complete, and accurate information to assess the landlord's financial position, the Council may draw the inference that the landlord is able to pay the civil penalty as imposed.

A claimed inability to pay will not, of itself, outweigh the need to ensure effective deterrence or to remove any financial benefit obtained as a result of the breach or offence.

The totality principle

The Council will have regard to the totality principle to ensure that the overall outcome of its enforcement action is just and proportionate. In exceptional cases, and having regard to the particular circumstances of the case, the Council may take account of totality at an earlier stage by deciding not to pursue a civil penalty in respect of a specific breach or offence where doing so would render the overall outcome disproportionate.

In general, however, the application of the totality principle will form the final step in the Council's decision-making process, undertaken after any written representations have been considered and before final notices are issued, once the level of each individual civil penalty has been assessed in accordance with this policy.

As a final step before issuing final notices, the Council will consider whether multiple civil penalties being imposed under this policy against the same landlord at the same time result in an aggregate amount that is just and proportionate. Where the Council concludes that the aggregate amount would not be just and proportionate, it will consider whether a proportionate reduction of the penalties is appropriate.

The totality principle does not operate across different legal persons who are separately liable in law, nor does it operate across civil penalties imposed at different times. In general, it applies only to

multiple civil penalties imposed under this policy on the same person at the same time. Where, however, legislation provides that an officer of a body corporate, or a person concerned in its management, may be separately liable in relation to the same conduct as the body corporate, and that officer also holds a shareholding interest in the body corporate, the Council will, where civil penalties are imposed at the same time on both the body corporate and the officer arising from that same conduct, consider whether the combined outcome results in punitive duplication and is therefore not just and proportionate.

Where a reduction is applied under the totality principle, the Council will ordinarily do so by applying a uniform percentage reduction across all relevant civil penalties being issued at the same time, being those civil penalties that form part of the same totality assessment. Where, however, the application of the totality principle is required to address punitive duplication arising from a shared economic interest between a body corporate and an officer, the Council may apply a differential adjustment to ensure that the overall outcome is just and proportionate.

This approach reflects the statutory guidance on the application of the totality principle and is intended to promote consistency, transparency, and proportionality, while avoiding arbitrary or selective adjustment of individual penalties.

In accordance with the statutory guidance, any rent repayment orders made in respect of the same breach or offence will be disregarded for the purposes of assessing the totality of civil penalties under this policy.

Offences and breaches where a civil penalty may be levied and relevant considerations as to the level of that penalty

Protection from Eviction Act 1977 offences

Unlawful eviction and harassment of occupier - section 1 of the Protection from Eviction Act 1977

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£35,000	£40,000	£28,000	£35,000	£42,000

Offence-specific mitigating factors:

- None.

Offence-specific aggravating factors:

- Violence or threats of violence.
- Disposal of possessions or threats to dispose of possessions.
- Breach or evasion of an injunction or undertaking.
- Loss of home.

Housing Act 1988 breaches and offences

Failure to give a written statement of terms and any other prescribed information - section 16D of the Housing Act 1988

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£4,000	£7,000	£3,200	£4,000	£4,800

Offence-specific mitigating factors:

- Provision of some of the required terms and prescribed information within the required period.

Offence-specific aggravating factors:

- None.

Attempting to let a property for a fixed term - section 16E(1)(a) of the Housing Act 1988

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£4,000	£7,000	£3,200	£4,000	£4,800

Offence-specific mitigating factors:

- None.

Offence-specific aggravating factors:

- None.

Attempting to end a tenancy by service of a notice to quit - section 16E(1)(b) of the Housing Act 1988

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£6,000	£7,000	£4,800	£6,000	£7,200

Offence-specific mitigating factors:

- None.

Offence-specific aggravating factors:

- Tenant vacates property within four months of the date of vacation or equivalent specified in the notice to quit.

Attempting to end a tenancy orally or requiring that it is ended orally - section 16E(1)(c) of the Housing Act 1988

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£6,000	£7,000	£4,800	£6,000	£7,200

Offence-specific mitigating factors:

- None.

Offence-specific aggravating factors:

- Tenant vacates property within four months of the date of vacation or equivalent specified in the notice to quit.

Serving a possession notice that attempts to end a tenancy outside the prescribed section 8 process - section 16E(1)(d) of the Housing Act 1988

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£6,000	£7,000	£4,800	£6,000	£7,200

Offence-specific mitigating factors:

- None.

Offence-specific aggravating factors:

- Tenant vacates property within four months of the date of vacation or equivalent specified in the notice to quit.

Relying on a ground where the person does not reasonably believe that the landlord is, will, or may be able to obtain possession on that ground and the tenant(s) surrendered the tenancy within the period of four months beginning with the date of the contravention, without an order for possession of the dwelling-house being made - section 16E(1)(e) of the Housing Act 1988

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£6,000	£7,000	£4,800	£6,000	£7,200

Offence-specific mitigating factors:

- None.

Offence-specific aggravating factors:

- None.

Failing to provide a tenant with prior notice that a ground which requires it may be used - section 16E(1)(f) of the Housing Act 1988

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£3,000	£7,000	£2,400	£3,000	£3,600

Offence-specific mitigating factors:

- None.

Offence-specific aggravating factors:

- None.

Failure to give an existing tenant prescribed information about changes made by the Renters' Rights Act 2025 in the prescribed form and timeframe - paragraph 7(2) of schedule 6 to the Renters' Rights Act 2025

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£4,000	£7,000	£3,200	£4,000	£4,800

Offence-specific mitigating factors:

- Provision of some of the required prescribed information within the required period.
- Provision of prescribed information but not in the prescribed form.

Offence-specific aggravating factors:

- None.

Continuation of conduct subject to a relevant penalty (under s.16I or s.16K Housing Act 1988) after the 28-day period (or, if appealed, after conclusion of the appeal) where the final notice has not been withdrawn – section 16J(3) of the Housing Act 1988

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
Double the starting level for the two constituent breaches added together	£40,000	Dependent on the constituent breaches	Dependent on the constituent breaches	Dependent on the constituent breaches

Offence-specific mitigating factors:

- None.

Offence-specific aggravating factors:

- None.

Conduct giving rise to liability under s.16I, where within the preceding five years the person has either (i) had a relevant penalty (under s.16I or s.16K Housing Act 1988) imposed for different conduct and the final notice has not been withdrawn, or (ii) been convicted under s.16J for different conduct – section 16(J)(4) of the Housing Act 1988

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
Double the starting level for the two constituent breaches added together	£40,000	Dependent on the constituent breaches	Dependent on the constituent breaches	Dependent on the constituent breaches

Offence-specific mitigating factors:

- Dependent on the most recent conduct giving rise to liability to a civil penalty under section 16I of the Housing Act 1988.

Offence-specific aggravating factors:

- Dependent on the most recent conduct giving rise to liability to a civil penalty under section 16I of the Housing Act 1988.

Relying on a ground where the person knows that the landlord would not be able to obtain an order for possession on that ground, or being reckless as to whether the landlord would be able to do so and the tenant(s) surrendered the tenancy within the period of four months beginning with the date the ground was relied on, without an order for possession of the dwelling-house being made – section 16J(1) of the Housing Act 1988

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£30,000	£40,000	£24,000	£30,000	£36,000

Offence-specific mitigating factors:

- None.

Offence-specific aggravating factors:

- None.

Breach of restrictions relating to reletting (s16(E)(2) Housing Act 1988) or remarketing (s16(E)(3) Housing Act 1988) a property within restricted period after using Grounds 1 or 1A of Schedule 2 Housing Act 1988 - section 16J(2) of the Housing Act 1988

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£25,000	£40,000	£20,000	£25,000	£30,000

Offence-specific mitigating factors:

- None.

Offence-specific aggravating factors:

- None.

Housing and Planning Act 2016 offences

Breach of a banning order - section 21(1) of the Housing and Planning Act 2016

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£35,000	£40,000	£28,000	£35,000	£42,000

Offence-specific mitigating factors:

- A single, isolated incident.

Offence-specific aggravating factors:

- Concealment or evasion.

Renters Rights Act 2025 breaches

Discrimination relating to children in the lettings process – section 33(1) of the Renters’ Rights Act 2025

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£6,000	£7,000	£4,800	£6,000	£7,200

Offence-specific mitigating factors:

- None.

Offence-specific aggravating factors:

- None.

Discrimination relating to benefits in the lettings process – section 34(1) of the Renters’ Rights Act 2025

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£6,000	£7,000	£4,800	£6,000	£7,200

Offence-specific mitigating factors:

- None.

Offence-specific aggravating factors:

- None.

Failure to specify proposed rent within a written advertisement or offer – section 56(2) of the Renters’ Rights Act 2025

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£3,000	£7,000	£2,400	£3,000	£3,600

Offence-specific mitigating factors:

- None.

Offence-specific aggravating factors:

- None.

Inviting, encouraging or accepting any offer of rent greater than the stated rate – section 56(3) of the Renters’ Rights Act 2025

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£4,000	£7,000	£3,200	£4,000	£4,800

Offence-specific mitigating factors:

- None.

Offence-specific aggravating factors:

- None.

The Electrical Safety Standards in the Private Rented Sector and Social Rented Sector (England) Regulations 2020 breach of duties

Failure to comply with The Electrical Safety Standards in the Private Rented Sector and Social Rented Sector (England) Regulations 2020 Regulation 3: (3)(b), (3)(d), (3)(e). Regulation 3D: (a), (b), (c), (f)

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£5,000	£40,000	£4,000	£5,000	£6,000

Offence-specific mitigating factors:

- The report or record evidences that the electrical installations were compliant at all points.

Offence-specific aggravating factors:

- The number or nature or severity of the issues observed on the report or record.

Failure to comply with The Electrical Safety Standards in the Private Rented Sector and Social Rented Sector (England) Regulations 2020 Regulation 3: (1)(a), (1)(b), (1)(c), (3)(a), (3)(c), (3)(ca), (5)(b), (5)(c). Regulation 3B: (1)(a), (1)(b), (1)(c). Regulation 3C: (1), (2)(a). Regulation 3D: (d), (e)

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£12,500	£40,000	£10,000	£12,500	£15,000

Offence-specific mitigating factors:

- The report or record evidences that the electrical installations were compliant at all points.

Offence-specific aggravating factors:

- The number or nature or severity of the issues observed on the report or record.

Failure to comply with The Electrical Safety Standards in the Private Rented Sector and Social Rented Sector (England) Regulations 2020 Regulation 3: (4), (5a), (6). Regulation 3C: (2)(b), (4)

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£20,000	£40,000	£16,000	£20,000	£24,000

Offence-specific mitigating factors:

- None.

Offence-specific aggravating factors:

- The number or nature or severity of the issues observed on the report or record.

Housing Act 2004 offences

Failure to comply with an improvement notice - section 30(1) of the Housing Act 2004

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£25,000	£40,000	£20,000	£25,000	£30,000

Offence-specific mitigating factors:

- The nature and extent of hazard(s) that are present once the deadline for compliance has passed.
- Whether the property is unoccupied once the deadline for compliance has passed.
- Access to the property was prevented by the actions or refusal of the occupant(s) and a landlord can evidence that they took steps to obtain access to the property for the purpose of carrying out the required works, but those steps fell short of establishing a reasonable excuse for non-compliance.

Offence-specific aggravating factors:

- The nature and extent of hazard(s) that are present once the deadline for compliance has passed.

Failure to comply with an overcrowding notice - section 139(7) of the Housing Act 2004

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£20,000	£40,000	£16,000	£20,000	£24,000

Offence-specific mitigating factors:

- None.

Offence-specific aggravating factors:

- The level of overcrowding present.

Failure to obtain a selective licence - section 95(1) of the Housing Act 2004

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£12,000	£40,000	£9,600	£12,000	£14,400

Offence-specific mitigating factors:

- None.

Offence-specific aggravating factors:

- The landlord has knowledge or experience of licensing requirements.

Failure to obtain an HMO licence - section 72(1) of the Housing Act 2004

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£17,000	£40,000	£13,600	£17,000	£20,400

Offence-specific mitigating factors:

- None.

Offence-specific aggravating factors:

- The landlord has knowledge or experience of licensing requirements.
- The condition of the unlicensed property.

Knowingly permitting over-occupation of an HMO - section 72(2) of the Housing Act 2004

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£20,000	£40,000	£16,000	£20,000	£24,000

Offence-specific mitigating factors:

- There are suitable amenity and space provisions in the HMO.

Offence-specific aggravating factors:

- The level of over-occupation present.

Failure to Comply with The Management of Houses in Multiple Occupation [England] Regulations 2006 and The Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (England) Regulations 2007 – section 234(3) of the Housing Act 2004

The Management of Houses in Multiple Occupation (England) Regulations 2006 impose duties on the persons managing HMOs in respect of:

- Providing information to occupiers [Regulation 3]
- Taking safety measures, including fire safety measures [Regulation 4]
- Maintaining the water supply and drainage [Regulation 5]
- Supplying and maintaining gas and electricity, including having these services/appliances regularly inspected [Regulation 6]
- Maintaining common parts [Regulation 7]
- Maintaining living accommodation [Regulation 8]
- Providing sufficient waste disposal facilities [Regulation 9]

The Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (England) Regulations 2007 impose duties on the persons managing HMOs as defined by Section 257 Housing Act 2004 in respect of:

- Providing information to occupiers [regulation 4]
- Taking safety measures, including fire safety measures [regulation 5]
- Maintaining the water supply and drainage [regulation 6]
- Supplying and maintaining gas and electricity, including having these services/appliances regularly inspected [regulation 7]
- Maintaining common parts [regulation 8]
- Maintaining living accommodation [regulation 9]
- Providing sufficient waste disposal facilities [regulation 10]

Where there are multiple breaches of a single Management Regulation at a single HMO, a single civil penalty will be imposed which will cover all the breaches of that Management Regulation.

Where multiple Management Regulations have been breached at a single HMO, a separate civil penalty will be imposed for each Management Regulation that has been breached.

Name of Management Regulation	Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
Duty of manager to provide information to occupier	£3,000	£40,000	£2,400	£3,000	£3,600

Offence-specific mitigating factors:

- The nature and extent of offences within the specific regulation

Offence-specific aggravating factors:

- The nature and extent of offences within the specific regulation
- The landlord has refused to provide any outstanding contact information more than 48 hours after it has been requested by an occupant or on behalf of an occupant.

Name of Management Regulation	Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
Duty of manager to take safety measures	£20,000	£40,000	£16,000	£20,000	£24,000

Offence-specific mitigating factors:

- The number, nature and extent of offences within the specific regulation

Offence-specific aggravating factors:

- The number, nature and extent of offences within the specific regulation

Name of Management Regulation	Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
Duty of manager to maintain water supply and drainage	£10,000	£40,000	£8,000	£10,000	£12,000

Offence-specific mitigating factors:

- The number, nature and extent of offences within the specific regulation

Offence-specific aggravating factors:

- The number, nature and extent of offences within the specific regulation

Name of Management Regulation	Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
Duty of manager to supply and maintain gas and electricity	£12,000	£40,000	£9,600	£12,000	£14,400

Offence-specific mitigating factors:

- The number, nature and extent of offences within the specific regulation

Offence-specific aggravating factors:

- The number, nature and extent of offences within the specific regulation

Name of Management Regulation	Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
Duty of manager to maintain common parts, fixtures, fittings and appliances	£7,000	£40,000	£5,600	£7,000	£8,400

Offence-specific mitigating factors:

- The number, nature and extent of offences within the specific regulation

Offence-specific aggravating factors:

- The number, nature and extent of offences within the specific regulation

Name of Management Regulation	Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
Duty of manager to maintain living accommodation	£7,000	£40,000	£5,600	£7,000	£8,400

Offence-specific mitigating factors:

- The number, nature and extent of offences within the specific regulation

Offence-specific aggravating factors:

- The number, nature and extent of offences within the specific regulation

Name of Management Regulation	Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
Duty to provide waste disposal facilities	£7,000	£40,000	£5,600	£7,000	£8,400

Offence-specific mitigating factors:

- The nature and extent of offences within the specific regulation

Offence-specific aggravating factors:

- The nature and extent of offences within the specific regulation
- The lack of sufficient refuse and/or litter containers either inside and/or outside the property has been previously reported
- The refuse and/or litter that requires disposal includes hazardous materials

Breach of licence conditions – Section 72(3) Housing Act 2004

All granted HMO licences impose a set of conditions on the licence holder. It is important that the licence holder of a licensed property complies with all imposed conditions, but the Council recognises that a failure to comply with certain licence conditions is likely to have a much bigger impact on the safety and comfort of residents than others.

The starting levels for each different type of licence condition breach is set out below based on the seriousness of the offence. Where a licence condition could be interpreted to fall within two different potential starting levels, the higher starting level will be chosen.

Where multiple licence conditions have been breached at a single property, a separate civil penalty will be imposed for each licence condition that has been breached.

Failure to comply with licence conditions related to:

- ***Signage or the provision of information for tenants***
- ***Provision of written terms of occupancy for tenants***
- ***Procedures regarding complaints***
- ***Procedures regarding vetting of incoming tenants***
- ***Compliance with deposit protection legislation***
- ***The recording and provision of information regarding rent payments***
- ***Procedures relating to rent collection***
- ***The provision of information regarding occupancy of the property***
- ***The provision of information regarding change of managers or licence holder details***
- ***The provision of information related to changes in the property***
- ***Requirements relating to the sale of the property***
- ***Attending training courses***
- ***Requirements to hold insurance***
- ***The provision of insurance documentation***
- ***The provision of or obtaining of suitable references***

- *The provision of keys and alarm codes*
- *Security provisions for access to the property*
- *The provision of suitable means for occupiers to regulate temperature*
- *Carrying out items on a schedule of works not otherwise mentioned in the HMO licence conditions section of this policy, relating to non-compliance with items on a schedule of works*

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£4,000	£40,000	£3,200	£4,000	£4,800

Offence-specific mitigating factors:

- The nature and extent of the licence condition breach

Offence-specific aggravating factors:

- The nature and extent of the licence condition breach

Failure to comply with licence conditions related to:

- *Procedures and actions regarding Inspections*
- *Procedures regarding Repair issues*
- *Maintenance and use of common parts (including gardens, outbuildings and property exterior) and living areas*
- *Safeguarding occupiers and minimising disruption during works*
- *The provision of information regarding alterations and construction works*
- *Procedures regarding emergency issues*
- *Waste and waste receptacles, pests, minor repairs, alterations or decoration.*
- *Giving written notice prior to entry*
- *Allowing access for inspections*
- *Minimising risk of water contamination*
- *The compliance of furnishings or furniture with fire safety regulations*
- *Carrying out items on a schedule of works in relation to provision of mechanical extraction or electrical sockets*

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£7,000	£40,000	£5,600	£7,000	£8,400

Offence-specific mitigating factors:

- The nature and extent of the licence condition breach

Offence-specific aggravating factors:

- The nature and extent of the licence condition breach

Failure to comply with licence conditions related to:

- *The provision of documentation regarding energy performance certificates, fire detection and prevention, emergency lighting, carbon monoxide detection, fire risk assessments, gas installations, electric installations and appliances*
- *Notification of legal proceedings, contraventions and other relevant information that may affect a fit and proper person status*
- *Procedures and actions regarding ASB*
- *Carrying out items on a schedule of works in relation to the provision of personal hygiene facilities, kitchen facilities or heating*

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£12,500	£40,000	£10,000	£12,500	£15,000

Offence-specific mitigating factors:

- The nature and extent of the licence condition breach

Offence-specific aggravating factors:

- The nature and extent of the licence condition breach

Failure to comply with licence conditions related to:

- **Minimum floor areas**
- **Occupancy rates**
- **Occupancy of rooms or areas that are not to be used as sleeping accommodation**
- **Limits on number of households allowed to occupy the property or part of the property**

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£20,000	£40,000	£16,000	£20,000	£24,000

Offence-specific mitigating factors:

- The nature and extent of the licence condition breach

Offence-specific aggravating factors:

- The nature and extent of the licence condition breach

Failure to comply with licence conditions related to:

- **The condition or existence of smoke alarms, carbon monoxide alarms, emergency lighting, gas installations, electric installations and appliances, fire detection or other fire safety features or requirements**
- **The provision and maintenance of safe means of escape, including requirements to keep escape routes and exits free from obstruction**
- **Carrying out items on a schedule of works in relation to fire safety or the provision of a Carbon Monoxide detector**

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£25,000	£40,000	£20,000	£25,000	£30,000

Offence-specific mitigating factors:

- The nature and extent of the licence condition breach

Offence-specific aggravating factors:

- The nature and extent of the licence condition breach

Breach of licence conditions – Section 95(2) Housing Act 2004

All granted selective licences impose a set of conditions on the licence holder. It is important that the licence holder of a licensed property complies with all imposed conditions, but the Council recognises that a failure to comply with certain licence conditions is likely to have a much bigger impact on the safety and comfort of residents than others.

The starting levels for each different type of licence condition breach is set out below based on the seriousness of the offence. Where a licence condition could be interpreted to fall within two different potential starting levels, the higher starting level will be chosen.

Where multiple licence conditions have been breached at a single property, a separate civil penalty will be imposed for each licence condition that has been breached.

Failure to comply with licence conditions related to:

- **Signage or the provision of information for tenants**
- **Provision of written terms of occupancy for tenants**
- **Procedures regarding complaints**
- **Procedures regarding vetting of incoming tenants**
- **Compliance with deposit protection legislation**
- **The recording and provision of information regarding rent payments**
- **Procedures relating to rent collection**
- **The provision of information regarding occupancy of the property**
- **The provision of information regarding change of managers or licence holder details**
- **The provision of information related to changes in the property**
- **Requirements relating to the sale of the property**
- **Attending training courses**
- **Requirements to hold insurance**
- **The provision of insurance documentation**
- **The provision of keys and alarm codes**
- **Security provisions for access to the property**
- **The provision of suitable means for occupiers to regulate temperature**
- **Carrying out items on a schedule of works not otherwise mentioned in the selective licence conditions section of this policy, relating to non-compliance with items on a schedule of works**

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£3,000	£40,000	£2,400	£3,000	£3,600

Offence-specific mitigating factors:

- The nature and extent of the licence condition breach

Offence-specific aggravating factors:

- The nature and extent of the licence condition breach

Failure to comply with licence conditions related to:

- **Procedures and actions regarding Inspections**
- **Procedures regarding Repair issues**
- **Maintenance and use of common parts (including gardens, outbuildings and property exterior) and living areas**
- **Safeguarding occupiers and minimising disruption during works**
- **The provision of information regarding alterations and construction works,**
- **Procedures regarding emergency issues**
- **Waste and waste receptacles, pests, minor repairs, alterations or decoration.**
- **Giving written notice prior to entry**
- **Allowing access for inspections**
- **Minimising risk of water contamination**

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£5,250	£40,000	£4,200	£5,250	£6,300

Offence-specific mitigating factors:

- The nature and extent of the licence condition breach

Offence-specific aggravating factors:

- The nature and extent of the licence condition breach

Failure to comply with licence conditions related to:

- ***The provision of documentation regarding energy performance certificates, fire detection and prevention, emergency lighting, carbon monoxide detection, fire risk assessments, gas installations, electric installations and appliances***
- ***Notification of legal proceedings, contraventions and other relevant information that may affect a fit and proper person status***
- ***Procedures and actions regarding ASB***
- ***Minimum floor areas***
- ***Occupancy rates***
- ***Occupancy of rooms that are not to be used as sleeping accommodation***
- ***Limits on number of households allowed to occupy the property or part of the property***

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£9,375	£40,000	£7,500	£9,375	£11,250

Offence-specific mitigating factors:

- The nature and extent of the licence condition breach

Offence-specific aggravating factors:

- The nature and extent of the licence condition breach

Failure to comply with licence conditions related to:

- ***The condition or existence of smoke alarms, carbon monoxide alarms, emergency lighting, gas installations, electric installations and appliances, fire detection or other fire safety features or requirements***
- ***The provision and maintenance of safe means of escape, including requirements to keep escape routes and exits free from obstruction***

Starting point	Statutory maximum civil penalty amount	Landlord Type downward adjustment	No Landlord Type adjustment	Landlord Type upward adjustment
£15,000	£40,000	£12,000	£15,000	£18,000

Offence-specific mitigating factors:

- The nature and extent of the licence condition breach

Offence-specific aggravating factors:

- The nature and extent of the licence condition breach

Process for imposing a civil penalty and the right to make written representations

Notice of intent

Before imposing a civil penalty on a landlord, the Council will give the landlord a notice of intent. The notice of intent will set out:

- The amount of the proposed civil penalty
- The reasons for proposing to impose the civil penalty
- Information about their right to make written representations

Right to make written representations

A landlord who is given a notice of intent may make written representations to the Council about the proposal to impose a civil penalty. Any representations must be made within a period of 28 days beginning with the day after the date on which the notice of intent was given.

Decision after the representations period

After the end of the period for representations the Council will:

- Decide whether to impose a civil penalty on the landlord; and
- If it decides to impose a civil penalty, decide the amount of the penalty. This amount can be higher or lower than the amount stated in the notice of intent.

A landlord’s rectification of the identified breach or offence during the representations period will rarely, of itself, lead the Council to conclude that the imposition of a civil penalty is inappropriate. However, compliance at that stage will usually be relevant to the assessment of mitigating factors that may reduce the level of any civil penalty imposed.

Similarly, an admission of liability will rarely, of itself, lead the Council to conclude that the imposition of a civil penalty is inappropriate. An admission of liability will, however, usually be relevant to the assessment of mitigating factors that may reduce the level of any civil penalty imposed.

Final notice

If, following the receipt of written representations and/or the expiry of the time period to make written representations, the Council decides to impose a civil penalty on the landlord, it will give the landlord a final notice imposing that penalty.

The final notice will set out:

- The amount of the civil penalty
- The reasons for imposing the penalty
- Information about how to pay the penalty
- The period for payment of the penalty
- Information about rights of appeal
- The consequences of failure to comply with the notice

Discount for prompt payment

Where a civil penalty imposed by a final notice is paid in full within the period specified in that notice (normally 28 days beginning with the day after the final notice is given), the Council will apply a discount of 15% to the amount of the civil penalty.

The availability of the discount is conditional upon full payment being received within the specified period. The discount period will not be extended or suspended by the bringing of an appeal. A landlord who chooses to appeal may still benefit from the discount by paying the civil penalty in full within the specified period; however, where payment is not made within that period, the discount will not apply.

Illustrative example of the application of the discount

The landlord of an HMO property fails to obtain a licence. They only operate two HMO properties and there are no other relevant factors or aggravating features. The starting point for the offence under the Council's civil penalties matrix is £17,000.

Following the issue of a notice of intent proposing a civil penalty of £17,000, the landlord makes written representations. Having considered those representations, the Council determines to impose a civil penalty of £16,000, as set out in the final notice.

If the landlord pays the civil penalty in full within the payment period specified in the final notice, a 15% prompt payment discount is applied, resulting in a discounted payment of £13,600.

Appeals

A landlord who is given a final notice may appeal to the First-tier Tribunal (Property Chamber) against the decision to impose a civil penalty and/or the amount of the civil penalty. Any appeal must be made within 28 days beginning with the day after the date on which the final notice was given.

Where an appeal is brought, the final notice is suspended until the appeal is finally determined or withdrawn.

An appeal to the First-tier Tribunal is by way of a re-hearing of the Council's decision. In determining an appeal, the Tribunal may have regard to matters of which the Council was unaware at the time the decision to impose the civil penalty was made.

The Tribunal may dismiss an appeal if it is satisfied that the appeal is frivolous, vexatious, an abuse of process, or has no reasonable prospect of success.

The First-tier Tribunal may invite the parties to consider mediation or another form of alternative dispute resolution. The Council will not generally agree to mediation in relation to the level of a civil penalty, as civil penalties are determined by reference to this Policy to promote fair, consistent, and proportionate outcomes. Agreeing reductions outside the Policy framework would risk undermining consistency and the Council's enforcement objectives.

On determination of an appeal, the Tribunal may:

- Confirm the civil penalty
- Vary the amount of the civil penalty (whether by increase or reduction)
- Cancel the civil penalty

Where the Tribunal varies a civil penalty by increasing its amount, it may do so only up to the applicable statutory maximum for the relevant breach or offence (£7,000 or £40,000, as applicable).

A party to the appeal may apply for permission to appeal the decision of the First-tier Tribunal to the Upper Tribunal (Lands Chamber).



Report to: Cabinet Meeting - 21 April 2026
 Portfolio Holder: Councillor Lee Brazier, Housing
 Director Lead: Suzanne Shead, Housing, Health and Wellbeing
 Lead Officer: Julie Davidson, Business Manager – Housing Services, Ext 5542

Report Summary	
Type of Report	Open Report / Non- Key Decision
Report Title	Enhancing Tenant Engagement – Recognition Scheme
Purpose of Report	To set out proposals for introducing a recognition scheme to support widening the participation and representation of tenants as Tenant Engagement Champions including five places on the new Tenant Influence and Assurance Board and seek approval for its adoption and implementation.
Recommendations	That Cabinet: a) approve the proposed recognition and incentivisation scheme set out in Section Two of Appendix A to the report; and b) note that proposed changes to the Tenant Engagement structure are to be presented to the Governance, General Purposes & LGR Committee on 16 April 2026, with the final decision to be made at Full Council on 19 May 2026.
Alternative Options Considered	To maintain current arrangements of voluntary, unpaid support.
Reason for Recommendations	The proposed recommendations strengthen tenant influence, participation and assurance within housing services and directly support the delivery of the Council’s Community Plan 2023–2027 by placing tenants at the heart of decision-making, and recognising the contributions of time, skills and experience to improve and scrutinise housing services to ensure they are responsive to the needs of Newark and Sherwood District Council tenants.

1.0 Background

- 1.1 The report at **Appendix A** was presented to the Policy & Performance Improvement Committee (PPIC) on 13 April 2026, setting out the current arrangements for Tenant Engagement at the Council together with proposals to change the structure and introduce a recognition scheme to incentivise participation from tenants and a strategic and operational levels.
- 1.2 Due to timings of publication of agendas and meetings, the Cabinet will be updated with views from PPIC verbally at the meeting.
- 1.3 Cabinet is being asked to consider the recognition scheme that sits within Section 2 of the report in Appendix A, noting the existing mechanisms in place for tenants to get involved, influence and scrutinise services. The report also gives examples from other Registered Providers who offer a recognition scheme as part of their Tenant Engagement arrangements.
- 1.4 As the proposed changes to the structure of our Tenant Engagement Framework are included in the Council's Constitution, this report was presented to the Governance, General Purposes & LGR committee on 16 April 2026 with the final decision to be made at Full Council on 19 May 2026.
- 1.5 The Tenant Engagement team are currently recruiting for new involved tenants, and it is hoped that the ability to recognise the tenants time, skills and experience will increase applications, in turn increasing participation and representation.

2.0 Proposal/Options Considered

- 2.1 The proposal is to introduce a structured recognition and incentives scheme for involved tenants and leaseholders. Details of the proposed scheme are set out in section 2 of the PPIC Report at Appendix A, noting there are maximum thresholds in place and dependant on personal circumstances, tenants may wish to opt-out of the scheme
- 2.2 The PPIC Report also sets out in detail the recruitment and appointment process, the levels of involvement available, demonstrating that involvement is structure and accountable and that tenants are valued without compromising their independence.
- 2.3 The alternative option to maintain current arrangements, would maintain the status quo and not address the challenges of removing the barriers to engagement which this scheme aims to address.

3.0 Implications

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

Implications Considered			
Yes – relevant and included / NA – not applicable			
Financial	Yes	Equality & Diversity	N/A
Human Resources	N/A	Human Rights	N/A
Legal	N/A	Data Protection	N/A
Digital & Cyber Security	N/A	Safeguarding	N/A
Sustainability	N/A	Crime & Disorder	N/A
LGR	N/A	Tenant Consultation	Yes

3.1 The relevant financial implication has been copied below from the report in Appendix A for ease.

3.2 Financial Implications - FIN25-26/8311

The recommended proposal results in an annual cost of £9,950 from 2026/27. These charges will be reviewed at the end of each tenant champion cycle (every 2 years). The cost can be accommodated within the existing tenant engagement budget for 2026/27 and future years.

3.3 Tenant Consultation

Feedback from tenants included:

- Tenants co-created the new improved framework and support its adoption
- Engagement is vital for effective recruitment and skill development.
- The framework recognises tenants' contributions to improving and scrutinising housing services.
- Offers support so tenants can make informed decisions on whether to accept the financial rewards available within the new framework
- Tenants have a choice to opt out of financial recognition if preferred.

A full Equality Impact Assessment is attached at **Appendix B**.

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 1972.

None

Report to: Policy & Performance Improvement Committee – 13 April 2026

Director Lead: Suzanne Shead, Housing Health & Wellbeing

Lead Officer: Jane Diver and Robyn Henry, Tenant Engagement Officers

Report Summary	
Report Title	Enhancing Tenant Engagement
Purpose of Report	To set out a series of measures to build on and strengthen the role and influence of Newark & Sherwood tenants in the management of their homes and neighbourhoods and seek endorsement for their introduction.
Recommendations	<p>That the Policy & Performance Improvement Committee:</p> <ol style="list-style-type: none"> a) note the progression of tenant engagement arrangements and the clear service improvements resulting from tenant insight and involvement; b) endorse the refresh of the current Tenant Engagement Board in the following ways: - <ul style="list-style-type: none"> • Increase the number of tenant representatives from three to five • Re-allocate the Chair of the Board to a tenant representative • Rename the current Tenant Engagement Board (TEB) to Tenant Influence and Assurance Board; c) endorse the proposed Tenant Engagement Framework including noting the proposed programme of recruitment; d) endorse the proposed recognition and incentivisation to widen the participation and representation of tenants as Tenant Engagement Champions with five places on the Tenant Influence and Assurance Board; e) note the report will progress to Cabinet on 21 April 2026 for decision on the recognition scheme; and f) consider and note the amended report which will progress to the Governance, General Purposes & LGR Committee on 16 April 2026 with a recommendation for endorsement and an onward recommendation to Full Council on 19 May 2026 for approval of the proposed changes to the constitution.
Reason for Recommendation	The proposed recommendations strengthen tenant influence, participation and assurance within housing services and directly support the delivery of the Council’s Community Plan 2023–2027, Serving People, Improving Lives. They place tenants at the heart

of decision-making, improve accountability and service quality, and help ensure housing services are responsive to the needs of Newark & Sherwood District Council tenants.

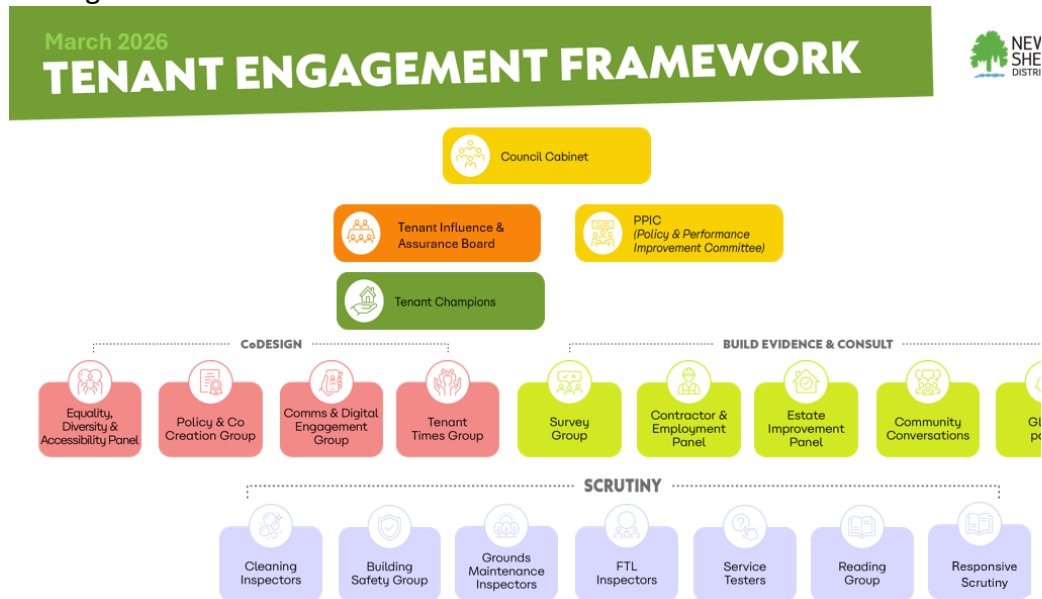
1.0 Background

1.1 Tenant Engagement at Newark & Sherwood

Tenant engagement at NSDC is designed as a deliberate and structured process to promote meaningful communication and cooperation between the Council and its tenants. The core objective of this approach is to ensure that the perspectives and opinions of tenants are not only heard but actively included in the Council’s decision-making and governance processes. This extends to all aspects of housing service delivery and plays a significant role in nurturing vibrant, thriving communities where tenants feel heard and can drive improvements and changes to the services they receive.

The structure has been in operation since 2021, providing tenants with opportunities to engage directly with Council representatives and contribute to important discussions about housing services.

See Figure 1 below:



1.2 Tenant Champions operate across key service areas and neighbourhoods, supporting service improvement, inspections and scrutiny activity and acting as a link between tenants and council officers. This ensures that tenant insight informs both operational delivery and wider service development.

Tenant Champions also provide tenant representation within the Council’s formal governance and assurance arrangements, sitting on the Tenant Engagement Board alongside councillors and officers. The monthly Champion meetings with housing services staff provide a structured opportunity to discuss emerging issues and develop items for consideration by the Board.

Increasing the number of Tenant Champions from three would strengthen representation, resilience and meaningful tenant influence within the engagement framework.

1.3 Currently the Council seeks to ensure that tenants have a voice and influence in a number of ways, including:

- Getting To Know You visits – where a Tenancy Officer visits the home in person, and discussing engagement activities available to them
- Surveys, consultations and topic-based workshops
- Community Link Group Meetings – held across the district quarterly by the Tenancy Team
- Boughton Hub, Ollerton Drop Ins
- Chatham Court, Newark Drop Ins
- Estate and area action e.g. days of action
- Estate Walkabouts
- Road naming consultations
- Grounds Maintenance Inspections
- Communal Space Cleaning Inspections
- Empty Homes Inspections
- Tender evaluations
- Considering grant applications for ‘Local Opportunity & Wellbeing’ funding panel membership – consider fund applications
- Co-design workshops – for example policy reviews, Empty Homes inspection forms redrafting, wording and tone for damp and mould communications
- Editing the Tenant Times e-letter
- One-off engagement activities – Yorke Drive (Newark) Fun Day, Alexander Lodge (Newark) open day, Ollerton Repairs Day.
- Representing the Council at Association of Retained Council Housing (ARCH) conferences
- Representing the Council at TPAS conferences and events

Formal tenant involvement is provided through the Tenant Engagement Board (which also meets with a focus on Housing Assurance), which sits within the Council’s governance framework and enables tenants to review performance, provide assurance, and influence service priorities.

Recent examples of items of business considered by these boards are: -

- Review and refresh of compliance letters and gas capping
- Consumer standards gap analysis
- External consultations e.g. Housing Ombudsman and MHCLG
- Quarterly Compliance Assurance Reports
- Budget Updates
- Outcomes from Cabinet that affect tenants
- Grounds maintenance performance updates
- The Council’s Community Plan Performance
- Tenant Satisfaction Measures Action Plan update
- New Policies e.g. Good Neighbourhood Management Policy

As should always be the case, a review has taken place of the effectiveness of the current arrangements and this has been undertaken in conjunction with TPAS – the tenant engagement specialists and involved tenants; offering their time, lived experience and skills to feedback and support the Council to improve housing services.

The aim has been to strengthen tenant influence and improve service outcomes, reflecting the Council’s commitment to ensuring tenant insight shapes decision-making.

A dedicated Design Team—made up of tenants, officers and tenant engagement staff—was formed in July 2025. Through a series of co-design sessions, the team developed a revised engagement framework and recommendations for implementation, which the TEB approved on 18 September 2025 providing the platform to begin progression through the Council’s governance process.

This work recommends a clearer and more consistent engagement model.

Co-designed by tenants and staff, the revised approach strengthens transparency, inclusivity and digital accessibility, building a more trusted and effective engagement framework.

1.4 While the Council’s current engagement model has achieved several successes including:

- instigating a review of the empty homes Fit-to-Let standard, and the resultant tenant inspection regime;
- collaborative creation of the 2024–25 Tenant Annual Report;
- the introduction of a bespoke Housing Services Facebook page which also resulted in a strapline on all Housing email signatures;
- influenced the tone and language of the damp and mould communications to tenants;
- influenced via Grounds Maintenance monitoring, resulting in improved performance and satisfaction with the service;
- influencing the tender process for the Estate Improvement Panel, and influenced the increased distribution of the tenant-edited Tenant Times, there is scope for improvement to:
 - Increase participation rates represent a low percentage of our tenant population, and feedback primarily represents a limited group of dedicated individuals.
 - Increase representation of voices from quieter, unrepresented, and working tenants who are not being reached effectively.
 - Ensure that we demonstrate value and impact from tenant influence.

While feedback from tenants that have been involved in the review points to more active and consistent engagement, we fall short of our ambition to be ‘best in class’ in terms of tenant influence and engagement.

- 1.5 In addition to the revised framework, TPAS also recommended that the Council consider a recognition and incentivisation system that acknowledges tenants’ time, knowledge, and dedication to support the Council with improving and scrutinising housing services.
- 1.6 At present, the Council reimburses tenants for their travel and subsistence which on its own, no longer appears appropriate or commensurate with the expectations placed on tenant representatives. TPAS guidance and industry research both highlight that a well-structured and transparent recognition system supports creating and maintaining meaningful involvement for the purpose of producing real service improvements.

Researching best practice, Winchester City Council has introduced an in-house Tenant & Council Together (TACT) Board, which commenced as a pilot in 2024. This governance board provides an annual payment of £800 to tenant members to encourage tenant engagement in decision-making. Although many councils continue to maintain voluntary participation for advisory panels and scrutiny groups, the Winchester example indicates a shift toward professionalised and accountable tenant boards.

- 1.7 Figure 2 below shows the approach taken by Nottingham Community Housing Association (NCHA), Newark’s primary social housing provider, which combines attendance payments and support with home broadband for panel chairs and committee members.

Group / event	Formal meetings p/a (x6)	Adhoc meeting p/a (x8)	Broadband (per month)	Annual member payment	Annual budget impact
H&N Panel 12 members	£50	£30	£16	£892	£10,704
Scrutiny Panel 6 members	£50	£30	£16	£892	£5,352
Care & Support 2 members	£50	£30	£16	£892	£1,784
Informal c8 attendees	Nil	£20	Nil	£160	£1,280
TOTAL					£19,120

Figure 2

- 1.8 Involving tenants and securing their influence matters in and of itself. Irrespective of housing regulation, it is something that good quality landlords should do. Tenant engagement is fundamental to delivering the Regulator of Social Housing’s Transparency, Influence and Accountability Standard and the proposed revised framework in section 2 will assist with this.

2.0 Proposal /Options Considered

2.1 Figure 3 sets out a proposed new framework, the objectives of which are to:

- Broaden activities for inclusivity
- Widen participation
- Increase representativeness of the tenant population
- Increase opportunities for involvement
- Meet and exceed regulatory requirements
- Develop a clear and recognised framework for engagement which formally links the Tenant Board to PPIC for evidenced Council wide scrutiny
- Establish the Tenant Influence and Assurance Board with the same status and accountability as other boards and committees

2.1.1

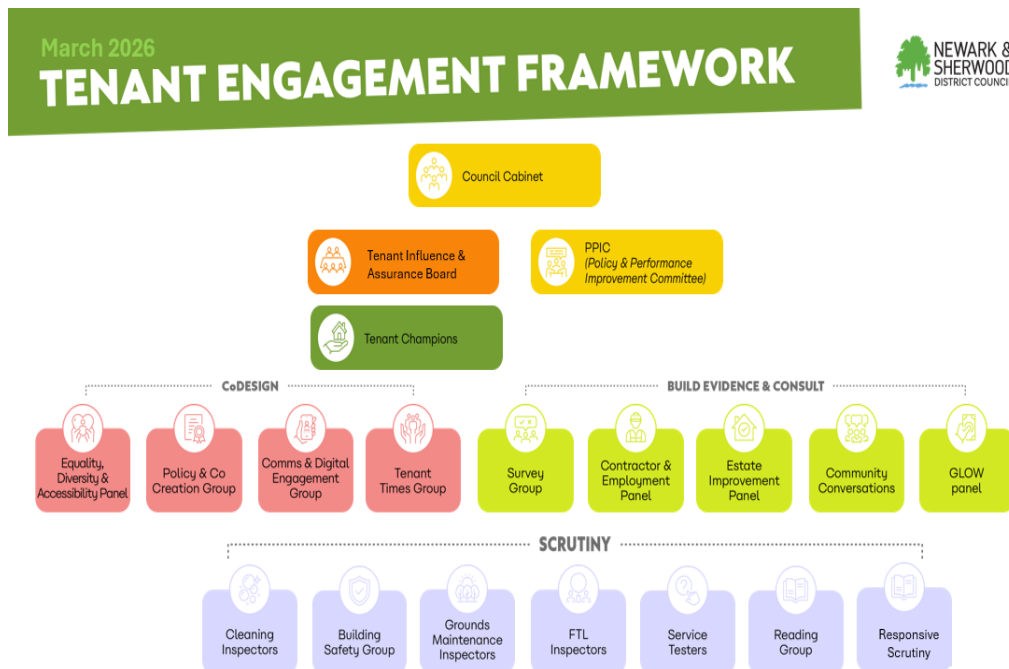


Fig.3

2.2 The specific proposals are:

- Rename the Tenant Engagement Board (TEB) with the Tenant Influence and Assurance Board (TIAB).
- Redefine the role of the Tenant Influence and Assurance Board in accordance with the attached Terms of Reference.
- Undertake a comprehensive recruitment process to increase and widen tenant participation, including Tenant Engagement Champions and Scrutineers.
- Introduce a structured recognition and incentives scheme for involved tenants and leaseholders.

2.2.1 Rename the Tenant Engagement Board (TEB) to be the Tenant Influence and Assurance Board

As the TEB forms part of the Council's constitution, this proposal is subject to the endorsement of this committee. There is a clear governance process to follow regarding this proposal so this report following presentation at this committee will then progress via Governance, General Purposes and LGR Committee on 16 April 2026 through to Full Council on 19 May 2026

2.2.2 Redefine the role of the Tenant Influence and Assurance Board.

Revised Terms of Reference are appended to this report at **Appendix 1**. These will bring forward tenant opportunities to chair the board, increase tenant representation, consider data and determine topics for scrutiny and manage the agenda.

2.2.3 Undertake a comprehensive recruitment process to increase and widen tenant participation, including Tenant Engagement Champions and Scrutineers.

The Council's current Tenant Champions have been in post for several years and have worked tirelessly in support of our services and tenants. The diversity of work in this area has meant that the 3 champions have been stretched at times and need some additional support. Recruitment in this area however has been difficult.

A targeted tenant recruitment campaign, supported by TPAS, will be designed to reach under-represented groups by using tailored messaging, accessible formats and multiple engagement routes, ensuring a wider and more diverse range of tenants are able to get involved and influence housing services.

We recognise the input and value the younger generations living in our properties could provide to our engagement activities and will work with agencies such as YMCA and Youth Services at a local level to offer recruitment opportunities.

2.2.4 Introduce a structured recognition and incentives scheme for involved tenants and leaseholders

The scheme introduces modest financial recognition – please see figure 4 below - alongside non-financial incentives such as training and acknowledgement, ensuring involvement remains accessible and inclusive.

Clear guidance will be provided on benefit and tax implications, with tenants able to opt out of financial recognition without affecting their involvement. This approach supports meaningful tenant influence, strengthens assurance and scrutiny, and aligns with regulatory expectations and emerging best practice.

The non-financial benefits subject to final agreement by the TEB may include:

- CPD-accredited training opportunities
- Invitation to exclusive tenant insight events
- Active 4 Today discounted membership
- Free garden waste bin or compost bin
- Entry into prize draw
- Community café or local business vouchers
- Broadband contribution/Microsoft licence
- Annual Tenant Engagement Meet Up Event

Any costs associated with these non-financial benefits will be contained within existing budgets and will be subject to maximum take up e.g Garden Waste bins

2.2.5 Figure 4

Involved Tenants	Formal Meetings x6 Per annum	Ad hoc Meetings pa x4 / x8	Broadband per month	Annual payment per tenant member	Annual Budget Impact
10x Champions in total (5x IAB members, 5x Champions/ Scrutineers)	£50	£30 x4	Circa £20	£660	£6,600
Informal Attendees	Nil	£20 x 8	Nil	£160	£1600
Christmas Celebration					£750
Annual Awards Event					£1000
Budget Impact Total per annum					£9950

2.3 Recruitment and Appointment Process

NSDC will run a targeted, inclusive recruitment campaign to appoint Tenant Engagement Champions and TIAB Members.

- Information will be jargon free and available in multiple formats and routes to apply.
- For the first campaign, TPAS will independently manage the shortlisting, ensuring fairness, transparency, and consistency.
- Recruitment will focus on attracting younger tenants and under-represented groups, with support available for all applicants.
- A criteria-based selection framework will assess communication, reliability, ability to represent wider views, confidentiality, and constructive engagement.
- Representation factors such as geography, age, lived experience and diversity will be considered.

Non-appointed applicants will be directed to wider engagement and scrutiny work including training to fill skills gaps to enable recruitment to the TIAB later. We will encourage participation in alternative engagement activities, helping to retain interest, capture insight, and ensure willing tenants can continue to influence housing services.

2.4 Budget and Link to Levels of Involvement

All recognition will be funded within the existing Tenant Engagement budget with a ceiling of —£9,950 per year.

Three levels of involvement link directly to budgeted recognition:

- 1) Tenant Engagement Champions, made up of five TIAB members and five Scrutineers
 - Eligible for up to £660 per year, based on active participation of 80% attendance per annum
 - Recognition reflects preparation, responsibility, and scrutiny work
 - This will be paid quarterly in arrears based on data collated by Tenant Engagement Officers in line with an agreed performance framework
- 2) Informal Involvement
 - Informal attendees can take part in drop-ins, surveys, workshops, and one-off activities, within a budget ceiling of £1600 per annum defined by an agreed forward plan
 - Engagement activities advertised will clearly state whether reward and recognition payment is applicable – and these will be spread throughout the annual calendar
 - The Tenant Engagement team to collate data to analyse the levels of involvement associated with paid activities
 - When budgets are spent, remaining opportunities for involvement are voluntary with reimbursement costs covered only
 - No financial recognition—supports tenants who want to contribute flexibly or occasionally
- 3) Voluntary Participation
 - Tenants can opt out of recognition entirely while still being active contributors
 - Ensures involvement remains accessible for all motivations and circumstances
- 4) Budget Review
 - The budget for the reward and recognition scheme will be closely monitored in line with existing budget monitoring processes and reviewed formally at year end
 - The forward plan, in line with the corporate governance approach will support budget management and monitoring

This structure keeps governance proportionate, widens representation, and ensures spend remains within the established budget, supporting alignment with the Transparency, Influence and Accountability Standard:

- Demonstrating that involvement is structured, accountable and not tokenistic
- Showing tenants are valued without compromising independence

2.5 Term Length

To support continuity and long-term development, formal roles carry fixed terms:

- TIAB Members: two-year term, renewable once (maximum four years)
- Champions/Scrutineers: one year term, reviewed annually
- TIAB Members and Champions/Scrutineers will hold one formal role within the engagement structure

To ensure future candidates remain engaged and ready for future vacancies, tenants who are not appointed—or whose term has ended—will be encouraged to stay active through:

- Informal involvement (drop-ins, surveys, workshops)
- Voluntary opportunities aligned with their interests
- Officer support, learning opportunities, and wellbeing check-ins

This approach ensures NSDC maintains a pipeline of skilled and motivated tenants, ready to step into Champion or Scrutiny roles when places become available.

2.6 Clear Distinction Between the Three Tenant Roles

Engaged Tenants – Flexible and Informal

- Drop-ins, surveys, workshops, conversations
- One-off or occasional involvement
- Share personal experiences

Tenant Engagement Champions – Active, ongoing involvement

- Prepare for, attend and actively participate in meetings
- Contribute to scrutiny, co-design and service reviews
- Represent wider tenant views, including unheard voices
- Support and encourage other tenants to get involved

TIAB Members – Strategic Voice of Tenants

- Set the agenda and work programme for tenant engagement and scrutiny based on data supporting a larger tenant voice
- Respond to and challenge performance, policy proposals and service changes
- Participate in formal scrutiny and assurance activities
- Make evidence-based recommendations
- Represent tenants collectively, not as individuals
- Maintain confidentiality and objectivity

This is important as these roles require different levels of skill, have different responsibilities and time commitments. TIAB and Champion roles are more complex and accountable, supporting a recognition mechanism.

3.0 **Implications**

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

Implications Considered			
Yes – relevant and included / NA – not applicable			
Financial	Y	Equality & Diversity	Y
Human Resources	NA	Human Rights	NA
Legal	Y	Data Protection	NA
Digital & Cyber Security	NA	Safeguarding	NA
Sustainability	NA	Crime & Disorder	NA
LGR	NA	Tenant Consultation	Y

3.1 **Financial Implications - FIN25-26/8311**

The recommended proposal results in an annual cost of £9,950 from 2026/27. These charges will be reviewed at the end of each tenant champion cycle (every 2 years). The cost can be accommodated within the existing tenant engagement budget for 2026/27 and future years

3.2 **Equality & Diversity Implications**

An Equality Impact Assessment has been undertaken to evaluate the revised Tenant Engagement Framework to ensure it is fair, inclusive, and accessible to all tenants, supporting legal duties and removing barriers to participation. This can be found at **Appendix 2**.

- **Framework purpose and approach:** The framework establishes a clearer, consistent method for tenant involvement, strengthening tenant voices and offering multiple engagement routes to accommodate varying abilities, time, and confidence levels.
- **Consideration of protected characteristics:** The assessment covers impacts on tenants across all protected characteristics, including age, sex, disability, race, religion, and additional NSDC-specific groups such as carers and care leavers.
- **Identified impacts and mitigations:** Positive impacts include clearer structure and multiple participation methods, while mitigations address potential exclusion from digital or written engagement, incentive imbalances favouring confident participants, and under-representation by monitoring participation and targeted outreach.
- **Wider considerations and monitoring:** The framework addresses socio-economic challenges through flexible, accessible engagement, supports human rights by enabling tenant influence, requires staff training for inclusivity, and includes ongoing monitoring to ensure fairness as the framework is implemented.

3.3 Legal Implications LEG2526/1062

Any changes to the Constitution require Full Council approval. The Tenant Engagement Board is specifically referred to in the constitution at B6 and therefore any changes in respect of this Board will require Full Council approval. Further legal advice may be required.

3.4 Tenant Consultation

Feedback from tenants included:

- Tenants co-created the new improved framework and support its adoption
- Engagement is vital for effective recruitment and skill development.
- The framework recognises tenants' contributions to improving and scrutinising housing services.
- Offers support so tenants can make informed decisions on whether to accept the financial rewards available within the new framework
- Tenants have a choice to opt out of financial recognition if preferred.

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 1972.

None

EQUALITY IMPACT ASSESSMENT

What is an Equality Impact Assessment?

An Equality Impact Assessment (EIA) is a tool designed to assist you in ensuring that you have thought about the needs and impacts of a change to your service / policy / plan / strategy to ensure it is fair and does not present barriers to participation or disadvantage any groups in relation to protected characteristics as defined in the Equality Act 2010. It enables a systematic approach in identifying and recording impacts and actions.

Why do we need it?

As a local authority that provides services to the public, we have a legal responsibility to ensure that we can demonstrate that we have paid due regard to the need to:

- ✓ Eliminate discrimination, harassment and victimisation
- ✓ Advance Equality of Opportunity
- ✓ Foster good relations

The EIA will help to ensure that we understand the potential effects of any new or significantly changed services, policies, plans, or strategies by assessing:

- the impacts on different groups, both internal and external
- any adverse impacts are identified
- actions are identified to remove or mitigate any adverse impacts

The EIA ensures decisions are transparent and based on evidence with clear reasoning.

What are the protected characteristics?

- ✓ Age
- ✓ Disability
- ✓ Gender reassignment
- ✓ Marriage and civil partnership
- ✓ Pregnancy and maternity
- ✓ Race
- ✓ Religion and belief
- ✓ Sex
- ✓ Sexual orientation

1. INTRODUCTORY INFORMATION

Name of service /policy / plan /strategy	Improved Tenant Engagement Framework – with incentives
Lead Officer and others undertaking this assessment?	Jane Diver, Robyn Henry, HD Tenant Champion
Date EIA completed	10.02.2026

NSDC is moving towards a more consistent and defined model of engagement, shaped by a collaborative design team comprising tenants, Council staff, and Tenant Participation Advisory Service (TPAS) in a project executed in 2025. This evolution reflects growing expectations for transparency, inclusivity, and digital accessibility. By modernising engagement practices, NSDC will strengthen trust and accountability while delivering a more responsive and equitable housing service that meets the diverse needs of its tenant residents. We are adopting an improved Tenant Engagement Framework, with a structured recognition and incentives scheme.

2. SUMMARY OF THE POLICIES, PROCEDURES, FUNCTIONS, AND SERVICES BEING ASSESSED

What are the aims and objectives of the policies, procedures, functions, and services
<p>We carried out this Equality Impact Assessment to make sure the Improved Tenant Engagement Framework is fair, inclusive and accessible to all tenants.</p> <p>The framework introduces a clearer and more consistent approach to tenant involvement. It explains how tenants can get involved and what they can expect. It aims to strengthen tenant voice and apply the same standards across services. It offers different routes into engagement so tenants with different abilities, time and confidence levels can participate.</p> <p>It helps us check that the framework does not create barriers for any group. It supports NSDC's legal duties to consider people with protected characteristics before making changes. It ensures that every tenant has opportunities to take part in ways that suit their needs.</p>
Who is affected by this policies, procedures, functions, and services and what is the intended change or outcome for them? (i.e. staff / service users or other stakeholders)
<p>We assessed the impact on NSDC tenants and leaseholders based on these Protected Characteristics:</p> <ul style="list-style-type: none"> Age Sex Disability Sexual orientation Gender reassignment Marriage and civil partnership Pregnancy and maternity Race and ethnicity

Religion or belief
 Carers and Care Leavers (NSDC-specific)
 Armed Forces Covenant (NSDC-specific)

Which groups have been consulted with as part of the creation or review of this policies, procedures, functions, and services

(Please include how they were consulted and their responses. If you haven't consulted yet and are intending to do so, please complete the consultation table below)

- Tenant feedback during the design phase informed the assessment.
- Officer experience during the design phase informed the assessment.
- Existing equality guidance supported our approach.
- We will continue working with the Equality Group if new impacts emerge during implementation.
- Ongoing tenant feedback will help keep the framework relevant and inclusive.

In light of the answers given above, do you need to consult with specific groups to identify needs/issues? If not please explain why

Completed during the design phase.

CONSULTATION

Negative impacts identified will require the responsible officer to consult with the affected group/s to determine all practicable and proportionate mitigations. Add more rows as required.

Group/Organisation	Date	Response
Tenant Engagement Champions		
Design Team		

3. WHAT WE ALREADY KNOW AND WHERE THERE ARE GAPS

List any existing information / data about different diverse groups in relation to this policy? i.e. in relation to age, disability, gender reassignment, marriage or civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation etc

Examples of information / data such as consultation, previous EIA's, demographic information, anecdotal or other evidence

Tenant feedback collected during engagement activities informed the assessment.
 Officer experience in day-to-day work with tenants contributed insights about barriers and needs.
 Plans to continue engaging through the Equality Group as new impacts emerge.
 Ongoing tenant feedback will remain part of monitoring and review.

The assessment used existing equality guidance already held and used across NSDC.

The EQIA identifies known challenges for groups with protected characteristics, based on previous insight and officer knowledge:

Age: Some tenants may prefer or require non-digital formats or more support.

Disability: Awareness of accessibility needs such as large print, Easy Read, assisted digital support.

Sex / Sexual Orientation / Gender Reassignment / Religion or Belief / Race and Ethnicity: Listed and considered as part of the protected characteristics review, though no specific datasets were referenced.

Pregnancy & Maternity: Included as part of the protected characteristic assessment.

Marriage & Civil Partnership: Acknowledged as part of the assessment.

Armed Forces Covenant & Care Leavers: NSDC-specific groups recognised within existing organisational equality considerations.

The assessment reflects known patterns within NSDC services, such as:

Some tenants having limited digital access or relying on offline communication.

Tenants facing language barriers, indicating previous awareness of translation needs.

The risk that digital-only engagement could exclude disabled tenants or those with lower confidence.

Staff experience identifies some engagement activities attract tenants who are already confident or active, which may unintentionally disadvantage quieter or less confident tenants.

Officer knowledge identifies that some groups may be under-represented, existing awareness from previous data collection and engagement trends.

Socio-economic Information Considered

(While not protected characteristics, these are relevant contextual data the EQIA acknowledges):

Low confidence

Financial hardship

Caring responsibilities

Lack of transport

Irregular working hours

These were included due to existing understanding of tenant challenges.

Summary - existing evidence used includes:

Tenant feedback

Officer experience

Existing equality guidance

Understanding of barriers affecting disabled tenants, digitally excluded tenants and tenants with language needs

Awareness of under-represented groups

Socio-economic challenges known from previous service interactions

Planned use of demographic monitoring to track participation

4. ASSESSING THE IMPACT

Protected Characteristic	Is there potential of positive or negative impact?	Please explain and give examples of evidence / data used	Action to address negative impact (<i>i.e. adjustment to the policy/plan – the action log below should be completed to provide further information</i>)
--------------------------	--	--	---

Age	Positive Potential Uneven/ Negative	The clearer structure makes it easier for more tenants to understand how to get involved. Offering multiple ways to participate supports different needs, abilities and confidence levels. A consistent approach helps build trust, especially for people who felt unheard or unsure how to take part.	See Action Log
Disability	Positive Potential Uneven/ Negative	The clearer structure makes it easier for more tenants to understand how to get involved. Offering multiple ways to participate supports different needs, abilities and confidence levels. A consistent approach helps build trust, especially for people who felt unheard or unsure how to take part.	See Action Log
Gender Reassignment	Positive	A consistent approach helps build trust, especially for people who felt unheard or unsure how to take part.	
Marriage / Civil Partnership	Positive	A consistent approach helps build trust, especially for people who felt unheard or unsure how to take part.	
Pregnancy / Maternity	Positive	Offering multiple ways to participate supports different needs, abilities and confidence levels.	
Race	Positive	A consistent approach helps build trust, especially for people who felt unheard or unsure how to take part.	
Religion / Belief	Positive	A consistent approach helps build trust, especially for people who felt unheard or unsure how to take part.	
Sex	Positive	A consistent approach helps build trust, especially for people who felt unheard or unsure how to take part.	
Sexual Orientation	Positive	A consistent approach helps build trust, especially for people who felt unheard or unsure how to take part.	

Other groups which may be impacted? (carers, low literacy, priority neighbourhoods, health inequalities, rural isolation, veterans, care leavers)	Positive	A consistent approach helps build trust, especially for people who felt unheard or unsure how to take part.	See Action Log
	Potential Uneven/	Offering multiple ways to participate supports different needs, abilities and confidence levels.	
	Negative	The clearer structure makes it easier for more tenants to understand how to get involved.	

5. PROPOSED MITIGATION: ACTION LOG

To be completed when barriers, negative impact or discrimination are found as part of this process – to show actions taken to remove or mitigate. Any mitigations identified throughout the EIA process should be meaningful and timely. Add more rows as required.

Negative/Uneven Impact	Action	Responsible Officer	Target Date
Some tenants may find certain engagement routes harder to use, including: People with disabilities, People with limited digital access, People facing language barriers. They may be excluded if engagement relies too much on digital or written methods.	Offer a range of engagement options, including in-person, telephone, hybrid and online methods.	JND/RH	April 2026
	Provide accessible formats such as large print, Easy Read, translated materials or assisted digital support.	JND/RH	April 2026
	Ensure digital tools supplement—rather than replace—face-to-face and accessible routes	JND/RH	April 2026
It ensures no tenant is excluded because of disability, digital access or language needs.			
Without monitoring, some groups may continue to be under-represented. We could miss important voices and experiences.	Monitor participation trends by demographic group (where data is available).	JND/RH	Monitoring will commence April 2026
	Identify patterns that show gaps or barriers.	JND/RH	April 2026
	Carry out targeted outreach where groups are missing.	JND/RH	Will commence April 2026
It helps balance opportunities so that quieter or less confident tenants can still take part.			
Incentive-based opportunities may work better for tenants who already have more confidence, free time or stability.	Make sure incentives do not favour only confident or highly active participants.	JND/RH	Monitoring will commence April 2026
	Offer low-pressure, informal and flexible engagement options.	JND/RH	Will commence April 2026

It might lead to the same people participating more often.	Support participation through staff outreach and confidence-building approaches.	JND/RH	Will commence April 2026
It helps balance opportunities so that quieter or less confident tenants can still take part.			
Socio-economic Factors Tenants may face challenges such as: Low confidence Financial hardship Caring responsibilities Lack of transport Irregular working hours	Flexible engagement methods and accessible options will help reduce these barriers.	JND/RH	Will commence April 2026
Human Rights	The framework supports fair treatment and increases tenants' ability to influence decisions affecting their homes and communities.	JND/RH	Will commence April 2026
Impact on Staff and the Organisation	Staff may need training in accessible communication and inclusive engagement methods.	Housing Services Business Managers	Ongoing
	A skills audit will help identify development needs.	Housing Services Business Managers	Ongoing
	Consistent practice across teams will support fairness and build tenant trust.	SLT	Ongoing

What are the arrangements for monitoring and reviewing the actual impact of the policies, procedures, functions, and services?

We will monitor who is taking part to identify under-represented groups. Equality considerations will be reviewed regularly as the framework rolls out. This will help ensure the framework remains fair and accessible, especially as NSDC prepares for Local Government Reorganisation.

Overall, the Improved Tenant Engagement Framework is designed to be fair, inclusive and accessible. With the planned mitigations and regular monitoring, the framework will support equal participation and help ensure that all tenants—regardless of background or circumstances—have a meaningful voice.

6. EVALUATION DECISION

Once consultation and practicable and proportionate mitigation have been put in place, the officer responsible should evaluate whether any negative impact remains and, if so, provide justification for any decision to proceed.

Question	Explanation / justification
----------	-----------------------------

Is it possible the proposed new service / policy / plan or strategy or the proposed change could discriminate or unfairly disadvantage people?	Potentially if the mitigations are not implemented.	
Final Decision	Tick	Include any explanation/justification required
1. No barriers identified; therefore, activity will proceed		
2. Stop the policy or practice because the data shows bias towards one or more groups		
3. Adapt or change the policy in a way that will eliminate the bias		
4. Barriers and impact identified , however having considered all available options carefully, there appear to be no other proportionate ways to achieve the aim of the policy or practice (e.g. in extreme cases or where positive action is taken). Therefore, you are going to proceed with caution with this policy or practice knowing that it may favour some people less than others, providing justification for this decision	X	See above mitigations

Did you consult with an Equality and Diversity Ally prior to completing this assessment?

Yes/~~No~~

7. SIGN OFF

Name and job title of person completing this EIA	Jane Diver Tenant Engagement Officer
Officer Responsible for implementing the change to policies, procedures, functions, and services etc.	Jane Diver Robyn Henry
Business Manager	Julie Davidson
Date Agreed (by Business Manager)	10/02/2026
Date of Review (if required)	01/04/2027



Report to: Cabinet Meeting - 21 April 2026
 Portfolio Holder: Councillor Lee Brazier, Housing
 Director Lead: Suzanne Shead, Housing, Health & Wellbeing
 Lead Officer: Terry Bailey - District Housing Manager

Report Summary	
Type of Report	Open Report / Key Decision
Report Title	Newark Partnership Hub – A New Approach for Placed Based Partnership Working in Town Centre Areas
Purpose of Report	To provide a review on Chatham Court Hub, the use of the community resource considering the benefit it delivers within the locality against the financial commitment and to agree the future direction of the Council facility.
Recommendations	<p>That Cabinet:</p> <ul style="list-style-type: none"> a) agree to refocus Chatham Court Hub to continue providing a base for the community but increase strategic partnership working in and around Newark Town Centre, specifically on high ASB hot spot housing and communal areas; b) agree to rename the facility “Newark Partnership Hub”; c) approve funding for 24 months as a pilot under its new remit and allow an application to the Pride of Place scheme; and d) note the continuation of HRA financial support of £11,000 per annum from existing budgets.
Alternative Options Considered	<ul style="list-style-type: none"> • Continuing use of the facilities at Chatham Court Hub on the same basis for a further 12 months, post March 2026. • Wind-up and decommission the Hub and return to residential accommodation using capital budget of circa £40,000 from within the Investment Programme resources.
Reason for Recommendations	<p>To provide a wider focus for the community and strategic partnership working in and around Newark Town Centre.</p> <p><i>Ambition 4: Reduce crime and anti-social behaviour, improving community feelings of safety</i></p>

Ambition 7: <i>Be a top performing, modern accessible Council that gets its everyday services right for the residents and businesses it serves.</i>

1.0 Background

- 1.1 In July 2020, Newark and Sherwood District Council received £550,000 from the Home Office’s Safer Streets fund to address crime and safety concerns in two local areas, including Chatham Court, Newark. This funding was awarded based on survey data showing that only 65% of Chatham Court residents felt safe during the day (compared to a 93% national average), dropping to just 16% after dark. Chatham Court also had the highest number of residential burglaries in the area over a three-year period.

A multi-agency project group was formed, focusing on four main objectives: community engagement, crime prevention, targeted policing, and environmental improvements. The Chatham Court Community Hub was created as part of the community engagement objective, converting a one-bedroom flat into an accessible office and community space, supported by neighbourhood capacity building.

The Hub opened in August 2021, with a total conversion cost of £24,272—partially funded by the Council’s development partner at the time. This was their social value contribution. The remainder came from Safer Streets funding, resulting in a net gain of £510,000 for the Council.

The initial three-year project ended in August 2024, with budgets secured until March 2026 (excluding decommissioning costs). The Hub’s running costs have been covered by the Housing Revenue Account.

An end of project survey was done by safer streets in the summer of 2021, which revealed positive outcomes and general feelings of increased safety following the interventions carried out during the project.

The initiative was also shortlisted for the ‘Transforming Lives’ category at the MJ Awards in June 2023.

- 1.2 Use of the Hub as a community resource has fluctuated, with several activities like ESOL classes, Inspire Education, Mind mental health group and Digital Workshop programmes coming to a natural end.

There was an intention from colleagues, both internally and externally to use the Hub for drop-in sessions as part of the Safer Streets project but this has been limited due to other pressures and commitments.

- 1.3 The Council collated data, as part of the safer street’s initiative, and continues to do so across the following themes:

	21/22	22/23	23/24	24/25	25/26 (To Q3)
# Visitors to the Hub	608	708	563	441	245
Satisfaction with the Hub	100%	100%	100%	100%	100%
Council staffing hours	167	133	222	169	139

As detailed above the numbers for 25/26 appear decreased, however the use of the Hub as a strategic touch base will encourage more staff and community partners to be present and use this as a work and meeting place. By default, joint projects and partnership working enhances the facility for agencies and the wider community as a whole. It is believed that where partners are strategically focussed on shared objectives, this facility can be the gateway for joining forces.

2.0 **Proposal/Options Considered**

2.1 **Officer Preferred Option**

To refocus Chatham Court Hub, providing a base for Partners and the community and increase partnership working in and around Newark Town Centre, renaming the facility “Newark Partnership Hub”

This will see a transformation into a wider Strategic base for dealing with anti-social behaviour and criminality as well as still allowing a community base to flourish in the area. The objectives of this “Partnership Gateway” would be to encourage joint working across the Police, Housing, Legal, Environmental Services and Public Protection to identify joint initiatives to tackle issues across the town centre, and in particular at key housing sites. It would be a place where Officers and Members can liaise to address items of specific concern but also one where the public could meet with agencies to give statements and share intelligence. This will not replace any other initiatives and joint working currently under way for general ASB but simply build on them and complement them where appropriate.

Looking at the figures from the profile provided by the Police, some of the criminal themes identified before the Safer Streets Initiative started are now creeping back into view. Burglary, public order and ASB are starting to show signs of increasing. This could be due in part to a lower Hub profile throughout 25-26. While still operating, the focus had shifted away from targeting specific criminal and anti-social incidents in these areas.

It is proposed that the Hub will change, having a wider lens bringing together agencies in ‘focus groups’ to tackle specific themes within all parts of the town but concentrating on Howes Court, Queens Court, Tithe Barn, and Chatham Court as well as other streets within the town.

The aim of the focus groups, working together with the Community and both internal and external partners on specific issues; encouraging synergy to achieve the best outcomes and resolutions. A community focus will remain on:

- Burglary prevention – This will be mainly signposting and issuing security devices to prevent break ins in partnership with colleagues both internally and externally.
- Improving public safety perception – This will build on what is already happening with local beat teams but increasing estate visibility from front line housing staff and partners.
- Neighbourhood improvements – Working with our Assets Team to put forward bids to make improvements to housing areas to tackle and design out crime and anti-social behaviour.
- Tackling ASB and supporting victims – Working closer together with our ASB Teams to provide joined up approach to help tackle nuisance behaviour and provide support with devices and referrals to victim care and other support agencies.
- Target hardening by using the Police’s Designing Out Crime Officers (formally Crime prevention)
- Highlighting and spearheading locally the ‘Report it Campaign’
- Providing localised awareness campaigns for Domestic Abuse, Waste Management, Dog control, Communal Living

The Council will ensure community buy in through initiatives such as Neighbourhood Watch, working with CGL (drug and alcohol support partner) and Living Well Teams to support individuals and families experiencing challenges.

From a Housing perspective this further encases our commitment to embedding the Regulators Neighbourhood and Community Standard into the provision of services. The standard highlights the need for communication with tenants about the social, environmental and economic wellbeing of areas and how these roles will be delivered. It also provides focus on the ‘placed-based approach’ favoured by residents.

This standard requires councils to ensure that shared spaces are safe by working together with those that live and work in the area. As a landlord we have several key areas within the town which require a partnership approach to address the challenges. The Standard also puts a requirement on landlords for local cooperation, to highlight how we will work together to tackle ASB and hate incidents in neighbourhoods, where social housing is present. This partnership approach at a local level will assist in ensuring joint initiatives are delivered to meet the needs of local people.

How will it work?

It is suggested that the local Housing Team will provide a ‘Duty’ Officer each day on the patch. They will work systematically from 9-5 each day. The facility will have access across the board to agencies and be available for Police Beat Teams and others around the clock if needed, being aware of proximity of residents.

Each agency will take responsibility for a theme and focus groups will be formed to deep dive into each subject – creating an action plan for approaching resolutions for each area. Other areas of the council will be approached to support initiatives and assist with funding applications to move matters forward.

The Office facility will be available for printing and internet use for agencies who want to meet to further their work themes.

The use of the building is covered by the already gained planning permission as a community hub.

The initiative will also be supported by additional CCTV which is currently being installed in Tithe Barn/Queens Court and Howes Court areas due to the amount of nuisance that has been caused in those areas which will aid both investigations and help to prevent opportunist crime and ASB.

3.0 **Implications**

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

Implications Considered			
Yes – relevant and included / NA – not applicable			
Financial	Y	Equality & Diversity	Y
Human Resources	Y	Human Rights	N
Legal	Y	Data Protection	Y
Digital & Cyber Security	Y	Safeguarding	Y
Sustainability	Y	Crime & Disorder	Y
LGR	N	Tenant Consultation	Y

3.1 **Financial Implications - FIN25-26/760**

As stated in paragraph 2.1 the recommended proposal is to change the focus of the community hub. For this there will be minimal budget impact, and any changes in costs can be managed within existing budgets. There is currently a revenue budget of £11,000 that has been approved for 2026/27 and future years and there will be a request to carry forward underspends from 2025/26 - up to £3,200 to help with any minor improvements.

There is a possibility of a claim to the Pride in Place scheme. If the bid is successful, these funds would be used to deliver small upgrades to the building and its equipment. Should the application be unsuccessful, only essential upgrades would be undertaken, funded from within existing budgets.

Should alternative options be taken forward, any resulting financial implications would be subject to further appraisal and reported accordingly.

3.2 HR Implications HR2425/3709 SL

The report indicates that existing housing staff will be 'duty officer' on a 9-5 basis, it is not clear whether the duties that would be carried out by 'duty officers' are already within the scope of their job descriptions and whether this will be applied to all staff of a certain grade on a rota basis either by day or by week.

Before implementation it is recommended job descriptions are reviewed to ensure they adequately cover the duties related to being the 'duty officer'.

As most staff in housing services work on a flexitime basis consideration will need to be given to any caring or childcare responsibilities when requiring staff to work on a fixed 9-5 basis and are given adequate notice of their rota requirements so as to enable them to make necessary arrangements.

Engaging with staff early on to identify any potential issues will support a smooth implementation should the proposal be agreed.

Any issues arising should be discussed with the HR operations team before arrangements are firmed up to ensure that our family friendly policies have been duly applied.

3.3 Digital & Cyber Security

The recommendations outlined in this report do not present any additional digital or cyber security concerns. Although this is not referenced in the report, discussions with the lead officer included plans for the provision of Wi-Fi connectivity and the potential introduction of equipment for resident use as part of these proposals. The intended upgrade of broadband connectivity and Wi-Fi was planned to be included as part of the Digital Community Centres project and supports consistent, reliable internet access for staff members working remotely, enabling them to deliver services effectively and efficiently.

While the introduction of public-use equipment and internet access could, in future, support the Council's wider digital inclusion ambitions — for example by providing additional opportunities to engage tenants, access support and self-serve services, and facilitate digital skills training or supported drop-in activity delivered by, or with, partners — no provision for this has been established as part of the current proposal.

The location of Chatham Court presents a strong opportunity, as it is situated in an area experiencing multiple deprivation factors, which is a key consideration when identifying locations for enhanced, targeted digital inclusion activity.

Any consideration of public-use connectivity or equipment would require separate approval and additional resource investment from ICT & Digital and Information Governance to ensure an effective, secure and safe solution for residents. ICT & Digital already have agreed Digital Inclusion workstreams for 2026/27 onwards, including the potential refresh and redeployment of public-use devices, and any deployment of this nature at new or existing sites would need to align with those agreed programmes and timelines.

Where Wi-Fi is extended for public use, agreement to and adherence with the Council's Privacy Policy and Acceptable Use Policy would be required, alongside appropriate technical and cyber security measures. These requirements are mandatory for any public-use provision and would introduce additional cost and governance considerations, which would need to be addressed as part of any future proposal.

ICT & Digital, alongside IG, can provide advice on suitable approaches for connectivity and equipment; however, installation, ongoing maintenance and day-to-day support would not necessarily be provided by ICT, and clear ownership arrangements would need to be agreed should any public-use equipment be introduced.

3.4 Sustainability

Re-using the existing Hub avoids the carbon and resource impacts of decommissioning the unit or sourcing a new site, keeping the environmental footprint low. The proposal supports climate-conscious asset use by maximising the value of an existing facility.

3.5 Crime & Disorder

The Community Safety Team has been engaged with the Chatham Court Hub since its creation and has seen the benefits that the Hub has had to the area. The original creation of the Hub through Safer Streets Funding and the work it achieved, now requires a realignment of its provision moving forward. The proposals set out provides a resource for local residents and will build on improvements made to date and we are supportive of the proposals.

Comments from Inspector Ellam, District Commander Newark & Sherwood

As District Commander for Newark & Sherwood my focus remains on dealing with crime and anti-social behaviour not only through reactive policing activity, but also with a wider proactive problem-solving approach to promote feelings of safety and security within the community.

A resource such as the hub, in its new intended format, will support this endeavour by supporting and enhancing multi-agency collaboration, and ensuring services are readily accessible for the local community. The impact of the hub following its creation was significant for Chatham Court, and with the proposal including the intention to seek a wider audience by including Tithe Barn Court, Queens Court, and Howes Court, there is a potential for a significant impact on crime and ASB in some of our high-volume areas. I therefore support this proposal.

3.6 Tenant Implications / Engagement Update

At the most recent tenant meeting, the District Housing Manager presented the Chatham Court Hub report and provided further clarity on the proposed change in use—from a traditional community facility to a multi-agency partnership hub focused on addressing anti-social behaviour (ASB) and wider town-centre issues. Following this additional context, tenants revised their previous position. While they continue to feel that the hub is not ideally suited for general community use due to its size and configuration, they expressed support for trialling the revised multi-agency model. Tenants endorsed a time-limited trial of the hub in its new role, with the clear expectation that its impact and effectiveness—particularly in relation to ASB and local outcomes. Tenants asked for the performance to be reviewed after 12 months.

3.7 Data Protection Implications

The recommendations in this report don't appear to present any new data protection considerations. I recommend that the DPIA conducted prior to the launch of the hub is updated to reflect any change in processing activities.

3.8 Equality & Diversity Implications

The Chatham Court Hub serves a diverse community, with local demographics reflecting a mix of age groups, ethnic backgrounds, and varying socio-economic circumstances. Consideration has been given to ensuring the building is accessible to all users, including step-free access, accessible toilets, and clear signage throughout the premises. Maintaining the Hub as an inclusive space will help address potential barriers for those with disabilities or from underrepresented groups, supporting the Council's commitment to equality of opportunity and fostering greater community cohesion.

Legal Implications - LEG2627/5971

- 3.9 The Localism Act 2011 under section 1 gives the Council the "power to do anything that individuals generally may do", and may do it "for, or otherwise than for, the benefit of the authority, its area or persons resident or present in its area". These powers give the Council the power to provide funding to deliver projects such as the 'Newark Partnership Hub' as outlined within this report.

Any legal issues arising from co-occupation or co-use of the premise can be dealt with and formalised by way of legal agreements prepared by Legal Services as required. Similarly, any services procured to deliver the outcomes outlined within this report will be procured using the appropriate route to market and after seeking legal advice as and when required.

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 1972.

None



Report to: Cabinet Meeting - 21 April 2026
 Portfolio Holder: Councillor Lee Brazier, Housing
 Director Lead: Suzanne Shead, Housing, Health & Wellbeing
 Lead Officer: Clare Barlow, Senior Housing Options Officer

Report Summary	
Type of Report	Open Report / Key Decision
Report Title	Options Appraisal for Temporary Accommodation in Ollerton
Purpose of Report	To set out options for the temporary accommodation site at Wellow Green, Ollerton and secure support for the future of the site.
Recommendations	<p>It is recommended that Cabinet:</p> <ul style="list-style-type: none"> a) approve the refurbishment of Wellow Green as the preferred option and add £536,000 to the Capital Programme in 2026/27 financed by the Homelessness reserve; and b) that as part of LGR transition work, the Director - Housing, Health & Wellbeing impresses on future partner Councils this Council's priority to identify a suitable site for new temporary accommodation and report back on progress to Cabinet.
Alternative Options Considered	<ul style="list-style-type: none"> • New build temporary accommodation – not viable • Disposal – viable but discounted • Use of Local Authority Housing Fund properties – viable but discounted • Use of Housing Revenue Account stock – viable but discounted • Purchasing on open-market – viable but discounted

<p>Reason for Recommendations</p>	<ul style="list-style-type: none"> • Refurbishment provides the most affordable, proportionate and deliverable option. • The refurbishment directly responds to resident feedback and improves the quality of housing, supporting the Community Plan commitment to improving wellbeing, safety and housing standards. • Aligning with Mansfield’s emerging Temporary Accommodation (TA) approach contributes to stronger partnership working and more consistent service delivery across the future unitary footprint, reinforcing the Community Plan’s priority of collaborating effectively across localities.
--	---

1.0 Background

1.1 Wellow Green is a General Fund Temporary Accommodation (TA) site situated off Newark Road in Ollerton. Built in 1987 using traditional construction methods, the site features ten two-bedroom bungalows, an office, a garage, four parking spaces and a play park. These are used to accommodate homeless households under the Housing Act 1996, as amended by the Homelessness Reduction Act 2017.

1.2 In addition to Wellow Green, the Council owns twenty TA units at Alexander Lodge, Newark (ranging from one to three-bedroom units). This is a new build development which opened in 2024. The Council also owns six one-bedroom bungalows at Northgate, Newark considered fit for purpose, which had significant investment prior to the Council purchasing them in 2021. Both sites offer safe and cost-effective accommodation. All three sites are standard TA sites, with 6 units at Alexander Lodge being specifically reserved for accommodating rough sleepers under the Next Steps Accommodation Programme (NSAP).

1.3 Located near the village of Wellow, Wellow Green is approximately 1.5 miles from its closest amenities in Ollerton such as shops and a GP surgery. Although this distance can pose some challenges for families with young children and individuals with mobility issues public transport is available via the Notts on Demand bus service (the closest bus stop is a short walk away from Wellow Green). The distance of the local amenities from the site location is equidistant as Alexander Lodge is from its essential amenities.

1.4 *Figure 1: The current layout of Wellow Green and its architectural design.*



1.5

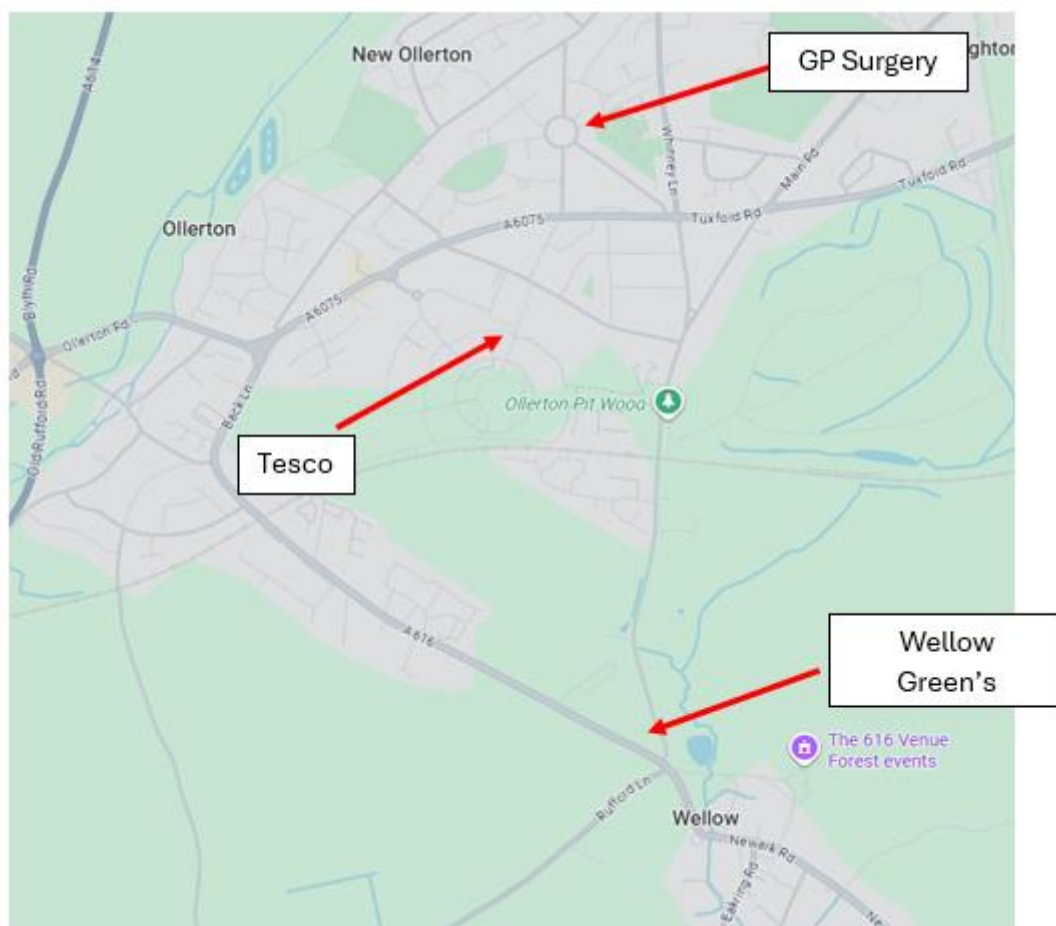


Figure 2: A map showing the proximity of Wellow Green to essential services

1.6 Over the past 12 years, nearly £100,000 has been invested in capital improvements across all ten properties. This includes new windows, new doors, electrical rewiring, upgraded heating and refurbished kitchens and bathrooms to align with the Decent Homes programme. Notwithstanding this the EPC ratings for all 10 properties remain either E or F. A key limitation of the heating is that there is no mains gas to Wellow, meaning that the heating and hot water rely on electric radiators and immersion heaters, with residents reporting average electricity costs of £80/week in winter and

£30/week in summer, creating significant financial strain on the occupants. Only minor maintenance, such as external painting, replacing the store doors and electric fires are scheduled over the next few years as part of the cyclical maintenance programme.

- 1.7 The site is in a mobile signal dead zone for the majority of providers leaving some residents digitally excluded and unable to reliably access phone or online services which poses barriers to daily life and support, particularly for vulnerable households.
- 1.8 Feedback received from residents highlighted poor mobile phone signal, a lack of CCTV for safety and expensive electricity costs.

Occupancy and Demand

1.9 As energy costs at Wellow Green are high, especially during the winter, many households on means tested benefits find them difficult to afford. Prospective residents are advised before moving in about the likely electricity costs so they can make an informed choice between taking temporary accommodation at Wellow Green, where they would pay for their own electricity, or at a Newark based site, where electricity costs are included in the service charge. This choice means fewer people opt for Wellow Green, and its occupancy remains relatively low.

1.10

	Wellow Green	Alexander Lodge	Northgate
2023/24	61%	N/A	79%
2024/25	55.7%	69%	59% (low occupancy due to major works voids)
2025/26 (Q1 & Q2 only)	66.13%	69%	69.5%

Table 1: Occupancy rates across sites

1.12

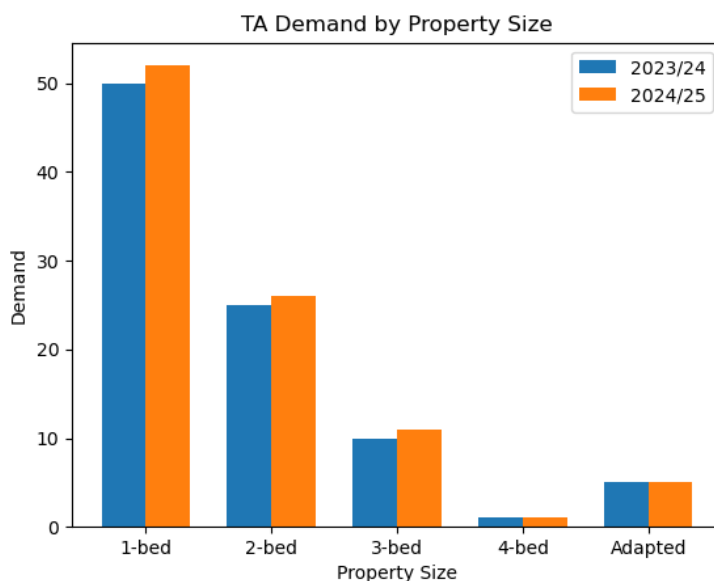


Figure 3: Bar chart showing TA demand by property size for the years 2023/24 and 2024/25.

1.13 This data clearly shows that demand is highest for one- and two-bedroom TA units. This aligns with both the Council’s adoption of the *No Second Night Out* model for rough sleepers and an increase in single vulnerable adults eligible for TA under s188 of the Housing Act 1996. Under *No Second Night Out*, the Tenancy Support team works with rough sleepers placed at the NSAP units at Alexander Lodge to develop tenancy-readiness, with placements lasting up to two years.

1.14 The following table shows the current occupation and service charges for TA across the district.

	Occupation Charge	Eligible (for Housing Benefit) Service Charge	Ineligible (for Housing Benefit) Service Charge	Total Weekly Charge for the accommodation
Wellow Green - (2 bed)	£142.49	£38.41	£5.25	£186.15
Alexander Lodge - (1 bed)	£87.16	£150.43	£19.23	£256.82
Alexander Lodge – (2 bed)	£95.78	£150.43	£19.23	£265.44
Northgate - (1 bed)	£88.96	£125.28	£19.66	£233.90

1.15 The Council also owns 14 two- to four-bedroom homes acquired through the Local Authority Housing Fund (LAHF). Per the initial guidance, these homes may be reallocated to address wider homelessness responsibilities once the initial eligible cohort's needs are met. The first residents moved into these properties about two years ago so now is a timely opportunity to review the potential future arrangements of these homes.

1.16 Given its high operating costs and ageing infrastructure, it is now the time to consider the future of Wellow Green. The following section considers a range of options; from redevelopment to full disposal, to ensure the site’s future delivers better value for residents and the Council, particularly considering the potential impact of Local Government Reorganisation

2.0 Proposal/Options Considered

2.1.0 The option to take no action is not considered viable, as the site is currently not fit for purpose.

2.1.1 Option 1 – Refurbishment for continued use as temporary accommodation

2.1.2 Refurbishing Wellow Green would modernise the site to meet current expectations for energy efficiency, safety, and resident wellbeing. Works would address poor thermal performance, high utility costs and digital exclusion.

- 2.1.3 Proposed upgrades would include new heating systems, insulation, external wall improvements, solar panels with battery storage, alongside internal works such as new kitchens, bathrooms, and flooring. It is likely that not all properties will require the same amount of investment, as one of the units was fully refitted via an insurance claim a few years ago.
- 2.1.4 The Corporate Property team have estimated the cost of refurbishment to be £528,000 (including a 10% contingency budget). Additional costs include the installation of CCTV, estimated at £4,000–£5,000 and 4G signal boosters to improve digital connectivity, estimated at approximately £3,000.

Item	Unit Cost	Total Cost
Upgrade all units to same standard	£48,000 per unit + 10% contingency	£528,000
Installation of CCTV	Fixed Cost	£5,000
4G boosters	Fixed Cost	£3,000
Total Project Cost (estimated)		£536,000

Table 2: Total estimated cost of refurbishing Wellow Green.

- 2.1.5 In 2024–25, Wellow Green generated total income of £40,500, comprising approximately £31,000 in rent and £9,500 in service charges, with operating costs around £11,000. Based on the Alexander Lodge 2-bed charging model and applying a 55.7% occupancy rate, income would have been an estimated £63,871. As the Facilities Site Supervisor now oversees all three temporary accommodation sites, a full-service charge review is scheduled for 2026/27, to ensure a fair and consistent charging approach across the three TA sites.
- 2.1.6 Following the 12 June 2025 Spending Review, MHCLG announced £950m in capital via Round 4 of the Local Authority Housing Fund which was available for Councils to apply for to increase the supply of higher-quality TA. This funding has now been allocated to eligible authorities, with the remaining unallocated monies available via expressions of interest. Due to the funding constraints the Council chose not to submit an EOI.
- 2.1.7 To facilitate these works there would need to be a phased programme, closing 50% of the scheme which would reduce available TA provision whilst refurbishment is undertaken. It is estimated that delivering the works to 50% of the site would take approximately 12 weeks.
- 2.1.8 Refurbishing Wellow Green provides the most balanced and sustainable approach to meeting temporary accommodation needs within the Sherwood area. It allows the Council to modernise the existing asset, deliver modern and energy-efficient homes, significantly improve EPC performance, reduce resident energy costs, and enhance safety through CCTV. It also offers an opportunity to address digital exclusion — all issues raised directly by residents and evidenced through site data — while retaining Wellow Green within the temporary accommodation portfolio at a time when maintaining Sherwood-side capacity is crucial. CCTV installation at Wellow Green would be integrated into the Council’s corporate CCTV system, ensuring monitoring, data storage and access are managed in line with the Council’s approved CCTV Policy.

- 2.1.9 This option also aligns with wider regional direction. Mansfield District Council is currently progressing a similar refurbishment programme at Tideswell Court, reinforcing refurbishment as the emerging TA model across the area. Choosing to refurbish Wellow Green strengthens consistency of approach across the future unitary footprint, supports smoother cross-district homelessness pathways, and ensures we enter Local Government Reorganisation with a modernised, fit-for-purpose asset. For these reasons, refurbishment is the preferred option and recommendation.
- 2.1.10 The Council currently holds £833,334 in homelessness reserves. For 2026/27, the Council has been awarded an additional £652,410 through the Homelessness, Rough Sleeping and Domestic Abuse Grant from MHCLG. After accounting for all committed and potential expenditure for 2026/27 and allowing for a substantial contribution from reserves towards the refurbishment, it is projected that more than £250,000 will remain available within the reserves. This residual funding can be directed towards homelessness prevention initiatives over the following three years.
- 2.2 Option 2 – Redevelop a purpose-built TA site on the existing site.**
- 2.2.1 Using the site for a purpose-built TA site would offer a sustainable, long-term solution, tailored to meet current and future demand—particularly for one-bedroom and family units. A modern build would be energy efficient, cost-effective to operate, and designed with resident wellbeing in mind.
- 2.2.2 Indicative costings suggest a smaller scale “Alexander Lodge” type scheme on the Wellow Green site at around £2.6 million (Corporate Property estimate), excluding CCTV, 4G boosters, (costs detailed above) and demolition costs, which Corporate Property have estimated at £20k per property due to the need to remove asbestos.
- 2.2.3 A new build development on the existing site was considered but discounted. While it would deliver high-quality, purpose-designed temporary accommodation, this approach requires very substantial upfront capital investment and lengthy delivery times. It is considered that the capital costs alone make this approach unviable.
- 2.3 Option 3 – Disposal**
- 2.3.1 Disposing of Wellow Green could generate a one-off capital receipt of c£180,000 if sold for residential development or c£120,000 for use as a Gypsy Roma Traveller (GRT) site (Pygott & Crone, Oct 2024).
- 2.3.2 Disposal of Wellow Green could be viable in principle, generating a one-off capital receipt and removing ongoing operating liabilities, but it would only be deliverable if permanent alternative TA provision were identified within the Sherwood area. Without this, the Council would need to seek approval to operate all TA solely from Newark, which risks disadvantaging residents who work or have support networks on the Sherwood side of the district. While future unitary arrangements may allow some access to neighbouring TA in Mansfield, Ashfield or Bassetlaw, both Ashfield and Bassetlaw are currently heavily reliant on hotel placements, meaning this cannot be considered a reliable or sustainable substitute at this stage.

3.0 Alternative TA provision options if disposal is recommended

3.1 Use LAHF properties as alternative TA provision

- 3.1.1 The 14 properties acquired through the Local Authority Housing Fund could provide additional temporary accommodation once the needs of the current eligible cohort have been met. If properties do not become vacant through natural move-on of occupants, consideration would need to be given to how to use this stock – possibly by offering the current residents secure tenancies within the HRA stock to ensure they continue to get security of tenure. Most are three-bedroom homes, which does not align closely with current demand for one- and two-bedroom temporary accommodation.
- 3.1.2 As an alternative use, LAHF properties in suitable locations could be converted into Houses in Multiple Occupation (HMOs) to address the demand for smaller temporary accommodation units. This would require investment to meet HMO and fire safety standards but could offer a cost-effective, long-term option aligned with rough sleeper and single adult needs. The works would include the installation of fire safety doors, emergency lighting and other standard fire safety measures. This is estimated to cost no more than £3k per property conversion, which would cover the costs of emergency lighting and fire doors. Their dispersed locations would require a revised approach to tenancy support, considering increased mileage costs and staff travel time across the district. The properties would require additional services such as garden maintenance, cleaning of communal areas, and a review of the best way to deliver support sessions in a safe environment which would need reflecting in service charges.
- 3.1.3 Tenancy Support Workers have previously successfully managed dispersed TA properties, as when Alexander Lodge was being constructed, vacant properties on Yorke Drive and Lincoln Road were used as TA. It is important to note that having dispersed TA within general residential areas may lead to increased complaints due to potential behaviour of some of our more complex customers who have severe multiple disadvantages.
- 3.1.4 Although LAHF homes could have a future role in TA provision, this option has been discounted because there are no current voids, moving existing households would be disruptive, investment would be required to convert properties into HMOs, and their dispersed nature would introduce operational and neighbourhood challenges that limit their suitability as an alternative TA solution.

3.2 Use HRA properties as alternative TA provision

- 3.2.1 Vacant HRA stock in Boughton could be identified and some could be converted into HMOs to meet similar demand. This would require the same investment as the LAHF properties to meet HMO and fire safety standards, but tenancy support could be delivered via the Boughton Hub in a safe environment and easy access to other services.

- 3.2.2 These units would be let to the General Fund and remain in the HRA, with rental income and costs retained within the ring-fenced account. If it was agreed that they could be used as TA, a Service Level Agreement with the General Fund could apply, enabling rent and service charges to be set at a fair rate that covers costs and supports the HRA's financial position. Residents would have a weekly periodic licence to occupy combined with the SLA from the HRA to the General Fund this would negate the risk of a secure tenancy being created.
- 3.2.3 Demand for Boughton three-bedroom HRA homes is generally modest, with recent adverts attracting between 19 and 47 bids and six of the last ten allocations to Band 3 applicants or below. This relatively low demand means they could be a practical option, particularly if LAHF stock is unavailable. Demand data for one- and two-bedroom properties within Boughton shows that they are in higher demand attracting 35-73 bids per property with all allocations going to Band 2 or higher.
- 3.2.4 Overall, while this option is viable, it has been discounted as it relies on suitable voids being available, requires investment and operational change, and would reduce the HRA stock available for letting to applicants who are already waiting for housing.

3.3 Purchase properties on the open market that could be used as TA

- 3.3.1 Properties for sale on the open market could be purchased, and a dispersed tenancy support model could be put in place. Both 2- and 3-bedroom properties within Ollerton are currently on the market for an average cost of £150,000. To meet the demand for household size, the Council would need to purchase c.4 properties and ensure that they meet the lettable standard. As above, one of these could be repurposed into a HMO to meet the demand for single people households.
- 3.3.2 The Council has experience of this type of acquisition, which is quicker and cheaper than new build. As above, the tenancy support model would need to be adjusted to ensure support sessions could be delivered in a safe manner.
- 3.3.3 Although this approach is viable, it has been discounted because it is entirely dependent on suitable properties being available on the open market and would require ongoing investment and management adjustments to operate effectively and safely.

3.4 Construct a purpose-built TA site on a different site close to local amenities

- 3.4.1 Corporate Property colleagues have estimated that a new build TA site, on a well-located plot, would cost approximately £200,000 per unit plus £25,000 per unit for land, bringing a 10-unit site with an office to approximately £2.5 million.
- 3.4.2 Although a new-build TA scheme would deliver high-quality, purpose-designed accommodation in a good location, this option has been discounted as non-viable due to the very high capital costs involved. At an estimated £2.5 million the upfront investment required is significantly beyond what is affordable or proportionate when compared to other options.

- 3.4.3 When the Ollerton Regeneration Project commences, it is possible that the land where the Ollerton Office is located, could be used to have some purpose built one bedroom TA. This approach could be revisited in the future, particularly once the Ollerton Regeneration Project progresses and purpose-built one-bedroom TA on that site becomes a realistic option.
- 3.4.4 Discussions have already begun with neighbouring councils regarding the potential development of an additional new-build temporary accommodation facility for mid and north Nottinghamshire post-LGR. Ashfield and Mansfield District Councils have both expressed interest in progressing this further.
- 3.5 A table summarising the options is in **Appendix A** and a table summarising proposed alternative TA provision is in **Appendix B**.

4.0 **Implications**

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

Implications Considered			
Yes – relevant and included / NA – not applicable			
Financial	Y	Equality & Diversity	Y
Human Resources	Y	Human Rights	N/A
Legal	Y	Data Protection	N/A
Digital & Cyber Security	N/A	Safeguarding	N/A
Sustainability	N/A	Crime & Disorder	Y
LGR	Y	Tenant Consultation	N/A

4.1 **HR and Training HR2425/2931 FK**

The purpose of this report is to outline options in relation to Wellow Green, Ollerton. There are no direct staffing impacts at this point but, once a preferred option is selected, further consideration should be given to whether that remains the case.

4.2 **Financial Implications (FIN25-26/ 1886)**

4.2.1 **Capital**

This report proposes to progress Option 1 – Refurbishment for continued use as temporary accommodation. This will cost £536,000 as stated in table 2 at paragraph 2.1.4.

It is proposed that this is funded from the balance in the homelessness reserve which currently has a balance of £833,334 as described in paragraph 2.1.10.

4.2.2 **Revenue**

Option 1: Recommended

With construction expecting to take a maximum of 12 weeks, this would have an expected £14k loss in rental income and service charge income.

Over the 12-week period it is anticipated that there would be one household consistently in B&B temporary accommodation whilst the works are going ahead, this would cost c. £5,650.

It is proposed that these costs are funded from the homelessness reserve.

Post-works it is likely that energy costs would reduce due to the units being made more energy efficiently so there may be budget savings here.

Option 2

Another option proposed is the complete rebuild of the existing site as stated in paragraph 2.3. During the construction (estimated to be 18-months), the decant of the existing units would require the use of alternative temporary accommodation such as hotel/B&B placements. This is estimated to cost £180,000 if 6 households* need B&B placements for the full 18-month period.

* This is calculated based on the current occupancy rate of 61% in the 10 units (the average over 3 years).

Over the 18-month closure period, the loss of budgeted rental income and service charge income would total c. £81.5k and reduction of budgeted expenditure of £103k

Post-construction it is likely that energy costs would reduce due to the units being made more energy efficiently.

Option 3

Disposal would result in the permanent loss of rental and service charge income from all ten units, c. £54k per annum (increasing with inflation) and reduction of budgeted expenditure of £68k per annum. It would also create an immediate need for replacement temporary accommodation in the Sherwood area.

If either option 2 or option 3 were chosen to be proposed, that option would be worked up and detailed financial implications will be provided.

4.3 **Equality & Diversity Implications**

Option 1 and Option 2.

My advice is that an Equality Impact Assessment (EIA) should be carried out and attached to the report for Cabinet to consider.

The reasons for this are:

The combination of remote location, limited access to local amenities, inadequate IT infrastructure, and insufficient diversity may pose significant challenges for certain communities, particularly regarding language barriers and social cohesion. Additionally, potential tenants with mobility concerns could face difficulties reaching essential services and connecting with their support networks.

4.4 **Legal Implications - LEG2627/4883**

The proposed decision can be taken under the Council's general power of competence as contained in section 1 of the Localism Act 2011.

There are a number of legal duties that impact on the management, maintenance and improvement of the Council's housing assets, and the Council must ensure full compliance with all relevant statutory requirements. These include, but are not limited to, the Landlord and Tenant Act 1985, the Homes (Fitness for Human Habitation) Act 2018, the Gas Safety (Installation and Use) Regulations 1998, the Decent Homes Standard, the Building Safety Act 2022, the Fire Safety Act 2021, the Regulatory Reform (Fire Safety) Order 2005, the Fire Safety (England) Regulations 2022, and the Social Housing (Regulation) Act 2023.

All procurement activity associated with the delivery of the outcomes proposed within this report will be undertaken with the support of the Welland Procurement and in accordance with the Council's Contract Procedure Rules and all relevant procurement legislation.

4.5 **Crime and Disorder (Sue Miller)**

From an Anti-Social Behaviour perspective, Wellow Green is not identified as a current or historic hotspot, with no recorded calls for service over the past 24 months, comparing favourably with other temporary accommodation, particularly Northgate bungalows and Alexander Lodge. Its location provides access to Ollerton's facilities while remaining outside key ASB hotspot areas, reducing exposure to risk associated with high-footfall and highly visible sites. This offers a more discreet and sensitive setting for residents with complex needs and results in minimal demand on enforcement and neighbourhood services, supporting the continued suitability of the accommodation.

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 1972.

None

Appendix 1 – Options for the Future of Wellow Green

	Financial Feasibility	Policy Considerations	Risk Factors
<p>Option 1: Refurbish Wellow Green</p> <p>Upgrade existing 10-unit site with modern heating, insulation, digital access, and safety features.</p>	<ul style="list-style-type: none"> - £528K (plus ~£7–8K for CCTV and boosters) - potentially partially supported by homelessness reserves 	<ul style="list-style-type: none"> - Supports Housing First principles - Aligns with carbon reduction and EPC targets - Retains Sherwood district-side TA provision 	<ul style="list-style-type: none"> - Costs based on desktop estimate only - Site limitations remain (e.g. layout and location) - No increase in capacity should there be future demand - loss of c.50% of TA whilst refurbishment undertaken
<p>Option 2: New Build TA on existing plot</p> <p>Develop bespoke, energy-efficient TA on existing plot</p>	<ul style="list-style-type: none"> - estimated 2.6M - Significant capital investment - long term operational savings - Temporary loss of TA whilst building may require more use of B&B 	<ul style="list-style-type: none"> - Fully policy-aligned - Long-term sustainability - Designed for Housing First model 	<ul style="list-style-type: none"> - High cost and long delivery timeframe - Loss of TA for c.18 m - site limitations remain
<p>Option 3: Dispose of Wellow Green</p>	<ul style="list-style-type: none"> - £120–180K capital receipt - Proceeds could be invested in alternative TA provision 	<ul style="list-style-type: none"> - Loss of TA provision unless alternative sourced 	<ul style="list-style-type: none"> - market conditions could affect value and timing of sale

Appendix 2 – Alternative TA provision if Wellow Green is disposed.

<p>Use LAHF properties as HMOs as they become void</p>	<p>-HMO conversion costs</p>	<p>-aligns with rough sleeper/single adult needs -does not fully match demand for property size - unsettling for current residents if they are required to move elsewhere</p>	<p>-increased staff travel time and mileage costs due to dispersed nature -safe delivery of support sessions require planning - potential neighbour complaints if complex residents placed there - no security/CCTV for vulnerable residents.</p>
<p>Use HRA Properties Convert low demand vacant HRA stock in Boughton for TA use</p>	<p>- potential HMO conversion costs - As HRA stock would require SLA with General Fund.</p>	<p>- Addresses demand for 1-bed TA if 3 beds converted to HMOs - Aligns with TA need if LAHF stock unavailable - Tenancy support delivered via Boughton Hub</p>	<p>-higher demand for smaller units -SLA must ensure fair cost recovery - potential neighbour complaints if complex residents placed there - no security/CCTV for vulnerable residents.</p>
<p>Purchase Properties on the Open Market for TA</p>	<p>- Average cost £150k per property - additional costs to bring to HMO standard</p>	<p>-provides flexibility to meet demand - property can be sold back to HRA/Resettlement if no longer required as TA</p>	<p>- requires careful selection to ensure suitable for TA -dispersed model brings support and safety challenges - market availability and prices may fluctuate</p>
<p>Construct New TA Site Develop purpose build TA on a new, well-located site.</p>	<p>-estimated at £2.5m for 10 units + office</p>	<p>-long term sustainable TA -tailored to current and future demands</p>	<p>-high upfront investment -site identification required -longer lead for delivery but current Wellow Green could be used until built.</p>



Report to: Cabinet Meeting - 21 April 2026
 Portfolio Holder: Lee Brazier, Housing
 Director Lead: Suzanne Shead, Housing, Health & Wellbeing
 Lead Officer: Wayne Fox, Business Manager - Building Safety & Asset Management

Report Summary	
Type of Report	Open Report / Key Decision
Report Title	Warm Homes Scheme Update
Purpose of Report	To update Cabinet on plans for the delivery of the Warm Homes Programme for 2026-27 and 2027-28 and to seek approval for the increase in the Capital Programme for 2027-28 in preparation of an additional bid being successful, subject to match funding.
Recommendations	<p>That Cabinet:</p> <ul style="list-style-type: none"> a) approve acceptance of £2,428,408 grant from the Department of Energy Security & Net Zero (DESNZ) for the Warm Homes: Social Housing Fund (WH:SHF) programme in line with paragraph 3.5 of this report, to improve the energy efficiency and thermal comfort of the Council's housing stock; b) in addition, approve the increase in capital programme of £1.4m for 2027-28 financed by £700,000 grant funding from DESNZ and £700,000 from the Major Repairs Reserve, taking the total budget for 2027-28 to £2,990,680; c) note the Portfolio Holder decision taken on 13 April 2026 to accept an additional £500,000 grant funding, match funded with £500,000 from a favourable variance in the Capital programme for 2025-26 to extend the WH:SHF programme for the current year, taking the total budget for 2026-27 to £2,551,880; d) approve acceptance of £1,056,000 grant from DESNZ the Warm Homes:Local Grant (WH:LG) programme targeting homes in the private rented sector to be administered in conjunction with Nottinghamshire County Council;

	<p>e) approve the addition of £960,000 to the Capital Programme as per paragraph 3.6, financed fully by the grant; and</p> <p>f) delegated approval be given to the Director - Housing Health & Wellbeing in consultation with the S151 Officer and Portfolio Holder for Housing to enter into a contract for both schemes following a compliant procurement process.</p>
Alternative Options Considered	None, given the wide benefits that the Warm Homes Programme delivers.
Reason for Recommendations	To continue the Council's progress to low carbon heating, improving the energy efficiency of tenants' homes and to maximise the opportunities presented by Government funding to contribute to the financial cost.

1.0 Background

- 1.1 Two strands of the Warm Homes Scheme were announced by the Government in Autumn 2024: Warm Homes: Social Housing Fund (formerly known as the Social Housing Decarbonisation Fund) and the Warm Homes: Local Grant (replacing the Home Upgrade Grant and previous Local Authority Delivery Fund). The Council has previously upgraded over a hundred council owned homes utilising the previous funding streams and has successfully applied for funding for 2026-27 and 2027-28.
- 1.2 The Warm Homes: Social Housing Fund (formerly the Social Housing Decarbonisation Fund (SHDF)) is a programme designed to facilitate the improvement of energy efficiency and reduce carbon emissions for providers of social housing. The fund works by providing housing providers with match funding to drive improvements in this area. The programme aims to:
- Increase the energy rating to individual properties and provide a higher level of thermal comfort to our customers.
 - Reduce carbon emissions in line with national and local targets.
 - Provide greater energy efficiency and reduce fuel poverty.
- In 2025, the Council successfully bid for grant under this fund of £775,940.00 (2026-27), and £795,340,00 (2027-28), which, together with match funding from the Council, gives a total budget of £1,551,880.00 for 2026-27 and £1,590,680.00 for 2027-28 respectively. The funding also includes an element of administration and ancillary costs (10% of the capital grant) to support both the resourcing and preparatory work necessary to deliver the scheme.
- 1.3 Since the initial award, the Council took an opportunity to apply for further, additional funding under the WH:SHF and were also successful. Due to confirmation of accepting the funding being required before the date of this Cabinet, the Portfolio Holder for Strategy & Finance approved, via a Portfolio Holder decision made on 13 April 2026, to accept additional £500,000 grant funding from DESNZ, match funded from a favourable variance in the capital programme for 2025-26 to extend the capacity of the WH:SHF programme in 2026-27.

- 1.4 Warm Homes: Local Grant (WH:LG) is targeted at low-income households living in private sector homes (owner-occupied or rented) and primarily aims to lower energy bills (secondary is reducing carbon emissions). There are three main ‘pathways’ to qualify for grant, and the average grant ceiling per property is £15K for energy performance measures (e.g. insulation, solar PV, window replacements etc) and/or £15K for low carbon heating measures such as air source heat pumps. Eligible owner-occupiers receive all measures for free. Landlords get their first property upgraded at no cost to the landlord providing their tenant/home qualifies but must pay a 50% contribution for all subsequent homes upgraded via this scheme, with declarations required from landlords to confirm the Minimum Financial Assistance threshold will not be exceeded.
- 1.5 The Council has secured 100% grant funding of £960,000 & 10% Administration and Ancillary costs, totalling £1,056,000 over two years to support improvements within the Private Rented Sector. This scheme is managed as a county-wide consortium arrangement which helps district/borough councils with limited in-house resources to take advantage of the Warm Homes: Local Grant scheme by re-assigning the authority’s funding allocation to the County Council in exchange for a fully procured and managed collaborative delivery arrangement in conjunction with local Charity, Nottingham Energy Partnership.
- 1.6 The current energy performance data for the Councils’ own homes, is being reviewed by the Asset Team following changes to the Energy Performance Rating parameters. A separate report will be brought to Cabinet to update on the decency of our homes and detail upcoming reforms to the Energy Performance of Buildings regime expected in 2027, which aims to make it easier to understand how a home is performing as well as our preparations for the new Decent Homes standard.
- 1.7 With Local Government Reorganisation in progress, this programme will take the Council into the new Unitary Council, where there will be opportunities to grow and consolidate our experience and skills around decarbonisation across both social and private rented sector and give economies of scale to accelerate a broader programme of decarbonisation.

2.0 Proposal/Options Considered

- 2.1 The WH:SHF programme will deliver the upgrade of oil boilers to low carbon heating, with solar panels and battery storage to maximise the benefits of solar power and be used to target low performing properties with targeted measures to improve the thermal comfort and efficiency of homes. Table 1 shows the breakdown of budgets and grants for the original scheme.

Table 1

WH:SHF (HRA)	2026/27	2027/28	Total
NSDC 50%	775,940	795,340	1,571,280
Grant funded (DESNZ)	775,940	795,340	1,571,280
Total	1,551,880	1,590,680	3,142,560

As set out in section 1.3, the Council has accepted additional grant funding to increase the programme for 2026-27 to from £1,551,880 to £2,551,880.

In total, for the WH:SHF this gives a total capital investment over the two-year programme of £5,542,560 as shown in Table 2.

Table 2

WH:SHF (HRA)	2026/27	2027/28	Total
NSDC 50%	1,275,940	1,495,340	2,771,280
Grant funded (DESNZ)	1,275,940	1,495,340	2,771,280
Total budget available	2,551,880	2,990,680	5,542,560

The Council also receive a revenue contribution for administration and ancillary costs totalling £157,128 (see paragraph 3.4) that will support staffing costs and survey requirements

- 2.2 The WH:LG programme will deliver improvements to private rented homes in Newark and Sherwood, subject to applicant process and a full assessment against agreed criteria. Whilst this a smaller scheme, it fully funded by the Government, and the Council have received confirmation of the following grant:

WH:Local Grant (GF)	2026/27	2027/28	Total
Grant funded (DESNZ)	485,000	475,000	960,000
Total	485,000	475,000	960,000

Again, the Council also receives a revenue contribution for administration and ancillary costs totalling £96,000, (see paragraph 3.6) that will support staffing costs and survey requirements.

- 2.3 A further bid is currently with DESNZ for up to £700,000.00 for 2027-28, and this report is proposing that in anticipation of a successful outcome of this bid, £1,400,000 is added to the Capital Programme for 2027-28. If this bid is unsuccessful, the existing capital programme will increase by £700,000 NSDC match funding and deliver a smaller programme.
- 2.4 A preferred contractor has now been identified, following a robust evaluation of cost, quality, and alignment with Warm Homes scheme objectives. Cabinet approval is required to give delegated authority to the Director of Housing Health and Well Being in conjunction with s.151 and Portfolio Holder for Housing to enter into a contract to enable both programmes to commence as soon as practicable.

3.0 Implications

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

Implications Considered			
Yes – relevant and included / NA – not applicable			
Financial	YES	Equality & Diversity	YES
Human Resources	NA	Human Rights	NA
Legal	YES	Data Protection	NA
Digital & Cyber Security	NA	Safeguarding	NA
Sustainability	NA	Crime & Disorder	NA
LGR	NA	Tenant Consultation	YES

3.1 Financial Implications (FIN26-27/5228)

3.2 **WH:SHF programme**

The WH:SHF programme is included in the Capital Programme as outlined in table 1 at paragraph 2.1.

Considering the additional £1,000,000 approved by Portfolio Holder on 13 April 2026, together with the proposal in this report to increase the capital budget in 2027-28 by a further £1,400,000 of which £700,000 relates to grant funding currently under consideration by DESNZ, the total capital programme investment within the HRA will be £5,542,560.

3.3 The total HRA Capital budget and financing of the proposal making up the £5,542,560 is shown at table 2, with the NSDC match funding being the Major Repairs Reserve (MRR).

As per paragraph 2.3, should the £700,000 additional not be successful, it is proposed that the £700,000 NSDC match is still added to the budget from the MRR and a smaller programme be delivered.

3.4 The grant funding also provides 10% of the capital fund value for administration and ancillary costs incurred by the Council, the expenditure budget for which is included in the budget, therefore just the income will be received as follows:

Year	WH:SHF (HRA)
2026/27	77,594
2027/28	79,534
Revenue Total	157,128

3.5 This brings the total grant receivable for WH:SHF to £2,428,408. There will be no further implications on the revenue budget.

WH:SHF (HRA)	2026/27	2027/28	Total
Capital original	775,940	795,340	1,571,280
Capital additional	*	700,000	700,000
Revenue (A&A)	77,594	79,534	157,128
Total	853,534	1,574,874	2,428,408

*£500,000 approved as part of portfolio holder decision.

3.6 WH:Local Grant

In addition to the above in the HRA, there is also the Local Grant, which is 100% grant funded for the private sector housing. This budget will be required within the General Fund as follows:

WH:Local Grant (GF)	2026/27	2027/28	Total
Grant funded (DESNZ)	485,000	475,000	960,000
Total	485,000	475,000	960,000

3.7 Revenue

The original grant funding also provides 10% of the capital fund value for administration and ancillary costs incurred by the Council, the expenditure budget for which is included in the budget, therefore just the income will be received as follows:

Year	WH:LG (GF)
2026/27	48,500
2027/28	47,500
Revenue Total	96,000

3.8 Taking the total grant receivable to £1,056,000. There will be no further implications on the revenue budget.

3.9 Legal Implications - LEG2627/7945

This aligns with the Council's climate change objectives. The Council's Legal team have been instructed previously in relation to this matter and will continue to provide advice and support to officers in relation to the agreements associated with the funding streams. The Legal team will provide any advice required in relation to procurement and any required contracts.

3.10 Tenant Consultation

Involved tenants tell us they support a measured approach to decarbonising homes and ideally, reducing bills through the measures fitted whether that is improving insulation or fitting solar panels and batteries. The programme outlined in this report takes the Council in the right direction but does not over commit or over stretch the team delivering the programme.

3.11 Equality and Diversity Implications

The Social Housing Fund will be used to target Council social rented homes with older and more expensive heating – particularly in the current climate with the high volatility of oil prices impacting tenants who may not be able to absorb or budget for these unexpected costs. It is not anticipated that the proposals will have an adverse effect on any residents with one or more protected characteristics.

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 1972.

None
