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Wednesday 1 April 2026

**Chair: Councillor M Pringle
Vice-Chair: Councillor N Ross**

Members of the Committee:

**Councillor A Brazier
Councillor C Brooks
Councillor A Freeman
Councillor J Hall
Councillor S Haynes
Councillor R Holloway
Councillor R Jackson**

**Councillor D Moore
Councillor P Rainbow
Councillor K Roberts
Councillor K Smith
Councillor T Thompson
Councillor T Wendels**

Substitutes

**Councillor N Allen
Councillor D Darby
Councillor P Harris
Councillor M Home
Councillor S Michael
Councillor M Shakeshaft
Councillor L Tift**

MEETING:	Policy & Performance Improvement Committee
DATE:	Monday, 13 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 Helen Brandham on helen.brandham@newark-sherwooddc.gov.uk.

AGENDA

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Reports from Working Group

12. Update on Estate Walkabouts Working Group	To Follow
13. Update on Heritage & Culture Working Group	Verbal Report

Review of Cabinet Work Programme and Recent Decisions

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Topic Suggestions

None

16. Exclusion of the Press & Public

The Policy & Performance Improvement Committee will be invited:

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

Category of “Exempt Information” Under Schedule 12A of the Local Government Act 1972 as amended

3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).

4.

17. Exempt Minute of Cabinet Meeting
24 February 2026

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18. Provisional Items for Future Agendas

- Review of Grant Schemes
- Sherwood & Newark Citizens Advice Update
- Councillors Ward Fund Scheme
- Q4 Housing Compliance Update
- Appointment of Members to Tenant Engagement Board and Planning Policy Board
- Tenant Engagement Strategy - Full review with substantial changes
- Annual report - Housing Repairs and Empty Homes
- Performance Framework
- Yorke Drive Update

Note 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 **Policy & Performance Improvement Committee** held in the Civic Suite, Castle House, Great North Road, Newark, NG24 1BY on Monday, 23 February 2026 at 6.00 pm.

PRESENT: Councillor M Pringle (Chair)
Councillor N Ross (Vice-Chair)

Councillor C Brooks, Councillor J Hall, Councillor R Holloway, Councillor D Moore, Councillor P Rainbow, Councillor K Roberts, Councillor K Smith, Councillor T Thompson, Councillor T Wendels, Councillor N Allen, Councillor S Michael and Councillor L Tift

IN ATTENDANCE: Councillor R Cozens, Councillor S Crosby and Councillor P Peacock

APOLOGIES FOR ABSENCE: Councillor A Brazier, Councillor A Freeman, Councillor S Haynes and Councillor R Jackson

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

The Chair advised that the meeting was being recorded and live streamed from Castle House.

188 DECLARATION OF INTEREST BY MEMBERS AND OFFICERS

There were no declarations of interest.

189 MINUTES OF THE MEETING HELD ON 12 JANUARY 2026

The minutes from the meeting held on 12 January 2026 were agreed as a correct record and signed by the Chair.

Councillor Rainbow did however refer to minute 182 on page 7 of the Agenda having queried at the last meeting as to how successful the Shopper's Gift Card promotion had been. Councillor Penny did advise at the time to provide the Committee with a written reply and this would be followed up.

190 NEWARK TOWN CENTRE MASTERPLAN AND DESIGN CODE UPDATE

The Committee considered the report jointly presented by Jane Hutchinson, Town Centres and Visitor Economy Manager and Matthew Tubb, Senior Planner to update Members and provide the report which is also to be presented to Cabinet on 24 February 2026.

In Autumn 2023, Newark and Sherwood District Council (the Council) commenced working in partnership with Historic England (HE) to deliver a Newark Town Centre Masterplan and Design Code. Allies & Morrison (A&M) urban designers and architects were instructed to deliver this programme, alongside public consultation on both documents. Developing these documents in parallel, with the same team, has ensured consistency and efficiencies throughout the project.

The masterplan is structured around six themes:

1. Revitalising the Market Place as a safe and flexible space.
2. Supporting a strong economy and town centre living.
3. Promoting education, skills training, and creative industries.
4. Enhancing riverside leisure and flood resilience.
5. Improving walking, cycling, and public transport links.
6. Celebrating Newark's history and cultural assets through interpretation and events.

The report having outlined the main principles of each document and the recommended next steps, the Committee received a presentation provided by Jane Hutchnson and Matthew Tubb.

AGREED (unanimously) that the Policy & Performance Improvement Committee received and recommended adoption of the Newark Town Centre Masterplan and Design Code (the latter through a revision to the Newark Conservation Area Appraisal and Management Plan) to Cabinet.

191 BUDGET REPORTS 2026/27

The Committee considered the report presented by the Business Manager for Financial Services to provide Members with attached reports which will be considered by Cabinet on 24 February 2026:

Appendix 1 - General Fund Revenue Budget 2026/27

Appendix 2 - General Fund Medium Term Financial Plan 2026/27 – 2029/30

Appendix 3 - Capital Programme 2026/27 – 2029/30 (noted exempt references in the appendix)

This report is to enable Cabinet to consider the spending proposals in the Council's proposed 2026/27 General Fund revenue budget and Cabinet to then make recommendations to Full Council at its meeting on 5 March 2026.

AGREED (unanimously) that the Policy & Performance Improvement Committee received and noted the reports which will be presented to Cabinet on 24 February 2026.

192 PRESENTATION BY PORTFOLIO HOLDER FOR HEALTH, WELLBEING & LEISURE

The Committee considered the report presented by the Portfolio Holder for Health, Wellbeing & Leisure, Councillor Susan Crosby.

As detailed in the report, the Portfolio Holder had been invited to attend Committee to respond verbally to three specific queries as at paragraph 2.1.

The first question asked whether our leisure company Active4Today is happy to take forward the recommendations from the Life Chances for Girls Working Group and do they know what happens next?

Councillor Crosby replied that the simple answer is yes.

Active4Today have already used these recommendations when writing their new 2026–2029 Business Plan, which is currently going through the approval process and at the same time, the Sport and Active Lifestyles team are doing research to better understand what opportunities might be needed across the district.

They want to make sure decisions are based on evidence, not assumptions, so activities are shaped around what women and girls actually need.

In terms of what will happen next. You can expect:

- **Better images and branding:**
Active4Today will use more real, local and diverse images in their publicity so girls and young women can see themselves represented.
- **Sharing success stories:**
They will do more to celebrate and share good news about existing programmes, especially those that benefit women and girls.
- **Clearer reporting:**
They will improve how they report on who uses services, including showing how many women and girls take part, so progress can be properly tracked.

The second question asked whether there was a budget to maintain closed cemeteries, and whether this is enough?

In response Councillor Crosby confirmed that there is a budget, but it is not sufficient in the long term. As a council we are legally responsible for maintaining closed cemeteries when churches hand them over. This includes grass cutting, paths, bridges, trees and making sure headstones are safe. The law does not allow the council to refuse this responsibility, even if the cemetery needs a lot of work.

At the moment, the Council looks after eight closed cemeteries, but the annual budget is only **£5,000**, which does not cover the costs. If there is a serious health and safety issue, extra money may need to be found from elsewhere. The council is legally required to do the work, regardless of whether the budget is adequate or not.

The final question asked how we use data to understand health inequalities and decide where to focus projects?

Councillor Crosby advised as a council we use data to underpin all our decisions and priorities. With regards to health and inequalities, we use local data to see where people are most affected by poor health and disadvantage, so support can be targeted where it is needed most.

The team uses data like the Index of Multiple Deprivation data to identify the most disadvantaged neighbourhoods and can access anonymised GP practice data, broken down by ward, to understand local health issues.

Access to this information helps us:

- See which areas have poorer health, shorter life expectancy, or difficulty accessing services
- Identify issues like long-term illness, mental health needs, obesity, smoking and low vaccination rates
- Focus projects and resources on places with the greatest need, such as Hawtonville, Bridge Ward and parts of Boughton

In closing the debate, the Chair thanked Councillor Crosby for her attendance and detailed responses to the queries raised.

AGREED (unanimously) that the responses to the questions raised be noted.

193 UPDATE ON ESTATE WALKABOUTS WORKING GROUP

As Chair of the Estate Walkabouts Working Group, Councillor Penny Rainbow was pleased to share with members of PPIC the groups progress so far:

One meeting has already taken place with Tenancy Officers present at the meeting to discuss ASB as well as Officers from Street Scene.

A second meeting is due to take place later this week and Councillor Rainbow will be able to report back to the next PPIC.

194 UPDATE ON HERITAGE AND CULTURE WORKING GROUP

The Chair of the Heritage & Culture Expenditure Working Group, Councillor David Moore was pleased to share with members of PPIC the groups progress so far:

As a reminder, the group is examining how Heritage & Culture activities are delivered across the district, with a focus on outreach activities, the impact of those activities, the value for money secured, and how partnership working is undertaken.

The first meeting took place on 17 December, and the focus of the meeting was to discuss and agree the objectives and key questions that would guide the review process.

During the meeting, it was agreed to expand the review scope to cover *all* income and expenditure within the Business Unit – changing the scope to include heritage sites such as Newark Castle and the Palace Theatre.

Nationally conducted studies focusing on the wider benefits of heritage and culture activities were shared with members, alongside data from the 2022 Resident Survey to understand how important providing arts and cultural services are for our residents and comparing how that ranks against other recreational services.

The second meeting took place on 4 February and Members received a full overview of the Heritage & Culture Service delivered by the Business Manager of Heritage and Culture and the Director of Communities and Environment. This update covered the Palace Theatre, National Civil War Centre, Newark Castle, outreach activities and Newark Creates.

Performance trends were reviewed, audience and postcode data insights shared, and volunteer contributions highlighted.

We explored the NPO-funded Open Doors programme, demonstrating its strong reach into communities and high participant satisfaction.

A detailed financial overview was also presented, including income and expenditure positions across all venues and programmes.

Finally, we reviewed partnership activity and the developing evaluation framework.

The third working group meeting is scheduled for 18 March, and we anticipate that this is likely to be the final meeting of the Working Group, in which we will reflect on all the information that we have heard and gathered so far and agree on a final set of recommendations to share back with this committee.

195 CABINET FORWARD PLAN (JANUARY TO APRIL 2026)

NOTED the Forward Plan of the Cabinet for the period January to April 2026.

196 MINUTES OF CABINET MEETINGS

NOTED the Cabinet Minutes from the meetings held on 9 December 2025

197 PROVISIONAL ITEMS FOR FUTURE AGENDAS

- Q3 Housing Compliance Performance Report
- Q3 Financial Forecast Outturn Performance 2025/26 GF/HRA/Capital
- Attendance at Committee by the Portfolio Holder for Housing – Cllr. Lee Brazier
- Bassetlaw and N&S CSP Progress & Performance/Review of Priorities
- Gender Pay Gap Report
- Q3 Community Plan Performance Report

Meeting closed at 7.01 pm.

Chair

NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Policy & Performance Improvement Committee** held in the Civic Suite, Castle House, Great North Road, Newark, NG24 1BY on Monday, 16 March 2026 at 6.00 pm.

PRESENT: Councillor N Ross (Vice-Chair)

Councillor A Brazier, Councillor C Brooks, Councillor J Hall, Councillor S Haynes, Councillor R Holloway, Councillor D Moore, Councillor P Rainbow, Councillor K Smith, Councillor T Wendels and Councillor N Allen

IN ATTENDANCE: Councillor L Brazier

APOLOGIES FOR ABSENCE: Councillor M Pringle (Chair), Councillor A Freeman, Councillor R Jackson, Councillor K Roberts and Councillor T Thompson

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

The Vice-Chair advised that the meeting was being recorded and live streamed from Castle House.

199 DECLARATION OF INTEREST BY MEMBERS AND OFFICERS

There were no declarations of interest.

The Vice-Chair informed the meeting that agenda item 6 would move down the agenda to Item 11.

200 BASSETLAW, NEWARK AND SHERWOOD COMMUNITY SAFETY PARTNERSHIP UPDATE

The Committee considered the report presented by the Business Manager - Public Protection to provide an update on the work undertaken by the Bassetlaw and Newark & Sherwood Community Safety Partnership.

The Business Manager - Public Protection and Inspector Charlotte Ellam provided a 6 monthly update to the committee, including the current status for Performance, BNS CSP Action Plan 26-27, DAHA, Domestic Homicide Reviews and Community Safety Activities - Situational Crime Funding, Hotspot Funding Patrols, Enforcement Activities, ASB Panel, CCTV and Diversionary Activities/Education Programmes.

AGREED (unanimously) that the Policy & Performance Improvement Committee noted the Community Safety Partnership performance information.

201 GENDER PAY GAP REPORT - MARCH 2026

The Committee considered the report presented by the HR Business Partner to appraise the committee of the current position at NSDC in relation to the gender pay gap and would come back to the committee on an annual basis.

The GPG looks at the average earnings for both males and females across all roles in an organisation to see whether there is a disparity. This is based on a snapshot of data for the previous March so, in this case, the data is as of 31 March 2025.

Calculations are based on ordinary pay which includes basic pay and allowances such as market supplements, shift pay, on-call and stand-by. Payments that are excluded are: payments for overtime, redundancy payments, and sums relating to termination of employment. Also excluded are employees on reduced pay due to family or sick leave.

A positive number in relation to the GPG, mean or median, reflects that men are, on average being paid more than women. A negative number reflects that women are being paid, on average, more than men.

Councillor Moore enquired if there were apprenticeship opportunities in roles of a manual nature such as those in our trade teams and environmental services. The HR Business Partner advised that whilst these are available interest from males is more prevalent however steps are taken to widen the talent pool to encourage more female applicants.

AGREED (unanimously) that the Policy & Performance Improvement Committee noted the content of the report in relation to the positive position of our gender pay gap.

202 PROJECTED GENERAL FUND AND HOUSING REVENUE ACCOUNT REVENUE AND CAPITAL OUTTURN REPORT TO 31 MARCH 2026 AS AT 31 DECEMBER 2025

The Committee considered the report presented by the Business Manager for Financial Services to update Members with the forecast outturn position for the 2025/26 financial year for the Council's General Fund and Housing Revenue Account revenue and capital budgets.

The report also showed 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.

The Business Manager for Financial Services gave the current position (as at 31 December 2025): variances shown in Table 1 of the report.

Table 1 showed a projected favourable variance against the revised budget of £0.385m on Service budgets, with an overall variance of £0m that would need to be transferred to the General Fund reserve. This is based on meetings which took place with Business Managers during January, whereby they have analysed actual income and expenditure to 31 December 2025 and forecasted forward to the end of March 2026 the additional income and expenditure currently expected to be incurred. Further details of the variances projected against portfolio holder budgets are found in Appendix A.

AGREED (unanimously) that:

- a) the General Fund projected outturn variance of £0m;
- b) the Housing Revenue Account projected favourable outturn variance of £0.117m to the Major Repairs Reserve; and
- c) the Capital Programme revised budget and financing of £53.759m.

203 QUARTER 3 2025-26 - HOUSING COMPLIANCE ASSURANCE REPORT

The Committee considered the report presented by the Business Manager for Building Safety & Asset Investment, to provide the performance position as of 31 December 2025 (Quarter 3) for Housing related compliance and update on activities in the service area.

This report provides Members with the performance of housing compliance services at the end of December 2025, focusing on exceptions performance, which is outside the Council's target parameters.

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

This report sets out the Council's performance against the Council's legal and regulatory landlord responsibilities for a range of building safety measures including fire protection, gas, asbestos, electrical and water.

Solid Fuel and Oil servicing compliance rates have improved with solid fuel currently at 90% compliant, and oil servicing compliance at 97.87%. Data held is under constant review improving asset data.

Councillor Rainbow referred to the Hoists of which 2 properties are without a valid certificate, noting that this was the same figure last year. PPIC to be advised if it is the same 2 properties for this year and last year or just a coincidence.

AGREED (unanimously) and noted that:

- 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.

The recommendations were linked to two ambitions located in the 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.

204 Q3 COMMUNITY PLAN PERFORMANCE REPORT

The Committee considered the report presented by the Senior Transformation and Service Improvement Officer for the Quarter 3 Community Plan Performance Report 2025/26 (1 October – 31 December 2025).

The report continues to deliver an approach to performance that is used to drive improvement rather than being simply used as a counting device. This is done by analysing data and progress against key activities as well as building a picture of the context of performance using district statistics, customer feedback and workforce information.

- Clarification noted from Cllr Holloway on the Bilsthorpe Community Hub. Planning consent was granted in December but there has been a delay on reporting the outcome due to a legal document requiring a review.
- Cllr Moore's feedback was noted and shared with the team that he was really pleased to hear about the Farndon Underpass Mural transformation project. He noted it's fantastic to see the reinvestment of money recovered through successful fly tipping prosecutions back into the local community – he welcomes more of this type of activity taking place across the district.

Question. From Cllr Allen: Clarification on 14 Market Place in terms of the recent Cabinet Report in comparison to the Q3 Performance Report update.

Response. The Senior Transformation and Service Improvement Officer will provide a written response before the next committee meeting.

Question. From Cllr Hall: What were the attendance levels at the recent Flood Mary event? Is the location the correct one based on community flood impact?

Response. The Senior Transformation and Service Improvement Officer will provide a written response before the next committee meeting.

Question. From Cllr Rainbow: Clarity over the Performance Report ambition being described as 'Promote, maximise and celebrate the diversity of Newark and Sherwood's heritage, culture and community spirit' and whether reference to the arts had been removed.

Response. The Senior Transformation and Service Improvement Officer will provide a written response before the next committee meeting.

AGREED (unanimously) that the Policy & Performance Improvement Committee reviewed the Community Plan Performance Report attached to the report as Appendix 1 and the Compliance report attached to the report as Appendix 2.

205 ENHANCING TENANT ENGAGEMENT AT NEWARK AND SHERWOOD

The Committee considered the report presented jointly by the Business Manager for Housing Services and Tenant Engagement Officer setting out a series of measures to build on and strengthen the role and influence of tenants in the management of their homes and neighbourhoods.

A review has taken place of the effectiveness of the current arrangements and this has been undertaken in conjunction with TPAS, Tenant Participation Advisory Service – 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.

AGREED that:

- a) whilst some Committee members endorsed the report 'as is', a number required further clarification on a number of sections; and
- b) it was therefore agreed that the report would return to 13 April 2026 committee meeting for further consideration.

206 BIODIVERSITY STRATEGY AND BIODIVERSITY REPORT

The Committee considered the report presented by the Business Manager for Planning Policy & Infrastructure providing a proposed Biodiversity Strategy and to present the statutorily required Biodiversity Report 2026-2027, noting the correction from 2024-2025 in the report.

The 4 June 2024 Cabinet approved publication of the Biodiversity Report – First Consideration with finalised agreed actions to be brought back to the Cabinet for approval within 3 months of publication of the First Consideration report.

The Council has a statutory obligation to publish a Biodiversity Report and the end date of the first reporting period should be no later than 01 January 2026 and reports should be published within 12 weeks of the reporting period end date.

AGREED (unanimously) that:

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

207 PRESENTATION BY THE PORTFOLIO HOLDER FOR HOUSING

The Committee considered the report presented by the Portfolio Holder for Housing, Councillor Lee Brazier.

As detailed in the report, the Portfolio Holder had been invited to attend Committee to respond verbally to three specific queries as at paragraph 2.1.

The Portfolio Holder advised the committee that he would be taking the questions in the order of 2, 3 and then 1.

Question 2

Members are aware that the Regulator of Social Housing is due to inspect the Council's housing service shortly. Can the Portfolio Holder outline how the Council is preparing for this inspection, what the inspection will focus on, and what it means for residents, members, and staff at this stage?

The response from the Portfolio Holder:

We are and have been for some time preparing for the Regulator of Social Housing inspection, with work underway across the Council to provide the inspection with key documents.

This inspection is about assurance to evidence that we are delivering against the regulatory standards that apply to us – these are the consumer standards around

- Quality and Safety
- Transparency, Influence and Accountability
- Tenancy

that is, how we know services are safe, compliant and tenant focused, this is not about operational day to day activity.

We expect the regulator to focus on governance, transparency and evidence of oversight, influence and scrutiny by tenants and members.

We have areas of strength – the TPAS reengineering project to build on how tenants engage and influence service delivery and reducing the barriers to participation through recognising the time, skills and effort tenants give us in huge amounts – and the need to have a mix of opportunities to suit their circumstance and ability to be involved. Increasing the tenant board members from 3 –5 is really exciting and I look forward to working with them.

We have been shortlisted at the Pineapple awards for our engagement with tenants on Yorke Drive, which is a complex regeneration project – we are in regular contact with tenants and working with the developer through the planning requirements, and once complete, we can give a firm start on site date. The Pineapple shortlisting recognises our ongoing commitment to keep residents informed and involved in this project.

Our Tenant Satisfaction Measures are strong in the main, and we perform well against our peers, but also know that Repairs, Complaints and ASB are key services we need to get right every time. This is reflected in Housing Service business plans that have been presented to me and involved tenants. We have grouped these activities by theme and launched our Foundation Five campaign to bring this alive for staff and members.

We are also self-aware and honest about where improvement is needed – our move to a new Housing Management System aims to improve how we deliver services, tailor services and show how we are performing – this has been really challenging over the past year and teams have been working with NEC, the provider, to ensure the systems does what we need it to.

The Repairs and Empty Homes service are improving and we are starting to see the improvements of the changes the team have put in place- I'll talk more about that later.

What does this mean for residents? This is an opportunity for external scrutiny of our services, to build on our existing performance and come out with an improvement plan that will help us to deliver even better services.

For us as a Council, it is an opportunity to show our understanding of services, and our progress with putting tenants at the heart of what we do, giving clear leadership and developing a customer centred culture.

Question 3

As the Council continues to plan for Local Government Reorganisation, can the Portfolio Holder explain how housing services will be protected during the transition, and how the Council will ensure that tenants remain central to decision making throughout this process?

The response from the Portfolio Holder:

We are already working with LGR partners through our Housing Directors Strategic Group and equivalents at Bassetlaw, Mansfield and Ashfield to start looking at how we can work together to protect housing services through Local Government Reorganisation.

We are working to ensure that at day 1, we are safe and legal, and are using the time up to vesting day to align our services as much as we can ahead of this. We must ensure services remain available to tenants across all districts, particularly ensuring the safety of our tenants.

We have already identified areas we can be more effective – we are exploring sharing resources to complete our Supported Housing Strategy, align our approach in our preparations for the Competency and Conduct standard and have started to look at our data and systems.

For tenants, the Group is looking at creating a tenant engagement mechanism that crosses all districts – but for this to be effective we need confirmation from Government on who our new partners will be and we shall go from there.

LGR touches every team of the Council and we have officers on all workstreams and as you know and are adjusting our resources to ensure we can keep our day-to-day services running and be ready for LGR. We are engaged with other Councils who have been through LGR to learn from them.

We are still working on improving services – as you know we have a PPIC working group in place now to look at estate walkabouts, led by Cllr Rainbow, and look forward to hearing the outcomes and recommendations from this group.

Question 1

In light of the performance on time taken for housing repairs and turnaround of empty properties remaining well below target despite the restructuring of the Housing Team, what further measures do you intend to take to improve performance and meet these targets? When can we expect the targets to be met once again and please confirm that you will not be reducing the targets to make them easier to meet?

The response from the Portfolio Holder:

Members are right to note that relet times are below target - this is clearly visible in performance data – this frustrates me, officers and involved tenants as much as yourselves! I can confirm that the teams are working hard to turn this around – but it's not achievable overnight.

To be clear, we have invested in an additional Business Manager and a new Damp & Mould team following the split of one business unit into two, which are now:

Repairs and Empty Homes and Building Safety and Asset Investment -

The new Business Managers started in December 2025, and have made strong inroads into their services, with fresh eyes and a real passion for delivering great services. Already, they have made a real positive impact at Tenant Engagement Board with our involved tenants and myself and other board members, giving us collectively, confidence that with time and space to work their magic, we will return to the strong performance within the next financial year– and a high quality service that is modern and reflects tenants priorities. 9/10 tenants asked are satisfied with their home at letting – we are getting it right more, listening and responding where we don't.

There is pain before the gain and as we repair our empty homes and relet them, we know performance will appear worse – this is short term and am confident we will be reporting far more favourable performance by the summer. As said at full Council, to take on your challenge to improve our services across the board.

How do we improve our services? We have a Housing Services Strategic improvement plan – owned by the Director who briefs me on progress against the completion of actions in areas for improvement. These reflect our landlord strategy objectives and keep us focused on our priorities.

We do have to find a balance of setting stretching but achievable targets which is what we have done, to keep teams motivated and moving in the right direction. When we can make our key-to-key target shorter, you'll be the first to know and it will go through this committee for transparency. That's how democracy works.

Councillor Holloway asked for an update on the Stock Condition Surveys:

The Portfolio Holder advised that working collaboratively to understand the property conditions of other Councils and that our properties conditions are at the higher end.

Energy Performance Certificates were also discussed and the Portfolio Holder advised that EPCs and stock condition surveys to be carried out at the same time whilst the properties were empty.

Other questions asked at the meeting or comments that suggest clarification is needed:

What is the process for target setting against KPIs and when will Committee members be able to review any changes?

Response. The Senior Transformation and Service Improvement Officer will provide a written response before the next committee meeting.

Question. Arrears has gone up across the last 4 quarters, what process do we have in place to support our tenants and more information requested regarding the processes that are in place to bring down the level of arrears?

Response. Arrears are impacted by reference of universal credit on the arrears position, and this a full response was provided by the Business Manager in the Quarter 2 performance report. Officers will provide a written response providing more detail.

208 UPDATE ON ESTATE WALKABOUTS WORKING GROUP

As Chair of the Estate Walkabouts Working Group, Councillor Penny Rainbow was pleased to share with members of PPIC the groups progress so far having had a second meeting on 25 February 2026.

At this meeting the three Tenant Champions attended who are part of the Tenant Engagement Board, two in person and one on 'Teams'.

Members were advised that requests at any time can be made for additional walkabouts as required.

The next meeting of the working group is expected to take place on 25 March 2026.

209 UPDATE ON HERITAGE AND CULTURE WORKING GROUP

The Chair of the Heritage & Culture Expenditure Working Group, Councillor David Moore advised that the working group had not met again since the last Policy & Performance Improvement Committee on 23 February 2026.

The next meeting of the working group is expected to take place on 18 March 2026.

210 CABINET FORWARD PLAN (FEBRUARY TO MAY 2026)

NOTED the Forward Plan of the Cabinet for the period February to May 2026.

211 MINUTES OF CABINET MEETINGS

NOTED the Cabinet Minutes from the meetings held on 20 January 2026

212 PROVISIONAL ITEMS FOR FUTURE AGENDAS

- Attendance at Committee by the Portfolio Holder for Heritage, Culture & the Arts
- Planning Infrastructure Presentation – Follow On from Out of Remit Activities Working Group
- Heating and Gas Safety Policy
- Passenger Lift Policy
- Gas Meter Make Safe Policy
- Update on Estate Walkabouts Working Group
- Councillors Ward Fund Scheme
- CAB update on grant received
- Yorke Drive update

Meeting closed at 8.13 pm.

Chair



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

Director Lead: Deborah Johnson, Customer Services and Organisational Development

Lead Officer: Jill Baker, Business Manager - Customer Services

Rowan Bosworth-Brown, Senior Transformation & Service Improvement Officer

Report Summary	
Report Title	Customer Experience Strategy 2023-2027 Progress Report
Purpose of Report	This report provides members of the Policy & Performance Improvement Committee with an update on the progress made by the Council in relation to embedding the Customer Experience Strategy.
Recommendations	That the Policy & Performance Improvement Committee note the progress of the delivery of this strategy and the ongoing work.
Reason for Recommendation	Embedding the Customer Experience Strategy forms apart of the 2023-2027 Community Plan.

1.0 Background

- 1.1 In the 2022 Resident Survey, residents were asked to rate their satisfaction with the Council as well as give specific feedback on areas of improvement. A key area of improvement identified was Council Communication. As a result of this, the Policy & Performance Improvement Committee (PPIC) set-up a working group to develop a Customer Experience Strategy to improve the quality and consistency of customer experience. Looking at elements such as how customers get in touch, how enquiries are handled and how the Council constantly improves its customer service and learns from customer feedback.
- 1.2 The whole Council is dedicated to serving the diverse range of people who live and work in our district and as such the strategy was developed with our Council values in mind to ensure that the people and businesses, we serve are at the forefront of everything we do.
- 1.3 Success will be every customer receiving the best possible service and that means adapting the Councils approach to provide the best possible service to each customer and their individual needs, allowing our customers the freedom to choose how they wish to communicate with us, and listening to our customers' feedback and using this feedback to drive improvement.
- 1.4 As such Cabinet approved the adoption in principle of the Customer Experience Strategy and Customer Promise in July 2023 and this was formalised in February 2024 and was incorporated within the Councils Community Plan.

2.0 Progress to Date

2.1 The Performance Report is produced on a quarterly basis and reports progress against the Council's Community Plan. This information is gathered both qualitatively through updates against activities contained within the Community Plan, as well as quantitatively through data collected against key performance indicators. This provides the Council with a robust overview of performance and enables scrutiny of the services that are delivered to communities in line with the ambitions outlined in the Community Plan. Several activities contained within the 2023-2027 Community Plan help the Council measure performance in relation to the customer experience when interacting with the Council.

2.2 This has enabled us to measure some of the key outputs as a result of the strategy implementation, these have included:

- Ensure the new Customer Experience Strategy is fully embedded in the operations and culture of the Council.
 - This has included key updates such as the implementation of the Customer Satisfaction Officer, who plays a key role in supporting the delivery of the Customer Experience Strategy.
 - In person customer service training was delivered to approximately 100 staff. Due to their working patterns, the teams based at the Palace Theatre/NCWC, Brunel Drive and Farrar Close, received video training.
- Reinvigorate the Residents' Panel to ensure the panel is representative of the demographic profile to help drive service improvement across the Council.
 - The process to reinvigorate the Resident Panel has been completed, the aim was to revitalise the panel to improve engagement, as well as understand how representative the panel is of the districts demographic profile. There were 701 residents on the panel before the refresh however they were largely inactive and nothing more was known about these residents aside from their name, email address and that they were over the age of 18. As part of the refresh, it was important to gather more information to understand how representative the panel is and to provide the opportunity for targeted consultation. Therefore, the refreshed Resident Panel sign up process now collects a range of relevant data to help our residents be a part of influencing and informing decisions which impact upon them and their communities.
- Expand the range and quality of services available online, whilst ensuring we are accessible to all with continued telephony and face to face options for all residents.
 - The process of transitioning to a new website hosting platform was approved to provide improved accessibility of all Council owned websites. As a result, this has helped to increase the range and quality of services online for customers.
 - The procurement of a new telephony system began in Q4 2024/25 and during Q2 2025/26 the contact centre solution was replaced with a new solution – Puzzel. This implementation was jointly managed between teams, and a significant amount of time was invested within testing of the system and training colleagues to use the system effectively. This resulted

in a smooth transition, which went live on 27 August 2025 and meant that there was no down time for our customers which is a fantastic achievement. The next stage is to develop and roll out webchat, which will further expand the range of ways in which we are here for our residents. We anticipate that our webchat function will be ready to go live during quarter 4 2025/26.

- A review on online council tax forms has just commenced with the aim of making them more customer friendly.
- A review of the email acknowledgements, focussing on “what happens next” was undertaken of Environmental Services online forms. This included redrafting 50 automated emails, created a further 88 to allow for an automation that will keep customers better informed and create efficiencies in both Environmental Services and Customer Services. Providing additional information has enhanced the experience the customer receives and has resulted in fewer follow- on customer enquiries.
- Expand customer satisfaction measures, both internally and externally, through regular surveys and other means
 - As part of our work to expand and embed a broader range of customer satisfaction measures to drive performance improvement, we commenced with customer satisfaction surveys on complaint handling. The information gathered through this process provides insights around how to improve complaint handling and any key changes are reported via the Customer Feedback Report.
 - Further surveys were carried out to provide insight for the recently approved Digital Strategy.

2.3 The Council’s Performance Management Framework also incorporates a number of key performance indicators which measure the customer experience and provide valuable data insights to drive performance improvement.

The Framework has several strands to it including:

- Awareness and Action
 - This stage looks at how customers first come across our services and the information we provide. The indicators show how we reach residents, businesses and visitors across different platforms.
- Engagement and First Contact
 - This looks at what happens when people first get in touch with us and how easy it is for them to access the right service. This helps show how well we handle customer demand across different channels, from phone calls and webforms to face-to-face enquiries. Together, these measures give a clearer picture of how quickly we respond, how accessible we are, and how smoothly customers can start their journey with the Council.

- Service Delivery
 - This stage looks at what happens when things go wrong and how effectively we put them right. The indicators give a picture of the types of issues customers raise, how often concerns escalate, and where services may be under pressure. Together, these measures help us understand the volume and nature of problems across the district and highlight where improvements may support quicker or more consistent resolution.
 - Resolution
 - This stage focuses on what happens when things go wrong and how effectively we put them right. The indicators give a clearer picture of the types of issues customers experience, how often concerns escalate, and how well we respond to them.
- 2.4 In addition, the Customer Feedback report is produced twice per year and presents an opportunity to see what complaints are being submitted across the organisation and it provides an understanding of how the customer is receiving the services we deliver and is a form of performance management to inform how well we are doing and where we can improve.
- 2.5 Feedback, both positive and negative, is crucial for identifying areas needing improvement and preventing larger issues. Significant work has been carried out on the complaints policy, procedure and staff training. Key developments include comprehensive training for complaint handlers, a complaints toolkit, complaint response templates and adjustments to accommodate new Housing Ombudsman response times.
- 2.6 The report is shared with the Senior Leadership Team, Member Champion for Complaints, Policy & Performance Improvement Committee and the Housing Assurance Board. This enables consideration to be given if there are any themes and actions, they need to undertake to improve the services they provide.

3.0 Next Steps

- 3.1 During this year, work will continue to deliver the actions set out in the strategy including:
- Deliver the next phase of customer service training. This will be via e-learning.
 - Develop service standards for individual business units, that do not currently have them
 - Further promotion of the Customer Promise

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		Equality & Diversity	
Human Resources		Human Rights	
Legal		Data Protection	
Digital & Cyber Security	Yes	Safeguarding	
Sustainability		Crime & Disorder	
LGR		Tenant Consultation	

Digital Implications

- 4.1 The Customer Experience Strategy aligns closely with the ambitions set out in the Council’s Digital Strategy, particularly its commitment to using technology, automation and data to deliver seamless, consistent and efficient services for residents. The Digital Strategy emphasises improving user journeys, expanding digital self-service, and ensuring that digital transformation is governed, accountable and responsive to changing needs. These same principles sit at the heart of the Customer Experience Strategy, which calls for clear, consistent processes across all channels, greater use of online services, and an organisational shift toward customer-led design. Together, they reinforce a shared vision of a modern council where digital capability, accessibility and service standards are fundamental to improving customer outcomes.
- 4.2 Both strategies also enshrine a “no customer left behind” ethos, reflected in the Digital Strategy’s focus on addressing digital exclusion, promoting digital literacy and ensuring services remain accessible to all. This directly complements the Customer Experience Strategy’s recognition that not all customers can or will use digital channels and that assisted support must remain strong and inclusive. The combined effect is a unified strategic direction: digital where possible, human where needed, and consistent, transparent service standards throughout. In practice, this alignment ensures that digital transformation is not pursued in isolation, but as a core enabler of customer experience improvement and a driver of better outcomes across council services.

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.

[Cabinet Meeting 11/07/2023](#)

[Cabinet Meeting 20/02/2024](#)

[Community Plan 2023-2027](#)

[Previous Quarterly Community Plan Performance Reports](#)



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.

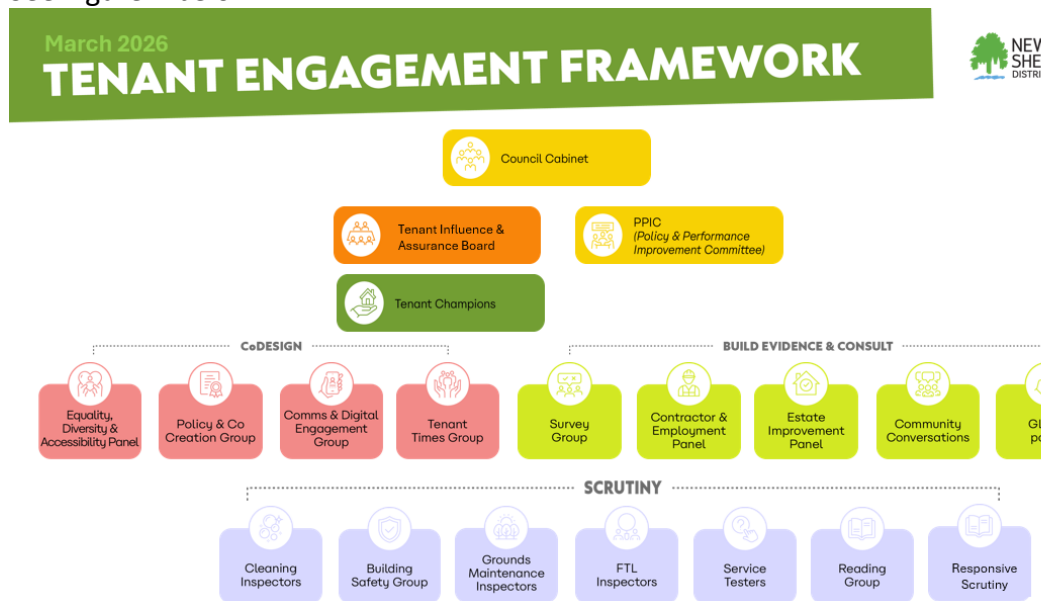
1.0 Background

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

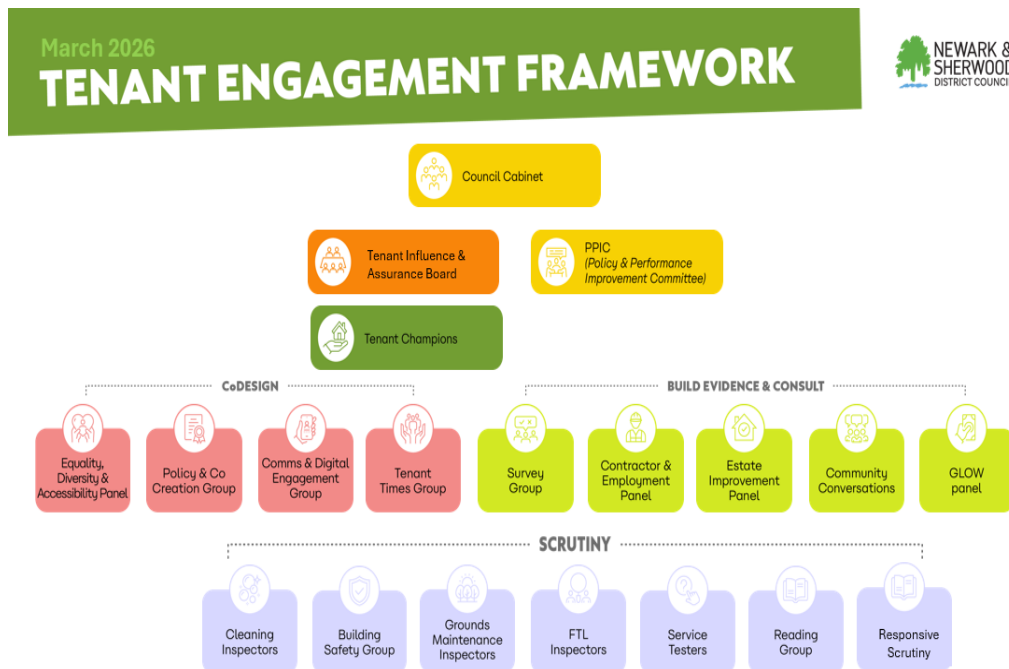


Fig.3

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 14 July 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 and Influence 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

Tenant Influence & Assurance Board Terms of Reference

Newark and Sherwood District Council

1. Purpose

The Tenant Influence & Assurance Board (TIAB) exists to strengthen tenant involvement, enhance transparency, and ensure accountability in housing services. The Board provides a collaborative forum for tenants, staff, and elected members to influence decision-making, monitor performance, and assure service quality.

2. Objectives

- To provide oversight and assurance on housing service delivery and performance.
- To ensure tenant voices are central to shaping policies, services, and improvements.
- To review and challenge service standards, performance data, and customer feedback.
- To formally link the TIAB to PPIC for evidenced Council wide scrutiny.
- To promote transparency, fairness, and continuous improvement in housing services.
- To support the Council’s commitment to co-production and tenant empowerment.

3. Membership

Number of members	12
Substitute members permitted	Yes
Political proportionality rules apply	No
Appointments	A recruitment process will apply to Tenant Members Policy, Performance and Improvement Committee (PPIC) members shall be appointed by their committee annually.
Removals	By the Portfolio Holder for Housing in consultation with TIAB Chair. Where the removal involves the TIAB Chair the Portfolio Holder for Housing will work with the Business Manager for Housing Services
Membership	Tenants: At least 5 representatives from across the district, forming 5 of the 10 Tenant Engagement Champions. Staff: At least 3 officers, including a business manager from relevant housing service areas and a officer from the tenant engagement team. Councillors: At least 4 elected members will sit on the Board. This must include the Portfolio Holder for Housing, and at least 3 councillors who are members of PPIC.

Terms of office	Board member terms of office shall be reviewed every two years and confirmed by formal vote.
Chair	The Tenant Chair will be elected annually by the Board members. A Vice-Chair will also be appointed to support and deputise as needed.
Quorum	6 – 3 tenant representatives, 2 elected members and 1 staff member.
Number of ordinary meetings per council year	At least 4 per council year.

5. Member Roles

Each member of the Tenant Influence & Assurance Board plays a vital role in ensuring the Board functions effectively and inclusively. Roles are defined to promote clarity, accountability, and shared responsibility.

Tenant Representatives

- Act as a collective and independent voice for tenants across the district.
- Provide constructive challenge to the Council by questioning data, decisions, priorities and performance.
- Request, review and use relevant performance, satisfaction and engagement data to help shape Board agendas and ensure discussions reflect the priorities of all tenants.
- Share lived experiences, insights and feedback to help shape, improve and assure the quality of services.
- Hold the Council to account by seeking clarity, evidence and updates on how tenant feedback has influenced decisions and outcomes.
- Engage with wider tenant networks to gather views and test whether services and changes reflect tenant needs.
- Promote transparency, trust and mutual accountability between tenants and the Council.

Staff Members

- Provide operational insight and context to support discussions.
- Respond to queries and provide relevant data or updates.
- Support the implementation of Board recommendations.
- Facilitate communication between the Board and Council departments.

Councillors

- Offer strategic oversight and democratic accountability.
- Ensure alignment with Council policies and priorities.
- Champion tenant engagement within wider Council decision-making.
- Support the Board's recommendations through formal Council channels, this may include suggesting working groups to the PPIC for scrutiny measures.

Chair

- Facilitate meetings in a fair and inclusive manner.
- Ensure all voices are heard and discussions remain focused.
- Lead on conflict resolution and consensus-building.
- Represent the Board in external communications where appropriate.

Vice-Chair

- Support the Chair and deputise when necessary.
- Assist in preparation and follow-up of meetings.
- Help maintain continuity and momentum between meetings.

6. Member Responsibilities

Board Members

- Attend at least 80% of meetings and actively participate.
- Represent the views of their communities or service areas.
- Respect confidentiality and uphold the Council's values.
- Review reports, data, and proposals in advance of meetings.
- Contribute to debate and challenge the views of others appropriately.

Council Officers

- Provide relevant reports, data, and updates outlining what influence tenants can have.
- Support the Board with administrative and facilitation duties.
- Ensure actions and recommendations are followed up and influence is evidenced.

7. Meetings

The Board will meet at least quarterly. Additional meetings may be scheduled as required. Meetings will be held in accessible venues or online, with support provided for digital inclusion.

8. Decision-Making and Recommendations

The Board is advisory and does not hold formal decision-making powers. However, its recommendations will be formally recorded and considered by the Council's Housing Management Teams and relevant committees.

9. Reporting and Communication

Minutes and actions will be shared with all members and published where appropriate. Insight, feedback and outcomes from wider tenant engagement activities will be reported to the Board to inform discussion, challenge and assurance. A summary of Board activity, wider engagement themes and resulting outcomes will be communicated to tenants through newsletters and annual reports. The Board may produce an annual statement of assurance.

10. Review of Terms of Reference

These Terms of Reference will be reviewed annually by the board, to ensure they remain relevant and effective.

11. Recognition and Incentives

Tenant representatives shall be entitled to claim their reasonable expenses incurred in the fulfillment of their role, in line with the Tenant Engagement Recognition and Incentives scheme.

12. Conflict Resolution

In the event of disagreements or conflicts among Board members, the following steps will be taken:

- Encourage open and respectful dialogue to understand differing perspectives.
- The Chair will facilitate mediation and seek consensus.
- If unresolved, the matter may be referred to an independent mediator or Council officer for guidance.
- All members are expected to adhere to the Council's Code of Conduct and maintain professionalism.

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>)
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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: Policy & Performance Improvement Committee – 13 April 2026

Director Lead: Matt Lamb, Director – Planning & Growth

Lead Officers: Matthew Norton, Business Manager – Planning Policy & Infrastructure
Debbie Broad, Lead Practitioner – Infrastructure

Report Summary	
Report Title	Planning & Infrastructure Presentation
Purpose of Report	To update Members, via a presentation, on the involvement of NSDC in Planning & Infrastructure matters, including detail on the complexity of the infrastructure landscape and examples of ‘out of remit’ work beyond traditional areas of District Council responsibility.
Recommendations	That the Policy & Performance Improvement Committee note the ongoing work.
Reason for Recommendation	To ensure the Council continues to influence and secure needed infrastructure, in accordance with the Development Plan and Community Plan.

1.0	<u>Background</u>																																
1.1	Members will recall the conclusion of the Out of Remit Working Group, and the request that a presentation be delivered on issues relation to Planning & Infrastructure. The Director – Planning & Growth and Business Manager – Planning Policy & Infrastructure will present to the Committee a review of this topic, including time for questions.																																
2.0	<u>Implications</u> 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.																																
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	<u>Financial Implications</u>
3.1	There are no financial implications arising from this report.
	<u>Legal Implications</u>
3.2	There are no legal implications arising from this report.
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.	



Report to: Policy & Performance Improvement Committee – 13 April 2026
 Director Lead: Suzanne Shead, Director - Housing, Health & Wellbeing
 Lead Officer: Wayne Fox, Business Manager - Building Safety & Asset Investment

Report Summary	
Report Title	HSG Policy – Heating & Gas Servicing Policy
Purpose of Report	This Policy has been developed to set out our approach to managing Newark & Sherwood District Council’s (NSDC) Heating and Gas Servicing. This Policy is one of a suite of policies that covers all aspects of compliance, and these policies are designed to ensure that NSDC has a robust approach to compliance and customer safety. This is a new policy which will be aligned to current legislation, regulation and industry best practice to ensure that the services delivered in line with the Policy are both effective and efficient.
Recommendations	That the Policy & Performance Improvement Committee: a) note and endorse the Heating & Gas Servicing Policy to ensure legal compliance and improved service delivery in line with legislation, regulation and industry best practice; and b) recommend approval of the Policy to Cabinet.
Reason for Recommendation	The Policy has been developed to align with organisational responsibilities, legislation and industry standards.

1.0	<u>Background</u>
1.1	The NSDC Heating & Gas Servicing Policy (attached as Appendix 1) outlines the management, maintenance, and compliance framework to ensure the safety and wellbeing of residents, visitors, contractors and staff in and around NSDC properties. Detailing roles, responsibilities, training, communication, customer engagement, performance monitoring and adherence to relevant legislation and standards. The Policy will be subject to reviews every three years or at any point sooner if any changes in legislation are enacted. This will ensure that the Policy is kept up to date and remains effective.

	This Policy sets out servicing frequencies, contractor competency requirements, database and record-keeping strengthening, tenant access enforcement and emergency mantrap rescue procedures. The Policy includes revised responsibilities, tenant communication improvements, emergency procedures, KPI reporting and statutory compliance alignment.																																
1.2	The Policy is also intended to protect all residents from any risks associated with heating systems.																																
2.0	<u>Proposal/Options Considered</u>																																
2.1	It is proposed that the new Heating & Gas Serving Policy be agreed and forwarded to Cabinet with a recommendation for approval and implementation.																																
3.0	<u>Implications</u> 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.																																
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	<u>Financial Implications – FIN25-26/3137</u>																																
3.1	There are no financial implications arising from this report.																																
	<u>Legal Implications LEG2526/581</u>																																
3.2	By virtue of the terms and conditions of the tenancy agreement, tenants must allow access for certain reasons including gas service. Failure to comply with such an obligation is a breach of contract which can be remedied by way of injunction proceedings which means the court may order the tenant to comply with their tenancy and allow access to the Council.																																
3.3	Capping the gas needs careful consideration and should only be used in emergency situations. There are risks in taking this action where there are other alternative options available and whereby it is not an emergency and leaves the Council open to criticism and legal challenge.																																

3.4	The Protection from Eviction Act 1977 provides that the landlord of a residential occupier shall be guilty of an offence [criminal] if...interfere with the peace or comfort of the residential occupier or members of his household, or persistently withdraws or withholds services reasonably required for the occupation of the premises". Of a person is guilty of an offence under this section – summary conviction, fine and/or imprisonment. If committed by body corporate with consent of manager, both body corporate and manager shall be guilty and punished accordingly (s1(6)). An offence is not committed if there are reasonable grounds for doing the act or withdrawing the service.
3.5	Article 8 rights under the Human Rights Act 1998 may also be engaged whereby public authorities mustn't prevent tenants from entering or living in your home. They also have the right to enjoy their home peacefully without intrusion by a public authority. Capping the gas is a significant intrusion without sufficient justification.
3.6	S27BA of the Housing Act 1985 provides that the Secretary of State may make regulations for imposing requirements on local authorities to consult tenants. Any consultation should be carried out in accordance with the relevant Regulations.
<u>Tenant Consultation</u>	
3.7	Due to programme timescales and the need to progress these policies in a timely manner, tenant consultation was not undertaken on this occasion for the Passenger Lifts, Stair Lifts & Hoists Policy / the HSG Policy – Heating & Gas Servicing Policy. While tenant involvement is a key principle of the Council's approach to policy development, this was not achievable within the available timeframe. These policies will be kept under review, and opportunities for tenant feedback and engagement will be considered as part of future reviews or implementation activity where appropriate.
Background Papers and Published Documents Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.	



APPENDIX 1

Heating & Gas Servicing and Safety Policy - Housing

Newark and Sherwood District Council

Policy Document

January 2026

Approved by:	Date: January 2026
Maintained by: Business Manager Housing Maintenance & Asset Management	
Next review date: January 2029	

Contents

1. Abbreviations Key
2. Introduction
3. Purpose of the Policy
4. Responsibility
5. Policy Detail
6. Relevant Legislations, Statutory Regulations, Approved Codes of Practice and Industry Standards
7. Implementation
8. Competency
9. Quality and Performance Monitoring
10. Policy Review
11. Equality & Diversity
12. Privacy Statement

1. Abbreviation Key

- NSDC - Newark and Sherwood District Council
- GSIUR - Gas Safety (Industry and Use) Regulations 1998 as amended
- GIUSP - Gas Industry unsafe situations procedure (IGEM/G/11 Edition 2)
- ACOP - Approved Code of Practice
- DLO - Direct Labour Organisation
- HETAS - Heating Equipment Testing and Approval Scheme
- OFTEC - Oil Firing Technical Association
- HO - Housing Officer
- LGSR - Landlord Gas Safety Report

2. Introduction

- 2.1 Newark and Sherwood District Council (NSDC) are fully committed to meeting all relevant statutory and regulatory requirements, including best practice standards, in the housing sector ensuring continual improvement in compliance performance, adopting a zero-tolerance approach to any deviation from this Policy.
- 2.2 The Gas Servicing and Safety Policy details how Newark and Sherwood District Council meet the requirements of the Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended in relation to its HRA Properties. In addition to this, the policy provides assurance to Newark and Sherwood District Council that measures are in place to ensure compliance with the regulations and to identify, manage and/or mitigate risks associated with gas fittings, appliances and flues.
- 2.3 NSDC ensures that all 'Gas Work' undertaken on its behalf is completed in-line with statutory regulations by suitably qualified engineers, retaining all relevant certification in accordance with the stipulations laid out in the GSIUR & GIUSP. Landlord certificate's will be kept for a period of 6 years from the date of the last check of the gas appliance or flue, warning notices will be kept for 6 years in the event of any future litigation.
- 2.4 This 'Gas Safety Policy' provides an outline of NSDC's regulatory obligations and operational activities, periodically reviewed and updated to reflect industry guidance and statutory changes. Notwithstanding, the guidance provided will be superseded due to revised industry guidelines, therefore these updates must take priority and followed to ensure that non-contravention occurs.
- 2.5 This document is divided into three distinct parts comprising of Regulatory Obligations, Operational Procedures and the Property Health & Safety Check Programme, supplementary to this there is an abbreviation section and a number of appendices. This document deals for the main part on Regulatory Obligational

Procedures completed by DLO, where the Heating & Gas Servicing Safety Program overlaps with information within this document is covered.

2.6 The regulations place a duty upon Newark and Sherwood District Council (NSDC), as a Landlord of domestic property, to ensure that gas appliances and flues are maintained in a safe condition, annual safety checks are carried out and appropriate records kept and issued or displayed to tenants. These duties are in addition to the more general ones that Landlords have under:

- Health & Safety at Work Act 1974.
- Management of Health and Safety at Work Regulations 1999.
- Gas Safety (Installation & Use) Regulations 1998 as amended in Great Britain (GB).
- Construction (Design and Management) Regulations 2015.
- Building Regulations Parts F, G, J, L, P.
- Industry standards as listed in the Normative Document List as published by Gas Safe Register (Technical Bulletin 999).

The above is not a definitive list of documents satisfying all regulatory obligations that impact on the gas safe working procedures. Landlord's failing to comply with these regulations can be liable to prosecution and ensuing penalties.

2.7 The policy is also relevant for maintaining a safe environment for all tenants and employees within non-domestic HRA properties.

2.8 It also relates to the servicing of solid fuel, Air source heat pumps and oil appliances which, although not a statutory requirement, will be serviced and maintained in accordance with this Policy and on a cyclical frequency.

2.9 Newark and Sherwood District Council will follow a systematic approach to the management of gas safety to ensure it meets the requirements set out in the Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended, and other relevant Legislative, Regulatory standards, and Approved Codes of Practice (ACOP) relating to gas safety. This is to ensure the safety of tenants, employees and members of the public.

2.10 Every year in the UK approximately 40 people die and 200 people suffer from carbon monoxide poisoning as a result of faulty gas fires, central heating boilers, cookers and other appliances. This risk can be reduced if a safety check is performed annually as required by legislation. Newark and Sherwood District Council are committed to providing a robust service delivery to our residents in relation to gas safety; the aims of this service are:

- To protect the health and safety of our residents and meet our legal and regulatory obligations to undertake annual Gas Safety Inspections, as required under the provisions of the Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended.
- To maintain all fixed gas appliances that are Newark and Sherwood District Council responsibility, in a safe working order and to manufacturers' instruction satisfying the GSIUR.
- To engage with our tenants in a participative and empowering manner so that they have the opportunity to contribute to the service provision in relation to gas servicing.
- To fulfil our commitment to equality and diversity while delivering the Gas Servicing and Repairs Service to our tenants and residents.
- To effectively maintain the Council's housing stock and preserve its asset value.
- Ensure that the annual gas safety check is undertaken in compliance with relevant legislation, in a manner that promotes gas safety within our tenant's homes.

3. Purpose of the Policy

- 3.1 This policy demonstrates how Newark and Sherwood District Council will comply with the above legislation for domestic properties managed and owned by the Council.
- 3.2 It outlines our commitment to ensuring that we offer the best possible service to our tenants in relation to gas servicing, it highlights our methods, targets and also makes tenants aware of their obligations in relation to gas safety.

4. Responsibility

- 4.1 NSDC acknowledges and accepts its responsibilities as a landlord regarding the management of gas safety to ensure it meets the requirements set out in the Gas Safety (Installation and Use) Regulations 1998 (GSIUR), as amended.
- 4.2 Newark and Sherwood District Council will undertake the following in relation to fixed gas appliances in properties and communal areas:
- MOT style servicing regime.
 - All pipework, boilers, gas fires, and associated flues installed by NSDC will be maintained in accordance with Manufacturer's Instructions and ACOP.
 - Repairs will be undertaken as and when necessary.
 - Ensure only Gas Safe, HETAS or OFTEC registered engineers holding the relevant competencies undertake work within managed homes.
 - Undertake quality checks of contractors and internal staff undertaking work on gas, oil, solid fuel, air source heat pumps, and LPG systems.
 - The relevant safety checks are undertaken at the change of tenancy, mutual exchange, or in accordance with legislative requirements and issuing the tenant with a valid certificate confirming the safe operation of the fuel burning appliance.

4.3 NSDC will not be responsible for:

- Gas cookers/hobs unless the Council has installed them. Identified safety concerns relating to tenant's own appliance will result in a Warning Notice being issued and the affected appliance labelled. Where necessary Newark and Sherwood District Council will request permission to disconnect or isolate the appliance from the responsible person within the home. Where permission is not granted the Gas Engineer will adhere to the GIUSP and will either result in the National Gas Transporter being contacted and Newark and Sherwood District Council writing to the tenant that they are in breach of their tenancy agreement.
- Repairs to gas fires installed by the tenant. However, we are required by law to check all flues and associated pipework, we will also check any gas fires that are installed by tenants, annually after installation, subject to confirming the appliance has been installed in accordance with the Regulations. Where necessary Newark and Sherwood District Council will make any appliances safe by disconnection. Where a flue flow test has failed Newark and Sherwood District Council will request the disconnection of the gas fire from the condemned flue. Condemned flues will not be relined, blockages removed or rebuilt for reinstatement.

4.4 The accountable person for ensuring delivery of the requirements of this Policy is the Director Housing and Wellbeing and the Business Manager Building Safety & Asset Investment.

4.5 The responsibility for ensuring that gas servicing and maintenance is carried out effectively is a key responsibility of the Business Manager Building Safety & Asset Investment or Compliance and Safety Manager.

4.6 The operational responsibility for compliance and quality is the responsibility of the Compliance and Safety Manager and Gas Surveyor.

4.7 The responsibility for ensuring that routine repairs are undertaken promptly and safely is the responsibility of the Housing Maintenance Manager, or Gas Surveyor.

4.8 Tenants have the following responsibilities:

- Ensuring that they use gas services within Newark and Sherwood District Council properties safely and responsibly. Tenants should follow any advice given and ensure they do not operate or interfere with gas-fired appliances in any way which could endanger themselves or other building users.
- Allow access to their home so that we can undertake a gas safety inspection of their property.
- Ensure there is sufficient credit on the meter to enable a gas safety inspection.
- Tenants are encouraged to use the installed central heating system to maintain adequate indoor temperatures, as this helps prevent the development of damp and mould. Maintaining a warm and well-ventilated home is essential for health and safety, particularly for vulnerable individuals. Newark and Sherwood District

Council will provide support and advice to tenants who may face barriers to heating their homes.

- 4.9 Where access is not provided, or where a gas installation has been modified or interfered with by an individual not authorised by Newark and Sherwood District Council, the Council may mechanically seal the gas supply at the meter to ensure safety and regulatory compliance. Full details of the mechanical sealing procedure and associated guidance are provided in Section 4.2.
- 4.10 Leaseholders also have a responsibility to ensure they have a gas compliance safety check undertaken annually. Newark and Sherwood District Council will request confirmation from leaseholders that they are complying with this requirement.

5. Policy Detail

- 5.1 This section details the actions taken and measures that are in place to ensure NSDC appropriately carries out safety checks and repairs to all heating systems within our properties.

These actions and measures demonstrate NSDC's commitment to ensuring a safe environment in which our residents and employees can live and work.

5.2 Annual gas safety checks

Access procedure

NSDC will operate an MOT style annual gas safety check (LGSR) program that commences on the 10-month anniversary date of the most current LGSR to ensure that sufficient time is available to access the property prior to the expiration of the existing LGSR.

Access to properties will be managed with the aim of ensuring properties are accessed within no more than three attempts by the nominated contractor. The procedure will allow sufficient flexibility to accommodate resident requests and circumstances. There will be instances where access is not gained within 3 attempts by the contractor, and after three failed attempts NSDC will provide the tenant a written 24-hour notice requesting access. At which point if no access is provided and following a review of all access attempts, NSDC will act which can include:

- We will write to the tenant informing them of our intention to pursue a court injunction
- Mechanically sealing the gas supply where the gas meter is accessible on completion of risk assessment.
- Application to the Magistrates Court for an injunction for access.

In all cases approval to proceed with any of the above must be obtained by the Business Manager Building Safety & Asset Investment which should only be considered once all other reasonable options have been exhausted. This request for

approval will be supported by a full chronology of all access attempts and a declaration of any known resident vulnerabilities.

Due to court waiting times for an injunction application in most cases it will not be possible to apply for and obtain an injunction application before the MOT expiry date. It is therefore likely that other actions will be taken in conjunction with the application to ensure the LGSR is completed in time, e.g., entry via Tenancy Agreement Clause 10 or mechanically sealing accessible gas meter (Prior to undertaking a mechanical seal we will conduct a risk assessment on the resident in order to identify any vulnerabilities and put appropriate measures in place). Residents will be notified in writing before any of the above actions are enacted. In extreme cases there may be a requirement to mechanically seal the gas supply when the gas meter is accessible. Details around this procedure can be seen in the following section.

5.3 Mechanically Sealing Gas Meter

Mechanically sealing the gas supply will only be used in extreme circumstances. Demonstrable evidence such as contacts from the HO, recorded phone call attempts, SMS, contacted NOK, and that NSDC have completed the Equality Assessment. These most commonly occur in the following situations:

- Access to the property has been denied by the tenant and NSDC's access procedure has been followed.
- Access is gained to a property, but the LGSR cannot be completed. The most common reason for this is that there is no or insufficient credit available to carry out the safety check. In these instances, the engineer will be required to turn off the emergency control gas valve and mechanically seal the gas supply on the Landlord's side of the meter. This is necessary to ensure that the gas installation is left in a safe condition and cannot be used until the LGSR has been completed.
- When a gas installation has been made safe because of insufficient credit NSDC will write to the tenant and request the tenant to make contact within 7 calendar days prior to their details being passed to the HO. The letter will additionally sign post the tenant to where they can receive financial advice.
- Following 7-calendar days the HO will actively contact all affected residents and offer all necessary support to assist the resident in getting the gas supply restored and the LGSR completed. Quarterly welfare checks will be made with the tenant by the HO.
- The HO will ensure details are provided explaining to the tenant the action to be taken to get the meter uncapped and will also ensure an Equality Act Assessment (EAA) is up to date and presented to the Business Manager Building Safety & Asset Investment.

In all cases where the engineer is forced to mechanically seal the gas supply this will be noted on NSDC's Housing Management System ensuring that an up-to-date record is maintained of all properties that have been mechanically sealed. Properties

living in fuel poverty will regularly be contacted to establish if their circumstances have changed. Progress updates will be provided to the Director of Housing and Wellbeing and the Directorate Business Managers regarding all properties without a valid LGSR.

Unsafe Installations

During the LGSR the engineer may identify gas appliances and/or installation which are defective. The engineer will act in line with the Gas Industry Unsafe Situations Procedure (GIUSP), either categorizing the appliance/installation as Immediately Dangerous or At Risk. Immediately Dangerous requires the gas engineer to disconnect the gas appliance from the gas supply, and the At Risk categorization requires the appliance isolated from the gas supply. In all instances the engineer will issue a Warning Notice detailing the faults and categorization and label the affected appliance with a "DO NO USE" label.

Where the appliance cannot be repaired at the time of the visit the Gas Engineer will follow the classification methodology within the GIUSP. The Gas Engineer will request permission from the responsible gas user and make the installation safe as per the GIUSP. Should the resident refuse the engineer permission to fulfil their duty of care as per the GIUSP they may be required to report the situation to the National Gas Transporter who have legal powers of entry to make the situation safe and are also able to disconnect the gas supply to the property.

Tenants Own Appliances

Under the Gas Regulations NSDC has no responsibility or obligation for the replacement, or repair of tenants' own gas appliance. However, the GIUSP's Appendix 5: Visual Risk Assessment of Gas Appliances places a duty of care on the gas safe registered engineer to visually check tenant's own gas appliance ensuring that they do not constitute a danger. Appliances classified as At Risk or Immediately Dangerous require the Gas Engineer to follow GIUSP guidance to ensure they are left in a safe condition.

Smoke, Heat and CO Alarms

NSDC will, at the same time as the undertaking of the LGSR, ensure that a check is made of any installed Smoke, Heat and Carbon Monoxide (CO) alarms. The gas engineer will test that each detector is sounding and working in line with manufacturer's instructions. The engineer will replace any hard wired existing defective alarm head and replace where applicable defective battery-operated CO alarms. If during the service there is less than 14 months remaining life on the detector it will be replaced.

Safety Checks to Non-Gas Heating Systems

NSDC have a small number of non-gas heating systems, that have no legislated safety check requirements, Landlords are guided towards carrying out certain safety and/or operational checks. These systems include Solid Fuel, Oil Fuel, Heat Pump, or electrical heating sources. Where these systems exist NSDC will arrange for these appliances to be serviced by relevant competent person holding the relevant accreditation. NSDC will only instruct competent persons holding applicable accreditations such as HETAS,

OFTEC, F-GAS, or G3 (unvented cylinders). Ensuring only persons deemed competent with the relevant accreditation will be instructed to undertake servicing and maintenance within NSDC's managed stock.

Gas Fires

NSDC aims to proactively reduce the number of open flued gas appliances within its portfolio to mitigate the possible production of Carbon Monoxide fumes within our residents' homes. As such, NSDC will remove gas fires from all void (empty) properties during the void process. NSDC will not re-line or rebuild defective chimneys where an open flued appliance is connected, and in such instances where an open flue test has failed the connected gas appliance will be removed and the builder's opening sealed. NSDC will also not permit the installation of a fuel burning fire within its properties.

Voids

The Gas engineer will test or visually inspect the boiler and carry out identifiable repairs in preparation to be relet. Upon completion of viable checks, the gas supply will be mechanically sealed, the emergency control valve dropped to the off position, and labelled accordingly as "DO NOT USE". They will also inspect the property and complete an LGSR confirming the appliance is not safe for use.

As per seasonal guidelines and to minimise the risk of damage from burst frozen pipes the mains incoming water will be isolated, and the central heating system will be drained. During the void works any gas cooker bayonet fittings will be replaced with half inch black iron plug, and any identified NSDC owned gas installation dead legs will be removed. New tenants moving in will be advised to make arrangements with an energy supplier and to then contact Your Response to arrange a "Turn on and Test", i.e., to have the gas supply turned back on and an LGSR completed. This will be carried out within 2 working days of the residents' request being made and an LGSR produced.

6. Relevant Legislation, Statutory Regulations, Approved Codes of Practice and Industry Standards

6.1 Work completed on behalf of NSDC will be carried in line with the following Legal, Statutory Regulations, Approved Codes of Practice, and Industry Standards such as the:

- The Health and Safety at Work Act 1974.
- Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended.
- The Landlord and Tenant Act 1985.
- Building Regulations Parts F, G, J, L, and P.
- Management of Health and Safety at Work Regulations 1999.
- Construction, Design and Management Regulations 2015.
- Industry standards as listed in the Normative Document List as published by Gas Safe Register (Technical Bulletin 999)

6.2 The Health & Safety Executive's Approved Code of Practice (ACOP) for the domestic gas industry is 'The Gas Safety (Installation and Use) Regulations 1998 as amended'. The ACOP provides NSDC as an Employer / Landlord guidance and practical advice on

how to avoid contravention. NSDC's Policies and Procedures require that any work undertaken does not breach the Regulations including (but not limited to) the installation, servicing, maintenance or repair of gas appliances and other gas fittings.

Reference to the following Regulations within the GSUIR:

- Regulation 3 Qualification and Supervision
- Regulation 4 Duty on Employer
- Regulation 5 Materials and workmanship
- Regulation 26 Gas appliances – safety precautions
- Regulation 29 Manufacturer's Instructions
- Regulation 30 Room-sealed appliances
- Regulation 33 Testing of Appliances
- Regulation 35 Duties of employer's and self-employed persons
- Regulation 36 Duties of Landlords
- Regulation 39 Exemption as to liability.

6.3 In addition to the aforementioned there are also a number of Approved Codes of Practice and Guidelines issued by the Health and Safety Executive, including:

- *HSE Leaflet INDG285(rev3), revised 04/18 – LANDLORDS. A Guide to Landlords' Duties: Gas Safety (Installation and Use) Regulations 1998.*
- *HSE leaflet INDG238(rev3), revised 03/09 - GAS APPLIANCES. Get Them Checked. Keep Them Safe.*
- *HSE Book - Safety in the installation and use of gas systems and appliances. Gas Safety (Installation and Use) Regulations 1998. Approved Code of Practice and guidance L56 (Fifth Edition) Published 2018.*
- *ACoP L56 - 'Safety in the installation and use of gas systems and appliances' (4th edition 2013).*

6.4 Newark and Sherwood District Council will comply with HSE Codes of Practice and Guidelines, whilst not mandatory they are good practice and set out expected levels and standards.

6.5 In the delivery of gas safety works Newark and Sherwood District Council will ensure it meets the requirements of the Home Standard 2015. The standard applies to all registered providers, including local authorities.

7. Implementation

To meet the aims that this policy sets out, Newark and Sherwood District Council will:

7.1 Maintain all Newark and Sherwood District Council owned gas appliances, flues and associated pipework in a safe condition and carry out gas safety checks on all appliances and flues in the Newark and Sherwood District Council housing stock, in accordance with the current gas safety regulations, legislation, and ACOPs.

- 7.2 Newark and Sherwood District Council will adopt the MOT approach to gas safety checks as detailed within Regulation 36A's determination of date when next safety check is due under Regulation 36(3). With the introduction of the new regulation 36A from 6 April 2018 landlords will be able to have gas safety checks carried out any time from 10 to 12 *calendar months* after the previous check but still retain the original deadline date as if the check had been carried out exactly 12 months after the previous check.
- 7.3 Annually undertake functional tests on all hard-wired smoke detectors and carbon monoxide (CO) Detectors, installed within our properties containing fixed gas appliances. These functional tests are completed at the same time as the annual gas safety check and will undertake any maintenance or replacement as required.
- 7.4 Have a procedure that defines clear, concise, convenient and well published arrangements to complete the annual gas safety check, service and any necessary repairs. This includes seeking to identify and respond appropriately to the specific needs of our tenants and ensure that every resident is aware of the importance of the annual gas safety check and service
- 7.5 Ensure that all work to gas appliances and fittings are carried out by a competent and suitably qualified engineer who is Gas Safe registered.
- 7.6 Ensure that all fixed gas appliance installations are fitted and conform to current legislation, codes of practice and manufactures instructions.
- 7.7 Employ sufficient and suitably qualified colleagues and engineers to enable us to meet our gas servicing and repairs responsibilities.
- 7.8 Ensure that all contractors employed to deliver gas servicing and the repairs and maintenance service adhere to the Council's Code of Conduct for colleagues and contractors.
- 7.9 All broken or obsolete gas fires are to be replaced with an electric fire, subject to installation feasibility.
- 7.10 On completion of the gas safety check, service or new installation, issue to the resident a copy of the landlord's gas safety record (LGSR) within 28 days and maintain a copy of the LGSR on file for at least 2 years in accordance with legislative requirements.
- 7.11 Maintain a gas property database that clearly details the property's gas servicing history, records and date next due, gas appliances installed, gas access procedure records and timescales etc.
- 7.12 Where a gas appliance or supply is installed by the tenant without our permission, Newark and Sherwood District Council will mechanically seal the gas supply until such a time the gas appliance is removed permanently.

- 7.13 Maintain a call-out service 24 hours per day, 365 days per year to all tenants and residents. Outside of normal working hours this will be for emergency repairs and/or making safe only and will be provided through our own, or an approved, call handling centre. Where this is the case, the service provider will be given clear instructions and detailed contact lists to ensure that all potential problems can be resolved with a minimum of inconvenience for the caller.
- 7.14 Comply with legislation by undertaking a Gas Safety Check every time the status of a property or its tenancy changes. This is usually when a property becomes empty (void) or when a mutual exchange takes place.
- 7.15 Undertake an initial gas safety check on all void properties and mutual exchanges to comply with relevant legislative requirements. In the case of void properties, mechanically seal the gas supply at the meter and issue a landlord gas safety certificate. Where testing in a void property cannot be carried out due to problems with obtaining either gas or electrical supply, we will carry out an air tightness test on the gas carcass, a visual safety check, mechanically seal the gas supply at the meter and issue the LGSR appropriately. On Re-letting, when we are notified that the service supply has been restored, a Turn on and test will take place and an LGSR will be issued to the new tenant.
- 7.16 Make aware the importance of gas safety to our residents ensuring that relevant information is made available upon request in audio versions, large print, audio and in other languages.
- 7.17 Have clear procedures to gain access to undertake the gas safety check.
- 7.18 In cases where access is not granted, in line with procedure, we will take the necessary action.
- 7.19 Publicise to our leaseholders the importance of making sure the gas appliances installed in their homes are checked regularly by a qualified professional.
- 7.20 Any non-compliance issue identified at an operational level will be formally reported to the Business Manager Building Safety & Asset Investment, or equivalent in the first instance and action will be taken as detailed below:
- The Business Manager Building Safety & Asset Investment, or equivalent, will agree an appropriate course of corrective action with the operational team in order to address the non-compliance issue and report details of the same to the Senior Leadership Team.
 - The Senior Leadership Team will ensure the relevant Committee are made aware of any non-compliance issue so they can consider the implications and act as appropriate.

8. Competency

8.1 Newark and Sherwood District Council will employ a suitable qualified person, Surveyor (Gas), or equivalent, who will work in consultation with a specialist Quality Assurance (QA) company. This person will be the principal person responsible for ensuring the Council's operational compliance with all relevant legislation and training as it relates to gas servicing.

8.2 This person will:

- Check all certification.
- Check contractors' competency and methods of recording competency.
- Ensure that all directly employed engineers are Gas Safe qualified.
- Ensure that the Council's Gas Safe registration is kept up to date.
- Ensure quality checks of the contractor's work are carried out and that of directly employed gas engineers and keep records of these checks.
- Ensure that any contractors working for us have a permit to work and that all risk assessments and health and safety information is provided and compliant.
- Ensure that Newark and Sherwood District Council are compliant with the Gas Safety (Installation and Use) Amendment Regulations 2018.

8.3 This policy and the procedures that support it will be subject to a range of training across Newark and Sherwood District Council. The training will be bespoke to the individuals and refresher training will be provided as appropriate.

8.4 Training will include team briefings for those employees who need to have a basic understanding and awareness of gas safety, but who may not be actively involved in the delivery of the gas safety policy. This will be basic gas safety awareness training.

8.5 On the job training will be provided for those employees who will be responsible for managing the programme of gas safety checks and repair works to gas fittings, appliances, and flues as part of their daily job.

9. Quality and Performance Monitoring

9.1 Newark and Sherwood District Council are committed to ensuring that both the performance and quality of any gas related repairs and inspections are to current standards. To ensure compliance with this we will:

- Carry out, as a minimum, a representative 5% sample of independent quality assurance checks to directly employed engineers on new installations, gas servicing, repairs and all landlords LGSR certificates to ensure that the works and certificates are completed in accordance with current legislation and codes of practice.
- Carry out, as a minimum, a representative 5% sample of independent quality assurance checks to employed contractors' engineers on new installations, gas

servicing, repairs and all landlords LGSR certificates to ensure that the works and certificates are completed in accordance with current legislation and codes of practice

- Maintain performance indicators as detailed below to monitor the delivery of the gas servicing and repairs service and report this to an appropriate committee.
 - Total Number of properties with no gas supply
 - Total Number of properties with a gas supply
 - Percentage of properties with a valid gas safety certificate
 - Number of properties Out of Compliance at each month end
 - Number of properties going Out of Compliance each month

- Carry out servicing and testing to solid fuel, oil, and LPG systems as part of the gas safety programme, using HETAS, and OFTEC qualified contractors, and report on the following to an appropriate committee:
 - Total Number of properties with Solid Fuel/Oil systems
 - Percentage of properties with a valid Solid Fuel/Oil certificate

- Survey residents' views on the service they receive; take action to remedy any problems and use the results to continually improve our policies, procedures and service.
- Provide the opportunity for tenants to be involved in the monitoring of the service.
- Effectively manage and monitor the contractors we employ to undertake gas servicing works.

10. Policy Review

10.1 Newark and Sherwood District Council will review this strategy on a three yearly basis or as required following:

- New legislation.
- Emerging best practice.
- Day to day operational issues.

11. Equality & Diversity

11.1 This Policy will be applied in a way which ensures equality of treatment for all residents without discrimination, or victimisation on account of any protected characteristic as defined within the Equality Act 2010.

In drafting this policy NSDC has had regard to its public sector equality duties under s149 of the Equality Act 2010, namely the need to:

- Eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited under the Act.

- Advance equality of opportunity between people who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The policy pays regard to diversities around access to and delivery of any services. On request NSDC will provide translations of all its documents, policies and procedures in various languages and formats including computer disc, large print, and tape.

12. Privacy Statement

- 12.1 All information provided will be treated in compliance with the Data Protection Act 2018, the Freedom of Information Act 2000, the Privacy and Electronic Communications Regulations 2003 and other relevant legislation. We will keep your information for the minimum time necessary.
- 12.2 Newark and Sherwood District Council Ltd may wish to share the information you supply with local or national Government Departments and other organisations. If you do not wish Newark and Sherwood District Council Ltd to share your information, you should decline to provide the personal information requested. We will only share your information with other organisations if we are required to by law. We will not use your information for marketing purposes without your consent. Your personal data will be stored securely.
- 12.3 Your rights under **General Data Protection Regulations** will be respected when we access information held about you.
- 12.4 If you require any further information, please contact Newark and Sherwood District Council on 01636 650000.



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

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

Lead Officer: Wayne Fox, Business Manager - Building Safety & Asset Investment

Report Summary	
Report Title	HSG Policy - The Gas Meter Make Safe Policy
Purpose of Report	This policy has been developed to set out our approach to managing Newark & Sherwood District Council's (NSDC) Gas Safety and is in addition to the Heating & Gas Servicing Policy. This Policy is one of a suite of policies that cover all aspects of compliance and these policies are designed to ensure that NSDC has a robust approach to compliance and customer safety. This is a new policy which will be aligned to current legislation, regulation and industry best practice to ensure that the services delivered in line with the Policy are both effective and efficient.
Recommendations	That the Policy & Performance Improvement Committee: a) note and endorse the Gas Meter Make Safe Policy to ensure legal compliance and improved service delivery in line with legislation, regulation and industry best practice; and b) recommend approval of the Policy to Cabinet.
Reason for Recommendation	The Policy has been developed to align with organisational responsibilities, legislation and industry standards.

1.0	<u>Background</u>
1.1	The Gas Meter Make Safe Policy (attached as Appendix 1) has been designed to align with the Property Safety & Compliance Check Management Policy. This Policy updates and strengthens access procedures, documentation requirements, tenant engagement processes and gas meter isolation procedures to ensure compliance with GSIUR and GIUSP.
1.2	The Policy is designed for difficult access occurrences where all reasonable attempts have been made and the customer continues to refuse to engage with NSDC.

1.3	The Policy is also intended to address and flush out issues surrounding vulnerabilities with tenants and protect all residents from the risks of unsafe gas appliances by, where applicable and appropriate, making safe external gas meters.																																
1.4	<p>This is a formalised Policy of the actions to be taken prior to making the external gas meter safe when:</p> <ol style="list-style-type: none"> 1. Access has been refused several times 2. Reasonable adjustments have been attempted and a risk assessment undertaken 3. A formal 24–48-hour legal notice was issued 4. The action is required to remove a safety risk 5. Disconnection/capping occurs only at external locations (meter/ECV) 6. A Gas Safe Registered Engineer completes the work 7. Continued communication and support to the tenant 																																
2.0	<u>Proposal/Options Considered</u>																																
2.1	It is proposed that the Gas Meter Make Safe Policy be agreed and forwarded to Cabinet with a recommendation for approval and implementation in order to reduce any risk to residents from potentially unsafe appliances.																																
2.2	The other alternative is to do nothing and accept the risks.																																
3.0	<p><u>Implications</u></p> <p>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.</p>																																
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3.1	There are no financial implications arising from this report.																																

	<u>Legal Implications LEG2526/157</u>
3.2	By virtue of the terms and conditions of the tenancy agreement, tenants must allow access for certain reasons including gas servicing. Failure to comply with such an obligation is a breach of contract which can be remedied by way of injunction proceedings which means the court may order the tenant to comply with their tenancy and allow access to the Council.
3.3	Capping the gas needs careful consideration and should only be used in emergency situations. There are risks in taking this action where there are other alternative options available and whereby it is not an emergency and leaves the Council open to criticism and legal challenge.
3.4	The Protection from Eviction Act 1977 provides that the landlord of a residential occupier shall be guilty of an offence [criminal] if...interfere with the peace or comfort of the residential occupier or members of his household, or persistently withdraws or withholds services reasonably required for the occupation of the premises". If a person is guilty of an offence under this section – they risk summary conviction, fine and/or imprisonment. If committed by a body corporate with consent of manager, both body corporate and manager shall be guilty and punished accordingly (s1(6)). An offence is not committed if there are reasonable grounds for doing the act or withdrawing the service.
3.5	Article 8 rights under the Human Rights Act 1998 may also be engaged whereby public authorities mustn't prevent tenants from entering or living in your home. They also have the right to enjoy their home peacefully without intrusion by a public authority. Capping the gas is a significant intrusion without sufficient justification. S27BA of the Housing Act 1985 provides that the Secretary of State may make regulations for imposing requirements on local authorities to consult tenants. Any consultation should be carried out in accordance with the relevant Regulations.
	<u>Tenant Consultation</u>
3.6	Tenants were consulted on the proposed Gas Meter Make Safe Policy through written feedback. Overall, tenants felt the policy was clear, comprehensive and proportionate in addressing gas safety risks, with strong support for the underlying priority of keeping tenants, visitors and neighbouring households safe. Tenants welcomed the structured approach and provided constructive feedback, including the importance of supportive and clear communication, early engagement and reassurance, and checks to confirm genuine non-access before enforcement action is taken. Suggestions were also made to strengthen the process, such as providing additional context within letters, using accessible communications (including videos), and giving clear information regarding standing charges and support for tenants whose gas supply may remain capped for longer periods.

	<u>EQIA Completed with Tenants</u>
3.7	<p>A facilitated EQIA session was carried out with tenants to further understand the potential impacts of the policy on tenants with protected characteristics. Tenants highlighted a range of equality considerations, including the potential impact on elderly tenants, households with young children, people who are neurodiverse, visually impaired, experiencing ill health, or affected by domestic abuse. Tenants also raised concerns about the emotional impact of the warning letter process and signage, which could cause distress or feelings of judgement or stigma. The discussion reinforced the importance of sensitive language, tailored communication, and individual tenancy-based EQIAs where cases progress to capping. Tenants also recognised the positive impact of the policy in securing safety for tenants, visitors and neighbours, and the opportunity for earlier support for households where vulnerabilities are identified.</p>
	<p>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.</p>



Gas Meter Make Safe Policy - Housing

Newark and Sherwood District Council

Management Policy Document

March 2026

Approved by:	Date: March 2026
Maintained by: Business Manager Building Safety & Asset Investment	
Next review date: March 2029	

VERSION CONTROL: 001	
DATE OF LAST REVIEW	February 2026
REVIEW REASON:	New Policy
ASSESSED BY:	N Emery
AMENDMENTS & INCLUSIONS	New Policy

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2. Key Responsibilities
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1. Abbreviations

PSCC/MP	- Property Safety and Compliance Check Management Policy
PSCC/C	- Property Safety and Compliance Check Contractor
PSCC/CC	- Property Safety and Compliance Check Contractor Champion
PSCC/GS	- Property Safety and Compliance Check Gas Surveyor
PSCC/L	- Property Safety and Compliance Check Lead
PSCC/ES	- Property Safety and Compliance Check Electrical Surveyor
NSDC	- Newark and Sherwood District Council
HO	- Housing Officer(s)
BAS	- Business Administrative Services
GSIUR	- Gas Safety (Industry and Use) Regulations 1998 as amended
GIUSP	- Gas Industry unsafe situations procedure (IGEM/G/11 Edition 2)
ACOP	- Approved Code of Practice
DLO	- Direct Labour Organisation
HETAS	- Heating Equipment Testing and Approval Scheme
OFTEC	- Oil Firing Technical Association

2. Key Responsibilities

- 2.1 Newark and Sherwood District Council (NSDC) are fully committed to meeting all relevant statutory and regulatory requirements, including best practice standards in the housing sector, ensuring continual improvement in compliance performance. NSDC compliance target for all HRA properties is 100% across all areas of compliance, and Legal intervention is the last resort as NSDC endeavour to make reasonable adjustments and work with their tenants to fulfil their obligations as a landlord.
- 2.2 NSDC requires all managed properties to undergo a Property Safety and Compliance Check to fulfil its responsibilities as a landlord. NSDC treats Gas Safety as a critical aspect of its role as a Social Landlord, prioritising the protection of tenants, their families, and neighbouring properties, especially in situations where completion of the Gas Safety Check is not possible. Qualified Gas Safe Registered Engineers perform the Gas Safety Check, ensuring both the operational safety of gas appliances and their ongoing suitability for use.
- 2.3 NSDC have a robust procedure in place as outlined within this document. Whilst the process is robust in arranging access with our tenants, NSDC are still faced with several tenants' refusing entry despite reasonable adjustments made by NSDC to accommodate the needs of the tenant.
- 2.4 The purpose of this Policy is to outline the access procedure the Compliance Team and Housing Team will adhere to prior to making external gas meter's safe.
- 2.5 Additionally, this Policy outlines the continuing support provided by NSDC to our tenants to get the gas appliances reinstated and safe for use.

3. Gas Meter make safe procedure

- 3.1 NSDC require the PSCC/C to conduct PSCCs during core hours of 8:00 to 17:30 Monday through Friday and offer a limited number of out hours appointments outside of core hours in evenings and at weekends. The PSCC/C will be tasked to make out of hours cold calls on demand, visiting difficult to access properties where all other attempts have been unsuccessful.
- 3.2 The PSCC/C is to formally write to the tenant along with alternative methods of communication such as SMS, telephone calls, and to take into account any reasonable adjustments to complete the Gas Safety Check.
- 3.3 The access procedure requires the PSCC/C to send 'Letter 1' with a minimum of 14-days in advance of the appointment providing sufficient notice, and the PSCC/C will ensure that the tenant is informed a minimum of 7-days in advance of the forthcoming appointment. The letter will detail what the PSCC will undertake, and the PSCC/C will provide contact details to alter the proposed appointment to a preferential date and time.
- 3.4 Where access is not achieved and no alternative appointment has been made, the PSCC/C will record this failed access by posting a "tenant out card" and take photographic evidence. The PSCC/C is contracted to send a minimum of three appointment letters, and each letter is to provide 7 calendar days' notice prior to the next appointment. Whilst NSDC will endeavour to work with tenants to arrange a convenient appointment date NSDC cannot arrange an appointment outside the PSCC service window. On each occasion where access has failed the PSCC/C is to provide evidentiary documentation.
- 3.5 The PSCC/C following the third failed attempt will adhere a label (Document Sample 1) across the doorframe and door detailing that the appliance is un-serviced along with contact details. The PSCC/C will inform NSDC of the failed appointment.
- 3.6 On receipt of the failed access the PSCC/GS will communicate to the HO and BAS to start contacting the tenant until the successful completion of the PSCC. All forms of contact will be recorded within NSDC's Housing Management System and made available for evidentiary purposes to include telephone calls, SMS, emailing, contacting NOK, and cold calling attempts.
- 3.7 The PSCC/GS will manage, and review contact attempts made by both the HO and BAS teams with a view to serve a written 24-hour notice to the tenant on the 7th day following it being passed back to NSDC.
- 3.8 The PSCC/GS will ensure that sufficient attempts to the tenant have been made by the HO and BAS teams, and that the EAA form (Document Sample 4) has been completed and that all reasonable adjustments have been made to communicate with the tenant.
- 3.9 Once the PSCC/GS has reviewed contact attempts they will communicate with the HO confirming that both Teams are satisfied that all reasonable attempts have been made and are demonstrable. Both the PSCC/GS and the HO will complete the pro-forma (Document Sample 5) to this effect, and the PSCC/GS will issue the 24-hour notice for execution on the following day.

- 3.10 At the time of the execution of the 24-hour notice the Gas Meter Make Safe Letter (see Document Sample 2) will be prepared to be issued if access is not achieved and the external gas meter is made safe.
- 3.11 Where access is not achieved as per the written and posted 24-hour access request PSCC/C will make the gas meter safe by sealing the gas meter and labelling the installation at the point of entry accordingly and they will issue a Warning Notice detailing this action.
- 3.12 The PSCC/GS will record this action within NSDC's Housing Management System, and this will be monitored by both the PSCC/GS and the HO team on the failed access spreadsheet.
- 3.13 The HO Team will continue to cold call the property in an attempt to communicate with the tenant and address the ongoing breach of tenancy. The HO Team will assess the required action to be taken where tenants choose not to engage with NSDC. A further visit will be booked with a gas safe engineer to visit the property 1 week after capping the meter to check on the customer and that the gas meter cap is still in situ and safe.
- 3.14 The tenant will receive communication from NSDC (Document Sample 3) requesting the tenant to contact NSDC to test and confirm the safe operation of the gas appliance within their home. The letter signposts the tenant to financial support that they may be able to access. The HO Team will continue trying to access the property to undertake the PSCC and a property inspection.

4.0 Policy Review

- 4.1 NSDC will review this strategy on a three yearly basis or as required following:
- New legislation.
 - Emerging best practice.
 - Day to day operational issues.

5.0 Equality & Diversity

- 5.1 This Policy will be applied in a way which ensures equality of treatment for all customers without discrimination, or victimisation on account of any protected characteristic as defined within the Equality Act 2010.
- 5.2 In drafting this policy NSDC has had regard to its Public Sector Equality Duties under s149 of the Equality Act 2010, namely the need to:
- Eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited under the Act.
 - Advance equality of opportunity between people who share a relevant protected characteristic and persons who do not share it.
 - Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

- 5.3 The policy pays regard to diversities around access to and delivery of any services. On request NSDC will provide translations of all its documents, policies and procedures in various languages and formats including computer disc, large print, and tape.

6. Privacy Statement

- 6.1 All information provided will be treated in compliance with the Data Protection Act 2018, the Freedom of Information Act 2000, the Privacy and Electronic Communications Regulations 2003 and other relevant legislation. We will keep your information for the minimum time necessary.
- 6.2 NSDC may wish to share the information you supply with local or national Government Departments and other organisations. If you do not wish NSDC to share your information, you should decline to provide the personal information requested. We will only share your information with other organisations if we are required to by law. We will not use your information for marketing purposes without your consent. Your personal data will be stored securely.
- 6.3 Your rights under the Data Protection Act will be respected when we access information held about you.
- 6.4 If you require any further information, please contact Newark and Sherwood District Council on 0845 258 5550.

URGENT SAFETY WARNING UN-SERVICED APPLIANCES

(Gas, Solid-Fuel, Oil, LPG and Smoke Alarms)

Our records show that the appliances in your home have not been serviced recently. These appliances must be inspected by a qualified professional to ensure they are safe to use.

 **ACTION REQUIRED IMMEDIATELY** 

To arrange a safety check, please contact:
Newark and Sherwood District Council Repairs Team:

 **01636 650000, press option 4**

SERVING PEOPLE, IMPROVING LIVES





<<CUSTOMER NAME>>
<<ADDRESS 1>>
<<ADDRESS 2>>
<<ADDRESS 3>>
<<POST CODE>>

Newark and Sherwood District Council
Castle House
Great North Road
Newark, Nottinghamshire
NG24 1BY
www.newark-sherwooddc.gov.uk
Your ref:
Housing Maintenance and Asset
Management
00000 000000
norman.emerv@newark-sherwooddc.gov.uk
<<INSERT DATE SENT>>

Dear <<Customer Name>>,

**** NO ACCESS ALLOWED FOLLOWING NEWARK AND SHERWOOD COUNCIL'S 24 HOUR WRITTEN NOTICE. ****

I write regarding the above and would confirm that no access was provided into your home in accordance with the 24 Hour Notice of Access request, at the specified time, as detailed on the hand delivered letter <insert date> to allow us to complete the essential Annual Gas Service and Safety Check.

As a result of your failure to provide access to your home, your gas central heating and/or gas cooker has been isolated from the gas supply. This action was taken to ensure the safety of you, your household, and your neighbours, as unserviced gas appliances can pose a significant risk. Consequently, these facilities are temporarily unavailable until access is granted, and servicing can be completed.

It is imperative that these services are restored immediately and without further delay. I would therefore request that you contact Newark and Sherwood District Council on telephone number 01636 650000 when access to your home can be provided, with sufficient funds available on the gas meter, and we will arrange for a Gas Engineer to attend to your home to complete the outstanding essential Gas & Safety Check.

Should you be experiencing financial hardship, which is preventing you from maintaining credit on your gas meter, please contact your housing officer who will be to assist you with sourcing advice around maximising your income and budgeting. Please contact them on 01636 65000.

Should you require any further assistance with this matter then please do not hesitate to contact me on telephone number 01636 650000 or alternatively email us at compliance@newark-sherwooddc.gov.uk.

SERVING PEOPLE, IMPROVING LIVES



<<CUSTOMER NAME>>
<<ADDRESS 1>>
<<ADDRESS 2>>
<<ADDRESS 3>>
<<POST CODE>>

Newark and Sherwood District Council
Castle House
Great North Road
Newark, Nottinghamshire
NG24 1BY
www.newark-sherwooddc.gov.uk
Your ref:
Housing Maintenance and Asset
Management
00000 000000
craig.linacre@newark-sherwooddc.gov.uk
<<INSERT DATE SENT>>

Dear <<Customer Name>>,

**** URGENT ACTION REQUIRED – HEATING, DAMP AND MOULD PREVENTION. ****

Under Awaab's Law, Newark and Sherwood District Council must act promptly to prevent hazards such as damp and mould, which can arise when homes are underheated. These conditions pose serious health risks to you and those you live with and can damage your home.

We require you to use the installed central heating system and ask that you contact us immediately once you have fuel available so we can reinstate your heating and complete the essential Safety Checks.

Failure to heat your home sufficiently can lead to condensation, damp and mould, which is harmful to your health and may result in further action under housing safety regulations.

Please contact Newark and Sherwood District Council on 01636 650 000 when access to your home can be provided and sufficient fuel is available.

If you are experiencing financial hardship, help is available:

- Fuel Vouchers for prepayment meters
- Warm Home Discount (£150 off electricity bills)
- Cold Weather Payments during freezing conditions
- Citizens Advice for grants and budgeting support

For advice or assistance, please speak to your housing officer on 01636 650 000 or email compliance@newark-sherwooddc.gov.uk.

We will continue to contact you until your heating system is reinstated.

Yours sincerely,

Gas Surveyor

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Equality Act Assessment

<u>Names of Tenant(s):</u>	
<u>Property Address:</u>	
<u>Property Type:</u>	
<u>NOSP/NTQ/NOPP:</u>	
<u>Household Composition:</u>	
<u>Date(s) of Birth:</u>	

<u>Circumstances of Tenant (to be completed by Senior Housing Officer)</u>	
1. Does the tenant have some form of impairment?.	
2. Is it long term?	
3. Does it affect normal day-to-day activities?	
4. Do the alleged actions arise as a consequence of the impairment?	
5. What help/support/treatment or medication is the tenant receiving?	

Name: _____
Signed: _____

Job Title: _____
Dated: _____

<u>Proportionality (to be completed by Compliance Officer)</u>	
1. Has the health of a third party already been damaged?	
2. Is the safety of a third party at risk?	
3. Is the action proposed action appropriate and necessary?	
4. Have other measures been considered or tried?	

Conclusion:

The action proposed is reasonable and proportionate taking into account the personal circumstances of the Defendant, the action already taken and the information held by the Council. The injunction proceedings are a proportionate means of achieving a legitimate aim.

Name: _____
Signed: _____

Job Title: _____
Dated: _____



Gas Meter Make Safe Proforma

The Gas Meter Make Safe Proforma confirms that all reasonable attempts as laid out within the Gas Meter Make Safe Policy have been complied with and the external gas meter will be made safe on the execution of the issued 24-hour notice.

Tenant Name(s)	
Address	
Post Code	
Date and Time 24-hour notice issued	
Access Procedure has been satisfied and recorded on Open Housing Software's CRM system.	
Appointment Letters	
EAA	
Telephone Calls	
SMS	
Stickered	
Cold called	

Gas Surveyor's Signature

Date

Housing Officers Signature

Date



Report to: Policy & Performance Improvement Committee – 13 April 2026
 Director Lead: Suzanne Shead, Director - Housing, Health & Wellbeing
 Lead Officer: Wayne Fox, Business Manager - Building Safety & Asset Investment

Report Summary	
Report Title	HSG Policy - Passenger Lifts, Stair Lifts & Hoists Policy
Purpose of Report	This Policy has been developed to set out our approach to managing Newark & Sherwood District Council's (NSDC) Passenger Lifts, Stair Lifts & Hoists. This policy is one of a suite of policies that cover all aspects of compliance and these policies are designed to ensure that NSDC has a robust approach to compliance and customer safety. This is a new policy which will be aligned to current legislation, regulation and industry best practice to ensure that the services delivered in line with the policy are both effective and efficient.
Recommendations	That the Policy & Performance Committee: a) note and endorse the Passenger Lifts, Stair Lifts & Hoists Policy to ensure legal compliance and improved service delivery in line with legislation, regulation and industry best practice; and b) recommend approval of the Policy to Cabinet.
Reason for Recommendation	The Policy has been developed to align with organisational responsibilities, legislation and industry standards.

1.0 Background

- 1.1 The NSDC Passenger Lifts, Stair Lifts & Hoists Policy (attached as Appendix 1) outlines the management, maintenance, and compliance framework to ensure the safety and wellbeing of residents, visitors, contractors, and staff using lifts across all council properties. Detailing roles, responsibilities, training, communication, customer engagement, performance monitoring, and adherence to relevant legislation and standards. The policy will be subject to reviews every three years or at any point sooner if any changes in legislation are enacted. This will ensure that the policy is kept up to date and remains effective.
- 1.2 This Policy sets out servicing frequencies, contractor competency requirements, database and record-keeping strengthening, tenant access enforcement, and emergency mantrap rescue procedures.

- 1.3 The Policy includes revised responsibilities, tenant communication improvements, emergency rescue procedures, KPI reporting, and statutory compliance alignment with LOLER, CDM 2015, and BS7255:2012.

2.0 Proposal /Options Considered

- 2.1 It is proposed that the new Passenger Lifts, Stair Lifts & Hoists Policy be agreed and forwarded to Cabinet with a recommendation for approval and implementation.
- 2.2 No alternative option has been considered as this is a statutory requirement.

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	NA	Equality & Diversity	NA
Human Resources	NA	Human Rights	NA
Legal	NA	Data Protection	NA
Digital & Cyber Security	NA	Safeguarding	NA
Sustainability	NA	Crime & Disorder	NA
LGR	NA	Tenant Consultation	NA

Financial Implications – FIN25-26/2543

- 3.1 There are no financial implications arising from this report.

Legal Implications LEG2526/8266

- 3.1 Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) – where we provide a stairlift, through-floor lift, or hoists in a property, the Council must manage and control the risks to avoid any injury or damage.
- 3.2 The Council’s tenants are contractually obliged to allow access for certain works to be carried out under their terms and conditions of their tenancy agreement. If they fail to comply, this is a breach of contract which can be remedied through tenancy enforcement. Equally, the Council also has obligations by virtue of its tenancy agreement to do certain things and undertake certain work.
- 3.3 Failure to comply with the requisite legislation and regulations could lead to the Council being prosecuted or civil claims being made against it as well as being reported to the Housing Ombudsman. S27BA of the Housing Act 1985 provides that the Secretary of State may make regulations for imposing requirements on local authorities to consult tenants. Any consultation should be carried out in accordance with the relevant Regulations.

Tenant Consultation

- 3.4 Due to programme timescales and the need to progress these policies in a timely manner, tenant consultation was not undertaken on this occasion for the Passenger Lifts, Stair Lifts & Hoists Policy / the HSG Policy – Heating & Gas Servicing Policy. While tenant involvement is a key principle of the Council’s approach to policy development, this was not achievable within the available timeframe. These policies will be kept under review and opportunities for tenant feedback and engagement will be considered as part of future reviews or implementation activity where appropriate.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

Passenger Lifts, Stair Lifts & Hoists Policy - Housing

Newark & Sherwood District Council
Policy Document
January 2026



Approved by:	Date: January 2026
Maintained by: Business Manager – Building Safety & Asset Investment	
Next review date: January 2029	

Contents

Summary

1. Introduction
2. Management Plan
3. Roles & Responsibilities
4. Communication
5. Emergency Procedure
6. Training
7. Customer Contact
8. Compliance Performance Management & Quality Assurance
9. Policy Review

Appendix 1 – Policy context and legislative framework

Background

This policy has been developed to set out our approach to managing Newark & Sherwood District Council's (NSDC) Passenger Lifts, Stair Lifts & Hoists located within properties managed under the Housing Revenue Account (HRA). This policy is one of a suite of policies that cover all aspects of compliance, and these policies are designed to ensure that NSDC has a robust approach to compliance and customer safety. This is a new policy only affects HRA managed properties which will be aligned to current legislation, regulation and industry best practice to ensure that the services delivered in line with the policy are both effective and efficient.

Summary

The NSDC Passenger Lifts, Stair Lifts & Hoists Policy outlines the management, maintenance, and compliance framework to ensure the safety and wellbeing of residents, visitors, contractors, and staff using lifts across all council properties. Detailing roles, responsibilities, training, communication, customer engagement, performance monitoring, and adherence to relevant legislation and standards. The policy will be subject to reviews every three years or at any point sooner if any changes in legislation are enacted. This will ensure that the policy is kept up to date and remains effective.

1. Introduction

1.1 This policy sets out how NSDC will:

- Minimise the risk to and protect the health and wellbeing of residents, visitors, contractors and staff using lifts to move between floors in NSDC premises.
- Comply with the legal duties implied upon landlords; and a working framework for Staff and Board Members, which details their individual responsibilities.

1.2 This document relates to all properties owned, occupied or operated by NSDC. The scope of this policy includes passenger lifts and other lifts/lifting equipment (e.g., hoists, through-floor lifts, stairlifts) used for the purpose of lifting or transporting people. Those lifts, stairlifts or hoists purchased and installed by tenants themselves will require landlord consent and the maintenance, servicing and upkeep will be their own responsibility and for the avoidance of doubt, these do not fall within the scope of this policy (other than as part of wider cyclical electrical safety checks within the whole dwelling).

2.0 Management Plan

2.1 A lift servicing contractor will inspect and maintain passenger lifts on a bi-monthly frequency, and the NSDC insurance-appointed engineering inspection provider will inspect the passenger lift every six months. The insurer's competent person will undertake the thorough examination of all passenger lifts. The purpose of the thorough examination is to carry out a systematic and detailed examination of the passenger lift and safety-critical parts. The Insurer is independent of the servicing contractor and will produce independent and impartial written reports after each examination. Domestic hoists will be serviced and inspected every 6-months, and stairlifts inspected annually by a specialist contractor appointed by NSDC. All reports will be stored within NSDC's compliance management software and retained for 5-years.

- 2.2 NSDC will ensure that an independent competent person undertakes maintenance inspections and thorough examinations of all lifts and associated equipment covered by this policy. Anyone working on lifts will hold the appropriate qualification to work on equipment and will be registered members of the Lift and Escalator Industry Association (LEIA) or equivalent.
- 2.3 For all thorough examinations, NSDC will use companies that are UKAS Accredited to ISO/IEC17020 standard. This will not be the same person who undertakes routine maintenance/servicing of the equipment as this will be for the purpose of providing third party assurance on all servicing and maintenance tasks.
- 2.4 NSDC will check the relevant qualifications of employees working for these contractors to ensure that all persons are appropriately qualified for the work that they are undertaking. These checks will be undertaken on an annual basis as part of the annual contractor review meetings.
- 2.5 Recommendations arising from these inspections will be time-bound and the completion of these remedial works within that timeframe will be reported as a Key Performance Indicators (KPIs). The specialist contractor carrying out the thorough examinations of all lifts will be asked to comment on the performance of the lift servicing/maintenance contractor. The comments will be reported as a KPI.
- 2.6 NSDC will maintain an up-to-date master database of all properties containing lifting equipment to transfer people between floors (the Lift Safety Register).
- 2.7 Where a requirement for lifting equipment exists, the Lift Safety Register will hold full copies of the servicing/maintenance visits and the current and previous thorough examination records over the past 5 years along with key reports and audits. It will contain the date of the last examination and flag the date of the next examination.
- 2.8 Where NSDC require access to the tenant's dwellings, tenants will be required to provide reasonable access to NSDC or its contractors to undertake activity in compliance with this policy. If the tenant does not provide access, NSDC will deal with the refusal as a failure to comply with tenancy conditions and legal access injunction will be pursued. Tenants will be charged in full for any legal costs involved in obtaining access.
- 2.9 Where NSDC has no responsibility for the lift NSDC will write to the responsible person on an annual basis asking for written confirmation that:
 - They are fully aware of all relevant servicing legislation/obligations.
 - These obligations have been attended to by a person competent to do so and are not overdue.
 - NSDC has been informed of any material issues relating to resident health and safety.

2.10 Planned maintenance or upgrade programmes that include work to lifts will be subject to review by a competent person before and after major works programmes. NSDC will ensure that, for any lift works, (i.e. repairs, servicing/maintenance or thorough inspections):

- Anyone appointed to undertake design or construction activities can demonstrate the necessary competence to discharge their responsibilities relating to lift safety.
- Reasonable assurance will be designed into the work proposals so that resident and visitor safety and accessibility can be assured during the works.
- Residents will be properly engaged on all matters that affect them.
- Works have complied with legislation and guidance.
- There is an appropriate site inspection and sign-off programme in place for the stages of the work.

2.11 NSDC will ensure that, for existing homes and new-build properties, all necessary information relating to commissioning and installation certification, and future maintenance requirements is completed and handed over prior to the lift being put into service and that these are included on the compliance Lift safety database. NSDC will ensure that the Lifts Regulations 2016 for conformity assessment is carried out requiring new lifts to be marked with CE/UKCA marking obligations.

3.0 Roles and Responsibilities

3.1 Chief Executive (Duty Holder)

The CEO has the overall responsibility for the implementation of this policy. The key responsibilities are to ensure the organisation has sufficient resources and systems in place to achieve and maintain statutory compliance, including but not limited to:

- Ensuring adequate processes and procedures are in place to manage Lift Safety.
- Ensuring sufficient information instruction and training is carried out.
- Monitoring the performance of staff and contractors.
- Ensuring that members of the public, staff and contractors are not unnecessarily exposed to risk.

Although overall responsibility for Health & Safety in the workplace rests with the Chief Executive, management responsibilities will be delegated through the Organisational Structure. Directors, Business Managers, Senior Managers, Line Managers and employees at all levels of the organisation are therefore responsible for the Corporate Health & Safety Policy, though the extent of this responsibility varies according to the individual's position in the organisation.

3.2 Directors

Directors will assist and deputise for the Chief Executive and are responsible for the overall effectiveness of the Lift Safety Policy in their areas of responsibility. They are required to nominate a deputy from within their own Directorate to liaise as required with the Responsible Person. The nominated

Deputy should be a relevant Business Managers who will assist and deputise for the Director. Directors will be required to:

- Have overall responsibility for compliance with the Lift Safety Policy in their Directorate.
- Ensure adequate resources are allocated to manage risk arising from lifting equipment.
- Monitor the performance of their employees against the policy.
- Ensure sufficient information instruction and training is carried out.
- Ensure that actions arising following the Insurer's thorough examination are resolved and reviewed accordingly.
- Advise the Chief Executive of any problem arising in connection with the management of lift safety.

3.3 **Business Managers**

Business Managers will act as nominated deputy for their Director where required. Business Managers will:

- Have overall responsibility for compliance with the Lift Safety Policy in their service area.
- Ensure sufficient resources are allocated to manage risks arising from lifting equipment.
- Ensure that managers fulfil their responsibilities relating to the management of lifting equipment
- Ensure sufficient information, instruction and training is carried out within their service area
- Ensure that actions arising following the Insurer's thorough examination are resolved and reviewed accordingly and reported to the Director.
- Monitor the performance of their employees against the policy.
- Advise their Director of any problem arising in connection with the management of lifting equipment.
- Where a defect poses an imminent danger to life occurs the HSE will be notified through Corporate Safety communicated.

3.4 **Compliance Manager**

The Compliance Manager is nominated and appointed by the Chief Executive to manage the day-to-day procedures necessary for the management of lifting equipment and be responsible for the strategic management of lifting equipment within the responsibility of NSDC.

The Compliance Manager has overall responsibility for delivering statutory compliance and is responsible for the preparation and monitoring of the policy, ensuring it meets with current legislation. Further areas of responsibility are:

- Writing monitoring and reviewing the policy.
- Ensuring risks associated with lifting equipment are managed effectively.
- Formulating and revising the NSDC Policy every 3 years or following significant incident or change in legislation.

- Formulating and revising the Lift Safety Management Plan.
- Facilitating Independent Insurer's assessments to ensure that the provisions within the Management Plan are being enforced to the standard required.
- Ensuring sufficient information instruction and training is carried out within their service area.
- Ensuring risks arising from lifting equipment related activities are recorded reviewed and mitigated.
- Ensure that actions arising following the Insurer's thorough examination are resolved and reviewed accordingly and reported to the Business Manager.
- Ensuring a designated deputy, is available in their absence to manage the day-to-day procedures and be responsible for the strategic management of lifting equipment within the responsibility of NSDC as well as any other duties the Compliance Manager is responsible for should the need arise.

3.5 **Designated Statutory Compliance Surveyor**

The designated Statutory Compliance Surveyor is responsible for the day to day running of the Lift Safety Management Plan. The designated Statutory Compliance Surveyor is responsible for:

- Day to day delivery of works relating to lifting equipment servicing and maintenance, and carrying out defect works as set out in certificates, reports etc.
- Ensuring all related documentation complies with the Regulations and is correctly completed and stored within Open Housing and Compliance Management Software.
- Acting promptly to remedy any notified defects,
- Checking orders and invoices are correctly matched and authorising them and passing them for payment.
- Ensure that actions arising following the Insurer's thorough examination are resolved and reviewed accordingly and reported to the Compliance Manager.
- Monitoring the performance of maintenance staff and contractors, ensuring that residents, members of the public, employees and contractors are not unnecessarily exposed to risk, running regular monthly status reports to the Compliance Manager,

3.6 **Employees**

All Employees of NSDC, irrespective of their position shall:

- Take reasonable care for their own Health and Safety and that of other persons who may be adversely affected by lifting equipment, including members of the public, tenants, visitors and contractors.
- Co-operate with NSDC and its managers to enable compliance with this policy and the legal duties it holds.
- Halt works that, in their opinion, may present a serious risk to health of themselves or others, and report immediately to their line manager.
- Report any incident involving lift safety.

3.7 **Tenants and Leaseholders**

This policy is to be read in conjunction with NSDC current Tenancy Agreement or Terms of Lease.

- Tenants will allow reasonable access to NSDC or its contractors to undertake activity in compliance with this policy.
- Tenants will not interfere with the lift installation in any way.
- Tenants will report any defects in the lift installation as soon as they are aware of it.

3.8 **Contractors**

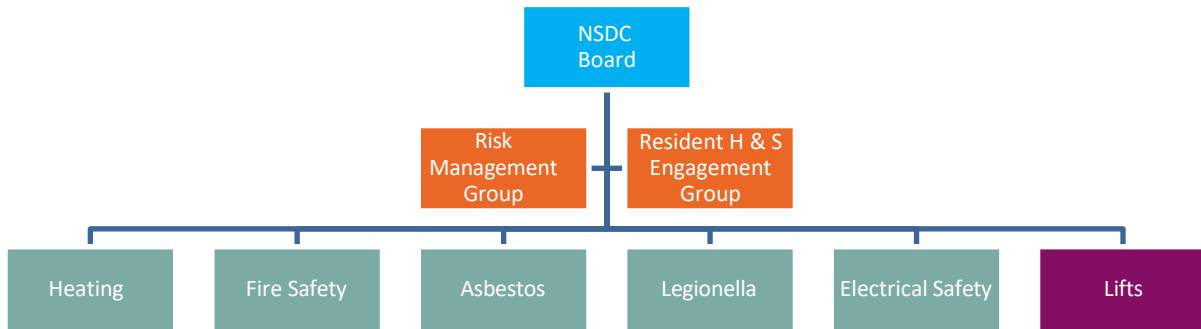
This policy is to be read in conjunction with NSDC Code of Conduct for Contractors. Contractors are required to immediately report any risks or concerns to the respective NSDC Contract Officer or Project Manager and stop ongoing works until they are satisfied their concerns have been mitigated. All contractors will be able to:

- Demonstrate adherence and use of information made available to them through this policy through testing as part of NSDC ongoing audit regime.
- Provide required inspection certificates / reports to NSDC within 7 days of undertaking the site activity.
- Comply with NSDC Health and Safety Policy
- Take reasonable care for their own health and safety.
- Consider the safety of other persons.
- Report to management any unsafe acts or unsafe conditions that may compromise the health, safety or welfare of themselves or others, DON'T WALK BY!
- Notify NSDC of any serious Health and Safety incident or near miss.
- Provide NSDC with relevant certification and evidence of competency prior to commencing works and is to provide NSDC with copies of all legally required, and relevant documentation upon completion of works.

4.0 **Communication**

- 4.1 All NSDC employees and stakeholders are required to immediately report any concerns regarding the safety of lifting equipment directly to their line manager.

To support this approach a formal communication system is established within NSDC communication framework to provide specialist advice and support to the organisation, as illustrated below.



4.2 Relevant communication is provided to all tenants on what to do in case of a fire evacuation, and any scheduled works or planned outages is provided to tenants prior to the commencement of works.

5.0 Emergency Procedure

5.1 NSDC has established comprehensive rescue plans for trapped passengers (mantraps) as part of our contractual obligations. These plans ensure that any emergency call made from a lift to the centralized monitoring station is responded to promptly and effectively. Where an entrapment occurs, the contractor will attend within 1-hour to release the entrapped passenger(s). Performance is monitored through a defined KPI that measures response times, ensuring compliance with agreed service standards and continuous improvement in passenger safety.

5.2 Guidance to tenants and users of passenger lifts is communicated within the cart on actions to take in case of an emergency are handled directly through the centralized monitoring station.

6.0 Training

6.1 NSDC shall ensure that adequate information, instruction, and training is given to their employees at levels proportionate to the risks of exposure and their roles will undertake regular training of managers and staff, regular building users and contracted third parties.

The Compliance Manager will ensure that all staff responsible for lifting equipment and all appointed responsible persons:

- Will receive appropriate training and annual refresher training.
- That training records are kept up to date.
- That all employees currently working in this area have received appropriate training in the required timeframe.

A record of all training completed will be kept electronically through iTrent and “Ambition Academy”. Managers are responsible for ensuring all relevant employees attend the applicable training course.

7.0 Customer Contact

7.1 NSDC will encourage lift safety by periodically informing residents of the importance of reporting any issues with lifts through:

- A tenant information pack.
- The provision of information via the website.
- In the tenant newsletters, and
- Leaflets handed to new tenants where they have access to a lift.

Tenants will need to obtain permission for any privately commissioned works that involve lifting equipment. Approval will not be unreasonably withheld, although consent may be conditional upon a requirement for the resident to commission appropriate maintenance and inspection activity. Where unauthorised work with the potential to impact safety is discovered, NSDC will take the appropriate action to remove or remedy. The cost of doing so may be recovered from the resident.

Tenants can report defects with lifts (for which NSDC are responsible) under the responsive repairs service and NSDC will deal with any reported repair requirements in accordance with the Repairs Policy. All works will be undertaken by people competent to do so.

8.0 Compliance Performance Management & Quality Assurance

8.1 Performance against key performance indicators relevant to this policy will be reported to the Director of Housing and the Senior Leadership Team (SLT) at least monthly. Performance and risks arising from this policy will be monitored by the Building and Risk Management Group (RMG). Quarterly update reports will be provided to NSDC SLT.

Relevant KPI Description	Target	Rationale
Percentage communal passenger lifts that require a thorough examination (LOLER)	100%	Tenant Satisfaction Measures (TSM)
Percentage of domestic hoists that require a thorough examination (LOLER)	100%	Tenant Satisfaction Measures (TSM)
Percentage of domestic stairlifts that require a thorough examination (LOLER)	100%	Tenant Satisfaction Measures (TSM)

8.2 The following key performance indicators will be used to measure how effectively the policy is being managed:

- The number and proportion of passenger lifts which have not had a bi-monthly maintenance/servicing inspection within its due date.
- The number and proportion of passenger lifts which have not had the 6-monthly thorough inspection within its due date.
- The number and proportion of Through-lifts, Stairlifts and Hoists which have not had a 6-month/12-month maintenance/servicing inspection within its due date.
- The number and proportion of Through-lifts, Stairlifts and Hoists which have not had a thorough annual inspection within its due date.
- Number and proportion of assets with a passenger lift having an LOLER Imminent Danger examination report.
- Number and proportion of actions arising from all inspections or maintenance/servicing activity that are overdue.
- The number of RIDDOR notices issued with regards to lift safety.
- Number of sites where negative observations were made by the specialist contractor carrying out the thorough examinations of all lifts on the performance of the lift servicing/maintenance contractor.

Additional assurance activity will be provided via external checking by NSDC LOLER insurance inspections. The approach will be reported to Risk Management Group (RMG).

9.0 Policy Review

This Policy shall be reviewed by the Compliance Manager every three years, or if there are any significant changes to the current Lift Safety Policy, HSE approved codes of practice or guidance, or as the result of the outcome of an incident review.

Appendix 1 – Policy Context & Legislative Framework

A well-maintained elevator in a commercial or residential environment will typically experience between 0.5 – 2 breakdowns in a year, of which 20% or 0.4 occurrences are mantraps (a person getting stuck inside a lift car).

Lifts carrying passengers require inspection by a ‘Competent Person’ with a maximum interval of six months between inspections. Goods-only lifts must be examined at least every 12 months. This is an important legislative requirement that should be undertaken in accordance with the Lifting Operations & Lifting Equipment Regulations 1998 (LOLER).

Regulatory Requirements and Guidance

The following list sets out the key legislation and guidance:

- LOLER (Lifting Operation and Lifting Equipment Regulations) 1998.
- Lifts Regulations 2016.
- Landlord and Tenant Act 1985, 1987, 1988.
- Housing Act 1988, 2004.
- Management of Health & Safety at Work Regulations 1999.
- Workplace (Health, Safety & Welfare) Regulations 1992 (as amended).
- The Construction (Design and Management) Regulations 2015.
- Building Regulations (including Part P requirements).
- Right to Repair Scheme (introduced 1994).
- The Health and Safety at Work Act etc 1974.
- Defective Premises Act 1972.

The principal codes of practice applicable to this policy are:

- BS7255:2012 - Code of Practice for safe working on lifts.
- BS EN81-80 – Lift Upgrades for Existing Lifts.
- ACoP L113 - Safe use of lifting equipment: Lifting Operations and Lifting Equipment Regulations 1998 (2nd edition 2014).
- INDG422 - Thorough examination of lifting equipment: A simple guide for employers (2008).
- INDG339 - Thorough examination and testing of lifts: Simple guidance for lift owners.



Report to: Policy & Performance Improvement Committee: 13 April 2026
Director Lead: Deborah Johnson – Customer Services & Organisational Development
Lead Officer: Mark Randle, Transformation and Service Improvement Officer

Report Summary	
Report Title	Presentation by the Portfolio Holder for Heritage, Culture & the Arts
Purpose of Report	Update on role of the Portfolio Holder for Heritage, Culture & the Arts
Recommendations	That the Policy & Performance Improvement Committee note the contents of the report.

1.0 Background

- 1.1 At the Policy & Performance Improvement Committee (PPIC) meeting held on 29 January 2024, Members agreed a process for Portfolio Holders to be invited to meetings of the Committee. This enabled the Portfolio Holder to brief the Committee on their remit and current and future plans and projects. It would also offer the Committee opportunity to ask focussed questions of the Portfolio Holder. This process ran from March 2024 to March 2025.
- 1.2 At the Policy & Performance Improvement Committee meeting held on 14 April 2025, Members agreed to a change in the process for Portfolio Holders attending Committee.
- 1.3 The new change in process requested that Portfolio Holders report back on ‘specific areas’ of their Portfolio, which will be requested by the Committee. Portfolio Holders are asked to produce a short report in answer to these specific areas. They will present back to the Committee and then take questions.

2.0 Proposal/Options Considered

- 2.1 This report relates to the Portfolio Holder for Heritage, Culture & the Arts, Cllr Rowan Cozens

The Committee has requested information on:

1. We can see that exciting work is continuing on the Castle Gatehouse, with the introduction of the new entrance and multi-function space now visible to residents and visitors. How are you engaging with residents and potential visitors through the build phase to enable people to be involved as much as possible and how will that approach benefit the Castle once the new visitor offer officially opens?

2. Work undertaken by the Working Group has shown the regard the Heritage and Culture Business Unit is held in with regional and national accolades such as National Portfolio Organisation status with the Arts Council. In the context of LGR, how do you think the services can be developed to further improve a wider Heritage and Culture offer? What are the risks and opportunities?
3. We have seen the launch of the new Equality, Equity, Diversity, and Inclusion Strategy for 2025 to 2029. Can you provide an update on how it has been implemented and what changes have been seen?

3.0 Implications

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

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

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.

- **Full Council Report 8 March 2022** – Proposals for the new governance arrangements.
- **PPIC Report 29 January 2024** - Attendance by Portfolio Holders to Future Meetings of the Policy & Performance Improvement Committee
- **PPIC Report 14 April 2025**- Attendance by Portfolio Holders to Future Meetings of the Policy & Performance Improvement Committee

Forward Plan

For the Period March 2026 - June 2026



What is the Plan?

This Forward Plan sets out all of the Key Decisions that are expected to be taken during the period referred to above.

The Council has a statutory duty to prepare this document, in accordance, with the Local Government Act 2000 (as amended). The Plan is published monthly and will be available on the [Council's Website](#).

What is a Key Decision?

The decisions listed in this plan are 'Key Decisions'. A Key Decision is one that is likely to:

- (a) Result in the Council spending or making savings of over £150,000 revenue or £300,000 in capital, or;
- (b) Where the impact of the decision would be significant in terms of its impact on communities living or working in two or more Wards.

Under the Council's Constitution, Key Decisions are made by the Cabinet, Portfolio Holders, or officers acting under delegated powers.

Exempt Information

The plan also lists those 'Exempt' Key Decisions which are going to be taken over the next four months. Exempt Key Decisions are those decisions which have to be taken in private. This is because they involve confidential or exempt information which cannot be shared with the public.

Agenda papers for Cabinet meetings are published on the Council's website 5 working days before the meeting [here](#). Any items marked confidential or exempt will not be available for public inspection.

Any background paper listed can be obtained by contacting the Responsible Officer. Responsible officers can be contacted on 01636 650000 or customerservices@newark-sherwooddc.gov.uk

Decision to be taken / Report title and Summary	Decision maker	Date Decision to be taken	Responsible Portfolio Holder	Responsible Officer	Exempt y/n and Grounds for exemption	Date decision can be implemented
Biodiversity Strategy and Report	Cabinet	24 Mar 2026	Portfolio Holder - Climate and the Environment	Matthew Norton, Business Manager - Planning Policy and Infrastructure matthew.norton@newark-sherwooddc.gov.uk	Open	
Introduction of Pilot Food Waste Collections	Cabinet	24 Mar 2026	Portfolio Holder - Climate and the Environment	Ryan Oliff, Waste & Recycling Manager - Environmental Services ryan.oliff@newark-sherwooddc.gov.uk	Open	
Clipstone Regeneration Scheme Update	Cabinet	21 Apr 2026	Portfolio Holder - Sustainable Economic Development	Matt Lamb, Director - Planning and Growth Matt.Lamb@newark-sherwooddc.gov.uk	Open	
Thatham Court Partnership Hub	Cabinet	21 Apr 2026	Portfolio Holder - Housing	Julie Davidson, Business Manager- Housing and Estates Julie.Davidson@newark-sherwooddc.gov.uk	Open	
Renters Rights Act -	Cabinet	21 Apr 2026	Portfolio Holder -	Jenny Walker, Business	Open	

Decision to be taken / Report title and Summary	Decision Maker	Date Decision to be taken	Responsible Portfolio Holder	Responsible Officer	Exempt y/n and Grounds for exemption	Date decision can be implemented
Enforcement Policy and Charging Matrix			Housing	Manager- Public Protection jenny.walker@newark-sherwooddc.gov.uk		
Pesticide Free Play Parks	Cabinet	21 Apr 2026	Portfolio Holder - Climate and the Environment	Matt Adey, Development Manager- Environmental Services matt.adey@newark-sherwooddc.gov.uk	Open	
Options Appraisal for Temporary Accommodation in Ollerton	Cabinet	21 Apr 2026	Portfolio Holder - Housing	Julie Davidson, Business Manager- Housing and Estates Julie.Davidson@newark-sherwooddc.gov.uk	Open	
Development Plot Adjacent to Newark Lorry Park	Cabinet	9 Jun 2026	Leader - Portfolio Holder Strategy, Performance & Finance	Neil Cuttall, Business Manager- Economic Growth & Visitor Economy Neil.Cuttall@newark-sherwooddc.gov.uk	Part exempt	

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 February 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 S Haynes

APOLOGIES FOR ABSENCE: Councillor R Cozens and Councillor L Brazier

351 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.

352 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

Councillors S Crosby, J Kellas and P Taylor declared Other Registerable Interests in Agenda Item No. 13 - Local Regeneration Fund and Newark Capital Projects Update as Newark Town Councillors.

Councillor C Penny declared a Non-Registerable Interest in Agenda Item No. 10 - UK Town of Culture - Newark & Sherwood Applications.

353 MINUTES FROM THE PREVIOUS MEETING HELD ON 20 JANUARY 2026

The minutes from the meeting held on 20 January 2026 were agreed as a correct record and signed by the Chair.

354 2026/27 PROPOSED GENERAL FUND REVENUE BUDGET (KEY DECISION)

The Business Manager - Financial Services presented a report which enabled Members to consider the spending proposals in the Council's proposed 2026/27 General Fund Revenue Budget. The budget proposals had been prepared in accordance with the Council's budget setting strategy for 2026/27, as approved by the Cabinet on 8 July 2025.

The Local Government Finance Settlement provided councils with the amount of government grant and other information pertinent for setting next year's budget. The provisional settlement was announced on 17 December 2025, and the final settlement was expected in February 2026. It was reported that the proposal within the report was a Council Tax freeze for the 2026/27 financial year.

AGREED (with 5 votes for and 1 abstention) that Cabinet recommends to Full Council at its meeting on 5 March 2026 that:

- i. the following amounts be now calculated by the Council for the 2026/27 financial year, in accordance with Sections 31 to 36 of the Local Government Finance Act 1992 as amended by the Localism Act 2011:
 1. £57,909,340 being the aggregate of the amounts which the Council estimates for items set out in Section 31A(2)(a) to (f) of the Act, as the District Council's gross expenditure for 2026/27);
 2. £37,209,230 being the aggregate of the amounts which the Council estimates for the items set out in Section 31A(3)(a) to (d) of the Act, as the District Council's gross income for 2026/27); and
 3. £20,700,110 being the amount by which the aggregate at (b)(i) above exceeds the aggregate at (b)(ii) above, calculated by the Council, in accordance with Section 31A(4) of the Act, as its Net Budget Requirement for the year;
- ii. the figures shown as i.1. and i.3. above to be increased only by the amount of Parish Precepts for 2026/27;
- iii. the budget amounts included in the report be the Council's budget for 2026/27; and
- iv. the fees and charges shown in Appendices C1-C23 be implemented with effect from 1 April 2026.

Reasons for Decision:

To enable Cabinet to make recommendations to Full Council of the amounts to be calculated in accordance with Sections 31 to 36 of the Local Government Finance Act 1992, as amended by the Localism Act 2011, for the purposes of setting Council Tax levels for the 2026/27 financial year.

Options Considered:

Not applicable, the Cabinet is required to make recommendations on the budget to Full Council.

355 CAPITAL PROGRAMME BUDGET 2026/27 TO 2029/30 (KEY DECISION)

The Business Manager - Financial Services presented a report which detailed the proposed capital schemes over the medium term, together with the available resources to finance them. In accordance with the Financial Regulations, Cabinet was required to consider the Capital Programme and recommend to the Council the final Programme for approval on 5 March 2026.

There was an exempt version of the report which advised of the total of the intended spend on the general fund capital expenditure, as the Ollerton Regeneration scheme costs were commercially sensitive.

AGREED (unanimously) that Cabinet recommend to Full Council on 5 March 2026 the General Fund schemes set out at Appendix A to the report as committed expenditure in the Capital Programme for 2026/27 to 2029/30.

Reasons for Decision:

To enable the Capital Programme to be considered by Cabinet in accordance with Financial Regulation 6.2.3 prior to its submission to Full Council.

Options Considered:

If the Council did not have a Capital Programme, this would result in not being able to deliver the schemes and not achieve the objectives in the Community Plan.

356 2026/27 TO 2029/30 MEDIUM TERM FINANCIAL PLAN (KEY DECISION)

The Business Manager - Financial Services presented a report detailing the Council's Medium Term Financial Plan (MTFP) for the four financial years from 2026/27 to 2029/30. The main aims of the MTFP were to deliver the Council's Community Plan objectives; present the Council's current predictions of its financial position between 2026/27 to 2029/30; and to enable Members to make decisions which ensured the Council's future financial sustainability.

AGREED (with 5 votes for and 1 abstention) that Cabinet recommends the 2026/27 to 2029/30 Medium Term Financial Plan for approval by the Full Council at their meeting to be held on 5 March 2026.

Reasons for Decision:

To provide a framework to support the Council's future spending plans.

Options Considered:

Not applicable, the Cabinet is required to make recommendations on the budget to the Full Council.

357 PAY POLICY STATEMENT 2026/27 (KEY DECISION)

The Business Manager - HR & Training presented the proposed Pay Policy Statement for 2025/26 which the Council was required to produce annually in accordance with Section 38 (1) of the Localism Act 2011. A copy of the Statement was attached as an appendix to the report. It was reported that the pay award for 2026/27 had not been finalised, therefore the existing pay rates for 2025/26 had been included in the Statement.

AGREED (unanimously) that Cabinet recommend the Pay Policy Statement for 2026/27 to Full Council for approval.

Reasons for Decision:

To ensure compliance with Section 38 (1) of the Localism Act 2011.

Options Considered:

Not applicable, the publication of the Pay Policy Statement is required by the Localism Act 2011.

358 UK TOWN OF CULTURE - NEWARK AND SHERWOOD APPLICATIONS (KEY DECISION)

The Business Manager - Heritage and Culture presented a report which updated Members about the UK Town of Culture competition and the two bids being prepared in the district and the process to be undertaken. The Department for Culture, Media and Sport published guidance on 14 January 2026 and set an Expression of Interest deadline of 31 March 2026. It was reported that if successful, winning places would be required to specify an 'Accountable Body' and 'Delivery Body' for their programme. The two bids being prepared were for Newark and Southwell.

AGREED (unanimously) that Cabinet:

- a) note the two bids being developed by towns within the district;
- b) approve a net expenditure budget of up to £10,000 (up to £5,000 per town) to be added in 2025/26 to support and facilitate towns in Newark and Sherwood in the development of their Expressions of Interest, with the allocation of funding to be subject to a lead organisation being formally identified through a partnership and subject to proof of expenditure;
- c) subject to either or both bids being shortlisted, Newark & Sherwood District Council to be the accountable body if required as a partner organisation in any bid developed within the district for the 2028 UK Town of Culture; and
- d) subject to c above, the net expenditure budget and income budget of up to £120,000 be added in the respective financial year, should either or both towns from within Newark and Sherwood be shortlisted at the Expression of Interest stage for the £60,000 grant.

Reasons for Decision:

The funding would represent a step change in our ability to promote, maximise and celebrate the diversity of Newark and Sherwood's heritage, culture and community spirit. The recommendation identifies a role for NSDC which is achievable given current workloads, the context of LGR and supports bids from within the district.

Options Considered:

A 'do nothing' option could be considered in light of the timescale, staff capacity and timing of LGR and this funding. However, given the guidance as described within this report, that would preclude any bids coming from Newark and Sherwood. As such, this option was discounted.

359 ADOPTION OF PUBLIC OPEN SPACE WITHIN THE FERNWOOD NORTH DEVELOPMENT
(KEY DECISION)

The Director - Planning & Growth presented a report which put forward a proposal for the District Council to adopt Public Open Space (POS) within the Fernwood North development. The adoption of the POS would include ownership and ongoing maintenance.

The report to Cabinet on 4 November 2024 set the context of developments taking place in the greater Fernwood area and specifically the negotiations taking place between officers and Barrat David Wilson Homes (BDW) to secure a previous agreement for them to transfer POS to the District Council rather than implement a Management Company which was the extant lawful position for the Fernwood North development. Since then, agreement had been reached on the quantum and types of open space that could be transferred into public ownership. The Council had also resolved in July 2025 to have a 'No Man-Co' preferred approach on strategic urban extension sites such as Fernwood.

It was reported that the Fernwood North development continued at pace and a resolution was required to bring the POS into public ownership. Initial conversations took place between the District Council, BDW and Fernwood Parish Council with the Parish Council resolving in February that they were unable to pursue taking ownership of the land and no further communication had been received. Due diligence had been undertaken such that the District Council were satisfied that a transfer of the first phase of open space could be completed with other phases following.

It was clear that if the District Council were to bring the POS into public ownership that there would be a maintenance shortfall, especially given the stance of Fernwood Parish Council. It was recommended that other Fernwood North Section 106 contributions be utilised in order to provide a commuted payment towards POS maintenance, something which BDW were willing to pursue with the District Council as the local planning authority.

AGREED (unanimously) that Cabinet:

- a) approve the Council entering into arrangements with Barratt David Wilson Homes (BDW) to purchase (for the consideration of £1) and maintain the Public Open Space within the Fernwood North development, subject to the Council securing:
 - i) an appropriate contribution towards ongoing maintenance costs from BDW, subject to BDW successfully securing and legally executing an agreement with the Council, as the Local Planning Authority, a S106 Deed of Variation as detailed at paragraph 2.4 of the report and within Exempt Appendix A; and
 - ii) completion of satisfactory due diligence by the Director - Communities & Environment, in consultation with the Street Scene Manager and Principal Legal Officer, on the Public Open Space extent, type, and phasing including in relation to the legal title to the land;

- b) approve the Council covering future maintenance revenue requirements, supplemented by and subject to the required 'appropriate contribution' details at a) i) above, as detailed in the Financial Implications section in Exempt Appendix A; and
- c) approve that delegated authority be given to the Council's Director - Communities & Environment, in consultation with the Street Scene Manager, to secure the land transfer from BDW, including appropriate phasing and onboarding of the Public Open Space.

Reasons for Decision:

The recommendations align with the Community Plan objectives in relation to biodiversity, the environment and climate change. As set out in the report, the development has the potential to help the Council secure additionality which is above and beyond simply bringing Public Open Space into public ownership.

Options Considered:

The extant S106 for the Fernwood North development allows BDW to set up a Management Company to cover maintenance costs of Public Open Space. BDW have honoured a previously verbally and written negotiated position that they would not introduce a Management Company in this instance, an agreement predicated on the land being transferred to the District Council for the consideration of £1. The Council could choose not to purchase the Public Open Space for the previously agreed price, in which case BDW would need to find an alternative management route. This would likely mean introducing a management charge on future residents from this point forward, as has been done elsewhere within Fernwood. This would not be appropriate.

360 NEWARK TOWN CENTRE MASTERPLAN AND DESIGN CODE UPDATE (KEY DECISION)

The Town Centres & Visitor Economy and Senior Planner jointly presented a report which provided an update on and sought adoption of the Newark Town Centre Masterplan and Design Code.

The purpose of the Town Centre Masterplan was to provide a strategic framework to guide development, regeneration and investment within Newark's Conservation Area. The vision was that Newark Town Centre would remain a historic market town while embracing sustainable growth, creativity and connectivity. The purpose of the Design Code was to provide clear, detailed design requirements for development within the town centre, helping to deliver the vision and principles set out in the Masterplan. It would establish consistent standards for architecture, materials, public realm and sustainability, ensuring that new development respects Newark's historic character whilst meeting modern requirements for accessibility, climate resilience and quality of life.

It was noted that the Policy & Performance Improvement Committee had recommended approval of both the Masterplan and Design Code at their meeting held on 23 February 2026.

AGREED (with 5 votes for and 1 abstention) that Cabinet:

- a) note the update provided in relation to the Newark Town Centre Masterplan;
- b) adopt the Newark Town Centre Masterplan as planning guidance from 1 April 2026;
- c) allow for a review of not less than 6 months of the implementation of the Town Centre Masterplan, with delegated authority for any necessary amendments being delegated to the Portfolio Holder for Sustainable Economic Development in consultation with the Chair of Planning Committee and Director – Planning & Growth; and
- d) note the update provided in relation to the Newark Town Centre Design Code and endorse its adoption as guidance as part of an updated Newark Conservation Area Management Plan the publication of which is already delegated to the Council’s Director of Planning & Growth.

Reasons for Decision:

It is important that the Newark Town Centre Masterplan is carried forward in order to provide a clear, framework for shaping growth, investment (by the Council and others), and regeneration in line with community priorities. Adoption ensures that future development can be influenced. This directly supports the ambitions of the Newark & Sherwood Community Plan 2023–2027 by breaking down barriers to opportunity, improving health and wellbeing through active travel and green spaces, reducing crime through better-designed public realm, celebrating culture and heritage, and advancing climate resilience and net-zero objectives.

Incorporating relevant elements of the Design Code into an updated Newark Conservation Area Management Plan also provides an effective approach to support its integration into the Development Management process.

Options Considered:

The option to discontinue work and not finalise the Newark Town Centre Masterplan has been ruled out. Establishing a clear, deliverable strategy for the nature of future development and design that will be supported is considered essential.

Taking the Design Code forward as a Supplementary Planning Document has been impacted upon by changes to the plan-making system and is therefore discounted. The alternative option of taking the Code forward as part of the Newark Conservation Area Management Plan is a sensible alternative that will ensure that the document has planning weight and can inform decision-making.

361 LOCAL REGENERATION FUND AND NEWARK CAPITAL PROJECTS UPDATE (KEY DECISION)

The Director - Planning & Growth presented a report which gave a detailed update to Cabinet on the delivery of the Local Regeneration Fund and Newark capital projects. The report gave updates on the Fund and the specific Newark capital projects making recommendations where required, noting that there was an exempt version of the report and recommendations in relation to the Newark Castle Gatehouse project, as this project was subject to commercial confidentiality.

AGREED (with 5 votes for and 1 abstention) that Cabinet:

- a) note the project and funding updates as detailed throughout this report;
- b)
- c)
- d)

(Recommendations b, c and d are commercially sensitive and appear only in the exempt minute)

Newark Cultural Heart Market Place (Local Regeneration Fund)

- e) agree to delegate the approval of the Newark Cultural Heart Market Place Improvement Scheme Full Business Case (FBC) to the Council's Section 151 Officer, in consultation with Newark Town Council, as noted in 2.9 of the report;
- f) note that the agreed Newark Cultural Heart Market Place Improvement Scheme capital budget of £3.61m will be available upon approval of the FBC and financed in full by UK Government Local Regeneration Fund grant;

20 Minute Cycle Town (Local Regeneration Fund)

- g) note the completion of the 20-minute cycle town project and agree to de-commit remaining Section 106 match contributions, with future reallocation to be dealt with via the Council's Developer Contributions Group, as set out in 2.12 of the report;

Ollerton Regeneration Scheme (Local Regeneration Fund)

- h) agree to accelerate £200,000 of capital funding (fully funded by LRF grant monies) within the approved programme and add this to the proposed capital budget for 2026/27, to progress essential works associated with the Ollerton regeneration scheme ahead of completion of legal agreements and confirmation of planning consent, as set out in section 2.15 of the report;

- i) delegate authority to the Council's Section 151 Officer to enter into a Grant Funding Agreement with the East Midlands Combined County Authority (EMCCA), up to the value of £750,000 to unlock additional investment towards the Ollerton project, as noted in 2.16 of the report;
- j) approve the addition of £750,000 within the Council's Capital Programme to facilitate recommendation i) above, fully funded by EMCCA grant monies;

Yorke Drive

- k) delegate authority to the Council's Section 151 Officer to enter into a Grant Funding Agreement with the East Midlands Combined County Authority (EMCCA), up to the value of £1,000,000 to unlock additional investment towards the Yorke Drive project, as noted in 2.17 of the report;
- l) approve the addition of £1,000,000 within the Council's Capital Programme to facilitate recommendation k) above, fully funded by EMCCA grant monies;

St Marks Place

- m) note the completion of the related feasibility and due diligence work for St Marks Place, acknowledge the options and associated costs and risks as noted in 2.19 of the report and agree to pause any further feasibility activity at this stage, with future progression contingent upon securing external funding or a material change in market conditions; and

Fund Governance

- n) delegated authority be given to the Section 151 Officer to approve any future amendments to the Newark Town Board's Local Assurance Framework, as may be required to reflect updated guidance and policy changes set by the Ministry of Housing Communities and Local Government.

Reasons for Decision:

Through access to vital grant funding and participation in the Local Regeneration Fund programme, the council is presented the opportunity to deliver a number of the priority projects identified within the Community Plan, supporting transformational change for communities, residents and businesses.

Options Considered:

There remains an option not to proceed with the delivery of selected projects within the Local Regeneration Fund or wider capital programme referenced in this report, however it would be considered a missed opportunity to deliver transformational and long-awaited change within Newark and Sherwood. Similarly, with a requirement for

Local Regeneration Fund grant to be spent by 31 March 2028, there remains an elevated risk that withdrawal of any project at this stage within the programme, may result in the loss of investment funds.

362 NEW NEWARK & SHERWOOD LOCAL PLAN (KEY DECISION)

The Business Manager - Planning Policy & Infrastructure presented a report which set out for Cabinet the proposed regulations and guidance in relation to the new Local Plan making system. The report set out the impact on the production of the new Local Plan timetable and Supplementary Planning Documents (SPD's). It was reported that developing and consulting on the SPD's would impact on the preparation of the new Local Plan. In order to accommodate both work streams the report proposed a timetabled approach as set out in paragraph 3.5 of the report.

AGREED (unanimously) that:

- a) the contents of the report are noted;
- b) the proposed timetable at paragraph 3.5 to the report is adopted;
- c) delegated authority be given to the Portfolio Holder for Sustainable Economic Development to amend the adopted timetable to reflect any regulatory requirements which emerge from the publication of plan making regulations;
- d) in line with the timetable the notice of intention to commence plan making is undertaken in March 2026; and
- e) Supplementary Planning Documents in relation to Affordable Housing and Developer Contributions & Planning Obligations are prepared before the 30 June 2026.

Reasons for Decision:

To approve the New Local Plan Timetable and agree the proposal to begin plan making.

Options Considered:

None, the Council is required to have a Local Plan timetable and has already agreed to prepare a plan as soon as possible.

363 PLANNING REFORMS (KEY DECISION)

The Business Manager - Planning Policy & Infrastructure presented a report which provided the Cabinet with an update on the latest reforms to the planning system and sought approval for a District Council response to the draft National Planning Policy (NPPF) consultation.

The report set out the key elements of the changes to the planning system which aimed to speed up and modernise the system to meet the challenges of delivering new housing and economic growth. The changes included reforming the role of statutory consultees. In addition, the report proposed a draft response to the government consultation on the most significant rewrite of the NPPF which separated out policies for plan-making and decision-making. The implications of the proposals and the District Council response were detailed in full.

AGREED (unanimously) that Cabinet:

- a) note the contents of the report; and
- b) approve the proposed consultation response to the National Planning Policy Framework as set out in Appendix B to the report.

Reasons for Decision:

To allow Cabinet to approve the District Council's consultation response.

Options Considered:

Not responding to the consultation response would mean that the District Council would not have an opportunity to put forward the Council's position.

364 EXCLUSION OF THE PRESS AND PUBLIC

AGREED (unanimously) that, under Section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involved the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of the Act.

365 CAPITAL PROGRAMME BUDGET 2029/27 TO 2029/30 (KEY DECISION)

The Cabinet considered the exempt version of the report in relation to the 2026/27 to 2029/30 Capital Programme Budget.

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

366 LOCAL REGENERATION FUND AND NEWARK CAPITAL PROJECTS UPDATE (KEY DECISION)

The Cabinet considered the exempt version of the report in relation to the Local Regeneration Fund and Newark Capital Projects Update.

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

Meeting closed at 7.57 pm

Chair

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

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

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