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Monday, 1 June 2026

Chair: Councillor P Peacock

Members of the Committee:

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

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

MEETING:	Cabinet
DATE:	Tuesday, 9 June 2026 at 6.00 pm
VENUE:	Civic Suite, Castle House, Great North Road, Newark, NG24 1BY
<p>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.</p> <p>If you have any queries please contact Nigel Hill on Nigel.hill@newark-sherwooddc.gov.uk</p>	

AGENDA

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1. Notification to those present that the meeting will be recorded and streamed online	
2. Apologies for Absence	
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Cabinet will be invited to consider resolving that, under Section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act.'

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).

5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.

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| 17. | Local Regeneration Fund Update (Key Decision) - Exempt Appendix | 115 - 116 |
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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 **Cabinet** held in the Civic Suite, Castle House, Great North Road, Newark, NG24 1BY on Tuesday, 21 April 2026 at 6.00 pm.

PRESENT: Councillor P Peacock (Chair)

Councillor R Cozens, Councillor S Crosby, Councillor L Brazier,
Councillor S Forde, Councillor P Taylor and Councillor J Kellas

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

APOLOGIES FOR ABSENCE: Councillor C Penny

376 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.

377 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

There were no declarations of interest.

378 MINUTES FROM THE PREVIOUS MEETING HELD ON 24 MARCH 2026

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

379 CHAIR'S UPDATE

There was no update from the Chair, but as the Portfolio Holder for Public Protection & Community Relations, Councillor P Taylor updated the Cabinet on the Knife Angel sculpture which was in Newark from today as part of the UK National Youth Anti-Violence Tour.

380 GLYPHOSATE FREE PLAY AREAS (KEY DECISION)

The Director - Communities & Environment presented a report which sought approval for a proposed pilot program to reduce the use of glyphosate-based herbicides across Newark & Sherwood District owned playgrounds and housing owned playground areas from April 2026 to the end of March 2027. The proposal focused on introducing spray-free zones across approximately 34 playground sites, while maintaining a targeted weed management approach where required to ensure public safety and site usability. The Cabinet referred to the importance of engagement with residents and monitoring the success of the pilot.

AGREED (unanimously) that Cabinet approve:

- a) the introduction of spray-free weed management zones across 34 council-owned playgrounds, including housing playground areas;
- b) the continuation of glyphosate use in targeted operational areas where alternative methods are not viable or would pose safety risks;
- c) the adoption of mechanical and manual weed control methods, including the use of NoMix Dual applicator systems where herbicide use is still required; and
- d) a review of the operational and financial impacts, including any additional labour costs, herbicide savings and site condition assessments, to enable a decision to be made about whether the approach becomes business as usual from April 2027.

Reasons for Decision:

The introduction of spray-free zones within playground environments will provide visible evidence of the Council's commitment to reducing chemical use, whilst still maintaining operational practicality. The introduction of spray-free zones within playground environments provides a balanced and proportionate approach to reducing the Council's reliance on glyphosate-based herbicides while maintaining safe and accessible public spaces.

Playgrounds represent some of the most sensitive and highly visible areas within the Council's public realm, frequently used by children and families. Removing routine herbicide application in these locations supports the precautionary principle, responds to increasing public concern regarding chemical use in recreational areas, and demonstrates the Council's commitment to environmentally responsible land management.

The proposal builds upon the Council's existing spray-free areas and forms part of a wider strategy to gradually reduce glyphosate use across the district. By focusing reductions within targeted locations, the Council can continue to manage operational risks such as trip hazards, accessibility issues and excessive vegetation growth while still progressing towards environmental and sustainability objectives.

The proposed approach can be delivered within existing operational resources and will contribute towards a measurable reduction in annual glyphosate usage across the district.

Options Considered:

Consideration was given to maintaining the current weed management programme using glyphosate across all operational sites.

While this approach remains the most cost-effective and operationally efficient method of weed control, there has been increasing public concern regarding herbicide use in sensitive locations such as playgrounds and residential areas.

An alternative option of eliminating glyphosate across all council land was also considered. However, this was not recommended due to:

- A. Significant increases in labour costs
- B. Reduced weed control effectiveness
- C. Potential deterioration in site standards and safety
- D. Increased carbon emissions associated with repeated mechanical treatments

Therefore, a targeted reduction approach focused on highly visible and sensitive areas such as playgrounds has been proposed as a balanced solution.

381 ADOPTION OF THE RENTERS RIGHTS ACT 2025 (KEY DECISION)

The Business Manager - Public Protection presented a report which sought approval for the adoption of the updated Private Sector Housing Enforcement Policy and associated Civil Penalty Matrix, reflecting the requirements of the Renters' Rights Act 2025 ahead of its implementation in May 2026. The adoption of the policy and matrix would provide clarity to landlords, tenants and agents on how the Council would exercise its powers and what the Council can impose as civil penalties for new offences. It was noted that the four-week public consultation ended on 6 April 2026, with just one question being raised relating to park homes which was responded to.

AGREED (unanimously) that Cabinet:

- a) approve the adoption of the updated Private Sector Housing Enforcement Policy, incorporating duties placed on the Council under the Renters' Rights Act 2025 for inclusion in the Councils existing Enforcement Policy;
- b) approve the adoption of the Civil Financial Penalties Policy and associated penalty matrix to enable the Council to impose civil penalties for breaches under the new legislative framework; and
- c) delegate authority to the Director - Communities & Environment in consultation with the Portfolio Holder for Housing to make minor operational amendments to the policies to reflect future updates to statutory guidance.

Reasons for Decision:

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

Options Considered:

Do nothing – failure to adopt a legally compliant enforcement and penalty framework would prevent the Council from meeting statutory duties under the Renters' Rights Act 2025.

Delay adoption pending further national guidance – the legislation comes into force in May 2026 and the Council must have a robust enforcement framework in place for day one of implementation.

382 ENHANCING TENANT ENGAGEMENT - RECOGNITION SCHEME

The Business Manager - Housing Services presented a report which set out proposals for introducing a recognition scheme to support widening the participation and representation of tenants. At their meeting held on 13 April 2026, the Policy & Performance Improvement Committee considered proposals to refresh the current Tenant Engagement Board by renaming this as the Tenant Influence and Assurance Board and changing its composition. A report was also considered by the Governance, General Purposes & LGR Committee on 16 April in respect of the required changes to the Constitution which would require Full Council approval.

The report to Cabinet sought approval for the introduction of a structured recognition and incentives scheme for involved tenants and leaseholders which was set out in section two of the report to the Policy & Performance Improvement Committee. The scheme introduced modest financial recognition alongside non-financial incentives such as training and acknowledgement, ensuring involvement remained accessible and inclusive. The recommended proposal resulted in an annual cost of £9,750 in 2026/27 which could be accommodated within the existing tenant engagement budget.

AGREED (with 6 votes for and 1 abstention) that Cabinet:

- a) approve the proposed recognition and incentivisation scheme set out in Section Two of Appendix A to the report; and
- b) note that proposed changes to the Tenant Engagement structure are to be presented to the Governance, General Purposes & LGR Committee on 16 April 2026, with the requisite changes to the Constitution being considered by the Full Council on 19 May 2026.

Reasons for Decision:

The proposed recommendations strengthen tenant influence, participation and assurance within housing services and directly support the delivery of the Council's Community Plan 2023–2027 by placing tenants at the heart of decision-making, and recognising the contributions of time, skills and experience to improve and scrutinise housing services to ensure they are responsive to the needs of Newark and Sherwood District Council tenants.

Options Considered:

To maintain current arrangements of voluntary, unpaid tenant support.

383 NEWARK PARTNERSHIP HUB - A NEW APPROACH FOR PLACE BASED PARTNERSHIP WORKING IN TOWN CENTRE AREAS (KEY DECISION)

The District Housing Manager presented a report which provided a review of the Chatham Court facility with a proposal to refocus the hub providing a base for partners and the community. It was recommended that the facility be renamed the 'Newark Partnership Hub' which would see a transformation into a wider strategic base for dealing with anti-social behaviour and criminality as well as still allowing a community base to flourish in the area. The objectives were to encourage joint working with the police to identify joint initiatives to tackle issues across the town centre and, in particular, at key housing sites.

AGREED (unanimously) that Cabinet:

- a) agree to refocus Chatham Court Hub to continue providing a base for the community but increase strategic partnership working in and around Newark Town Centre, specifically on high ASB hot spot housing and communal areas;
- b) agree to rename the facility "Newark Partnership Hub";
- c) approve funding for 24 months as a pilot under its new remit and allow an application to the Pride of Place scheme; and
- d) note the continuation of HRA financial support of £11,000 per annum from existing budgets.

Reasons for Decision:

To provide a wider focus for the community and strategic partnership working in and around Newark Town Centre.

Options Considered:

Continuing use of the facilities at Chatham Court Hub on the same basis for a further 12 months, post March 2026.

Wind-up and decommission the Hub and return to residential accommodation using capital budget of circa £40,000 from within the Investment Programme resources.

384 OPTIONS APPRAISAL FOR TEMPORARY ACCOMMODATION IN OLLERTON (KEY DECISION)

The Senior Housing Options Manager presented a report which set out options for the temporary accommodation site at Wellow Green, Ollerton as the site was considered no longer fit for purpose. The three options presented to the Cabinet were to refurbish Wellow Green for continued use as temporary accommodation; to redevelop a purpose built temporary accommodation on the existing site; or to dispose of Wellow Green to generate a one-off capital receipt.

AGREED (unanimously) that Cabinet:

- a) approve the refurbishment of Wellow Green as the preferred option and add £536,000 to the Capital Programme in 2026/27 financed by the Homelessness reserve; and
- b) as part of LGR transition work, request the Director - Housing, Health & Wellbeing impresses on future partner Councils this Council's priority to identify a suitable site for new temporary accommodation and report back on progress to Cabinet.

Reasons for Decision:

Refurbishment provides the most affordable, proportionate and deliverable option.

The refurbishment directly responds to resident feedback and improves the quality of housing, supporting the Community Plan commitment to improving wellbeing, safety and housing standards.

Aligning with Mansfield's emerging Temporary Accommodation (TA) approach contributes to stronger partnership working and more consistent service delivery across the future unitary footprint, reinforcing the Community Plan's priority of collaborating effectively across localities.

Options Considered:

New build temporary accommodation – not viable; disposal – viable but discounted; use of Local Authority Housing Fund properties – viable but discounted; use of Housing Revenue Account stock – viable but discounted; and purchasing on open-market – viable but discounted.

385 WARM HOMES SCHEME UPDATE (KEY DECISION)

The Director - Housing, Health & Wellbeing presented a report which provided an update on plans for the delivery of the Warm Homes Programme for 2026-27 to 2027-28 and sought approval for an increase in the Capital Programme for 2027-28 in preparation for an additional bid being successful, subject to match funding. The Warm Homes: Social Housing Fund (WH:SF) programme would deliver the upgrade of oil boilers to low carbon heating, with solar panels and battery storage to maximise the benefits of solar power and be used to target low performing properties with targeted measures to improve the thermal comfort and efficiency of homes.

AGREED (unanimously) that Cabinet:

- a) approve acceptance of £2,428,408 grant from the Department of Energy Security & Net Zero (DESNZ) for the WH:SHF programme in line with paragraph 3.5 of this report, to improve the energy efficiency and thermal comfort of the Council's housing stock;
- b) approve the increase in capital programme of £1.4m for 2027-28 financed by £700,000 grant funding from DESNZ and £700,000 from the Major Repairs Reserve, taking the total budget for 2027-28 to £2,990,680;

- c) note the Portfolio Holder decision taken on 13 April 2026 to accept an additional £500,000 grant funding, match funded with £500,000 from a favourable variance in the Capital programme for 2025-26 to extend the WH:SHF programme for the current year, taking the total budget for 2026-27 to £2,551,880;
- d) approve acceptance of £1,056,000 grant from DESNZ the Warm Homes:Local Grant (WH:LG) programme targeting homes in the private rented sector to be administered in conjunction with Nottinghamshire County Council;
- e) approve the addition of £960,000 to the Capital Programme as per paragraph 3.6, financed fully by the grant; and
- f) delegate authority to the Director – Housing, Health & Wellbeing in consultation with the S151 Officer and Portfolio Holder for Housing to enter into a contract for both schemes following a compliant procurement process.

Reasons for Decision:

To continue the Council's progress to low carbon heating, improving the energy efficiency of tenants' homes and to maximise the opportunities presented by Government funding to contribute to the financial cost.

Options Considered:

None, given the wide benefits that the Warm Homes Programme delivers.

Meeting closed at 7.15 pm.

Chair



Report to: Cabinet Meeting: 9 June 2026
 Portfolio Holder: Councillor Lee Brazier, Housing
 Director Lead: Suzanne Shead, Housing, Health & Wellbeing
 Lead Officer: Wayne Fox, Business Manager - Building Safety & Asset Investment

Report Summary	
Type of Report	Open Report / Key Decision
Report Title	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 & Gas Servicing. 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 Cabinet approve the Heating & Gas Servicing Policy to ensure legal compliance and improved service delivery in line with legislation, regulation and industry best practice.
Alternative Options Considered	No other option considered as this is a legal duty.
Reason for Recommendations	The Policy has been developed to align with organisational responsibilities, legislation and industry standards.

1.0 Background

1.1 The NSDC Heating & Gas Servicing Policy 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 Proposal/Options Considered

2.1 Agree for the implementation of this new policy.

3.0 Implications

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

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

3.1 Financial Implications - FIN25-26/2543

There are no financial implications arising from this report.

3.2 Legal Implications LEG2526/8266

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.

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.

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 – 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.

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.

3.3 **Tenant Consultation**

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.

None



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 Building Safety & Asset Investment	
Next review date: January 2029	

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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 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 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 monthly, 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.

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 regulatory 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 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 via the Director of Housing, Health and Well-Being.

- 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 including any referral to the Regulator of Social Housing.

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: Cabinet Meeting: 9 June 2026
 Portfolio Holder: Councillor Lee Brazier, Housing
 Director Lead: Suzanne Shead, Director - Housing, Health & Wellbeing
 Lead Officer: Wayne Fox, Business Manager - Building Safety & Asset Investment

Report Summary	
Type of Report	Open Report / Key Decision
Report Title	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 Safety 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 Cabinet approve the Gas Meter Make Safe Policy to ensure legal compliance and improved service delivery in line with legislation, regulation and industry best practice.
Alternative Options Considered	No other option considered as this is a legal duty.
Reason for Recommendations	The Policy has been developed to align with organisational responsibilities, legislation and industry standards.

1.0 Background

- 1.1 The Gas Meter Make Safe Policy 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 This is formalised policy of the actions to be taken prior to making the external gas meter safe when:
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 Proposal/Options Considered

- 2.1 Implementation of the Gas Meter Make Safe Policy to reduce any risk to residents from potentially unsafe appliances.
- 2.2 Do nothing and accept the risks.

3.0 Implications

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

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

3.1 Financial Implications - FIN25-26/2543

There are no financial implications arising from this report.

3.2 Legal Implications LEG2526/8266

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.

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.

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.

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.

3.3 Tenant Consultation

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.

3.4 EQIA Completed with Tenants

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.

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

Gas Meter Make Safe Policy - Housing

Newark & 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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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 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.
- 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.
- 3.15 Comprehensive reporting is in place to monitor and scrutinise properties that are capped with monthly updates to the Directorate Management Team and as part of reports to Tenant Influence and Assurance Board, Senior Leadership Team, Policy and Performance Improvement Committee and Cabinet (Performance).

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.

5.4 The Council have consulted with tenants on this policy and regularly engage through the Tenant Engagement framework.

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: Cabinet Meeting: 9 June 2026
 Portfolio Holder: Councillor Lee Brazier, Housing
 Director Lead: Suzanne Shead, - Housing, Health & Wellbeing
 Lead Officer: Wayne Fox, Business Manager - Building Safety & Asset Investment

Report Summary	
Type of Report	Open Report / Key Decision
Report Title	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 Cabinet approve the Passenger Lifts, Stair Lifts & Hoists Policy to ensure legal compliance and improved service delivery in line with legislation, regulation and industry best practice.
Alternative Options Considered	No other option considered as this is a legal duty.
Reason for Recommendations	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 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.

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 Approve the updated Policy.
- 2.2 No other option considered as this is a legal duty.

3.0 Implications

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

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

3.1 Financial Implications - FIN25-26/2543

There are no financial implications arising from this report.

3.2 Legal Implications LEG2526/8266

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.

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 b virtue of its tenancy agreement to do certain things and undertake certain work.

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.

3.3 **Tenant Consultation**

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.

None

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	

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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. 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.

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. 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 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 Health & Safety at Work, 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 Manager 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.
- 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
- 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 Expert 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.
- 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.
- 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

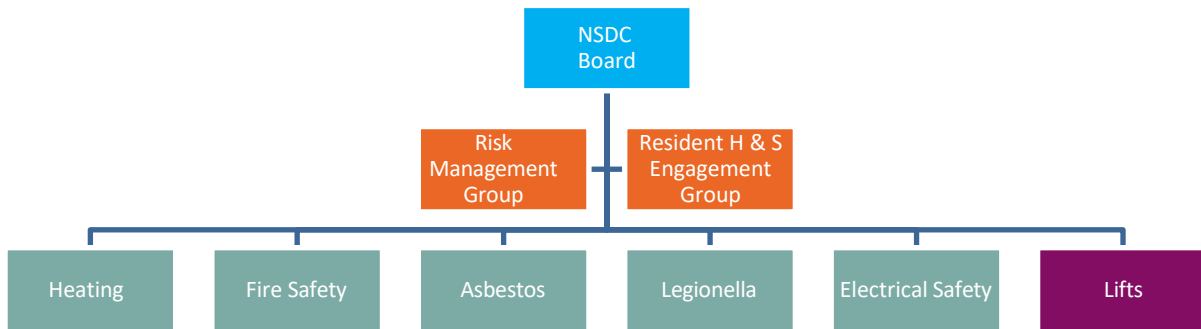
This policy is to be read in conjunction with NSDC Code of Conduct for Contractors. Contractors are required to immediately report any risks or concerns to the respective NSDC Contract Officer or Project Manager and stop ongoing works until they are satisfied their concerns have been mitigated. All contractors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

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: Cabinet Meeting: 9 June 2026
 Portfolio Holder: Councillor Lee Brazier, Housing
 Director Lead: Suzanne Shead, Housing, Health & Wellbeing
 Lead Officer: Nicola Priest, Housing Regulatory Compliance Manager, Ext 5526

Report Summary	
Type of Report	Open Report / Key Decision
Report Title	Housing Complaints Coordinator and Complaints Update
Purpose of Report	To report on the impact of the Housing Complaints Coordinator role, the current challenges facing housing services in relation to complaints and a proposal for improving the complaints handling service.
Recommendations	That Cabinet: a) make the existing Housing Complaints Coordinator role permanent; b) approve the additional roles of a Complaints and Learning / Improvement Officer (1FTE) on a permanent basis and a Complaints Coordinator (1 FTE) for a fixed term period of 1 year, with a further review to consider if this second role needs to be permanent; c) approve the required budget for 2026/27 of £119,450 to be funded from the HRA Service Improvement reserve; d) note the annual budget required (c. £100k) for future years will be added into the base budget at budget setting for 2027/28 onwards; and e) note the recruitment of temporary support until the above roles are approved and recruited (for approx. 6 months from April 2026).
Alternative Options Considered	There has been close monitoring of complaints volumes and performance during the last 12 months, which is the basis of the recommendations and therefore no alternative options are being considered at this point.
Reason for Recommendations	To allow the Council to meet its obligations under the Housing Ombudsman Complaint Handling Code and provide an excellent complaint handling service for our customers.

1.0 Background

1.1 As part of housing regulation, the Council has a statutory obligation under its functions as a landlord, to meet the Regulator of Social Housing Consumer Standards and the

Housing Ombudsman Complaint Handling Code.

- 1.2 The revised Complaint Handling Code came into effect on 1st April 2024, which saw changes to complaints timescales and the introduction of a more stringent acknowledgement stage. Since then, housing services has seen a continual increase in complaints, particularly in relation to time taken to complete repairs and together, these have impacted on the ability of officers to handle complaints in accordance with the Code.
- 1.3 During 2023/24 the Government launched a 'Make Things Right' Campaign to raise greater awareness amongst social housing tenants of how they could make a complaint and to ensure tenants would be listened to and taken seriously when they did complain. Within the service, we have also been promoting our complaints policy and process to tenants, including training for front line staff so they know how to recognise a complaint, make a complaint on a tenant's behalf and signpost tenants to complaints information on our website.
- 1.4 As a potential result of the campaign, the sector, including the Housing Ombudsman, has seen an increase in complaints and our own housing complaints in 2024/25 increased by; 144% compared with 2022/23 and by 79% compared with 2023/24

At the end of February 2026, housing services had received 99 more complaints than for the same period last year. Recent information from leading data insight company HouseMark states that complaints volumes show no signs of slowing down and we are yet to see a plateau.

- 1.5 We also recognise that the increase in complaints is also in response to an increase in dissatisfaction with our repairs service in particular, and an improvement plan is in place to rectify the root causes of this dissatisfaction. Additional resources have also been put into the repairs service during the last year to provide the capacity needed to meet repairs demand. It is worth noting that changes to process and service improvements can take 12-18 months to reflect positively in complaints and satisfaction data.
- 1.6 Housing services is also receiving more requests from the Housing Ombudsman and during 2024/25, of the cases referred to the Ombudsman, 4 were upheld. The previous 2 years, none had been upheld. This casework involves a huge amount of information collation for the services and managers involved.
- 1.7 Since the recruitment of the Housing Complaints Coordinator (HCC) in May 2025, housing services has seen a dramatic improvement in complaints performance, almost back to 2023/24 levels.

2024/25 – Stage 1 in time = 41%	2025/26 Q3 – Stage 1 in time = 99%
2024/25 – Stage 2 in time = 42%	2025/26 Q3 – Stage 2 in time – 83%

Satisfaction with handling complaints is also increasing each quarter, from 47% at the end of Q1, to 53% at the end of Q2 and to 60% at the end of Q3.

- 1.8 Heavily contributing to the above is that for the most part, Stage 1 complaints are dealt

with by the HCC and the advantages of having a centralised team / dedicated officer are that there is improved consistency and high-quality responses, improved timeliness, impartial and fair investigations and more organisational learning.

- 1.9 However, this is not without challenges and pressures. This level of performance is not being met purely within the remit of the HCC and the role is also unable to complete the wider functions of its current job description, such as reporting, monitoring complaints follow on actions (including evidencing these have been completed and processing compensation payments), learning follow up and assisting with Housing Ombudsman Complaints cases.
- 1.10 The Housing Regulation and Research Officer and the Housing Regulatory Compliance Manager assist often for up to 1-2 days a week with complaints handling and administration. Between them they have case managed approximately 25% of the Stage 1 complaints received during 2025/26. This does not include Stage 1 staff conduct complaints; of which there have been 38 to the end of February 2026, approximately 11% of Stage 1 complaints. These are case managed by the relevant manager in case there are sensitive matters or HR / disciplinary implications arising from the complaint. The Housing Complaints Coordinator still acknowledges the complaints before reallocating to the manager responsible. This impacts on the ability of the Housing Regulation and Research Officer to collate and interrogate our improving data sets to identify areas of focus or further investigation across housing services. This is currently a gap in our compliance with the Transparency, Influence and Accountability standard.
- 1.11 To the end of February 2026, there have also been 66 withdrawn complaints. Often these are duplicate complaints or service requests. Their withdrawn status does not reflect that there is still work required in making the call to the tenant, which would essentially be the acknowledgement stage, to establish this. There are also follow on actions, either to raise the service request or ensure any varying elements are combined with another existing 'duplicate' complaint.
- 1.12 A typical process for handling a complaint is reflected below, but would apply in almost all circumstances.
- Case received and logged; HCC reviews the details, makes background information checks on housing systems and makes preliminary fact finding / preparation information enquiries with officers.
 - HCC summarises the complaint issues from the initial complaint.
 - HCC calls the customer to acknowledge the complaint. Sometimes this will take 2-3 attempts before speaking to the customer, or opting to send the acknowledgement without speaking to them.
 - The length of the acknowledgement call cannot be pre-determined even though expectations are set at the outset with the customer of how long we expect the call to take, to give an indication of how much time we require to speak to them for and to ascertain any support they require throughout the complaint handling process.
 - The acknowledgement response is written and sent.
 - Further checks are made on systems and further emails sent to colleagues to gather information that is not held on systems.
 - Often follow up emails are sent to chase responses.
 - Depending on the complexity of the case and individual needs of the complainant,

calls will be made to them during this period to update and / or further correspondence from the customer will be reviewed, followed up and responded to.

- The final response is drafted, with a call to the customer prior, where time allows, and the response is written and sent.
- Where there is compensation awarded for complex cases, sometimes this will be calculated and discussed with colleagues for a second opinion and guidance.
- Often further correspondence is received in relation to a closed complaint, regarding the progress of outstanding actions.
- In relation to Stage 2 complaints, dealt with in the main by a Business Manager, all of the above will apply and with the addition of reviewing all of the Stage 1 case correspondence, acknowledgment and response information.

1.13 Stage 2 complaints are also increasing and whilst we have established contributing factors for this and recently put measures in place to prevent escalation, the management of Stage 2 complaints at current levels by five Business Managers is not sustainable. According to HouseMark, the national average for complaints escalating to Stage 2 is 18%, NSDC housing services is currently running at 35% (at February 2026).

1.14 Recent measures in place to support complaints handling and deliver service improvements;

- Ongoing actions in relation to repairs are being coordinated and monitored by senior officers within the repairs service, rather than regulation / complaints officers. This is in its infancy however and does still require support and follow up from regulation / complaints officers or Business Managers.
- The Customer Feedback and Complaints Policy has been amended to widen the requirement of a Business Manager to respond to Stage 2 complaints, to other senior officers as agreed by the Director.
- Temporary, part time support was provided from a member of the Customer Services team from 11th November 2025 until the end of the calendar year. However, as this role did not have access to key systems, whilst their responses were thorough and high quality, their ability to provide effective and efficient support was limited.

1.15 At a recent Housing Quality Network Complaints Hub, the following information was shared by other Local Authorities and housing providers who were in attendance.

Number of Complaints Per Month	Number of Complaints Handling Officers	Comments
10-15	1	
100	4	Also responsible for Housing Ombudsman Service complaints and performance reporting
20	2	Also responsible for performance reporting
50-60	3 FTE (4 persons)	
30	1	Officer only coordinates complaints and does acknowledgements, responses are allocated out to relevant managers

1.16 For context, NSDC housing services is averaging 32 Stage 1 complaints a month with 1 officer (excluding withdrawn complaints) or 42 a month across both Stage 1 and Stage 2 complaints. All other organisations in attendance agreed that NSDC is under-resourced

by at least one officer and this is not sustainable to provide cover for leave periods, nor peaks in demand.

- 1.17 There is potential for the recent introduction of Awaab's Law on 27th October 2025 to further impact the level of complaints, if timescales in relation to the new legislation are not met, for instance. A new damp and disrepair team has been recruited to manage both the current workload and potential increase in workload, but this is a current unknown in terms of additional complaints.

2.0 Proposal / Options Considered

- 2.1 As stated, complaints are increasing and whilst this is not necessarily viewed by the sector as a bad thing, it is having an impact on the services ability to deal with complaints effectively, within both timescales and existing resources. The service does however want to effectively reduce the number of repeat and 'avoidable' complaints, but with current resources, the level of learning and service improvement is limited.
- 2.2 The current Housing Complaints Coordinator post is on a temporary basis for 12 months to the end of May 2026, so this report recommends the following;
- Making the Housing Complaints Coordinator role permanent.
 - Creating and recruiting a new role of Complaints and Improvement Officer or Complaints and Learning Officer that would support the Housing Complaints Coordinator with Stage 1 complaints, take on some Stage 2 complaints / support Business Managers with Stage 2 complaints and follow up with and implement learning with the relevant service area.
 - Recruiting an additional Housing Complaints Coordinator on a full-time basis for 12 months.
 - Recruiting urgent temporary agency support for the HCC in the interim, while recruitment of the above takes place. SLT were supportive of the recommendations on 24 March 2026 and whilst Member approval is required for the increase in establishment, action to progress the temporary agency support commenced in April 2026.
- 2.3 Having dedicated officers for complaints improves the customer experience as they have fewer points of contact, and no need to repeat their issues multiple times. Handling of Stage 2 complaints does not have to be a more senior officer than it was at Stage 1, the HO Complaint Handling Code only specifies that 'the person considering the complaint at Stage 2 must not be the same person that considered the complaint at Stage 1'. With 2 x FTE permanent complaints roles and a temporary role, there is the potential to deal with the majority of Stage 1 and some Stage 2 complaints within the team, and if the number of complaints escalating to Stage 2 can be reduced, would further reduce the pressure on Business Managers and ensure quality and consistency of responses remains.
- 2.4 The proposals recommended at 2.2 would also reduce pressure on the service during periods of leave. There has been no sickness within the team due to the fact the role enables hybrid working, but at the current levels of pressure, this could be a real possibility in future.
- 2.5 Councillor Pringle who is the Member responsible for complaints has expressed that he would support the recruitment of an additional full-time role to handle complaints.

3.0 Implications

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

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

3.1 Financial Implications – FIN25-26/3099

3.1.1 As stated in paragraph 2.2, it is proposed that the existing temporary Housing Complaints Coordinator be extended to a permanent position, this is currently budgeted up to May 2026. It is also proposed in paragraph 2.2 to recruit another 1-year fixed term Housing Complaints Coordinator as a full-time 1 FTE. In paragraph 2.2 it is also proposed to recruit a Complaints and Improvement / Learning Officer on a permanent basis. The costs for the additional roles are below:

Role	Grade	FTE	2026/27	2027/28	2028/29	2029/30
Housing Complaints Coordinator	NS08	1	34,750	45,130	46,740	48,400
Housing Complaints Coordinator	NS08	1	34,750	-	-	-
Complaints and Improvement / Learning Officer	NS10	1	49,950	53,050	54,930	56,880
Total Required Budget			119,450	98,180	101,670	105,280

The required £119,450 in 2026/27 is proposed to be funded from the HRA Service Improvement reserve. The budget for future years (2027/28 onwards) would be added into the base budget at budget setting.

It is also requested that agency costs of £10,000 be made available in order to recruit to roles in the interim, also being funded from the HRA Service Improvement reserve, this would leave a balance of £1,721,098 in the reserve accounting for the above roles too.

The above assumes these roles would be recruited to in April 2026, but this will now take place in June / July 2026 and budgets will therefore be adjusted accordingly.

3.2 HR and Equalities Implications HR2425/8471 FK

As at the end of Q3, the establishment had increased in 25/26 by 21.49 FTE with 9.7FTE net being within the Housing, Health, and Wellbeing Directorate. None of these changes were within the Housing Income and Leaseholder Management Business Unit. The changes proposed above would impact the establishment by 3FTE which includes the

current temporary post being added to the establishment on a permanent basis, a new permanent, 1FTE post, and a 1FTE post on a temporary basis.

Temporary Housing Complaints Coordinator:

In relation to the new temporary post, if approved, if the successful post holder brought any continuous service, or if the post continued past 24 months on a temporary basis, meaning that the post holder had >2 years' service, they would be entitled to a payment equivalent to statutory redundancy to compensate them for loss of office if no alternative employment could be secured. The appropriate dismissal process would also be required to be carried out at the end of the contract by the business manager, and with support from HR.

Making the current temporary Housing Complaints Coordinator role permanent:

In relation to the existing temporary post, this was initially advertised on a temporary basis. To make it permanent, it will need to be advertised as such. This can be done as an internal advert only noting that there is already someone in the post on a temporary basis.

Engaging immediate support from an agency:

It is presumed that this will be on the current Housing Complaints Coordinator job description. This JDPS can be shared with an agency to support recruitment and, the agency worker should not be paid a higher rate than a directly employed member of staff. In order to be compliant with procurement rules, the cost of the contract will need to be estimated based on length of assignment and appropriate quote(s) should be sought (one for under £10k, 3 for under £75k) ensuring best value for money. An IR35 assessment must be completed with a member of HR and Training and the agency worker engaged must complete an appropriate induction.

Creation of a new Complaints and Improvement /Learning Officer post:

The grade above is an estimate. If approved, a job description must be created, reviewed and subject to job evaluation to ensure that an appropriate grade is attached to the role.

The addition of two new posts would take the Housing Regulatory Compliance Manager into the next band in terms of supervision and management as they will have 7 people to manage. This would not impact the outcome of the job evaluation now or post R and R.

The case outlined above does support the need for enhanced capacity to meet the requirements of the Regulator of Social Housing Consumer Standards and the Housing Ombudsman Complaint Handling Code and to deal with the number of complaints received.

Whilst there may be different needs in terms of statutory requirements, it should be noted that there is 0.5FTE focussed solely on complaints outside of Housing within NSDC which will compare to 3FTE to deal with Housing related complaints.

It is assumed that, over time, the triggers for the complaints will be addressed where possible with the aim of reducing the number of complaints so, if additional posts are approved, it is appropriate for some of this to be on a temporary basis as the aim should be to reduce complaints over time and therefore reduce the need for capacity in this area. Need can then be reviewed again at the point the temporary post is coming to an

end. Particularly with a role focused on embedding improvement – the aim of this must be to reduce overall numbers of complaints.

Where learning is identified as a result of complaints being investigated, some of this may be about improving processes and procedures but, where it links to formal training and development for staff (whether provided internally or externally), it is important that the Learning and Development team is involved ensuring that training is developed / delivered in a manner suitable for all, and recorded appropriately.

In terms of equalities, the new posts, if approved, will be advertised in line with the Council's recruitment and selection policy, and selection will ensure that no applicant is at a detriment due to holding a protected characteristic.

Background Papers and Published Documents

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

None



Report to: Cabinet Meeting: 9 June 2026
 Portfolio Holder: Councillor Lee Brazier, Housing
 Director Lead: Suzanne Shead, Housing, Health & Wellbeing
 Lead Officer: Cara Clarkson, Assistant Director – Housing Strategy & Service Development

Report Summary	
Type of Report	Open Report / Non-Key Decision
Report Title	Housing Management System Resources
Purpose of Report	Additional resources requirement, covering Housing, Health & Wellbeing to deal with demand, challenges and opportunities.
Recommendations	<p>That Cabinet approve the:</p> <ul style="list-style-type: none"> a) creation of two additional Data Analyst posts for Housing Directorate systems managed within the Housing Systems Analyst team; and b) creation of a Housing Systems Adoption Officer reporting to the Assistant Director - Housing Strategy & Service Development. c) release of £82,900 from the HRA Service improvement reserve for 2026/27, with the full year cost being added into the base budget from 2027/28 onwards.
Alternative Options Considered	<p>Do nothing is not a viable option, due the amount of data and training asks from across the directorate and dictated by the regulator and supplier. Officers within the housing analyst team are at capacity and therefore no capacity to take on these additional duties.</p> <p>Temporary resourcing will not address the merging of systems and data that will come from local government reorganisation, in addition, the market for DDaT (Digital, Data and Technology) professionals is volatile.</p>
Reason for Recommendations	To increase the system adoption and training, improve the Council’s data quality and reporting leading to strong assurance for the Council and Regulator of Social Housing on the quality of services being delivered.

1.0 Background

- 1.1 The main ICT systems used by Housing Services (NEC and APEX) both require significant analyst support to run smoothly. The role of the Assistant Director – Housing Strategy & Service Development, will co-ordinate the development of these systems with Heads of Service, with technical support required to meet the resource demands to ensure the systems deliver now and to ensure we have a strong position going into Local Government Reorganisation (LGR) to be the housing system(s) of choice for the new authority.
- 1.2 The Regulator of Social Housing expects all social housing landlords to be using robust data analysis across and within systems to inform service delivery and target interventions in response to insight. Additional capacity is needed to develop these skills between the data analysts and the Heads of Service.
- 1.3 The service is increasingly reliant on systems and technology to manage additional burdens on housing providers such as Awaab’s Law, Minimum Energy Efficiency Standards, Decent Homes 2025, Rent Convergence and adjusting services to meet the individual needs of the households.
- 1.4 The service is also reliant on systems to be able to respond and evidence work undertaken to address complaints to the Ombudsman, defend disrepair cases and other enquiries and to respond to requests including Freedom of Information, Subject Access Requests, telecare and advances in monitoring of properties through remote systems such as Switchee – which monitors temperature and humidity within homes, alerting when these hit thresholds.
- 1.5 It has been agreed that responsibility for the Housing Asset Management System (APEX) will move to the Assistant Director - Housing Strategy & Service Development and this requires a technical data performance analyst to support the Assistant Director with technical expertise that will ensure data and systems are regularly reconciled and accurate, and to work closely with the relevant Heads of Service to maximise the systems potential.
- 1.6 Staff require training on both NEC and APEX require regularly including as part of induction and also in response to system changes or version upgrades that unlock new functionality and features that require training materials to be accurate and up to date.

2.0 Proposal/Options Considered

- 2.1 Officers acknowledge the increasing complexity of housing systems, alongside evolving regulatory requirements and heightened expectations for compliance, necessitate dedicated resources to maintain service quality and operational efficiency.
- 2.2 The local government association acknowledged that:

Local government is operating with a critical shortage of cyber, digital, data and technology (CDDaT) skills. Councils currently employ around 2% of their workforce in digital roles, against a national ambition of 10%. This gap increases the risk of service disruption, data breaches and an inability to deliver modern, user-focused services.

- 2.3 It is therefore proposed the position of Digital Solutions Team Leader will be renamed Housing Systems Manager. Furthermore, two additional data analysts are essential for managing and cleansing large datasets, identifying and resolving data quality issues, and generating tailored reports to inform decision-making across services. This technical expertise is crucial for ensuring that the Council remains compliant with regulatory standards and can quickly adapt to new demands within the housing sector.
- 2.4 Simultaneously, a Housing Systems Adoption Officer will provide a supportive role to develop comprehensive training programmes and materials, deliver refresher courses, and support staff in mastering the Apex Asset Management System and NEC platforms. With ongoing changes in regulatory frameworks and system upgrades, staff development is vital for maintaining high levels of competence and compliance. By having both a data analyst and a training support role, the Council can effectively address the technical and educational demands of modern housing management, ensuring robust service delivery and regulatory adherence.

Housing Systems Adoption role:

- Develop training materials and a training programme for Apex asset management system covering asset and compliance areas.
- Review, update and maintain existing NEC training documentation and videos.
- Create refresher training course for all existing staff.
- Support development and delivery of training sessions to staff.
- Work with system analyst team and housing departments to develop training requirements and delivery structures quality control and auditing as well as increasing capacity for LGR.
- Responsible in ensuring systems, processes and training is adoption to leverage the benefits of the asset management and new housing system.

Data Analyst role:

- Support ongoing data cleansing activities for all NEC modules
 - Create system reports for business areas including allocations, estates, income from NEC
 - Identify data quality issues from examination of datasets and support correction of data. To support Apex and NEC data however will not require knowledge of Apex.
- 2.5 The grading from the Regulator of Social Housing, expected in July 2026 following the April 2026 inspection, is likely to generate further and continuous improvement to the systems to ensure compliance and data accuracy with the Consumer Standards.

3.0 Implications

In writing this report and in putting forward recommendations, officers have considered the following implications: Data Protection; Digital & Cyber Security;

Equality & Diversity; Financial; Human Resources; Human Rights; Legal; Safeguarding & Sustainability and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

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

Financial Implications (FIN26-27/1240)

- 3.1 The changes required to the budget for the proposals in this report are shown below:

New Posts	FTE	2026/27	2027/28	2028/29	2029/30
Housing Data Analyst	2.00	82,900	85,840	88,880	92,060
Housing Systems Adoption Officer	1.00	41,450	42,920	44,440	46,030
Total Salary Changes	3.00	124,350	128,760	133,320	138,090

All costs include national insurance and pension contributions and have been calculated in line with the Budget Strategy 2026/27 inflationary assumptions.

The cost increase is fully rechargeable to the HRA and therefore the cost to the General Fund will be nil. However, the HRA budget will need to be increased in 2026/27 by £82,900 (assuming the posts will be filled from August 2026) and can be funded from the Service improvement reserve and for future years be added to the revenue budget.

HR Implications (HR2425/270 SL)

- 3.2 These 3 new permanent posts will increase the establishment, this early on into the financial year data is not yet available to confirm the increase to the establishment since the start of the month. As at Q3 there was an overall increase of 21.49 FTE, 3.68 FTE was within the Resources Directorate, 3 of which were in ICT and 2 were permanent and 1 temporary.

Background Papers and Published Documents

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

None



Report to: Cabinet Meeting: 9 June 2026
 Portfolio Holder: Councillor Lee Brazier, Housing
 Director Lead: Suzanne Shead - Housing, Health & Wellbeing
 Lead Officer: Julie Davidson, Business Manager – Housing Services. Ext 5542

Report Summary	
Type of Report	Open Report / Non-Key Decision
Report Title	Getting to Know You (GTKY) Visits Programme
Purpose of Report	To provide Cabinet with an update on progress and outcomes arising from the Getting to Know You (GTKY) visits programme undertaken by the Housing Services Business Unit.
Recommendations	That Cabinet: a) note the progress and outcomes and feedback on the GTKY visits programme to March 2026; b) support the continued delivery of the GTKY programme as a key assurance and tenancy sustainment mechanism; c) note the link to the Tenant Census planned for 2026; d) support the risk-based approach to determine whether tenancy enforcement action is progressed regarding failed access; and e) note the onward progression of the report to Tenant Engagement Board
Alternative Options Considered	None, GTKY visits are an essential activity to ensure we know our tenants and that they are safe in their homes.
Reason for Recommendations	This vital activity aligns with several Community Plan 2023 – 27 Ambitions: 2,3,4 5 & 7 (see section 1.6)

1.0 Background

1.1 The Getting to Know You (GTKY) visits programme commenced in October 2021 in response to increasing sector emphasis on landlords proactively knowing their tenants and understanding who is living in their homes.

1.2 The revised Consumer Standards placed a stronger focus on transparency, tenant safety, understanding diverse needs, and landlord accountability. In particular, the Transparency, Influence & Accountability Standard and the Tenancy Standard require landlords to demonstrate how they:

- Know their tenants and understand household circumstances
- Identify vulnerability and barriers to access
- Support sustainable tenancies
- Maintain safe, decent homes
- Prevent and address tenancy fraud

1.3 GTKY visits provide a structured and proactive mechanism to meet these requirements. They enable planned, face-to-face engagement with tenants, moving away from reliance on reactive or crisis-led contact and strengthening early intervention.

1.4 The programme aims to visit 5,379 households, using a standardised questionnaire to verify occupancy, identify support and safety needs, check the condition of the home, update tenant profiles and capture communication preferences. Housing with Care schemes are excluded as tenants in those schemes receive regular reviews through alternative arrangements.

1.5 The programme was developed using a risk-based approach:



1.6 The GTKY visit programme aligns with several Community Plan 2023 – 27 Ambitions, these are:

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

Ambition 3 - Improve health and wellbeing, with an emphasis on communities with lower levels of life expectancy

Ambition 4 - Reduce crime and anti-social behaviour, improving community feelings of safety

Ambition 5 - Promote, maximise and celebrate the diversity of Newark and Sherwood's heritage, culture and community spirit

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

1.7 The Current Picture

1.7.1 Progress against the GTKY programme stands at 81%, this includes a successful visit rate of 66% and a failed access rate of 15%.

1.7.2 Members will fully appreciate the multi-faceted and varied priorities required of the tenancy and estates team which have impacted on the progress of the programme since its inception. Progress has been influenced by access challenges, the complexity of issues identified during visits, and competing statutory priorities including compliance programmes and system change:

- Providing ongoing support to the Compliance Team to secure access for gas and electrical servicing, ensuring continued regulatory compliance.
- Managed responses to severe flooding incidents, supporting affected tenants, including temporary relocations where repairs were required.
- Continued implementation of the new Housing Management System, including training all staff and overseeing the transition from the legacy system in May 2025.

1.7.3 A deeper dive into the failed access data will be progressed to determine a risk-based approach to tenancy enforcement; this data will be overlaid with:

- Failed compliance visits – Health and Safety surveys (HHSRS), Electrical and Gas checks
- Tenancies with capped gas
- Rent account and arrears data
- Properties with non-reporting of repairs
- Local knowledge of 'difficult to reach' tenancies

The outcome of this assessment will provide insight into the reasons for failed access, support onward consideration of suitable communication methods, and how best to overcome barriers and encourage access to allow housing services that are responsive to tenants' needs, to be delivered.

1.7.4 It is worth noting that when considered against successful access for compliance action 100% of our homes have been visited by either us or one of our contractors in the last twelve months providing a level of assurance that tenants are safe and well.

1.7.5 All council colleagues and our contractors are aware of our safeguarding procedures and will, where required, contact the Tenancy & Estate Team where a concern is noted. Here is a recent case study to highlight this:

“An operative had carried out some work on a property and reported back to Tenancy & Estates that he had noticed a bedroom door with locks on the outside and could hear a child inside. Upon receiving the report, a colleague visited to attend to better understand the situation. The colleague visited the property under the guise of checking the operative’s work so as not to exacerbate the potential safeguarding risk. The tenant did not allow access to the property, so it was decided that a Safeguarding referral to the Police should be made. Police attended the same day with Social Care who confirmed that the child had disabilities, and that the locks were in place to keep the child safe and were approved by Social Care. This has since been followed up with Social Care to confirm.”

1.7.6 GTKY visits are consistently identifying issues that would not otherwise come to the Council’s attention, including:

- Unreported repairs and safety concerns
- Need for adaptations and Occupational Therapy referrals due to changing needs
- Financial vulnerability and debt advice needs
- Social isolation and unmet support requirements

This enables early intervention, reduces the risk of tenancy breakdown, proactive identification of safeguarding concerns and informing future service demand.

1.7.7 For a set time, additional data was gathered to understand the tenant voice regarding the GTKY process, with tenants being asked:

- On a scale of 1 – 5 how important do you think the GTKY process is? (1 being not important at all / 5 being very important)
- On a scale of 1 – 5 how easy did you find the GTKY process? (1 being difficult / 5 being easy)
- Please provide any other feedback you have about the GTKY process. Think about start - finish, having the tenancy officer coming to your home, the questions asked and how you feel about the process

The snapshot findings are set out below highlighting the success and importance of the GTKY visits carried out:

Tenants Consulted	Scale of 1 – 5 of Importance (Average)
270	4.6
	Scaled of 1 – 5 of Ease of Process (Average)
	4.7

Some tenants provided additional positive feedback on the process – captured in the table below:

“Good to know who to contact with any problems”
“I feel it is a good idea to do these”
“Very pleasant experience”
“I was worried, but Tenancy Officer put me at ease, and it was very worthwhile”
“Helpful and good because you can speak in person and hopefully get things done”
“I am pleased that you will raise the repairs for me”
“It was a very easy process”
“No issues with the process, understands why it is necessary”
“He stated he was comfortable answering the questions, and understood the reason for the visit, and that these visits will become regular”
“I enjoyed the visit and the process was easy”
“10 out of 10. It’s nice to see people face to face”
“Tenant found this useful as she would never have known her carbon monoxide detector was faulty”
“Really enjoyed chatting to my Tenancy Officer”

1.7.8 The GTKY form has evolved over time, with question sets reflecting the increased complexity within households, in particular relating to understanding barriers faced by tenants who consider themselves to be disabled and/vulnerable.

Analysis of 262 GTKY visits carried out since the introduction of these new questions in November 2025 identified the following:

	Yes	No
The tenant or joint tenant consider themselves to have a disability	150	112
The tenant or joint tenant consider themselves to have a vulnerability	43	219
The tenant or joint tenant consider themselves to have a barrier in accessing Council services	25	237

A deeper dive into the barriers, whilst relatively low in number indicated a need to look where improvements can be made to remove or mitigate. Suggested recommendations include:

1. Improve phone service capacity – reduce call waiting times, particularly for repairs.
2. Enhance digital platforms – improve accessibility, clarity, and stability post system upgrades.
3. Promote multi-channel communication – ensure tenants can choose email, phone, or in person contact based on need.

4. Consider periodic local drop-in sessions to reintroduce personal connection.
5. Provide clear communication pathways – ensure tenants know who to contact for what.
6. Develop targeted support for neurodiverse, anxious, or digitally excluded tenants

2.0 Proposal/Options Considered

- 2.1 Due to its benefits, the tenancy and estates team will continue the delivery of the GTKY programme as it is a core source of regulatory assurance, tenancy intelligence and early intervention.
- 2.2 The programme has demonstrated clear value beyond statutory compliance. GTKY visits consistently identify:
 - Unreported repairs and safety concerns
 - Disability, vulnerability and access issues not previously known
 - Financial hardship and need for advice or support
 - Risks to tenancy sustainment and potential tenancy fraud
- 2.3 The programme directly supports compliance with the Transparency, Influence and Accountability Standard and the Tenancy Standard by evidencing that the Council:
 - Has robust mechanisms to know its tenants, including understanding household composition, protected characteristics, vulnerabilities and access barriers
 - Takes proactive steps to maintain safe and decent homes, including identifying repair, health and safety and adaptation needs
 - Engages tenants in a planned, proportionate and consistent way
 - Uses tenant insight to inform service improvement, accessibility and communication approaches
- 2.4 GTKY visits generate a clear and auditable evidence base, demonstrating how tenant engagement leads directly to referrals, actions and service responses. This strengthens organisational grip, supports inspection readiness and reduces regulatory risk through early identification of issues.
- 2.5 To complement this ongoing work, as part of Housing Services Business Plan for 2026-27, the Housing Health and Well Being Directorate are designing a Tenant Census to be undertaken in the Summer; this will be a time targeted, short, sharp, check -in' approach in order to refresh all our tenant data in a condensed timeline giving the Council additional assurance that we know our tenants, and that the services we are delivering are taking account of their needs. This will be communicated widely and labelled "Getting to Know You Better".

- 2.6 Whilst it is hard to place a financial value on the GTKY visits, below are two case studies to bring to life the work of the tenancy officers during this activity.

“I did a GTKY in a rural village last month, while I was there it became apparent that the tenant was living in a 3 bedroom, adapted property with their son and daughter. They told me that they felt very isolated, they couldn’t drive and they worked in a nearby town, their son went to school in Southwell, and their daughter is moving in with their boyfriend. The tenant told me that they had a stroke in 2019 which was why they initially needed the adaptations, but they have since recovered to the point that they no longer need the adaptations. The tenant moved in with their partner who drove, so they weren’t as isolated, they have since separated and the partner then moved out. While at the address I supported the tenant to complete a housing application and submitted it for them, they were entitled to the Home Release Incentive Scheme and Band 1 for downsizing and for giving up an adapted property. To cut a long story short, today I have signed them up for a 2-bedroom flat and they are ecstatic.”

“I have recently carried out a GTKY visit with a tenant who is a full-time wheelchair user. On the visit we discussed any issues they were having, the tenant brought up an issue with the communal area and an area of thorns that fall within this. The tenant advised these grow in front of her garden gate and block her access. She stated she has tried raising this with the grounds maintenance team, but they had advised they were not able to do this as it wasn’t on the schedule and therefore, our tenant was left to cut this back herself. Following the visit, I raised this with the street scene manager and have had this added onto the ground’s maintenance schedule going forward, the tenant will no longer have to struggle to cut this back and access to her bungalow will be left clear. On the same visit we discussed any further support needs they may have, our tenant disclosed that she is often having to choose between heating and other household items, and she was not aware if she was claiming everything that she is entitled to and discussed wishing to look at her household bills. The tenant agreed for a CAB referral which has progressed and going forward they will be financially stable.”

3.0 Implications

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

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

Financial Implications - FIN26-27/8182

- 3.1 There are no direct financial implications arising from this report. GTKY visits are delivered as part of the tenancy officer role and within existing approved resources.

Equality and Diversity

- 3.2 Getting To Know You visits actively facilitate the recognition of disability, vulnerability and obstacles to accessing Council services, thereby allowing for more equitable delivery and ensuring support is appropriately tailored to the needs of individual households. By identifying issues that may not have previously been reported or known, the programme helps to address disparities and promote inclusion for tenants who might otherwise be overlooked. This approach supports the Council's commitment to equality and diversity, ensuring fair treatment and access for all tenants regardless of their circumstances, and contributes to the reduction of barriers faced by neurodiverse, anxious, or digitally excluded individuals.

Legal Implications - LEG2627/7633

- 3.3 Tenants are required to allow access to the property pursuant to clause 10a of the terms and conditions of their tenancy agreement. Failure to allow access can result in further enforcement action being taken including possession proceedings and/or an application for injunction for breach of tenancy. Access to the property should never be forced unless in accordance with Council policy and/or in accordance with the tenancy agreement and/or with a court order.

Visits to tenants enables the Council to make direct contact with the tenant and can provide valuable evidence in the event the tenancy is not being maintained, allows for checks to be made to ensure compliance with the Council's own statutory obligations including Awaab's Law, can identify safeguarding concerns, ensure data is accurate and up to date in accordance with our obligations under the Data Protection Act 2018 and/or GDPR and review any additional needs they may have which they require support with.

Safeguarding

- 3.4 Any proactive and preventative measures that help to identify issues early are always welcomed. GTKY visits support early identification of safeguarding concerns and enable timely referrals where required. Having early insight and understanding of tenants needs helps to ensure early intervention and appropriate referrals before crisis and assists the wider health and social care system.

Digital and Cyber Security

- 3.5 The planned integration of GTKY functionality into the Housing Management System will improve data quality, automation and management oversight.

Background Papers and Published Documents

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

None



Report to: Cabinet Meeting: 9 June 2026
 Portfolio Holder: Councillor Lee Brazier, Housing
 Director Lead: Suzanne Shead, Director - Housing Health and Well Being
 Lead Officer: Wayne Fox, Business Manager – Building Safety & Asset Management

Report Summary	
Type of Report	Open Report / Non-Key Decision
Report Title	Quality & Safety Standard – Housing Asset Management Update
Purpose of Report	To provide the performance of housing asset related functions as of 31 March 2026 (Quarter 4) and how this will inform the new Asset Management Strategy to ensure all homes are safe and decent.
Recommendations	That Cabinet note the current performance of the Council’s housing and the forward plan for service delivery for the Asset management functions of: <ul style="list-style-type: none"> • Stock Condition • Decent Homes • Energy Performance • Housing Health & Safety Rating System (HHSRS)
Alternative Options Considered	Not applicable, the report provides performance information.
Reason for Recommendations	To provide assurance on the work undertaken to ensure the safety of tenants and compliance with the regulatory standards.

1.0 Background

1.1 This report provides Cabinet with an end of year position statement and forward plan for the housing asset management related functions which ensure an effective data driven service, the safety of tenants and compliance with the Regulator of Social Housing Consumer standards for Safety & Quality. Further information on the Council’s responsibilities can be found here

<https://www.gov.uk/government/publications/safety-and-quality-standard>.

1.2 This report sets out the Council’s performance against the Council’s legal and regulatory landlord responsibilities for a range of asset management measures including the condition and safety of its stock, the energy rating of homes and compliance with the Decent Homes Standard.

2.0 Stock Condition

2.1 Stock condition surveys are undertaken on a rolling 5-year programme to ensure that every property has had a recent in-person survey and that the Council do not use cloned data. The survey assesses all key components within a property to assess their age and condition, the assessment of components includes the kitchen, bathroom, boiler, heating system, electrical wiring, doors, windows, roof and roofline. The information gathered allows the asset team to determine the remaining life (REM life) of each component and use this to inform the asset investment strategy and the investment delivery plan to provide data led investment in homes.

2.2 Across the housing sector and within the Council, previous stock data relied heavily upon archetypal and cloned surveys to inform the capital investment programme. Upon completion of all surveys for the full property portfolio, the Council will be able to provide an accurate data driven investment programme and a strategy aimed at improving our housing stock on a “worst first” basis, tackling our poor performing homes and working with tenants to overcome any barriers to access or having works undertaken.

2.3 We are now in the final year of this full stock survey programme and aim to have all properties surveyed by Q2 2026/27. All stock condition surveys are currently undertaken by our contractor ‘Pennington Choices’, and longer term, this programme will be run within the Asset team, with surveys being undertaken on all empty homes, properties receiving investment works with the remainder being undertaken by asset surveyors. This will give the Council greater control, will be more efficient and cause less disruption to our customers.

2.4 Current Position

Surveys	Complete	Outstanding
Number	5307	266
Percentage	95.2%	4.8%

2.5 Below shows the breakdown of stock condition survey by year and the % of repairs reported following the survey. All properties have received either a stock condition survey and/or a HHSRS survey in the last five years. Cat 1 and Cat 2 hazards were reported directly to repairs team following stock condition surveys. Data shows those jobs raised as a Priority 1 or Priority 2 following survey.

2.6 See Section 5 for further details of the Housing Health and Safety Rating System (HHSRS) surveys programme underway for all NSDC owned properties.

Year	Number Stock	Number Jobs raised	Jobs raised as percentage	Comments
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	Condition Surveys	following survey	of total properties	
2022-23	2068	121	5.85	
2023-24	131	7	5.34	Reduction in number of stock condition surveys due to changes in staff and new programme.
2024-25	715	51	7.13	
2025- Feb 26	1533	110	7.18	
March 26 - 20May26	860	178	12.5	
Outstanding	266	n/a	n/a	
Total	5573	467	8.37	
	Number standalone HHSRS Surveys completed	Number Cat1 Hazards Identified	% of properties with Cat 1 Hazards present	Comments
April 2026- on	1422	102	8.66	
Outstanding	4151	n/a	n/a	

3.0 Decent Homes

3.1 The Decent Homes Standard (DHS) is a set of minimum quality rules for UK social housing introduced in 2006. To be considered “decent,” a home must meet four simple criteria:

1. Statutory minimum standard – no serious hazards (e.g., structural risks, fire dangers)
2. Reasonable repair – key features (roof, windows, heating) are in good condition
3. Modern facilities and services – e.g., proper kitchen and bathroom
4. Thermal comfort – sufficient insulation and heating (linked to energy standards)

3.2.1 Current Position

Our data sets show that **91.4%** of our properties meet the Decent Homes Standard. A full review and cleanse of this data is underway as we have discovered several areas of decency which have not fed into the overall decency standard and early analysis shows the actual compliance against this standard is much higher.

3.2.2 The full data cleanse will be completed by the end of Q1 2026/27. Following this cleanse any properties which do not meet the decency standard will have works completed as part of the 2026/27 capital investment programme ensuring that 100% decency is achieved this financial year.

3.2.3 An updated version of the Decent Homes Standard will become effective from 2035 known as 'Decent Homes 2'. This new standard will build on the original Decent Homes Standard and include additional elements as below:

Criterion A

Free from Category 1 Hazards (HHSRS)

Criterion B

Homes will fail against this criterion if:

- one or more key building components is not in a reasonable state of repair, or
- two or more other building components are not in a reasonable state of repair

Criterion C

To meet this criterion, flats must provide at least 3 of the following facilities:

- a kitchen with adequate space and layout
- an appropriately located bathroom and WC
- adequate external noise insulation
- adequate size and layout of common entrance areas for blocks of flats

To meet this criterion, houses must provide at least 2 of the following facilities:

- a kitchen with adequate space and layout
- an appropriately located bathroom and WC
- adequate external noise insulation
- Homes must also be equipped with child-resistant window restrictors, which can be overridden by an adult, on all windows which present a fall risk for children

Criterion D

A home must provide thermal comfort.

- To meet this criterion, homes must provide a reasonable degree of thermal comfort. This includes ensuring homes meet Minimum Energy Efficiency Standards.

Criterion E

A home should be free of damp and mould.

- Homes will be non-decent if a landlord has not remedied damp and mould.

4.0 Energy Performance Certificate (EPC) Data

4.1 An EPC, or Energy Performance Certificate, is a legal document that rates a property's energy efficiency from A (most efficient) to G (least efficient) and provides recommendations to improve energy use. An EPC measures how energy-efficient a building is, considering factors like heating, insulation, lighting, and windows. It provides a rating from A to G, where A indicates very high efficiency and G indicates poor efficiency. The certificate also includes an Environmental Impact Rating (EIR), which reflects the property's carbon dioxide emissions, and a recommendations report suggesting improvements to reduce energy costs and environmental impact.

4.2 NSDC Current Position

Energy Rating	Properties
A	24
B	405

C	2053
D	1861
E	338
F	31
G	1
No Survey	860

Total 5573	85.10%
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- 4.2.1 The UK government has set ambitious energy efficiency targets, including an EPC rating of C for all privately rented homes by 2030. This requirement aims to improve the energy efficiency and quality of rental homes, aligning with the UK's decarbonisation targets. The government's plan includes funding and support for landlords to upgrade their properties to meet the new standards.

NSDC has successfully bid for match funding for the next two years as part of the governments Warmer Homes Social Housing Grant Fund which will mean the Council will be investing £5.5 million in its homes over the next two years as below:

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

- 4.2.2 The Council will be undertaking these works on a worst first basis by replacing all fossil fuelled appliances and undertaking further works to all properties with an F or G EPC rating in 2026/27. This will be followed by major works to raise all its other properties to an EPC C rating or better.

5.0 Housing Health & Safety Rating System (HHSRS)

- 5.1 HHSRS stands for Housing Health and Safety Rating System. It is a system used to assess housing conditions and identify hazards that may affect the health and safety of occupants in residential properties. Introduced under the Housing Act 2004, it applies to residential properties in England and Wales and evaluates 29 specific hazards to ensure homes meet health and safety standards.
- 5.2 Prior to 2026, NSDC identified any building safety hazards as part of its stock condition survey programme with any potential Category 1 or Category 2 hazards being flagged up during the survey visit and reported back for immediate rectification. Over 95% of all NSDC properties were surveyed in this way.

5.3 In order to provide a more robust approach to building safety hazards, the Council commenced a programme of full HHSRS surveys in line with the Housing Act 2004 to provide full assurance across NSDC’s property portfolio. To expediate this work, a contractor was procured who could complete all surveys within a six-month period at circa 200 surveys per week. Michael Dyson Associates were awarded the works which commenced in April 2026. The works programme and progress to date is as follows:

5.4 The number of hazards identified as part of these surveys are below, and these are triaged according to their severity:

Week Beginning	Predicted weekly surveys	Predictive cumulative surveys	Actual weekly completed	Actual Cumulative completed	Variance	Cat 1 /2 Hazards	Percent of Hazards
06/04/2026	100	100	220	220	120	29	13.18
13/04/2026	200	300	152	372	72	26	6.99
20/04/2026	240	540	227	599	49	8	1.34
27/04/2026	240	780	308	907	127	11	1.21
04/05/2026	200	980	271	1178	198	20	7.38
11/05/2026	240	1220	202	1422	198	18	8.91
Programme continues at rate of 240 properties per week							
14/09/2026	231	5573					

Total to Complete
5573

Percent Complete
25.51%

5.5 The following hazards have been found and rectified as part of the HHSRS programme to date with a large majority of hazards being discovered on those properties that had previously not been surveyed. **All** properties have now had either a stock condition survey or a HHSRS survey completed, with 20.74% of homes having both surveys, upon completion of both programmes, the Council will have 100% stand-alone stock condition and HHSRS information across all homes.

Damp & Mould	Entry by Intruders	Domestic Hygiene	Falls on level surfaces	Falls on stairs or steps	Falls between levels	Electrical Hazards	Flames & Hot Surfaces	Collision and entrapment	Structural collapse and falling elements
8	2	1	1	9	47	3	3	3	2

Next steps

6.0 The comprehensive data set will be used to inform the Asset Management Strategy which is currently being reviewed as it expires in 2027. This will be a bridging strategy to take the Council into the new unitary authority arrangements. A data informed and 5-year investment plan is also being produced to set out investment for the next five years, the first year will also include any investment required to bring homes to the Decent Homes standard that currently non-decent.

7.0 **Implications**

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

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

7.1 **Financial Implications (FIN26-27/6505)**

There are no direct financial implications arising from this report. Provision has been made within the Medium-Term Financial Plan to enable continued investment in Housing Stock, helping to maintain the condition at a decent standard.

7.2 **Equality & Diversity Implications**

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

7.3 **Tenant Consultation**

This report was presented to the Tenant Influence and Assurance Board on 21 May 2026. The Board were pleased with the progress around decency of homes and the plans to refresh the Asset Investment Strategy and 5-year delivery plan to include any works required for properties identified as 'non-decent'. They also noted that full information would be available on all homes by September 2026.

Background Papers and Published Documents

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

None



Report to: Cabinet Meeting: 9 June 2026

Portfolio Holder: Councillor Paul Peacock, Strategy, Performance & Finance
Councillor Claire Penny, Sustainable Economic Development

Director Led: Matt Lamb, Director - Planning & Growth

Lead Officer: Neil Cuttell, Business Manager - Economic Growth & Visitor Economy
Sarah Husselbee, Economic Development Grants & Programmes Manager

Report Summary	
Type of Report	Open Report with exempt appendix / Key-Decision
Report Title	Local Regeneration Fund Update
Purpose of Report	To provide an update and recommendations relating to the projects within the Local Regeneration Fund (LRF) programme.
Recommendations	<p>That Cabinet:</p> <p>a) note the updates associated with the LRF projects, as detailed throughout this report.</p> <p><u>Stodman Street Re-Development</u></p> <p>b) approve a revenue budget from the Change Management Reserve as detailed in the exempt appendix to the report;</p> <p><u>Castle Gatehouse</u></p> <p>c) approve an additional capital budget of up to £1,500,000, funded by the Change Management Reserve, as detailed in 1.5 of this report.</p> <p><u>Ollerton Regeneration</u></p> <p>d) agree to commit £500,000 capital monies (fully funded by the LRF grant and NSDC committed Reserves) within the existing approved programme and add this to the proposed capital budget for 2026/27 to progress essential enabling works ahead of the completion of legal agreements and confirmation of planning consent, as set out in paragraph 1.7 of this report.</p>

<p>Alternative Options Considered</p>	<p>There remains an option not to proceed with the delivery of the projects within the LRF programme. This is not recommended as it would present a missed opportunity to deliver transformational and impactful change for the local community and to accelerate local economic growth.</p>
<p>Reason for Recommendations</p>	<p>The projects detailed within this report deliver on the LRF strategic objectives set by the UK Government, as well local the ambitions set out within the Community Plan. This includes driving improved health and wellbeing through the creation of community infrastructure and cultural/leisure opportunities as well as and opportunities for local people through skills and employment-based interventions and unlocking long-term sustainable economic growth.</p>

1.0 Background

1.1 In 2020, Newark was awarded £25m through the UK Government’s Towns Deal to support the delivery of several transformational capital projects across the town. The fund aims to boost economic regeneration, infrastructure, and skills in over 100 towns across the UK. The local priority projects are underpinned by a 30-year Town Investment Plan (TIP), developed in partnership with the Newark Town Board at the time.

In addition to the Towns Deal, Newark and Sherwood District Council (NSDC) was awarded £20m through the UK Government’s Levelling-Up Fund 3 (LUF 3) to support the delivery of the ‘Shaping Sherwood’s Revival scheme’. This scheme comprises two local priority place-shaping projects including the redevelopment of Ollerton Town Centre and the Clipstone Regeneration project. Cabinet will re-call that this award was announced by the UK Government on an in-principle basis in late 2023. It should be noted that as a result of both the programme onboarding process and subsequent delays due to a national review of the LUF 3 programme at the time, planning and project development works for both the Ollerton and Clipstone projects were significantly restricted throughout 2024 and early 2025, until the LUF 3 grant was agreed. In April 2025, SDC received formal confirmation of the £20m funding from the Ministry of Housing, Communities and Local Government (MHCLG) (with a revised spend deadline of 31st March 2028), allowing both feasibility and development works to continue over recent months.

More recently, in September 2025, MHCLG announced the new ‘Local Regeneration Fund’ (LRF), consolidating the LUF 3 and Towns Deal into a single funding stream. The aim of merging these programmes is to provide greater flexibility to local authorities to drive growth, reflected in the updated scheme prospectus.

A list of all projects supported by the LRF within Newark and Sherwood (totalling £45m) is provided in Table 1 below, alongside the status of delivery.

Table 1. LRF Projects Newark and Sherwood

Local Regeneration Fund Project	Status
Air and Space Institute (ASI)	complete
YMCA Activity Village	complete
20 Minute Cycle Town	complete
Construction College	complete
32 Stodman Street	scheduled/ongoing
Newark Cultural Heart (Events and Market Place Improvement Scheme)	scheduled/ongoing
Castle Gatehouse	scheduled/ongoing
Ollerton Town Centre Regeneration	scheduled/ongoing
Clipstone Regeneration	scheduled/ongoing

All LRF grant monies (totalling £45m) must be spent by no later than 31st March 2028, in line with the funding conditions set by MHCLG. Four LRF projects have now successfully completed (as noted above) providing enhanced skills, leisure and cultural opportunities for local communities and residents. Further updates relating to the delivery of the remaining scheduled/ongoing projects within the LRF programme, are provided throughout this report.

Members will be aware that as part of the then-Governments Levelling Up Fund, NSDC also competitively secured, alongside partners, £25m towards the Newark Southern Link Road. Whilst sitting outside what is now known as the LRF, this was part of the package of projects stemming from the Newark Town Investment Plan. The SLR was completed and opened to traffic last month, addressing traffic congestion and unlocking new homes, employment land and the Country Park.

1.2 **32 Stodman Street**

Works on site to create a new, high quality residential and retail offer at 32 Stodman Street are expected to complete within the coming months. The project will provide 29 high-quality residential homes in the heart of Newark, bringing a new town centre housing offer. Additionally, through the creation of new retail units, the project will enhance Newark's economic offer with the aim of attracting more people into the town centre and diversifying local retail provision. It is positive to report that a high-level of interest has been shown in both the retail and residential units, with retail tenants now either secured or with the Council in continued discussions and negotiations with potential tenants.

1.3 Please refer to the exempt appendix.

1.4 **Newark Cultural Heart Market Place Improvement**

The Market Place Improvement scheme aims to upgrade the public realm within the Market Place, supporting the improved appearance of the town centre and creating a flexible and functional space to continue to host events and community activities. The project will help to drive economic growth in the town, fulfil the

potential of Newark's natural advantages and increase town centre footfall and vibrancy through an improved public space that attracts both visitors and residents. The scheme now progresses towards RIBA stage 4 (detailed design stage), following recent approval of the projects Full Business Case (FBC). Works are expected to commence on site in January 2026 and complete in early 2027. NSDC will continue to work closely with Newark Town Council and other key stakeholders to progress the delivery of the project within the available budget.

1.5 **Castle Gatehouse**

This transformational project will secure the castle's future, deliver an improved public access and visitor experience and enhance and protect the surrounding gardens and green space. As previously identified, this project is extremely challenging; the site is a scheduled monument subject to strict regulations, the castle itself is grade I listed, and the gardens are grade II listed. An archaeological watching brief is required for all ground works, and some parts of the historic structure are only able to be assessed fully once scaffolding is in place.

Over the last six months, two unexpected and potentially significant archaeological findings have been revealed as a result of this project. The first was a medieval wall, probably a retaining wall which indicates the medieval castle was surrounded by a dry ditch rather than a moat. Further exploration in this area led to the discovery of a pit at the base of two garderobe chutes, which has detailed stonework and has been capped with a millstone. The second is a well, situated in the centre of the Gatehouse, an unusual location which requires further investigation. Both discoveries are being researched by the archaeological team and our academic experts and will improve and update our understanding of the Castle's history.

Additionally, now that the scaffolding has been erected to the full height of the Gatehouse, an inspection of its chimney has revealed a large crack and severe deterioration of the stonework. This has necessitated a carefully documented rebuild of the chimney to ensure it remains both safe and conserved for the future. These challenges have inevitably led to some significant delays on site, and NSDC continues to work closely with the contractor to reduce the impact of these on both cost and budget.

It is anticipated that an additional budget of up to £1,500,000 will be required to deliver Phase 1 of Castle Gatehouse Project; the final figure will be dependent on detailed costings and interlinked funding streams as set out in 1.6 below, and opportunities to reduce the cost will continue to be explored. It is therefore recommended that Cabinet approves an increase of the project's capital budget of up to maximum of £1,500,000, to be funded from the Change Management Reserve.

With consideration of all external funding awarded, the estimated contribution from NSDC to this project remains at just 33%. It should be noted that the Full Business Case demonstrates increased value for money, a strong benefit cost ratio as required and improved social value outcomes.

1.6 Please refer to the exempt appendix.

1.7 **Ollerton Regeneration**

The Ollerton regeneration project will deliver transformational change for the town centre, including a mixed-use scheme which comprises of a public sector hub; 2-screen cinema and café space; retail units; office space; and three affordable homes, surrounded by new public realm.

The project is approaching the end of RIBA 4 works (detailed design stage) with the determination of the planning application anticipated in June 2026. Legal agreements are advancing with Ollerton and Boughton Town Council and with Willmott Dixon, where we expect to be in a position to enter into the construction contract in Summer 2026. A cinema operator has now been secured following a full tender process and the Heads of Terms are being finalised, with the associated contract documents expected to be signed in Summer 2026.

As previously agreed by Cabinet, the full capital budget for the Ollerton project will be made available upon:

- a) Finalisation of land acquisition and associated legal agreements
- b) Confirmation of planning consent for the scheme
- c) Approval of the Full Business Case
- d) Confirmation of a fully funded scheme within the approved capital budget

Both c and d above are now resolved, with a and b outstanding and due to be finalised over the coming months. To mitigate against delays associated with utility installations, client-side consultants and cinema fit-out design works, £500,000 of the approved budget is required to be forward-funded ahead of planning consent and legal finalisation. This will enable advanced orders to be placed with the utility providers and design works to be undertaken for the interior of the cinema and café space with the preferred operator's consultants. This will mitigate against potential delays and ensure the project remains aligned with the 31 March 2028 LRF spend deadline and in accordance with the critical path. This amount is fully accounted for within the existing approved project budget and will be funded by LRF grant monies.

1.8 **Clipstone Regeneration**

The Clipstone Regeneration project, located on Mansfield Road will provide new employment opportunities through the development of up to 30 commercial units at the Clipstone Holdings Site (Phase 1), an enhanced neighbouring sports and leisure facility (Phase 2) and the potential additional inclusion of an improved educational and visitor offer at Vicar Water Country Park (VWCP) (Phase 3). Whilst the site is known across the three phases detailed it is important to note that the Clipstone LRF project is views as a single entity by the UK Government, who do not distinguish between phases and outcomes achieved across the individual phases. The LRF grant is instrumental in accelerating this scheme as a key source of funding, with additional match-funding provided by the Council amongst other

investment sources. The project proposes to generate new employment, supporting economic growth through job creation and productivity and provide enhanced opportunities for residents to participate in cultural and leisure opportunities.

Preparations for the delivery of Phase 1 (commercial units) are progressing, with works expected start on site later this year, following completion of the construction tender exercise. It is anticipated that works will complete by the end of 2027, with the project managed by NSDC’s internal capital projects team.

Phase 2 Clipstone (sports and leisure) will be led by the Clipstone Miners Welfare Community Trust (CMWCT) as eventual owners of the site and end operators of the facility. CMWCT will continue to work in partnership with Welbeck Estates and NSDC as regeneration partners. The new site will replace the existing sports offer at the former Lido Site in Clipstone, Mansfield and delivery is dependent on the completion of a land swap deal of these two sites between CMWCT and Welbeck Estates. Planning permission has been granted by NSDC for the new sports site, and the application for redevelopment for housing on the former Lido Site is anticipated to be determined by Mansfield District Council (as the respective Local Planning Authority) in May 2026.

The CWMCT continues to work with a specialist consultancy to provide a comprehensive cost plan to deliver the sports facility (Phase 2). These costings will feed into the ongoing development of a Business Case for the scheme, led by CMWCT as an essential requirement of the funding set by NSDC as Accountable Body for the LRF. Further updates regarding all three phases of the Clipstone Regeneration scheme and proposed next steps will be presented to Cabinet next month, including scope, costings, key risks and potential interdependencies across the wider LRF programme.

- 1.9 All projects within the local LRF programme continue to be monitored and managed by individual Project Teams, with ongoing mitigation of the key delivery related risks outlined within this report. Additional oversight is provided at a programme-level by the Programmes Manager, ensuring ongoing compliance with funding requirements and policy objectives set by MHCLG.

2.0 Implications

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

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

LGR	n/a	Tenant Consultation	n/a
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2.1 **Legal Implications - LEG2627/7298**

Cabinet is the appropriate body to consider the contents of this report, with some elements for noting. The Council's Legal team are involved in assisting and advising on the individual projects included in this report and any new streams of work identified will need to be referred to the responsible Legal Officer to provide further assistance.

Specific implications relating to individual projects below are outlined below:

Castle Gatehouse - Legal Services will need to be instructed in relation to any agreements or arrangements in respect of any additional funding streams identified.

2.2 **Financial Implications (FIN26-27/825)**

Stodman Street

Provided in Exempt Appendix.

Newark Cultural Heart Market Place Improvement

Works up to and including RIBA Stage 3 are nearing completion, with estimated expenditure of approximately £230,000. The Business Case has now been approved, enabling progression to RIBA Stage 4, funded from the Capital Programme budget of £3,610,000, fully funded by the LRF grant. It is anticipated that around £10,000 of the RIBA Stage 3 allocation can be returned to the Change Management Reserve.

Castle Gatehouse

Increasing the budget by £1,500,000 will result in the overall budget total being £8,064,860, financed by:

- Towns Fund Grant £3,310,000
- NLHF £1,253,620
- Change Management Reserve (approved 18.02.25) £1,000,000
- Change Management Reserve (proposed) £1,500,000
- NSDC Borrowing £981,240

Ollerton Regeneration

The budget for the full scheme was approved as part of the Capital Programme for the period 2026/27 to 2029/30. Progression beyond RIBA Stage 4 is subject to the conditions set out in paragraph 1.7. While these conditions are still in the process of being concluded, it is recommended that expenditure of £500,000 of the budget is used for utility installations to maintain progress on the critical path. The remaining capital budget will not be used until such time as the requirements to proceed further have been satisfied.

Background Papers and Published Documents

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

None



Report to: Cabinet Meeting: 9 June 2026
 Portfolio Holder: Councillor Claire Penny, Sustainable Economic Development
 Director Lead: Matt Lamb, Director - Planning & Growth
 Lead Officer: Matthew Norton Business Manager – Planning Policy & Infrastructure

Report Summary	
Type of Report	Open Report / Key Decision
Report Title	Newark & Sherwood Local Plan – Scoping Consultation
Purpose of Report	To set before Cabinet the progress towards developing the Scoping Consultation, including proposed content and seek approval for delegated authority to carry out consultation in July 2026.
Recommendations	That Cabinet: a) note the report; b) approve the scoping consultation proposals contained in Appendix 1 to the report; and c) delegate authority to the Portfolio Holder for Sustainable Economic Development to agree the final Scoping Consultation document in consultation with the Planning Policy Board ready for consultation in July 2026.
Alternative Options Considered	It was considered that the Scoping Consultation could be delayed, however this will have knock on consequences to the agreed timetable. Furthermore, additional government funding requires the Council to progress through Gateway 1 by the end of October 2026, which would be difficult if the scoping consultation was pushed into August and September 2026.
Reason for Recommendations	To allow the Scoping Consultation in line with the agreed Newark & Sherwood Local Plan timetable.

1.0 Background

1.1 The District Council has published its intention to commence plan making. Before we enter the formal 30-month plan making process we have to carry out a scoping consultation. Regulation 20(1) of the Town and Country Planning (Local Planning) (England) Regulations 2026 are brief in their requirements they state that:

The authority must—

(a) invite each of the bodies specified in paragraph (2) to make representations to the local planning authority about—

(i) such matters relevant to the preparation of the local plan as the authority or body consider appropriate, including what the plan should contain, and

(ii) how the authority should engage with them in the preparation of the local plan.

1.2 This process is not a traditional consultation as we have previously undertaken as part of plan production, it is in effect an initiation document or an invitation to participate. Therefore, it is not intended to prepare detailed options for consultation but a broad document to consider what we might include in the local plan. As its an invitation to participate it's really important that we set out our approach to consultation and seek people's views on this.

2.0 **Proposed Approach to the Scoping Consultation**

2.1 The scoping consultation will be in two parts. Part one will be a 'District Profile' this will set out our baseline understanding of the district, highlighting current issues and consideration of what issues what there might be. Part 2 is a discussion of the various elements of the Plan and the proposed consultation approach. The framework for the consultation is set out in the table below:

Section	Topic Area
Introduction	Introduction
District Profile	Population & Demographics (Health)
	Housing
	Economy
	Communities; including Retail, Town Centres, Community Facilities, Rural Areas
	Environment; including Climate Change, Flooding, Blue/Green Infrastructure, Biodiversity, Heritage
	Infrastructure & Transport
Context and Evidence Base	Context – Other plans and programmes
	Existing Evidence Base
	Updated and New Evidence Base
What will be in the Plan	Vision & Objectives
	Spatial Strategy
	Area & Site-Specific Policies
	Allocations for new developments
	Development Management Policies
Appraising the Plan	Scoping out the Strategic Environmental Assessment
	Habitat Regulation Assessment
	The role of Sustainability Appraisal, Equalities Impact Assessment and Health Impact Assessment
Consultation Approach	Digital Consultation
	Engaging the whole community

- 2.2 Officers are busy preparing the various elements of the district profile with the aim that it will be interactive with maps, diagrams and charts that consultees can explore to understand various issues. This report focusses on the two key elements of the consultation the contents of the Local Plan in relation to the Vision & Objectives and Spatial Strategy and the Consultation Approach. These elements are attached at **Appendix 1** for consideration.
- 2.3 Planning Policy Board endorsed the approach set out in Paragraph 2.2 at its 27 May meeting and as part of the discussion highlighted the need for Councillors to be advocates for the new Local Plan. The Board thought it would be important for Councillors to have support and training in the new plan making system to assist in this. The Board also highlight the important role of Parish Councils and the need to engage with them as set out in the proposed consultation strategy.
- 2.4 It has not been possible to prepare a final scoping consultation document for approval at this Cabinet Meeting. In order to meet the agreed Local Plan timetable and prepare a scoping consultation in time for a July consultation it is proposed that delegated authority for the Portfolio Holder to agree the final scoping consultation in consultation with Planning Policy Board.

3.0 **Implications**

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

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

Financial Implications - FIN26-27/4148

- 3.1 This report has no financial implications.

Legal Implications - LEG2627/5101

- 3.2 The legal basis for the requirements of the scoping consultation are outlined in 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.

[Newark & Sherwood Local Plan Timetable](#)

Scoping Consultation Introduction

Newark & Sherwood District Council have started the production of new Local Plan. The Local Plan will set out a vision for the District, local planning policy, identifying development targets and sites to accommodate the development.

We are producing the Local Plan under a new system which aims to speed up production. This scoping consultation is the initial stage which we conduct before we formally start the process in September.

The timetable is available here ([Local Plan Timetable](#)) and the key dates are:

- Scoping Consultation July 2026
- Gateway 1 September 2026
- Consultation on proposed plan content and evidence June – July 2027
- Gateway 2 November – December 2027
- Consultation on proposed Local Plan March – April 2028
- Gateway 3 July 2028
- Examination of the Local Plan by an independent Planning Inspector - September 2028 to March 2029
- Adoption April 2029

Gateway stages are a new mechanism for checking if the Local Plan is progressing appropriately. Gateway 1 is a self-assessment but Gateways 2 and 3 are conducted by a independent Planning Inspector.

In this scoping consultation we want to set out what we believe the key issues are in producing a local plan for the district and ask how you want to be consulted as part of the production of the plan.

The remainder of the scoping consultation is set out in two parts. Firstly, we have prepared a District Profile which identifies some key information about the district and identify potential issues we need to address. It can be view here ([insert link](#))

The second element sets out what will be in the plan, potential documents – evidence base – to support the delivery of the plan, ways of appraising the plan and our consultation approach.

Why are we doing this now?

This is a reasonable question, as we have only just taken our Allocations & Development Management DPD through examination and in less than two years' time the District Council will merge with some of its neighbours and part of the County Council to form a new Council. The answer is that because of the changes to national policy elements of

our current plan are out of date, the government has directed Councils to prepare plans as quickly as possible whether or not they are going through local government reorganisation. Therefore, we have commenced plan making. The Plan will be the responsibility of the new Council from April 2029 onwards.

Scoping Consultation – Vision & Objectives

<District Profile Results to be inserted>

Preparing a vision

It is important when preparing a plan to have a statement which sets out what you are aiming to achieve and how the place you are planning for will look at the end of the plan period if your plan is successful. The government say that any vision should:

- set out key aims and objectives for your area over the next 15 years or longer
- be ambitious but also reflect what the local plan can realistically achieve through its policies

Our current vision adopted in 2019 states:

By 2033, Newark and Sherwood will become:

“An area providing a high quality of life, made up of thriving sustainable urban and rural communities where people want to and can, live and work. These sustainable, balanced communities will feature good quality housing with a mix of different sizes, types and tenures which will address local needs.

The District will have a successful, diverse economy by providing employment opportunities to a local workforce, equipped with a wide range of skills arising from improved education, learning and training and encouraging tourism potential.

The District will be made up of a hierarchy of attractive and vibrant towns, and larger villages that provide a range of accessible facilities and activities for smaller villages and the surrounding rural areas that is effective and sustainable.

Newark's role as the Sub-Regional Centre will be strengthened through housing and employment growth in sustainable urban extensions, the regeneration of existing neighbourhoods, new economic and infrastructure investment, and the shortage of affordable housing will have been addressed.

Access will be improved, key transport improvements will have been secured and non car use encouraged.

The architectural and historic built environment and the District's archaeology will be protected and enhanced. New buildings and spaces will be well designed, with a strong sense of place that builds on local character.

Development will be environmentally sound, energy and water efficient, minimise waste, and maximise opportunities for appropriate renewable energy, helping to reduce the impact of climate change.

The natural environment will be safeguarded and enhanced, green infrastructure will be strengthened, new green and woodland spaces will increase ecology, biodiversity and nature conservation, providing a resource for local people and encouraging personal well being and health.

The District will have strong local distinctiveness as Newark and Sherwood’s unique diverse character, culture and heritage will have been respected and promoted in the course of change that has been guided by the principles of sustainable development.”

This vision guides and reflects the strategy, policies and proposals in the Amended Core Strategy, therefore as we produce a new local plan we will need to write a vision to match our ambitions for the area over the next 20 years.

The Council’s Community Plan sets out our ambitions for the District over the next five years it includes the following vision:

“The ethos of Newark and Sherwood District Council is ‘Serving People, Improving Lives’. We exist for the benefit of others and we are accountable for making things better. We accept this responsibility and recognise that our Community Plan can only be achieved by working in partnership with others and at a variety of different levels – sometimes street based, sometimes regionally, nationally and internationally.”

This vision translates into the Council’s seven ambitions for action. Ambition 7 relates to how the Council operates as an organisation, but we believe that the ambition 1 to 6 could provide the basis of forming a new vision and objectives alongside the key planning issues which we will need to address.

Community Plan Ambitions and Key Planning Issues

Ambitions	Key Planning Issues
<p>Ambition 1 Break down barriers to opportunity to enable residents and businesses to prosper and fulfil their potential</p>	<p>Encourage sustainable economic growth</p> <p>Promote the long-term vitality and viability of centres</p>
<p>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</p>	<p>Deliver homes of the right sizes, types and tenures to support sustainable growth and creation of places</p>

<p>Ambition 3 Improve health and wellbeing, with an emphasis on communities with lower levels of life expectancy</p>	<p>Promote sustainable transport and access to a range of transport nodes</p>
<p>Ambition 4 Reduce crime and anti-social behaviour, improving community feelings of safety</p>	<p>Deliver well-designed, high quality and sustainable places</p>
<p>Ambition 5 Promote, maximise and celebrate the diversity of Newark and Sherwood's heritage, culture and community spirit</p>	<p>Protect and enhance the natural, built and historic environment</p>
<p>Ambition 6 Reduce the impact of climate change and protect and enhance green spaces</p>	<p>Plan for climate change mitigation and adaptation</p>

Question – Do you agree with our approach to creating a vision and objectives and what key issues do you believe should be included in our vision?

Measuring our success

The local plan is required to identify no more than 10 measurable outcomes to help monitor progress towards meeting the vision.

The outcomes should be:

- tangible
- locally specific
- easy to monitor the plan against

To achieve this, they should:

- flow from the aims and objectives identified in the vision statement
- outline how the desired change will be delivered and measured

Measures should be quantitative and qualitative and should be linked to policies and outcomes. We have a monitoring framework for our current plan ([Annual Monitoring Reports](#)) but as the vision and policies will be changing significantly this will need to be replaced.

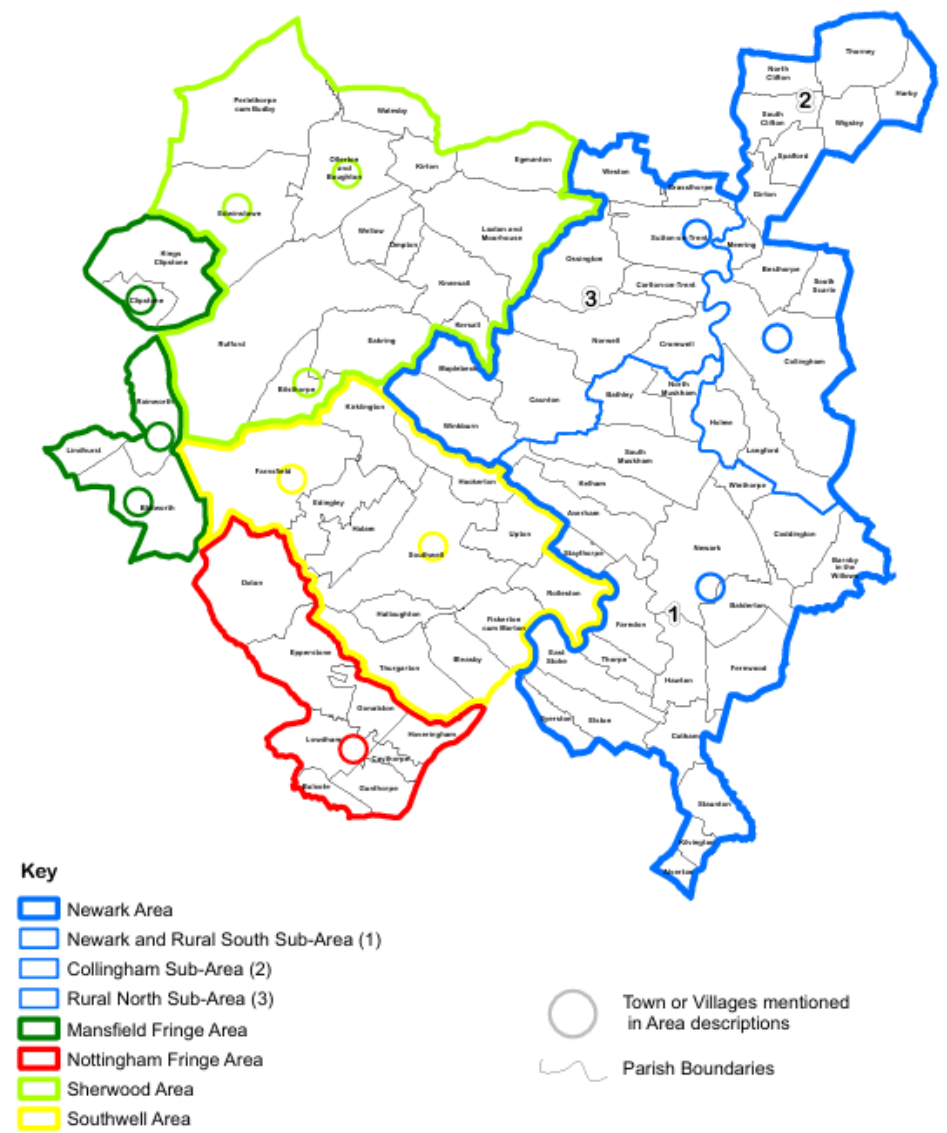
Question: What issues do you believe the measurable outcomes should address?

Spatial Strategy

The key purpose of any Local Plan is to provide a spatial strategy. Its aim is to ensure that the area develops in a sustainable way, delivering social, economic and environmental development and supporting infrastructure. It should identify key settlements and locations for growth. The spatial strategy informs all of the other policies and proposals in the Local Plan.

Our current spatial strategy in the 2019 Amended Core Strategy. It recognises the diverse characteristics of the district and the various roles of the different settlements within it. It also allocates housing and employment development to various locations. The District is split into 5 Areas with the Newark Area being split into 3 sub areas to reflect its diversity.

Map of Plan Areas



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In order to recognise the role of different settlements and direct growth the Council has a settlement hierarchy which identifies four levels:

- **Sub Regional Centre** - To be the focus for housing and employment growth in Newark & Sherwood and the main location for investment for new services and facilities within the District.
- **Service Centre** - Act as a focus for service provision for a large local population and a rural hinterland.
- **Principal Village** - Act as secondary focus for service provision in each Area. Support for service provision in these locations to assist rural accessibility.
- **Other Villages** – Villages which have limited or no facilities.

We identified communities in the first three levels of hierarchy as locations for growth based on the following principals:

1. **Supporting the role of the Sub-Regional Centre** - the requirement to focus development, seeking to support the role of the Sub-Regional Centre.
2. **Regeneration** - address the regeneration needs of the District by focusing housing, employment, facilities and services in communities suffering from deprivation.
3. **Sustainable Communities** - seek to address identified local housing need in a sustainable manner and promote and protect the roles of the Service Centres and Principal Villages as locations for local services and facilities.

The table below set out how this effects major settlements in the Hierarchy, the figure in brackets reflect the principal applied:

Area	Settlements	Status
Newark Newark & Rural South Collingham Rural North	Newark Urban Area* (1) Collingham (3) Sutton-on-Trent (3)	Sub Regional Centre Principal Village Principal Village
Southwell	Southwell (3) Farnsfield (3)	Service Centre Principal Village
Nottingham Fringe	Lowdham (3)	Principal Village
Sherwood	Ollerton & Boughton (2) Edwinstowe (2) Bilsthorpe (2)	Service Centre Service Centre Principal Village
Mansfield Fringe	Rainworth (2) Clipstone (2) Blidworth (2)	Service Centre Service Centre Principal Village

*Newark Urban Area is made up of Newark, Balderton and Fernwood

Growth was apportioned accordingly. In terms of housing growth, the split is based on settlement size and the relevant growth principal. This resulted in the following split:

	Percentage of Housing Growth	Amount of Housing Growth (dwellings)
Sub Regional Centre	60%	5284
Service Centres	30%	2641
Principal Villages	10%	880
Total (A further 274 dwellings came forward in other locations)		8805

Employment requirements were pursued at a Plan Area level:

Area	Overall employment land to be provided (In hectares)
Newark Area	51.9
Southwell Area	4.5
Nottingham Fringe Area	0.1
Sherwood Area	16.2
Mansfield Fringe Area	10.4
Total	83.1

The current spatial strategy directs the majority of both housing and employment to Newark Urban Area. This reflects the provision of three strategic sites around Newark and the approach of accommodating growth around the most sustainable location in the district to support the function of Newark Urban Area and support infrastructure improvements (e.g. the Southern Link Road).

Whilst the strategic sites have significant further capacity for growth over the new plan period the Council will need to consider if the current spatial strategy, remains the most effective going forward. There are a number of considerations regarding this:

- 1) Does the analysis of service provision and infrastructure capacity undertaken for the Amended Core Strategy remain valid. We will need to understand current infrastructure provision and capacity issues across the district through a new Infrastructure Delivery Plan
- 2) Land Availability – we need to have an understanding of what land is available to accommodate future growth. We are carrying out a Strategic Housing and Employment Land Availability Assessment process, seeking out potential sites and then assessing if they are suitable for development.
- 3) Market Trends – we are seeing changes in how employment land is developed and brought forward, including different types of use being accommodated in employment areas and the growth of large-scale logistics. Ongoing change in the

retail sector including continued closure of national retailers and renewed pressure for out of centre supermarkets. Viability for all types of development continues to be difficult in the district.

- 4) Changes in national policy. The draft NPPF encourages growth more widely than previously, including around railway stations, and the government has already changed Green Belt policy that are less important to its purposes (known as grey belt). These may well change our approach to allocating development.

We will be developing our evidence base, working with infrastructure providers, stakeholders, landowners and communities to identify a new spatial strategy.

Question: The Council believes that it should develop a different spatial strategy than currently used, do you agree?

Question: What factors do you believe are important in designing a new spatial strategy?

Green Belt

As mentioned above national Green Belt policy has changed, and the government have identified that Grey Belt land within the Green Belt may be suitable for development. Newark & Sherwood has an element of the Nottingham-Derby Green Belt down its western flank from the river Trent up to Rainworth.

<Insert map of green belt>

National policy says that “once established, Green Belt boundaries should only be altered where exceptional circumstances are fully evidenced and justified through the preparation or updating of plans. Strategic policies should establish the need for any changes to Green Belt boundaries, having regard to their intended permanence in the long term, so they can endure beyond the plan period.” It goes on to state that “exceptional circumstances in this context include, but are not limited to, instances where an authority cannot meet its identified need for homes, commercial or other development through other means. If that is the case, authorities should review Green Belt boundaries in accordance with the policies in this Framework and propose alterations to meet these needs in full, unless the review provides clear evidence that doing so would fundamentally undermine [the purposes of the Green Belt]”

We are currently considering if we need to carry out a review of our Green Belt emerging national policy in the Draft NPPF has similar wording. If following our SHELAA process, we don't feel that any Green Belt land needs to be considered we don't believe this will be necessary.

Question: Do you agree with the Council's approach to reviewing the Green Belt?

Our Consultation Approach - Proposed Future Local Plan Engagement

Existing Council Engagement Strategies

Consultation and Engagement Strategy (2022-2027)

The Council has a Consultation and Engagement Strategy (2022-2027) which sets out how the Council will engage with residents and stakeholders. It establishes a framework of engagement levels, core principles, and coordinated processes to ensure consultation is inclusive, proportionate, and consistently reviewed and improved over time.

This has established a range of engagement principles which in summary outline that consultation should be co-ordinated, inclusive and transparent, using accessible methods and plain English to reach a wide range of audiences without causing over-consultation. It should handle data responsibly, meet legal requirements, support participation from underrepresented groups, ensure feedback is considered and acted on where appropriate, and continue to improve based on experience and learning.

Commitment is provided to carrying out consultation when the Council is considering significant policy changes that could impact on residents, and when there is an express statutory duty to consult. These commitments would cover the production of a new-style Local Plan. Complimenting the engagement principles are a range of standards which the Council seeks to meet when carrying out consultation. This includes.

- Consulting at a formative stage (before proposals are fully developed);
- Ensuring that consultation is clear, concise and widely accessible;
- Provision of enough information to make sure residents are properly informed when responding to a consultation;
- Providing an appropriate period of time for residents to respond (2-12 weeks); and
- Conscientiously consider the responses received.

Statement of Community Involvement

There are however also statutory obligations beyond how the Council seeks to engage as an organisation. In this regard the Council has a Statement of Community Involvement which sets out how individuals, groups and communities with an interest in the District will be involved in the planning system, including plan-making. However, it was designed to meet the procedural requirements of the 'legacy' plan-making system and so in some key areas is inconsistent with the requirements of the newly reformed system.

Nevertheless, it has established a set of broad principles that have informed several previous rounds of plan-making in the District. These principles revolve around the following.

- Engaging early and continuously throughout the plan-making process;
- Ensuring that consultation is open, transparent, and accessible to all;

- Showing how views have influenced evolving proposals, with clear feedback; and
- Aligning consultation with wider engagement activity where possible.

These principles are consistent with the Councils wider Consultation and Engagement Strategy and reflect good practice, having helped shape community expectations around Development Plan consultation. They provide a sound basis for developing a robust approach to engagement on the new-style Local Plan.

New Plan-Making System

The basis for engagement on the new Local Plan will however need to evolve to reflect the structure, requirements and objectives of the reformed plan-making system. There is a 30-month period for production of the new Local Plan, requiring a more compressed programme. This will require greater use of digital consultation methods and early consideration of how artificial intelligence can support the process and improve productivity.

National Guidance introduced to support the new system provides a further set of community engagement principles. These largely reflect the current practices of the Council but are outlined below.

- Start engagement as early as possible in the process. Be proactive and do not assume local people will know how to find and access information.
- Help local people understand the plan-making process and how their feedback has helped prepare the plan.
- Use mixed methods of engagement to gather a broad range of insights and ensure consultations are accessible for all.
- Each consultation stage will be different. Consider the following matters when creating and updating, where necessary, the community engagement strategy:
 - Identifying baseline demographic information
 - Defining the target audiences
 - Tailoring engagement approaches and publicity to meet the needs and interests of those target audiences
 - Outlining what the consultations will cover and what falls outside of scope

Developing an Approach for Engagement on the New Local Plan

Taking account of the above an updated set of principles for engagement on the new Local Plan have been drafted. These build on the Councils current practice and guidance supporting the new plan-making system. The principles are to:

- Engage meaningfully and proportionately, with consultation being tailored to the requirements of each stage of the plan-making process;
- Consult from an early stage and at key points throughout the process;
- Design engagement around target audiences and make it open, transparent and accessible to all, including hard-to-reach groups;

- Use a mix of consultation methods, with greater use of digital tools, while remaining accessible and designed with artificial intelligence in mind;
- Show clearly how views have informed evolving proposals, with feedback on the outcome; and
- Align consultation with wider engagement activity where possible.

Consultation Groups

In terms of the different types of consultee who will need to be engaged in the process, the Town and Country Planning (Local Planning) (England) Regulations 2026 refer to two different types of consultation body.

General Consultation Bodies

- Voluntary bodies (some or all whose activities benefit all or part of the planning authority's area);
- Bodies which represent the interests of persons in the planning authority's area who share a protected characteristic under the Equality Act 2010;
- Bodies which represent the interests of persons carrying on business in the planning authority's area;

Specific Consultation Bodies (relevant to Newark & Sherwood District)

- Active Travel England
- Electrical Communication Operators
- Canal & River Trust
- Civil Aviation Authority
- Coal Authority
- English Sports Council
- Environment Agency
- Forestry Commission
- Highways Authority
- Highways England
- Historic Buildings and Monuments Commission for England
- Homes and Communities Agency
- National Health Service
- Electricity suppliers
- Gas suppliers
- Sewerage undertakers
- Water undertakers
- Marine Management Organisation
- Natural England
- Neighbourhood forum's within or adjoining the District
- Network Rail
- Office for Nuclear Regulation

- Office of Rail and Road
- Relevant consultation bodies (Local Planning Authority's, Minerals & Waste Planning Authorities, Parish Council's, local policing body and any Combined Authority / County Authorities) within or adjoining the District
- Education Authority
- Lead Local Flood Authority
- Responsible Authority for the Local Nature Recovery Strategy

Additional Consultees (Defined by the Council)

However, beyond those bodies named in the regulations the SCI identifies seven main groups that the District Council will seek representations from during the plan-making process. Some of which are covered by those bodies detailed above, but not all. The definition of these groups remains appropriate, and they will continue to be engaged as part of the process for the new Local Plan.

- The general public;
- Hard to reach groups;
- Local voluntary groups / interest groups;
- Town Councils, Parish Councils and Parish Meetings;
- Businesses;
- Statutory bodies; and
- Developers.

Hard to reach groups are those sections of the community whose opinions can be difficult to obtain because they have less day-to-day contact with the planning system than other groups of consultees. In Newark & Sherwood District, these are:

- Young people;
- Older adults;
- Ethnic minorities, including gypsies and travellers;
- People with disabilities; and
- Homeless people.

The District Council will work together with organisations representing hard to reach groups to ensure that the most appropriate consultation methods are used to seek their opinions, and that the views of people within these groups are properly taken account of. The Council will also draw upon the expertise of these representative groups by inviting them to comment through the plan-making process.

Consultation Methods

To support robust and comprehensive engagement the following methods will be utilised.

- Contacting appropriate people and organisations by email and letter (where preferred);
- Offering links to interactive consultation platforms and digital storytelling rather than relying on static documents;
- Publicising the consultation via appropriate local media;
- Use of social media across multiple platforms to maximise reach, provide short-form content (such as videos) that improves understanding, and encourages feedback via an alternative channel;
- Digital advertising and targeted communications to reach specific groups;
- Providing details of the consultation and response mechanisms via the Council's website;
- Making consultation documents available, including on the Council's website in accessible formats, and in physical form at deposit locations such as libraries and Council offices where appropriate;
- Use of exhibitions, briefing sessions, workshops or meetings. Offering a mix of in-person and virtual / hybrid events (webinars, online workshops, live Q&A sessions). Recorded sessions being made available online and use of interactive digital tools (e.g. polls, live feedback platforms) during events;
- Appropriate and secure use of digital tools and data analysis to support engagement – including artificial intelligence; and
- Provision of consultation feedback as soon as possible – including clear summaries of key issues raised, explanation of how representations have been considered and use of digital formats to present findings in an accessible way.

Engagement Stages within the Plan-making Process

The new Local Plan process includes 3 formal stages of consultation.

- **Stage 1: Scoping Consultation** (prior to commencement of the 30-month plan-making process and passing through Gateway 1)
- **Stage 2: Proposed Plan Content and Evidence Consultation** (prior to passing through Gateway 2)
- **Stage 3: Proposed Plan Consultation** (prior to finalising the plan and passing through Gateway 3 and examination)

Approaches towards engagement for each specific stage are outlined below.

Stage 1: Scoping Consultation Engagement (4-week consultation period)

This consultation stage gives the local community and other key stakeholders the opportunity to have their say at the very start of the plan-making process. With views being sought on:

- What to include in the Local Plan;
- How to approach future local plan engagement (set out here); and
- Any other matters that are felt to be appropriate

Responses to the consultation will inform the development of the Community Engagement Strategy for the remainder of the process. The Town and Country Planning (Local Planning) (England) Regulations 2026 require, as a minimum, at this stage that representations be sought from:

- General consultation bodies that are considered appropriate; and
- Specific consultation bodies that are considered may have an interest in the preparation of the local plan

The consultation will be delivered and publicised following the approach outlined earlier. However, in-line with the principle of proportionate consultation, the purpose of this stage of the process and that the target date for passing through Gateway 1 is 1st September 2026, a high-level approach towards direct engagement will be followed. Specific invitations to participate will be limited to those general and specific consultation bodies that meet the tests set out from the regulations above. The public will therefore not be directly invited to participate in this initial consultation. Notwithstanding this any submissions made by residents will be accepted and taken account of.

To gain more localised input into the scoping consultation Local Members will be actively engaged, and Town and Parish Councils are considered a specific consultation body with an interest in the preparation of the Local Plan. In both instances direct invitations to participate will be made to these parties. Developers and landowners are the final set of consultees who will receive direct notification and be invited to respond.

Engagement events designed and administered in a way which follows the principles outlined earlier will be held for relevant stakeholders. Town and Parish Councils are also shortly to be invited to prepare 'Parish Priority Statements' setting out key objectives for their areas. This is considered a potentially valuable source of localised information which will be integrated into the plan-making process at the earliest opportunity

A summary of the Scoping Consultation, including an explanation of how we have considered the feedback, will be published following the Council passing through Gateway 1.

Stage 2: Proposed Plan Content and Evidence Consultation (8-Week consultation period)

The second stage of consultation involves seeking representations on a draft vision, aims and objectives and a proposed spatial strategy. Details of evidence already collated should be provided, along with a summary of further evidence which is intended to be gathered. The stage is flexible and allows for consultation on other elements- as deemed appropriate – which could include draft policies for instance.

The Town and Country Planning (Local Planning) (England) Regulations 2026 require, as a minimum, at this stage that representations be sought from:

- General consultation bodies that are considered appropriate;
- Specific consultation bodies that are considered may have an interest in the preparation of the local plan;
- Residents or people carrying out business in the area that are considered appropriate; and
- Anyone who requested to be notified of this consultation.

In addition to the minimum requirements those additional consultees that have been defined by the Council will also be invited to participate at this stage.

The consultation will be delivered and publicised following the approach outlined earlier. The key differences to Stage 1 being the direct invitation of the general public and businesses and anyone who has requested to be notified.

To support this stage there will be a wider range of consultation events held, including use of exhibitions, briefing sessions, workshops and meetings as appropriate. These will incorporate a mix of in-person and virtual / hybrid events (webinars, online workshops, live Q&A sessions).

Before the Council can move onto Gateway 2 it is required to publish a summary of this consultation stage. This will provide a summary of the main issues raised from responses and how regard has been had to those submissions.

It is also this stage of the process where national guidance recommends that consultation takes place on the level of detail and scope of the Strategic Environmental Assessment – alongside the proposed plan content and evidence.

Stage 3: Proposed Plan Consultation (6-week consultation period)

The final stage of formal consultation is where the Council publishes its draft plan and requires that the proposed local plan, a map of proposed local plan policies, site allocations and designations, details of the evidence gathered to support the plan and a summary of the main issues raised at the previous statutory consultations and how they have been addressed are made available and representations sought.

As with the previous stage, the Town and Country Planning (Local Planning) (England) Regulations 2026 require, as a minimum, at this stage that representations be sought from:

- General consultation bodies that are considered appropriate;
- Specific consultation bodies that are considered may have an interest in the preparation of the local plan;

- Residents or people carrying out business in the area that are considered appropriate; and
- Anyone who requested to be notified of this consultation.

In addition to the minimum requirements those additional consultees that have been defined by the Council will also be invited to participate at this stage.

The consultation will be delivered and publicised following the approach outlined earlier. At this stage we will focus on establishing whether consultees support or object to the Plan.

Before the Council can move on to Gateway 3 it is required to publish a summary of the consultation and make any updates to the Plan and supporting evidence which are required.

At this point in the process national guidance recommends that consultation takes place on the Strategic Environmental Assessment environmental report. Furthermore, if there is a Spatial Development Strategy (SDS) in operation within the District then the Council will also need to consult the relevant Authority – to establish whether the Local Plan is in conformity with the SDS. This would need to take place across the same dates as the Proposed Plan consultation.

Additional Stages of Consultation

National guidance supporting the new system is very clear that there is no anticipation additional stages of consultation will be required. This is highlighted as a risk which would add significant delay to the plan-making process and so is recommended to be avoided, where possible. The conducting of additional stages of consultation will therefore require strong justification.

This does not however mean that softer less formal forms of engagement will not be undertaken between those statutory consultation periods. Continuous dialogue will also be facilitated with key stakeholders throughout the process.

Digital-first Approach

One of the more significant changes to the way in which new Plans are to be prepared is the expectation that a digital-first approach be followed, which prioritises digital formats and complies with defined data standards. This will sit at the heart of the approach which the Council follows towards engagement on its new Local Plan.

Digital engagement tools have the potential to significantly increase active participation in plan-making and to make the process more accessible. There are also benefits available in the receiving, considering and handling of representations. Reflecting the consultation principles for the new Local Plan outlined earlier, a mix of websites,

consultation platforms and social media will be utilised. Improvements to how information is presented- moving away from static documents- to use interactive visualisations and story maps is a further benefit which the Council is looking to leverage in its engagement. It is however recognised that this will not suit all consultees and so to ensure the process remains inclusive alternative formats and non-digital options will be maintained.

To support effective and efficient plan-making Artificial Intelligence will be integrated into the process to support the administrative and analytical tasks associated with consultation on the new Local Plan. This will include helping to sort and categorise representations, identify common themes and issues, draft summaries of responses, and assist officers in tracking matters that require follow-up. Where used appropriately, this will reduce manual processing time, improve consistency, and enable staff to focus more on analysis, engagement and professional judgement. Appropriate controls will be put in place to maintain clear oversight, support quality assurance and meet data protection requirements. Transparent communication will be provided over how consultation responses have been handled.

Consultations will therefore be designed with clear questions, structured response options and consistent formats so that responses can be analysed more efficiently, while remaining transparent, accessible and open to fuller comments where needed.

How Consultation Data will be Used

Data collected as part of consultation on the Local Plan will be handled in line with relevant legal and professional standards, including data protection and information governance requirements. This will include collecting only the information needed, storing it securely, using it transparently, and ensuring that any digital tools or artificial intelligence used to support engagement are applied appropriately, proportionately and responsibly.

Question: Do you agree with the Council's proposed approach to consultation?

Question: Are there any groups and organisations which you think we should be contacting as part of the Local Plan consultation?

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

Document is Restricted

By virtue of paragraph(s) 5 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted