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**Monday, 14 March 2022**

**Chairman: Councillor R Jackson  
Vice-Chairman: Councillor N Mison**

**Members of the Committee:**

**Councillor L Brailsford  
Councillor S Carlton  
Councillor M Cope  
Councillor D Cumberlidge  
Councillor P Harris  
Councillor Mrs L Hurst  
Councillor J Kellas  
Councillor B Laughton  
Councillor J Lee  
Councillor L Goff**

**MEETING: Leisure & Environment Committee  
DATE: Tuesday, 22 March 2022 at 6.00 pm  
VENUE: Civic Suite, Castle House, Great North Road,  
Newark, Notts, NG24 1BY**

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

**If you have any queries please contact Catharine Saxton on [catharine.saxton@newark-sherwooddc.gov.uk](mailto:catharine.saxton@newark-sherwooddc.gov.uk).**



## AGENDA

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12. Exclusion of the Press and Public	

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.

## NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Leisure & Environment Committee** held in the Civic Suite, Castle House, Great North Road, Newark, Notts, NG24 1BY on Tuesday, 25 January 2022 at 6.00 pm.

PRESENT: Councillor R Jackson (Chairman)  
Councillor N Mison (Vice-Chairman)

Councillor L Brailsford, Councillor S Carlton, Councillor M Cope,  
Councillor D Cumberlidge, Councillor P Harris, Councillor J Kellas,  
Councillor B Laughton, Councillor J Lee and Councillor L Goff

APOLOGIES FOR ABSENCE: Councillor Mrs L Hurst (Committee Member)

### 37 DECLARATIONS OF INTEREST BY MEMBERS AND OFFICERS AND AS TO THE PARTY WHIP

Councillor S. Carlton declared an Other Registerable Interest in Agenda Item No. 10 – Active4Today’s Business Plan, as he was a Council appointed Director for Active4Today.

The Business Manager – Financial Services declared an Other Registerable Interest in Agenda Item No. 10 – Active4Today’s Business Plan, as he was a Council appointed Board Member for Active4Today.

### 38 DECLARATION OF ANY INTENTIONS TO RECORD THE MEETING

NOTED that the Council would undertake an audio recording and live streaming of the meeting.

### 39 MINUTES OF THE MEETING HELD ON 16 NOVEMBER 2021

AGREED that the Minutes of the meeting held on 16 November 2021, be approved as a correct record and signed by the Chairman.

### 40 CHAIRMAN'S REPORT

The Chairman provided an update to the Committee on the developments that had taken place within the Committee’s remit since the last meeting held on 16 November 2021.

The Chairman commented that it was pleasing to see the ongoing recovery in Active4Today, as it recovered from the challenges of the past 22 months. The membership base was now at 89% of what it was pre-Covid, after staying 30% down since the centres were able to re-open last year, 2021. The live membership base at the Dukeries Leisure Centre was up 20 per cent on where it was pre-Covid, buoyed by the continuing success of the new pool which opened summer 2021. The costs associated with running the centres continued to be higher into 2023 than they were pre-Covid, there was an improving picture as detailed in the report contained within the agenda.

The Chairman informed the Committee that when he was the portfolio holder for leisure and culture, the centres cost around £1-million a year. This was reduced down to around £250,000 pre- covid. The Chairman's aim was to return to that or lower, over the medium term.

At the September meeting of the Leisure and Environment Committee, an update was provided regarding the National Waste and Resources Strategy, which was being wrapped up in the new Environment Bill. When first published in December 2018, the National Waste and Resources Strategy proposed widespread changes to the recycling landscape, including standardised and separate kerbside collection of a range of materials. The Environment Act was approved by Parliament before Christmas 2021, which meant the legislation was now law and ministers had the power to introduce a range of waste reforms. The line from government was that DEFRA was still working on responses to a number of consultations on the changes, which remained at present. At the latest Joint Waste Management Committee, held between the district councils, County Council and Veolia, a representative from DEFRA confirmed that the statutory guidance would be available in the spring. As such, there was not a detailed description about what the exact requirements would be or, crucially how the new burdens would be funded. It was confirmed that as soon as that information became available, colleagues would produce a report for committee consideration. Despite the lack of clarity, the committee would be aware of the significant growth that had been undertaken in the garden recycling service since the service was brought back in house on 1 April 2021. Due to some minor disruption at the height of the covid response, a decision was taken to offer the service at the discounted rate of £30 for 2021/22. That price was due to increase in 2022/23, but given the growth in the service and the recycling rate as a result, an urgent decision was included on the agenda, to increase the price back to £35. The Chairman was supportive of the decision as the service was proving to be successful in both bringing income into the authority and increasing recycling rates.

The Chairman also confirmed the Council's support regarding proposals to introduce solar PV on a range of Council buildings. As part of the plans, PV would go onto the leisure centres in Newark, Southwell and Ollerton, saving energy costs and reducing the Council's carbon footprint in line with the Climate Strategy and Action Plan. A report would be submitted to the March meeting of the Committee and would set out the latest with the PV plans.

The Council was also undertaking its latest Day of Action in Southwell, in March 2022. These days were hugely popular and made an impact in communities. Fly-tipping was also being tackled in Newark and Sherwood, as part of work to make the district cleaner and greener.

A report was also included on the agenda regarding another positive development in trying to restrict access to Deerdale Lane, which, was affected by industrial scale fly-tipping. Work was being undertaken with partner agencies to tackle that crime, restricting access to known hotspot areas and prosecuting where evidence could be obtained.

At the September meeting, the Council agreed to enter into a one-year pilot with a waste enforcement company called WISE, to address those disposing of litter inappropriately. An update of the work undertaken was provided on the agenda.

AGREED that the Chairman's Report be noted.

41 PRESENTATION FROM TRENT VALLEY INTERNAL DRAINAGE BOARD

A presentation was undertaken from the Trent Valley Internal Drainage Board by John Miller – Chairman and Robert Brown – Technical Engineering Manager, regarding what they do and how they spend public money.

A question and answer session ensued the presentation.

Question

Comparing with the past, there was currently much more focus on water removal and drainage from unoccupied land, was that still the case and what will be the effect of the Environmental Land Management Scheme (ELMS) for the protection of properties compared to land, as it was clear that land which was subject to flooding should continue to flood in order to protect properties and that was a way in which ELMS would persuade land owners to incorporate lack of drainage, the Internal Drainage Board was spending more on drains than the farmers contribute, was that sustainable?

Answer

It was confirmed that a lot of money was being spent maintaining water courses on agricultural land which took water from villages, towns and cities and should be looked at as a whole, rather than breaking it down into rural, urban etc. Agricultural land was protected to a one in ten year event, whilst properties were protected to a one in seventy-five year event that was how grants could be claimed. If water courses were purely maintaining agriculture grants would not be available. Nationally through DEFRA the focus for accessing money was through property count, which meant that the drainage network in a maintained state provided space for water and that was something which had to be considered. Maintaining the drainage network and enabling the continuity flow and the discharge out of the district protected not only the agricultural land but the properties. It was considered to be a fine balance.

The Chairman commented that a lot of farm land was earmarked for flood storage to protect properties and a good system to drain the farm land when it had had storage on it.

Question

Costs were increasing at present, some people were blaming the pandemic for those cost increases, was it justified that companies were increasing costs on materials?

Answer

It was confirmed that the draining board were seeing cost rises through electricity, which was currently being felt by everyone. The other increase was red diesel, the drainage board were at risk of losing the ability of using red diesel in the maintenance of the water courses and they were the two causes for rate rises that year. They hadn't seen a dramatic increase in pump and building supplies that year, however competitive tender rates were in place when buying and buying groups were used to mitigate cost rises.

The Technical Engineering Manager invited Members to send any further questions to him after the close of the meeting through the Democratic Services Officer.

The Chairman thanked the two representatives for an informative presentation.

AGREED that the presentation be noted.

42 PROPOSAL FOR A PUBLIC SPACE PROTECTION ORDER - CONTROL OF FLY TIPPING ON DEERDALE LANE / EAKRING ROAD

The Committee considered the report presented by the Business Manager – Public Protection, which sought approval for a Public Space Protection Order (PSPO) to control the extensive fly tipping on Deerdale Lane and Eakring Road and to open a consultation exercise for the making of an order.

A Member commented on an error at 4.3 of the report, ‘shall cease’ had been repeated twice in the paragraph.

A Member asked whether Nottinghamshire County Council Highways could be included in the list of right of way consultees. The Business Manager – Public Protection confirmed that he would include them as a consultee.

Further to a Member question the Business Manager – Public Protection confirmed that the public would be consulted through the use of social media and signing on site.

AGREED (unanimously) that:

- (a) the proposal to consult on the PSPO be supported;
- (b) the draft terms of the PSPO as detailed in the report be supported;
- (c) the list of consultees as detailed in the report be supported; and
- (d) a further report setting out the results of the consultation be brought back to the committee.

43 REVIEW OF PUBLIC SPACE PROTECTION ORDERS AND THE CONTROL OF DOGS

The Committee considered the report presented by the Business Manager – Public Protection, which asked Members to consider the three year review of Public Space Protection Orders as they related to the control of dogs across Newark and Sherwood. A revised appendix was provided to Members of the Committee prior to the meeting.

In 2018 the Leisure and Environment Committee agreed a number of Public Space Protection Orders which had been in place for three years and therefore were required to be reviewed. The PSPOs agreed were: The Fouling of Land by Dogs – District Wide; The Dogs on Leads by Direction – District Wide; The Dogs on Leads – specified areas; The Dogs Exclusion Areas – specified areas; and Allowing a dog to be out of control when exercised – specified areas.

The report detailed the proposed PSPO, which would both limit the use and physically restrict access to Deerdale Lane/Eakring Road. It was further proposed that there would be a physical barrier blocking vehicle access. Provision would be made for cyclist, horse riders and pedestrians. The location of the proposed physical barrier was shown by the X on the map at Appendix one to the report. The proposed wording of the PSPO was detailed in the report.

The Business Manager – Public Protection, informed the Committee of a late request from Little Carlton, which would remove the dog exclusion area of Beckitts Field and add to the Dog Control PSPO 3 Dogs on leads – Specified areas of land identified in Schedule 3.

The Business Manager –Public Protection informed the Committee that the Southwell and Blidworth requests needed further consultation for those areas of land.

A Member commented that consultation should be undertaken with the general public and not just dog owners. If people were walking in recreational places it could be distressful if a dog off the lead ran towards you.

A Member further commented that the playground at Edwinstowe had been included on both schedule 3 and 4 contained within Appendix 1 to the report. The Business Manager - Public Protection confirmed that would be checked.

AGREED (with 10 votes For and 1 vote Against) that:

- (a) the 8 February 2022 Council, be recommended to make the appropriate Public Space Protection Orders to the areas listed in Appendix 1 to the report;
- (b) Southwell Town Council and Blidworth Parish Council are asked to provide additional evidence in support of the additional controls requested; and
- (c) an exemption scheme is introduced as set out in paragraph 5.5 of the report.

#### 44 ACTIVITY REPORT ON THE WISE ENFORCEMENT PILOT

The Committee considered the report presented by the Business Manager – Public Protection, which provided Members with an update on the enviro-crime activity undertaken by WISE as part of the one year enforcement pilot.

The September 2021 Leisure & Environment Committee agreed to a one year enforcement pilot authorising WISE to undertake enforcement activity for a range of environmental crimes, largely under various sections of the Environmental Protection Act 1990. This would cover littering, dog fouling, graffiti, Public Space Protection Orders and fly-tipping.



Members considered the report and it was suggested that the Council advertise the amount of tickets issued for dropping cigarette butts. It was also mentioned that cigarette butts contained a large amount of plastic which was environmentally bad for the environment.

The Chairman commented on the income generated through enforcement fines for the littering of cigarette butts, which was confirmed to be a 95/5% split to the Council, which had provided a £10,000 income. It was confirmed that information regarding littering was being publicised through social media.

Members commented that work should be undertaken with the fast food chains to get the message out regarding disposing of their rubbish responsibly or face a fine. The Business Manager – Public Protection confirmed that a lot of work had been shared with the fast food chains. It was also confirmed that fixed penalty fines could be issued on private land with the permission of the land owner. A Member commented that fast food rubbish including the receipt had been found dumped on the roadside and questioned whether the registration number of the vehicle could be recorded on the receipt in order for the vehicle owner to be fined for littering. Co-operation of the Government and fast food outlets was required in order for this to be pursued. The Business Manager – Public Protection confirmed that if there was a change of law that would be pursued.

A Member suggested more cigarette bins be installed on housing and problematic estates to reduce the amount of cigarette butts being dropped.

AGREED (unanimously) that the enforcement activity of WISE be noted.

#### 45 ACTIVE4TODAY'S BUSINESS PLAN

The Committee considered the report presented by the Health Improvement & Community Relations Manager which presented the Active4Today (A4T) Draft Business Plan 2022/23 and the latest performance report for the period 12 April to end of December 2021.

At the meeting of Policy & Finance Committee on 29 January 2015 it was resolved to establish a “not for profit” wholly owned leisure company to provide leisure and sports development services on the Council’s behalf. This included the three leisure centres; Blidworth, Dukeries and the Newark Sports & Fitness Centre. The Company, Active4Today, was duly incorporated on 9 March 2015. Active4Today commenced operations on 1 June 2015. The report also provided an update regarding the Southwell Leisure Centre Transfer and the Dukeries Leisure Centre new swimming pool.

As at 31 December 2021 there were 9,855 live members currently paying a direct debit membership; of those approximately 78 had frozen their memberships for either medical reasons or financial reasons in line with the Company’s Freeze Policy. This compared to 251 freezes in August 2020, which followed the July re-opening after the first lockdown.

In January 2021, the Company was predicting an outturn deficit for 2021-2022 in the region of £840k. This was approximately £640k over its forecast position, based on receiving the usual £200k management fee from the Council. As previously stated, this was a direct result of the impact of Covid-19 and the pension costs associated with the pooled arrangement with the Council, which had been reported to Members in previous reports. Whilst this latest forecast of £740k was very encouraging for both organisations, members would note that this was based on period 09 (December 2021) information and there continued to be uncertainty surrounding the continued presence of Covid.

Although as stated above, the in-year position for the Company was an improving one, A4T was currently £550k short of its suggested reserve position of £750k. In order to try and achieve that level of reserve over the coming years, A4T were requesting that the whole amount of budget identified for A4T in 2021-2022 (£840k), be provided to the Company in the form of a management fee, at year end. That would allow A4T to carry over any residual amount into its reserve (estimated at £100k for 2021-2022 based on performance to period 09) in order to rebuild its cash reserve resilience. That proposition had been discussed with the Council and was supported by the Council's 151 Officer. As a result, A4T were requesting that this was supported by Members of the Leisure and Environment Committee.

An update was provided regarding the transfer of Southwell Leisure Centre, which took place on 1 October 2021. This included the remaining 6 months of its budget and all staff under a TUPE arrangement. At the time of transfer Southwell Leisure Centre's original forecasted budget for the 2021-2022 financial year had estimated a deficit at year end of approximately £230k. However, having revised the current budget and reviewed all staffing, programming and membership income, the Company had forecast a new budget position, which now showed a deficit of c.£125k, an estimated saving over the original budget of approximately £105k.

An update was provided regarding the Dukeries Leisure Centre new swimming pool. Since the opening of the facility in July 2021, memberships for both adults and children had increased steadily and sessions included swimming lessons, laned swimming, parent and toddler sessions and fun swims with an inflatable for the younger swimmers. The Company would continue to build numbers at this site as the sports development team began to promote the benefits of regular exercise to the plethora of target groups within the area. This facility continued to be very well received by the community and it was hoped that the successful start to this facility could be built upon over the coming months and years.

A Member commented that there was nothing included in the business plan regarding healthy food provision in the leisure centres and questioned why a healthy eating provision couldn't be included within the business plan.

The Managing Director Active4Today confirmed that the vending provision was not contained within the business plan. Currently the vending provision was out sourced with the machines being installed, using the leisure centre electricity. To date there was very little financial gain to the company and as a result the vending provision was now being reviewed given there was no financial gain and also the associated health issues with high sugar and items generally being sold.

In answer to a Members question regarding Southwell Sports Forum and whether that would be supported, it was confirmed that the Managing Director Active4Today would provide a written answer to the Committee.

*(Councillor B Laughton left during the debate of this item).*

AGREED (unanimously) that:

- (a) Active4Today's performance to Period 9 (December 2021) be noted;
- (b) the Active4Today Draft Business Plan 2022/23 be noted in preparation for the Final Plan to be presented to the 22 March Leisure and Environment Committee;
- (c) the initial early forecast outturn position for 2021/22 be noted; and the full management fee of £842K be made available for 2021/2022;
- (d) the full year financial outturn position be reported to the June meeting;
- (e) a management fee budget provision of £500K be established for 2022/23; and
- (f) a written answer be provided to the Committee regarding Southwell Sports Forum.

46 LEISURE & ENVIRONMENT REVENUE & CAPITAL FORECAST OUTTURN REPORT TO 31 MARCH 2022 AS AT 30 SEPTEMBER 2021

The Committee considered the report presented by the Business Manager Financial Services which compared the Revised Budgets for the period ending 31 March 2022 with the Projected Outturn forecast for the period, based on meetings with Financial Services staff and the appropriate Business Manager. These are based on eight months' performance information on the Council's revenue and capital budgets.

AGREED (unanimously) that the content of the report be noted.

47 LEISURE & ENVIRONMENT BUDGET REPORT 2022/2023

The Committee considered the report presented by the Business Manager Financial Services which sought approval for the 2022/23 base budget in Appendix A to the report, to be recommended to Policy & Finance Committee at its meeting on 21 February 2022 for inclusion in the overall council budget; and approval for the 2022/23 fees & charges in Appendix D to the report, to be recommended to Policy & Finance Committee at its meeting on 21 February 2022 and Council at its meeting on 8 March 2022.

The Business Manager - Financial Services informed the Committee that there was an error within the report which reads 'error' and should read '2022/23'.

The Chairman commented on the problem predicting inflation at that present time and the responsibility of the Committee for having the responsibility of the large fleet of vehicles.

A Member sought clarification regarding the 80% cut in the dog control budget, when the Council was extending the dog control orders. The Business Manager Financial Services confirmed that this was due to a saving through the loss of the dog control officer post, which was being undertaken by the four Community Support Officers as part of their role.

AGREED (unanimously) that the following recommendations be made to the Policy & Finance Committee at its meeting on 21 February 2022:

- (i) the 2022/23 base budget in Appendix A to the report, for inclusion in the overall council budget; and
- (ii) to Council on 8 March 2022 the 2022/23 fees & charges in Appendix D to the report.

48 URGENCY ITEM - GARDEN RECYCLING FEES AND CHARGES

The Committee noted the decision to expedite the fee level setting for garden recycling ensuring a key system change could take place.

The urgency item agreed by Members listed on the Minute of Decision was to increase the garden recycling collection fee from £30 to £35 for the 2022/23 financial year as approved so that essential system changes and testing could be implemented as soon as possible.

AGREED (unanimously) that the urgency item be noted.

49 FORWARD PLAN (1 FEBRUARY 2022 TO 31 DECEMBER 2022)

The Committee considered the Forward Plan for the Leisure & Environment Committee for the period 1 February 2022 to 31 December 2022 and were encouraged to submit any areas of work they wanted to address for the forthcoming year.

A Member commented on the facilities available for rescue dogs and the condition of those facilities. The Director of Communities and Environment confirmed that a visit could be arranged.

AGREED (unanimously) that the Forward Plan be noted and the facilities available for rescue dogs be included on the Forward Plan.

50 HEALTH AND WELLBEING UPDATE

The Leisure & Environment Committee Vice-Chairman provide a verbal update regarding the work undertaken to date on Health and Wellbeing.

A meeting had taken place with the Newark and Sherwood Health and Wellbeing Partnership, which had been the first meeting since the start of the pandemic. They had asked that joint working took place and that a re-structure would take place for the Health & Wellbeing Board. The District Health's six priorities were reported.

It was reported that County Councillor Dr John Doddy, Chair of the Health and Wellbeing Board, was running a series of roadshows in the County.

The Vice-Chairman commented that a re-start regarding health was required as the needs of the community had changed from the pandemic. The Clinical Commissioning Group (CCG) had also amalgamated into one Nottinghamshire group, their remit covered a wider health need, including social care.

AGREED that the verbal update be noted.

Meeting closed at 8.02 pm.

Chairman

## LEISURE & ENVIRONMENT COMMITTEE

22 MARCH 2022

### ACTIVE4TODAY - BUSINESS PLAN – 2022/2023

#### **1.0 Purpose of Report**

1.1 This purpose of this report is to present the Active4Today (A4T) Business Plan 2022/23 for Committee consideration and approval.

#### **2.0 Background Information**

2.1 At the meeting of Policy & Finance Committee on 29 January 2015 it was resolved to establish a “not for profit” wholly owned leisure company to provide leisure and sports development services on the Council’s behalf. This included the three leisure centres; Blidworth, Dukeries and the Newark Sports & Fitness Centre. The Company, Active4Today, was duly incorporated on 9 March 2015. Active4Today commenced operations on 1 June 2015.

2.2 As part of the governance arrangements, A4T presents its Business Plan for the following year to the Leisure & Environment Committee for consideration during the Autumn Committee cycle. The Draft Business Plan, 2022/23 was reported to this Committee at its meeting on 25<sup>th</sup> January 2022 for consideration and comment. On the basis that not further comments have been received the Plan 2022-2023 (Appendix A) is now presented for approval.

#### **3.0 Business Plan Overview**

3.1 Leisure & Environment Committee has overall responsibility for setting the strategic direction of the Company through the annual approval of the Active4Today Business Plan, which sets out the outcomes the Committee wishes the Company to work towards in return for a management fee should this be required. Performance is monitored through a framework and performance indicators agreed by Leisure & Environment Committee.

3.2 Committee will be aware that the A4T commenced a phased re-opening of its facilities in accordance with the Government’s Covid Recovery Road Map wef 12<sup>th</sup> April 2021 following a period of closures as a result of the pandemic. The impacts of Covid have had a significant negative impact on the business activity for the Company and accordingly the Business Plan presented has a clear focus on business recovery to rebuild memberships and usage to pre-covid levels.

3.3 The Business Plan provides an insight in to what the Company intends to focus on in relation to its three core aims of ‘Healthy and active lifestyles’, ‘Accessible facilities’ and ‘Financial viability as detailed in the Aims and Actions section. In addition the Company is proposing to undertake a number of sports development initiatives, targeting hard to reach groups and work in areas which are traditionally challenging in terms of lower participation in sport and physical activity.

3.4 Throughout the last financial year the Company has scrutinised income and expenditure to ensure that the latest operating costs are fully considered in order to forecast a realistic

proposal for the 2022-2023 budget. In addition assumptions have been made when compiling this budget which includes:

- Covid-19 restrictions not changing from the present position;
- Cost of living increases for salaries not increasing over the estimated 2%;
- Memberships continuing on the current trajectory, which is intrinsically linked to Covid-19;
- All facilities continuing to be available for operations;
- Utilities estimates being within the parameters expected;
- Pensions continuing at their current rate and not increasing further; and
- National insurance and VAT remaining the same as the current costs.

3.5 In view of the above, A4T are forecasting a management fee for the 2022/2023 financial year of £500k, to support its operations including its Covid recovery activities. This amount contains a combined management fee, taking account of Southwell Leisure Centre joining the Company. This figure includes £174k of pension costs associated with the pooling agreement and the increased costs associated with the Southwell Leisure Centre employees.

3.6 This forecasted figure supports the operations of four leisure centres and the sports development team, which members will be aware, brings no income into the Company, with the exception of grant funding, which is specifically attributed to the projects it supports. The sports development team however, contribute to the exceptionally important social benefits within the district, directly supporting hard to reach individuals and organisations and promoting the benefits of an active and healthy lifestyle.

#### **4.0 Equalities Implications**

4.1 The business plan and performance framework includes a range of measures that demonstrate work in progress to improve inequalities in sports and leisure participation. However, price increases which have been set out in the business plan may have an impact on those on lower income, however, further support is provided to various groups and individuals, through the inclusivity strategy. All information will continue to be available in a number of formats in line with A4T's access requirements and its commitment to support the principles of equalities and diversity as set out in its Equality Policy.

#### **5.0 Digital Implications**

5.1 The Company already uses multiple digital solutions in the performance of its operations. Moving forwards A4T will work closely with the Council's ICT team to develop further digital solutions as deemed appropriate to ensure that customers are assisted in self-serve as far as is reasonably practicable in order to meet the Council's Digital Agenda and Local Digital Declaration.

#### **6.0 Financial Implications FIN21-22/9916**

6.1 The Company are forecasting an overall requirement of £500,000 for the 2022/23 financial year, which includes a budgeted transfer to reserves of £50,000 in order to continue to rebuild the Company's reserve position. This budget provision is included in the 2022/23 NSDC General Fund budget.

## **7.0 Community Plan – Alignment to Objectives**

7.1 The provision of the Council’s high quality and accessible leisure centres makes a significant contribution to the health and wellbeing of members of the community. Specifically the role that A4T performs for the Council, by operating the leisure centres and sports development function, attracts regular users each year thereby assisting the Council in the achievement of its objective to ‘Improve the health and wellbeing of local residents’.

## **8.0 RECOMMENDATIONS that:**

**the Active4Today Business Plan 2022/23 be approved.**

### **Reason for Recommendations**

**To ensure the company is delivering the outcomes required by the Council in the most efficient and effective way.**

### **Background Papers**

Nil

For further information please contact Andy Hardy on Ext 5708

**Suzanne Shead**

**Director – Housing, Health and Wellbeing**





# BUSINESS PLAN

## 2022/2023

ACTIVE  
Leisure Sport Wellbeing

0000001

[www.active4today.co.uk](http://www.active4today.co.uk)  
contact us at  
[memberships@active4today.co.uk](mailto:memberships@active4today.co.uk)

A large banner image showing a group of people in a gym setting. The word "ACTIVE" is prominently displayed in the center in a large, orange, stylized font. Below it, the tagline "Leisure Sport Wellbeing" is written in a smaller, purple font. In the bottom left corner, there is a white box containing the number "0000001". In the bottom right corner, the website URL "www.active4today.co.uk" and the contact email "memberships@active4today.co.uk" are listed, along with the phrase "contact us at".

## **THE BUSINESS**

Active4Today Ltd was launched on 1<sup>st</sup> June 2015 and is an independent company registered with Companies House, with Newark and Sherwood District Council being the single shareholder.

The business consists of four leisure centres (with the transfer of Southwell Leisure Centre into Active4Today taking place on 1<sup>st</sup> October 2021), a sports development section and a headquarters, which collects and manages the finance of the business, including the in-house direct debits. In addition to these services, Active4Today Ltd operates additional dryside provision out of Newark Academy, Bishop Alexander LEAD Academy, Barnby Road Academy, Samworth Academy and shortly Suthers Academy, through service level agreements. Discussion is also taking place between Active4Today, the District Council and the Magnus Academy regarding the possibilities of A4T operating the all-weather facility at this site, following a resurfacing project.

As a result of Covid-19 and the various closures throughout 2020-2021, the starting point for the Company's direct debit membership offer was significantly lower in 2021-2022 than in previous years; this consequently had a knock on effect to the Company's income generation. However, throughout 2021-2022 the Company work hard to build this membership back up and it is hoped this will be at 10,500 by the end of the 2021-2022 financial year.

The aim of the business is to focus on 3 distinct areas:

- Healthy and active lifestyles
- Accessible facilities
- Financial viability

The Company's unique selling point (USP) is that of a fully accessible service, which is family friendly and offers a wide range of activities to attract users from all age groups and all socio-economic backgrounds. The work of the Company, although complimentary, is split into three areas. These are:

- Leisure facilities
- Outreach work
- Club development

### **Leisure Facilities**

Within these facilities, the leisure centres provide activities to various groups covering, children, adults, 60 plus, affiliated clubs and schools. These are subsequently split into three categories of pay and play, block bookings and direct debit memberships.

The leisure facilities are provided in Blidworth, Ollerton, Southwell and also in Newark. In addition, partnerships were formed with Newark Academy, Barnby Road Academy, Bishop Alexander LEAD Academy Trust, Samworth Academy and Suthers Academy, in a bid to expand the offer of the Company and improve health and fitness, for the communities.

The offer is varied across each site, however, due to the introduction of a new swimming pool in Ollerton in July 2021 and the transfer of Southwell Leisure Centre into Active4Today in October 2021, the facility offer has increased significantly. With the exception of Blidworth Leisure Centre which is a dryside facility only, size is now the main difference between the facilities, with all sites now having a wet and dryside activity mix. Additional dryside facilities are provided within Newark, in partnership with Newark Academy, Barnby Road Academy, Bishop Alexander LEAD Academy Trust and soon Suthers Academy. Finally, dryside provision is also provided at the Samworth Academy in Nottingham.

### **Outreach Work**

Predominantly, this area of work is provided through the sports development section, either through direct provision, or through partnership working with other providers, this includes Nottinghamshire YMCA, clubs and sporting organisations.

During 2020, the work of the sports development team reduced significantly also due to Covid, however, this was reintroduced in September 2021 with the team once again returning to support clubs, schools, vulnerable groups and organisations across the district.

### **Club and Volunteer Development**

The local sports forums are supported by the sports development team on a quarterly basis throughout the year, providing much-needed secretariat, advice and support to volunteers and clubs through these meetings.

The work experience and VISPA volunteering schemes is a crucial tool to recruit new volunteers into sports activities both in clubs and leisure centres. This is particularly focussed on the 14+ age group, encouraging young people to get involved in volunteering in their community and gaining valuable experience and qualifications. This once again re-commenced as schools and clubs returned in September 2021 and it is now beginning to provide support and resilience for clubs, as the young people begin to take up new roles within these organisations.

### **AIMS AND ACTIONS**

As part of the business plan, Aims and Actions have been identified, which focus on key parts of the business. As a result of Covid, the sustainability of the Company has been affected and the focus of 2022-2023 is to build on the successful reopening in April 2021 with an aim to re-build

memberships and income to pre-Covid levels. The suggested Aims and Actions for the 2022/2023 are set out below:

	<b>AIMS</b>	<b>ACTION</b>
<b>1.</b>	<b>Healthy and active lifestyles</b>	
1.1	Childhood obesity - develop and provide opportunities for young people	a) Co-ordinate a series of free swimming sessions for children, especially focused around the new swimming pool in Ollerton. This will take place during the main holiday periods of Easter and summer and will be for a day per week for an open session.
1.2	Inactive people - develop and provide opportunities for inactive people	a) Development of water based and swimming activities for all ages at Dukeries Leisure Centre. b) Introduce a series of taster activities, with specialist instructors at sites. The aim will be to pilot 4 new sessions within the year running for approximately 6 weeks per session.
1.3	NSEC 6-8 - develop and provide opportunities for people living in high NSEC 6-8	a) Introduce 7 day adult passes through a partnership with DWP b) Offer 20 bursaries for persons living in the target areas at both DLC and NSFC, to receive a free membership for 12 months
1.4	Development of the VISPA Academy to provide volunteering opportunities for young people	a) Recommence with work in the schools to develop volunteering opportunities for children aged 14 and over. This is particularly important to build the levels back up and support clubs and organisations when they restart after Covid.
1.5	Recognising the mental health issues which may have resulted due to the pandemic	a) Working directly with CAMHS and mental health professionals to increase physical activity levels and improve health and wellbeing b) Investigate and support the N&S Sports Council to develop a team of Mental Health ambassadors across the district.
1.6	Secure funding to deliver a range of activities in priority areas	a) Deliver the identified programme of activity through the funding secured from Nottinghamshire County Council b) Work with NSDC to offer children's activities funded through the HAF programme (Holiday activities and food)
1.8	Development of Corporate Well-being memberships, as part of a wider network of organisations i.e. Newark Business Club, School Groups, NHS or similar	a) Improve awareness around 'what the company offers' and the benefits of membership b) Commence with wellbeing roadshows within companies located within Newark & Sherwood c) Create digital promotional material for companies that take up corporate membership packages, with a view to improving the health and wellbeing of their workforces
<b>2.</b>	<b>Accessible facilities</b>	
2.1	Potential Development of a Changing Places Toilet at DLC	a) Work with the Council and development companies to scope out the possibility of installing a Changing Places Toilet at DLC. This will include developing an activity programme, which will work with the various groups who will be able to access the facility in the event the new resource is added.
2.2	Ensure the programme of activities within the leisure centres are designed to attract and support the varied and diverse communities, which exists within Newark and Sherwood District	a) Develop a programme which reflects the demographic of the community and provides specific sessions for persons with disabilities through the use of gym equipment, 'Pool pods' and the Changing Places at NSFC and possibly DLC b) Provision of staff training to broaden the opportunities available c) Re-establish the work with various disability groups and make links with partners to support the existing sessions and reintroduce previous activities to the centres.

2.3	Improve community access through partner facilities and put in place SLAs with each partner site.	<p>a) Develop the business in the new sites at The Suthers School (the new school in Newark).</p> <p>b) Work with the Council to investigate the possibility of operating the Magnus Academy all weather facility, once funding is secured for a new sand filled carpet. This will include working with partners including Newark Hockey Club and England Hockey to develop the site and activities further.</p>
2.4	Improve the range of technology utilised to enhance the customer experience	<p>a) Develop self service functions for accessing bookings and account management, customer engagement and fitness tracking</p> <p>b) Introduce a range of 'cashless' entry options for customers to Develop a 'cashless' offer for the leisure centres</p> <p>c) Introduce the Club Direct Debit memberships, to block bookings at Southwell Leisure Centre</p> <p>d) Explore the options for pre-paid cards for use by under 18's to access the facilities without memberships.</p> <p>e) Develop a resale function with the LeisureHub online booking system so goods can be ordered on line by customers and collected on site during their visit</p> <p>f) As a pilot, develop door access control for hirers/clubs accessing Barnby Road School Sports Hall</p> <p>g) Develop a selection of children's parties packages bookable within the LeisureHub online system</p>
2.5	Ensure SLC is fully integrated into A4T	<p>a) Continue to ensure the Southwell Leisure Centre operations are fully integrated into those of A4T. This will include:</p> <ul style="list-style-type: none"> <li>• Staffing</li> <li>• Finance - audit, final accounts</li> <li>• Processes and procedures</li> <li>• Budgets</li> <li>• Marketing and branding</li> </ul>
<b>3.</b>	<b>Financial viability</b>	
3.1	Development of the Dukeries swimming pool and existing facilities	<p>a) Develop a corporate offer for businesses in the Ollerton area to showcase the new swimming pool development and provide the benefits of regular exercise to the employee and employer</p>
3.2	Increase junior memberships at the Dukeries LC with the development of the new swimming pool	<p>a) Liaise with schools and other organisations with high numbers of young people, to promote the new swimming pool at Dukeries, providing family sessions as part of the promotion</p>
3.3	Increase adult memberships at all centres	<p>a) Increase the profile at all sites with target advertising, based on greater marketing information, provided by the software system. The target for the end of the 2022/2023 year is 11,500 members.</p>
3.4	Price re-alignment	<p>b) Undertake a price re-alignment for the memberships with a target of achieving a full re-alignment of all memberships by the end of the financial year 2023/2024</p>
3.5	Clubs and Organisations at SLC	<p>a) To move all clubs and organisations operating out of SLC onto a DD or bank transfer option to remove the administration and cost of invoicing monthly. In addition, move all clubs and organisations to up-front payments also and remove retrospective payments for the use of the facility.</p>

Fig 1: proposed outcomes/objectives and actions for 2022/2023

## CUSTOMERS

The business is made up of customers who are at the heart of the business. Physical access to the services by them, occurs in various ways including:

- Free of charge
- Pay and play
- Direct debit
- Club block bookings, both through invoice and direct debit

## SERVICES AND COMPETITORS

The services are split into two areas, which are indoor provision; provided by the leisure facilities and external provision; provided by the sports development section of the business. Within the leisure centres, the services are divided up into distinct areas, wetside provision and dryside provision. These are once more sub divided into fitness suites, sports hall hire, squash courts, club bookings and swimming.

Below the Company has set out its proposed core prices for its 'pay and play' sessions. These are set out below with current and proposed prices shown.

Activity	Active Card holder Adult		Non Active Card Holder Adult	
	Current Price	Proposed Price	Current Price	Proposed Price
	2021/2022	2022/2023	2021/2022	2022/2023
Badminton	£10.00	£10.50	£12.50	£13.00
Swimming	£5.30	£5.50	£6.50	£7.00
Squash	£8.50	£9.00	£10.50	£11.00
Fitness Suite	£7.50	£7.50	N/A	N/A
Fitness Suite Classes	£7.50	£7.50	N/A	N/A
Activity	Active Card Holder Junior		Non Active Card Holder Junior	
	Current Price	Proposed Price	Current Price	Proposed Price
	2021/2022	2022/2023	2021/2022	2022/2023
Badminton	£6.00	£6.50	£7.50	£8.00
Swimming	£3.80	£4.00	£4.50	£5.00
Squash	£5.50	£6.00	£6.50	£7.00
Fitness Suite	£4.50	£5.00	N/A	N/A
Fitness Suite Classes	£4.50	£5.00	N/A	N/A

Fig2: Proposed Core Prices for Adults and Children – 2022/2023

In addition to the above core prices, the Company is undertaking re-alignments of many direct debits (both adults and juniors) which were placed on hold as a result of Covid. These re-alignments will take place at key points within the year, in a bid to try and ensure that over the next 24 months all prices will be brought in line. This phased approach is essential to manage any potential fall-out from the re-alignment and learn as the process progresses through the various categories.

## **MARKETING**

To assist with the sustainability and growth of the business, the Company currently markets and advertises extensively to attract and retain its customers and build the profile of the Company locally. Throughout 2022-2023, this will have to increase further in a bid to attract new customers to the facility and build membership number back up to pre-Covid levels.

Campaigns will be focused on corporate memberships, lapsed members and families (especially in the Ollerton area, where the new swimming pool has been added). In addition to the target areas identified, existing promotions will continue to take place to attract new adult and junior members in each category, along with retention campaigns to hold onto current members.

Campaigns will have a heavy focus through social media and digital platforms; however, this will be supported where necessary with some more traditional marketing to meet some local need where digital campaigns may not be the most appropriate. Advertising will also take place through schools and corporate organisations in a bid to once again raise awareness of the excellent facilities on offer.

## **STAFFING**

To undertake the work, the Company has a team of dedicated individuals, led by a committed and passionate management team. In the region of £20,000 is invested annually into training, continuing professional development (CPD) and maintaining staff qualifications.

In addition to the training budget identified above, the Company is required to pay the Apprenticeship Levy and currently employs several apprentices. This enables the Company to 'ring fence' resources to recruit employees onto apprenticeships, providing valuable vocational training whilst achieving a recognised qualification from an accredited training provider. Recently the Company took on 5 new apprentices who will undertake their training throughout 2022-2023.

## **PERFORMANCE MANAGEMENT**

The Company is committed to ensure the performance of a variety of areas is achieved, aligning our resources, systems and employees to the strategic objectives identified earlier. Outcome based performance monitoring is now widely used along with narrative based performance evidence. The performance indicators are linked to the Council's strategic outcomes and have been developed with Members of the Leisure and Environment Committee, in order to build a performance framework.

## **FINANCE**

As part of the business planning process, the Company undertakes extensive and detailed work in a bid to produce accurate budgets and forecasts. As a result of the recent proposals by the district council, the management fee for 2022/2023 will be provided as a single payment, made at the end of the financial year and paid before the final accounts are completed.



## **LEISURE & ENVIRONMENT COMMITTEE**

**22 MARCH 2022**

### **COMMUNITY PLAN PERFORMANCE FOR QUARTER 3 2021/2022**

#### **1.0 Purpose of Report**

1.1 To present the Quarter 3 Community Plan Performance Report (October-December 2021).

#### **2.0 Background Information**

2.1 We are taking a new approach to performance to develop performance management from a counting device and into a tool used to drive improvement. We are doing this by analysing data and progress against key activities as well as building a picture of the context of performance using district statistics, customer feedback and workforce information. We are also working to make performance easy to understand, engaging and relevant. This is the second report to Members using this new style of reporting.

#### **3.0 Proposals**

3.1 Committee to review the Quarter 3 Community Plan Performance report (**Appendix 1**) and note the additional housing performance indicators (**Appendix 2**) where relevant.

#### **4.0 Equalities Implications**

4.1 None

#### **5.0 Digital Implications**

5.1 None

#### **6.0 Financial Implications**

6.1 None

#### **7.0 Community Plan – Alignment to Objectives**

7.1 Aligns to all objectives

#### **8.0 RECOMMENDATION**

**That Members review the Community Plan Performance report attached as Appendix 1.**

#### **Reason for Recommendation**

**To enable Members to proactively monitor the Council's performance and assess the Council's progress against achievement of the objectives laid out in the Community Plan.**

#### **Background Papers**

The Community Plan

For further information please contact Ella Brady on Ext.5279

Deborah Johnson  
Director - Customer Services & Organisational Development

# Newark and Sherwood District Council Performance Report

2021-22 Q3

1 October to 31 December 2021



## Contact Us

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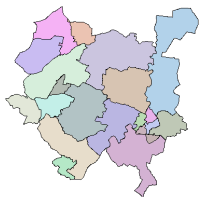
@Newark and Sherwood District Council

# Introduction

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

This report examines how the Council has been performing against the Community Plan. It examines data to look at the performance of key services and delivery against the activities outlined in the plan. This report examines the Council’s performance and achievements from 1 October to 31 December 2021 (quarter 3).

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



## Our District

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

Page 2



## Our Performance

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

Page 3



## Our Customers

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

Page 21



## Our Workforce

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

Page 25

# Our District

## About Newark and Sherwood...



A resident population of 123,127 (14.7% of Nottinghamshire's population).

54,992 dwellings of which 10% are owned by the Council (social housing).

The average age is 45.5 years. 5.3 years older than the English average of 40.2 years. 22.4% of Newark and Sherwood's residents are 65+. Higher than the England average of 18.5% and Nottinghamshire average of 21%.

There are on average 1.89 people per hectare within the district. This is sparser than the England average of 4.34 people per hectare and the Nottinghamshire average of 4 people per hectare.

70.4% of the district's working age population (16 to 64) are qualified to a Level 2 or higher. This is 7.8% lower than the England average of 78.2%.

Median gross annual pay for residents is £30,679. This is 2.26% higher than the Nottinghamshire average but 3.42% lower than the England average.

## How is our district?

This data tell us something about our district in quarter 3 (Oct-Dec 2021). Most of these indicators are not factors we can directly affect, only influence, but they add context to the work we undertake.



**767 dwellings completed** by March 2021. A 38.9% increase from the previous year.

**195 affordable homes completed** by March 2021. A 45.5% increase from the previous year.

**7,296 dwellings committed or under construction.** A 5.8% decrease from the previous year.

The number of planning applications we receive gives an indication of the level of construction planned in the district. The number of applications have risen across the board compared to quarter 2. Commercial applications have decreased against the same period last year but residential applications and minor and major applications have all increased against the same period last year;

**18 commercial planning applications** were validated

**169 residential planning applications** were validated

**44 major planning applications** were received

**896 minor planning applications** were received



**2,600 people are currently unemployed** across the District. This is a reduction of 4% since quarter 2 and a 31% reduction compared to the same period last year.



**9.5% of town centre retail premises were vacant** in quarter 3 (the town centres measured are Newark, Edwinstowe, Ollerton and Southwell). This is the same as quarter 2.

Over quarter three **115 businesses were 'born' and 120 businesses 'died'**. This is comparable to the previous quarter.

## Interactions with the Council

This information shows how busy quarter 3 has been for the Council in terms of customer interactions.

- **927 face to face contacts** were held at Castle House. This is a 218% increase since quarter 2 but is still lower than pre-Covid levels (Q3 in 2019/20 was 10,995 contacts).
- **90,010 calls** were made to the contact centre. An 11% increase from the same period last year.
- **13,627 digital web form transactions** were completed by our customers. A 100% increase from last quarter.

How are we performing against our objective to...

Create vibrant and self-sufficient local communities where residents look out for each other and actively contribute to their local area



### What we have been doing this quarter;

- ⇒ The increasing number of Covid infections, due to the Omicron variant, triggered the Local Resilience Forum to request that HART once again take more support referrals for district residents. Therefore, the HART team was stood up again to provide cover over the festive period.
  - ⇒ We also stepped up to support the incredible work of the NHS and CCG in delivering the booster vaccination programme in the lead up to Christmas. After the new-walk in site opened on 20 December at Newark Showground, alongside more than 50 other vaccination sites across Nottinghamshire, Councillors and officers from across the Council signed up to volunteer their time to support the mass vaccination programme.
  - ⇒ This winter we supported Nottinghamshire County Council to deliver the Department for Education Holiday Activities and Food (HAF) Programme. The Community Relations team managed the district's programme over the school Christmas holiday period supporting children and young people aged between 5 and 16 who are in receipt of benefits-related free school meals. 450 places were commissioned through 4 providers with events including; a trip to the Palace Theatre where young people were treated to craft activities, a hot lunch and a festive panto performance, and a programme of events with Active4Today including swimming and multi-sports which also included a hot lunch.
- 
- Image: Promotion of the HAF Christmas Activities*
- ⇒ Staff also referred residents to the Household Support Grant. This grant is distributed by us to support vulnerable households to meet daily needs such as food, clothing, and utilities. By the end of December residents had received £38,000 in food vouchers and £25,000 in energy vouchers. The Customer Services team dealt with resident requests and as of 21 December 27% of all the referrals across Nottinghamshire (excluding the City) had come from NSDC.
  - ⇒ We generate income for local causes through our Community Lottery. We currently have 56 good causes signed up to the Lottery and at the end of December 25,000 tickets had been sold generating £12,500 for registered good causes. In addition a further £2,500 was generated through the Operator Fund and this will be distributed to a number of the registered good causes through a lottery draw.
  - ⇒ In line with our digital declaration, and to encourage the use of our digital services, we have been training involved tenants to develop their digital skills and enable them to train other tenants. This digital training is now complete and we are finalising the content of the lesson plans and handbook. These resources will then be tested during a number of pilot sessions at Chatham Court Hub before the training is cascaded to other tenants. The engaged tenants wishing to progress further with their digital learning have been connected with Inspire and Newark College.
  - ⇒ The Lowdham Cocker Beck flood alleviation scheme successfully secured Outline Business Case (OBC) approval from the Environment Agency, and therefore can progress to the Full Business Case (FBC). The formal planning application for the Lowdham scheme was submitted in October.
  - ⇒ Work to increase the flood resilience of local communities has continued. We have requested the Flood Management Authority (Notts County Council) share the most up to date list of Newark and Sherwood's flood wardens and all the flood resilience store contacts have been reminded of the need to submit up to date details. This allows us to keep our contact register up to date and plan for future training.

**Activities continued;**

- ⇒ The Parish and Town Council Initiative Fund is a £200,000 grant fund programme and the focus of the scheme between 2020 and 2023 is 'Cleaner, Safer, Greener' in line with our commitment to making the district a better place to live. The first year of the grant focused on 'greener' and the impact of the grant scheme in year one was reported to Committee in September 2021. For the second year of the scheme grants focus on 'safer' and 10 applications were awarded in the November cycle of the fund.
- ⇒ Our work to tackle speeding continued this quarter. We provided training, assistance and advice to a number of new and existing groups and Community Speedwatch was carried out at the Clipstone day of action.
- ⇒ We are seeking to enhance and improve the opportunities for tenant engagement. A plan for tenant engagement was developed and taken to tenants for consultation. The response to the tenant engagement consultation was low in numbers highlighting that alternative methods of engagement need to be employed, and we are currently looking at using social media, targeting specific neighbourhoods for pop up events, and telephone and door knocking campaigns. However, the survey did enable 33 new tenants to be engaged, meaning that at the end of December we had 71 actively engaged tenants.
- ⇒ We also successfully ran a by-election for a vacancy in the Rainworth South & Blidworth Ward.

**Our Customers said:-**

"I would just like to say what a pleasure it always is when coming in to Castle House for any reason. The staff are always friendly and helpful, no matter what the query or problem is. I must also say how useful the computers in the entrance area are to me. I do not have any form of laptop/i-phone myself, as such it is getting more and more difficult to get by in the modern world. I have recently been searching for work, and without use of your computers I just would not stand a chance, they are a lifeline."





How are we performing against our objective to...

## Deliver inclusive and sustainable growth

### What we have been doing this quarter;

- ⇒ 7 priority projects were identified for funding as part of the Newark Town Investment Plan. The projects continue to move forward and be delivered with progress as follows;
  - ◇ The Construction College opened in summer and continues to deliver skills development and training.
  - ◇ The planning permission for the International Air & Space Technology Institute (IASTI) has been submitted to be considered in February 2022 and the full business case for the site should be completed by March 2022. Currently the 50 students studying with IASTI are based at Newark College with the aim of moving to the specialist premises in September 2023.
  - ◇ The demolition of the Cattle Market is complete allowing progression with the Gateway Scheme and discussions are ongoing with Highways England regarding the effect of the A46 on the project.
  - ◇ The planning application for the redevelopment of Stodman Street will also be considered in February 2022 and, pending approval, construction will start in summer 2022.
  - ◇ The business case for 'Cycle Town' part of the aspiration to work with a range of partners to transform Newark into a '20-minute town' was approved. We will now progress to deliver new cycle hubs across Newark.
  - ◇ The project to enhance the visitor experience at Newark Castle is progressing. A full business case is in development and a bid for National Heritage Lottery funding is being created.
  - ◇ Newark Cultural Heart, a project which plans to drive and measure additional footfall and local spend through the repurposing of public buildings and spaces, an ongoing calendar of events and activities, and development of a brand for the town is progressing with the creation of a full business case, and a public realm assessment is being planned.
- ⇒ The 'Future First Expo' was delivered on 3 November 2021. 1,200 young people attended from 8 schools alongside 50 employers. This interactive event showcased everything the area had to offer in terms of careers, training and education to the young people in attendance. The event was a success and we are planning to undertake another Expo in Autumn 2022.
- ⇒ We are continuing to facilitate the Employment & Skills Board (ESB) which looks to bring together employer voices to tackle employment and skill issues. The board is currently reviewing its course provision to ensure it delivers a programme that will improve the skills of the district's workforce, with courses such as, English for Speakers of Other Languages (ESOL) and HGV (driver) boot camps planned for the upcoming programme.
- ⇒ We continue to lead, shape, influence or in some cases directly deliver key required infrastructure including;
  - ◇ Continuing to work on the design and delivery model of the A1 Overbridge with Highways England and Nottinghamshire County Council.
  - ◇ Continuing to plan for the delivery of the Southern link Road with a wide range of partners. The Council was successful in its bid to the Levelling Up Fund (LUF). This road was part of this bid and secured £20 million of funding.
- ⇒ The fourth round of the High Street Diversification programme, offering businesses small grants focused on diversification of social media, has closed and the evaluation of the fund is being reported to the Economic Development Committee in January 2022.
- ⇒ We offer a comprehensive programme of support to ensure sustainable economic growth for local businesses. In the year to date the support included;
  - ◇ 30 sessions held giving Information, Advice and Guidance (IAG) for businesses
  - ◇ 196 occasions where we have provided support for businesses to obtain grant funding
  - ◇ Over 70 local businesses supported with training and mentoring programmes



**Activities continued...**

- ⇒ In the November 2021 budget the Chancellor confirmed the successful outcome of the Council's £20m Levelling Up Fund (LUF) for the Newark Southern Link Road. We have also had confirmation of a £1million receipt towards the York Drive Regeneration project from the Brownfield Land Release Fund. Also, in partnership with Nottinghamshire County Council, a grant of £1.4million has been confirmed for 4 projects across Newark & Sherwood. The Council continues to horizon scan and ensure it is prepared to access grant funding opportunities, and we are expecting to apply for grants in the following areas; a Heritage Lottery Fund grant for the Castle Gatehouse project, funding from the Decarbonisation Fund to reduce our carbon footprint, a bid to the Levelling Up Fund and a bid to the (yet-to-be-launched) UK Shared Prosperity Fund.
- ⇒ Work continues on the production of a draft 'Allocations & Development Management Development Plan'. The key factor effecting amending of this document is the securing of deliverable pitch provision for the Gypsy and Traveller community. Planning Policy are engaging with relevant colleagues within the Council to meet this challenge.
- ⇒ Work is continuing to complete the re-purposing of the Buttermarket. A planning application has been submitted for works to improve the access to the second floor and negotiations with prospective tenants continue.
- ⇒ We continue to work with Parish and Town Councils to support the resilience and growth of our high streets and shopping areas through the 'Welcome Back Fund'. Funded works to date have included branded flower planters, seats, bins and flowers. We are also developing an Evening Economy Strategy to outline how we will support the evening economy's post pandemic recovery. The strategy should be completed by spring 2022.
- ⇒ The sensors in Newark town centre are gathering data on town centre footfall and dwell time. Using the data gathered since May, we are working with specialists to investigate how we can improve on footfall and dwell time in the town centre, with the aim of creating footfall-led regeneration.
- ⇒ The Sherwood Place Board met for the first time in November 2021. The board discussed potential proposals for bidding to the Levelling Up fund. A prospectus of opportunities will be developed over 2022, including a scheme of regeneration for Ollerton Town Centre and development of the Sherwood Forest Corner Masterplan which may also receive support from Notts County Council.
- ⇒ Between the 1 and 3 October Heritage and Culture's Learning and Participation Team hosted Newark's first 'Fun Palace' in partnership with 'Newark Creates' (the High Street Heritage Action Zone's Cultural Consortium). This was a town-wide event aimed at sharing skills and engaging with culture in small, new and inspiring ways. This included events at the National Civil War Centre, Palace Theatre, Newark Library, Newark Marketplace, YMCA and five arts and culture businesses in the town. Over 1,000 participants joined in with activities ranging from drawing a gigantic map of Newark on the Tudor Hall floor, to learning cribbage and the ukulele, to martial arts and basketball.
- ⇒ Newark Castle Gardens hosted a free display of festive lights and music during December which was attended by more than 4,000 people. A further 500 people attended 'Christmas at the Castle' on 12 December taking part in craft activities, enjoying carols and meeting a real life reindeer!
- ⇒ We hosted our first Economic Growth Conference on the 15 October. 88 delegates attended from 75 businesses and organisations. The Conference was held in partnership with the Federation of Small Businesses, East Midlands Chamber and Rt. Hon Robert Jenrick. Throughout the day, attendees were offered the opportunity to ask our experts questions relevant to their business, and to attend several workshops. Workshops included information on how to upscale and grow your workforce, the benefits of international expansion and how small businesses and the self-employed can move their business forward.

**Our Customers said:-**

A student who attended the Expo; "The expo was really helpful to work out what career path to take, or whether sixth form or college is the best path for you. We learnt some really value advice from experienced adults."

**Measuring  
Success**


	Year to Date Quarter 3 19/20	Year to Date Quarter 3 20/21	Year to Date Quarter 3 21/22	England/ National Average
% of unemployment for 16+ in Newark & Sherwood	5.6%	6.7%	3.5%	4.9%
Percentage of Town Centre retail premises vacant across the NSDC District	New for Q4 20/21	New for Q4 20/21	9.5%	-
The performance of our assets which contribute to the economic growth of the district				
	Year to Date Quarter 3 19/20	Year to Date Quarter 3 20/21	Year to Date Quarter 3 21/22	Current Target
Total number of admissions - National Civil War Centre	New for Q3 20/21	1,913	5,932	8,925
Total number of admissions - Palace Theatre	New for Q1 20/21	0	20,840	20,250
Newark Beacon - % of occupied units	New for Q3 20/21	73.0%	85.0%	80.0%
Sherwood Forest Arts and Crafts - % of occupied units	New for Q1 21/22	New for Q1 21/22	100.0%	95.0%
Commercial Property - % occupied units	New for Q1 21/22	New for Q1 21/22	94.0%	95.0%

**Exploring our performance...**

Visits to the Palace Theatre exceeded target this quarter and increased significantly from quarter two when 3,456 customers were admitted. However, the COVID lockdowns and restrictions have continued to affect visitor numbers at the National Civil War Centre. Feedback about the visitor offer and our safety measures continues to be positive, and it is hoped that visitor confidence will begin to grow as restrictions again ease in 2022.

How are we performing against our objective to...

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



### What we have been doing this quarter;

- ⇒ Our commitment to providing fit for purpose homeless accommodation continues to progress. The redevelopment of Seven Hills began on 1 November 2021 with work commencing on the decommissioning of utilities and removal of recyclable items before progressing with demolition in January 2022. The onsite team have temporarily relocated to Wellow Green. This office is being used by staff as their office base for their work placing households. Whilst the Community Centre office at Beaumont Walk is being used to support individuals placed into units temporary available in Yorke Drive (they have become available temporarily as areas are decommissioned as part of the Yorke Drive regeneration project).
- ⇒ Arkwood Developments, our property development company, have completed 10 units on the Avenues development at Bowbridge Road and 7 units are now occupied. A further 65 units are currently under construction at the site. Of the 43 homes that have been released for sale, 28 have been reserved. The development is on target to have all 87 units completed by November 2022.
- ⇒ In terms of the winter provision to support rough sleepers, Covid restrictions again prevented us from operating the shelter as in previous years. However, working alongside the Street Outreach Team, offers of accommodation were made to our known rough sleepers. The 'Next Steps' accommodation project on Northgate is continuing to be successful with all 6 properties in use, and one individual recently moved into a permanent tenancy.
- ⇒ The pilot project to improve the success of tenancies is continuing. When an applicant has made an offer on a property a rent and income conversation is had with the applicant/s. This early intervention work is continuing to have a positive impact with new tenancies and we have seen a reduction in the proportion of introductory tenants in arrears which is, in part, due to the impact of the early intervention work.
- ⇒ We are also continuing to work with the Notts and Lincs Credit Union to build the profile of the Credit Union across the district. Any resident of the district can become a member of this community owned union to get access to financial services including affordable loans and simple savings accounts.
- ⇒ We have planned for the arrival of our third Afghan family and arranged a tour of Sherwood Forest for our resettled families as part of their ongoing social integration into the Newark and Sherwood community.
- ⇒ The Responsive Repairs service reviewed their 3 tier repair response timescales to improve the service for tenants. The new tiers were tested and we have now gone live with the new response timescales. It is early days but we can see we are attending works sooner so our tenants are not having to wait as long for repairs. We will keep on monitoring this outcome. We are also starting to look at ways to catalogue repairs within our system to help produce more detailed management reports against the 3 tier criteria. This will help us drill down more efficiently to improve services.
- ⇒ We are looking to enhance the standard a home must meet before it is re-let (known as The Empty Homes Standards) to ensure new tenants receive a good standard of accommodation upon receipt of the property. The pilot scheme commenced in October. We will be producing an intermediate report in January 2022 for an update on the current progress and outcomes identified. The final report will be collated after the end of the pilot which is 31 March 2022.
- ⇒ Work on meeting the existing and future needs of the Gypsy and Traveller community is ongoing. Officers are currently considering the results of the summer consultation on the allocations document and how best to secure additional locations for new pitches. The allocation document sets out proposed changes in relation to how the Council will meet the requirements for housing and employment land and gypsy and traveller accommodation.

**Activities continued...**

- ⇒ We are working in partnership with EON to undertake works at 73 low income households to install energy saving measures such as external wall insulation or solar PV. We have been allocated £724,850 of funding to deliver this project (LAD2). Work was undertaken with local delivery partners to promote the LAD2 scheme to fuel poor households living in the target areas of Bilsthorpe, Boughton and Ollerton. At the end of December 2021, thanks to these marketing efforts, 100% of the target number of social housing tenants had signed-up for the solar PV and battery storage offer, 100% had signed-up for the external wall insulation offer and 64% had signed-up for the private sector solar PV offer. Further promotion to the private sector is planned for early 2022 get overall sign up to 100%. The programme of works was due to complete in December 2021 but all councils participating in the LAD2 scheme indicated they were struggling as there wasn't sufficient capacity in the market to deliver so much retrofit activity within such a short time span so we are now expecting works to be completed by 30 June 2022.
- ⇒ The Council has delivered 52 homes through the HRA Development Programme this year to date. This includes completion of the Broadleaves Extra Care scheme in Boughton. In addition to the 52 completions, 11 completions are expected in the next 8 weeks and it is projected the team will outturn at 63 properties for the year. This means the Council remains on-target to deliver 335 homes over its 5 year development programme.
- ⇒ The proposals for a housing led regeneration scheme within Ollerton and Boughton have yet to be brought forward. This project will be considered as part of the Sherwood Levelling Up Bid. The Council is currently recruiting for three more Senior Regeneration Officers to enhance capacity to deliver the range of ambitious projects across the district.
- ⇒ This quarter, 56 applications for housing development proposals were determined, of which 25 were approved. This is fairly consistent with the previous quarter in terms of numbers although the number of approvals has significantly reduced. 9 of these applications were presented to Planning Committee. The schemes refused did not comply with planning policy. A refused decision can be appealed and reviewed by Inspector or (if appropriate) the scheme can be amended to overcome the reason(s) for refusal. In this case the applicant would resubmit a new application.
- ⇒ On 26 October 2021 we successfully migrated our Local Land Charges (LLC) data onto HM Land Registry's central digital register making us the first local authority in Nottinghamshire to successfully migrate. Hosting our LLC data on this digital register means customers will see property transactions quicker and have access to a fully digital dataset to help support the local housing market and investment decisions.
- ⇒ A review has been undertaken of the Council's Street Naming and Numbering (SNN) Guidance. This is important as having accurate street names and numbers across the district is key to ensuring that post, emergency services and deliveries etc. can all take place as efficiently and quickly as possible. This review culminated in the creation of a new policy on street naming and numbering as well as formalisation of the legislation that is used for this activity. Following consultation with Town and Parish Councils, and press notices, the policy and legislation were adopted on 8 November. As a result of this review liaison is taking place with Town and Parish Councils on an agreed 'suite' of names that might be used for future housing developments.



Customer fed back via customer services to say; "thank you for your help, advice and hard work in getting me into my new property"

**Our Customers said:-**

Measuring  
Success

	Year to Date Quarter 3 19/20	Year to Date Quarter 3 20/21	Year to Date Quarter 3 21/22	Year to Date Target 21/22
Average time spent in temporary accommodation (weeks)	8.6	10.8	11.7	13.0
Average time (days) to re-let Council properties	15.0	33.0	26.9	18.0
% of rent collected from current tenants as a % of rent owed	98.6%	100.5%	98.4%	99.6%
Average "End to End" time for all reactive repairs	5.1	8.5	11.7	6.0
% of repairs completed at first visit	99.4%	97.0%	92.0%	98.0%
% of planning applications (major) determined in time	New for Q1 21/22	New for Q1 21/22	95.0%	90.0%
% of planning applications (non major) determined in time	New for Q1 21/22	New for Q1 21/22	96.0%	90.0%
Average no of working days to process housing benefit change in circumstances	3.7	9.3	3.6	7.0
Average no of working days to process new housing benefit claims	New for Q3 20/21	19.3	19.3	18.0
The performance of Arkwood, our property development company, which contributes to this objective				
Arkwood - number of units delivered	New for Q3 21/22	New for Q3 21/22	8	Trend
Arkwood - plots commenced	New for Q3 21/22	New for Q3 21/22	43	Trend

**Exploring our performance...**

Average time to re-let was 24.9 days in quarter one, rose to 26.4 days in quarter two and rose another half a day in quarter 3. The re-let performance remains out of target due to workforce issues, a new contractor adapting to our processes and an enhanced empty homes standard being piloted. Weekly meetings are in place to monitor performance, however we will not see an improvement to this PI this financial year due to the high number of voids we currently are holding and a revised target has been set for 22/23.

The end to end repair time was 39.2 days for quarter one, improved to 27.5 days in quarter two and improved further to 11.7 days in quarter three. The delay was primarily due to the backlog of works suspended during Covid and as the repairs team have now caught up on repairs this indicator should continue to improve. This indicator has also been impacted by the changes to our responsive repairs priorities. We have moved from 6 to 3 levels of repair following a review of the service. This change means we are attending serious repairs sooner but routine repairs are currently taking a little longer.

How are we performing against our objective to...

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



### What we have been doing this quarter;

- ⇒ Over quarter three we issued 20 fly tipping related FPNs (Fixed Penalty Notices) and we are preparing for prosecution in 3 cases. We also issued 26 FPNs for littering. A joint action day on Tolney Lane targeting fly tipping and anti-social behaviour is planned for early 2022.
- ⇒ As part of the Not in Newark and Sherwood campaign, we partnered with Nottinghamshire Police and other agencies to target people who use vehicles to commit crimes, including fly-tipping. Officers spent time in several locations across Newark in early October and a total of 17 vehicles were stopped throughout the day. This included enforcement action against a vehicle that did not have a waste carrier licence and another vehicle without a scrap licence (failure to produce a Waste Transfer Notice) that was also untaxed. Four other vehicles were immediately seized by police.
- ⇒ Our work to develop a cohort of Green Champions to support cleaner and greener activities continues. A scheme has been designed and will be taken to Committee for approval in 2022.
- ⇒ We supported 10 community litter picks this quarter and new individuals and families are contacting us all the time to start helping out. The dates for the Keep Britain Tidy 'Great British Spring Clean' have been announced and we are starting to take bookings for support. We have also installed 7 additional volunteer litter bins in communities across the district. The bins are used by our regular volunteers and they are collected by the Street Scene team once a fortnight.
- ⇒ On Thursday 4 November we worked alongside external partners on the Clipstone Day of Action. Work included a community litter pick, visits from Nottinghamshire Fire and Rescue, a graffiti art project with local schools and the youth club, a deep cleanse and street sweeping, speed safety checks, a memorial craft project, tenancy inspections and providing advice on responsible dog ownership. The day of action in Clipstone resulted in the following outcomes;
  - ◇ 10.5 tonnes of waste was collected (including 9 tyres, 2 gas bottles, a car front bumper, ironing board and rocking horse),
  - ◇ 2 community warnings were issued,
  - ◇ 5 speed warnings to motorists,
  - ◇ 25 businesses were visited and 3 premises were subject to underage licensing checks,
  - ◇ 30 dog fouling notices were reinstated
  - ◇ Nottinghamshire Fire and Rescue visited 31 houses and fitted 16 fire alarms, and
  - ◇ We worked with 3 school classes on the graffiti project.
- ⇒ This quarter we also worked in partnership with Newark Sustrans to install new litter bins, dog bins and signage along a section of the Sustrans route near Clay Lane and Barnby Road in Newark as well as working with service users of the local charity Reach on the creation of a 'Reduce, Reuse and Recycle' graffiti mural on the Newark Sustrans route.
- ⇒ Our pilot project to increase enforcement of littering, developed in partnership with the enforcement agency Waste Investigations, Support and Enforcement (WISE), commenced in October and by the end of December 579 FPNs (fixed penalty notices) had been issued for littering and dog fouling.
- ⇒ We conduct projects in the community to help improve the appearance of the environment and improve recycling rates, and this quarter we have;
  - ◇ Supported two 'green' community events in Collingham and Harby to help and encourage local residents with recycling reaching over 100 people.
  - ◇ We delivered a school assembly in Ollerton to circa 200 students on recycling
  - ◇ Continued to send regular newsletters to all local primary schools offering help with litter picking, tree planting, school gardens, recycling etc.

**Activities continued...**

- ◇ Delivered two litter picking events undertaken with ‘friends’ groups at Sconce and Devon Park and Sherwood Heath SSSI.
- ◇ Successfully bid for £1,400 of funding from Veolia for a recycling game for use in school engagement and at community events.

⇒ December marked 9 months since we took over the contract to manage the green spaces associated with our social housing stock and we are performing well. Of the tenants surveyed this quarter 71% were satisfied or very satisfied with their ground maintenance service. We also undertake 30 joint monitoring inspections a month. These are undertaken by the Housing Contracts Monitoring Officer and the Street Scene Manager. These inspections ensure the quality and performance of the service and cover 6 areas of the service. Each areas is scored from 1 to 5 with 1 being the best performance. At the end of 2021 the average scores were as follows; Grass 1.32, Litter and Bins 1.11, Garage Sites 1.66, Shrubs 1.83, Spraying 1.65 and Hedge Cutting 1.70.



**Our Customers said:-**

“The graffiti wall that was done @ Clipstone Youth Club is absolutely amazing, thankyou to Newark & Sherwood & to the graffiti artists. Its truly made the youth club a centre place of our village.”



*Image: Reduce, Reuse and Recycle’ graffiti mural on the Newark Sustrans route*

Measuring  
Success

	Year to Date Quarter 3 19/20	Year to Date Quarter 3 20/21	Year to Date Quarter 3 21/22	Year to Date Target 21/22
% fly tipping incidents removed within 72 hours	New for Q3 20/21	74.6%	72.0%	75.0%
No. of fly tipping incidents	976	1,181	1,225	1,050
No. of fly tipping enforcement actions	982	499	1,245	1,065
% of household waste sent for reuse, recycling and composting	32.2%	32.0%	Waiting for external data	34.0%
No. of missed bins (per 100,000 population)	43.1	76.0	28.4	55.0
Total number of garden waste subscriptions	New for Q3 20/21	14,542	16,694	15,637
% Level 1 graffiti incidents removed within 36 hours	New for Q1 20/21	33.3%	100.0%	90.0%
% Level 2 graffiti incidents removed within 14 days	New for Q1 20/21	73.7%	95.0%	90.0%
% of failing sites - street and environmental cleanliness - Litter	0.7%	2.8%	0.9%	3.0%
% of failing sites - street and environmental cleanliness - Detritus	0.7%	3.2%	0.7%	2.0%

**Exploring our performance...**

The number of fly tipping incidents in quarter one was 410, in quarter two this reduced to 377 and in quarter 3 there were 438. However, it is important to note that the number of fly tipping enforcement actions rose in line with the increase in incidents and 72% of incidents were still removed within 72 hours despite the increase in tips.

We are waiting external data to confirm our recycling rate for quarter 3 but the recycling rate for quarter two was 38.2% exceeding the target of 34%.



How are we performing against our objective to...



## Enhance and protect the district's natural environment

### What we have been doing this quarter;

- ⇒ Tree planting for the 2021/22 season is progressing well with 2,235 trees being given to local residents, parishes and community groups to date, and we are looking to fund further planting in schools and community locations utilising funds raised from the Christmas Tree Recycling scheme.
- ⇒ Four parks across the district were celebrated in October as they were recognised with the prestigious Green Flag Award. The successful green spaces were Newark Castle Grounds, Sconce and Devon Park, the combined sites of Sherwood Heath, Cockglode and Rotary Woods, and Vicar Water Country Park. The award, which is the international quality mark for parks and green spaces, celebrates its Silver Jubilee this year and has recognised a record number of 2,127 sites in 2021. Newark Castle and Gardens also achieved the much coveted Green Heritage Site Accreditation, supported by Historic England, for the management of its historic features.
- ⇒ Plans are underway to plant a minimum of 38 trees in urban green spaces around Newark, Winthorpe and North Muskham as part of our successful Local Authority Treescapes Funding bid with VIA EM. Via have already planted an additional 59 street trees along highways across the district. The project will see the creation of grass and wildlife bunds with additional tree planting before the end of March 2022.
- ⇒ In partnership with Nottinghamshire County Council and the Sherwood Forest Trust we assessed the suitability of a major tree planting scheme on the Vicardale site of Vicar Water Country Park. This area was previously grazed by sheep however the farmer retired creating an opportunity for an extensive habitat creation scheme within the Green Flag award winning Vicar Water Country Park. The partnership work concluded that the site is suitable for planting and, as the district council's greening agenda recognises the urgent need to plant more trees to help with climate emergency and biodiversity loss, the plans were approved at Policy and Finance in November. The proposed tree planting will help to join up two existing woodland areas to create a wildlife corridor. We plan to plant 4,000 new trees to create a mixed broadleaved woodland providing benefits for people, wildlife and the landscape. It is hoped planting work can commence in January 2022.
- ⇒ On a smaller scale, a tree has been planted with children at Parkway Academy in Ollerton, 3 park memorial trees have been planted and plans are being made for the Queens Green Canopy in 2022.
- ⇒ We are progressing with a number of projects to achieve our 2035 carbon net neutrality target and meet the actions outlined in our Greening Newark and Sherwood Action Plan;
  - ◇ The Council's Climate Emergency Strategy Action plan outlines recommended carbon reduction initiatives which the Council can undertake in order to improve energy efficiency and reduce its overall carbon footprint. This includes the suggested installation of Solar PV. As such the Council undertook feasibility works in collaboration with specialist consultants to consider the intricacies of Solar PV installation on a range of its corporate and leisure sites in order to gain further understanding in relation to costs involved, payback, carbon savings and if installation is practical. A feasibility report was taken to Policy and Finance in November and 5 sites were approved for the installation of solar panels and are set to be installed by the Autumn of 2022. This is a great step in the decarbonisation of our assets to help us progress against our carbon neutral target.
  - ◇ The installation of a further 8 electric vehicle charge points in the district has been completed, bringing the district's total to 15 operational charge points.
  - ◇ Work continues on shaping our Brunel Drive depot site to meet the future needs of the services who utilise the depot. This includes the possibility of collecting further waste streams and the electrification of our fleet of vehicles.

**Activities continued...**

- ◇ Work is underway to develop a Decarbonisation Plan for Council buildings such as our offices, leisure centres and other properties, like the theatre. We are looking to gain an understanding of energy efficiency measures which can be undertaken across these buildings, and costs and payback periods associated with the implementation of any carbon reduction/energy efficiency measures.
- ◇ We have also joined the Nottinghamshire wide Green Rewards App. The app is an online platform designed to incentivise and encourage residents to undertake positive behaviour change by enabling users to log carbon reducing activities and gain points for these activities (which equate to prizes). This engagement platform will launch early 2022.

⇒ Implementation of the local transport plan and associated projects is progressing with engagement with Notts County Council on a range of transport related activity including:

- ◇ A business case for the Newark Cycle Town project is being developed. This project aims to increase options for sustainable travel, working towards Newark becoming a 20 minute town.
- ◇ We are working with County colleagues continuing to provide local insight for building the business case for 'Travel and Transport Hub' projects proposed under the Rural Mobility Fund.
- ◇ We are continuing to work with County colleagues in the development of the Nottinghamshire Bus Service Improvement Plan in accordance with the requirements of the National Bus Strategy.
- ◇ We continue to work alongside partners and developers to ensure a joined up approach to the delivery of road development projects in and around Newark. These include ongoing development of the preferred route and design of the A46 Newark Northern Bypass, securing funding for delivery of the Newark Southern Link Road (bid to round one of the Levelling Up Fund submitted in June) and the new A1 overbridge.



*Members of the Ranger and Grounds Maintenance teams joined Sherwood Forest Trust Team members, Friends of Sherwood Heath members and Volunteer Rangers to celebrate their green flag award.*

"I would like to congratulate the hedge cutters on Devon Park Sconce Hills. After last years mess when the hedges were slashed and cut whilst the birds were still nesting, It was good to see them being cut by hand today well out of the nesting season and the top job that is being done."



**Our Customers said:-**

How are we performing against our objective to...

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



### What we have been doing this quarter;

⇒ In November, community protection and antisocial behaviour officers partnered with the Police to run drop ins at the Chatham Court hub to engage local residents with policing and crime prevention. 241 people visited over the drop ins.

⇒ Other events were run for residents of Mill Gate and the surrounding areas. They were invited to attend any of the 3 community drop-in event at Millgate Community centre as part of the Safer Streets Newark project. Visitors completed a survey to have their say on safety in the area and give them the opportunity to share their ideas on how it could be improved. The information collected at these sessions will be used to inform future policing and Community safety interventions. Residents were also given the opportunity to join a neighbourhood watch group.



Image: Millgate drop-in session

⇒ We are now delivering the Safer Streets 2 programme which continues to be a success as shown by the fact that crime in Newark and Sherwood was down 18% at the end of October 2021, compared to the same period last year, and continues to be the best performing area in Nottinghamshire for three months running. An example of the work of the programme is the bike GPS scheme. In December, Newark residents were given another opportunity to claim free tracking devices for their bikes in an effort to prevent theft and improve community safety. 65 GPS trackers have been distributed so far as part of Safer Streets and feedback received has been extremely positive. Resident have fed back that they feel safer leaving their bike unattended, especially whilst they are away or out at work.

⇒ The pandemic has had an impact on the night time economy so the activities undertaken to improve the safety of the district's town centres have been tailored to reflect this. Work this quarter has included;

- ◇ Joint visits between our licensing staff and police to target problem premises, and
- ◇ Guidance on the Covid restrictions (aka Covid certification for entry into late night venues) was circulated to all establishments with the potential to open, and visits were made to those that suggested they may open to support the implementation of this guidance.

⇒ Staff from Public Protection and Environmental Services have undertaken targeted patrols in a number of areas to tackle environmental crimes. The areas were selected based on resident complaints and local intelligence, and patrols included;

- ◇ Vicar Water Country Park, Boughton and Fernwood targeting anti-social behaviour,
- ◇ Sconce and Devon Park and Blidworth targeting dog fouling,
- ◇ Newark town centre targeting street drinking, and
- ◇ Hawtonville targeting anti-social behaviour and crime.

⇒ Following our recent successful funding bid of £5,000 from the Community Point fund (formerly victim care) our first application to install additional security measures to the property of a victim suffering anti-social behaviour is in progress.

⇒ Since October, we moved several mobile CCTV cameras to sites in Boughton, Fernwood and Newark in response to anti-social behaviour reports, and we also started the process of procuring cameras to continue our CCTV replacement schedule.

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**Activities continued...**

- ⇒ Several joint initiatives with housing colleagues are being explored to provide additional enforcement training to staff to allow a wide range of interventions to be used as required.
- ⇒ Following a series of illegal encampments, we enacted plans to help prevent illegal encampments and direct the transient population to the areas put aside for them. At risk sites have been identified and the following work has taken place to date;
- ◇ A community consultation event was held and a trial 'bund' has been excavated on the Newbury road estate,
  - ◇ Community consultation events have been planned for early 2022 for the sites on Thorpe Oaks and Thorpe Close, and
  - ◇ We have partnered with Newark Town Council to carry out target hardening on several of their sites.
- ⇒ Our work to educate young people engaged in, or at risk of engaging in, anti-social behaviour has continued. This quarter we undertook a graffiti project as part of the Clipstone day of action and a two tiered graffiti project covering two bridges on the Sustrans track in Newark.

**Measuring Success**

	Year to Date Quarter 3 19/20	Year to Date Quarter 3 20/21	Year to Date Quarter 3 21/22	Year to Date Target 21/22
% Reduction in anti social behaviour - Newark & Sherwood District	8.7%	No Data Received	-23.0%	0.0%
% Reduction in all crime - Newark & Sherwood District	1.9%	20.0%	18.0%	0.0%
% of businesses in the District with a food hygiene rating of 3 or above	New for Q3 21/22	New for Q3 21/22	92.90%	81.10%*
% of businesses in the District with a 0 star food rating (major improvement necessary)	New for Q2 21/22	New for Q2 21/22	0.09%	0.15%*
CCTV - no of proactive incidents	New for Q3 21/22	New for Q3 21/22	274	Trend
CCTV - no of reactive incidents	New for Q3 21/22	New for Q3 21/22	91	Trend
Fixed Penalty notices (number issued)	51	26	848	Trend
Community Protection notices/warnings (number issued)	26	21	14	Trend
All other notices/warnings (number issued)	15	15	12	Trend

\*target is English average

**Exploring our performance...**

Anti-social behaviour has risen in comparison to the same period in 2019/20. This figure is provided by Notts Police and the average for the county (excluding the city) is -21% showing that anti-social behaviour has increased across the county and the figure for Newark and Sherwood is about average in the county.

There has been a significant increase in the number of FPNs issued this quarter. This is because of our pilot contract with Waste Investigations, Support and Enforcement (WISE). Since the introduction of the WISE enforcement pilot in October the number of fixed penalty notices has shown a sharp increase. Wise have issued 759 FPNs with the remaining notices being issued by Council officers.

How are we performing against our objective to...

## Improve the health and wellbeing of local residents



### What we have been doing this quarter;

- ⇒ This quarter we relaunched our Health and Wellbeing Partnership. The partnership involves a range of organisations, both statutory and voluntary, giving these groups the opportunity to come together to improve collaborative working, identify priorities and jointly deliver targeted initiatives. The partnership has been restructured to create a strategic group and 6 task and finish groups based on the emerging priorities.
- ⇒ We supported the Nottinghamshire County Council's consultation and engagement roadshows on the emerging Health and Wellbeing strategy.
- ⇒ Supported numerous community groups to apply for financial grant support from the Nottinghamshire County Council's Social Recovery Fund and Food Fund. This fund could award grants of up to £82,500 to Nottinghamshire charities and community organisations that support people who were struggling to afford food and other essential items due to Covid. To date over 10 groups have received funding and others are awaiting an outcome.
- ⇒ We chair the Newark and Sherwood dementia friendly partnership, which feeds into the Mid-Notts Dementia Partnership. This partnership brings together a variety of partners working towards the aim of creating a dementia friendly community. We have collectively developed 7 actions plans, with different partners leading on particular areas of the plans.
- ⇒ In November, the Careline service were invited by Newark and Sherwood CVS to attend the dementia café at the Life Spring Church in Ollerton to deliver a presentation of the Careline Service offered by Newark & Sherwood District Council. There were approximately 12 attendees of differing ages; we secured one new customer and reminded current customers of how to use and test their equipment.
- ⇒ We supported the relaunching of both the Ollerton and Clipstone Community Alcohol Partnerships (CAP's). CAPs are partnerships between retailers, local authorities, police, schools, neighbourhood groups and health providers, working together to empower communities to tackle alcohol-related harm to young people and improve resident quality of life.
- ⇒ Following the transfer of Southwell Leisure Centre into the Council's wholly owned leisure company, Active4Today, further work has taken place around integration of staff, policies, procedures and branding to align the leisure offer to ensure consistency of service delivery and operational efficiencies.
- ⇒ Our project providing targeted support to those at risk of financial crisis is continuing. Performance remains strong through quarter three with arrears quantity, aka rental debt, consistently lower than the same period in 2019/20 and 2020/21. As previously reported, we are not seeing the anticipated level of customers presenting with Covid-19 related arrears issues. However, there are signs that the increase in the cost of living experienced over the last few months could start to apply some pressure on income collection moving forward. We will continue to monitor the situation and support customers where necessary.
- ⇒ Good progress is being made on the construction of the Community Hub building, part of the YMCA Community and Activity Village, due to open in the spring. The Council has also agreed to act as a Third Party Funder (TPF) on behalf of the YMCA in order to secure a grant of £100K from Tarmac/Entrust to support the delivery of the cycling facilities at the site.
- ⇒ Our support of Newark Hockey Club continues, and further work has been completed on the proposal to replace the existing artificial turf pitch. The Magnus Academy, Newark Hockey Club and Active4Today have worked collaboratively with us to put a sustainable project proposal and timetable together which will be considered by Policy and Finance in January 2022. If approved it is anticipated that the construction phase of the scheme will commence in late spring and the new pitch will be operation by the 2022 summer holidays.

**Activities continued...**

- ⇒ We supported Hetty's, a charity which supports the families of those misusing drug and alcohol, to re-establish its service in community venues in order to meet clients face to face again.
- ⇒ Following a pause, the Yorke Drive Regeneration project is now moving forward with resident consultation on an element of redesign programmed for the end of January. This redesign takes into account issues relating to noise and the introduction of the new Parking Supplementary Planning Document including the installation of Electric Vehicle Charge Points. Following this resident consultation the proposals will be finalised and a detailed planning application for phase 1 is expected to be submitted in spring 2022. The current users of the sports pavilion have been supported to find alternative temporary facilities and demolition of the first properties and sports pavilion are due in early 2022.
- ⇒ Co-ordinated the Crop Drop End of Season Celebration Event was held at the end of November bringing together volunteers and growers. The event showcased the value of sharing fresh surplus produce which supported over 200 families in need of additional support across the District.
- ⇒ The theatre's 'Palace Presents' charitable scheme asked local people to donate a gift via the theatre and as a result 145 presents were given to local charities to distribute over the Christmas period.
- ⇒ An evening of Christmas carols was enjoyed by residents of Chatham Court in Newark on 16 December. Around 50 residents came together outside Chatham Court to sing a selection of Christmas carols and children also had the opportunity to meet Santa Claus and his elf. Hot chocolate was provided by Lincolnshire Co-op and Newark in Bloom provided a tree. The Chatham court community hub, a one-stop shop for community services, was opened as part of the Newark Safer Streets project to help strengthen community cohesion and improve access for residents to local services. More community events are being planned at Chatham Court Community Hub for 2022.
- ⇒ We are supporting the provision of a new play area in Bilsthorpe. Tender packs for the works have been sent out and are awaiting return from various contractors for the work. The aim is for a decision on the contractor to be made at the March Parish Council meeting with a proposed start date for works of spring 2022.
- ⇒ Veterans in the district were invited to a free breakfast at Newark Town Hall on 30 November as part of an event organised by Newark and Sherwood District Council. The event allowed veterans and ex-service men and women to meet face to face in a relaxed, social and secure environment to have an informal chat and to find out about support services available to them. Over 50 veterans attended the event which was part of the 'Forest Forces' programme developed by Nottingham Forest Community Trust, which tackles social isolation in veterans by providing a variety of regular activities and events. 14 support organisations attended the event including Age UK, Nottinghamshire Fire and Rescue, Dementia Carers, RFEA – The Forces Employment Charity, Insight, Change Grow Live, SSAFA the Armed Forces charity and Citizens Advice Sherwood & Newark.



**Spotlight benchmarking**

66.1% of adults (aged 18+) are classified as physically active (data from 2019/20)  
**6<sup>th</sup> lowest of our geographical neighbours.** The national average is 66.4%.

**Measuring Success**



	Year to Date Quarter 3 19/20	Year to Date Quarter 3 20/21	Year to Date Quarter 3 21/22	Year to Date Target 21/22
Number of User Visits - Active 4 Today	New for Q3 21/22	New for Q3 21/22	600,284	Trend
Live Leisure Centre Membership (Adults)	New for Q3 21/22	New for Q3 21/22	6,635	Trend
Number of events held in NSDC parks	New for Q3 21/22	New for Q3 21/22	105	Trend
Number of children on environmental education visits to NSDC parks	New for Q3 21/22	New for Q3 21/22	780	Trend

**Exploring our performance...**

The performance indicators now include Southwell Leisure Centre to reflect that, as of 1 October 2021, this site is being run by Active4Today. Targets will be set for these indicators for the new financial year so for now the indicators have been set to trend to allow A4T to understand the performance of Southwell Leisure Centre for 6-months before it sets new targets.

However, to contextualise the current performance, the number of user visits in quarter two (aka the number of visits between the 1 April and 30 September) was 389,458 and therefore quarter 3 has seen the most visits to date this year with 210,826 visits between 1 October and 31 December.

# Our Customers

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

Key customer measures	Year to Date Quarter 3 19/20	Year to Date Quarter 3 20/21	Year to Date Quarter 2 21/22	Year to Date Quarter 3 21/22	Target 21/22
Website - number of users	326,917	399,733	209,403	323,620*	300,000
Engagement rate with posts issued on Facebook and Twitter combined	New for Q1 21/22	New for Q1 21/22	635,100	835,305	Trend
Website - number of digital Web Form transactions	New for Q1 21/22	New for Q1 21/22	15,220	28,847	Trend
Telephony - Average length of time to answer call (seconds)	New for Q4 20/21	New for Q4 20/21	125.0	53.0	25.0
% Invoices paid within 30 days - Whole Council	95.2%	89.6%	96.6%	97.3%	95.0%
% effective response to Careline calls within 180 seconds (industry standard)	New for Q1 20/21	98.6%	98.0%	97.9%	99.0%
% Business rate collection	82.7%	84.6%	51.5%	85.0%	73.5%
% Council tax collection	80.8%	80.2%	52.5%	79.9%	73.2%
Average number working days to process new council tax applications	New for Q3 20/21	21.1	19.2	18.4	18.0
Average number of working days to process council tax change in circumstances	New for Q3 20/21	10.2	4.6	11.3	7.0
Average number of working days to process housing benefit change in circumstances	3.7	9.3	7.4	3.6	7.0
Average number of working days to process new housing benefit claims	New for Q3 20/21	19.3	18.0	19.3	18.0

## Exploring our performance...

Customer services took, on average, 125 seconds to answer customer service calls in quarter 2 and this has improved dramatically with 53 seconds on average in quarter 3. However, this is still lower than optimal performance. This is the continued impact of customer services experiencing a high staff turnover meaning that fewer advisors are available to take calls as they are training new staff.

Performance is below target for council tax changes as a result of changes to Universal Credit which have required a review of most council tax change cases. We are expecting performance to improve over quarter four.

\*Please note: due to an error with our analytics platform we did not capture any of the website visits in October so we estimated the visits in October using the average from November and December.



# Customer Feedback

## Customer Feedback

Over quarter 3 we received 20 compliments, 17 suggestions and 88 complaints.

### Compliments

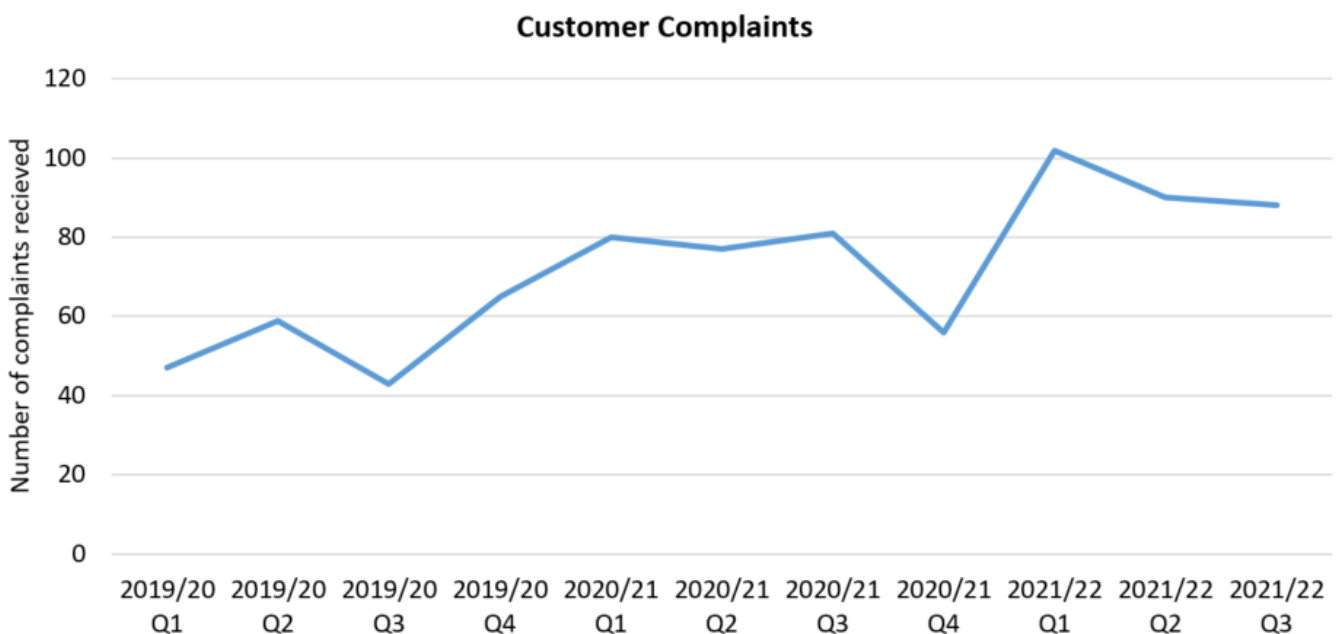
20 compliments were received this quarter. This is a slight reduction on the 29 received in quarter 2. Teams attracting the highest volume of praise included;

- Street scene and grounds maintenance with 5 compliments with themes around responsive service, polite and welcoming staff and quality work,
- Waste and transport with 4 compliments with similar themes to above including responsive service, quality service (especially assisted collections) and caring behaviour from staff,
- Planning received 4 compliments around speed and quality of service, and
- Housing and estate management received 3 compliments on responsiveness and support from staff.

We have also made an important advance in improving the quality of our services with the introduction of call recording in our contact centre. The recording of calls went live on 1 December. The recordings will be analysed and used to improve the service the advisors provide to our customers.

### Complaints

88 complaints were received over quarter 3. The services receiving the most complaints were as expected, being the most front facing services, and the top council tax, housing maintenance and asset management, housing and estate management, waste & transport and public protection.



Again the number of complaints regarding waste and transport has improved. 31 complaints were received in quarter 2 and 15 were received in quarter 3. This is also an improvement from the same period last year when 21 complaints were received. The main themes were; missed bins, staff conduct, concerns with service quality and complaints over noise caused by early bin collections. This is positive news considering the service was significantly impacted by Covid related staff absences in Q3.

Council tax received 14 complaints this quarter which is higher than the previous quarter of 12. Similar themes have continued with the topics being; responsiveness, communication issues and issues around rate of council tax applied.

# Customer Feedback

Public Protection received 7 complaints this quarter having not received any complaints to date this year. 4 of these complaints related to the behaviour of WISE, our new waste enforcement contractor, and are being raised with them as part of the management of this contract. As this is a new approach for the Council being more proactive with FPNs this is to be expected. The only other theme was a lack of progress around reported neighbourhood issues.

Housing maintenance received 15 complaints (the same as the previous quarter) and housing and estate management received 11 (lower than the previous quarter). The complaint themes in housing and estate management were around responsiveness, communication issues and lack of progress with reported issues. The themes in housing maintenance mirrored this with the addition of themes around time taken to complete repairs and complaints over the quality of service from contractor undertaking works.

## Analysis of this customer feedback also enabled us to identify and tackle some specific issues;

### Area of improvement...

Several customers complained about the Council's car parking payment machines. The pay by phone system has been inconsistent and (other than cash) this is the only way customers can pay for parking.

This is a particular issue as many customers are going cashless.

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

In response to the changing requirements of the customer, new parking machines, that take cash and contactless payments, have been ordered for all Council car parks. These machines were installed in December 2021.

Whilst these installations occurred customers unable to pay by phone were able to call the Council's customer services number and pay over the phone.

### Area of improvement...

Two complaints were received this quarter by tenants raising issues discovered when they moved into the property. Both of which could have been resolved whilst the property was void.

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

Processes are already in place to prevent this from happening with future voids, and a review of the voids process is being carried out as part of the 'Empty Homes Standard' enhancement.

The new approach is being piloted at the moment and the results will go to Committee in March 2022. If successful this new approach would be embedded across all properties.

## Tenant Satisfaction

Every quarter tenant satisfaction surveys are undertaken by Viewpoint to understand how we are performing for our tenants. Surveys are carried out on a random sample of tenants who received one of our key services. In quarter three 701 surveys were conducted over 11 service areas in total, and the average service satisfaction across the areas was 93% (aka 93% satisfied or very satisfied). This is identical to the Q1 and Q2 average and comparable to the score received in the same quarter last year. Services receiving higher than average satisfaction include major and minor adaptations, gas servicing, lettings, repairs and right to buy, and the areas for action were identified as;

### Complaint handling

**67% of tenants surveyed were satisfied or very satisfied.** This is identical to average of 67% received in the year to date. 13 tenants were surveyed 2 lack of progress with the issue they complained about, 1 complaint over length of time to resolve a complaint and 1 dissatisfied with the outcome of the complaint.

### Major works to tenants homes

**76% of tenants surveyed were satisfied or very satisfied.** This marks a significant drop in satisfaction from Q2 when satisfaction was at 90%. 25 tenants were surveyed 2 tenants were not satisfied because the work had not been finished, 2 because of the quality of the work, and 2 because of a lack of communication and the work taking too long.

### Antisocial Behaviour

**84% of tenants surveyed were satisfied or very satisfied.** Although below the quarters average this is an improvement on Q2 when satisfaction was at 69%. 12 tenants were surveyed. 1 tenant was unhappy with the quality of the service and 1 was dissatisfied due to the length of time it took to resolve the ASB issue.

### Customer Services

**90% of tenants surveyed were satisfied or very satisfied.** Although below the quarters average this is an improvement of 2% on Q2 when satisfaction was at 88%. 181 tenants were surveyed and 10 were dissatisfied with their overall service. The main issues raised were; not receiving a call back/ lack of proactive communication with the tenant, slow service, unhappy because of specifics of an enquiry and in one case not pleased with the attitude of the call handler.

### Careline

**90% of tenants surveyed were satisfied or very satisfied.** This marks a 10% drop in satisfaction from Q2. 13 tenants were surveyed and 1 customer was dissatisfied feeding back that the service was not adequately explained at install.

# Our Workforce

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

## Staff Update

Staff were able to return to offices from the 15 November and the newly updated hybrid working policy formed the base of the way staff were working. Teams could once again reconnect in person in Council offices and their was positive feedback about the connections rebuilt through the return of the in-person meetings. There was still flexibility for staff who could do hybrid working and each service area flexed their office and working from home balance based on service need. However, this was short lived as mask wearing was reintroduced moving around offices from 30 November and 'work from home if you can' was reintroduced as of 13 December.

This meant another virtual Christmas for our staff but thankfully we were prepared and ran an online programme of Christmas activities including a quiz, a Council version of the 12 days of Christmas poem, some excellent Christmas jumpers and Happy the Dachshund as best festive pet. In the lead up to Christmas we also ran 'You're a star' where staff could recognise achievements and acts of kindness/support from their colleagues by sending a star Christmas ornament. 125 stars were sent out just in time for Christmas. The 'Serving People, Improving Lives' staff awards, planned for December, was rescheduled for February to enable this to stay an in-person celebration. We also have a programme of workplace culture activities planned over the coming months including a Staff Roadshow, wellbeing relaunch and 'looking ahead' video from managers about the work of the Council.

Key staff measures	Quarter 3 19/20	Quarter 3 20/21	Quarter 2 21/22	Quarter 3 21/22	Target 21/22
% of staff turnover	3.1%	10.7%	4.0%	3.7%	14.0%
Average number of sick days per employee (FTE) per year	5.6	3.8	3.5	5.8	4.5

Covid-19: Staffing Impact	Q3
Number of staff who tested positive and were absent sick	20
Number of staff tested positive for Covid-19 and could continue to work from home	18
Number of staff tested positive for Covid-19 and could not work from home	9
Number of staff self-isolating and could continue to work from home	25
Number of staff self-isolating and could not work from home	5

Staff turnover in quarter 3 decreased slightly to 3.7% remaining within below target. The country is recovering from the effects of the pandemic and the national employment rate at the end of November was 75.5%.

The outturn for sickness absence in quarter 3 was 5.82 days against a target of 4.5 days. This is higher than the same period last year (3.8 days). This increase of 2.02 days in absence levels is largely due to an increase in short term absences. This quarter 52% of absences were short term compared to 38% in the same period last year. Whilst 48% of absences were long term absences compared to 62% in the same period last year. Although there was an increase in terms of the number of days lost compared to the same period last year the percentage of long term absence is lower than last year. There has been a significant increase in the days lost due to Covid related absence, with 194 working days lost this quarter compared to 26.5 days in the same period last year. Stress related absences remain the top reason for absence however there were 33.5 fewer days lost to this absence compared to last year. Muscular skeletal problems remains the second highest reason for absence and there are 106.5 more days lost this year compared to the same period last year.

**Additional Housing Measures**

<b>Indicator Name</b>	<b>Year to Date Quarter 3 19/20</b>	<b>Year to Date Quarter 3 20/21</b>	<b>Year to Date Quarter 3 21/22</b>	<b>Year to Date Target 21/22</b>
Amount of current arrears as a % of annual rent debit	2.29%	2.15%	2.00%	2.30%
Amount of current arrears	£475,897	£522,438	£469,833	£400,000
Former tenant arrears as a % of annual rent debit	1.26%	1.11%	1.04%	1.30%
Number of Notices to Quit served at temporary accommodation for rent arrears	0	0	0	Trend
Number of all tenants who have been evicted for rent arrears	7	0	2	15
% of all tenants who have been evicted for rent arrears	0.40%	0.00%	0.04%	36.00%
Asset Investment - % of properties meeting the Decent Homes standard	100.0%	100.0%	100.0%	100.0%
Number of properties who have refused Decent Homes works	-	-	35	No target set
Customer satisfaction with anti-social behaviour	78.0%	69.0%	74.0%	90.0%
Customer satisfaction with allocations	89.0%	93.0%	98.0%	95.0%
Customer Satisfaction with Customer Access Services	87.0%	95.0%	N/A	95.0%
Tenant satisfaction with landlords complaints handling	-	-	69.0%	90.0%

**Additional Housing Measures**

<b>Indicator Name</b>	<b>Year to Date Quarter 3 19/20</b>	<b>Year to Date Quarter 3 20/21</b>	<b>Year to Date Quarter 3 21/22</b>	<b>Year to Date Target 21/22</b>
Customer satisfaction with Right to Buy service	100.0%	94.0%	86.0%	90.0%
Customer satisfaction with Investment Works	87.0%	96.0%	89.0%	95.0%
Customer satisfaction with Disabled Adaptations	98.5%	98.0%	98.0%	95.0%
Customer satisfaction with gas servicing	95.0%	95.0%	96.0%	95.0%
Customer satisfaction with responsive repairs	92.0%	94.0%	94.0%	95.0%
Percentage of complaints resolved within agreed timescales	-	-	84.0%	No target set
Avg time spent in temporary accommodation (weeks)	8.6	10.8	11.7	13.0
Average time (days) to re-let Council properties	15.0	33.0	26.9	18.0
Number of empty properties having major works (at quarter end)	28	20	36	Trend
Number of empty properties ready to let (at quarter end)	20	14	13	Trend
% effective response to careline calls within 180 seconds (industry standard)	-	98.6%	97.9%	99.0%
% of rent loss through dwellings being vacant	0.60%	0.90%	1.07%	0.60%

**Additional Housing Measures**

<b>Indicator Name</b>	<b>Year to Date Quarter 3 19/20</b>	<b>Year to Date Quarter 3 20/21</b>	<b>Year to Date Quarter 3 21/22</b>	<b>Year to Date Target 21/22</b>
% careline installations within 10 working days	-	95.0%	89.3%	100.0%
No. complaints relating to fairness and/or respect relative to housing stock	-	-	1	Trend
No of failed introductory tenancies	0	0	5	0
Number of red warning notices issued	17	10	12	Trend
Number of orange warning notices issued	5	10	10	Trend
Number of yellow warning notices issued	13	22	15	Trend
Number of notices to quit issued	22	15	18	Trend
Number of legal proceedings (possession) undertaken (breach of tenancy)	1	2	2	Trend
Number of evictions (anti-social behaviour)	0	1	2	Trend
Number of new anti-social behaviour cases (tenants)	184	169	123	Trend
Tenancy turnover	6.9%	6.2%	7.3%	7.5%
% of issues actioned within 4 weeks of walkabout	100.0%	N/A	100.0%	100.0%

**Additional Housing Measures**

<b>Indicator Name</b>	<b>Year to Date Quarter 3 19/20</b>	<b>Year to Date Quarter 3 20/21</b>	<b>Year to Date Quarter 3 21/22</b>	<b>Year to Date Target 21/22</b>
% of rent collected from current tenants as a % of rent owed	98.6%	100.5%	98.4%	99.6%
Number registered for My Account	3,328	4,253	2,143	Trend
% of Right to Buy sales completed against all applications	-	-	40.0%	Trend
Amount of rent collected	£16,718,925	£17,701,593	£17,643,867	£17,625,000
Average "End to End" time for all reactive repairs (CALENDAR days)	5.1	8.5	11.7	6.0
% of emergency repairs completed within target	99.9%	99.6%	96.0%	93.0%
% of routine repairs completed within target (non urgent)	99.0%	80.0%	96.1%	95.0%
% of all reactive repairs completed within target time	99.3%	96.1%	96.1%	No target set
% of repairs completed at first visit	99.4%	97.0%	92.0%	98.0%
Number of properties without a valid gas servicing certificate	16	3	52	5
Energy Home Support - number of private sector residents participating in the District's fuel poverty alleviation schemes	-	-	109	No target set
Avg number of days to process major planning applications	-	171	149	Trend



**Additional Housing Measures**

<b>Indicator Name</b>	<b>Year to Date Quarter 3 19/20</b>	<b>Year to Date Quarter 3 20/21</b>	<b>Year to Date Quarter 3 21/22</b>	<b>Year to Date Target 21/22</b>
Avg number of days to process minor planning applications	-	64	64	Trend
Number commercial applications	-	25	18	Trend
Number of residential applications	-	168	169	Trend
Number planning applications major	-	36	44	Trend
Number planning applications minor	-	818	896	Trend
% reduction in all crime - Newark & Sherwood District	1.9%	20.0%	18.0%	0.0%
No of new anti-social behaviour reports to the Council (non tenants)	178	209	163	Trend
Avg no of working days to process housing benefit change in circumstances	3.7	9.3	3.6	7.0
Avg no of working days to process new housing benefit claims	-	19.3	19.3	18.0

**Additional Housing Measures**

**Annual Indicators – Included for information**

Indicator Name	19/20 Q4 Value	20/21 Q4 Value	20/21 Q4 Target
% of rent arrears written off	0.30%	0.37%	0.40%
% of tenants satisfied with landlord / overall service (STAR)	-	87.5%	Trend
% of tenants who felt staff were able to deal with their problem (STAR)	-	87.1%	91.0%
% of tenants satisfied with the quality of their home (STAR)	-	85.7%	90.0%
% of tenants satisfied with supported housing services (STAR)	-	87.5%	88.0%
% of tenants satisfied with the neighbourhood (STAR)	-	90.0%	87.0%
% of tenants satisfied that their views are being taken into account (STAR)	-	81.8%	82.0%
% of tenants who feel they are kept informed about things which affect them (STAR)	-	N/A	85.0%
% of tenants satisfied with the responsive repairs service (STAR)	-	82.0%	85.0%
STAR survey – How satisfied are you with the grounds maintenance, such as grass cutting, in your area? Annual Figure	-	-	New for Q4 21/22
Tenant satisfaction that landlords listens to their views and takes notice of them	-	-	New for Q4 21/22

**Additional Housing Measures**

Indicator Name	19/20 Q4 Value	20/21 Q4 Value	20/21 Q4 Target
Tenant satisfaction with landlords engagement with tenants	-	-	New for Q4 21/22
Tenant satisfaction with landlord actions to keep communal areas clean and safe	-	-	New for Q4 21/22
Tenant satisfaction with landlord contribution to the neighbourhood associated with their home	-	-	New for Q4 21/22
Change in NSDC stock size	-	25	Trend
% of properties with an energy efficiency (SAP) rating of C or above	*	*	New for Q4 21/22
Number of properties delivered through the HRA Development Programme	-	-	New for Q4 21/22
Number of dwellings completed	552	767	Trend
Number of dwellings committed or under construction	7,749	7,296	Trend
Affordable homes completed	134	195	Trend

\* Ongoing work to collate the SAP EPC data as there appear to be some certificates missing and reconciliation is in progress. Consultants are in place to assist in obtaining new EPCs. PI will be populated in the coming periods.

## LEISURE AND ENVIRONMENT COMMITTEE

22 MARCH 2022

### BUDGET REQUESTS FOR ENVIRONMENTAL SERVICES

#### **1.0 Purpose of Report**

- 1.1 To inform members about the extra labour/ resource and capital expenditure required to carry out additional work that has recently been secured by the Street Scene Team. This follows successful contract negotiations by officers within the unit. There is a mixture of internal and external works that will increase revenue income to the council, as well as redirecting monies currently being spent with private contractors back to the authority.
- 1.2 To inform members about the additional expenditure needed to establish a network of Green Champions in line with the commitments established in the Community Plan.

#### **Additional Service Capacity Investment**

#### **2.0 Background Information**

- 2.1 In 2018 parks, grounds maintenance, street cleaning and waste services were merged into a single Environmental Services Team. This merger provided opportunities to streamline services and identify new areas of working to increase income to the council.
- 2.2 This has allowed efficiencies to be created which have allowed the team to extend the provision of services to an increased number of internal and external parties.

#### **3.0 Internal Provision**

- 3.1 The grounds maintenance provision for NSDC housing was successfully bought back in house during April 2021. The SLA included provision for Gladstone house, playground works, tree works and general grounds maintenance for all areas of HRA land. In our last Report on Street Scene income we reported that in the near future we expected the SLA to be expanded to include new areas such as the new Broadleaves development and many HRA sites that have been converted from garages to dwellings. It would be at this point that additional resources would be required in order to meet our existing high standards and to maintain parity of service for all our sites.
- 3.2 Service level agreements have now been agreed with, Car Parks and Asset Management. These areas are now serviced by the Street Scene team. Both areas had previously been using third party contractors the expenditure for these services now remains within the authority. The increased specification and service delivery has seen a higher quality of work and has undoubtedly increased the satisfaction of car park users, and enhanced the offer of our industrial unit rentals.
- 3.3 In addition to the above we are now providing winter gritting services to other NSDC departments. This is run as a 'pay as you go' service dependant on the weather. This particular work is a vital service to council operations where bad weather health & safety risks are ever present.

#### 4.0 External Customers

4.1 In addition to all of the external works highlighted in a previous report Street Scene have now agreed a new 3 year contract with Farnsfield Parish Council to include additional works, not included in previous contracts. There have been new agreements signed with Harby Parish Council as well as additions to the Active4Today SLA which now includes Southwell Leisure Centre.

4.2 Externally, grounds maintenance and associated services are now provided to the following parish councils within the district. Approximate income figures for 2021/22 are included for information:

Bilsthorpe Parish Council	£4,016.00
Chuter Ede School	£6,636.15
Farnsfield Parish Council	£8,696.00
Hoveringham Parish Council	£1,675.00
Kings Clipstone Parish Council	£875.00
Kneesall Parish Council	£470.00
Lowdham Parish Council	£13,942.00
Wellow Parish Council	£440.00
<b>Total:</b>	<b>£36,750.15</b>

4.3 In addition to the above we have managed to negotiate a 1 year extension with Newark Town Council that now sees our agreement with them run until March 2023. This contract brought in £165,902 to the council last year. This contract covers grounds maintenance, parks and play areas, street cleansing and litter bin services. This is included in the Grounds Maintenance Budget.

4.4 Increases for the new Financial Year in addition to the above table are as follows

Harby Parish Council	£1,065
Farnsfield Parish Council (additions)	£3,010
Southwell Leisure Centre (addition to SLA)	£1,348.20
HRA SLA additions	£15,181.31
Millers Housing Development	£4,421.78
<b>Total:</b>	<b>£25,026.29</b>

#### 5.0 Growth of the department

5.1 In addition to all works tabled above we also offer a suite of additional services to external customers. For example during 20/21 we have brought in an additional 43 projects monthly,

quarterly and yearly playground inspection fees. There is an opportunity to develop this further with additional resource.

- 5.2 As colleagues will be aware all of the increase in income has enabled internal investment. 7 full time members of staff have been recruited to work on the Housing SLA and 1 FT Member of Staff to cover the SLA with Asset Management. We have also recruited 1 member of staff on a Zero Hour Relief contract to assist with Parish Council Tender Wins. This has enabled us to offer more jobs to local people.

## **6.0 Service Offering**

- 6.1 The range of services that we are now able to offer to both external and internal parties are as follows:

- Street Cleansing
- Grounds maintenance
- Winter Gritting
- Litter and Dog Bin Servicing and Fitting
- Play area inspections and Repairs
- Arboricultural services
  - Tree surveys
  - Tree works

- 6.2 Recently the department has been able to offer arboricultural services in a collaboration with an external tree surgeon. This relationship allows us to act as “middle man” for many external clients, enabling us to help customers whilst adding an administration fee. At the same time our in-house Street Scene team has been able to conduct small tree works. It is anticipated that there will be further opportunities for additional works once the Council’s own Tree & Landscapes Officer is embedded in the role. Again we would need to be resourced sufficiently to absorb the extra work.

## 7.0 Limitations

- 7.1 The unit is now at a crossroads. To enable us to move ahead with the additional works tabled above and look to secure additional income we need additional resource in the form of 1 additional member of staff with the appropriate vehicle and equipment. The table below are approximate costings. The cost could fluctuate depending on timing.

Suitable vehicle complete with ramp & equipment	£30,000
Ride on mower	£9,000
Additional machinery	£4,000
<b>Total capital</b>	<b>£43,000</b>
Estimated 2022/23 salary + oncosts of full-time employee at NS5, based on 2% pay awards in 2021/22 and 2022/23	£25,690
Uniform and sundries p.a (initial cost would be slightly higher)	£200
<b>Total revenue</b>	<b>£25,890</b>

- 7.2 Any significant expansion of external or internal service offering will have to be met by internal investment or a reduction in internal service standards. Commercially it is not possible to wait until a “full order book” is achieved before resources are put in place to carry out the contracts. The current team is at full capacity so there is a need to scale up before we can start to bid for additional work to support this additional resource. Officers are confident that they can continue to grow the commercial side of the unit, but investment is needed now if the council is committed to its commerciality agenda.
- 7.3 The additional work/tenders undertaken over the last 2 years has diminished our ability to be agile and the ability react in a timely manner is key to a good commercial response. Potential commercial customers/partners expect us to react in a similar way and time frame as the private contractors we are bidding against. This report highlights the current situation but if the council is to be more commercially active in the future, this is request for investment is unlikely to be the last. Officers feel that the response to this report could shape the way the unit moves forward in the future.

## Green Champions

### 8.0

- 8.1 Members will be aware of the council’s ongoing greening agenda and the important role volunteer group’s play within our Cleaner, Safer and Greener programmes. The service relies on such groups to carry out ad hoc and prearranged visits as well as being the local eyes and ears as far as the environment is concerned.

- 8.2 Members will also be aware of the council's busy programme of community engagement and resident well-being initiatives. Area "walk about's" and Days of Action being just a couple.
- 8.3 However, there are still areas of land which don't fall under the Council's direct area of responsibility or where residents want to make a positive contribution themselves. Over recent times through the popular Days of Acton or national programmes such as the Great British Spring Clean, the Council has facilitated community litter picks from diverse areas of the district, with the aim of increasing local pride in places and putting more parts of the district under local management where appropriate to do so.
- 8.4 During the last two years we have noted changes in behaviour and lifestyle brought about by the Covid-19 pandemic and high profile news coverage of the Climate Emergency.
- More people than ever are out walking, visiting parks and green spaces and noticing litter
  - More individuals than ever are asking us for equipment so they can help with litter collection
  - Many volunteers are preferring to go out every day on their own to litter pick, whilst dog walking or during the school run rather than joining a larger group activity
  - We have seen a surge in requests for help via phone calls, customer services requests, emails, text messages and social channels. Keeping track is getting harder
- 8.5 Within the Community Plan there is a commitment to try to formalise this will from local volunteers and communities through what has been called a 'Green Champions' network. And now, with the rollout of the MyAccount web system and the Green Rewards app, there is an opportunity to try to tie some of this together in a more efficient and strategic way.
- 8.6 Currently as part of a business unit collaboration (Community Relations and Environmental Services) we support around 100 event organisers or individuals with volunteer litter picking. However, we are proposing a more high profile branded scheme which encourages new volunteers, helps address increased demand and which helps us support environmental volunteers in a more efficient and manageable way.
- 8.7 In future, it is envisaged that anyone wanting to deliver a community litter picking activity or planting exercise, for example, could make the request via the MyAccount platform. This would enable the Council to arrange for the delivery of litter-pickers, branded high vis vests, litter hoops and bags, as well as agreeing the location for collection of waste collected through the activity. Crucially, what this will enable environmental services to do is develop a map to understand what parts of the district are benefiting from community involvement such as this, whilst then trying to build community capacity in parts of the district that are not.
- 8.8 As an incentive to sign up to the new MyAccount system we aim to recruit around 400 regular volunteers who will be supplied with equipment to litter pick their local area. The equipment being issued on an ongoing loan basis with the resident holding the kit for as long as they require. Information collected through the MyAccount platform will enable the Environmental Services Team to monitor who is utilising the equipment so that unused items can be returned for reuse.



- 8.9 With the advent of the Green Rewards app, there may be scope for these residents to be encouraged to log both these cleaner and greener activities, as well as those they do at home, on the app, so that further behaviour change is encouraged across the district as well as people being rewarded for the activities they have undertaken. If this scheme was approved, it would also be the intention to recognise individuals and groups who have made a difference in their communities through some form of annual award and recognition.
- 8.10 In order to facilitate the Green Champions scheme, there is a request for a one-off sum of £15,000 to purchase 400 litter pickers, hoops, bags and branded high vis vests, which the Council would make available to those in the scheme. Clearly, this is a finite sum. However, the aspiration would be that through the Green Rewards app or grants that become available, the Council would look to assist Green Champions into the future by purchasing their own replacement kit, whilst only making Council purchased kit available to new groups.

## **9.0 Future Opportunities**

- 9.1 **Investment in Capacity** - Currently the business unit has a number of works in the pipeline awaiting a decision on additional resource including a significant maintenance provision for the Middlebeck Housing Estate. Provision of additional staff, vehicle and equipment resource will ensure we are positioned to take advantage of the opportunities presented.
- 9.2 **Green Champions** – by encouraging residents to become Green Champions, we create a platform for the communication and implementation of future green initiatives. With key individuals throughout our communities already engaged with the council's green ambitions.

## **10.0 Equalities Implications**

- 10.1 There are no equalities implications arising from this report which is about funding. However, should the funding being requested be granted, the schemes may be subject to their own equalities assessments.

## **11.0 Financial Implications - Additional Service capacity Investment (FIN21-22/3387)**

- 11.1 This report requests the additional funding outlined in paragraph 7.1 above.

### Revenue

- 11.2 In terms of employee spend together with anticipated uniform costs, the anticipated cost at the bottom of the scale for NS5 is £25,890 which includes an allowance of 2% pay award for both 2021/22 and 2022/23. Where the pay award is awarded lower than this, there will be a slight variation to this.
- 11.3 The additional income as set out at paragraph 4.4 will therefore contribute towards offsetting this additional cost. The shortfall in 2022/23, based on the additional income generation of £25,026 will therefore be £864 which would need to be added to the general fund budget during 2022/23 and future financial years. This will however create capacity in order to generate further income as described at paragraph 5.1. Any additional funding generated, over and above the £25,026 will therefore reduce the additional requirement to the general fund of £864.

11.4 From an HRA perspective, £11,630 is currently within the budget for 2022/23 in respect of the additional cost, and hence the remaining £3,151.31 can be funded from within the miscellaneous expenses budget within the central support services cost centre.

11.5 The additional requirement in respect of the Green Champion scheme of £15,000 is not currently in the budget for 2022/23. The current forecast balance on the Cleaner, Safer and Greener reserve is £43,510, hence this could be utilised from this reserve.

#### Capital

11.6 The total requirement for capital comes to £43,000. There are currently sufficient capital receipts in order to be able to fund this additional expense.

### **12.0 Community Plan – Alignment to Objectives**

12.1 The actions of the team support the following community plan objectives:

- Continue to maintain the high standard of cleanliness and appearance of the local environment.
- Enhance and protect the district's natural environment

### **13.0 RECOMMENDATIONS**

13.1 It is recommended that:

- Members note the significant increase in income and work conducted by the Environmental Services Street Scene Team.
- Members note that there is capacity for expansion, and recommend to Policy and Finance Committee that it supports the request for the additional funding outlined in 7.1 above to enable the Street Scene team to continue with improved service delivery standards and put in place the resources to continue with its commercial development.
- Policy and Finance Committee approve an additional £870 budget to the Grounds Maintenance budget for 2022/23 funded from the Change Management Reserve in 2022/23 and in future years added into the Base budget (subject to any additional income generated during 2022/23).
- Policy and Finance allocate £43,000 into the capital programme for 2022/23, funded by capital receipts.
- Policy and Finance Committee is recommended to approve the utilisation of £15,000 from the Cleaner, Safer and Greener reserve during 2022/23 in relation to the Green Champion scheme.

#### **Background Papers**

None

For further information please contact Andrew Kirk – Business Manager – Environmental Services - 5566

## LEISURE AND ENVIRONMENT COMMITTEE

22 MARCH 2022

### ANNUAL REVIEW OF THE EXEMPT REPORTS CONSIDERED BY THE LEISURE & ENVIRONMENT COMMITTEE

#### **1.0 Purpose of Report**

1.1 To provide the Leisure & Environment Committee with a list of the exempt business considered by the Committee for the period 16 March 2021 to date.

#### **2.0 Background Information**

2.1 The Councillors' Commission at their meeting held on 25 September 2014 proposed a number of changes in respect of exempt information, one of which being that 'the Committees undertake an annual review of their exempt items at their last meeting prior to the Annual Meeting in May'. This was ratified by the Council on 14 October 2014.

2.2 Members will also be aware that the Council agreed a review mechanism for exempt items which was incorporated into the Access to Information Procedure Rules. Rule 18 provides Members with a mechanism to request a review of exempt information with a view to this being released into the public domain should there be substantive reasons to do so.

#### **3.0 Proposals**

3.1 The following table provides the exempt business considered by the Leisure & Environment Committee for the period 16 March 2021 to date:

<b>Date of Meeting</b>	<b>Agenda Item</b>	<b>Exempt Paragraph</b>	<b>Opinion of Report Author as to current status of the report</b>
16.03.21	Southwell Leisure Centre – Alternative Management Arrangements	Paragraph 3&4	Could be released into the Public Domain

#### **4.0 RECOMMENDATION:**

**That Members consider whether the content of the report entitled: 'Southwell Leisure Centre Alternative Management Arrangements', should be released into the public domain.**

#### **Reason for Recommendation**

**To advise Members of the exempt business considered by the Leisure & Environment Committee for the period 16 March 2021 to date and those items which can now be released into the public domain.**

Background Papers

Nil

For further information please contact Nigel Hill, Business Manager – Elections & Democratic Services on Ext: 5243.

**John Robinson**  
**Chief Executive**

## LEISURE AND ENVIRONMENT COMMITTEE

22 MARCH 2022

### GREEN REWARDS UPDATE

#### **1.0 Purpose of Report**

1.1 To update members on the progress of the Green Rewards App.

#### **2.0 Background Information**

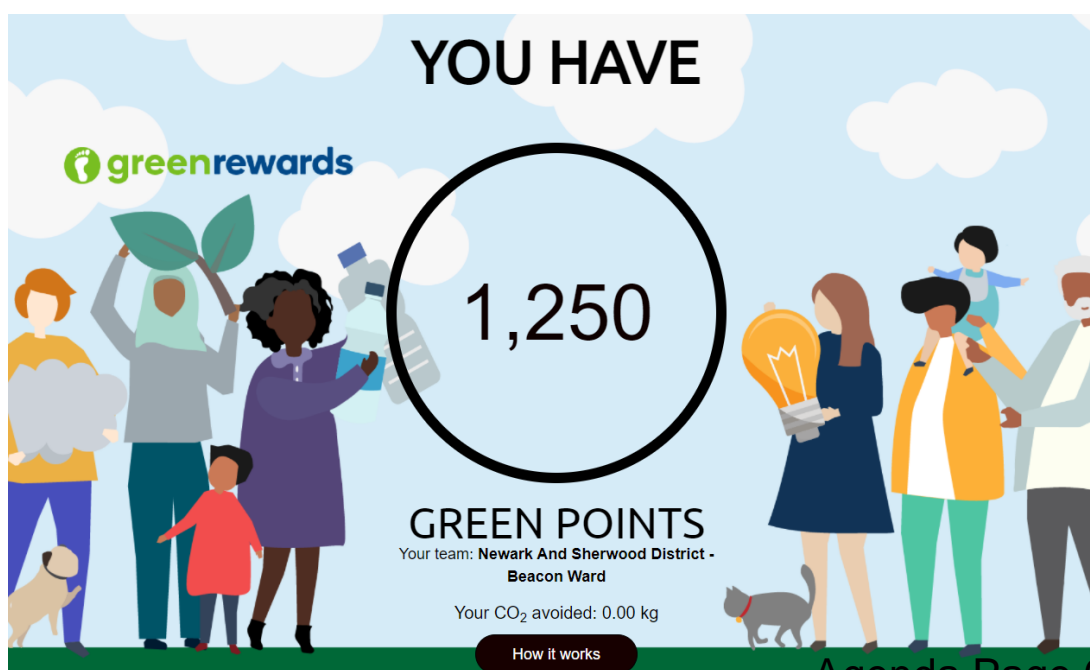
2.1 The Green Rewards App is an online platform designed to incentivise and encourage users to undertake positive behaviour change by enabling users to log carbon reducing activities and gain points for these activities. Residents collect points for undertaking carbon avoidance measures, such as having a sustainable commute, learning about recycling or buying eco-friendly products.

2.2 The Green Rewards platform was first developed by the Universities in Nottingham. As a collective, all Nottinghamshire Councils procured the Green Rewards Platform as a way to promote sustainable behaviour and encourage residents to undertake environmentally friendly activities to reduce their carbon footprints. The Green Rewards App launched to the rest of the County in November 2021, to coincide with COP26, and it launched to Newark and Sherwood residents on 16 February 2022. This made Nottinghamshire the first county to have a carbon focused platform available to all residents.

#### **3.0 Green Rewards App Update**

##### **3.1 About the App**

The Green Rewards App features tasks which residents can undertake to obtain points. Every new sign-up is given 1,250 points and builds from there. The points collected are honesty based and rely on users logging completed tasks. For some tasks you can only gain points once, for example completing the carbon quiz, whilst for other tasks, such as a sustainable commute, users can connect points every week. A few tasks require users to evidence their



activity, for example taking a photograph to evidence a nature walk. The tasks are grouped into 6 categories;

1. Travel e.g. cycling tips, Leave the car at home, Sustainable travel, Active travel
2. Reduce, Reuse, Recycle e.g. use of reusable items, Report your recycling, Repurpose, Reduce plastic use, Recycling made simple, Contamination quiz
3. Energy and Carbon e.g. carbon calculator, Switch off, Carbon offsetting, Carbon quiz, Wash at 30 degrees
4. Get involved e.g. refer a friend, Schools and community groups, Give back, Your sustainability tips
5. Consumption e.g. shop local, 4 minute shower challenge, Sustainable shopping quiz, Grow your own, Go plant based, Eco friendly products.
6. Nature e.g. visit a park, Switch off and explore, Biodiversity sighting, Greening your space

These activities were decided upon by the project team from a selection of activities provided by Jump, the platform operator. They will be changed through the year to allow users to collect points for undertaking a range of tasks.

The platform features a leader board which enables residents to view where they sit in relation to other residents. Winners are selected on a monthly basis by the platform operator. There are two winners a month, both receiving a £20 voucher;

- The resident with the most points (each resident can only win once bi-annually), and
- A randomly selected resident that has logged activities in the last month.

Winners can select from one of the following vouchers;

- National Garden Centre Voucher
- National Book Voucher
- Boobalou (Online eco product store)
- Cinema Voucher
- Love2Shop Voucher

The vouchers are supplied by the Platform operator but the winning email was written by the Communications team which allows us to promote local businesses that accept the vouchers.

### 3.2 **The Launch**

The Green Rewards App launched to Newark and Sherwood residents on the 16 February 2022. A targeted Communications Plan was developed to enable the launch to reach as many residents as possible. This plan included scheduled social media posts, videos of endorsement from Councillor Lloyd and boosted social media posts. A 'boost' assists in making content go the extra mile so it can be seen by more people on Facebook. This includes those who follow the Council's Facebook page as well as those who do not currently follow but may be interested in the post. The Council also hired a videographer to film a 'day in the life' of using the Green Rewards platform which will be utilised as a promotional video on social media. Promotion of the App will continue throughout the year especially in connection to national days and environmental weeks such as 'No Mow May' and 'Earth Day'.

### 3.3 **Progress to Date**

During the first week of the Green Rewards App 142 residents signed up to the platform with representation from all wards within the district. When compared to the sign ups in other Nottinghamshire local authorities after 1 week live this number was above average. This high take up is evidence of the importance of the sustainability agenda, and demonstrates how important reducing their carbon is to residents of Newark and Sherwood.

### 3.4 **Next Steps**

The project team will review the progress of the App on a monthly basis to monitor uptake, analyse trends and ensure the App's continued promotion. The team will also analyse the data collected in the App to gain insight into which tasks our residents most commonly undertake, and gather an estimate of the carbon savings achieved from the tasks undertaken.

Newark and Sherwood have signed up to the App for one year, and after this year the success of the App will be reviewed. This review will consider the carbon savings attained, impact achieved and take up across the geography and demographics of the district. A recommendation on whether to continue with Green Rewards will then be taken to members for decision.

## 4.0 **Digital Implications**

4.1 Newark and Sherwood District Council's website hosts a link to download the App as well as linking to the web based version of the platform.

## 5.0 **Financial Implications (FIN21-22/654)**

5.1 This report has no direct financial implications.

5.2 £5000 has been budgeted for in 22/23. This covers the cost of the Platform and Vouchers. As mentioned in paragraph 3.4, the success of the Residents Engagement Green App will be reviewed when making budgetary decisions for further financial years. Costs incurred in 21/22 to date have been funded from the Cleaner, Safer Greener reserve.

## 6.0 **Equalities Implications**

6.1 There are no equalities implications envisioned for the Green Rewards Platform.

## 7.0 **Community Plan – alignment to objectives**

7.1 The implementation of the Green Rewards platform assists with the delivery of Council's climate change ambitions and support the 'Leadership' and 'Advocacy and Green Recovery' actions within the Greening Newark and Sherwood Action Plan. These actions commit the Council to work with residents, businesses and the community to raise awareness of environmental issues and encourage residents to be more carbon conscious in everyday life and adopt a more sustainable lifestyle.

8.0 **Recommendation**

That Members note resident participation in the Green Rewards App.

**Background Papers**

Nil

Briony Ashton, Environmental Policy and Projects Officer  
Ella Brady, Transformation and Service Improvement Manager  
Matthew Finch, Director of Communities and Environment