



*Castle House
Great North Road
Newark
NG24 1BY*

Tel: 01636 650000

www.newark-sherwooddc.gov.uk

Thursday, 2 September 2021

**Chairman: Councillor T Wendels
Vice-Chairman: Councillor Mrs R Holloway**

Members of the Committee:

**Councillor M Brock
Councillor Mrs B Brooks
Councillor S Carlton
Councillor R Crowe
Councillor Mrs L Dales
Councillor L Goff
Councillor S Haynes
Councillor J Lee
Councillor Wildgust**

Substitute Members:

**Councillor P Harris
Councillor J Kellas
Councillor Mrs S Michael
Councillor N Mitchell
Councillor P Peacock**

MEETING: Homes & Communities Committee
DATE: Monday, 13 September 2021 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 Karen Langford on Karen.Langfordm@newark-sherwooddc.gov.uk 01636 655992.

AGENDA

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Confidential & Exempt Items

20. Exclusion of the Press and Public None

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.

Agenda Item 4

NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Homes & Communities Committee** held in the Civic Suite, Castle House, Great North Road, Newark, Notts NG24 1BY on Monday, 7 June 2021 at 6.00 pm.

PRESENT: Councillor T Wendels (Chairman)
Councillor Mrs R Holloway (Vice-Chairman)

Councillor M Brock, Councillor Mrs B Brooks, Councillor M Brown,
Councillor S Carlton, Councillor R Crowe, Councillor Mrs L Dales,
Councillor L Goff, Councillor J Lee and Councillor P Peacock (Substitute)

APOLOGIES FOR ABSENCE: Councillor Mrs K Arnold (Councillor P Peacock attended as a substitute for Councillor Mrs K Arnold))

Prior to the commencement of the meeting the Chairman, Councillor T Wendels, thanked Councillor Mrs I Brown who had recently retired as a District Councillor for her contribution to the Homes & Communities Committee. The Chairman also thanked Councillor Mrs S Saddington for her time on the committee having stepped down from the Homes & Communities Committee and her position replaced by Councillor R Crow.

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

NOTED that no Member or Officer declared any interest pursuant to any statutory requirement in any matter discussed or voted upon at the meeting.

2 DECLARATION OF ANY INTENTION TO RECORD THE MEETING

NOTED that there would be an audio recording of the meeting undertaken by the Council.

3 MINUTES OF MEETING HELD ON 15 MARCH 2021

AGREED (unanimously) that the Minutes of the meeting held on 15 March 2021 be approved as a correct record and signed by the Chairman.

The Chairman informed the Committee that the order of business on the agenda would be that Agenda Item 19 would be taken between Agenda Item 12 and Agenda Item 13.

4 CHAIRMAN'S REPORT

The Chairman welcomed everyone to the first in person committee for over twelve months and how it was great to see everyone in person. Adapting to being back in the offices and working safely, the reports will be presented by a small number of officers rather than necessarily by the author. Any questions unable to be answered would of course be followed up after the meeting.

The Chairman advised that the local Area Commander for Newark and Sherwood, Inspector Heather Sutton has been promoted to Chief Inspector and is now the

Neighbourhood policing lead for - Bassetlaw, Newark and Sherwood & Broxtowe, Gedling and Rushcliffe. She is also the force lead on rural crime and is already speaking with officers from the council about the rural crime issues in the district. The new Area Commander for Newark and Sherwood is Inspector Charlotte Allardice who is keen to work closely with the council on a number of issues and will look forward to working with Charlotte.

The Safer Streets Project was successfully completed at the end of March and there is commitment from the Police and Crime Commissioner's Office, the Police and the Council to implement the learning and best practice from Safer Streets 1 into the continuation of some of the themes into neighbouring areas. The main themes will centre on burglary reduction and vehicle crime.

The Chairman informed the committee that whilst having seen some sunshine recently, our flooding preparation continues. The council is working with partners in both Southwell and Lowdham to implement flood mitigation measures to reduce the chance of future flooding in these communities. The Scheme in Southwell is progressing well (within the confines of what Covid has allowed over the past 12 months).

The main scheme for Lowdham is still being developed, although work on the banks of the Cocker Beck should be taking place later this year. In response to the floods in November 2019 and February 2020 the council is still administering Property Flood Resilience grants to home owners wishing to improve their home from the impact of flooding, so far having received around 50 applications.

The Chairman informed the committee that the Community Lottery is now live and the first draw took place on Saturday 29th May. As at 2nd June having 49 good causes registered and one or two more in progress, 392 players and good causes are forecast to receive around £23.5K currently, they are hopeful ongoing promotion will see the numbers increase which is great news and will generate more funding for our good causes.

The ban on evictions was ended on 31st May 2021, the Council will continue the no eviction approach for tenants who are working with the council to address their debts and enter into a manageable arrangement. The council are also prepared for opening up the community centres as soon as receiving the green light to do so.

Finally, the Chairman wanted to draw the Committee's attention to the end of year performance reports presented this evening, and for it to join the Chairman in recognising the hard work and commitment taken to achieve the levels of performance during such an unusual year.

5 FORWARD PLAN - JULY 2021 TO JUNE 2022

The committee considered the Forward Plan for July 2021 to June 2022 with the Chairman inviting Members to put forward any items they would wish to be considered by Committee at a future meeting.

The committee requested an invitation be made to the newly elected Police & Crime

Commissioner to attend the November Homes & Communities Committee meeting, the Business Manager for Public Protection to arrange an invitation.

6 REVIEW OF TENANT ACCESS SERVICE OPENING HOURS

The Committee considered the report from the Business Manager for Customer Services to review the opening hours of the Customer Access Service (CAS) contact centre and recommend alignment with the opening times of the main council contact centre.

At the 15 March 2021 committee, Members considered a report to align the opening hours and agreed that a decision would be deferred to the 7 June 2021 meeting so that further information regarding service demand could be obtained.

The report provided further analysis of the number of calls received by the CAS team between 8.30am and 9.00am, during a more recent four week period it has shown that the number of calls received remains static with an average of less than two calls per day. During this twenty day period a total of only nine calls were received during between 5pm and 5.15pm.

The committee noted that in February 2021 the Tenants Forum had agreed unanimously that the service opening hours times should be altered in line with recommendations as tenants needed to have uniformity across all council services. Out of hours calls would remain as they are currently, tenants who need to report an emergency will transfer through to the Careline.

AGREED (unanimously) that:

- (a) the Committee approved the alignment of the opening hours.

7 REVIEW OF THE CORPORATE HEALTH AND SAFETY POLICY

The Committee considered the report from the Business Manager for Public Protection providing changes to the Corporate Health and Safety Policy and to confirm the amendments prior to the report being presented to the Policy and Finance Committee.

The report informed the Members that the current policy had been reviewed and updated to reflect recent organisational changes including the in-house provision of Housing Services, providing the revised policy as an appendix to the report.

The meeting highlighted 2.3 bullet point 5 of the report referring to the removal of the use of latex gloves from the policy, the committee noted that latex gloves can cause allergies and would therefore sit outside of this policy.

AGREED (unanimously) that:

- (a) Members considered the reviewed Health and Safety Policy and any suggested amendments for deliberation by the Policy & Finance Committee.

8 PROPOSAL FOR PUBLIC SPACE PROTECTION ORDERS - NEWARK TOWN CENTRE AND SITES IN BALDERTON

The Committee considered the report from the Business Manager for Public Protection to report the findings of the consultation with key partners and members of the public, on the proposed Public Space Protection Order (“PSPO”) in the following areas:

- a. Newark Town Centre
- b. Coronation Park, Balderton
- c. Balderton Lakes
- d. Lakeside Shopping Centre, Balderton

and to seek approval for the formal making of the Public Space Protection Orders.

The report highlighted to the committee that in March 2021 they had considered a report on a Public Space Protection Order in relation to controls to combat anti-social behaviour in Newark town centre, Coronation Park, Balderton Lakes, and Lakeside shopping centre and recommended that formal consultation took place.

The report advised that a consultation had been carried out in accordance with Government guidance which took varying forms, such as questionnaires for partnership agencies, proposals on the council’s website and questionnaires for retail premises in the town centre and Lakeside shopping centre.

The responses received were set out in a summary document at Appendix One of the report.

The Committee thanked the Officers and the Police for their involvement in progressing the PSPOs.

AGREED (unanimously) that:

Members:

- (A) Agreed the terms of the PSPO as being
 - a. *Leave the location, or part of the location, and*
 - b. *Not to return to the location, or part of the location, for the period specified in the direction (“the exclusion period”)*

The exclusion period must not exceed 48 hours and must

- I. Be given in writing, unless that is not reasonably practicable*
- II. Must specify the area to which it relates*
- III. May impose requirements as to the time by which the person must leave the area and the manner in which the person must do so*

(including the routes)

(B) Agree the areas as set out below and defined in the maps in Appendix Two and Appendix Three,

- a. Newark town centre
- b. Coronation Park, Balderton
- c. Balderton Lakes
- d. Lakeside shopping centre, Balderton

9 ANNUAL REVIEW OF THE EXEMPT REPORTS CONSIDERED BY THE HOMES & COMMUNITIES COMMITTEE

The Committee considered the report from the Business Manager for Elections & Democratic Services providing the Homes & Communities Committee with a list of the exempt business considered by the committee for the period 14 September 2020 to date.

The report highlighted four reports that had been taken as exempt for consideration and had received comment back from the report authors that these reports in their opinion to remain exempt due to commercially sensitivity.

The Chairman did suggest for future annual reports an additional column be included to expand the detail as to why they should remain exempt.

AGREED (unanimously) that:

- (a) the content of the reports to remain exempt.

10 SAFER STREETS FUND - END OF PROJECT REPORT

The Committee considered the report from the Business Manager for Public Protection to update Members on the successful completion of the Safer Streets Fund and the early impacts that have been identified.

The report highlighted in April 2020 the Council (in partnership with the Office of the Police and Crime Commissioner and the County Council) were successful in obtaining funding for the Home Office initiative of Safer Streets that was designed to address domestic and acquisitive crime. Two Lower Super Output Areas were identified in the bid and have formed the geographical footprint for the bid. These were the areas around Chatham Court and area on Northgate/Lovers Lane.

The Newark bid was successful in obtaining an award of £550,000 of which the District Council's allocation was £118,580.

A copy of the full survey and its results were included with the report at Appendix 1.

A summary of key headline results were as below:

- 83% of respondents feel safer
- 53 % feel the area is cleaner

- 40% of respondents feel safer after dark
- 44% of respondents feels the community looks out for each other better than it did

In order to build on the positive work that has taken place as part of this project agreement has already been made to develop a further Safer Streets initiative. This will again be a partnership with the Police and the Office of the Police and Crime Commissioner.

A member of the committee would also like to see it benefiting more rural areas in the future.

The Committee thanked everyone involved and how it had been a comprehensive report and a successful project.

AGREED (unanimously) that:

- (a) the Members noted the success of the Safer Streets initiative and the positive survey results.

11 ANTISOCIAL BEHAVIOUR

The Committee considered the report from the Business Manager for Public Protection providing information on the current position with regard to anti-social behaviour across the district and the range of intervention and enforcement used to combat this behaviour.

The report highlighted that the Police are a key partner in addressing ASB and they record levels of ASB. The figures for the year 20/21 compared to the previous 12 months were provided:

April 19 to March 20	April 20 to March 21	% change
2,552	4,366	+71%

Over the last year ASB has increased due to youngsters not attending school and the effects of covid-19. The committee thanked the team for their input, noting that there have been more people on the streets, more people working from home leading to increasing ASB in bigger groups over a wider geographical area.

AGREED (unanimously) that:

the committee noted the data relating to ASB and the range of activities, both delivered and planned that are in place to address ASB.

12 HOMES & COMMUNITIES REVENUE AND CAPITAL FINANCIAL OUTTURN REPORT TO 31 MARCH 2021

The Committee considered the report from the Business Manager for Financial Services presenting to the Members the 2020/21 financial outturn position on the Homes & Communities Committee's revenue and capital budgets, including:

- General Fund (GF) Revenue
- Housing Revenue Account (HRA)
- Capital Programme

Members at the Policy & Finance Committee during February 2020 requested that reports were presented to individual committees, for them to note and understand the financial position of their committee.

The report informed Members of the Homes & Communities Committee of the financial outturn position as at 31 March 2021 and provided the main reasons for the variances when referring to the GF, HRA and Capital Programme.

One of the members enquired if after taking Newark and Sherwood Homes back in-house had any savings been included in the figures. The meeting was advised not at the moment and that overall there will be a reduction.

AGREED (unanimously) that:

- (a) the contents of the report be noted.

13 COMMISSIONING SERVICE LEVEL AGREEMENTS - ANNUAL REVIEW 2020/21

The Committee considered the report from the Health Improvement and Community Relations Manager providing an overview of the 2020/2021 outcomes of the commissioned service level agreements between the council and its three service providers, Newark and Sherwood CVS, Newark and Sherwood Community Hub and Home-Start Newark.

The summary reports outlined in Appendix A demonstrated what each partner organisation has delivered in the financial year April 2020 to March 2021 which having been an unprecedented year due to the impact of Covid 19. From the appended reports each partner organisation was able to adjust its service delivery model around the challenges of Covid 19 in order to continue to provide support to residents through innovative ways of working throughout the pandemic.

The committee thanked the Health Improvement and Community Relations Manager for his work and to present again next year in 2022.

AGREED (unanimously) that:

- (a) the report and Appendix A are noted; and
- (b) the annual review for 2021/2022 be presented to Committee in 2022.

14 ANNUAL REPORT COMMUNITY CENTRES GENERAL FUND REVIEW 2020/21

The Committee considered the report from the Health Improvement and Community Relations Manager providing an overview of operational activities, compliance and

assurance arrangements in place at the 4 General Fund Council owned community centre/village halls and to note the recommendations in the report to ensure that the operational management oversight of these assets is robust and meets the council's assurance requirements.

The report highlighted to Members that the Council currently owns four community centres/village halls, as detailed in Appendix A of the report, which are all managed through a leasehold relationship.

Appendix A provided a short summary of the previous 12 months for each community centre/village hall. The annual review will come to committee once again in 2022.

AGREED (unanimously) that:

- (a) the report and Appendix A are noted; and
- (b) the annual review for 2021/2022 be presented to Committee in 2022.

15 HOUSING SERVICE COMPLIANCE END OF YEAR OUT TURN PERFORMANCE

The Committee considered the report from the Director for Housing, Health & Wellbeing providing an overview of compliance performance of the housing service at the end of March 2021.

The report provided the end of year position and noted the excellent performance throughout the year having encountered significant challenges for service delivery.

The committee congratulated the team and noted that performance at the end of the year had been really strong. The report author thanked the committee for their positive comments and would pass on to other members of the team.

The committee noted that for 2021/22 they would see a revised layout and content.

One Member did discuss with the committee his concerns for tenants living in properties with adaptations and not being able to take up the 'Right to Buy' option and could be seen as discriminatory. The Chairman did remind Members that this is primary legislation and not 'District' decision.

AGREED (unanimously) that:

- (a) the Committee noted the performance of the housing service compliance functions.

16 HOUSING SERVICES YEAR END PERFORMANCE 2020/21

The Committee considered the report from the Transformation Manager providing an overview of performance and satisfaction with the council's housing services for 2020/21 year end.

The report informed the committee of the overall satisfaction for 2020-21 as 93%,

which gave the committee reassurance that bringing the service back in house had not adversely affected the customer experience and in fact had achieved a 2 point increase on 2019/20.

The Chairman highlighted that this was an excellent report with pleasing figures and gave a 'well done' to the team again.

AGREED (unanimously) that:

- (a) the Committee noted the excellent end of year performance of the housing service.
- (b) Members fed back their observations about the content and presentation of performance information.

17 HOUSING SERVICES CUSTOMER JOURNEY FEEDBACK

The Committee considered the report from the Project Research Officer informing Members of the customer journey insight project outcomes in relation to housing services and to advise Members of the planned actions to improve services and the customer experience in light of this insight.

As well as the report the committee were provided at the meeting with a handout from a nine slide presentation, providing a summary of the customer journey insight.

The report explained that this paper had been presented to SLT on 18 May 2021 and who supported all recommendations and asked for regular updates on progress against related actions to be reported to this Committee and tenant forums.

This data will be presented to involved tenants once the STAR feedback is available as well as being published in the 2020/21 Tenant Annual Report.

One of the Members requested a meeting to discuss voids, whilst another highlighted the provision of recycling in areas such as Chatham Court, Grange Road and St Mary's Gardens which the Director for Housing, Health & Wellbeing advised may involve communal bins and assured the Member that this would be looked in to with the refuse team.

AGREED (unanimously) that:

- (a) the Committee noted the overall positive responses to housing services provided by the Council.
- (b) the Committee noted the identified work streams and proposals highlighted within section 3, which will form an action plan for regular monitoring and reporting until implementation.

18 ANNUAL TENANCY AUDIT PROCESS: "GETTING TO KNOW YOU" VISITS

The Committee considered the report from the Business Manager for Housing &

Estates Management providing information on the planned implementation of a rolling programme of tenancy audits across all Council tenancies and for Members to support the programme with tenants within the communities in which they serve.

The report explained that this was an essential activity to improve the maturity of the tenant data and will serve a number of purposes as outlined in the report, including helping to combat issues of property condition, so that early intervention can be instigated when a tenancy is showing signs of failing and the tenant needs support.

AGREED (unanimously) that:

- (a) the Committee noted the planned implementation of a rolling programme of tenancy audit visits across all Council tenancies; and that,
- (b) Members support the programme within their communities.

19 URGENCY ITEM - GREEN HOMES GRANT LOCAL AUTHORITY DELIVERY PHASE 2 (LAD2)

The report provided the committee with the urgency decision that had been taken with respect to Green Homes Grant Local Authority Delivery phase 2 (LAD2).

Due to the tight timescales involved and the need to consider if it the project was feasible and the Council could participate and accept the grant funding there was not time to report to the relevant committees. To receive funding the Council had to sign and return the award letter/grant form by 15th April 2021.

The Chairman informed the committee that this was a good news story and that a decision had to be taken at short notice.

NOTED the Urgency Item – Minute of Decision.

Meeting closed at 8.15 pm.

Chairman

Forward Plan of Homes & Communities Committee Decisions from 1 October 2021 to 30 September 2022

This document records some of the items that will be submitted to the Homes & Communities Committee over the course of the next twelve months.

These committee meetings are open to the press and public.

Agenda papers for Homes & Communities Committee meetings are published on the Council's website 5 days before the meeting <http://www.newark-sherwooddc.gov.uk/agendas/>. Any items marked confidential or exempt will not be available for public inspection.

Meeting Date	Subject for Decision and Brief Description	Contact Officer Details
22 Nov 2021	Phase Two – Tenant Engagement Review Completion and suggested new structure and engagement strategy.	Terry.bailey2@newark-sherwooddc.gov.uk
22 Nov 2021	Housing Service Compliance Performance – Quarterly Report Q2	Suzanne.Shead@newark-sherwooddc.gov.uk
22 Nov 2021	Community Plan – Quarterly Performance Report Housing Services Q1 & Q2	Tracey.Clipsham-Brown@newark-sherwooddc.gov.uk
22 Nov 2021	Decarbonisation Strategy (HRA Stock)	Caroline.Wagstaff@newark-sherwooddc.gov.uk
22 Nov 2021	Review of Responsive Repairs Performance on new priorities	Sally.SkipworthCooke@newark-sherwooddc.gov.uk
22 Nov 2021	Update on Grounds Maintenance service	Suzanne.shead@newark-sherwooddc.gov.uk Matthew.Finch@newark-sherwooddc.gov.uk
22 Nov 2021	Policing in Newark And Sherwood – Presentation from Neighbourhood Policing Inspector	Alan.batty@newark-sherwooddc.gov.uk
22 Nov 2021	Invitation to Police & Crime Commissioner	Alan.batty@newark-sherwooddc.gov.uk
22 Nov 2021	Disabled Facilities Grants Policy	Alan.batty@newark-sherwooddc.gov.uk
22 Nov 2021	Review of E-Newsletter take up	Sarah.Forgione@newark-sherwooddc.gov.uk
22 Nov 2021	Community Engagement Strategy	Andy.hardy@newark-sherwooddc.gov.uk
22 Nov 2021	Tenancy Strategy	julie.davidson@newark-sherwooddc.gov.uk
22 Nov 2021	Yorke Drive Regeneration Update	Cara.Clarkson@newark-sherwooddc.gov.uk
22 Nov 2021	Asset Management Strategy (HRA)	Caroline.Wagstaff@newark-sherwooddc.gov.uk
22 Nov 2021	Tenants Annual Report 20-21	julie.davidson@newark-sherwooddc.gov.uk

22 Nov 2021	Update against Housing Ombudsman Self-Assessment (complaints) and Policy amendments re vexatious complainants review	julie.davidson@newark-sherwooddc.gov.uk
24 Jan 2022	Antisocial Behaviour Update	Alan.batty@newark-sherwooddc.gov.uk
24 Jan 2022	Voids Pilot Update	Nicola.Priest@newark-sherwooddc.gov.uk
14 March 2022	Review of Exempt Items 2021/2022	Suzanne.Shead@newark-sherwooddc.gov.uk
14 March 2022	Housing Service Compliance Performance – Quarterly Report Q3	Suzanne.Shead@newark-sherwooddc.gov.uk
14 March 2022	Community Plan – Quarterly Performance Report Housing Services Q3	Tracey.Clipsham-Brown@newark-sherwooddc.gov.uk
14 March 2022	MEH LAD 2 Grant Funding Project – Final Report	Caroline.Wagstaff@newark-sherwooddc.gov.uk
14 March 2022	Sherwood & Newark Citizens' Advice - Annual Performance Report 2020-21 <i>The Chief Officer of Sherwood & Newark Citizens' Advice, Jackie Insley, to be in attendance at the meeting to present the report to the Committee</i>	Maria.Cook@newark-sherwooddc.gov.uk
June 2022	See the Person report (following HCC workshop)	Terry.Bailey2@newark-sherwooddc.gov.uk
June 2022	Commissioning Service Level Agreements – Annual Review 2021/22	Andy.hardy@newark-sherwooddc.gov.uk
June 2022	Annual Report Community Centres General fund Review 2021/22	Andy.hardy@newark-sherwooddc.gov.uk
Sept 2022	Review of Allocations (CORE) Annual Report	Maria.Cook@newark-sherwooddc.gov.uk
Sept 2022	Parish & Town Council Initiative Fund Annual Report	Andy.hardy@newark-sherwooddc.gov.uk

HOMES & COMMUNITIES COMMITTEE

13 SEPTEMBER 2021

RECONSTITUTION OF WORKING PARTIES/TASK & FINISH GROUPS

1.0 Purpose of Report

1.1 To consider reconvening the Working Parties/Task & Finish Groups established by the Homes & Communities Committee.

2.0 Background Information

2.1 It is necessary to reconvene the Working Parties/Task & Finish Groups established by the Homes & Communities Committee that are still operational.

2.2 Details of these group(s) are attached as an **Appendix** to the report.

2.3 If Homes & Communities determine that the Working Party/Task & Finish Groups should be reconvened the membership of the Groups will require review.

3.0 Local Development Framework Task and Finish Group

3.1 In addition the Homes & Communities Committee has previously appointed two Members to the Local Development Framework Task Group and the Committee are invited to appoint two representatives in anticipation that the Group will be reconvened by the Economic Development Committee.

4.0 RECOMMENDATIONS that:

- (a) the Committee determine which Working Parties/Task & Finish Groups need to be reconvened and review the membership of those groups as required; and**
- (b) the Committee appoint representatives to the reconvened bodies and also two representatives to the Local Development Framework Task Group.**

Reason for Recommendations

To reconvene the appropriate Working Parties/Task & Finish Groups.

Background Papers

Nil

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

John Robinson
Chief Executive

WORKING PARTIES AND TASK & FINISH GROUPS

4 August 2021

Working Party/Task & Finish Group	Date First Established and last reconvened	Date of Last Meeting/ (Next Scheduled Meeting)	Current Membership	Remit
Housing Advisory Group Suzanne Shead	20 January 2020 <i>(H&C Committee)</i>	<i>19 May 2021 (to be arranged)</i>	<ul style="list-style-type: none"> • Chairman and Vice-Chairman of H&C and HAG (Cllrs. Wendels & Holloway) • Councillors Kath Arnold, Irene Brown and Michael Brown 	<ul style="list-style-type: none"> • To create an informal forum through which the comments/views of the tenant representatives can be heard about a range of tenant-related matters and then be incorporated into the consideration of these items by the Homes & Communities Committee

HOMES & COMMUNITIES COMMITTEE

13 SEPTEMBER 2021

HOUSING ALLOCATION SCHEME – ANNUAL REVIEW

1.0 Purpose of Report

1.1 To provide the Committee with its annual update on the application of the Council's Housing Allocations Scheme and when appropriate, to recommend some minor amends to the Scheme for Committee approval.

2.0 Background Information

2.1 As part of its previous work programme, this Committee oversaw a detailed review of the Council's Housing Allocations Scheme, which was launched in April 2017.

2.2 At its meeting on 11 June 2018, the Committee received its annual update on the scheme and the impact of the amendments made. An Urgency Item – Minute of Decision was also presented on 11 June 2018 which advised that the urgency procedure was required to enable further amendments to the Scheme to support the implementation of the new Homelessness Reduction Act 2017, which went live in April 2018.

2.3 On the 11 March 2019, the Committee received and approved the recommendations contained in a report which proposed further changes to the Scheme to ensure the housing elements of the Nottinghamshire Local Offer for Care Leavers (approved by Policy & Finance Committee on 21 February 2019) could be delivered in Newark & Sherwood.

2.4 There was a further update to members on 14 September 2020, this reported on work and updates that had been undertaken with the written policy since the integration of housing back into the Council in February 2020 and sought approval of some minor policy changes.

2.5 At the 14 September 2020 meeting a question regarding waiting times was raised, and whilst we acknowledged the challenge around collating this data we have undertaken some basic analysis focused on priority Bands 1 and 2. These are included at appendix A of this report.

3.0 Annual Update

3.1 The Council's Housing Allocation Scheme has been successfully and effectively implemented on the Council's behalf during 2020/21 by the integrated Housing, Health and Well Being Directorate.

3.2 The current version of the Scheme went live in July 2020, following the removal of any reference to NSH and some minor rewriting of procedural sections to ensure the correct senior officer were still involved in the relevant decision making. No further changes have been made to the policy during this period.

3.3 Banding and Lettings Data

The table below shows the number of applicants, by their bandings that were registered for housing at the end of quarter 1 2021/22.

	Total number of Applicants by end of Quarter 1 2021/22
Number of Applicants on register	5070
Applicants in Band 1	205
Applicants in Band 2	412
Applicants in Band 3	1599
Applicants in Band 4	2854

3.4 In addition to the number of applicants on the housing register below are details of the number of allocations have been made throughout 2020/21.

	Total number of Lettings for 2020/21
Total Lettings	346
Lettings to Band 1	63
Lettings to Band 2	138
Lettings to Band 3	81
Lettings to Band 4	15
Non-CBL (inc Gladstone House, extensive adaptation, direct offers for regen, managed moves).	49

3.5 100% of all lettings made in 2020/21 had a local connection to the District which is consistent with that of previous years.

4.0 Proposed Changes/Amendments

4.1 In previous updates to members it has been commonplace for the reports to contain a list of potential policy amendments with supporting text about how these changes might be a new or changed legal requirements, addressing an issue that has come to light through policy application work or changes that may be needed to make better use of stock supported with information on how it might be anticipated they might impact on the service.

4.2 However 2020/21 has seen many changes within the Housing, Health and Well Being Directorate and the service area that specifically relates to the housing register and whilst there are amendments that are needed to the written policy to keep it fit for purpose and legally compliant. There is also a much bigger piece of work that needs to take place that relates to the housing register.

4.3 Members will note from the figures in table 3.3 that there are currently over 5,000 applications registered with the council and of these nearly 3,000 are in our lowest need band, that of band 4. It has been agreed that the housing register is in need of a review and the allocation scheme will be updated alongside this piece of work.

4.4 Planning is underway in terms of how such a review may be conducted, the resources required to carry it out and the implication this may have on other areas of work such as

the increased use of digital connections. Further updates on this will be made to members in due course.

5.0 Equalities Implications

5.1 No equalities implications have been identified from the Equalities Impact Assessment carried out which takes into account the specific needs of persons with protected characteristics to ensure the Council's responsibilities under the Equalities Act 2010 have been fully considered and met.

6.0 Digital Implications

6.1 This annual review does not have any digital implications.

7.0 Financial Implications FIN21-22/9447

7.1 It is not expected that any of the content of this update should have any financial implication however, if there are any associated costs they would be contained within the Council's allocated revenue budgets

8.0 Community Plan – Alignment to Objectives

8.1 The Allocations Scheme supports the following objective:

- i. Improve the health and wellbeing of local residents, with a particular focus on narrowing the gap in healthy life expectancy and other health outcomes
- ii. Reduce levels of deprivation in target areas and remove barriers to social mobility across the district

9.0 Comments of Director(s)

9.1 This report demonstrates the practical application of our Allocations Policy against the applicants on our housing register, giving transparency to allocations and shows that the policy remains fit for purpose.

10.0 RECOMMENDATION(S):

- (a) that Members note the contents of this report which provides an annual update on the Council's Housing Allocations Scheme;**
- (b) that delegated authority be given to the Director of Housing, Health and Wellbeing to approve any further minor amends required that do not require formal consultation, to ensure the Scheme continues to adhere to statutory requirements.**

Reason for Recommendation(s)

To ensure the Council has a fit for purpose Housing Allocations Scheme which is a statutory requirement under the Housing Act 1996.

Background Papers

Nil.

For further information please contact Maria Cook – Assistant Business Manager Housing and Estate Management on Ext 5456 or Julie Davidson – Business Manager Housing and Estate Management on Ext 5542.

Suzanne Shead
Director of Housing, Health and Wellbeing

Average Waiting Time for Band 1 & Band 2 applicants (2019/2020)

Band Reason	GENERAL NEEDS HOUSING						
	No of applicants housed	Band Date to Tenancy Start Date			Application Date to Tenancy Start Date		
		No of days from band date to TCD	Average no of days	Average no of weeks to be housed from band date to TCD	No of days from application date to TCD	Average no of days	Average no of weeks to be housed from application date to TCD
Band 1							
Care Leavers	4	938	235	34	2130	533	76
Under Occupation - Changing Places	2	262	131	19	262	131	19
Living Conditions	3	233	78	11	1044	348	50
Homelessness	7	333	48	7	929	133	19
Medical Grounds	2	1320	660	94	1346	673	96
Statutory Overcrowding	1	374	374	53	374	374	53
Band 2							
Homelessness	21	1320	63	9	6387	304	43
Move-on Accommodation	18	3298	183	26	11031	613	87
Medical Grounds	23	3889	169	24	12075	525	75
Care Leavers	0	N/A	N/A	N/A	N/A	N/A	N/A
Insecurity of Tenure	21	1671	80	11	5178	247	35
Overcrowding	19	1929	102	14	3289	173	24
Agricultural Workers	0	N/A	N/A	N/A	N/A	N/A	N/A
Additional Preference - Armed Forces	3	699	233	33	870	290	41

The data contained within this table shows the average waiting time for band one and two general needs applicants in 2019/20. As you will be aware, NSDC’s Allocation Scheme award priority banding based on applicants’ housing situation, with band 1 awarded to those in the greatest housing need.

The data sets are for the same applicants but demonstrate the difference between banding date and tenancy commencement verses initial application and tenancy commencement. For clarity, banding date to tenancy commencement is where the applicants has provided the necessary supporting information or evidence of their situation and have subsequently been awarded their priority banding from that date of receipt. Whereas the initial application and tenancy commencement date is where the applicant first applied to join the register but did not necessarily supply any or all the necessary supporting information for their banding to be assessed fully creating a time difference between initial application to banding award date.

HOMES & COMMUNITIES COMMITTEE

13 SEPTEMBER 2021

PHASE TWO CONSULTATION OF TENANT ENGAGEMENT UPDATE

1.0 Purpose of Report

- 1.1 To update members on the progress made with regards to the consultation and implementation plan of tenant engagement in housing services.

2.0 Background Information

- 2.1 Members will recall in January 2020, the Homes and Communities Committee approved a root and branch review of tenant engagement following the re-introduction of the former Newark and Sherwood Homes into the general housing service.
- 2.2. The report was specific in terms of the scope. Stating the *'review will need to look at all levels of tenant and leaseholder engagement, including how tenant and potentially leaseholder representatives can effectively engage with the Homes and Communities Committee and the Committee can demonstrate that it is taking all tenants' views into account. The proposals set out in the paragraphs below suggest an interim arrangement whilst the review takes place. This will ensure that during this interim period there is a mechanism by which tenant representation can be fed into the Homes and Communities Committee'*.
- 2.3. In November 2020, we recruited a Tenant Engagement Officer to work with tenants in housing services and to start phase one of the review.
- 2.4. A desktop review was undertaken throughout January, and regular meetings were held with tenants and officers to look at what currently was being provided and what tenants felt worked and didn't work.
- 2.5. A final phase one report was presented at this Committee in March 2021, outlining findings and suggesting that a further Tenant Engagement Officer was needed to assist with the tasks ahead and to help with capacity building of the existing involved tenants. This also considered the requirements of the Housing White Paper and digital opportunities for tenants to become involved in.
- 2.6 Phase two of the review started in March 2021, and this was to look at opportunities for involvement and what tenants feel we need to engage with them successfully.
- 2.7. Regular meetings with tenants have been held each week to discuss various options for engagement and also to help monitor services. Staff have also been contacted to ascertain their views and contact feedback has been received from the Tenant Participation Advisory Service and the Association of retained Council Housing. All of whom have provided very positive feedback on the proposed opportunities for involvement.
- 2.8. A document has been compiled detailing the opportunities for tenants to engage with housing services and this is being sent through the rent statements in October 2021. Feedback is being requested on what tenants and leaseholders think and they will have the chance to outline any other ways in which they want to engage with us.

2.9. A final committee report, together with a draft Tenant Engagement Strategy (outlining the opportunities) will be presented to this Committee in January 2022, which will take into account the views of our wider tenant base as well as our involved tenants and officers and seek to ratify the proposed new engagement structure. It will also ensure that best practice has been adhered to, and fit in with the proposals from the white paper, the National Tenant Engagement Standards and the Government's Consumer Regulations on Tenant and Leaseholder Engagement.

3.0 Proposals

3.1 That the consultation with tenants is noted;

3.2 That a final report on the engagement structure is presented to Homes and Communities in January 2022 to ratify tenant's views on opportunities for engagement

3.3 That the final proposals once agreed are implemented within a Tenant Engagement Strategy.

4.0 Digital Implications

4.1 The proposed opportunities on offer to tenants involve both actual and digital means of engagement. Currently our tenant forum members are being trained to train other tenants on the use of digital media and we have a number of sessions planned at the Community Hub. As part of this training, a guide booklet on the use of digital media is being developed by the trainers to give out to all tenants so that they can engage at a level to suit them. This is in line with the Digital Declaration pledge providing digital opportunities for citizens to engage with us at level that suits them. It is envisaged as the process develops, more resources will need to be identified to ensure that the level of digital involvement increases.

5.0 Equalities Implications

5.1 There will be a range of people from, for example different backgrounds, nationality, religions, across our tenant and leaseholder base. All communications and engagements will need to be targeted appropriately so as to reach a range of communities.

6.0 Financial Implications FIN21-22/3623

6.1 There are no financial implications for the current financial year, however, for 2022/23 there will be a need to increase the Tenant Participation budget by £25k due to the many opportunities the Council are proposing, including the roadshows.

7.0 RECOMMENDATIONS that:

a) **Members are asked to note the progress in the implementation of the Housing Services tenant engagement review;**

b) **Support the proposal to implement the views of tenants and leaseholders into an engagement strategy to be presented to committee;**

- c) Members support the recommendation of the additional budget provision of £25k for 2022/23, which will be incorporated into the budget setting process.**

Reason for Recommendations

To update members on the review into tenant and leaseholder engagement and the actions arising from it.

Background Papers

Opportunities for Involvement Document V6.

For further information please contact Julie Davidson on Ext 5542

Suzanne Shead
Director – Housing, Health and Wellbeing.

Draft - Phase Two Opportunities for involvement.

Overarching process: Community Insight Model.

Q's – Why do we want to engage? Who is your target audience for this? When will it happen? How has it worked? What has been the impact?

Opportunity	Reason	Legislation/Guidance	Medium - physical or digital	Open to	Outcomes
Star Survey	To give feedback on the services that tenants receive.	Regulatory Standards (RS) 2.1.2 CP - Welcoming and responsive NTES – Community and Wider Engagement 7.1 White Paper point 5	Digital /phone.	Sample of tenants	Useful statistics and information which highlights improvements needed.
Viewpoint Survey – Transactional – weekly. Repair/Adaptation/Gas Service	Tenants can have their say on how they view our services	RS 2.1.2 CP - Welcoming and responsive NTES – Community and Wider Engagement 7.1 White Paper point 5	Digital/ phone	Sample of tenants	Spotlights specific services and highlights areas for improvements
Casual Commentator	People who just want to provide comments and feedback about the services they receive.	RS 1.1.1a CP - Welcoming and responsive CP – Caring and Compassionate NTES – Community and Wider Engagement 7.1 NTES – Complaints 4.3 White paper point 5	Digital/Phone/Letter/Email	All tenants and leaseholders	Giving tenants and leaseholders to the opportunity to comment on the service at a level to suit them
Say what you see!	Opportunity for tenants to comment on our publications i.e. Tenants Annual Report including 'See the Person'	Allows RS 1.1.1a/1.2.1 CP - Welcoming and responsive TES – Information and Communication 5.2, 5.6 White paper point 5	Digital/Post	All tenants and leaseholders	Provides publications which have been scrutinised and agreed by tenants before they are sent out to all.

Draft - Phase Two Opportunities for involvement.

Overarching process: Community Insight Model.

Q's – Why do we want to engage? Who is your target audience for this? When will it happen? How has it worked? What has been the impact?

Opportunity	Reason	Legislation/Guidance	Medium - physical or digital	Open to	Outcomes
	observations and recommendations.				
Business Unit Consultations	Pool of interested tenants to address specific issues such as Voids Pilot, Kitchen and Bathrooms, Contracts, SLA's etc.	RS1.2.1e HHW Business Plan CP – Commercial and Business like CP - Welcoming and responsive NTES – Community and Wider Engagement 7.1, 7.3 White paper points 1, 2,5,6.	Physical and Digital	All tenants who show an interest. As and when required.	Allows Business Managers to get a tenant and leaseholder insight into how tenants feel about their services and also how services like their service to be delivered.
Tenant Digital App	To be able to include more tenants who traditionally may not get involved. It is also a quick way for tenants to access the service and for us to be able to get quick answers if needed.	Regulatory Standards 1.1.1.a/b 1.1.2/2.1.1. CP - Welcoming and responsive NTES – Community and Wider Engagement 7.1, White paper point 5	Digital	All tenants who express interested. Ad hoc.	Giving tenants the opportunity to make direct comments and requests to the housing service at a time and pace to suit them.

Draft - Phase Two Opportunities for involvement.

Overarching process: Community Insight Model.

Q's – Why do we want to engage? Who is your target audience for this? When will it happen? How has it worked? What has been the impact?

Opportunity	Reason	Legislation/Guidance	Medium - physical or digital	Open to	Outcomes
Housing Advisory Group or suitable alternative	To give tenants a direct opportunity to influence policy by working with Senior Housing Members and Officers.	RS 1.2.1 a,b,c,d,e. CP - Welcoming and responsive CP – Caring and compassionate NTES – Governance and Transparency. 1.1. White Paper points 2,5.	Digital or Physical	Three tenants suggested from all tenants.	Giving tenants the opportunity to operate at the highest level. Make decisions prior to housing committee/cabinet stage.
Tenant Scrutiny Group (TSG)	A group of tenants from across the district supported by the TEO with information provided by Officers. Take a subject or service area and conduct a light or full scrutiny of the service. Held 4 times per year.	RS 1.2.1c,h, 2.2.1b, CP – Caring and compassionate NTES – Governance and transparency, NTES – Scrutiny 2.1-2.7 White Paper points 1, 2, 4, 5, 6.	Physical and Digital	All tenants	Allows for the scrutiny of all services within housing services
Empty Homes Quality Team	Allows tenants the opportunity to judge and appraise the current empty homes standards against actual delivery	RS 1.2.1c CP – Caring and compassionate CP- Welcoming and responsive NTES – Scrutiny White paper points 2,5,6.	Physical	Involved tenants that have received H & S training.	Standards for providing good, safe and clean empty properties will remain high.

Draft - Phase Two Opportunities for involvement.

Overarching process: Community Insight Model.

Q's – Why do we want to engage? Who is your target audience for this? When will it happen? How has it worked? What has been the impact?

Opportunity	Reason	Legislation/Guidance	Medium - physical or digital	Open to	Outcomes
Local Influence Networks (LIN)	Giving tenants and leaseholders an opportunity to work with housing staff to improve services, and hold the council to account when needed.	RS 1.2.1 a-f CP – Caring and compassionate CP- Welcoming and responsive NTES – Scrutiny NTES – Co-creation White paper 1,2,4,5,6.	Digital and Physical	All tenants and leaseholders	Covering areas of Newark and Sherwood. Consultation to be held on which areas.
Central Influence Network (CIN)	A joining together of all networks to consider items of district wide significance	RS 1.2.1 a-f CP – Caring and compassionate CP- Welcoming and responsive NTES – Scrutiny NTES – Co-creation White paper 1,2,4,5,6.	Digital and Physical	All tenants and leaseholders	Discussions on district wide issues such as strategies, policies and specific projects that need district wide comment.
Development & Review of Policy, performance and Practice',	A quarterly focus group which looks at all performance and outcome figures and potential improvements to the service including scrutiny of services.	RS 1.2.1c CP – Caring and compassionate CP- Welcoming and responsive CP- Commercial and business like NTES – Scrutiny White paper points 2,5.	Digital and Physical	All Tenants. Tenants would normally be involved in this approximately every six weeks. Tenants are happy to see quarterly providing that the	Close observations by tenants of the Council's Housing performance. Feedback given by working together to achieve better performance

Agenda Page 30

Draft - Phase Two Opportunities for involvement.

Overarching process: Community Insight Model.

Q's – Why do we want to engage? Who is your target audience for this? When will it happen? How has it worked? What has been the impact?

Opportunity	Reason	Legislation/Guidance	Medium - physical or digital	Open to	Outcomes
	Working together to understand trends			information given is timely and meaningful.	
Spotlight Leasehold Online Forum	Opportunity to landlords and leaseholders to bring their ideas and concerns to the attention of Housing and help develop the service.	RS 1.2.1c/1.2.1 b/1.2.1f CP – Caring and compassionate CP- Welcoming and responsive NTES – Community and Wider Engagement7.1, 7.2. White paper points 1,2,3,4,5,6,7.	Digital	All Leaseholders and their tenants	Enables the Leasehold service to understand the needs of leaseholders and to ensure we gain an understanding of their needs when receiving the service, and that they can have a say in what they receive.
Village or Street Voice	Individuals who are happy to speak up about what concerns them or give feedback on services. This is with the blessing of other tenants.	RS 1.2.1 a-f CP – Caring and compassionate CP- Welcoming and responsive NTES –Community and wider engagement 7.1 White paper 5,6.	Digital	All tenants and residents	Gives individuals, especially in villages and areas with limited social housing the opportunity to voice their concerns and be involved in shaping service delivery.
Digital Drop In	Opportunities for tenants to engage in taster sessions helped by our involved tenants on	Business Plan CP – Caring and compassionate CP – Ambitious and forward thinking	Digital and Physical	All tenants	Helps individuals to access online services and keeps them abreast of latest e newsletters and online opportunities for information.

Draft - Phase Two Opportunities for involvement.

Overarching process: Community Insight Model.

Q's – Why do we want to engage? Who is your target audience for this? When will it happen? How has it worked? What has been the impact?

Opportunity	Reason	Legislation/Guidance	Medium - physical or digital	Open to	Outcomes
	the use of digital media and online use	NTES –Community and wider engagement 7.1 NTES – Resources for Engagement 6.1, 6.3 White paper points 2,3,4,5,6.			
Coffee Buddies	To pick areas in the district in Sheltered schemes to encourage people to drop in for a coffee. This will help tackle loneliness and encourage people to meet up to share stories. Undertaken by Tenancy Assistants and Tenancy Officers.	Tackling Loneliness Agenda. CSH – Business Plan CP – Caring and compassionate NTES –Community and wider engagement 7.1 White paper point 5.	Physical	All tenants	Assists tenants to meet with others to avoid the risk
Youth Housing Forum (tenancies between 16-25)	To gain an insight in to how young people see our communities and offer suggestions to improve services (online/in person/planning for real)	RS 1.2.1 a-f CSH – Business Plan CP- Ambitious and forward thinking CP – Caring and compassionate CP- Welcoming and responsive NTES –Community and wider engagement 7.1 White paper 2,4,5,6.	Digital/Physical	All young tenants between the ages of 16-25.	Youth tenant perspective on service delivery and how this can be improved.

Draft - Phase Two Opportunities for involvement.

Overarching process: Community Insight Model.

Q's – Why do we want to engage? Who is your target audience for this? When will it happen? How has it worked? What has been the impact?

Opportunity	Reason	Legislation/Guidance	Medium - physical or digital	Open to	Outcomes
'Tenants at the Heart' Annual Event and Review of Tenant Engagement	Annual Conference which invites tenants to join staff and councillors to celebrate the year with workshops, talks and live performance and to review the TE strategy.	RS 2.3.1, 1.2.1 a-f, 1.3.1b, 2.2.2, 2.2.4. CP - Ambitious and forward thinking CP – Caring and compassionate CP- Welcoming and responsive NTES –Community and wider engagement 7.1 NTES –Governance and transparency 1.8 White paper 2,5,.	Physical	All tenants and leaseholders and partners	An opportunity to review TP, engage with tenants and leaseholders and staff and to share successes and gain valuable information from tenants about how they view the service.
Chartered Institute of Housing Conference & Exhibition	To keep involved tenants up to date with the latest thinking in policy, procedure and processes with govt. housing policy	RS 2.2.1, 2.2.1d. CP – Caring and compassionate TNES - Resources for engagement White paper points 2, 5.	Physical	Involved tenants	Helps develop their learning in housing and engaged with other tenants who are involved.
TPAS Annual Conference	To keep involved tenants up to date with the latest thinking in policy, procedure and processes with TE.	RS 2.2.1, 2.2.1d. CP – Caring and compassionate TNES - Resources for engagement White paper point 5.	Physical	Involved tenants	Helps to capacitate the learning and information to tenants to enable them to effectively take part in engagement.

Draft - Phase Two Opportunities for involvement.

Overarching process: Community Insight Model.

Q's – Why do we want to engage? Who is your target audience for this? When will it happen? How has it worked? What has been the impact?

Opportunity	Reason	Legislation/Guidance	Medium - physical or digital	Open to	Outcomes
Grounds maintenance	Keeping our communities clean and green	RS 1.2.1c CP – Caring and compassionate CP- Welcoming and responsive TNES – Scrutiny White paper points 2,4,5,6.	Digital	Tenants who live in the areas around our communal gardening contract	Better provision of services through feedback
Cleaning Contract	Keeping our communal building and areas clean	RS 1.2.1c CP – Caring and compassionate CP- Welcoming and responsive TNES – Scrutiny White paper points 2,4,5,6.	Digital	Tenants who live in the areas of our communal cleaning contract	Better provision of service through feedback
Housing Question time	Giving an opportunity for tenants and leaseholders to ask questions of BM's and Senior Officers on subjects which matter to them.	RS 1.1.1a CP-Ambitious and forward thinking CP- Welcoming and responsive TNES – Governance and Transparency. White paper points 2,4,5.	Online – facebook live or teams. Already done for Leader of Council.	All tenants – online by application.	Allows for tenants and leaseholders to ask questions and receive answers from a panel of service providers.
Community Walkabout or Community Ambles (involving other parts of the council).	Opportunity for tenants and officers and council members to look at various	RS CP – Caring and compassionate	Physical	All tenants and leaseholders	Allows tenants, Members and partners to observe problems in their locality

Draft - Phase Two Opportunities for involvement.

Overarching process: Community Insight Model.

Q's – Why do we want to engage? Who is your target audience for this? When will it happen? How has it worked? What has been the impact?

Opportunity	Reason	Legislation/Guidance	Medium - physical or digital	Open to	Outcomes
	areas of the district together	CP- Welcoming and responsive TNES – Scrutiny White paper points 1,2,4,5,6.			
Job Interviews	Tenants invited to join in on key job interviews so they can have a say in who we employ.	RS 1.2.1a CP – Caring and compassionate TNES – Governance and Transparency White paper point 5.	Physical	All tenants. Needs to be a meaningful contribution as a panel member	Gives tenants the opportunity to become involved in employing staff that are knowledgeable and inclusive.
Contract Panel	Tenants involved in deciding who we work with. Helped by Asset management	RS 1.2.1b CP – Caring and compassionate CP- Welcoming and responsive CP Commercial and Business like TNES – Business and Strategy White paper point 1,2,3,4,5,6.	Digital or Physical	All tenants and leaseholders	Tenants at the heart of decision making about which contractors we work with and the quality of standards
Complaint Monitoring Panel	Independent Tenants Chaired by Tenant Forum	RS 1.1.1b, 2.1.2 CP – Caring and compassionate CP- Welcoming and responsive	Digital and Physical	Involved Tenants	To help with assessing complaints received from tenants to Housing Services. Also keep an overview of the

Draft - Phase Two Opportunities for involvement.

Overarching process: Community Insight Model.

Q's – Why do we want to engage? Who is your target audience for this? When will it happen? How has it worked? What has been the impact?

Opportunity	Reason	Legislation/Guidance	Medium - physical or digital	Open to	Outcomes
		CP Ambitious and forward thinking TNES – Complaints White paper point 3,5.			Ombudsman Self-Assessment. Looking at themes and trends to consider any potential service improvements.
Secret Shoppers	Tenants who do not traditionally get involved and whose identity remain confidential help to navigate the services to check that we are providing the very best of services.	RS 2.2.1h CP – Caring and compassionate CP- Welcoming and responsive TNES – Scrutiny White paper point 2,4,5.	Digital and Physical	Tenants and leaseholders	Ad hoc opportunities to test quality of services and provide constructive feedback to improve services.
Community Chest Applications	Give tenants the opportunity to change something in their community to make it better.	RS 1.2.1 CP – Caring and compassionate CP- Welcoming and responsive CP - Ambitious and forward thinking CP – Commercial and business like TNES – Community and Wider Engagement White paper point 6.	Digital	Tenants and Leaseholders	Opportunities for tenants to gain financial support or help with resolving low level issues on their estates.

Draft - Phase Two Opportunities for involvement.

Overarching process: Community Insight Model.

Q's – Why do we want to engage? Who is your target audience for this? When will it happen? How has it worked? What has been the impact?

Opportunity	Reason	Legislation/Guidance	Medium - physical or digital	Open to	Outcomes
Days of Action	Working with colleagues across the Council and other supporting agencies– Tenants and Leaseholders can join in and make a difference to their estates and villages.	Currently part of the Cleaner, Safer Greener programme. CP-Ambitious and forward thinking CP – Caring and compassionate CP- Welcoming and responsive CP – Careful and creative TNES – Community and Wider Engagement White paper point 5,6.	Physical	Tenants, leaseholder and residents.	Gives tenants, officers and other stakeholders an opportunity to concentrate on a particular area to improve the outlooks in regards to cleanliness, ASB and crime and grounds maintenance.
Tenant Forum	Having a separate, non-council led tenants group which can help and advise tenants independently if they need it. Supported by the Council.	RS 2.2.1b TNES – Community and Wider Engagement TNES – Complaints White paper points 1,2,3,4,5,6.	Digital and Physical	Tenants	An independent forum for addressing issues and regular consultation opportunities
Community Engagement Roadshows	Jointly with colleagues in Community Engagement – a series of roadshows visiting villages	RS 2.2.1 TNES – Community and Wider Engagement White paper point 5,6.	Physical	Tenants and Residents	Opportunity to meet tenants and residents and discuss all opportunities for engagement and see if we can recruit more people to get involved at a level to suit them.

Draft - Phase Two Opportunities for involvement.

Overarching process: Community Insight Model.

Q's – Why do we want to engage? Who is your target audience for this? When will it happen? How has it worked? What has been the impact?

Opportunity	Reason	Legislation/Guidance	Medium - physical or digital	Open to	Outcomes
New Build and Land Acquisition Consultation Process	To provide a consultation process to ensure that those adjacent to new builds and those who lose land and are existing tenants are consulted and advise on what is happening around them	TNES – Community and Wider Engagement CP – Caring and compassionate White paper point 5,6,7.	Physical and Digital	Those who boundary is against a new build or are losing land as part of a new build scheme	Tenants and residents feel that we care about their situation and have someone they can turn to in the event of an issue with the development.

Key

CP	Community Plan
TNES	Tenant National Engagement Standards (TPAS)
RS	Government regulatory Standards
WP	Government White Paper

HOMES & COMMUNITIES COMMITTEE

13 SEPTEMBER 2021

CLIMATE EMERGENCY UPDATE

1.0 Purpose of Report

- 1.1 To provide an update to Members on the progress of the Climate Emergency Strategy and associated Action Plan.

2.0 Background Information

- 2.1 Newark and Sherwood District Council declared a Climate Emergency at the Full Council meeting of 16 July 2019. The declaration did not include a date for net zero for the Council but recognised the UK Government had, the preceding month, agreed a target date of 2050.
- 2.2 The Carbon Trust were appointed to work alongside officers and members to develop a Climate Emergency Strategy and Action Plan. The Climate Emergency Working Group (CEWG) met on several occasions to review the data and findings from The Carbon Trust, as well as to seek out views from partners, businesses and local groups. The CEWG comprised of the Chairman, Vice-Chairman and Opposition Spokespersons of the Policy & Finance, Leisure & Environment, Economic Development, and Homes & Communities Committees. Members of the working group recommended the carbon net neutral target date of 2035 and the emissions reduction target which were recommended to Policy and Finance Committee in September 2020 and approved by Full Council in December of the same year.
- 2.3 The Council's agreed target for reduction is 2,165 tCO₂e (gas and fuel consumption from scope 1, purchased electricity from scope 2, and waste and water from scope 3).
- 2.4 The Greening Newark and Sherwood Action Plan is now being progressed and an annual report will be presented to Policy and Finance Committee in September 2021 (as agreed at Full Council in December 2020). This report will be a project update and a full report on the Council's progress towards its 2035 carbon neutrality target will be provided in 2022 to allow a years' worth of data to be collected. This data will be caveated as the Council's energy usage has been significantly impacted by the Covid-19 pandemic

3.0 Proposals

Work has been underway to progress a number of the activities relating to this agenda. Please see Appendix 1 for the full report detailing all progress made towards the climate change agenda.

3.1 Electric Vehicle Transition

- 3.1.1 As part of the Greening Newark and Sherwood Action Plan the Council have made the commitment to explore the implementation of electric vehicles within the Council owned fleet of vehicles. It was agreed at Leisure and Environment Committee on 16th March 2021 to adopt a phased approach towards electrification, this will begin with small scale pilots, before considering two possible phases of transition – 2023-2026 for small vans and fleet, subject to an approved business case, and post 2026 for larger

vehicles, subject to vehicle type specific business cases submitted to Committee for approval.

- 3.1.2 Approval has been given to replace two vehicles which have reached the end of their useful life, the procurement process has begun and the Council will begin using these in autumn 2021. A project group has been set up to consider the future of Brunel Drive Depot and the sites ability to meet the requirements of the Council going forwards. In order to meet these potential requirements, Brunel Drive Depot may need to store more waste and fleet vehicles on site. Also, if the pilot study of the two electric vehicles is successful further electric vehicles will need to be purchased and potentially stored and charged at the location overnight. The project group is currently considering various options to meet the requirements and develop a master plan for the future of the site.

3.2 Green Homes Grant Local Authority Delivery Phase 2 (LAD2)

- 3.2.1 A total of £59.95 million grant funding for The Midland Energy HUB has received been received of this the Council have been allocated £724,850 of funding to deliver a project which enables cost saving for householders, carbon reduction, creates green jobs via use of Regional Energy Hubs and ultimately improves the quality of homes by increasing the EPC ratings of the properties.

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- 3.2.3 The Council have developed a partnership with Eon to deliver the LAD 2 programme of works due for completion 31st December 2021 comprising of 53 properties from the private market and 20 properties from the Council's housing stock. The latter will be focused on the installation of solar PV to improve EPC ratings of properties from a Band D to a Band C rating, this project will provide low income households with up to £10,000 of environmentally friendly home improvements. Given the large geographical area of Newark and Sherwood District Council and relatively small number we are doing; we have had to focus on two areas. The two areas chosen have the highest percentages of residents living in fuel poverty and multiple deprivation indicators strongly suggesting that most of the households to be targeted have low incomes and will meet the schemes application requirements.

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- 3.3.1 A working group of internal members of staff has been set up to encourage the sharing of environmental related actions and activities taking place in various directorates. This meeting currently happens on a quarterly basis. This gives members of staff a forum for sharing good news stories, current workload and carbon reduction and environmentally focused activities, this meeting is also attended by our Communications Team to ensure that the information shared in the project meeting is communicated out through our social media channels.

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3.4.2 Approval has been given to replace two vehicles which have reached the end of their useful life, the procurement process has begun and the Council will begin using these in autumn 2021. A project group has been set up to consider the future of Brunel Drive Depot and the sites ability to meet the requirements of the Council going forwards. It is expected that as part of the National Waste and Resources Strategy, Newark and Sherwood District Council will be mandated to collect more waste streams than is currently collected. In order to meet these potential requirements, Brunel Drive Depot may need to store more waste vehicles on site. Also, if the pilot study of the two electric vehicles is successful further electric vehicles will need to be purchased and potentially stored and charged at the location overnight. The project group is currently considering various options to meet the requirements and develop a master plan for the future of the site.

3.5 Solar PV Feasibility

3.5.1 The Council have produced a tender document and are in the process of appointing external support in looking at the rollout out of photovoltaics on Council buildings. One of the principal sources of the Council's carbon footprint comes from its estate and this work will help the Council to understand the capital costs, payback and carbon reduction impact from generating energy through sustainable sources.

3.5.2 Our Leisure Centres in particular, are the principle emitters in the Council's estate given their high energy needs. However, the feasibility will go beyond just the leisure centres and look at a range of buildings, including the Brunel Drive Depot, National Civil War Centre and Palace Theatre, the Newark Beacon and The Buttermarket amongst others. An assessment of the intricacies involved in expanding the current solar PV installation on Castle House will also be carried out by the appointed contractors. This will enable us to make an informed decision on which sites to proceed with and prioritise for solar PV installation on our corporate and leisure buildings.

3.5.3 The first phase of the project involves the desktop study and modelling of the selected sites, individual site visits and the development of a detailed study providing clear advice on viable solar PV array options, installation considerations and to produce a package of works and comprehensive installation details including prospective installation costs and a site by site business case. This will enable Newark and Sherwood District Council to make an informed decision regarding which sites to progress with based upon recommendations provided by the appointed consultants who are experts in the field.

3.5.4 The consultant will provide indicative estimated installation costs and payback periods to the Council, this will then be brought back to Policy and Finance Committee for approval for funding for the installation of solar PV on a range of our corporate and leisure buildings. Should the Council wish to progress with the installation then procurement support in the development of a specification document based on design elements from the first phase and project management of the successful installer will be provided by the contractor, ensuring the forecasted benefits from phase one are realised.

4.0 Equalities Implications

4.1 There are no equalities implications envisaged within the projects discussed in this report.

5.0 Digital Implications

5.1 Whilst there has been no digital implications identified there may be associated software requirements once feasibility studies have been completed and have been further explored by Newark and Sherwood District Council. The implications shall be considered as deemed appropriate. Furthermore, the ICT & Digital Services team will work to with the Environmental Policy and Projects Officer to reduce the technology carbon footprint for Newark and Sherwood District Council.

6.0 Financial Implications FIN21-22/5770

6.1 Current funding agreed for Climate change is set out below:

Climate Change	21-22	22-23	23-24	24-25	Totals
Current Budget within Capital Programme	105,000	75,000	75,000	75,000	330,000
Funded by:					
Capital Receipts	0	0	75,000	75,000	150,000
Borrowing	75,000	75,000	0	0	150,000
Capital Reserves	30,000	0	0	0	30,000
Total Funding	105,000	75,000	75,000	75,000	330,000
Allocated to Specific Projects					
Solar Panals	30,000	0	0	0	30,000
Balance Unallocated	75,000	75,000	75,000	75,000	300,000
Expenditure to date					0

So far only Phase one of the solar feasibility study has been allocated specific funding, a budget of £30,000 has already been allocated to this.

A further report will be provided should the Council decide to progress with Phase 2 of the Solar feasibility study which will involve the development of a site specific installation specification

document and the project management of the prospective installation of solar PV on our corporate and leisure buildings.

7.0 Community Plan – Alignment to Objectives

7.1 These projects align with the Council’s Community Plan objective to “Enhance and protect the district’s natural environment”. There is a specific activity under this objective to reduce the Council's carbon emissions by implementing an environmental strategy and carbon reduction action plan to achieve carbon neutrality. However, the Greening Newark and Sherwood Action Plan can also be considered to touch upon all objectives.

8.0 RECOMMENDATION(S):

- a) Project update to be noted;**
- b) Further reports providing additional progress updates on Newark and Sherwood District Council’s carbon reduction journey will be provided as required;**

Reason for Recommendations

To provide an update to Committee on project progress.

To ensure there is engagement at committee level with the climate emergency progress

Background Papers

26 September 2020 – Policy and Finance Committee

15 December 2020 – Full Council

Appendices

Appendix 1 – Policy and Finance Climate Emergency Update report 23 September 2021

For further information please contact:

Briony Ashton, Environmental Policy and Projects Officer, Ext. 5357

Matthew Finch

Director - Communities & Environment

POLICY & FINANCE COMMITTEE
23 SEPTEMBER 2021

CLIMATE EMERGENCY UPDATE

1.0 Purpose of Report

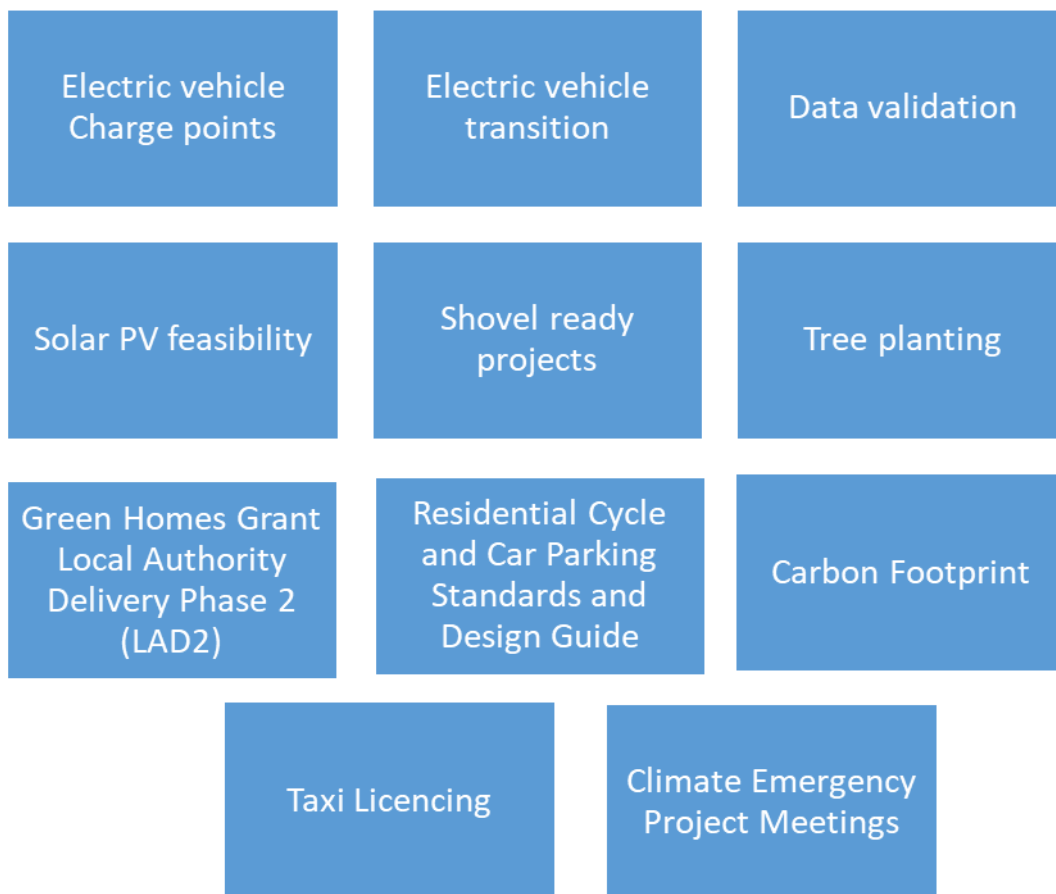
- 1.1 To provide an update to Members on the progress of the Climate Emergency Strategy and associated Action Plan.

2.0 Background Information

- 2.1 Newark and Sherwood District Council declared a Climate Emergency at the Full Council meeting of 16 July 2019. The declaration did not include a date for net zero for the Council but recognised the UK Government had, the preceding month, agreed a target date of 2050.
- 2.2 The Carbon Trust were appointed to work alongside officers and members to develop a Climate Emergency Strategy and Action Plan. The Climate Emergency Working Group (CEWG) met on several occasions to review the data and findings from The Carbon Trust, as well as to seek out views from partners, businesses and local groups. The CEWG comprised of the Chairman, Vice-Chairman and Opposition Spokespersons of the Policy & Finance, Leisure & Environment, Economic Development, and Homes & Communities Committees. Members of the working group recommended the carbon net neutral target date of 2035 and the emissions reduction target which were recommended to Policy and Finance Committee in September 2020 and approved by Full Council in December of the same year.
- 2.3 The Council's agreed target for reduction is 2,165 tCO₂e (gas and fuel consumption from scope 1, purchased electricity from scope 2, and waste and water from scope 3).
- 2.4 The Greening Newark and Sherwood Action Plan is now being progressed and an annual report will be presented to Policy and Finance Committee in September 2021 (as agreed at Full Council in December 2020). This report will be a project update and a full report on the Council's progress towards its 2035 carbon neutrality target will be provided in 2022 to allow a years' worth of data to be collected. This data will be caveated as the Council's energy usage has been significantly impacted by the Covid-19 pandemic.

3.0 Proposals

Work has been underway to progress a number of the activities relating to this agenda. This report will provide updates on the following:



3.1 Electric Vehicle Charge Points

3.1.1 The Council is committed to exploring the expansion of the Electric Vehicle Charge points network in public carparks within the district. In recent months the Car Park on London Road, has been identified as a potential location for a further 4 Electric Vehicle Charge points, as this is Newark town centre's busiest Car Park. Also, 4 Electric Vehicle Charge points at Southwell Town Council's Bramley Centre / Library car park have also been identified. This will bring the Districts total to 15 once all installations are complete, these are expected to be operational to the public in Autumn 2021.

3.2 Electric Vehicle Transition

3.2.1 As part of the Greening Newark and Sherwood Action Plan the Council have made the commitment to explore the implementation of electric vehicles within the Council owned fleet of vehicles. It was agreed at Leisure and Environment Committee on 16th March 2021 to adopt a phased approach towards electrification, this will begin with small scale pilots, before considering two possible phases of transition – 2023-2026 for small vans and fleet, subject to an approved business case, and post 2026 for larger vehicles, subject to vehicle type specific business cases submitted to Committee for approval.

3.2.2 Approval has been given to replace two vehicles which have reached the end of their useful life, the procurement process has begun and the Council will begin using these in autumn 2021. A project group has been set up to consider the future of Brunel Drive Depot and the sites ability to meet the requirements of the Council going forwards. It

is expected that as part of the National Waste and Resources Strategy, Newark and Sherwood District Council will be mandated to collect more waste streams than is currently collected. In order to meet these potential requirements, Brunel Drive Depot may need to store more waste vehicles on site. Also, if the pilot study of the two electric vehicles is successful further electric vehicles will need to be purchased and potentially stored and charged at the location overnight. The project group is currently considering various options to meet the requirements and develop a master plan for the future of the site.

3.3 Data Validation

3.3.1 The council are currently seeking to streamline our carbon footprint calculation to gain further insight and more detailed picture of the Councils carbon footprint. As part of the Greening Newark and Sherwood Action Plan, we are committed to improving the data collection processes currently in place. An internal audit of the Council's current method of energy data collection and how data is validated has taken place. How this is carried out in the future is essential for carbon management and an accurate calculation of the Councils carbon footprint. The process has highlighted the importance of improving data collection and collation for the Council's ongoing response to the climate emergency.

3.3.2 There is currently an ongoing project to implement a defined process for energy management and utility data collection, the new process involves the enhancement of current methods and the introduction of new stages involving the development of a spreadsheet considering seasonal variations in energy and water consumption. It is proposed that energy databases will also be utilised to ensure accurate energy billing. This new proposed process is currently under review, this will be approved by relevant Business Managers.

3.4 Solar PV Feasibility

3.4.1 The Council have produced a tender document and are in the process of appointing external support in looking at the rollout out of photovoltaics on Council buildings. One of the principal sources of the Council's carbon footprint comes from its estate and this work will help the Council to understand the capital costs, payback and carbon reduction impact from generating energy through sustainable sources.

3.4.2 Our Leisure Centres in particular, are the principle emitters in the Council's estate given their high energy needs. However, the feasibility will go beyond just the leisure centres and look at a range of buildings, including the Brunel Drive Depot, National Civil War Centre and Palace Theatre, the Newark Beacon and The Buttermarket amongst others. An assessment of the intricacies involved in expanding the current solar PV installation on Castle House will also be carried out by the appointed contractors. This will enable us to make an informed decision on which sites to proceed with and prioritise for solar PV installation on our corporate and leisure buildings.

3.4.3 The first phase of the project involves the desktop study and modelling of the selected sites, individual site visits and the development of a detailed study providing clear advice on viable solar PV array options, installation considerations and to produce a package of works and comprehensive installation details including prospective installation costs and a site by site business case. This will enable Newark and Sherwood District

Council to make an informed decision regarding which sites to progress with based upon recommendations provided by the appointed consultants who are experts in the field.

3.4.4 The consultant will provide indicative estimated installation costs and payback periods to the Council, this will then be brought back to Policy and Finance Committee for approval for funding for the installation of solar PV on a range of our corporate and leisure buildings. Should the Council wish to progress with the installation then procurement support in the development of a specification document based on design elements from the first phase and project management of the successful installer will be provided by the contractor, ensuring the forecasted benefits from phase one are realised.

3.4.5 By investing in feasibility studies it enables Newark and Sherwood District Council to create workable and 'shovel ready' projects should funding opportunities become available.

3.5 Shovel Ready Projects

3.5.1 In order to be more prepared for national government grant funding applications, the Council have committed to exploring a range of carbon reduction and energy efficiency projects across a range of our corporate and leisure buildings. By obtaining a range of good quality quotes for works the Council will be more equipped for rounds of national Government funding than we are currently. This will also enable forward-thinking with regards to future budget allocations and future proofing the Council in the development of a more sustainable and carbon conscious environment. To achieve this the Asset Management team are currently obtaining quotes for the replacement of the biomass boilers and gas boiler at the Newark Beacon with a low carbon alternative as the current heating system is due for replacement. LED lighting upgrades across all of our corporate and leisure sites are also being considered and costed as part of this.

3.6 Tree Planting

3.6.1 As part of the Community Plan and Climate Emergency Strategy the Council have committed to planting 10,000 trees by 2023. During the 2020/2021 planting season 5,997 trees were planted in total, over 2,500 of these trees were given away to residents or parish/community groups. A further 3,355 trees have been planted in five locations in Newark, 8 trees were planted at Chuter Ede School as part of the Christmas tree recycling scheme and Chatham Court as part of the Safer Streets campaign. Newark and Sherwood District Council are committed to ensuring that the right tree is planted in the right place, in order to achieve this, the Environmental Services team utilise The Woodlands Trust's checklist, this is also helping to develop, plan and inform our Emergency Tree Plan which is currently in the process of being developed. The England Tree Strategy which is due for release will also inform our plan and will set out policy priorities to deliver our ambitious tree planting programme. It will focus on expanding, protecting and improving our woodlands, and how trees and woodlands can connect people to nature, support the economy, combat climate change and recover biodiversity.

3.7 Green Homes Grant Local Authority Delivery Phase 2 (LAD2)

3.7.1 A total of £59.95 million grant funding for The Midland Energy HUB has received been received of this the Council have been allocated £724,850 of funding to deliver a project which enables cost saving for householders, carbon reduction, creates green jobs via use of Regional Energy Hubs and ultimately improves the quality of homes by increasing the EPC ratings of the properties.

3.7.2 Through the implementation of this project the Council have been able to identify those residents in the district who are most likely in fuel poverty and will benefit most from energy efficiency updates. This also incorporates residents living in the worst quality off-gas grid homes contributing towards the phasing out of carbon intensive fossil fuel heating

3.7.3 The Council have developed a partnership with Eon to deliver the LAD 2 programme of works due for completion 31st December 2021 comprising of 53 properties from the private market and 20 properties from the Council's housing stock. The latter will be focused on the installation of solar PV to improve EPC ratings of properties from a Band D to a Band C rating, this project will provide low income households with up to £10,000 of environmentally friendly home improvements. Given the large geographical area of Newark and Sherwood District Council and relatively small number we are doing; we have had to focus on two areas. The two areas chosen have the highest percentages of residents living in fuel poverty and multiple deprivation indicators strongly suggesting that most of the households to be targeted have low incomes and will meet the schemes application requirements.

3.8 Residential Cycle and Car Parking Standards and Design Guide

3.8.1 The new Residential Cycle and Car Parking Standards and Design Guide was adopted at Economic Development Committee on 16th June 2021; all residential developments are encouraged to provide secure and undercover cycle parking provision in accordance with the recommended standards below.

Recommended Cycle Parking Standard	
	Cycle Parking
1 bedroom dwellings	Min. 1 space per dwelling
2 & 3 bedroom dwellings	Min. 2 space per dwelling
4 + bedroom dwellings	Min. 3 space per dwelling

3.8.2 Provision of cycle parking in Town Centre locations will be encouraged to be in line with the table above. If cycle parking is not to be provided in town centre locations (for example due to site-specific constraints relating to the reuse of historic buildings or change of use proposals), it is recommended that an explanation as to why is included in the supporting Design and Access Statement or other supporting application documents.

3.8.3 The use of garages for cycle parking will only be acceptable where it can be demonstrated both cycles and cars can be stored simultaneously. In the case of flats and other multi-occupancy buildings, it is expected that each residential unit to have

its own secure cycle storage area to offer maximum security for residents' bicycles and their cycling equipment. It is however recognised that this might not always be possible (for example the reuse of historic buildings or change of use proposals).

3.8.4 In relation to Electrical Vehicle Charging Infrastructure, it is recommended that each dwelling with a garage or dedicated parking space within its curtilage shall be provided with an electric vehicle charging point. Where this is not possible to achieve, it is recommended that a dummy charger is installed to enable convenient installation of a charging point on plot at a later date, each installed charge point is required to be in an easily accessible location.

3.8.5 The intention of this guide is to encourage people to cycle more for short distance trips to improve the health and wellbeing of residents, improve air quality, and reduce fuel emissions and release road capacity for those using cars for longer journeys. The District Council will expect new development proposals to demonstrate a high standard of sustainable design that both protects and enhances the natural environment and contributes to and sustains the rich local distinctiveness of the District, whilst meeting our objectives within the Community Plan and Greening Newark and Sherwood Action Plan.

3.9 Carbon Footprint

3.9.1 The Council are committed to recording our carbon footprint on an annual basis, our carbon footprint will be reported in September 2022 to. Data will be collected on an annual basis from various departments within the Council from May – June. This will then be calculated to determine our annual carbon footprint.

3.10 Taxi Licencing

3.10.1 Within the Greening Newark and Sherwood Action Plan, the Council commits to considering a reduction in Taxi Licencing fees for low carbon vehicles. This was due to take place in 2020, however, due to the Covid-19 Pandemic there has been a substantial reduction in members of the public utilising taxi services. The intention is for Public Protection colleagues to take a report to the General Purposes Committee (responsible for taxi licencing) in March 2022 on this issue. Although in its early stages the officers are looking at the policy for the specification of taxi vehicles including hybrid or electric vehicles and specifying emission limits for the taxi fleet. There will also be consideration of offering lower fees for lower emission vehicles.

3.11 Climate Emergency Project Meetings

3.11.1 A working group of internal members of staff has been set up to encourage the sharing of environmental related actions and activities taking place in various directorates. This meeting currently happens on a quarterly basis. This gives members of staff a forum for sharing good news stories, current workload and carbon reduction and environmentally focused activities, this meeting is also attended by our Communications Team to ensure that the information shared in the project meeting is communicated out through our social media channels.

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Background Papers

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15 December 2020 – Full Council

For further information please contact:

Briony Ashton, Environmental Policy and Projects Officer, Ext. 5357

Matthew Finch

Director - Communities & Environment

HOMES & COMMUNITIES COMMITTEE

13 SEPTEMBER 2021

REVIEW OF PUBLIC REALM CCTV

1.0 Purpose of Report

1.1 This report reviews the Council's existing public realm CCTV system, detailing the current coverage that exists across Newark & Sherwood. The report sets out how the system operates (including the shared arrangements with two neighbouring local authorities), the current costs of the system, its usage, all alongside a review of its overall value.

2.0 Introduction

2.1 Governance of public realm CCTV is set out in a code of practice produced by the Home office. It sets out 12 principles in support of the aim that *'individuals and wider communities have confidence that surveillance cameras are deployed to protect and support them, rather than spy on them.'* The code further states; *'in order to achieve this, the code sets out guiding principles that should apply to all surveillance camera systems in public places. These guiding principles are designed to provide a framework for operators and users of surveillance camera systems so that there is proportionality and transparency in their use of surveillance, and systems are capable of providing good quality images and other information which are fit for purpose.'*

2.2 The 12 guiding principles in the code are:

1. Use of a surveillance camera system must always be for a specified purpose which is in pursuit of a legitimate aim and necessary to meet an identified pressing need.
2. The use of a surveillance camera system must take into account its effect on individuals and their privacy, with regular reviews to ensure its use remains justified.
3. There must be as much transparency in the use of a surveillance camera system as possible, including a published contact point for access to information and complaints.
4. There must be clear responsibility and accountability for all surveillance camera system activities including images and information collected, held and used.
5. Clear rules, policies and procedures must be in place before a surveillance camera system is used, and these must be communicated to all who need to comply with them.
6. No more images and information should be stored than that which is strictly required for the stated purpose of a surveillance camera system, and such images and information should be deleted once their purposes have been discharged.
7. Access to retained images and information should be restricted and there must be clearly defined rules on who can gain access and for what purpose such access is granted; the disclosure of images and information should only take place when it is necessary for such a purpose or for law enforcement purposes.
8. Surveillance camera system operators should consider any approved operational, technical and competency standards relevant to a system and its purpose and work to meet and maintain those standards.
9. Surveillance camera system images and information should be subject to appropriate security measures to safeguard against unauthorised access and use.
10. There should be effective review and audit mechanisms to ensure legal requirements, policies and standards are complied with in practice, and regular reports should be published.

11. When the use of a surveillance camera system is in pursuit of a legitimate aim, and there is a pressing need for its use, it should then be used in the most effective way to support public safety and law enforcement with the aim of processing images and information of evidential value.
 12. Any information used to support a surveillance camera system which compares against a reference database for matching purposes should be accurate and kept up to date.
- 2.3 The existing CCTV installation first went live in 1999 with 16 cameras covering Newark Town Centre. These were funded in the main by the Council with a supporting capital contribution from the Newark business community. In later years, grants from the Home Office allowed increased coverage of areas such as Southwell and by working with the Town Council in Ollerton and Clipstone, coverage was provided to those areas as well. It is fair to say that over the years the CCTV system and areas that it covers has expanded and developed in a piecemeal manner to provide the coverage that exists today.
 - 2.4 The initial driver to the location of CCTV was in those areas of highest need, and this was based on both real and perceived need from the police and Members and officers of the council. Appendix One shows the camera locations as clusters across the District and an associated list of the locations.
 - 2.5 This review has been undertaken to ensure that the Newark and Sherwood public realm CCTV network is in compliance with principles set out in one and two above and in particular the usage of the cameras and their locations compared to incidents and crime levels.

3.0 Background Information

- 3.1 The CCTV control room currently situated at Sherwood Lodge I monitors cameras for Newark and Sherwood, Ashfield DC and Broxtowe BC and also acts as an out of hours resource. A shared CCTV service between the three authorities has been in existence for over nine years, with costs and savings being shared proportionately according to the number of cameras that each council has. The service is delivered through a service level agreement, with this Council acting as the host authority.
- 3.2 The system is currently monitored on a 24/7 basis and requests to access the system come from a range of services, with the main one being the Police. Council services such as, Markets and Car Parks, Civil Enforcement Officers (Traffic Wardens), Community Protection Officers, Licensing and Neighbourhood Wardens also request access and assistance from the system. Private companies such as insurance companies often submit requests to check the system and provide them with images. Where it is appropriate to do so, these are provided and they are charged a fee for this service. A radio link system is also operated by the CCTV control room and is accessed by Shop Watch and Pub Watch members allowing liaison between all users (including the Police) in order to support response to live incidents e.g. shop lifting.
- 3.3 As to be expected, the system is used primarily to react to live incidents in public spaces e.g. violence, shop theft, however it can also be used for other purposes. Evidence may be retrieved from the system after an event has taken place or it may be used as part of an appropriately authorized surveillance operation. Accidents, cash run monitoring, and emergency planning incidents (flooding etc.) are examples of other uses of the CCTV system. The CCTV system therefore contributes to, and is an important element of, the Community

Safety Partnership's strategy for providing safe and welcoming environments for all who reside, work and visit the area.

- 3.4 The system is monitored by staff under a contract with Profile Security Services Limited, located in the control room at Sherwood Lodge. In addition to the CCTV monitoring, the staff also provide an out of hours call centre for the Council and will initiate our emergency plans if the need arises. Newark and Sherwood pay an annual contribution of £72,000. The contract with Profile is proportionately divided between the three authorities based on the number of cameras each authority has.
- 3.5 The Control Room also has responsibility for monitoring the Pub Watch and Shop Watch radio link, which the Police have access to. In addition to access to this radio system we have limited access to the Police radio in order to be able to assist with live incidents and make them aware of issues as they arise. This provides an additional layer of protection to our own staff and assets in the event of an incident occurring in one of our own buildings.
- 3.6 In total there are currently seventy three fixed cameras in Newark and Sherwood with an additional seven mobile cameras which may be redeployed to react to issues that are not covered by the fixed system, for instance to respond to anti-social behaviour cases. The fixed cameras cover Newark, Balderton, Southwell, Clipstone, and Ollerton.

How Does CCTV Work and How Effective Is It?

- 3.7 It is generally accepted that a CCTV system has three main functions;
1. To reassure the public and reduce the fear of crime and anti-social behaviour.
 2. To deter potential offenders from committing crime and anti-social behaviour.
 3. To act as a tool for gathering evidence in detecting crime etc.
- 3.8 The first two functions are difficult to measure and no specific data exists to demonstrate the effectiveness of our system in achieving them. The Home Office suggests that CCTV is most likely to deter people from committing criminal acts such as car theft and criminal damage in car parks but does very little to deter violent acts, especially when fuelled by alcohol. We also generally find that members of the public will often request the installation of CCTV when they are in fear of crime and expressing concerns about a perceived spike in criminal activity in their area. This links to function one above, in that the presence of CCTV, often when combined with other factors such as good lighting, will provide reassurance to the public that they are safer in such an area.
- 3.9 With the Council operating as a statutory partner of the Community Safety Partnership and the Council's own obligations under Crime and Disorder legislation, the provision of CCTV to support the Police as one of our key partners in their frontline work is an important element of the service. However, it must be noted that the provision of CCTV is not a statutory service as such and so the Council is under no obligation to provide it.
- 3.10 The Business Manager Public Protection has discussed the role of CCTV with Inspector Charlotte Allardice the Local Area Commander for Newark and Sherwood. She has confirmed that a good quality CCTV system is an invaluable tool in helping them to tackle a whole range of incidents that they get called to attend, either live or after the event.

- 3.11 The public realm network covers a wide range of locations, in the main covering the town centres of the larger populated areas. These are:
- Newark
 - Balderton
 - Southwell
 - Ollerton
 - Clipstone

The public realm CCTV network is made up of 73 fixed cameras.

- 3.12 Some cameras have been installed in particular locations due to particular incidents or at the request of town and parish councils. Some housing estates have had CCTV installed (eg Yorke Drive) in response to requests from Housing colleagues where criminality or anti-social behaviour has been a problem. A number of cameras have been specifically located to provide coverage on Housing Revenue Account land
- 3.13 The CCTV control room operates in two main ways in relation to incidents. The operatives proactively monitor a number of selected cameras. This is normally based on historic usage and known problem areas. However they can also monitor selected cameras at the request of the police or the Council. This is really useful when activities are known to take place at particular locations and/or times. The second way it operates to react to emerging or ongoing incidents. These may be calls from the police or council staff to monitor a particular area or camera in response to a live incident. A number of cameras are often used to track the incident. These are recorded as reactive incidents.
- 3.14 During the year 2019 the system recorded 1433 incidents in our area. This reduced to 1259 in 2020 but much of this was due to the impact of the national lockdowns. The covid pandemic had a noticeable impact on crime and anti-social behaviour and therefore the 2020 figures are considered to be unrepresentative of a 'normal' year.
- 3.15 The types of incidents recorded cover a wide range and many of these could often be classed in more than one incident type. However, the control room operatives will only record one category for each incident. **Appendix Two** gives a full breakdown of the recorded usage of the system in Newark and Sherwood for the years 2019 and 2020.
- 3.16 The table below shows the total number of proactive and reactive incidents for the years 2019 and 2020. The table also shows the number of times in the year that footage has been viewed. It should be noted that viewings do not necessarily relate to an incident as a viewing can be a retrospective look at an occurrence that has not previously been identified by the control room as an incident. Therefore it should be noted that the total 'worth' of the CCTV system is incidents plus viewings.

Incident Type	2019	2020
Proactive	349	403
Reactive	1084	856
Total incidents	1433	1259
Viewings	647	377

- 3.17 The table at Appendix Two shows that anti-social behaviour is the top activity captured by CCTV. Whilst not specifically a crime in its own right it does have a serious and negative impact

on communities. CCTV is used to identify individuals, monitor behaviour and to support injunctions and other formal actions.

3.18 The tables at **Appendix 3** shows the locations of the cameras in Newark and Sherwood.

Table 3a shows the location and associated incidents and viewing for each camera.

Table 3b shows each camera ranked by the number of incidents.

Table 3c the cameras ranked by viewings in each year.

3.19 As can be seen from the figures in the tables there is a big difference in the numbers of incidents and viewings associated with each camera and this highlights the varied use of each camera. There are obvious reasons as to why the cameras in Newark town centre are the most highly ranked in terms of incidents and viewings. The population size, the night time economy and the general footfall in the town centre are all factors.

3.20 Principles one and two of the code need to be considered against the viewings and incidents of each camera to ensure that they are meeting the need for a camera.

Ward Name	Crime Volume: Apr 19-Mar 20	Rank	% of Total
Castle Ward	1215	1	23%
Bridge Ward	559	2	11%
Beacon Ward	469	3	9%
Ollerton Ward	348	4	7%
Devon Ward	330	5	6%
Edwinstowe & Clipstone Ward	306	6	6%
Lowdham Ward	272	7	5%
Rainworth North & Rufford Ward	231	8	4%
Balderton North & Coddington Ward	213	9	4%
Collingham Ward	204	10	4%
Southwell Ward	178	11	3%
Rainworth South & Blidworth Ward	161	12	3%
Muskham Ward	140	13	3%
Farndon & Fernwood Ward	137	14	3%
Balderton South Ward	127	15	2%
Sutton-on-Trent Ward	127	16	2%
Boughton Ward	102	17	2%
Bilsthorpe Ward	67	18	1%
Dover Beck Ward	51	19	1%
Farnsfield Ward	43	20	1%
Trent Ward	35	21	1%
District	5315		100%

- 3.21 A second consideration is a comparison of the locations of the cameras with recorded crime. It is perhaps no surprise that the top wards for recorded crime are to be found in Newark and again no surprise that these are the wards include or are adjacent to the town centre. See table above.
- 3.22 It is also worthy of note that the communities of Ollerton and Clipstone also feature highly on the crime rankings and these are locations for public realm CCTV. The wards ranked from seven downwards have relatively low levels of crime.
- 3.23 The Newark wards occupy four of the top five rankings in the above table and this equates to 48% of the crime recorded. The total number of cameras in the same areas is 47 which is 64% of the total camera provision.
- 3.24 CCTV and its deployment is not a single standalone tool. It has the ability to:
- Identify crime/ASB as it happens
 - support the investigation of crime/ASB after the event
 - provide a deterrent to crime/ASB
 - provide intelligence to identify future actions
- 3.25 It is a single element of a wider range of interventions that can use CCTV data. The data can be used to identify the need for targeted and increased patrols, the timings of these patrols and particular locations or individuals. This is used by both the police and the council to deploy police officers and Community Protection Officers.
- 3.26 Members will be aware that the Safer Streets Project was implemented in areas of Newark. The satisfaction survey undertaken at the end of the scheme asked a number of questions about the role of CCTV. 68% felt that improved CCTV had made them feel safer.
- 3.27 The Safer Streets project was also used to fund a number of Automatic Number Plate Recognition (ANPR) cameras at strategic locations across Newark. ANPR cameras operate in a different way to fixed public realm CCTV but are complementary to them. The potential sale of Newark Police station could provide additional funding to support expansion of this network.

The Cost of Providing CCTV

- 3.27 The net cost to the Council of the current system in 2021/22 is budgeted at £149,160. This is made up of £235,550 direct expenditure less £86,390 of income. The income received is made up of the HRA and external partners.
- 3.28 Costs which are appropriate to share across the partnership are split in a proportionate manner based on the number of cameras that each authority has. The table below shows the total number of cameras per authority and the total number of incidents per authority and the respective percentages. These are 2019 figures for the calendar year.

Area	Number of Cameras	Percentage of cameras	Number of Incidents	Percentage of total incidents
Newark and Sherwood	73	44%	1433	54%
Ashfield	28	17.0%	891	33%
Broxtowe	65	39%	321	12%
Total	166	100%	2645	100%

- 3.29 Over the past five years the public realm CCTV network has migrated in the main from a fibre cable network to a wireless network, although there are still some areas of the district that rely on a cable network, notably Ollerton and Clipstone. These has reduced the overall cost of the system.
- 3.30 The main expenditure items in the budget are associated with the basic running costs of the control room and the network. For example the annual cost of the cable network and the wireless network is around £35,000.
- 3.31 When the network was established there were agreements in place with Ollerton, Clipstone, Southwell and Newark to pay an annual contribution to the cost of CCTV in their localities. These agreements, with the exception of Southwell and Newark (who are currently renegotiating), have been allowed to lapse and no longer pay a contribution.
- 3.32 The CCTV control room is now located at Police headquarters at Sherwood Lodge. The partnership is charged rent for this facility. The police do not make any contribution towards the cost of running or maintaining the CCTV network.
- 3.33 A capital replacement programme to update all the cameras has previously bene agreed. This will improve the images captured by the cameras to evidential quality and will enhance the benefits from the system. This has been on hold pending the outcome of the review.

4.0 Proposals

- 4.1 The figures in Appendix Two and the crime data in paragraph 3.1 above does indicate that we appear to have the majority of cameras in the correct locations. The locations outside Newark that feature on the crime data in ranking positions 4 and 6 are Ollerton and Clipstone, both of which have CCTV cameras. It should be remembered that the presence of CCTV cameras can act as a deterrent so the numbers of incidents is not necessarily the sole indicator to take into account.
- 4.2 There is potential to review the number of cameras we operate. As identified above there are some cameras that are very rarely used. Removing these from the network would demonstrate compliance with the code of practice, however, there is an equally strong argument that this review has indicted that the cameras, their location and use are in compliance with the code.
- 4.3 It is proposed therefore that no cameras are removed from the CCTV network and that the capital replacement programme is now implemented.
- 4.4 It is further proposed that the Business manager – Public Protection develops a uniform charging mechanism based on a percentage recharge for each camera that can be used as a basis for negotiating with communities or organisations requesting additional cameras.

4.5 One area for future development is the potential to put in place additional performance measures to link CCTV activity with outcomes from police investigations. Currently there is no supporting data to show how effective CCTV is in bring perpetrators to justice. It is proposed therefore that work is undertaken with the police to identify how this performance measure can be implemented.

5.0 Finance Comments (FIN21-22/9660)

5.1 The net budget for the service in 2021/22 is £149,160. This does not include an allocation for Support Services or Capital Depreciation. The only costs that would potentially be affected by camera numbers are the control room (£6,120), and the maintenance contract (£15,690). Based on 73 cameras, this is approximately £298 per camera, per year. Although, that does assume the maintenance is evenly split over all cameras.

6.0 Equalities Implications

6.1 Equalities implications have been considered and will be reviewed in light of any decision taken.

7.0 RECOMMENDATIONS

- (a) Members are asked to note the content of the report with particular reference to the strong link between the location of the cameras and recorded crime; and that,**
- (b) no cameras are removed from the CCTV network; and that,**
- (c) the CCTV capital replacement programme is now implemented; and that,**
- (d) the Business Manager Public Protection works with the police to identify a performance measure that reflects the use of CCTV and crime investigation outcomes.**

Reason for Recommendations

To enable the Committee to review the CCTV service provision.

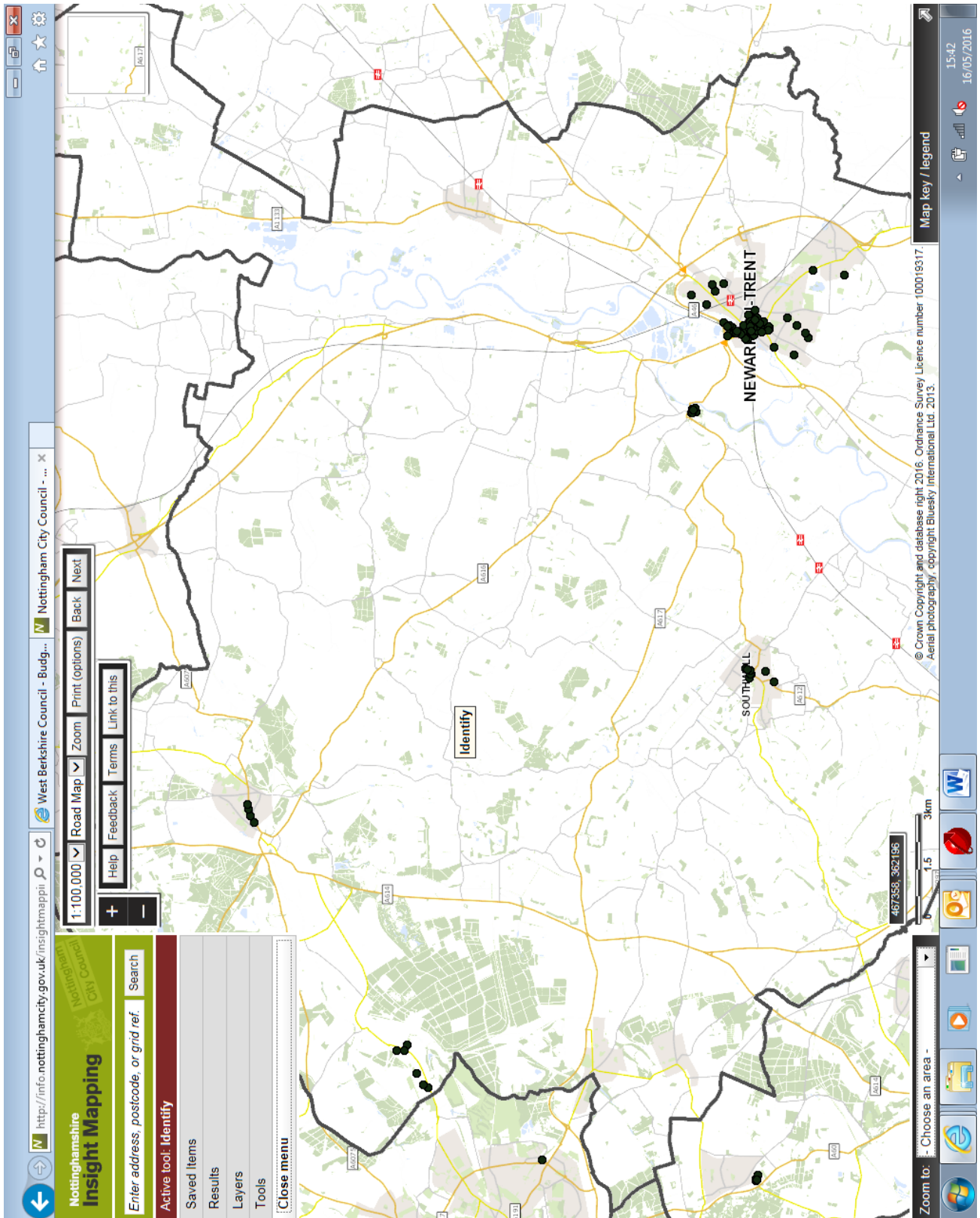
Background Papers

CCTV Code of Practice – Home Office

For further information please contact Alan Batty on 01636 655467

Matthew Finch
Director – Communities and Environment

Clusters showing the location of cameras in Newark and Sherwood



Camera Number	Location	Area
1	Bargate	Newark
2	Castle roundabout	Newark
3	Castlegate	Newark
4	Castlegate / Millgate	Newark
5	Potterdyke Car park	Newark
6	Lombard Street	Newark
7	Carter gate	Newark
8	London Road Car Park	Newark
9	Balderton Gate	Newark
10	Carter Gate	Newark
11	Market Place	Newark
12	Market Place	Newark
13	Appleton Gate	Newark
14	Sherwood Avenue Park	Newark
15	Brunel Drive Depot	Newark
16	Stodman Street	Newark
17	Middle Gate	Newark
18	Kirk Gate	Newark
19	Church Street	Newark
20	Trent Bridge	Newark
21	Riverside Play Area	Newark
22	Riverside Park / Tolney Lane	Newark
23	Riverside Car Park	Newark
24	Riverside car park 2	Newark
25	Castle Station CP	Newark
26	Waitrose Station CP	Newark
27	Mather Road	Newark
28	Mather Road Play Area	Newark
29	Castle House 1	Newark
30	Castle House 2	Newark
31	Castle House 3	Newark
32	Castle House 4	Newark
35	Hawtonville CC	Newark
36	Eton Avenue	Newark
38	Seven Hills (Quibells Lane)	Newark
39	Lakeside (London Road)	Newark
40	Balderton Cricket	Newark
41	Cleveland Square	Newark
42	St Marks Lane	Newark
43	St Marks 2	Newark
44	St Marks/Service Yard	Newark
45	St Marks Toilets	Newark
46	Sconce Park Monument Bridge	Newark
47	Devon Park - Valley Prospect	Newark
68	Yorke Drive	Newark
69	Yorke Drive	Newark
80	Newark Hospital	Newark
81	Chatham Court	Newark
82	Chatham Court	Newark
83	Chatham Court	Newark
84	Chatham Court	Newark
87	Sconce Park 2	Newark

88	Fenton Close	Newark
89	Bus Station	Newark
90	Bus Station	Newark
93	Potterdyke Asda / Martindale Lane	Newark
60	Church Street	Southwell
61	Queens Street	Southwell
62	Kings Street Car Park	Southwell
63	Market Place/King Street	Southwell
65	Church Street Car Park	Southwell
66	Bishops Drive	Southwell
67	Leisure Centre	Southwell
70	Greendale Crescent	Clipstone
71	Mansfield Road/Davis Close	Clipstone
72	Woodland Close Industrial Estate	Clipstone
73	Mansfield Road Shops	Clipstone
74	Third Avenue	Clipstone
75	Fifth Avenue	Clipstone
76	Forest Rd, The Plough	Ollerton
77	Forest Rd, Beech Ave	Ollerton
78	Forest Rd Shops	Ollerton
79	Forest Rd, Briar Road	Ollerton

Breakdown of incidents in Newark and Sherwood for 2019 and 2020

Incident Type	Number for 2019	Percentage for 2019	Rank for 2019	Number for 2020	Percentage for 2020	Rank for 2020
Anti-Social Behaviour	205	7.7	1	269	21.4	1
Suspicious	203	7.7	2	167	13.3	2
Public Order	201	7.6	3	145	11.5	3
Traffic Offences	117	4.4	4	97	7.7	4
Other	86	3.2	5	93	7.4	5
Robbery / Theft / Burglary	78	2.9	6	67	5.3	6
Concern for Safety/Collapsed person	74	2.8	7	57		7
Shop Theft	66	2.5	8	42	3.3	9
Missing Person	56	2.1	9	48	3.8	8
Wanted Person	54	2.0	10	39	3.1	10
Assault	47	1.8	11	31	2.5	12
Domestic	46	1.7	12	26	2.1	14
Road Traffic Collision	43	1.6	13	32	2.5	12
Alarms	35	1.3	14	39	3.1	10
Criminal Damage	29	1.1	15	33	2.6	11
Drugs	21	0.8		15	1.2	
Self-Harm	20	0.8		8	0.6	
Emergency Services	19	0.7		20	1.6	15
Drunk & Disorderly	18	0.7		8	0.6	
Arson / Fire	4	0.2		6	0.5	
Vehicle Crime	2	0.08		9	0.7	
Shop and Pub Watch	2	0.08		1	0.08	
Animal Welfare	1	0.04		4	0.3	
Sexual Assault	0			2	0.16	
Totals	1433	100.00%	1259	1259	100%	

Camera number	Location	Area	Connection	Approx Installation date	incidents per year					Viewings per year				
					2018	2019	2020	2021* Jan-Jun	Total	2018	2019	2020	2021* Jan-Jun	Total
1	Bargate	Newark	Wireless	2008	101	148	133	62	444	28	54	11	6	99
2	Castle roundabout	Newark	Wireless	2008	96	131	84	88	399	36	74	46	16	172
3	Castlegate	Newark	Wireless	2008	82	117	60	43	302	24	56	25	12	117
4	Castlegate / Millgate	Newark	Wireless	2008	122	173	92	79	466	27	74	32	18	151
5	Potterdyke Car park	Newark	Wireless	2008	63	85	64	48	260	1	6	4	10	21
6	Lombard Street	Newark	Wireless	2008	68	107	89	40	304	18	57	29	16	120
7	Carter gate	Newark	Wireless	2008	179	268	212	121	780	37	107	57	23	224
8	London Road Car Park	Newark	Wireless	2008	85	122	151	73	431	21	45	27	18	111
9	Balderton Gate	Newark	Wireless	2008	81	113	89	39	322	30	56	24	12	122
10	Carter Gate	Newark	Wireless	2008	221	312	203	133	869	58	114	78	23	273
11	Market Place	Newark	Wireless	2009	159	237	126	85	607	52	109	36	16	213
12	Market Place	Newark	Wireless	1999	116	174	136	68	494	41	95	36	13	185
13	Appleton Gate	Newark	Wireless	2004	24	33	29	18	104	21	33	10	4	68
14	Sherwood Avenue Park	Newark	Wireless	2004	23	30	19	18	90	8	10	16	3	37
15	Brunel Drive Depot	Newark	Wireless	2014	3	5	3	0	11	0	2	2	0	4
16	Stodman Street	Newark	Wireless	2008	106	169	160	81	516	14	42	30	16	102
17	Middle Gate	Newark	Wireless	2008	68	92	71	45	276	13	28	27	14	82
18	Kirk Gate	Newark	Wireless	2008	105	147	99	60	411	27	57	39	19	142

19	Church Street	Newark	Wireless	2008	154	223	132	71	580		43	80	33	18	174
20	Trent Bridge	Newark	Wireless	2021	102	130	167	94	493		29	52	41	31	153
21	Riverside Play Area	Newark	Wireless	2019	23	26	49	16	114		10	17	11	12	50
22	Riverside Park / Tolney Lane	Newark	Wireless	2001	25	30	57	21	133		15	24	19	14	72
23	Riverside Car Park	Newark	Wireless	2019	8	10	5	3	26		12	19	12	14	57
24	Riverside car park 2	Newark	Wireless	2019	9	10	13	5	37		0	0	0	4	4
25	Castle Station CP	Newark	Wireless	2001	2	5	7	8	22		5	6	6	2	19
26	Waitrose Station CP	Newark	Wireless	2001	8	17	11	7	43		6	10	4	2	22
27	Mather Road	Newark	Wireless	2001	7	12	13	10	42		2	7	6	1	16
28	Mather Road Play Area	Newark	Wireless	2001	8	9	15	7	39		2	7	6	0	15
29	Castle House 1	Newark	Internal fibre	2017	0	0	0	2	2		0	0	0	0	0
30	Castle House 2	Newark	Internal fibre	2017	5	6	18	7	36		0	0	0	0	0
31	Castle House 3	Newark	Internal fibre	2017	2	2	6	3	13		0	0	0	0	0
32	Castle House 4	Newark	Internal fibre	2017	1	1	0	1	3		0	2	0	0	2
33	Hawtonville CC	Newark	Wireless	2008	14	26	52	39	131		4	14	10	6	34
34	Eton Avenue	Newark	Wireless	2001	23	51	45	49	168		6	22	13	6	47
35	Seven Hills (Quibells Lane)	Newark	BT Fibre	2002	11	12	6	3	32		0	3	2	4	9

39	Lakeside (London Road)	Newark	BT Fibre	2008	24	29	67	38	158		3	9	9	10	31
40	Balderton Cricket	Newark	Wireless to BT	2021				14	14					6	6
41	Cleveland Square	Newark	Wireless	2020	16	29	28	30	103		9	20	13	9	51
42	St Marks Lane	Newark	Wireless	2003	29	47	38	15	129		11	33	14	7	65
43	St Marks 2	Newark	Wireless	2003	18	28	41	15	102		8	22	16	7	53
44	St Marks/Service Yard	Newark	Wireless	2003	14	17	18	1	50		9	13	8	9	39
45	St Marks Toilets	Newark	Wireless	2009	23	37	40	13	113		5	15	9	3	32
46	Sconce Park Monument Bridge	Newark	Wireless	2005	16	21	15	21	73		3	7	5	9	24
47	Devon Park - Valley Prospect	Newark	Wireless	2005	10	12	3	4	29		5	7	0	5	17
68	Yorke Drive	Newark	Wireless	2000	17	22	26	15	80		2	15	17	5	39
69	Yorke Drive	Newark	Wireless	2000	22	27	41	16	106		2	13	23	5	43
80	Newark Hospital	Newark	Wireless	2007	7	15	22	9	53		0	0	3	0	3
81	Chatham Court	Newark	Wireless	2007	25	38	55	21	139		8	35	17	10	70
82	Chatham Court	Newark	Wireless	2008	8	9	19	5	41		4	17	10	8	39
83	Chatham Court	Newark	Wireless	2008	22	28	31	9	90		6	28	14	2	50
84	Chatham Court	Newark	Wireless	2008	23	32	29	14	98		6	30	14	9	59
87	Sconce Park 2	Newark	Wireless	2010	7	9	7	5	28		3	3	0	3	9

88	Fenton Close	Newark	Wireless	2007	5	7	9	2	23		0	1	12	1	14
89	Bus Station	Newark	Wireless		8	15	8	6	37		6	12	5	4	27
90	Bus Station	Newark	Wireless		7	8	11	4	30		2	3	1	0	6
93	Potterdyke Asda / Martindale Lane	Newark	Wireless		35	50	31	16	132		1	8	4	4	17
60	Church Street	Southwell	Wireless	2010	17	24	9	10	60		1	5	0	3	9
61	Queens Street	Southwell	Wireless	2010	6	7	14	9	36		1	2	2	3	8
62	Kings Street Car Park	Southwell	Wireless	2000	4	5	4	2	15		1	3	1	0	5
63	Market Place/King Street	Southwell	Wireless	2000	11	15	12	7	45		2	7	4	1	14
65	Church Street Car Park	Southwell	Wireless	2008	6	6	2	2	16		1	2	0	1	4
66	Bishops Drive	Southwell	Wireless	2021	3	3	10	4	20		0	1	0	2	3
67	Leisure Centre	Southwell	Wireless	2000	3	4	10	3	20		1	0	0	1	2
70	Greendale Crescent	Clipstone	Wireless to BT	2007	5	5	9	4	23		1	4	4	0	9
71	Mansfield Road/Davis Close	Clipstone	BT Fibre	2007	4	6	5	7	22		0	5	3	0	8
72	Woodland Close Industrial Estate	Clipstone	BT Fibre	2007	2	4	1	1	8		1	3	1	0	5
73	Mansfield Road Shops	Clipstone	BT Fibre	2007	5	9	8	7	29		0	1	2	2	5
74	Third Avenue	Clipstone	BT Fibre	2006	2	2	5	2	11		0	3	1	0	4
75	Fifth Avenue	Clipstone	BT Fibre	2006	2	3	3	8	16		0	1	1	0	2
76	Forest Rd, The Plough	Ollerton	BT Fibre	2006	31	48	30	24	133		1	4	4	4	13

77	Forest Rd, Beech Ave	Ollerton	BT Fibre	2006	26	37	31	15	109		1	2	8	3	14
78	Forest Rd Shops	Ollerton	BT Fibre	2007	31	42	27	15	115		2	4	8	3	17
79	Forest Rd, Briar Road	Ollerton	BT Fibre	2007	42	57	45	25	169		3	5	7	4	19

HOMES & COMMUNITIES COMMITTEE **13 SEPTEMBER 2021**

STAR SURVEY

1.0 Purpose of Report

1.1 To provide Members with the latest STAR (Survey of Tenants and Residents) Survey for 2020/21.

2.0 Background Information

2.1 The STAR survey developed and promoted by HouseMark replaced the former STATUS survey and has become the standard for tenants and residents surveys across the housing sector. Much like the residents survey, it aims to establish how satisfied Council tenants are with a range of measures relating to their Council home, tenancy, communal services and neighbourhood. Unlike STATUS, it is not mandatory to run the STAR survey annually, but there is value in running this survey on a regular frequency to identify key areas for improvement as this also includes customers who may not have contacted the Council's housing services within the previous 12 months. It also enables us to compare against other housing providers via our Housemark membership.

2.2 The survey was conducted in March and April this year and surveyed 545 tenants by telephone. The report was provided in June. This work was conducted by our independent survey provider, Viewpoint Research.

2.3 The most appropriate questions were selected from the new STAR questionnaire template, including some mandatory core questions, providing a 20/21 benchmark for new questions and some comparative information against previous years.

2.4 The full STAR report is attached at Appendix 1, but some key highlights are provided within this cover report.

3.0 Key Highlights of the Report

3.1 The 5 key drivers of overall satisfaction were found to be;

- Dealing with repairs and maintenance
- Easy to deal with
- Overall quality of your home
- Listens to your views and acts upon them
- Gives you a say in how services are managed

3.2 85.7% of tenants think services have got better or stayed the same and 77.7% of tenants scored 8 or higher when asked if they would recommend Newark and Sherwood District Council as a landlord.

3.3 Repairs

3.3.1 80.2% of tenants were satisfied with repairs in general, which is almost 3% higher than the Housemark benchmark. This relates to the general view of the repairs service, rather than specifically just those who have received a repair in the last 12 months. 72.6% scored 8 or higher for recommending the service.

3.4 ASB

3.4.1 Whilst general satisfaction with ASB is much lower than other services, and a project is underway with involved tenants to review how the service can be improved, 79% of tenants who had used the service in the last 12 months said the member of staff was knowledgeable and 77.5% said they were easy to deal with. Satisfaction with knowledge of staff is up 10% on the previous survey result.

3.4.2 However, just 45% were satisfied with the final outcome of their case and 63.6% were satisfied with the handling. Outcomes are not always solely in our control, if for example they involve the Police or going to court. So it is much more practical for the review of the service to focus more areas within our control such as getting the handling of the case right for the tenant.

3.5 Lettings

3.5.1 Satisfaction with the overall lettings process was 92%, which is a great result considering the impact of Covid on lettings during 2020/21. In addition to this, 88% of tenants felt that staff were easy to deal with and there was 72% satisfaction with the condition of the property at the time of letting.

3.5.2 We are working on improving satisfaction with the condition of the property at letting via the voids pilot scheme. This scheme is currently running until the end of September 2021, and provides an enhanced core standard for letting, which will remain, and decoration preparation where required

3.6 Complaints and Queries

3.6.1 80% of tenants were satisfied with the way their call was handled and with the information and advice provided. However, satisfaction with complaints is much lower.

3.6.2 Just 9.4% of tenants surveyed had made a complaint in the previous 12 months, but only 31% were satisfied with the handling and outcome of the complaint. Satisfaction with the staff dealing with the complaint was 56% compared to 78% satisfaction in relation to dealing with a query.

3.6.3 Currently, a review of the customer service team is under way and changes in investment and the alignment of customer services will be delivered shortly which should lead to improvements in the complaints service.

3.7 Neighbourhood

3.7.1 90.1% of tenants said they were satisfied with their neighbourhood as a place to live, which was up over 3% on the previous survey and 9% above the Housemark benchmark.

3.7.2 84.1% said the neighbourhood had improved or stayed the same and 88% were satisfied with keeping communal areas clean and safe. In relation to grounds maintenance and grass cutting, 82% were satisfied with this service, which is a good benchmark for future years, as the service came back in house on 1st April.

3.8 Home

3.8.1 84.6% of tenants felt Newark and Sherwood District Council takes tenants' health and safety concerns seriously, which is a good first benchmark. 95% were satisfied with gas servicing, 88% were satisfied with the heating and energy efficiency of their home and 92.3% of those receiving the careline service were satisfied.

3.9 Empowerment

3.9.1 81.8% of tenants feel that their views are listened to and acted upon, which is 2% higher than the previous survey and 14% higher than the Housemark benchmark. In addition, 86.6% were satisfied with the opportunity to make their views known and 89% said they were able to interact with the Council in the way they wanted. There will be some further engagement work with tenants which will hopefully deliver even more satisfaction in this area.

3.10 Value for Money

3.10.1 90.6% of tenants were satisfied their rent provides value for money, which is 4% up on the Housemark benchmark. Satisfaction that service charges provide value for money was 85.3%, which was up 8% on the previous survey and 11% on the Housemark benchmark.

3.10.2 Satisfaction with advice and support with managing their finances and paying rent and service charges scored 91%.

4.0 Summary of Findings

4.1 All of the areas that are benchmarked are above the STAR benchmark.

4.2 Nothing has declined with any statistical significance.

5.0 Digital Implications

5.1 There are none specifically arising from this report.

5.2 There are significant improvements that can be achieved across all services through improvements with Housing ICT and the Directorate are working with ICT, having created a high level plan of improvements to the system.

6.0 Financial Implications – FIN21-22/6087

6.1 There are no direct financial implications resulting from this report. Where expenditure is required, it is anticipated this will be secured from the efficiency savings pot to improve services.

7.0 Community Plan – Alignment to Objectives

7.1 This report supports two objectives in the Community Plan - Create more and better quality homes through our roles as landlord, developer and planning authority and Reduce crime and anti-social behaviour, and increase feelings of safety in our communities.

8.0 Comments of Director

8.1 No additional comments.

RECOMMENDATIONS:

9.0 Members note the contents of this report and notes the;

- 1. overall positive levels in satisfaction for housing services.**
- 2. attached full STAR report at Appendix 1.**

Reason for Recommendations

To take positive steps to improve the customer journey and customer experience with housing services and maintain the high levels of satisfaction and improve this where possible.

Background Papers

STAR report 2020/21 – Attached at Appendix 1.

For further information please contact Nicola Priest, Project Research Officer on 01636 655526.

Suzanne Shead
Director of Housing, Health and Wellbeing



NSDC STAR Survey 2020/21

Analysis Report – May 2021

viewpoint

Giving your
customers a voice



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EXECUTIVE SUMMARY

This report details the results of the 2020/21 Newark and Sherwood District Council STAR survey, delivered by Viewpoint Research CIC.

The survey provides an up-to-date and annual benchmark on levels of satisfaction amongst tenants in key service areas and a complement to monthly transactional data in these areas.

The data was collected by telephone interview, the same method as when the survey was undertaken by Newark and Sherwood Homes.

Results are presented to all questions, results and to STAR benchmarking data provided by Housemark where possible. Results of statistical significance are highlighted. Newark and Sherwood District Council did not undertake a STAR survey in 2019/20 so comparisons are made where possible to the 2018/19 survey.

Key findings from each section are presented below:

Services Overall

Overall satisfaction is 87.5%, four points above the STAR benchmark, and a small one point fall on the result achieved in the 2018/19 survey.

Results of the four Core questions in this section are below:

Overall satisfaction	87.5%
Overall quality of your home	85.7%
Providing a home that is safe and secure	93.8%
NSDC is easy to deal with	87.1%

The Net Promoter Score for 2020/21 is 45.3. This is 13 points above the STAR benchmark and a seven point increase on 2018/19.

A Key Driver analysis showed that the strongest influencers to the overall satisfaction score were: 'Dealing with repairs and maintenance', 'Being easy to deal with', 'Overall quality of your home', 'Listening to views and acting upon them' and 'Giving you a say in how services are managed'.

Repairs & Maintenance

Satisfaction with the way NSDC deal with repairs and maintenance is at 80%, three points above the STAR benchmark. This general view of the service returned a lower score than 'satisfaction with the last repair', answered by people who had a repair completed in the last 12 months. This core question scored 87%, the same as 2018/19 and demonstrates that those who have experienced the service have a more favourable view than those providing a general view.

The overall repairs service provided by NSDC on this occasion	86.9%
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Anti-social Behaviour

Satisfaction with the final outcome of ASB complaints was the lowest scoring aspect in this section at 45%. But others scored better, such as how the ASB complaint was handled (64%), NSDC being easy to deal with (78%) and that staff were knowledgeable (79%).

Lettings

This new section showed that satisfaction with the Lettings process is generally high, particularly the overall process (92%) and NSDC being easy to deal with (88%). One area of relative dissatisfaction is with the condition of the home at the time of the letting, which scored 72%.

Complaints

As is typical for Complaints satisfaction, the scores in this section are the lowest throughout the survey. The way the complaint was handled and the final outcome both scored 31% satisfaction while 'NSDC being easy to deal with' scored higher at 56%.

Dealing with Queries

Satisfaction on all aspects in this section scored similarly. Satisfaction with the way the call was handled scored 80%, NSDC being easy to deal with 78% and the information and advice provided 80%.

Neighbourhoods and estates

The key question in this section – 'How satisfied or dissatisfied are you with your neighbourhood as a place to live?' scored 90%. This score is nine points above the STAR benchmark.

Your home

Some new questions were asked about services directly related to the home and all scored highly. The gas servicing scored 95%, the emergency call system 92% and the heating and energy efficiency in homes 88%.

Empowerment

Satisfaction with the key question 'Listening to your views and act upon them' scored 82%. This is 14 points above the STAR benchmark and a small rise on the 2018/19 result.

All questions in this section scored above 80% satisfaction. Satisfaction with being able to interact with NSDC achieved the highest mark at 89% while tenants being satisfied that they are being given the opportunity to make their views known scored 87%.

Value for Money

Satisfaction with value for money scored 91% - 4 points above the STAR benchmark. Satisfaction that service charges are value for money scored 85% - 11 points above the STAR benchmark and nearly 8 points above the level recorded in 2018/19.

1. Methodology

1.1 Questionnaire

The questionnaire used has changed from previous STAR surveys undertaken by NSDC since 2015/16, following the launch of Housemark's new STAR framework in 2020. The most appropriate questions were selected by NSDC from the new STAR questionnaire templates and, with some identical questions used to previous surveys, some comparative information is still available. The questionnaire used is presented at Annex I.

1.2 Fieldwork

All surveys were completed independently by telephone. A data list was provided by Newark & Sherwood District Council of all properties with valid telephone numbers and a randomised sample was contacted. Fieldwork took place during March and April 2021. In total 545 tenants took part in the survey giving the results a margin of error of +/- 4.0%, the required margin of error laid down by Housemark for statistical validity. 344 respondents were sheltered housing tenants with 201 general needs.

1.3 Data presentation

The report presents tables for all questions showing counts (actual number of responses) and percentages to one decimal place. Due to rounding some tables may not add up to exactly 100%. Commentary to the results will typically group answers to give a combined satisfaction score (fairly satisfied and very satisfied answers added together).

Tables highlighted in green refer to the latest results (2020/21), while those in gold show comparative results – from the 2018/19 survey and the STAR benchmark score. For simplicity all tables are shown excluding no replies or non-applicable responses. The 'Base' in each table indicates the size of respondent sample.

Brief written analysis is provided alongside the results with a summary of findings for each section presented in the Executive Summary.

1.4 Benchmarking

The core STAR questions are benchmarked against the Housemark STAR database, with the benchmarking group being selected by NSDC as 'General Needs and Housing for Older people'. It features a range of providers nationwide who have submitted STAR results under the new framework. The benchmarking sample is less than in previous years, with benchmarking figures not available for some key questions with the framework being so new. The benchmarking score used is the median score for that group. Commentary will also highlight, where relevant, if scores are in the upper quartile of benchmark responses.

1.5 Demographics

The 5 core questions have also been analysed by General needs or sheltered and by geographical area. Notable differences by these variables are highlighted in the text. Due to the amount of geographic areas, differences with these are only highlighted if the difference related to the response of more than one tenant.

1.6 Statistical significance

Data has been analysed for statistical significance to compare the change in results between this year and 2018/19. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real but this cannot be stated with statistical confidence and may just be due to chance. All statistically significant differences are reported at the 95% confidence level.

1.7 Key Drivers

Key Drivers are used in the analysis to investigate how opinion-based questions have been influencers on overall satisfaction. A fuller explanation of this is found within section 2.1.1.

2. Services Overall

2.1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Newark and Sherwood homes?

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
545	286 52.5%	191 35.0%	32 5.9%	18 3.3%	18 3.3%

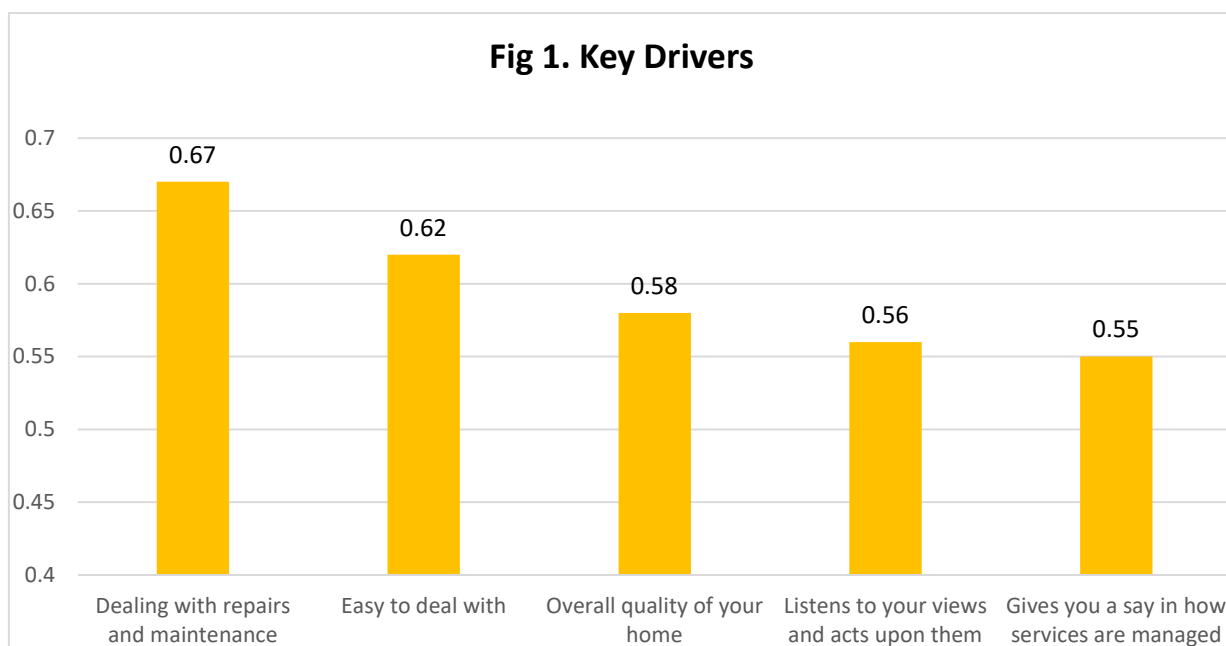
2020/21	2018/19	+/- %	STAR benchmark
87.5%	88.8%	-1.3	83.1%

- Overall satisfaction is 87.5%, a 1.3 point fall on the 2018/19 survey, which is not a statistically significant change.
- The score is 4.4 points above the STAR benchmark. The results sits in the middle quartile of Housemark responses, just below the upper quartile benchmark figure from Housemark of 87.8%.
- The score is below the results received from the programme of transactional surveys for 2020/21 which showed an average overall satisfaction score of 93%.
- The satisfaction levels of Supported Housing tenants and General Needs tenants is identical at 87.5%.
- The top three lowest scoring geographic areas (where more than two tenants were dissatisfied) were: Wellow (60%), Blidworth (80%) and Edwinstowe (81.3%).

2.1.1 Key Drivers to Overall satisfaction

A Key driver analysis was carried out to learn more about the overall satisfaction score, specifically which other opinion questions were most related to the overall satisfaction score.

The analysis was performed with all opinion based questions, with a response base of above 250. The top key drivers can be seen in Figure 1, below:



Note - The analysis produces a correlation coefficient (or r value for short) with can range from -1.0 to +1.0. This rating can be interpreted using the following guide:

- *An r value close to 1 indicates that there is a strong relationship between the two variables*
- *A positive r value means that as one variable increases in value, the other variable will increase in value.*

- The strongest correlation to the overall satisfaction score is ‘Dealing with repairs and maintenance’ (0.67) which has featured in the top five in every year since 2016/17. The small fall in satisfaction with this question is mirrored by a fall in overall satisfaction suggesting the link is very real.
- Three questions related to customer service feature in the top 5 – ‘Being easy to deal with’ (0.62), ‘Listening to views and acting upon them’ (0.56) and Giving you a say in how services are managed’ (0.55) showing the importance of this aspect to tenants.
- Satisfaction with the overall quality of the home is ranked third. This question has also seen a small fall in satisfaction this year and its close link to Overall satisfaction would help explain the fall in this score.

2.2 Satisfaction with key tenancy measures

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Overall quality of your home	545	296 54.3%	171 31.4%	33 6.1%	30 5.5%	15 2.8%
That NSDC provides a home that is safe and secure	545	365 67.0%	146 26.8%	17 3.1%	8 1.5%	9 1.7%
That NSDC is easy to deal with	542	315 58.1%	157 29.0%	33 6.1%	24 4.4%	13 2.4%
I have a good quality of life in my home	538	257 47.8%	227 42.2%	32 5.9%	15 2.8%	7 1.3%
NSDC is providing the service I expect from my landlord	543	241 44.4%	231 42.5%	29 5.3%	27 5.0%	15 2.8%

	2020/21	2018/19	+/- %	STAR benchmark
Overall quality of your home	85.7%	89.8%	-4.2	85.6%

- Satisfaction with all areas in this section are all above 85%.
- Two new Core questions are featured. 'Providing a home that is safe and secure' which scored 93.8% satisfaction, while 'NSDC being easy to deal with' scored 87.1%
- 'I have a good quality of life' scored 90% and 'NSDC is providing the service I expect' scored 86.9%
- Satisfaction with overall quality of the home has fallen by 4 points compared to 2018/19, a variation which is statistically significant. But the score remains just above the STAR benchmark.
- The 3 lowest scoring geographical areas for (where more than two tenants were dissatisfied) for each core question in this section were:

Overall quality of your home: Carlton on Trent (25%), Wellow (60%), Boughton (78.9%)

NSDC provides a home that is safe and secure: Sutton on Trent (66.7%), Clipstone (81.8%), Farndon (85.7%)

NSDC is easy to deal with: Carlton on Trent (50%), Wellow (60%) and Sutton on Trent (66.7%)

- For all three Core questions Sheltered Housing tenants were 2 to 3 points more satisfied than General Needs.

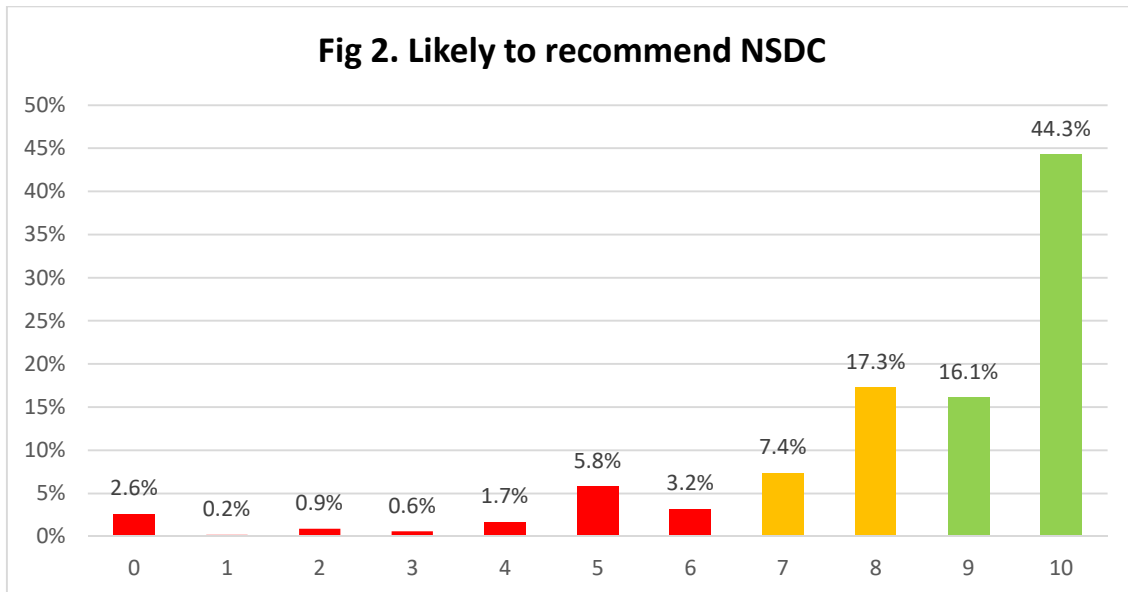
2.3 Do you feel NSDC's services have become better or worse in the last 12 months?

Base	Better	About the same	Worse
536	98 18.3%	361 67.4%	77 14.4%

- This is a question that is new to this year's survey. It shows that 85.7% of tenants believe that services have improved or at least stayed the same in the last 12 months.

2.4 How likely would you be to recommend Newark and Sherwood District Council to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?

Results are shown in Figure 2 below:



Note - The net promoter question is used to gauge customer loyalty and is typically measured on an 11 point scale (0-10). Respondents who score 9-10 are considered to be Promoters, and those who score 0-6 to be Detractors. The Net Promoter Score (NPS) is the difference between the two, ranging from -100 to 100.

- The Net Promoter Score for 2020/21 is 45.3, an increase of 7 points on 2018/19. The score is above the STAR median benchmark of 32.4 and also well inside the upper quartile of responses (39.6).
- The biggest difference between this year and 2018/19 is the increase in customers awarding 9/10 or 10/10, at 60.4%, up from 52.3%.
- This increase in the Net Promoter Sector contrasts with the small fall in overall satisfaction. But with both scores above the STAR benchmark the picture presented is generally one of relatively high customer satisfaction.

3. Repairs & Maintenance

3.1 Generally, how satisfied or dissatisfied are you with the way Newark and Sherwood Homes deal with repairs and maintenance?

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
540	266 49.3%	167 30.9%	44 8.1%	28 5.2%	35 6.5%

2020/21	2018/19	+/- %	STAR benchmark
80.2%	83.6%	-3.4	77.3%

- Satisfaction with the repairs service is at 80%, a fall of three points on 2018/19. The change is not statistically significant.
- The answers to this question form a much more general view of the repairs service which is below the more specific view of those that have used the service this year (87% - section 3.3).
- Despite this fall the score is 3 points above the STAR benchmark figure, and just below the upper quartile of STAR responses (currently at 81%).
- It is also below the overall satisfaction results for the Repairs transactional surveys in 2020/21 which show a highly satisfied view of the service at 94%.
- This question is the top key driver to overall satisfaction, after being in the top 5 key drivers in the past two surveys. It shows how important repairs are to tenants perception of overall satisfaction. It's small fall in satisfaction is reflected in a similar fall overall (Section 2.1)
- Satisfaction with General Needs tenants was lower (77%) than with sheltered housing tenants (83%), a slightly smaller gap than the 7 point difference in 2018/19.
- The three lowest scoring geographical areas (where more than two tenants were dissatisfied) were: Carlton on Trent (50%), Sutton on Trent (50%), Boughton (57.9%)

3.2 Have you had any repairs to your home in the last 12 months?

Base	Yes	No	2020/21	2018/19	+/- %
545	264 48.5%	281 51.5%	49%	50%	-1

- There was a 1 point fall in the proportion of respondents who had used the repairs service in the last 12 months.

3.3 Thinking about your recent repair, how satisfied or dissatisfied were you with the following:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
NSDC was easy to deal with	261	165 63.2%	68 26.1%	8 3.1%	7 2.7%	13 5.0%
Time taken before work started	256	127 49.6%	78 30.5%	20 7.8%	19 7.4%	12 4.7%
The repair being done 'right first time'	259	129 49.8%	79 30.5%	10 3.9%	20 7.7%	21 8.1%
The repairs service you received on this occasion	260	149 57.3%	77 29.6%	13 5.0%	10 3.8%	11 4.2%

	2020/21	2018/19	+/- %
Time taken before work started	80%	80%	0
The repair being done 'right first time'	80%	82%	-2
The repairs service you received on this occasion	87%	87%	0

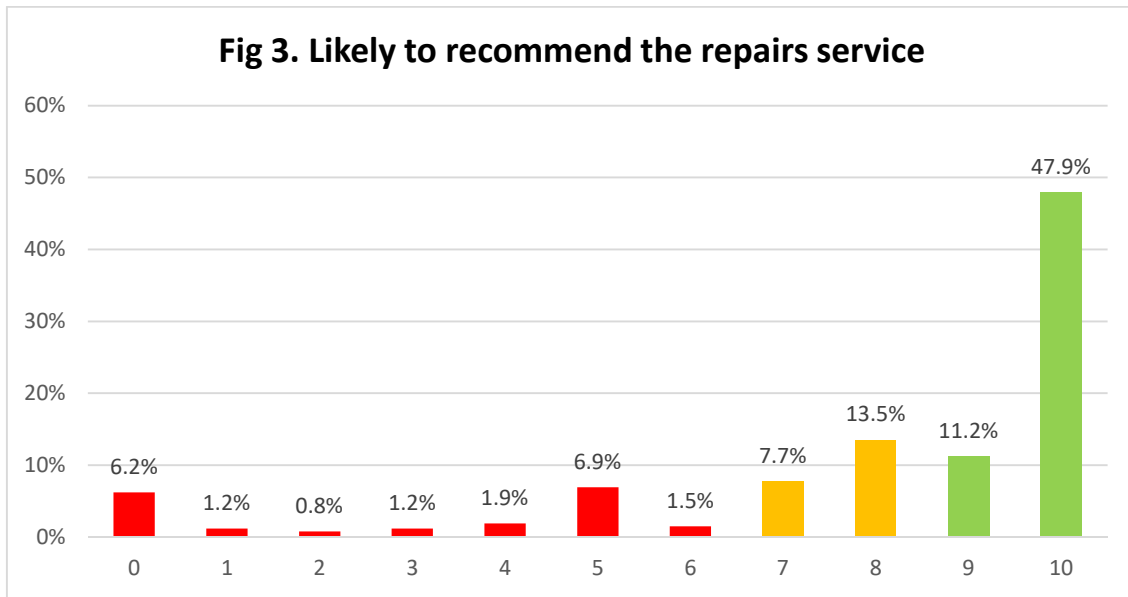
- Satisfaction with these questions is very stable compared to 2018/19. The only question to fall in satisfaction was the repair being done right first time, by 2 points.
- That NSDC was easy to deal with is a new question, and recorded the highest satisfaction in this section – 89%.
- The Core question ‘The repairs service you received on this occasion’ is not yet able to be benchmarked, but was consistent with 2018/19 and 7 points higher than the general view of the repairs service (3.1).

3.4 Did the contractor show proof of identity?

Base	Yes	Unsure	No
263	206 78.3%	30 11.4%	27 10.3%

- 10% of customers were sure that the contractor did not show ID.

3.5 How likely would you be to recommend the repairs service to other residents on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?



- This is also a new question this year. Nearly half of all respondents gave a score of 10 out of 10 for how likely they would be to recommend the repairs service.
- The Repairs Net Promoter Score for 2020/21 is 39.

4. Anti-social Behaviour

4.1 Have you reported anti-social behaviour to Newark and Sherwood Homes in the last 12 months?

Base	Yes	No	2020/21	2018/19	+/- %
545	33 6.1%	512 93.9%	6%	7%	-1

- 6% of respondents reported an ASB case in the last 12 months, one percent less than in 2018/19.

4.2 Thinking about your recent anti-social behaviour complaint, how satisfied or dissatisfied were you with the following?

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The way your ASB complaint was handled	33	13 39.4%	8 24.2%	2 6.1%	5 15.2%	5 15.2%
NSDC was easy to deal with	31	14 45.2%	10 32.3%	3 9.7%	2 6.5%	2 6.5%
The member of staff dealing with it was knowledgeable	33	13 39.4%	13 39.4%	3 9.1%	1 3.0%	3 9.1%
The final outcome of your ASB complaint	33	8 24.2%	7 21.2%	7 21.2%	5 15.2%	6 18.2%

	2020/21	2018/19	+/- %
The member of staff dealing with it was knowledgeable	79%	69%	+10
The final outcome of your ASB complaint overall	45%	44%	+1

- Satisfaction with how the ASB complaint was handled is 64%, NSDC being easy to deal with 78% and that staff were knowledgeable 79%. These relatively high scores contrast with satisfaction with the final outcome at 45%.
- The two questions that can be compared with 2018/19 have both increased in satisfaction, including satisfaction with the final outcome. Staff being knowledgeable has increased by, a non-significant, 10 points.
- It is difficult to make direct comparisons with the ASB transactional surveys where overall satisfaction was 71% for 2020/21, but the scores in this section, apart from the final outcome, are broadly similar to this mark.

5. Lettings

5.1 Have you rented a new property in the past 12 months?

Base	Yes	No
545	25 4.6%	520 95.4%

- This is a new section, added to the survey this year. It was relevant to 5% of respondents.

5.2 Thinking about the lettings service, how satisfied or dissatisfied were you with the following:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The overall condition of your home at the time of letting	25	11 44.0%	7 28.0%	1 4.0%	- -	6 24.0%
NSDC was easy to deal with	25	12 48.0%	10 40.0%	2 8.0%	- -	1 4.0%
The overall lettings process	25	14 56.0%	9 36.0%	1 4.0%	1 4.0%	- -

- Satisfaction with the Lettings process is generally high, particularly the overall process (92%) and NSDC being easy to deal with (88%).
- The obvious area of dissatisfaction is with the condition of the home at the time of the letting at 72%, where six respondents were very dissatisfied.
- The results are comparable with the transactional surveys for Lettings throughout 2020/21 where the overall satisfaction score was 93%.

6. Complaints

6.1 Have you made a complaint to NSDC in the past 12 months?

Base	Yes	No
545	51 9.4%	494 90.6%

- This is another new section added this year. 9% of respondents reported making a complaint in the past year.

6.2 Thinking about your recent complaint, how satisfied or dissatisfied were you with the following:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The way your complaint was handled	51	11 21.6%	5 9.8%	4 7.8%	12 23.5%	19 37.3%
NSDC was easy to deal with	50	11 22.0%	17 34.0%	2 4.0%	7 14.0%	13 26.0%
The final outcome of your complaint	51	9 17.6%	7 13.7%	9 17.6%	5 9.8%	21 41.2%

- The scores in this section are the lowest throughout the whole survey. This is typical for complaints satisfaction where respondents are dissatisfied enough to make a complaint and their view on the process tends to be influenced by whether it has been resolved.
- NSDC being easy to deal with was the highest scoring aspect (56%) followed by the way it was handled and the final outcome (both 31%).

7. Dealing with queries

7.1 Have you contacted NSDC in the last 12 months with a query (other than to pay your rent or service charges)?

Base	Yes	No
545	121 22.2%	424 77.8%

- This section was explored in 2018/19 survey but with a different set of questions.

7.2 Thinking about your recent call, how satisfied or dissatisfied were you with the following:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The way your call was handled	121	67 55.4%	30 24.8%	7 5.8%	9 7.4%	8 6.6%
NSDC was easy to deal with	120	64 53.3%	30 25.0%	7 5.8%	11 9.2%	8 6.7%
The information and advice provided by staff	121	66 54.5%	31 25.6%	8 6.6%	8 6.6%	8 6.6%

- The scores for all questions in this section are very similar. The way your call was handled is 80%, NSDC being easy to deal with is 78% and information and advice provided is 80%.
- While not directly comparable, the scores are generally lower than those received for the CAS service in the transactional surveys, which had an overall score of 90% for 2020/21.

8. Neighbourhoods & Estates

8.1 How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
543	351 64.6%	138 25.4%	22 4.1%	16 2.9%	16 2.9%

2020/21	2018/19	+/- %	STAR benchmark
90.1%	86.7%	+3.4	81%

- At 90% this score is a statistically significant three point increase on 2018/19 and a full nine points above the STAR benchmark.
- Satisfaction with General Needs tenants was very slightly lower (89%) than with sheltered housing tenants (91%).
- The three lowest scoring geographical areas (where more than two tenants were dissatisfied) were: Boughton (73.7%), Newark on Trent (86.1%) and Clipstone (86.4%).

8.2 In the last three years, would you say your neighbourhood has got better or worse?

Base	Better	About the same	Worse
537	71 13.2%	381 70.9%	85 15.8%

- 16% say their neighbourhood has declined in the last three years.

8.3 To what extent is rubbish or litter a problem in your neighbourhood?

Base	Major problem	Minor problem	Not a problem
543	58 10.7%	129 23.8%	356 65.6%

- 35% say that rubbish or litter is either a major or minor problem.

8.4 How satisfied or dissatisfied are you with:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The grounds maintenance, such as grass cutting	449	205 45.7%	161 35.9%	30 6.7%	31 6.9%	22 4.9%
That NSDC keeps communal areas clean and safe	428	197 46.0%	180 42.1%	18 4.2%	14 3.3%	19 4.4%
The cleaning of the Internal communal areas	223	93 41.7%	102 45.7%	8 3.6%	12 5.4%	8 3.6%
The cleaning of the External communal areas	260	99 38.1%	124 47.7%	12 4.6%	11 4.2%	14 5.4%

- Satisfaction is high in this area. Keeping communal areas clean and safe is the highest scoring area at 88%, while the cleaning of internal areas (87%) and external areas (86%) both scored similarly.
- Grounds maintenance and grass cutting scored slightly lower at 82%.

9. Your home

9.1 To what extent do you agree or disagree that NSDC takes residents' health and safety concerns seriously?

Base	Agree strongly	Agree	Neither	Disagree	Disagree strongly
526	239 45.4%	206 39.2%	42 8.0%	26 4.9%	13 2.5%

- 85% of respondents believe NSDC take health & safety concerns seriously. This is slightly lower than expected considering 94% of respondents feel that NSDC provide a safe and secure home (2.2).

9.2 How satisfied or dissatisfied are you with:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Gas servicing arrangements	514	349 67.9%	139 27.0%	8 1.6%	9 1.8%	9 1.8%
The heating and energy efficiency of your home	531	317 59.7%	150 28.2%	25 4.7%	17 3.2%	22 4.1%
The emergency call system	182	129 70.9%	39 21.4%	4 2.2%	3 1.6%	7 3.8%

- Satisfaction with gas servicing arrangements scored very highly at 95%. This score compares almost exactly with the overall score on the gas servicing transactional surveys of 96% for 2020/21.
- 92% were satisfied with the emergency call system (Care line) while 88% were satisfied with the heating and energy efficiency in homes.

10. Empowerment

10.1 How satisfied or dissatisfied are you:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
NSDC listens to your views and acts upon them	461	196 42.5%	181 39.3%	33 7.2%	29 6.3%	22 4.8%
NSDC gives the opportunity to make your views known	476	206 43.3%	206 43.3%	31 6.5%	17 3.6%	16 3.4%
That NSDC gives you a say in how services are managed	425	166 39.1%	189 44.5%	35 8.2%	16 3.8%	19 4.5%
Opportunities to participate in NSDC's decision making	382	153 40.1%	161 42.1%	30 7.9%	18 4.7%	20 5.2%
The ability to interact with NSDC in the way you prefer	457	202 44.2%	206 45.1%	24 5.3%	16 3.5%	9 2.0%

	2020/21	2018/19	+/- %	STAR benchmark
NSDC listens to your views and acts upon them	81.8%	79.7%	+2.1	67.7%

- Listening to your views and acting upon them is a key Housemark perception question. Satisfaction has risen by a statistically significant two points on 2018/19 and the score is a full 14 points above the STAR benchmark.
- Giving the opportunity to make views known scored even higher at 86.6%. This is also a key Housemark perception question and will be able to be benchmarked in the future when more data is available.
- All questions in this section score above 80% satisfaction. The highest scoring is satisfaction with 'being able to interact with NSDC how they prefer' at 89%, showing that the range of options available to tenants is largely seen as sufficient.

11. Value for Money

11.1 How satisfied or dissatisfied are you:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Your rent provides value for money	523	279 53.3%	195 37.3%	18 3.4%	16 3.1%	15 2.9%
Your service charges provide value for money	427	195 45.7%	169 39.6%	16 3.7%	27 6.3%	20 4.7%
The advice and support with managing your finances	318	146 45.9%	143 45.0%	12 3.8%	9 2.8%	8 2.5%

	2020/21	2018/19	+/- %	STAR benchmark
Your rent provides value for money	90.6%	91.4%	-0.8	86.7%
Your service charges provide value for money	85.3%	77.5%	+7.8	74.5%

- 91% of respondents were satisfied their rent is value for money. This is just below the 2018/19 score but 4 points above the STAR benchmark.
- Satisfaction that service charges are value for money has increased nearly 8 points from 2018/19. The change is statistically significant and is nearly 11 points above the STAR benchmark.
- The advice and support with managing your finances and paying rent and service charges also scored well with 91% satisfaction.

Annex 1 – Questionnaire

Newark and Sherwood District Council

STAR survey 2020/21

Q1 So firstly, taking everything into account, how satisfied or dissatisfied are you with the service provided by Newark and Sherwood District Council?

- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied

Q2 How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. With the overall quality of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. That NSDC provides a home that is safe and secure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. That NSDC is easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 To what extent do you agree or disagree with the following?

	Agree strongly	Agree	Neither	Disagree	Disagree strongly
a. I have a good quality of life in my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. NSDC is providing the service I expect from my landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 Do you feel NSDC's services have become better or worse in the last 12 months?

- Better
- About the same
- Worse

Q5 How likely would you be to recommend NSDC to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

Repairs

Q6 Generally, how satisfied or dissatisfied are you with the way NSDC deal with repairs and maintenance?

- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied

Q7 Have you had any repairs to your home in the last 12 months?

- Go to Q8 Yes
- Go to Q11 No

Q8 Thinking about your recent repair, how satisfied or dissatisfied were you with the following:

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A
NSDC was easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time taken before work started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repair being done 'right first time'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall repairs service provided by NSDC on this occasion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 Did the contractor show proof of identity?

- Yes
- Unsure
- No

Q10 How likely would you be to recommend the repairs service to other residents on a scale of 0 to 10, where 0 is not at all and 10 is extremely likely?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

ASB

Q11 Have you made an anti-social behaviour complaint in the past 12 months?

- Go to Q12 Yes
- Go to Q13 No

Q12	Thinking about your recent anti-social behaviour complaint, how satisfied or dissatisfied were you with the following:					
		Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
	The way your ASB complaint was handled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	NSDC was easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The member of staff dealing with your ASB complaint was knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The final outcome of your ASB complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Lettings

Q13 Have you rented a new property in the past 12 months?

- Go to Q14 Yes
 Go to Q15 No

Q14 Thinking about the lettings service, how satisfied or dissatisfied were you with the following:

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
a. The overall condition of your home at the time of letting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. NSDC was easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The overall lettings process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Complaints

Q15 Have you made a complaint to NSDC in the past 12 months?

- Go to Q16 Yes
 Go to Q17 No

Q16 Thinking about your recent complaint, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. The way your complaint was handled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. NSDC was easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The final outcome of your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Call Centre

Q17 Have you contacted NSDC in the last 12 months with a query (other than to pay your rent or service charges)?

- Go to Q18 Yes
 Go to Q19 No

Q18	Thinking about your recent call, how satisfied or dissatisfied were you with the following:					
		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	a. The way your call was handled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b. NSDC was easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c. The information and advice provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Neighbourhoods and Estates

Q19 How satisfied or dissatisfied are you with your neighbourhood as a place to live?

- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied

Q20 In the last three years, would you say your neighbourhood has got better or worse?

- Better
- About the same
- Worse

Q21 To what extent is rubbish or litter a problem in your neighbourhood?

- Major problem
- Minor problem
- Not a problem

Q22 How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
a. The grounds maintenance, such as grass cutting, in your area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. That NSDC keeps communal areas associated with your home clean and safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The cleaning of the Internal communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The cleaning of the External communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your home

Q23 To what extent do you agree or disagree that NSDC takes residents' health and safety concerns seriously.

- Agree strongly
- Agree
- Neither
- Disagree
- Disagree strongly

Q24		How satisfied or dissatisfied are you with:					
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A	
a. Gas servicing arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b. The heating and energy efficiency of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c. The emergency call system (careline).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Empowerment

Q25		How satisfied or dissatisfied are you:					
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A	
a. That NSDC listens to your views and acts upon them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b. That NSDC gives you the opportunity to make your views known	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c. That NSDC gives you a say in how services are managed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
d. With opportunities given to you to participate in NSDC's decision making processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
e. With the ability to interact with NSDC in the way you prefer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Value for Money

Q26		How satisfied or dissatisfied are you that:					
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A	
a. Your rent provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b. Your service charges provide value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c. the advice and support you receive from NSDC with managing your finances and paying rent and service charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Q27 Is there anything else you would like to say about your home and/or the services Newark and Sherwood District Council provides?

Q27a

Would you like Newark and Sherwood District Council to know who you are **for this question (Q27) only?**

- Yes
- No

HOMES & COMMUNITIES COMMITTEE

13 SEPTEMBER 2021

HOUSING SERVICE COMPLIANCE QUARTER 1 OUT TURN PERFORMANCE

1.0 Purpose of Report

1.1 This report provides the Committee with an overview of compliance performance of the housing service for quarter at the end of June 2021.

2.0 Background Information

2.1 This report gives a summary of the performance of the housing compliance function at the end of June 2021 which provides assurance that homes are safe and services are of a high standard and meet legal and regulatory requirements as a landlord.

2.2 This report provides Members with an opportunity to comment on the performance set out in this report.

3.0 Performance report

3.1 The report contains information on compliance performance to provide Members with oversight and input into these essential services. The report includes, amongst other matters information on the following:

- A summary of the Council’s housing stock;
- Landlord responsibilities for a range of building safety measures including fire protection, gas, asbestos, electrical and water

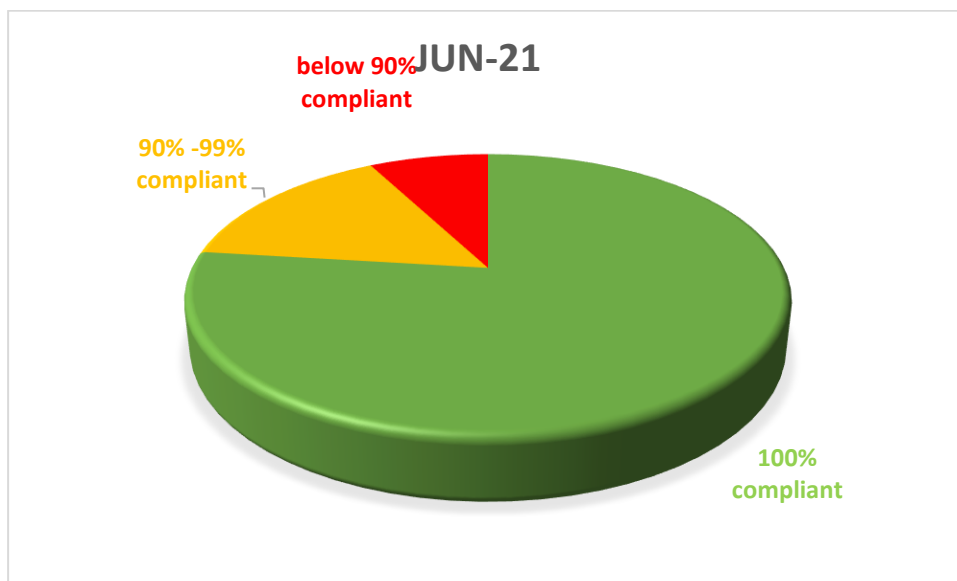
3.2 A separate report will be submitted to this committee relating to the operational performance of other key housing services.

3.3 Current overall annual performance has improved since the last report and is shown in the pie chart in 3.4 . At the end of the last financial year we reported upon 23 areas, this has been increased to 27 areas. The new areas which are reported now are

- Heat Pump – servicing
- Electrical heating – servicing
- Housemark Data -Domestic EICR certified up to five years old
- Community rooms – monthly checks

Month	Compliant (Green)	90% -99% compliant (Amber)	Below 90% compliant (RED)
July 2020	14 Areas	4 Areas	4 Areas
September 2020	16 Areas	5 Areas	1 Area
December 2020	17 Areas	3 Areas	2 Areas
March 2021	18 Areas	4 Areas	1 Area
June 2021	20 Areas	4 Areas	3 Areas

3.4 Full details of these performance indicators along with associated commentary are included at Appendix 1 to this report. The report has also been redesigned to group areas of work together and to include greater information for clarity.



3.5 To assist the reader, performance against the 27 indicators are RAG rated, as follows:

- Green: At target.
- Amber: Within 10% of target.
- Red: below 10% of target

3.6 Of note within the amber segment is the position on gas servicing, which is now only 2.21% out of compliance with 63 properties not having their annual service carried out by the anniversary date of the previous one. This time last year the figure was 158 properties this is due to the peak number of services due in May though to July. An increase in engineers to tackle this was planned and implemented; however, performance has been adversely affected due to a significant increase in staff, operatives and tenants who are being told to self-isolate at short notice through the NHS app and school bubbles.

The number of services will drop significantly in August and allow the contract to catch up and bring performance back on track.

3.7 Within the red segment, the report highlights access problems on two of the heating areas that is communal boilers and LPG gas. Both of these areas have very small numbers to report on and if 1 property has no access then they fall into the red. The other red area is Electrical Domestic Testing . Additional electricians have started on the contract to improve and speed up the progress. This is being closely monitored to make sure the programme moves on.

4.0 Equalities Implications

4.1 There are no direct equalities implications arising from this report though as part of how we manage these services, we consider the tenants individual circumstances and

work with them through our housing services to achieve compliance based on the tenants circumstances.

5.0 Financial Implications FIN21-22/158

- 5.1 There are no direct financial implications arising from this report. However, it should contribute to Members' understanding of the way in which resources are allocated to meet our statutory and regulatory responsibilities to ensure we keep our tenants and residents safe in their homes.

6.0 Community Plan – Alignment to Objectives

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

7.0 Comments of Director

- 7.1 It's essential that the Committee receives quality, timely information to enable it to oversee the Council's management of tenants' homes and services and the health and safety of our residents.

- 7.2 Feedback is also welcome on areas of service where the Committee would benefit from a more in depth briefing to enhance Members' understanding of the services being provided including our legal and regulatory responsibilities.

8.0 RECOMMENDATION(S)

That the Committee notes the performance of the housing service compliance functions.

Reason for Recommendation(s)

This report provides an opportunity for members of the Homes & Communities Committee to have continued oversight into the performance of the housing management service, in relation to statutory and regulatory compliance and best practice.

Background Papers

Nil

Suzanne Shead
Director – Housing, Health & Wellbeing

Appendix 1- Compliance performance

Newark & Sherwood District Council Compliance Reporting

For the month of June 2021 (Housing Services Compliance Performance)

Prepared by Mark Plant

1) Asset Base

Total no. of individual dwellings / properties being managed	5,736
Total no. of "blocks" being managed Note: "Blocks" relates to multiple dwellings contained within one building i.e. flats, bedsits, maisonettes, apartments, HMO's etc.	337
Total no. of non-residential units (i.e. commercial properties including offices, retail units, storage facilities etc.)	3

2) Stock Type

Residential	Number of Units
Social & affordable housing	
Rented	5542
Leasehold/Shared Ownership	161
Non-Housing	
Community centres	33
TOTAL	5,736
Total requiring servicing	5,578

3) How to Read This Report

This document reports on the compliance activities due to take place each month.

The Annual Target column indicates the total number of compliance activities expected in the year.

The number of activities due in the month is shown in the column headed **Target for Month**.

Note: Any work not carried out in the previous month will be carried forward and added to this figure.

The Total for Month column records the actual number of compliance activities carried out in the month

The **Outstanding** column records the number of activities due in the month but not completed by the end of the month.







The final 2 **Compliance** columns record the annual and monthly compliance percentage at the time of the report.

RAG Rating is included to assist the reader, as follows;

- Green: At or above your target.
- Amber: Within 10% of your target.
- Red: Less than 10% of your target

4) Work Activity

Fire Safety

Fire	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Type 3 Fire Risk Assessments	135	21	21	0	100% 	100% 
Fire Alarm Testing (including emergency lighting)	6780	540	540	0	100% 	100% 
Sprinkler system	3	0	0	0	100% 	100% 
Comments: All still compliant Type 3 fire risk assessments are now underway and are on target against programme and compliance targets. 94 FRA's Now complete						

Type 3 Fire Risk Assessment rectification

Below are the remedial actions highlighted during the Type 3 Fire Risk Assessment divided by risk.

	HIGH	MEDIUM	LOW	Grand Total
Burgage Close	2	43	13	58
Chatham Court	13	53	24	90
Coghill Court	2	43	19	64
Kings Court	5	47	18	70
Wolfit Avenue	17	92	41	150
Westgate	1	8	3	12
Town Mill Close	1	5	2	8
Cleveland Square	0	4	0	4
Grange Road	7	20	24	51
Sycamore Close	0	5	3	8
Lord Hawke Way	9	2	5	16
Bakewell Court	1	11	1	13
Sheppards Court	1	3	1	5
California Road	4	5	3	12
Warwick Road	1	5	2	8
Manthorpe Way	2	4	4	10
Vessey Close	0	2	1	3
Bakewell House	0	2	1	3
Wilfred Avenue	1	4	0	5
The Green	3	3	6	12
Grand Total	70	361	171	602

This is the same works broken down into the following:







- Further action – this is work that may need further investigation or larger scale works that require programming in such as replacement of fire doors
- Work In progress
- Completed









	Further Action	Work In Progress	Complete	Further Action	Work In Progress	Complete	Further Action	Work In Progress	Complete
Burgage Close			2	23	20		5	8	
Chatham Court	3	7	3	22	6	25		14	10
Coghill Court		1	1	11	26	6		13	6
Kings Court	1	2	2	19	20	8		11	7
Wolfit Avenue	11	5	1	43	33	16	4	24	13
Westgate		1		2	5	1		2	1
Town Mill Close		1		3	2			1	1
Cleveland Square				2	1	1			
Grange Road	1	4	2	10	9	1	2	12	10
Sycamore Close				3	1	1		2	1
Lord Hawke Way	2	5	2		2		3		2
Bakewell Court			1	8	2	1	1		
Sheppards Court	1			2	1			1	
California Road	1	1	2	4	1		2		1
Warwick Road		1		3	2			2	
Manthorpe Way		1	1	4			1	1	2
Vessey Close				1	1			1	
Bakewell House				1	1			1	
Wilfred Avenue			1	3		1			
The Green	1	1	1	3			2	2	2
Grand Total	21	30	19	167	133	61	20	95	56

NB: Signage has been delivered so a lot more work in progress actions should be complete next month

The total number of remedial actions will be reported monthly and the figures are reviewed in more details at the monthly Fire Forum, where the detail of the Type 3 Fire Risk Assessments are taken and remedial actions are agreed.

Heating Appliance Servicing

Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding *	Compliance	
					Annual	Month
Valid Gas Annual safety Inspection*	5196	870	725	63	98,79% 	92.76% 
Solid Fuel	23	2	0	2	91.30% 	0% 
Oil Servicing	205	41	39	2	99.02% 	94.87% 

LPG Gas Servicing	3	1	0	1	66.67% 	0% 
Commercial Boilers	3	1	0	1	66.67% 	0% 
Heat Pumps	89	0	0	0	100% 	100% 
Electric	18	0	0	0	100% 	100% 

Comments:

There is a continual push to get into the out of compliance properties. Extra resources have been supplied to cover the increase in servicing over the next few months

There is a breakdown below of all the out of compliance properties.

Please see the out of compliance table below for individual details on out of compliance properties

Workings out

Total heating appliances serviced	5537
Duel Fuel systems	9
No heating system required service	32 (Vale View electric with smoke alarms tested on fire alarm test by HD)
Properties covered by servicing etc.	5578

N.B. Please note that total stock number can change due to right to buys and new developments coming on line. Also heating can change due to replacements as some come to the end of their life

Out of Compliance Gas Properties

<u>Reference</u>	<u>Expiry</u>	<u>Next Service Appt</u>	<u>Comments</u>
1002477	2021-04-17	14/07/2021	<u>Legal Pack Received</u> Tenant has been unable to return home from Greece due to health issues and limited flights. Appointment booked after tenants isolation period
1002880	2021-04-24		<u>Legal Pack Received</u> Sent to legal to apply for an injunction 28/05/2021
1004656	2021-05-27		<u>Legal Pack Received</u> Sent to legal to apply for an injunction 16/06/2021
1002372	2021-05-28	06/07/2021	
1007412	2021-05-29		<u>Legal Pack Received</u> Sent to legal to apply for an injunction 16/06/2021
1003045	2021-06-02		<u>Legal Pack Received</u> Injunction appointment booked 09/07/2021 @ 12:00
1001963	2021-06-02		<u>Legal Pack Received</u> Sent to legal requesting an lha to be sent 07/06/2021.





1001334	2021-06-02		Legal Pack Received Sent to legal to apply for an injunction 16/06/2021
1006849	2021-06-05	07/07/2021	
1000036	2021-06-08	10/07/2021	
1003291	2021-06-09	07/07/2021	
1000137	2021-06-10	16/07/2021	
1004501	2021-06-11	07/07/2021	
1001414	2021-06-12	07/07/2021	
1000054	2021-06-12		Legal Pack Received Sent to legal requesting an lba to be sent 18/06/2021
1000155	2021-06-15	07/07/2021	
1000426	2021-06-15	07/07/2021	
1005774	2021-06-15	16/07/2021	
1000167	2021-06-16	05/07/2021	
1001600	2021-06-16	14/07/2021	
1006268	2021-06-16	15/07/2021	
1005430	2021-06-17		
1001220	2021-06-17	16/07/2021	
1001408	2021-06-17	16/07/2021	
1000499	2021-06-18	14/07/2021	
1005318	2021-06-18	15/07/2021	
1001960	2021-06-18	15/07/2021	
1000935	2021-06-18		
1005849	2021-06-18		
1002895	2021-06-18		VOID
1000150	2021-06-19	07/07/2021	
1000219	2021-06-19	05/07/2021	
1000065	2021-06-19	14/07/2021	
1001835	2021-06-19	16/07/2021	
1001159	2021-06-22	01/07/2021	Legal Pack Received Injunction appointment booked 12/07/2021 @ 9:00am
1002857	2021-06-22	08/07/2021	
1004599	2021-06-22	07/07/2021	
1000644	2021-06-22	14/07/2021	
1000604	2021-06-22	14/07/2021	
1000410	2021-06-22	14/07/2021	
1003913	2021-06-22	15/07/2021	
1004546	2021-06-22	16/07/2021	
1001759	2021-06-23	16/07/2021	
1001934	2021-06-23	16/07/2021	
1004448	2021-06-24	14/07/2021	
1000637	2021-06-24	14/07/2021	
1000578	2021-06-24	14/07/2021	
1005816	2021-06-24	14/07/2021	
1001524	2021-06-24	15/07/2021	
1001365	2021-06-24	15/07/2021	
1003296	2021-06-24	15/07/2021	

1002749	2021-06-24	15/07/2021	
1001379	2021-06-24	16/07/2021	
1006676	2021-06-24	16/07/2021	
1001690	2021-06-24	13/07/2021	
1003796	2021-06-24		
1000651	2021-06-25	14/07/2021	
1000660	2021-06-25	14/07/2021	
1000142	2021-06-25	14/07/2021	
1001542	2021-06-25	15/07/2021	
1002953	2021-06-25	15/07/2021	
1002143	2021-06-25	15/07/2021	
1007457	2021-06-25	15/07/2021	
1006923	2021-06-25	15/07/2021	
1006350	2021-06-25	15/07/2021	
1003827	2021-06-25	16/07/2021	
1003694	2021-06-26	16/07/2021	
1000107	2021-06-29	16/07/2021	
1004581	2021-06-30	08/07/2021	
1003763	2021-06-30	16/07/2021	



N.B.1 Extra resources have been supplied by the contractor to increase the number of services carried out for the next few months. This will continue until all the out of compliance jobs are services and the figures are back to normal






NB2. Increased monitoring of the contractor is in place and extra resources have been requested to aid in this heavy period of work.

Asbestos Works





Asbestos	Annual Target	Target for Month	Total to Month	Outstanding	Compliance	
					Annual	Month
Asbestos Surveys (Domestic)	333 (Running total 178)	27	100	0	100% 	100% 
Asbestos Surveys (Communal)	127 (per 1999 blocks)	20	124	0	100% 	100% 
Comment Domestic targets we have targeted circa 333 (27 per month) surveys on domestic dwellings per annum Communal blocks are all within compliance but we are going to align these with the FRA						

Electrical Safety







Electrical 5 Year	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Domestic Testing	807 (running total 160)	394	89	305	62.85% 	23% 

Housemark Data - Domestic EICR certified up to five years old	5535	394	89	305	94.75% 	N/A
Non-domestic Testing	130	4	4	0	100% 	100% 
PAT Testing	37	0	0	0	100% 	100% 
Comments: Domestic Testing started slow this year with poor access. Additional electricians have started on the contract to improve and speed up the progress. This is being closely monitored to make sure the programme moves on						





Water Safety

Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Legionella	163	10	10	0	100% 	100% 
Gladstone house Bacteria Testing Potable Water	1	0	0	0	100% 	100% 
Comments: All compliant						









Lifting Equipment

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Passenger and Goods Lift Servicing	96	8	8	0	100% 	100% 
Stair lift Servicing	92	19	17	2	97.83% 	87.47% 
Hoist Servicing	30	10	8	2	93.33% 	80% 
Comments: All four (2 x stair lifts and 2 x hoists) out of compliance have appointment made with the tenant (one is at the end of July due to the tenant having operations and not being available)						

Environmental

Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Play Park Inspections	884	85	85	0	100% 	100% 
Tree Surveys	1	0	0	0	100% 	100% 
Comments: All Compliant Tree surveys are undertaken every 5 years and were completed in March 2019						

Blocks

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
General Block Inspections	1164	100	100	0	100% 	100% 
Gladstone House Air Conditioning	1	0	0	0	100% 	100% 
Gladstone House Commercial Ductwork	1	0	0	0	100% 	100% 
Community Rooms	396 (33 community rooms inspected monthly)	33	33	0	100% 	100% 

Comments
All compliance

Four blocks on Wolfit Avenue were missing from the programme discovered 02-06-21, included from June 2021 onwards.

This month we have added in the monitoring of the community rooms, this covers the following:

- Fire doors - condition
- Fire Extinguishers - condition
- Fire Signage – in place
- Means of Escape – kept clear
- Emergency Lighting – working order
- Residents – any ASB
- Water Temp – legionella flush out
- Kitchen - condition
- Toilets - condition
- Notice Board – up to date

Outstanding issues in communal rooms

Block	Issue date reported	Outstanding issue
Wellgreen House	14/6/21	Ceiling replacement/repair
Beaumont Walk	14/6/21	Ants nest, gents toilet
De Lacy Court	7/6/21	Taps in toilet not working

HOMES & COMMUNITIES COMMITTEE

13 SEPTEMBER 2021

MEH LAD 2 GRANT FUNDING PROJECT - UPDATE

1.0 Purpose of Report

1.1 To provide Members with an update on the progress of the Midlands Energy Hub (MEH) Local Authority Delivery 2 (LAD 2) Grant Funding Project to provide major energy efficiency improvement measures to 73 homes on low incomes.

2.0 Background Information

2.1 The Council confirmed its participation and acceptance of the government grant of £724,850 on 15 April 2021, to enable approximately 73 (20 social homes owned by the Council and 53 private sector homes) low income households in poorly insulated homes to benefit from either solid wall insulation or installation of solar photovoltaic panels.

2.2 Prior to accepting the grant allocation for this project verbal approval for the scheme was given by the following Councillors in principle:

- David Lloyd (Leader – Conservative)
- Paul Peacock (Labour – Leader of the opposition)
- Tim Wendels (Conservative – Chair Homes & Communities)
- Kathleen Arnold (Labour).

2.3 Approval for contract procedure rules exemption was verbally approved by the Section 151 Officer first and then the SLT on 19 May 2021 due to the tight deadlines for acceptance of the grant.

2.4 Initially NCDS were not going to bid for grant as we did not have the resources to deliver the programme. However, discussions with two neighbouring authorities (Gedling and Rushcliffe) raised the prospect of working in partnership with EON to deliver our programme. Following initial discussions with EON a proposal was drawn up and submitted for approval by SLT before being lodged with the MEH on 24 May 2021.

2.5 Two target areas have been established for the measure as the Council's top ranking wards in terms of % of households living in fuel poverty. These are Bilsthorpe and Boughton.

3.0 Update

3.1 On 25 June 2021 approval was received from MEH that our proposal had been accepted and the first grant element of £2,750 was released.

3.2 The Council also received £72,485 on 23 July 2021 for administration and mobilisation of the project.

3.3 So far, the Council has identified 35 homes, 20 Council-owned homes and 15 privately owned homes. The 20 Council-owned homes will receive the solar panel measures, subject

to receiving the tenant's agreement. A letter is being sent to these tenants as the first communication, explaining the scheme and encouraging participation. In addition the first flyer has gone out to owner-occupiers and we have already received interest from 7 residents. An income assessment will then be made to ensure applicants' incomes are below the threshold of £30,000 per household required under the grant funding.

3.4 On 20 August 2021, we received confirmation from MEH that the Department for Business, Energy & Industrial Strategy have extended the deadline for completion of works from 31 December 2021 to 31 March 2022. This is most welcome given the initial delay in realising funds for administration and mobilisation.

4.0 Equalities Implications

4.1 There are no direct equalities implications arising from this report. Any proposed changes to operations and any consequential impact upon tenants and staff will need to be considered in terms of any possible negative impacts upon people with protected characteristics, but none are envisaged at present.

5.0 Digital Implications

5.1 None

6.0 Financial Implications (FIN21-22/1879)

6.1 The urgency item approved in April 2021 included approvals to changes to the budget as follows:

- £84,148.28 of the grant be initially added to the HRA Capital Investment Programme to support the current budget of £150,000 making £234,148.28 available for the works to the 20 Council Dwellings.
- A general fund Capital budget be set up for £578,175.57 for the works to the privately owned properties via EON (which would be passed to EON under the contractual arrangement for this scheme).
- The remaining part of the £724,850 grant (of £62,526.15) as it stands £5,073.99 is unlikely to be required, and £57,452.16 be set up in revenue for managing and administering the programme.

6.2 The £41,930.85 Council contribution as per the summary, was already available for Energy Efficiency within the Council House Investment Programme and was intended for use on PV units. The grant available to the HRA of £84,148.28 will mean that the Housing Asset Management Team will be able to carry out more PV unit installations in 2021/22 and the budget will be increased by the grant amount. All other costs are 100% funded by Grant.

7.0 Community Plan – Alignment to Objectives

7.1 This report supports two objectives in our Community Plan - Create more and better quality homes through our role as landlord, developer and planning authority and improve the health and wellbeing of local residents.

8.0 Comments of Director(s) or Housing Advisory Group

8.1 The MEH LAD2 funding provides an excellent opportunity to improve the energy efficiency of Council-owned homes and private sector homes in two priority areas.

9.0 RECOMMENDATION(S)

The project update be noted.

Reason for Recommendation(s)

Background Papers

None

For further information please contact (Caroline Wagstaff) on Ext. 5637

Suzanne Shead
Director – Housing, Health and Wellbeing

HOMES & COMMUNITIES COMMITTEE

13 SEPTEMBER 2021

HOME ENERGY CONSERVATION ACT (HECA) BI ANNUAL REPORT 2021

1.0 Purpose of Report

1.1 To inform members and share the content of the annual submission for Home Energy Conservation to the Department of Business, Energy & Industrial Strategy (BEIS) (see Appendix 1). This report was submitted online on 31st May 2021 to comply with BEIS's deadline.

2.0 Background Information

2.1 This report shares what energy conservation measures have been adopted to improve energy efficiency of residential accommodation within the district. This covers measures across all tenures and not just the Council's social housing stock.

2.2 The submission has been written in collaboration with officers from Environmental Health and our Environmental Policy and Projects Officer.

3.0 Proposals

3.1 None

4.0 Equalities Implications

4.1 None

5.0 Digital Implications

5.1 None

6.0 Financial Implications FIN21-22/2285

6.1 None

7.0 Community Plan – Alignment to Objectives

7.1 This report supports two objectives in our Community Plan - Create more and better quality homes through our role as landlord, developer and planning authority and improve the health and wellbeing of local residents.

8.0 Comments of Director(s) or Housing Advisory Group

8.1 This report is for information to enable Committee members to review our annual submission to BEIS in relation to the Home Energy Conservation Act.

9.0 RECOMMENDATION(S)

For members to note the report.

Reason for Recommendation(s)

Background Papers

Please see below in Appendix 1 the Home Energy Conservation submission report.

For further information please contact (Caroline Wagstaff) on Ext. 5637

Suzanne Shead
Director – Housing, Health & Wellbeing

HECA Report 2021 Questions

Note: All questions have a 4000-character limit (Approx. 500 words)

Introductory Questions		
Name of Local Authority: Newark & Sherwood District Council		
Type of Local Authority: District Council		
Name and contact details of official submitting the report: Helen Richmond (helen.richmond@nsdc.info)		
Job title of official submitting the report: Energy & Home Support Officer		
1.0 Headline and Overview Questions		
1.1	Does your Local Authority have a current strategy on carbon reduction and/or energy efficiency for domestic or non-domestic properties?	(Y/N) N
1.2	<p>If yes, please provide a link: But the Council has a 10 year carbon management plan (currently under review) which is published on its website http://www.newark-sherwooddc.gov.uk/energy/homeenergyconservationact/ The Climate Emergency strategy sets out a more detailed pathway to a sustainable future for Newark and Sherwood District Council. Our plans for carbon management are a key part of our environmental ambitions. The Authority over the next 5 years is prioritising LED lighting and Solar PV on the Councils Corporate and Leisure buildings.</p> <p>As part of our Asset Management Strategy for domestic properties owned by the Council we are developing a more holistic approach to capital investment spend which utilises carbon neutral initiatives when upgrading properties in a cost-effective manner. In addition, we are developing a methodology for assessing the success/impact of renewable energy heating systems that are currently be fitted into our new build homes.</p> <p>The council has a new build development program, which is currently delivering 335 new council homes within the district over a 5 years period. The program has now started to explore non-traditional greener heating solutions for its properties such as air source heating, solar panels linked to battery storage powering electric combi boilers linked to both under floor heating and properties with traditional wet radiators. Roof mounted solar thermal systems. Our current trials are ahead of the 2025 date when developers should cease installing traditional gas boilers in new build properties.</p> <p>The new build development programme is also exploring the viability of modern methods of construction to further improve the insulation, energy performance and the construction of the properties the Council develops. This strategy is in line and driven by the councils community plan to accelerate the delivery of safe and efficient homes for its tenants. Also the Council are completing a full review of our HRA Business Plan that will set out how carbon reduction in our new and existing stock will be funded, alongside other priorities such as building and fire safety..</p>	
1.3	<p>If no, are you planning to develop one? As part of the Council's social housing Asset Management Strategy we are developing an approach to carbon reduction within our housing stock that improves energy efficiency whilst testing a range of alternative sustainable energy solutions.</p>	(Y/N) Y
1.4	a. What scheme(s) is your Local Authority planning to implement in support of energy saving/carbon reduction in residential accommodation properties in the next two years?	

Subject to funding, the Council plans to continue to provide the Warm Homes on Prescription (WHOP) service.

We plan to continue working with current and future Energy Company Obligation schemes, as well as planning and implementing our own targeted ECO LA Flex schemes to enable owner occupiers to insulate and heat hard to treat/heat homes.

We will deliver the Green Homes Grant: Local Authority Delivery Phase 2 to carry out measures of saving householder's money, cutting carbon and creating green jobs via use of Regional Energy Hubs and Eon partnership.

We will carry out a new stock condition survey for our owned domestic premises and calculate the costs and develop plans to improving our current average band C rating to an individual property band C rating, or above.

We currently commission a local Debt Advice Service from Citizens Advice and this will continue.

The Council also plans to subscribe to a public-facing communications service provided by Marches Energy Agency.

We will continue working with trusted partners such as the Nottinghamshire-wide Warm Homes Hub which offers support to residents struggling with their health, household income and energy costs.

1.5	What has been, or will be, the cost(s) of running and administering the scheme(s), such as the value of grants and other support made available, plus any other costs incurred (such as administration) as desired.
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Green Homes Grant: Local Authority Delivery Phase 2 £724,850 for 2021.
Warm Homes on Prescription grant not yet confirmed.

The Council incurs administrative costs associated with the programmes in 1.4 of £74,650 per annum.

A challenge for the Council is the swift responses required to grant funding opportunities that challenge our procurement arrangements and the gap in our resources on carbon and project management for successful bids.

1.6	What businesses, charities, third sector organisations or other stakeholders do you work with to deliver the scheme(s)?
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Newark & Sherwood District Council works with a plethora of organisations to develop and deliver the fuel poverty alleviation schemes mentioned above, including:

- Other district/borough/county councils within Nottinghamshire
- Referral partners such as GPs, health & social care professionals and council officers
- Charities such as Citizens Advice and Age UK Nottingham & Nottinghamshire
- The Coal Industries Social Welfare Organisation
- Nottinghamshire Fire & Rescue Service
- Local contractors such as Vinshire Plumbing & Heating Ltd and UK Gas Services Ltd.
- Local insulation companies such as Westville Insulation Ltd.
- ECO funding providers, energy suppliers and managing agents such as AgilityEco

	<ul style="list-style-type: none"> • Nottingham Energy Partnership (NEP) • Marches Energy Agency (MEA) • Landlords and letting agents • Councillors • Efficiency East Midlands (EEM)
1.7	What has been, or will be, the outcome of the scheme(s)? These outcomes could include energy savings, carbon savings, economic impacts such as job creation and/or increased business competitiveness or societal impacts such as alleviation of fuel poverty and/or improved health outcomes etc.
<p>The schemes outlined above help achieve improved health outcomes, alleviated/reduced fuel poverty by delivering affordable warmth and contribute towards both energy and carbon savings.</p> <p>Using local delivery partners helps protect/create jobs and brings wider societal impacts such as warm homes in which children and the elderly don't just survive but thrive.</p> <p>Improvements in domestic energy efficiency are contributing towards the government's Fuel Poverty Strategy; moving as many fuel poor residents as possible towards EPC Band C.</p> <p>Case Study</p> <p>PB was having problems with her heating so approached the council for help as she has few savings and couldn't afford to replace her ailing boiler. The Council's Energy advisor referred PB (an elderly home owner, living alone) to Citizens Advice to get free, confidential advice on maximising her income and getting a better energy deal.</p> <p>PB has several long-term health conditions and Citizens Advice identified that she qualified for Attendance Allowance. They helped her make an application and she was awarded Attendance Allowance at the highest level. This award qualified PB for Guarantee Pension Credit and full help with her council tax. Her benefit entitlement increased her weekly income by circa £135/week. Being entitled to Guarantee Pension Credit also meant PB met the council's criteria for help with a new free boiler. Citizens Advice then checked her energy tariff and carried out a comparison, discovering she could save up to £352 on her annual energy bills by switching to a different Supplier.</p> <p>PB also met the criteria for the Warm Home Discount which entitled her to an additional £140 payment into her electricity account. As her son (who lives nearby) dealt with her energy bills and operated an online account on her behalf, she gave Citizens Advice permission to contact him with the relevant details and they advised him how to switch once the Warm Home Discount had been paid to PB's account.</p>	
2.0 Communications	
2.1	Does your local authority provide any advisory service to customers on how to save energy? (Y/N) Yes
2.2	If yes to question, please briefly outline how this is undertaken (or enter 'N/A' if appropriate)
<p>The Council subscribes to a public-facing communications service which provides residents with information, advice and education on domestic energy efficiency, carbon emissions reduction and affordable warmth. This service is delivered by third sector partner, Marches Energy Agency.</p> <p>A website provides advice and guidance to residents and active low carbon community groups to encourage and support domestic energy efficiency and other low carbon behaviour change. One-to-one advice is available for community groups wanting to set up community energy schemes or undertake low carbon initiatives. This partnership also enables access to training for front-line staff, including social workers, health professionals and Councillors.</p> <p>In addition, the Council uses its own website to promote energy saving home improvement grants, such as the Green Homes Grant voucher scheme, and other relevant support available to residents.</p>	
2.3	How do you communicate or encourage energy saving amongst domestic consumers and/or local business?
<p>The Council is a member of the Nottinghamshire & Derbyshire Local Authorities' Energy Partnership which commissions the delivery of an ongoing publicity campaign to raise awareness and encourage action on domestic energy efficiency. Charity, Marches Energy Agency (MEA), delivers this service</p>	

<p>which includes an informative website http://www.everybodys-talking.org, providing tips on energy efficiency and affordable warmth; tailored support is also given by MEA to community groups which are active in promoting energy efficiency, renewable energy and carbon reduction locally. The Council uses its own website to promote energy saving home improvement grants, such as the Green Homes Grant voucher scheme, and other relevant support available to residents. Residents who contact the Council for energy efficiency advice are generally referred to the government-supported Simple Energy Advice website. The Council's 'Invest in Newark & Sherwood' business service operate a range of support programmes for business growth and diversification. This includes training and awareness programmes with key partners such as the East Midlands Chamber, Nottinghamshire Business Venture, Nottinghamshire Business Growth Hub, Local Colleges and Government departments. This training has included procurement, intellectual property, digital, skills and there is an intent to deliver awareness and training to business in carbon net zero and energy saving. Further the team also operate a 'grantfinder' programme and seek to provide businesses with direction in how to access finance for initiatives and programmes including on energy saving offers.</p>		
3.0 Local Green Supply Chains		
3.1	Have you made any assessment, or undertaken any analysis of the existing capacity in your local energy efficiency retrofit supply chain to support the decarbonisation of buildings by 2050? If Yes, please summarise the outcomes.	No
3.2	What actions are you taking, if any, to upskill and/or grow the local energy efficiency installer supply chain? This could include the facilitation of training, and local installer networking opportunities.	N/A
The Council will consider a range of offers in the next three years 2021-23.		
3.3	What actions are you taking, if any, to promote energy efficiency and the installer supply chain to consumers, and encourage households to consider energy retrofit?	
The Council promotes the use of energy efficient products amongst consumers through the various schemes outlined above.		
3.3b	If no action is taking place in either of these two areas, please let us know of any barriers you have encountered.	Yes
	Not having sufficient resources or funding for resources to take action in this area.	
3.4	How effectively is your LA able to engage (Trustmark/PAS2035/PAS2030 certified) installers?	Do not directly engage.
3.5	Do you have any plans to develop policies or initiatives in this space over the next five years as part of supporting your local decarbonisation efforts?	Yes
The Council is in the process of completing its de-carbonation strategy.		
4.0 Social Housing		
4.1	What action, if any, has your LA taken to install energy efficiency or low carbon heat measures in social housing? Have these been installed to a satisfactory quality? What actions (if any) have your social housing partners taken?	
<p>The council funded through Renewal heating Incentive 2; has to date installed 24 air source heat pumps in social housing properties that were off gas mains supply and were using oil based fuel systems and solar thermal insulation where there was a solid wall construction.</p> <p>Over 5 year period the Council has insulated 714 (including all our Wimpey-No-fines) in our domestically owned stock.</p> <p>We have fitted solar PV 420 to social housing properties.</p>		
4.2	Do you have easy access to the information/knowledge within your organisation that you would expect to need for social housing retrofit	Partly

	projects? (e.g. stock condition; property data; approach to procurement; alignment with existing internal maintenance/upgrade plans; tenant engagement and management plans; costings). If no, would it be easy/difficult to obtain this information?	
<p>Whilst the Council currently has access to stock condition data, we recognise that all our data needs refreshing and a 20% stock condition survey project will commence in July 2021.</p> <p>The Council are also upgrading the IT system to ensure it can hold the data we are collecting as well as refreshing our energy efficiency modelling for our stock.</p> <p>Once this data has been assessed it will form the revised capital investment programme for all the Council's social housing.</p> <p>The Council continue to work on alignment of day to day repairs and longer term investment programmes to ensure value for money.</p> <p>The Council will be looking at our new tenant engagement and participation model this year that will include how we engage around carbon reduction and responding to the Social Housing Charter.</p>		
4.3	Have you experienced any challenges to retrofit, including during any previous government schemes you have taken part in (e.g. supply chain, funding, tenant cooperation, mixed tenure, split incentive, policy clarity, etc)? Please provide some detail. Have social housing partners reported any challenges to retrofit?	
<p>The Council has not participated in some grant schemes due to the tight deadlines for completion, a lack of resource in-house to manage the schemes and the small supply of suitable contractors in the area.</p> <p>Some of our blocks are mixed tenure which makes engagement challenging if the leaseholder has no access to funds.</p> <p>A challenge for NSDC is our overall EPC rating is C, and nothing below a D – following all works completed via Decent Homes Programme so access to funding is limited as in some cases our stock isn't the most poorly rated.</p> <p>There also remains some confusion on the impact of improvements on a Right To Buy application as this may affect our ability to retrofit if the tenant is looking to purchase and will lose discount due to works completed. Equally the Council is investing in homes that are moving into the private sector and has no recompense for this.</p> <p>Over 50% of our tenants are over 60 and the level of disruption /timing of previous schemes (particularly with the pandemic) has meant a lot of our homes that could be included have not been put forward due to timing.</p>		
4.4	How does your LA currently/how will your LA in future plan to go about identifying suitable housing stock and measures for retrofit? How do social housing partners identify suitable stock? By the same measures or via a different method?	
<p>Working in partnership with other stakeholders and current partners in the district and obtaining robust stock condition data for the council's social housing stock. In the private rented sector, developing the relationship with private landlords in the DASH forum by sharing practical advice on improving energy efficiency.</p>		
4.5	What considerations would make you more or less likely to apply for government funding? If known, what is the opinion of your social housing partners?	
<p>Simple application processes with longer timescales to complete the work, longer term funding programmes i.e. over 5 year not year on year, support for administration and project management. Also, how this links into wider regeneration as some stock, whilst it can be retrofitted would be better to be regenerated as it becomes no longer fit for purpose – there is no scope for this in current funding streams.</p>		
4.6	To what extent are social housing tenants willing or unwilling to undergo retrofit, and what are the barriers and facilitators to their participation? If known, is this the same opinion across all social housing tenants or is it different with HA and ALMO tenants?	Not known
	It is likely these are ease of use of new / unfamiliar technology, impact on rents and impact on their energy bills. The Council will consult with tenants	

	over 2021 to understand the barriers to retrofitting within the district.	
4.7	Does the approach to retrofit change for leaseholders in mixed tenure blocks? What encourages them to co-operate?	
	The Council have low numbers of leaseholders who will be included in the consultation above.	
5.0 Domestic Private Rented Sector (PRS) Minimum Energy Efficiency Standards		
5.1	Is your authority aware of the PRS Minimum Efficiency Standards regulations requiring private rentals in England and Wales to meet a minimum energy performance rating of EPC Band E as of April 2020, unless a valid exemption applies?	(Y/N) Y
5.2	Which team within your authority is responsible for, leading on enforcement of the PRS minimum standard? Please provide the contact details of the person leading this team.	
Alan Batty (Business Manager, Environmental Health & Licensing). Email: alan.batty@newark-sherwooddc.gov.uk		
5.3	What method or methods does your authority use to communicate with landlords and tenants about the standards and other related issues?	
<p>The delivery of a Landlords Forum within current restrictions has been difficult but the Authority contributed to a virtual on-line forum hosted by DASH; made available to all private sector landlords in the North Notts area. Issues surrounding energy efficiency were highlighted, together with on-going changes to statutory obligations placed on the sector (e.g. minimum EPC standards and the relationship with the Housing Health & Safety Rating system, practical ways to improve energy efficiency and the financial assistance available).</p> <p>Tenants have proved more difficult to target, despite a proactive advertising campaign, so help is given on a case-by-case basis.</p>		
5.4	What barriers, if any, does your local authority face enforcing these regulations (e.g. identifying non-compliant properties/landlords, budgeting/resourcing, any legal issues)?	
<p>Tenants have proved more difficult to target, despite a proactive advertising campaign, so help is given on a case-by-case basis. This has been exacerbated by having absent landlords and a small private rented market that means demand far outstrips supply. There is therefore, not necessarily an incentive or the drive for private landlords to improve properties</p>		
5.6	Do you directly target landlords of EPC F and G rated properties to enforce these regulations? If yes, how? If no, please explain.	(Y/N)
<p>NSDC protocol is to request a copy of the EPC in all complaints by tenants against their Landlord. This response complements the proactive work taken by this Authority. The Authority is currently exploring options for improving our knowledge of non-compliant PRS properties (via the Local Authority Energy Partnership and a potential stock condition-modelling project) and this data will be used for an initial mail shot plus subsequent targeted enforcement (if deemed appropriate/proportionate/affordable).</p>		
6.0 Financial Support for Energy Efficiency		
6.1	What financial programmes, if any, do you have to promote domestic energy efficiency or energy saving? If applicable please outline the budget (and % of the budget that is used), where such funding is sourced and where it is targeted. (If you do not have any financial assistance programmes, please enter 'N/A' and move onto the next section 'Fuel Poverty')	
<p>The Warm Homes on Prescription programme (WHOP) is now managed and delivered locally to Newark and Sherwood District Council's residents as an integral part of the Energy & Home Support team's offer.</p> <p>WHOP targets fuel poor owner-occupiers/private-renters with long term, cold-sensitive health conditions. To qualify, householders need to either be in receipt of a qualifying passport benefits or have a gross household income of no more than £16,010 per annum. Savings and investments must not exceed £16K.</p> <p>WHOP installations are funded primarily by the Better Care Fund (plus ECO contributions where appropriate).</p>		

<p>The Covid-19 pandemic has resulted in a reduction in spend for WHOP for the financial year 2020/21. However, any unallocated funding will be carried forward into the next financial year and re-invested into future WHOP activity 2021-23 estimated at £200k.</p> <p>Newark & Sherwood District Council's is currently completing a park homes improvement project in the deprived ex-coalfield community area of Ollerton. This scheme, funded by the Warm Homes Fund, resulting in the first time mains gas connections to 44 park homes, together with the replacement of expensive-to-run LPG/solid fuel heating systems to mains gas. The total capital value of this scheme is circa £200K.</p>		
<p>6.2. What future investment for energy efficiency or low carbon heat measures do you have planned, and when are these investments planned for?</p>		
<p>The Council is currently in talks with Cadent, the Warm Homes Fund and other strategic partners regarding future investment plans but, at the time of writing, proposals are still at early development stage. As outlined above, the Council's own housing asset strategy has targeted for all its domestically owned buildings to be EPC C rating or above by 2026 the details of how this will be achieved have not yet been agreed.</p>		
<p>7.0 Fuel Poverty</p>		
7.1	Does your local authority have a fuel poverty strategy?	(Y/N) Y
<p>The Council's priorities, ambitions, achievements and plans are summarised in our bi-annual HECA report (http://www.newark-sherwooddc.gov.uk/energy/homeenergyconservationact/) which shows how, locally, we are supporting the aims of the Fuel Poverty Strategy for England and the statutory target to ensure that as many fuel poor homes as is reasonably practicable achieve a minimum energy efficiency rating of Band C by 2030.</p> <p>The Council collaborates with other councils across Nottinghamshire and Derbyshire as the Local Authorities' Energy Partnership (LAEP) to tackle fuel poverty. All LAEP councils have an intention to tackle the 'worst first' both in terms of the most energy inefficient housing and the most fuel poor and vulnerable households. This has resulted in the development and delivery of highly effective warm and healthy home programmes across the area and, specifically, the Nottinghamshire Warm Homes on Prescription project. This targets the most vulnerable fuel poor householders who also suffer from long term health conditions made worse by the cold. Over the last two years hundreds of individuals have been assisted with a combination of fully funded new heating systems, gas connections and insulation, and assistance to maximise income and reduce energy costs across the county.</p> <p>The limited human resources available within Newark & Sherwood District Council make it impossible to assist the broader fuel poor population, so councils' strategies aim to guide and support all fuel poor residents to access whatever help is available. Nottinghamshire County Council Public Health commissions local charity Nottingham Energy Partnership (NEP) to provide a Healthy Housing programme which supports residents to access local and national grants that tackle fuel poverty.</p> <p>Other collaborative partnerships have recently been formed (such as the Nottinghamshire-wide Warm Homes Hub) which are enabling Newark & Sherwood District Council residents to be signposted to ECO/ECO LA Flex/GNG LAD funded energy efficiency home improvement measures.</p>		
7.2	What steps have you taken to identify residents/properties in fuel poverty? (enter 'N/A' if appropriate). What blockers, if any, have there been in identifying households in fuel poverty?	
<p>The WHOP project helps identify, target and assist the most vulnerable fuel poor residents through a now well-established support process. Clients are referred into the project by a network of trusted partner organisations that deliver frontline services such as environmental health officers, health & social care professionals and consumer advice organisations.</p> <p>The wider fuel poor population are assisted through the Healthy Housing programme, outlined above, which is promoted through a range of community activities such as flu clinics and stalls at public</p>		

	<p>events.</p> <p>Park Home residents are at relatively high risk of fuel poverty and were previously targeted for Warm Homes Discount payments. (The Council wrote to residents reminding them of the need to apply for the grant directly to the charity, Charis, to avoid missing out.) We then applied for Warm Homes Grant Fund funding to pro-actively target a park homes site where a high proportion of residents were known to be living on low incomes and struggling to achieve affordable warmth. The scheme is nearing completion and has benefitted over 40 low income residents by providing mains gas connections/gas central heating to replace the expensive LPG/solid fuel alternative.</p> <p>N.B. Blockers – limited resources, creating demand can't satisfy</p> <p>The Council are undertaking “getting to know you” visits with all our tenants over the next two years, part of this contact is to understand how well the home is working for the residents and issues around affordability including fuel poverty.</p>
7.3	<p>How does fuel poverty interlink with your local authority’s overall carbon reduction strategy? (enter ‘N/A’ if appropriate)</p>
	<p>The Council acknowledges the requirement for local government to improve the energy efficiency of residential accommodation as outlined in the Climate Change Act 2008 and has an ambition to reduce domestic emissions of carbon dioxide and to help reduce fuel poverty across the district.</p> <p>Improvements in a home’s energy efficiency is likely to result in an overall reduction in carbon emissions even if the household was under-heating the home due to fuel poverty; given the tight constraint on finances in these circumstances, a household is likely to aim to spend at least a little less on its heating than prior to improvements as long as the home is also warmer – a balancing act that can be achieved if a significant improvement in energy efficiency can be achieved.</p>
7.4.	<p>Please highlight any fuel poverty issues specific to your area.</p>
	<p>Park Homes in Newark & Sherwood district have been specifically identified as difficult to heat. We have a number of areas that are off gas, and or very old buildings that are not easy to retrofit. Some of our residents are asset rich and cash poor making upgrading homes very difficult.</p> <p>In the mainly rural and old mining communities in the west of the district, the working population is expected to significantly drop in the next 18 years, and that on top of current below average wages (for Nottinghamshire) and higher proportion in part-time employment in these areas will make it difficult for families to move out of poverty.</p>
7.5	<p>What measures or initiatives have you taken to promote fuel cost reduction for those in fuel poverty? (enter ‘N/A’ if not appropriate) Include information on partnerships with local businesses or energy providers you have.</p>
	<p>Previously, the LAEP has engaged with fuel tariff switch provider iChoosr to investigate the merits in a whole county approach to encouraging residents, particularly those in fuel poverty, to seek a cheaper fuel tariff. A pilot auction was held in Nottinghamshire which demonstrated the potential impact of the initiative which works by aggregating the ‘buying power’ of large numbers of residents and seeking the best tariff on the day of the auction. Newark and Sherwood District Council promoted the offer on the council’s website.</p> <p>The WHOP project (via its partnership with Citizens Advice Sherwood & Newark) and the Healthy Housing project both offer fuel tariff switching advice and support on a bespoke basis to households in fuel poverty both private and social housing sector.</p> <p>We also work with Severn Trent to promote initiatives that encourage savings on water bills.</p>
<p>8.0 Green Homes Grant Local Authority Delivery Of the £2bn Green Homes Grant scheme introduced in summer 2020, £500m was assigned for Local Authority Delivery (LAD). LAD enables Local Authorities to bid for grant funding to support low income households in their area with energy efficiency and low carbon heating upgrades. £200m was made available through Local Authority grant competitions in 2020, known as phases 1A and 1B and £300m was allocated under Phase 2 between the five regional Local Energy Hubs.</p>	
8.1	<p>Has your Local Authority Participated in GHG: LAD? Yes If no, please indicate what barriers prevented you from participation in the scheme.</p>

<p>8.2 Would your Local Authority be in a position to manage the delivery of upgrades through a scheme such as LAD in 2022? Yes with support</p> <p>If no, please indicate what barriers would prevent you from delivering upgrades in your area.</p> <p>Support with resources (maybe across a number of LAs in Notts) to enable us to manage a fast-turnaround upgrade scheme. Also local and national contractors indicate very limited capacity due to high demand for their services. We are seeing these challenges in existing procurement exercises.</p>		
<p>9.0 The Energy Company Obligation</p>		
<p>The Energy Company Obligation (ECO) is an obligation on energy suppliers aimed at helping households cut their energy bills and reduce carbon emissions by installing energy saving measures. Following the Spring 2018 consultation, the Government set out in its response that ECO3 will fully focus on Affordable Warmth – low income, vulnerable and fuel poor households.</p> <p>The recently introduced ECO “flexible eligibility” (ECO Flex) programme allows LAs to make declarations determining that certain households in fuel poverty or with occupants on low incomes and vulnerable to the effects of cold homes, are referred to ECO obligated suppliers for support under the Affordable Warmth element of ECO. LAs involved are required to issue a Statement of Intent that they are going to identify households as eligible, and the criteria they are going to use; and a declaration that the LA has been consulted on the installation of measures in a home.</p> <p>LAs involved in the LA Flex programme are required to issue a Statement of Intent that they are going to identify households as eligible, and the criteria they are going to use; and a declaration that the LA has been consulted on the installation of measures in a home.</p>		
9.1	<p>Has your local authority published a Statement of Intent (Sol) for ECO flexibility eligibility?</p> <p>If yes, please include a link to your Sol below.</p>	<p>(Y/N)</p> <p>Yes</p>
<p>https://www.newark-sherwooddc.gov.uk/energy/energycompanyobligationflexibleeligibility/</p>		
<p>9.2. • Has your local authority published a Statement of Intent (Sol) for ECO flexibility eligibility? (N)</p> <p>Please answer the following questions to help us to understand LA Flex delivery in more detail:</p> <ul style="list-style-type: none"> • How many declarations were issued for low income vulnerable households? • How many declarations were issued for Fuel Poor households? • How many declarations were issued for in-fill? • What is the highest income cap published in your Sol? • If you have used an income over £30k gross, what reason have you given? 		
<p>Homes not connected to the gas grid and/or without central heating and likely to be using more expensive alternatives such as electricity or solid fuel for heating/hot water, making them ‘high cost’ and this is often reflected in the Energy Performance Certificate (EPC) rating. Installing a gas connection and first time gas central heating are costly home energy improvement measures which often prove unaffordable for lower income families. For this reason, the Council is focusing resources in this area and, along with the other 6 district/borough councils participating in this County-wide First Time Central Heating: Warm Homes Hub initiative, we have agreed to use consistent qualifying gross household income levels, based on household composition. The qualifying gross household income for a family comprising 2 adults and 4 or more children is ≤£51,909 including all state benefits and an EPC rating of D or below.</p>		

<p>9.3 Do you charge for declarations to be signed? No If so, please state how much? N/A</p>	
<p>10. Smart Metering</p>	
10.1	<p>Please provide a brief statement outlining your current or planned approach to promote smart meter take up and supporting residents to achieve benefits.</p> <p>NONE</p>
<p><i>The Council works with partners such as Citizens Advice, Nottingham Energy Partnership, Age UK Nottingham/Nottinghamshire, Marches Energy Agency and others, e.g. energy suppliers, to ensure smart meters are promoted to residents alongside other relevant energy saving measures.</i></p>	
10.2	<p>Please provide further information on activities relating to smart metering, including but not limited to:</p> <p>a. Integrating approaches to delivering energy efficiency improvements in residential accommodation. Promoting the take-up smart meters and ensuring residents understand the benefits smart metering can bring is integrated into all home energy efficiency projects and initiatives supported by the Council.</p> <p>b. Arranging for smart meters to be installed by energy suppliers in vacant social housing premises? No</p> <p>c. Using social landlords to promote smart meter uptake? No programme at present</p> <p>d. Including smart meters in landlord licencing schemes N/A</p>
<p>As reported in the Council's last HECA report in 2019, LAEP councils intend to promote the installation of second generation meters once they become widely available.</p> <p>Where appropriate for the householder, these will be offered as part of the Council's energy efficiency interventions, including clients assisted through the Warm Homes on Prescription programme and other wider fuel poor project offered to residents.</p>	
<p>11.0 Future Schemes or Wider Initiatives</p>	
11.1	<p>Please outline any future schemes or wider initiatives not covered above that your local authority has carried out or is planning to undertake to improve the energy efficiency of residential accommodation.</p>
<p>Nottinghamshire-based councils (county, city and district/boroughs) are working in partnership with a large energy supplier to deliver a joint initiative for the installation of first time gas central heating and gas connections in fuel poor off-gas homes.</p> <p>Newark & Sherwood District Council has just completed a Warm Homes Fund scheme which fully funded first time gas connections and replaced expensive-to-run LPG/solid fuel heating systems and cooking appliances in 42 park homes within a deprived, ex coalfield area of the district. This follows an earlier successful Warm Homes Fund bid that enabled gas connections and first time central heating to replace old, expensive electric heating in 89 low income homes, half of which were owner occupied and half privately rented.</p> <p>We are currently considering whether it is feasible to develop a multi-council GHG LAD Phase 2 bid, buying-in expertise from Nottingham City Council's Energy Team to provide the additional human resource needed by smaller district/boroughs to help procure and project manage this short-term initiative.</p>	

HOMES & COMMUNITIES COMMITTEE

13 SEPTEMBER 2021

AFFORDABLE HOUSING DELIVERY 2020/21

1.0 Purpose of Report

- 1.1 To provide the Committee with detail on affordable housing delivery across the district for the financial year 2020/21, along with a guide on future anticipated delivery.
- 1.2 An update will also be provided on the progress being made to deliver the approved 5 year Council housing (*Housing Revenue Account*) development programme including progress on the Broadleaves Extra Care Scheme at Boughton.

2.0 Background Information

- 2.1 The delivery of additional affordable homes across the district continues to be a strategic priority for the Council with an objective of the Community Plan being to; '*Accelerate the supply of new homes including associated facilities*'.
- 2.2 There is an ongoing requirement to develop a mixed provision of affordable homes to meet the requirements of younger people, families with young children and older people across the district's urban and rural communities.
- 2.3 The Council, along with enabling the supply of new affordable housing, continues to deliver directly new build Council owned homes. Phases one and two were delivered through its Housing Revenue Account (HRA) development programme in partnership with its housing management company, Newark and Sherwood Homes (NSH). Since February 2020, the Council brought back into house its arms-length management organisation and the same team delivered phase three and continues to be responsible for delivering the programme.
- 2.4 In addition to the Council's own developments, a range of approaches are adopted to secure the delivery of new affordable housing units in the district, through working with Registered Providers and developers to provide 100% affordable housing schemes and S106 housing.
- 2.5 The delivery of affordable housing is set against the Council having a robust evidence base of housing need. The Council sought approval to update the DCA 2014 Housing Market and Needs Assessment from this committee on 10th June 2019 (Item 7 refers). On committee approval, the Council underwent a tender exercise and commissioned Arc4 (Consultants) to commence a district wide housing needs assessment, the findings of which were presented to this committee in January 2021.
- 2.6 The 2020 assessment indicated a total net affordable housing need of 1,566 units per annum (677 @ 2014) and after deducting the annual supply of housing, the shortfall for the next 5 years was 243 homes per annum (152@ 2014).
- 2.7 The Council owns 5,516 dwellings (*31 March 2021*), with 28 homes being sold through the Right to Buy in 2020/21.
- 2.8 There are currently 4875 applicants on the Council's housing register (*31 March 2021*), an increase of 832 on the previous year.

3.0 Affordable Housing Delivery 2020/21

3.1 Over the past sixteen years, a total of 1,673 additional affordable homes have been provided across the district, through S106 planning agreements, 100% affordable housing developments, rural exception sites and the Council's own developments.

3.2 Between April 2020 and March 2021, **188** additional affordable homes have been built across the district (*located in Newark/Balderton, Clipstone, Edwinstowe, Southwell, Rainworth, Sutton on Trent, North Muskham and Elston*) and the approaches to deliver these are outlined below:

Developer: Section 106 Agreements	Registered Provider 100% Affordable Housing Schemes	HRA Development	Total
20	141	27	188

3.3 The tenure breakdown of these units is as follows:

Social Rent	Affordable Rent	Intermediate Housing (Shared)	Discount for sale/RTB	Total
0	100	73	15	188

Section 106 Agreements and 100% Affordable Housing Schemes

3.4 The table below details the location of the affordable housing units delivered through Section 106 planning agreements and 100% affordable housing schemes:

Location	Affordable Ownership	Affordable Tenure				Unit Type
		Affordable Rent (AR)	Shared Ownership	Discount for Sale (DFS)	Total Delivered	
Registered Provider 100% Affordable Housing Schemes						
Edwinstowe High Street (Grant Funded)	Nottingham Community Housing Association	10	11		21	5 x 2 bed houses (AR) 7 x 2 bed houses (S/O) 5 x 3 bed houses (A/R) 4 x 3 bed houses (S/O))
Newark Bowbridge Road (The Bearings)	Nottingham Community Housing Association	24 6 C&S*	25	7 RTB*	62	6x 1B2P flat – C&S 6x1B2P flats - AR 9x2B4P houses – A/R 5x2B3P bungalows - A/R 4x4B6P houses – A/R 7x2B4P houses - Rent to Buy 12x2B4P houses – S/O 13x3B5P houses S/O *Care and Support *Rent to Buy
North Muskham Main Street (Exception site)	Nottingham Community Housing Association		4		4	4 x 2 bed bungalows Conversion of market to shared ownership

Rainworth Top Street	Nottingham Community Housing Association	21	17	8	46	Phase 1 For AR 5 x 2B3P houses 12 x 3B5P houses For SO 7 x 3B5P houses 5 x 4B6P houses Rent to HB 3 x 2B3P house 5 x 3B5P house Phase 2 For AR 4 x 2B3P bungalows For SO 5 x 2B3P Bungalows
Southwell Allenby Road (Imperial Gardens) (Non s106)	Platform Housing Group (Grant Funded Additional purchase)		8		8	8 x 2 bed houses
Council HRA Development Programme - Year 3	District Council – see Further update at 3.5	27			27	10 x 1 bed bungalows 1 x 2 bed bungalow 8 x 1 bed flats 4 x 2 bed flats 5 x 2 bed houses
S106 Affordable Housing - (Developer Contributions)						
Southwell Allenby Road	Nottingham Community Housing Association	8	6		14	6 x 1 bed flats (A/R) 2 x 2 bed flats (A/R) 3 x 2 bed houses (S/O) 3 x 3 bed houses (S/O)
Sutton on Trent The Hemplands Gusto/Larkfleet	Nottingham Community Housing Association	4	2		6	4 x 2b4ph (A/R) 2 x 3b5ph (S/O)
	Totals	100	73	15	188	

HRA Development Programme

- 3.5 The following table shows the number of Council housing units delivered through phase three of the HRA development programme during 2020/21 (**Appendix A** provides pictures of Phase three recently completed properties).

Location	Affordable Ownership	Tenure: Affordable Rent	Unit Type
Balderton Knotts Court	HRA	1	1 x 2 Bed Bungalow
Balderton Masefield Crescent	HRA	3	3 x 2 Bed Houses

Clipstone Gorseway	HRA	3	3 x 1 Bed Bungalows
Newark Lindsay Avenue (grant funded)	HRA	10	6 x 1 bed flats 2 x 2 Bed Flats 2 x 2 Bed Houses
Rainworth Warsop Lane	HRA	1	1 x 1 bed bungalow
Sutton on Trent The Meerings	HRA	1	1 x 1 bed Bungalow
Winthorpe The Woodlands	HRA	1	1 x 1 bed Bungalow
Elston Winston Drive	HRA	3	3 x 1 Bed Bungalows
Newark Forster Avenue	HRA	4	2 x 1 Bed Flats 2 x 2 Bed Flats
Total		27	

4.0 Anticipated Affordable Housing Delivery

4.1 The following table identifies the number of units currently anticipated to be delivered over the next 4 financial years.

4.2 It is difficult to provide an accurate picture beyond 2025 as further sites may come forward through the planning system, some sites may be delayed (*especially those major developments phased over a long build period*) and national funding/policy arrangements may change:

Scheme Details	Registered Provider (Owner)	No of Units (Aff)	Type: AR (Affordable Rent) SO (Shared Ownership)	Progress
Newark Northgate – Land transferred as part of a S106 agreement at Hawton Lane. (100% affordable housing).	District Council -HRA Development Programme	12	Apartments for Affordable rent – SOS Dec 20	Due July 22
Collingham Braemar Farm (Part 2) Gusto and Larkfleet (S106)	Gusto	2	Discount for sale	Anticipated delivery Mid 2022
Bilsthorpe Land at Oldbridge Way (S106)	Not known	34	TBC	Started on site
Balderton Fernwood Extension – meadows south	Not Known	120	TBC	No start on site for affordable housing
Newark Yorke Drive, Newark	NSDC	130	2 & 3 Bed houses	No start on site

- 5.2 The Council continues to work in partnership with Nottingham Community Housing Association (NCHA) and Trent Valley Partnership to deliver rural affordable housing, involving the completion of parish housing needs surveys, liaison with Parish Councils, local ward Member(s) and land owners in the locality.
- 5.3 In February 2020, a scheme at North Muskham was completed by NCHA seeing the delivery of twelve affordable homes, consisting of two and three bedroom houses for affordable rent and shared ownership for local people. The scheme included four additional market sale two bedroom bungalow. Due to demand for shared ownership properties in this location and supported by the Parish Council, NCHA secured funding from Homes England to convert the four bungalows delivered as part of the scheme from market sale into shared ownership (Aerial photograph can be found at **Appendix B**).
- 5.4 The Partnership is currently working with Parish Councils towards the delivery of other exceptions sites for affordable housing in the district, including potential sites at Walesby (Phase 2), Oxtou and South/North Clifton all of which will be subject to continued parish consultation, land availability and planning approval.

6.0 Housing Revenue Account - Development Programme

- 6.1 The Policy & Finance Committee in 2016 approved an ambitious 5 year Council housing (HRA) development programme to deliver an indicative 335 additional homes across the district, to meet the housing needs of local residents.
- 6.2 The Council are project managing the development programme, and Robert Woodhead Ltd who have been awarded the build contract, are delivering the new Council owned homes.
- 6.3 The majority of the sites identified are relatively small, often disused HRA garage or infill sites. Flexibility is required within the 5 year development programme as sites may have to be swapped, as some will be able to be progressed for development and some will either be delayed or not suitable linked to further due diligence works. The Covid-19 situation has only slightly impacted upon development with a delay of a few weeks.

Phases One, Two and Three

- 6.4 The first three phases of the programme delivered 70, 50 and 27 units respectively, in addition to the 60 units developed at Gladstone House (*Extra Care Scheme*), Newark.

Phase Four

- 6.5 The Council are now progressing phase four with a target to deliver 49 units over 12 sites, (89 including Broadleaves, Boughton) the finances of which straddle over 2 financial years. All schemes have now commenced, including Northgate Newark (a S106 contribution), with an overall completion date of March 2020 (excluding Northgate).

Phase 3 sites which completed after 31-03-21 in addition to the 27 unit above. Site	No of Units	Unit Type

Northgate	12	11 x 1 bed flats , 1 x 2 bed flat.
Hatchets Lane	5	3x2 bed house, 1x1 bed bungalow, 1x3 bed Bung
Williams Street	2	2 x 1 bed flats
The Meadows	2	2 x 1 bed flats
Deans Close	2	2 x 2 bed houses
Phase 4 sites	No of Units	Unit Type
<i>Fire Station</i>	8	4 x2 bed House, 4 x 1 bed flats
<i>Healy close</i>	1	1 x1 bed bungalow
<i>Ash / Lyndsey</i>	2	2 x 1 bed flats
<i>Churchill / Jersey</i>	1	1 x 2 bed bungalow
<i>Kirton Court</i>	2	2 x 2 bed bungalows
<i>The Crescent</i>	8	4 x 2 bed houses, 4x1bed flats
<i>Grange Road</i>	2	2 x2 bed bungalows
<i>Abbey Road</i>	3	3 x2 bed bungalows
<i>Coghill Court</i>	4	4 x2 bed bungalows
<i>Devon Road</i>	9	4 x 1 bed flats, 5 x 2 bed bungalows
<i>Eton Avenue</i>	2	2 x 3 bed flats
<i>Dale Lane</i>	7	4 x 1 bed houses, 3 x 2 bed houses
<i>Broadleaves Extra Care</i>	40	30 x 1 bed flats, 10 x 2 bed bungalows
Total	89	

- 6.6 Work continues to identify further suitable sites for phase 5. The Council is in the process of acquiring land for phase 5. Phase 4 will have 49 units spread over 12 sites that are currently under construction or awaiting start on site (not including 40 extra care units at Boughton). This will leave 39 units to be delivered in phase 5 of which we have identified currently 43 units from existing land infill sites. The Council will consider moving forward delivery beyond the 5 year HRA programme.

Scheme Finance

- 6.7 The average build costs per unit, including all external works, prelims and abnormal items due to small sites being delivered on ex-garage sites, is £147,698.19 excluding pre-construction and planning fees. The average cost per unit inclusive of all build costs and fees is £154,353.09 (excluding land).
- 6.8 The HRA Development Programme has to date secured approximately £4.307 million pounds of external grand funding (excluding Gladstone House); the programme also continues to utilise the Council's One for One receipts.
- 6.9 The Council continues to scrutinise the capital finances of this programme to ensure it meets the budgetary requirements set by the Policy & Finance Committee, with any variances and approval for these reported to that Committee.
- 6.10 In terms of continued grant support from Homes England, discussions have been held with officers locally who are keen to receive future bids from the Council to support the ongoing development programme.

Better Care Fund

- 6.12 The Better Care fund continues to provide funding for range of initiatives both within and outside of the Affordable Housing Programme. No specific initiatives relating to this

programme were funded in 2020/2021. Discussion about future initiatives for 2021/22 are currently taking place.

Extra Care Scheme - Boughton

- 6.13 At its meeting on the 28th June 2018 the Policy and Finance committee approved in principle the development of a new extra care scheme on the allocated HRA site in Boughton, to be delivered in partnership with Homes England, Newark and Sherwood Homes and Nottinghamshire County Council. Delivery of this scheme is outside of the 5 year HRA development programme.
- 6.14 The Council commenced the construction of the project following a procurement exercise and allocation of a budget of £8.9 million in August 2019. This scheme has secured £2,080,000 Homes England Grant.
- 6.15 The extra care scheme received full planning permission on 6th December, 2018. A tendering process awarded the contract to NMCN (North Midland Construction) Plc. The build commenced in January 2020. Progress on the development build is now 100% complete and practical completion was agreed on the 12th August 2021. The scheme is also currently forecast to be under budget by an estimated sum of £200,000. Covid-19 has presented a number of challenges throughout the project including loss of labour and material shortages. The Contractor is providing the Council with a good aftercare service. In terms of any defects, the Council holds a defect retention and independently insurance backed Premier Guarantee and warranties for key elements of the building for 25 years. **Appendix C** provides photographs of the completed scheme.
- 6.16 In terms of further background for the Committee the Council, last year, received a letter of support from Nottinghamshire County Council, stating:
- “.....In respect of the above development, as proposed by Newark & Sherwood District Council, I can confirm that Nottinghamshire County Council will be seeking to agree nomination rights to a proportion of the new homes to be created for use as ‘housing with care’ for its service users as part of the implementation plan.*
- The County Council will meet all of the ongoing eligible social care needs of all the occupants living in the units that the County Council’s has nomination rights for, as well as occupants living in the other units at the scheme where these individuals develop future needs that are assessed as eligible for social care support.*
- The care support contract will be funded from the County Council’s ongoing revenue budget.....”*
- 6.17 Officers of the Council are continuing discussions with the County Council to confirm the above arrangements and as with Gladstone House a Co-operation Agreement will be drawn up. Amongst other things, this will stipulate that the County Council will cover the void rent loss for empty units after a qualifying period of time, therefore protecting rental income into the HRA Business Plan.
- 6.18 Similar to the arrangements at Gladstone House those units not nominated to the County Council will be let as general supported housing, with the Council providing the housing management and repairs service for the wholescheme.

7.0 Equalities Implications

7.1 The Council's housing needs evidence base informs the type of affordable housing to be delivered across the district to meet the needs of all communities, including those with protected characteristics.

8.0 Impact on Budget/Policy Framework

8.1 The Council continues to work with Robert Woodhead to establish accurate costs for the delivery of each site prior to commencement for ongoing financial monitoring. This process will continue throughout the life of the project and work will be progressed to ensure that the average cost per unit over the programme achieves good value for money.

8.2 Monitoring of the HRA Business Plan continues based on the known changes and grant funding obtained via Homes England. Current indications show that the approved 5 year development programme is deliverable within the resources available.

9.0 Financial Implications (FIN21-22/9464)

9.1 During 2020/21, £218,428 was received in S106, in lieu of onsite affordable housing delivery. The majority of this relates to the Bluebell Wood development in Clipstone.

9.2 A summary of spend on site for each phase is detailed below (to the 31st August 2021) including grant received:

Scheme	Units	Expenditure	External Funding Received
		£m	£m
Gladstone House	60	8.19	4.7
Phase 1	70	10.13	2.986
Phase 2	50	7.7	1.322
Phase 3	* 21	5.6	0.211
Phase 4	0	1.0	0
Total	201	32.62	9.219

*21 completed and 19 under construction.

9.3 The Development Team work closely with Finance to ensure all budgets are accurate and any variations are approved in a timely manner and budgets are closely monitored.

9.4 The Right-to-Buy (RTB) receipts for Replacement Homes (known as 1-4-1 Receipts) are retained through a RTB agreement. Under the terms of that agreement, the RTB receipts have to be spent on new supply of affordable housing within 3 years of arising, or have to be returned to Government with penalty interest applied. Therefore, the latter phases of the development programme are maximising the use of 1-4-1 receipts in order to avoid any penalties. Grant and RTB 1-4-1 receipts cannot be used to finance the same scheme.

10.0 RECOMMENDATION

That the Committee notes the affordable housing delivery and progress with the Council's five year development programme, making any observations as appropriate.

Reason for Recommendation

To appraise Members of the current and future delivery of affordable housing across the district.

Background Papers

Nil

For further information please contact Jill Sanderson (Ext: 5624) in the Housing Strategy & Development Business Unit.

Suzanne Shead
Director – Housing, Health and Well-Being

HRA Development Programme – Council Owned Affordable Rent Dwellings

2 Bed Houses at Balderton



Two Bed Houses at Hawtonville



2 Bed Bungalow at Rainworth



Mix of one and two bedroom apartments at Newark



Typical Kitchen in HRA Developments



Rural Affordable Housing Exception Site: North Muskham - Conversion of 4 market sale bungalows to Shared Ownership (to the front of the site)



Broadleaves Extra Care Scheme, Main Street, Boughton – Completed Scheme
30 x one bed apartments and 10 x two bed bungalows



Broadleaves Exterior (front)



Broadleaves Exterior (Rear)



Two Bedroom Supported Bungalows at Broadleaves



Communal Area at Broadleaves



Communal Area at Broadleaves



Communal Area at Broadleaves



Communal Area at Broadleaves



Access Corridor at Broadleaves



Typical Kitchen at Broadleaves



Typical Bathroom at Broadleaves



Bathing Facilities at Broadleaves



Visitor Accommodation within Broadleaves

HOMES & COMMUNITIES COMMITTEE

13 SEPTEMBER 2021

PARISH AND TOWN COUNCIL INITIATIVE FUND 2020/2021 (CLEANER, SAFER, GREENER) ANNUAL REPORT

1.0 Purpose of Report

1.1 To provide members with an overview of the Parish and Town Council Initiative fund awards for the 2020/2021 'Greener' themed rounds.

2.0 Background Information

2.1 Members will be aware that the Parish and Town Council's Initiative Fund 2020/2023 was approved by Policy and Finance Committee on 26th September 2019. The total budget committed to the scheme is £200k with maximum awards of up to £20k per Parish and Town, over the 3 year period of the fund. Each year focusses on either a 'cleaner, safer or greener' theme with 2020/2021 projects and initiatives awarded under the 'Greener' theme, with panels held in April 2020 and November 2020.

2.2 There are two panel meetings each year where applications are considered by the grants panel consisting of the Chair and Vice Chair of Policy and Finance, Leisure and Environment and Homes and Communities and the Leaders of Labour Group, Liberal Democrat Group and Independent Group.

2.3 Applications are submitted to the Community Relations Team to be assessed and scored against the schemes criteria, prior to presenting to the panel with recommendations. When considering a grant application the member panel assesses the proposals in terms of value for money, community benefit and alignment to the Council's Community Plan objectives as part of the decision making process.

2.4 A summary of the Parish and Town Council Initiative Fund awards made in 2020/2021 is provided in Appendix A.

3.0 Proposals

3.1 That committee notes the summary of Parish and Town Council Initiative Fund awards made in 2020/2021.

4.0 Equalities Implications

4.1 There are no negative equality implications associated with this report. The Parish and Town Council Initiative Fund is open to all sections of the community and the member panel takes into consideration fair and equitable distribution of grants across the district and community. All Parish and Town Council's are given the opportunity to apply and Members are encouraged to promote the scheme within their locality.

5.0 Digital Implications

5.1 There are no significant digital implications in respect of this report. The application process is completed electronically and due to Covid-19 all grant panels from April 2020 were conducted virtually to ensure the grants programme could continue.

6.0 Financial Implications (FIN21-22/6284)

6.1 The Community Initiative Fund reserve was approved and created at Policy and Finance Committee in September 2019. The total fund value was set up for £0.200m.

6.2 Round 1 of the fund had 6 applications totalling a grant request of £43,221.23. From the applications 3 have been paid totalling £4,386.44, 1 application is committed and not yet paid totalling £20,000 and 2 applications for grant were declined totalling £18,834.79. Further details are on Appendix A.

6.3 Round 2 of the fund had 9 applications totalling a grant request of £68,773.48. From the applications 4 have been paid totalling £27,472.74 (2 paid with a reduction due to savings on the project), 4 applications are committed and not yet paid totalling £23,161.15 and 1 application for grant was declined totalling £17,500. Further details are on Appendix A.

6.4 Rounds 3 and 4 will be delivered this year and costs will be reported back at the next update report.

6.5 Should the balance of the fund not be utilised by projects from Parish Councils, the remaining balance will be allocated into the General Fund balance.

7.0 Community Plan – Alignment to Objectives

7.1 The Parish and Town Council Initiative Fund contributes to the Council's Community Plan 2020 – 2023 objectives primarily focussing on the 'Cleaner, Safer and Greener' themes that contribute to all of the Council's Community Objectives.

8.0 RECOMMENDATIONS

- a) the report and Appendix A are noted; and
- b) the Parish and Town Council Initiative Fund 2021/2022 Annual Review is reported to Committee in 2022.

Reason for Recommendations

To enable the Council to monitor the value and impact of the Parish and Town Council Initiative Fund and the development and contribution to the Council's Community Plan 2020 – 2023.

Background Papers

Nil

For further information please contact Andy Hardy - Health Improvement and Community Relations Manager on Ext 5708

Director – Housing, Health and Wellbeing

Appendix A provides a summary overview of the awards received through the three rounds of the Parish/Town Council Initiative Fund

- **Total Greener applications:** 15
- **Total Successful Greener awards:** 12 (£75,659.92)

A full breakdown of awards and applications to date are detailed below:

Greener March 2020

<u>Name</u>	<u>Application</u>	<u>Total Costs</u>	<u>Amount Awarded/Applied</u>	<u>Progress</u>	<u>Additional Comments</u>
Blidworth Parish Council- CSG01	To purchase litter picking equipment to be used within the village.	£448.00	£220.00- full award	Project complete and payment made.	April 2021- The Parish Council purchased litter-picking equipment (pickers, bag loops, gloves and bags) which are loaned out in the Community to carry out litter picking. Due to Covid restrictions the Parish Council have not been able to organise any events, but volunteers in the village have arranged to litter pick and the Parish Council have collected the bagged-up litter.
Edingley Parish Council- CSG02	Providing a car park will help to reduce the levels of on street parking near our busy village hall, thereby reducing congestion.	£16,056.00	£9403.00 -declined	n/a	n/a

Edwinstowe Parish Council- CSG03	To install a 30.36kWp Solar PV System with a 49kWh Lithium Battery Storage System and a 1000l Hot Water System heated purely by Solar PV to the pitched roof of the sports pavilion at Sherwood Fields, Edwinstowe.	£69,000.00	£20,000.00- full award	Project delayed due to Covid. Not yet paid.	No further update provided at this time.
Kings Clipstone Parish Council- CSG04	To improve the facilities at the community asset the "Village Shed", including more permanent facilities, a kitchen and an additional shed to accommodate toilet facilities are essential.	£17,930.00	£9,431.79- declined	n/a	n/a
South Clifton Parish Council- CSG05	To establish a Refill Station at South Clifton's Sports Pavilion as part of an initiative to reduce consumption of domestic single-use plastic. The Refill Station will allow villagers in South and North Clifton and adjacent communities to purchase environmentally-friendly household and personal care products which are cruelty-free, plastic-free and organic that can be decanted directly into their own containers	£716.44	£266.44- full award	Payment made and project complete.	August 2021- The grant we received allowed us to complete our initial purchase of stock for the refill station. Since opening on 4 th July 2020, many of the community locally and further afield have visited on our Saturday morning opening. We managed an appointment-based system during lockdown and since things have opened up more, have welcomed many new customers. We have trebled our stock and the range of items we sell which has been very well received. We now run a café, at the same time, to welcome the local community and again our volunteers make cakes and staff the café and

					<p>refill station, usually once every few weeks although some like to be involved more often.</p> <p>The whole venture is on a non-profit basis, so all profits are either used to buy new stock or enhance our environment. We have made donations to local charities too.</p>
South Muskham & Little Carlton- CSG06	To install 24 solar panels on the village hall roof to generate renewable energy. This will increase the energy efficiency of the building and reduce the reliance on importing power.	£7,990.80	£3,900-full award	Payment made and project complete.	<p>May 2021- total Co2 emissions saved since August 2020 are 1,196.97, equivalent to 53.88 trees.</p> <p>The system is certainly working well for the environment but the on site savings are disappointing. We had expected 50% local use. This has not happened because the hall has been unoccupied for most of the time and the pattern of occupancy will always mean that frequently nobody is there when the sun is shining.</p>

Greener October 2020

<u>Name</u>	<u>Application</u>	<u>Total Costs</u>	<u>Amount Awarded/Applied</u>	<u>Progress</u>	<u>Additional Comments</u>
Bilsthorpe Parish Council- CSG08	A total renovation of the village hall including a sympathetic renovation to maintain the overall history of the building and	£18,347.30	£7396.15- full award	<p>Not yet started project.</p> <p>Not yet paid.</p>	July 2021-Works will commence September 2021.

	to make it a useable and accessible community asset, using “greener” materials and equipment where possible to achieve a sustainable, well used facility for the residents of Bilsthorpe.				
Caunton Parish Council- CSG09	To provide a green-house for all the allotment holders to use so that they can continue to offer free fruit and veg throughout the year.	£2000.00	£1000.00- full award	Not yet paid.	August 2021-groundwork for greenhouse has started, project is underway but not yet complete.
Clipstone Parish Council- CSG10	To carry out a number of greener development works at the Clipstone Minors Welfare Institute including LED lights and central heating improvements.	£48,792.00	£20,000.00- full award	Works currently being undertaken not yet completed. Payment complete.	Update requested from Parish, awaiting response.
Farndon Parish Council- CSG11	The project seeks to extend the area at Farndon Ponds covered by the litter round into the larger outlying areas of the parish, that also suffers with fly tipping. It also seeks to clear areas within the ponds to encourage and attract more wildlife and to make changes to the flow of water to aid bio-diversity.	£17,690.00	£8000.00- partial award	Project delayed. Not yet paid.	August 2021- Unable to start the greener initiative yet due to the height of the water and bird-nesting season. Will commence end of September time.
Kirton Parish Council-CSG12	To purchase of 2 new and much larger dog waste bins for the	£1539.86	£61.99- partial award	Project complete and payment made.	August 2021- The bee garden has been planted with wild flower seeds

	village to replace the smaller ones which are no longer fit for purpose and 2 new, weatherproof seats for the playing field, this will encourage even more use of this facility if people have a decent place to sit. To also purchase bulbs and willow panels for the proposed bee garden at Kirton playing field.				and local residents have contributed logs, bee houses, planters and even a bird feeder for the area. The flower seeds took really well and have provided an excellent habitat for lots of insects throughout the summer and made a focal point of an otherwise unused and unloved corner of our Playing Field. It has also brought the community together in making and donating items for this area.
Lowdham Parish Council- CSG13	The Parish council wishes to replace the surface of the existing multi-use games area. The proposed replacement is with a synthetic grass in order to widen the usage and to enable full use in the winter months when the field grassed facilities are unfit for use, particularly by footballers.	£35,000.00	£17,500- declined	n/a	n/a
North Muskham Parish Council- CSG14	The Parish Council has acquired 4400 sq metres of land as part of a section 106 agreement attached to the recent development of affordable housing by NCHA on Main Street North Muskham behind Gilberts Field. The land will be used for	£13,534.00	£6765.00- full award	Not yet paid. Project complete and open day held.	Update requested from Parish, awaiting response.

	community allotments and for the siting of a “green hub”.				
South Clifton Parish Council- CSG15	To undertake greener renovation works at South Clifton Village hall with the grant contributing to the cost of the installation of solar panels.	£15960.00	£7980.00- full award	Paid £7350.00 due to savings made during project. Project complete.	August 2021- The panels have only just been installed this week, however we are hoping it will ensure the electric costs for the hall are kept low to make sure the costs of hiring the hall are kept low for the local community.
Wigsley Parish Council- CSG16	To purchase 200 daffodil bulbs to plant within the village.	£140.68	£70.34- full award	Project complete and payment made.	April 2021- The feedback from residents has been excellent, all felt it made the village look brighter and uplifting to see during the pandemic.

URGENCY ITEMS - MINUTE OF DECISION

Delegation arrangements for dealing with matters of urgency

Paragraph 7.2.1 of the Council's Constitution provides that Chief Officers may take urgent decisions if they are of the opinion that circumstances exist which make it necessary for action to be taken by the Council prior to the time when such action could be approved through normal Council Procedures. They shall, where practicable, first consult with the Leader and Chairman (or in their absence the Vice-Chairman) and the Opposition Spokesperson of the appropriate committee.

Subject: Afghan Locally Employed Staff (LES) Relocation Scheme – June 2021

Appropriate Committee: Homes and Communities

Details of Item

This urgency item is required to secure delegated approval for the Council to accommodate two families in NSDC under the above scheme in order to meet the tight timescales that have been presented within the programme.

On 3rd June 2021, The Home Office and Ministry of Defence wrote to all local authority leaders seeking support for the accelerated Afghan LES scheme. The intention is to resettle those who supported us in Afghanistan and are now at increased risk as NATO forces withdraw. The details of the request for support require that for the first four months, until benefits are in payment, participating LAs will be required to provide:-

- Welcome at airport and onward escort
- Accommodation
- Advice and assistance package (employment, welfare, housing, health, etc)
- Registration with GP and Job Centre, including National Insurance Number
- Support with school admissions
- Cash support

Local authorities will be provided with a 12 month funding package for beneficiary families through a Grant funding arrangement; this will include a budget for English for Speakers of Other Languages (ESOL) tuition.

Based on previous refugee resettlement work, there are capacities within current internal services, external partnerships and wider networks to carry out this work. Newark and Sherwood District Council's lead on refugee resettlement will work with Nottingham City Council to deliver this as per the successful Vulnerable Persons Resettlement Scheme. NCC currently provides resettlement support to four Notts district and borough authorities (Gedling, Broxtowe, Newark & Sherwood, Rushcliffe) and manages the budget and case working contract on our behalf and we recommend using this existing partnership to deliver the LES rather than design something new.

In consideration of lost grant funding arising from suspension of arrivals under resettlement schemes, undertaking this work may provide some budget resilience to enable retention of staff experience and partner capacity for future resettlement work.

Arrivals are due to begin 22nd June 2021. There is currently no cut-off date to the scheme, but intent is to resettle the majority by September 2021, using temporary accommodation as a stop-gap.

NSDC is confident of resource to make a pledge for two families to be accommodated in NSDC under this scheme and are currently seeking properties (including one property from NSDC stock) to fulfil this. This would be achievable in place of the delayed VPR arrivals, and would be kept under review.

Equalities Implications

There are no adverse equalities implications in connection with this proposal. Participation in the Afghan LES scheme (and refugee resettlement more generally) advances the equality of opportunity for people of different races and religious beliefs. This work is carried out without detrimental effect on existing groups within our community.

Financial Implications FIN21-22/8170

The work is grant-funded by the MOD, and can be completed without additional cost to the Council. However, there are some initial concerns over levels of funding for the set-up of accommodation and these queries currently sit with Home Office around ability to work flexibly within the grant envelope.

Decision

That the Director – Housing, Health and Wellbeing be granted delegated approval to progress the proposal to accommodate two families in NSDC under the above scheme.

Reason for Decision

To enable the process of securing accommodation to proceed without delay.

Members Consulted:

Cllr. David Lloyd – Leader of the Council and Chairman of Policy and Finance

Cllr. Tim Wendels – Chairman of Homes and Communities

Cllr. Kathleen Arnold – Opposition Spokesperson Homes and Communities

All members consulted on 24th June 2021, urgency item emailed and follow up telephone call or voice mail message left.

Signed 

Date 24th June 2021

Director – Housing, Health and Wellbeing

HOMES & COMMUNITIES COMMITTEE

13 SEPTEMBER 2021

HOMES & COMMUNITIES REVENUE AND CAPITAL FORECAST OUTTURN REPORT TO 31 MARCH 2022 AS AT 31 JULY 2021

1.0 Purpose of Report

1.1 This report compares 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 four months' performance information on the Council's revenue and capital budgets, including:-

- General Fund (GF) Revenue
- Housing Revenue Account (HRA)
- Capital Programme

1.2 It was requested by Members at the Policy & Finance Committee during February 2020 that reports were presented to individual Committees, for noting, for them to understand the financial position of their Committee.

2.0 Background Information

General Fund Performance

2.1 Attached is the Policy & Finance report to be tabled at Committee on 23 September which details the forecast financial position to 31 March 2022 of the Council as at 31 July 2021.

2.2 The current position for the Council is a favourable variance of £0.148m. This is prior to any return funding from the Nottinghamshire Business Rates Pool, for which S151 Officers across the County are working to review the position.

2.3 The forecast outturn position for the Homes and Communities Committee is a favourable variance of £0.164m. The main reasons for this variance are in **Appendix A** of the attached Policy and Finance Committee report.

2.4 It should be noted that the projected outturn variances are still somewhat indicative, and that these will become more accurate in subsequent months, as officers continue to refine budgets and forecasts in light of the latest information available.

HRA Performance

2.5 The current forecast position for the HRA is a favourable variance of £0.778m. The table at paragraph 3.11 identifies the reasons for the variance. Paragraphs 3.11 through to 3.17 give further details regarding the HRA forecast performance, including the current level of efficiencies generated through the re-integration of the housing service.

3.0 Financial Implications (FIN21-22/7289)

3.1 The financial implications are all contained within the report to Policy & Finance Committee on 23 September which is attached to this report.

4.0 RECOMMENDATION

That the contents of this report be noted.

Reason for Recommendation

To inform Members of the proposed forecast outturn position for the Homes and Communities Committee as at 31 July 2021.

Background Papers

Nil

For further information please contact Nick Wilson, Business Manager – Financial Services on Ext. 5317

Sanjiv Kohli
Deputy Chief Executive, Director - Resources and Section 151 Officer

POLICY & FINANCE COMMITTEE
23 SEPTEMBER 2021

GENERAL FUND, HOUSING REVENUE ACCOUNT (HRA) AND CAPITAL PROJECTED OUTTURN REPORT TO 31 MARCH 2022 AS AT 31 JULY 2021

1.0 Purpose of Report

1.1 This report compares 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 four months' performance information on the Council's revenue and capital budgets, including:-

- General Fund (GF) Revenue
- Housing Revenue Account (HRA)
- Capital Programme

2.0 Background Information

2.1 The Council's Constitution states that the Section 151 Officer shall present to the Policy & Finance Committee, at least twice in each financial year, budgetary control statements showing performance against the approved estimates of revenue expenditure and income. The appropriate Chief Officer will report on any major variances from planned budget performance.

2.2 Where it appears that the amount included under any head of the approved budget is likely to be exceeded or the budgeted amount of income under any head is unlikely to be reached then Business Managers are required to find savings elsewhere in their budget. In circumstances where savings cannot be identified it will be necessary to consult with the Section 151 Officer and ultimately take a report to the Policy & Finance Committee.

3.0 Proposals

Overview of General Fund Revenue Projected Outturn for 2021/22

3.1 The accounts show a projected favourable variance against the revised budget of £0.163m on Service budgets, with an overall favourable variance of £0.148m as shown in the table below. This is based on meetings which took place with Business Managers by mid-August, therefore does not account for subsequent changes in expenditure/income.

	Original Budget £'m	Revised Budget £'m	Projected Outturn £'m	Variance £'m
Economic Development	2.507	2.744	2.421	(0.323)
Homes & Communities	2.023	2.165	2.001	(0.164)
Leisure & Environment	4.702	4.654	4.526	(0.128)
Policy & Finance	5.607	5.705	6.157	0.452
Net Cost of Services	14.839	15.268	15.105	(0.163)
Other Operating Expenditure	4.072	4.072	4.062	(0.010)

Finance & Investment Income/Expenditure	(0.375)	(0.375)	(0.305)	0.070
Taxation & Non-Specific Grant Income	(20.801)	(20.801)	(20.846)	(0.045)
Net Cost of Council Expenditure	(2.265)	(1.836)	(1.984)	(0.148)
Transfer to/(from) Usable Reserves	1.646	1.217	1.365	0.148
Transfer to/(from) Unusable Reserves	0.619	0.619	0.619	0.000
Transfer to/(from) General Reserves	0.000	0.000	0.000	0.000

- 3.2 As can be seen from the table above there are variances projected in service areas and other budgets. Looking at the underlying trends, the detailed variances by Committee can be further summarised and these are shown at **Appendix A**.
- 3.3 Service Budgets managed by Business Managers is currently predicting a favourable variance of £0.163m and represents 1.1% of the total service budgets. This favourable variance of £0.163m includes an unfavourable variance of £0.006m on employee spend Council-wide. Excluding employee spend, therefore, non-employee spend and income have favourable variances totalling £0.169m.
- 3.4 The unfavourable variance of £0.006m on employee spend includes a budgeted saving of £0.541m for vacancies council-wide during the year which represents 3.5% of the overall salary budget. As it is not known which services will have vacant posts during the year, the whole of the £0.541m is currently budgeted for within the Policy and Finance committee's budget and shows as an unfavourable variance. Conversely, all of the savings from vacant posts show as favourable variances against their respective Committees. Further details can be found in **Appendix A**.
- 3.5 Non-Service expenditure is expected to have an unfavourable variance of £0.015m against the revised budget of £17.104m. The £0.070m unfavourable variance against Finance & Investment Income/Expenditure primarily relates to a reduction in forecast investment interest income. This is largely offset by a £0.045m favourable variance against Taxation & Non-Specific Grant Income from COVID-related Income Support Scheme grant for the period between April 2021 and June 2021.
- 3.6 The Nottinghamshire Business Rates Pool may also return some funding to the council for 2021/22, though it cannot currently be quantified how much this may be, as it is based on the non-domestic rates (NDR, or 'business rates') income received by all authorities within the pool. Officers across Nottinghamshire are working to review the position, albeit this will be difficult to predict as the landscape for businesses is currently so volatile. Nottinghamshire S151 officers keep this under review during the year to assess the latest information collated across the County. This will then be fed into future forecast outturn reports.
- 3.7 It should be noted that the projected outturn variances are still somewhat indicative, and that these will become more accurate in subsequent months, as officers continue to refine budgets and forecasts in light of the latest information available.
- 3.8 There has been a net transfer of £0.429m from reserves in 2021/22 until the end of July 2021. Four of these transfers from reserves were each more than £0.050m in value. These total £0.417m:

Policy & Finance Committee approval	Transfer from reserves relates to	Amount (£)	Committee which received transfer
26/11/2020	Feasibility work on relocation of Cattle Market and Lorry Park and options for redevelopment of the site	200,000	Economic Development
01/04/2021	Newark Towns Fund specialist consultancy support regarding business cases for Town Investment Plan (TIP) priority projects	77,000	Economic Development
24/06/2021	Castle Gatehouse condition survey, design reviews and funding application	80,000	Economic Development
24/06/2021	Legal support for regeneration projects (such as Newark Towns Fund)	60,000	Policy & Finance
		417,000	

3.9 The other transfers (to) and from reserves, each less than £0.050m in value, total £0.012m:

Economic Development	Homes & Communities	Leisure & Environment	Policy & Finance	Total: Services
(72,235)	155,998	(48,740)	(22,927)	12,097

3.10 Each year, the government announces which reliefs that business rate payers will be eligible for, and how much grant it will compensate councils with for income councils can no longer directly receive from businesses (because of the aforementioned business rate reliefs). Prior to 2020/21, the council has typically received around £2m annually in compensation grant. In 2020/21, because of the Expanded Retail Discount, the council received more than £18m in compensation grant. In 2021/22, because of the Expanded Retail Discount, the council will receive more than budgeted for in compensation grant. Though the grant relates to the Collection Fund, accounting regulations require it to be paid into the General Fund. There will therefore be a large deficit in the council's Collection Fund at year-end, and, conversely, a large surplus in its General Fund which will need to be transferred to reserves to pay for the Collection Fund deficit. MHCLG have developed guidance for local authorities on the appropriate accounting arrangements.

Overview of Projected Housing Revenue Account (HRA) Outturn for 2021/22

3.11 With reference to the 'Variance' column in the table below, the HRA accounts show a projected favourable variance against the revised budget of £0.698m as follows:

	Original Budget £'m	Revised Budget £'m	Projected Outturn £'m	Variance £'m
Expenditure	17.239	17.357	16.824	(0.533)
Income	(25.058)	(25.048)	(25.213)	(0.165)
Net Cost of HRA Services	(7.819)	(7.691)	(8.389)	(0.698)
Other Operating Expenditure	0.033	0.033	(0.047)	(0.080)
Finance & Investment Income/Expenditure	3.770	3.770	3.770	0.000

Taxation & Non Specific Grant Income	0.000	0.000	0.000	0.000
(Surplus)/Deficit on HRA Services	(4.016)	(3.888)	(4.666)	(0.778)
Movements in Reserves				
Transfer to/(from) Usable Reserves	1.593	1.544	1.544	0.000
Transfer to/(from) Unusable Reserves	(6.837)	(6.837)	(6.755)	0.082
Transfer to Major Repairs Reserve	9.261	9.181	9.877	0.696
Total	0.000	0.000	0.000	0.000

3.12 Since February 2020, officers have been working with budget holders in the Housing, Health and Wellbeing directorate to assess the resources required to manage the council's social housing stock.

3.13 A report by Savills in 2018/19 identified the potential for the council to realise £0.950m in savings from reintegrating social housing management services back in-house. Officers have currently identified £1.053m in savings through the deletion of vacant posts and surplus resources within services. £0.363m of this has been reinvested, largely in new posts such as the Director of Housing, Health and Wellbeing's post and the Business Manager posts to be appointed to.

3.14 An annual £0.690m is therefore available from savings generated by the reintegration that can be reinvested into the council's social housing management services. As part of the 2021/22 HRA Budget and Rent Setting report approved by Full Council in February 2021, it was agreed that £0.590m of the £0.690m would be a revenue contribution to capital spend, and that the remaining £0.100m would be available to spend on revenue initiatives. It is currently forecast that this remaining £0.100m for revenue initiatives will be spent this year.

3.15 Due to the current pandemic, the plans identified within the report tabled at the Policy & Finance Committee during April 2020 have not yet been realised and hence the £0.690m above remains unallocated in future years. Proposals to reinvest the efficiencies will be put forward to the Homes and Communities Committee for consideration and approval. These proposals will be a mixture between reoccurring investment and one-off initiatives. Once agreed these will be built into the base HRA financial Business Plan.

3.16 The projected outturn for the year is a net transfer to reserves of £0.778m. The prudent level of reserve set on the HRA working balance is still £2m which would remain constant.

3.17 The main reasons for the projected favourable outturn variance of £0.778m are:

Services: a significant number of posts temporarily vacant	(0.399)
Anticipated additional rental income	(0.248)
Other Operating Expenditure: additional capital-related income	(0.080)
Other variances	(0.051)
Total	(0.778)

Overview of Projected Capital Outturn 2021/22

3.18 The table below summarises the position for the Capital Programme to the end of July 2021 and is split between General Fund and Housing Revenue Account.

	Revised Approved Budget £'m	Revised budget updated for Approval £'m	Actual Spend to July 2021 £'m	Forecast Outturn £'m
General Fund	37.555	26.884	2.841	26.885
Housing Revenue Account	30.738	27.880	2.989	27.880
Total	68.294	54.765	5.831	54.765

- 3.19 Actual spend to date has been significantly lower than previous years as a proportion of the budget, mainly due to COVID-19 and the subsequent supply issues. However, much of the spend has started to catch up. As per below a large amount of budget is being profiled to next financial year, though this isn't only due to delays caused by COVID.
- 3.20 As projects are developed and spending commitments are made, budget requirements can change. It is a requirement that Policy & Finance Committee approve all variations to the Capital Programme. Following the meeting of 24 June 2021, the total approved budget was £68.294m including slippage from 2020/21. The additions and amendments that now require approval are detailed in **Appendix B** and summarised as follows:

Additions/Reductions	£3.696m
Reprofiles	£(17.226)m
Total	£(13.530)m

- 3.21 If these variations are approved, then the revised budget will be reduced to £13.530m. A more detailed breakdown at scheme level, including some comments on projects progress, can be found at **Appendices C** (General Fund) and **D** (Housing Revenue Account).

Capital Programme Resources

- 3.22 The Capital resources available to the Council are not static. Capital receipts are generated throughout the year, additional grants and contributions are paid to the Council, and borrowing may be increased to fund some projects.
- 3.23 In summary, the revised budget of £54.765m will be financed as follows, with every attempt to minimise the impact on the Council's revenue budget:

	General Fund £'m	Housing Revenue Account £'m	Total £'m
Borrowing	7.548	9.184	16.732
External Grants & Contributions	7.833	0.648	8.480
Capital Receipts	0.590	2.476	3.066
Community Infrastructure Levy	4.260	0.000	4.260
Revenue Contributions	6.653	15.573	22.227
Total	26.884	27.880	54.765

Capital Receipts

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

	General Fund £'m	HRA Receipts £'m	HRA 1-4-1 Receipts £'m	Total £'m
Balance at 1st April 2020	0.549	2.783	0.708	4.041
Received up to end of July 2021	0.103	0.155	0.492	0.751
Estimated receipts for remainder of the financial year	0.000	0.114	0.363	0.478
Approved for financing	0.590	2.476	0.000	3.066
Available Capital receipts balance at 31 March 2022	0.063	0.577	1.564	2.203
Estimated Receipts 2022/23 - 2024/25	3.143	1.130	2.372	6.645
Approved for Financing 2022/23 - 2024/25	3.077	1.984	2.044	7.105
Estimated Uncommitted Balance	0.129	(0.277)	1.891	1.743

- 3.25 The RTB receipts for Replacement Homes (known as 1-4-1 Receipts) are retained through a RTB agreement. Under the terms of that agreement, the RTB receipts have to be spent on new supply of affordable housing within three years of arising, or have to be returned to the government with penalty interest payable. In light of the impact of COVID-19 on the construction industry, MHCLG has temporarily extended the deadline by which certain RTB receipts must be spent by. The original deadline to spend these receipts by 30 June 2020 has twice been extended: first to 31 December 2020, and now to 31 March 2021.

4.0 Financial Implications (FIN21-22/8003)

- 4.1 All of the financial implications are set out in the body of the report.
- 4.2 As per paragraph 3.11 the HRA is currently predicting an additional transfer of £0.696m to the Major Repairs Reserve.
- 4.3 With regard to the General Fund revenue outturn, the favourable variance of £0.148m represents a variance of just over 1% of the overall General Fund budget.
- 4.4 With regard to capital, any savings on projects will be assessed and used to meet additional demands, or to fund the Council's Capital Programme in future years.

5.0 RECOMMENDATIONS that:

- (a) the General Fund projected favourable outturn variance of £0.148m be noted;
- (b) the Housing Revenue Account projected favourable outturn variance of £0.778m be noted;

(c) the variations to the Capital Programme at Appendix C be approved; and

(d) the Capital Programme revised budget and financing of £54.765m be approved.

Reason for Recommendations

To update Members with the forecast outturn position for the 2021/22 financial year.

Background Papers

General Fund Monitoring Reports to 31 July 2021

Capital Financing Monitoring Reports to 31 July 2021

For further information please contact: Nick Wilson, Business Manager - Financial Services on Ext. 5317; Mohammed Sarodia, Assistant Business Manager - Financial Services on Ext. 5537; or Mike Marriott, Accountant on Ext. 5327

Sanjiv Kohli

Deputy Chief Executive, Director - Resources and Section 151 Officer

General Fund (GF) Revenue Outturn Variance Analysis by Committee as at 31 July 2021

Favourable variances are bracketed and in red - £(0.123)m. Unfavourable variances are in black - £0.123m.

Economic Development - £(0.323)m	£'m
Heritage & Culture: vacant posts and furlough income not budgeted for	(0.060)
Land Charges: increased income, partly offset by increased payment to Nottinghamshire County Council	(0.010)
Vicar Water Park: vacant posts	(0.010)
Environmental Service Management: vacant post now recruited to	(0.017)
Sherwood Youth Hostel: reduced income because of centre closure	0.011
Growth/Technical Support: vacant post	(0.014)
Development Management: vacant posts	(0.025)
Newark Beacon: reduced catering, hire charges and service charges income, partly offset by increased workshop rents	0.030
Clipstone Holding Centre: reduced workshop rents income	0.019
Development Costs: increased spend, more than offset by increased recharge of spend to third parties	(0.010)
Economic Growth: vacant post	(0.021)
Former M&S Building: NDR rebate received related to building	(0.083)
Surface Car Parks Newark: increased income from higher than expected number of customers using cashless system	(0.093)
Newark Lorry Park: increased income, partly offset by increased cleaning and security costs	(0.049)
Other small variances	0.009
Total	(0.323)
Homes & Communities - £(0.164)m	£'m
Private Sector Speech Call: reduced costs, and increased income due to an increase in customer demand	(0.089)
Housing Options: vacant posts	(0.039)
Strategic Housing: vacant posts	(0.025)
Customer Services: vacant posts	(0.022)
Commissioning Contributions: reduced expenditure on certain community-based organisations	(0.031)
Other small variances	0.042
Total	(0.164)
Leisure & Environment - £(0.128)m	£'m
Waste & Recycling: greater than expected increase in number of garden waste collection customers; reduced income from waste disposal, partly offset by reduced payment to Nottinghamshire County Council; and reduced income from trade refuse	(0.021)
Dog Control: savings from bringing warden contract back in-house at end of May 2021	(0.031)
Environmental Health: vacant posts and income from a secondment, partly offset by reduced income such as from licence and registration fees	(0.051)
Health & Community Relations: vacant post	(0.020)
Other small variances	(0.005)
Total	(0.128)
Policy & Finance - £0.452m	£'m
Bank Charges: increased usage, such as of credit cards	0.013
Legal Section: vacant posts	(0.047)
Central Telephones: increased use due to increase in number of employees	0.010
Corporate Asset Development: reduced income from less than budgeted recharge of employee costs to capital and Housing Revenue Account (HRA), partly offset by vacant post	0.044
Administration Services: vacant posts	(0.044)
Council Tax: vacant post, plus reduced court fees for summons	(0.043)
Rent Allowances/Rent Rebates: forecast based on year-to-date actuals	0.051
Housing Benefit Administration: vacant post and additional unbudgeted grant income	(0.050)
Castle House: reduced income, largely from partners for cost of desk hire, partly offset by reduced spend on repairs and maintenance	0.022
Beaumont Cross: additional rental income	(0.018)
Corporate Property: vacant posts, largely offset by reduced administration fee income as part of rent share agreement	(0.010)
£540,530 saving budgeted for in-year vacancies council-wide (3.5% of total salaries plus oncosts budget)	0.541
Other Financial Transactions: a COVID-related business grant which was repaid to the council	(0.010)
Test & Trace Support Admin: central government grant received in excess of forecasted spend	(0.039)
Corporate Management: unforeseen costs, such as additional audit fees to comply with national government mandate	0.017
Other small variances	0.015
Total	0.452
	(0.163)

General Fund Additions

Project	Capital Description	Additions / (Reductions) 2021/22 £m	Comments
TA3286	Information Technology Investment	0.053	Additional budget required to support capital programme
TC3149	Onstreet Residential Chargepoint Scheme	0.013	Urgency Item March 2021. Additional budget required to complete works
TC3150	RHH Stamp Duty on Finance Lease	0.071	Additional budget required, approved at P&F 1st April 2021
TC3151	Lorry Park access turnstile	0.032	Urgency Item, funding required for Turnstill at the Lorry Park to enable easy access and reduce revenue costs
TA1221	SLC Fire Safety Remedial Works	0.077	Additional budget required to support the SLC Fire safety remedial works
TB6164	S106 Community Facilities and CPS to Edwinstowe PC	0.043	S106 monies redistributed
TB6165	S106 Community Facilities to SOT	0.240	S106 monies redistributed as agreed at P&F 24th June 2021
TF3228	Homeless Hostel	0.350	Additional budget required to complete project, approved at P&F 24 June 2021
TF6810	PV Units - EON	0.568	Addition relating to Green homes grant local authority delivery, agreed at P&F 24th June 21
TA3057	Palace Theatre Lighting	0.042	Urgent item for the installation of Palace Lighting
TB2253	Vehicles & Plant (NSDC)	0.034	Monies for the replacement of 2 additional vehicles as agreed at P&F 1st April 2021
TB3142	Binrastructure Wrap Grant	0.020	Grant for works accepted and signed. Now added to the capital programme. Approved by P&F 1st April 2021
TB3143	Vicar Water Embankment Works	0.060	Embankment repair works to be funded from capital reserves as approved at P&F 24th June 21
TT1004	Towns Fund - YMCA Community & Activity Village	2.000	Additional budget funded from Towns Fund as approved at P&F 24th June 21

Total General Fund Additions/Reductions **3.604**

HRA Additions/Reductions

Project	Capital Description	Additions / (Reductions) 2021/22 £m	Comments
S93622	PV Invertors	0.092	Addition relating to Green homes grant local authority delivery, agreed at P&F 24th June 21

Total HRA Additions/Reductions **0.092**

Total Additional/Reductions **3.696**

General Fund - Reprofiting

Project	Capital Description	Additions / (Reductions) 2021/22 £m	Comments
TA3286	Information Technology Investment	0.145	Reprofiting of budget. Excellerated spend of £145k, brought back from 2022/23 budget
TC3135	Works to Buttermarket	(0.006)	Budget Moved into 2020/21 to match spend requirements
TC3148	RHH Units Fit Out	(0.075)	Budget Moved into 2020/21 to match spend requirements
TA3097	Yorke Drive Regeneration and Community Facility	(3.248)	Budget moved to be moved to 22/23. Currently at planning stage
TB3154	Castle Gatehouse Project	(0.981)	Budget moved to be moved to 22/23. Currently at planning stage
TG1003	Housing Regeneration Loan Facility	(10.110)	Budget moved to be moved to 22/23. Currently at planning stage

Total General Fund Re profiting **(14.275)**

HRA - Reprofileing

Project	Capital Description	Additions / (Reductions) 2021/22 £m	Comments
S91100	ROOF REPLACEMENTS	(0.400)	Moved to S91115 and S91116
S91115	Roof Replacement Works	0.200	Funded from S91100
S91116	Flat Roof Replacement Wrk	0.200	Funded from S91100
S91200	KITCHEN & BATHROOM CONVERSIONS	(1.500)	Moved to S91218
S91218	Kit & Bathrooms	1.500	Funded from S91200
S91300	EXTERNAL FABRIC	(0.300)	Moved to S91336
S91336	External Fabric Works	0.300	Funded from S91300
S91400	DOORS & WINDOWS	(0.170)	Moved to S91412
S91412	Doors & Windows Works	0.170	Funded from S91400
S93100	ELECTRICAL	(0.600)	Moved to S93115
S93115	Rewires	0.600	Funded from S93100
S93500	HEATING	(0.550)	Moved to S93510
S93510	Heating/Boilers	0.550	Funded from S93500
S93600	ENERGY EFFICIENCY	(0.150)	Moved to S93622
S93622	PV Invertors	0.150	Funded from S93600
S95100	GARAGE FORECOURTS	(0.075)	Moved to S95115
S95115	Resurfacing Works	0.075	Funded from S95100
S95200	ENVIRONMENTAL WORKS	0.116	Moved to S95203
S95203	Car Parking Schemes	(0.116)	Funded from S95200
S97100	ASBESTOS	(0.050)	Moved to S97115 and S97116
S97115	Asbestos Surveys	0.030	Funded from S97100
S97116	Asbestos Removal	0.020	Funded from S97100
S97200	FIRE SAFETY	(0.087)	Moved to S97221
S97221	Fire Risk Assessments	0.087	Funded from S97200
S97400	DISABLED ADAPTATIONS	(0.500)	Moved to S97416, S97417 and S97418
S97416	Major Adaptations	0.430	Funded from S97400
S97417	Minor Adaptations	0.030	Funded from S97400
S97418	Adaptation Stair Lift/Ho	0.040	Funded from S97400
SA1062	Phase 3 - Cluster 2 Various	0.100	Funded from SA1064
SA1063	Phase 3 - Cluster 3	0.020	Funded from SA1064
SA1064	Phase 3 - Cluster 4	(0.120)	Moved to SA1062 and SA1063
SA1070	Phase 4	(0.430)	Moved to SA1071
SA1071	Phase 4 Cluster 1	0.430	Funded from SA1070
SA1033	Estate Regeneration	(2.951)	Currently working on design and planning applications. Monies of £2,951k will need to be reprofiled to 22/23

Total HRA Re profiling (2.951)

Total Re profiling (17.226)

Total Variations (13.530)

Project	Capital Description	Project Manager	Original budget 21/22 including slippage	Revised Budget including Variations for Approval	Actuals to 31.07.21	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance	Comments - Spend to date
PROPERTY INVESTMENT PROGRAMME										
S91100	ROOF REPLACEMENTS	D Bamford	400,000	0	0	0	0	0	0	Monies transferred to S91115 and S91116
S91115	Roof Replacement Works	D Bamford	64,710	264,710	(51,937)	138,122	178,525	264,710	0	19.08.21 Ongoing - Anticipate spend to budget
S91116	Flat Roof Replacement Wrk	D Bamford	0	200,000	(6)	176,167	23,839	200,000	0	19.08.21 Ongoing - Anticipate spend to budget
S711	ROOF REPLACEMENTS		464,710	464,710	(51,943)	314,289	202,364	464,710	0	
S91200	KITCHEN & BATHROOM CONVERSIONS	A Tutty	1,500,000	0	0	0	0	0	0	
S91218	Kit & Bathrooms	A Tutty	715,330	2,215,330	43,932	1,228,076	943,323	2,215,330	0	13.07.21 Ongoing, programme slowed down due to isolation
S712	KITCHEN & BATHROOM CONVERSIONS		2,215,330	2,215,330	43,932	1,228,076	943,323	2,215,330	0	
S91300	EXTERNAL FABRIC	G Bruce	300,000	0	0	0	0	0	0	
S91336	External Fabric Works	G Bruce	0	300,000	35,282	200,000	64,719	300,000	0	19.08.21 Ongoing - Anticipate spend to budget
S713	EXTERNAL FABRIC		300,000	300,000	35,282	200,000	64,719	300,000	0	
S91400	DOORS & WINDOWS	D Bamford	170,000	0	0	0	0	0	0	
S91412	Doors & Windows Works	D Bamford	94,000	264,000	22,608	224,237	17,155	264,000	0	13.07.21 102 jobs provided to contractor 17 completed to date.
S714	DOORS & WINDOWS		264,000	264,000	22,608	224,237	17,155	264,000	0	
S91500	OTHER STRUCTURAL	G Bruce	50,000	50,000	26,337	10,957	12,706	50,000	0	19.08.21 Ongoing - Anticipate spend to budget
S91511	Walls Re-Rendering	G Bruce	50,000	50,000	0	0	50,000	50,000	0	19.08.21 Ongoing - Anticipate spend to budget
S91534	Gutter Repairs	A Hayward	0	0	0	0	0	0	0	
S715	OTHER STRUCTURAL		100,000	100,000	26,337	10,957	62,706	100,000	0	
S93100	ELECTRICAL	A Tutty	600,000	0	0	0	0	0	0	
S93115	Rewires	A Tutty	300,000	900,000	44,661	585,443	269,897	900,000	0	13.07.21 Extention until end of Nov. re tendering the main contract at the moment, new contractor should be on site Sept/Oct 21.
S731	ELECTRICAL		900,000	900,000	44,661	585,443	269,897	900,000	0	
S93200	SMOKE ALARMS		0	0	0	0	0	0	0	
S732	SMOKE ALARMS		0	0	0	0	0	0	0	
S93300	PASSENGER LIFTS		0	0	0	0	0	0	0	
S733	PASSENGER LIFTS		0	0	0	0	0	0	0	
S93500	HEATING	D Bamford	550,000	0	0	0	0	0	0	
S93510	Heating/Boilers	D Bamford	138,000	688,000	99,386	567,318	21,296	688,000	0	13.07.21 75 in progress, 42 completed. A further 100 addresses to be planned in.
S735	HEATING		688,000	688,000	99,386	567,318	21,296	688,000	0	

Project	Capital Description	Project Manager	Original budget 21/22 including slippage	Revised Budget including Variations for Approval	Actuals to 31.07.21	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance	Comments - Spend to date
S93600	ENERGY EFFICIENCY	D Bamford	150,000	0	0	0	0	0	0	
S93622	PV Invertors	C Wagstaff	0	241,760	0	0	241,760	241,760	0	19.08.21 Ongoing - Anticipate spend to budget
S93602	EE Boilers	D Bamford	0	0	0	0	0	0	0	
S736	ENERGY EFFICIENCY		150,000	241,760	0	0	241,760	241,760	0	
S95100	GARAGE FORECOURTS		75,000	0	0	0	0	0	0	
S95109	Garages		34,000	34,000	0	0	34,000	34,000	0	19.08.21 Ongoing - Anticipate spend to budget
S95115	Resurfacing Works		0	75,000	0	44	74,956	75,000	0	13.07.21 Currently being re-tendered.
S751	GARAGE FORECOURTS		109,000	109,000	0	44	108,956	109,000	0	
S95200	ENVIRONMENTAL WORKS	M Carman	150,000	266,090	0	0	266,090	266,090	0	19.08.21 Ongoing - Anticipate spend to budget
S95203	Car Parking Schemes	D Roxburgh	216,090	100,000	(5,634)	0	105,634	100,000	0	19.08.21 Ongoing - Anticipate spend to budget
S95206	Chatham Court Target Hardending - Safer Neighbourhoods	J Davidson/A Batty	2,260	3,945	1,733	1,851	115	3,699	(246)	13.07.21 Complete
S95207	Vineway Gated Access	M Carman	0	0	246	0	0	246	246	19.08.21 Project now complete
S95208	Roewood Lane Sewerage Treatment Station	D Bamford	10,000	10,000	0	0	10,000	10,000	0	13.07.21 Work is in progress
S95250	Communal Lighting	G Bruce	20,000	20,000	1,439	0	18,561	20,000	0	19.08.21 Ongoing - Anticipate spend to budget
S95252	Flood Defence Systems	D Bamford	10,000	10,000	0	0	10,000	10,000	0	19.08.21 Ongoing - Anticipate spend to budget
S95253	Play Areas	L Powell	40,000	40,000	40,000	0	0	40,000	0	13.07.21 Works complete.
S95254	Estate Remodelling	G Bruce	65,000	65,000	0	2,775	62,225	65,000	0	19.08.21 Ongoing - Anticipate spend to budget
S95293	Fencing Various Locations	G Bruce	0	0	0	0	0	0	0	
S752	ENVIRONMENTAL WORKS		513,350	515,035	37,784	4,626	472,624	515,035	(0)	
S97100	ASBESTOS	J Knowles	50,000	0	0	0	0	0	0	
S97115	Asbestos Surveys	J Knowles	13,000	43,000	19,577	19,967	3,456	43,000	0	19.08.21 Ongoing - Anticipate spend to budget
S97116	Asbestos Removal	J Knowles	8,000	28,000	2,371	25,000	629	28,000	0	13.07.21 Spend will follow the above surveys
S771	ASBESTOS		71,000	71,000	21,948	44,967	4,085	71,000	0	
S97200	FIRE SAFETY	J Knowles	86,870	0	0	0	0	0	0	
S97218	Enhanced Fire Risk Assessments	J Knowles	450,000	450,000	70,657	126,827	252,516	450,000	0	13.07.21 Actions from FRAs to complete
S97221	Fire Risk Assessments	J Knowles	0	86,870	0	0	86,870	86,870	0	13.07.21 Amalgamate budgets
S772	FIRE SAFETY		536,870	536,870	70,657	126,827	339,386	536,870	0	
S97300	DDA IMPROVEMENTS	L Powell	20,000	20,000	2,334	166	17,500	20,000	0	19.08.21 Ongoing - Anticipate spend to budget
S773	DDA IMPROVEMENTS		20,000	20,000	2,334	166	17,500	20,000	0	
S97400	DISABLED ADAPTATIONS	L Powell	500,000	0	0	0	0	0	0	
S97416	Major Adaptations	L Powell	42,000	472,000	132,112	222,090	117,798	472,000	0	13.07.21 Expecting to spend by the end of December. Had double referrals compared to this time last year so far.
S97417	Minor Adaptations	L Powell	3,000	33,000	8,204	22,102	2,694	33,000	0	13.07.21 Referrals comparable to last year
S97418	Adaptation Stair Lift/Ho	L Powell	3,000	43,000	11,732	23,794	7,474	43,000	0	19.08.21 Ongoing - Anticipate spend to budget

Project	Capital Description	Project Manager	Original budget 21/22 including slippage	Revised Budget including Variations for Approval	Actuals to 31.07.21	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance	Comments - Spend to date
S774	DISABLED ADAPTATIONS		548,000	548,000	152,048	267,986	127,966	548,000	0	
S97500	LEGIONELLA	A Tutty	30,000	30,000	(681)	24,862	5,819	30,000	0	19.08.21 Ongoing - Anticipate spend to budget
S791	UNALLOCATED FUNDING		30,000	30,000	(681)	24,862	5,819	30,000	0	
S99100	PROPERTY INVESTMENT CONTINGENCY	M Carman	50,000	50,000	0	0	50,000	50,000	0	19.08.21 Ongoing - Anticipate spend to budget
S99102	Housing Capital Fees	M Carman	270,680	270,680	0	0	270,680	270,680	0	19.08.21 Ongoing - Anticipate spend to budget
S791	UNALLOCATED FUNDING		320,680	320,680	0	0	320,680	320,680	0	
	PROPERTY INVESTMENT		7,230,940	7,324,385	504,353	3,599,798	3,220,234	7,324,385	(0)	
AFFORDABLE HOUSING										
SA1030	HRA Site Development	K Shutt	0	0	0	0	0	0	0	
SA1031	Site Acquisition (Inc RTB)	K Shutt / J Sanderson	2,237,129	2,237,129	0	750	2,236,379	2,237,129	0	13.07.21 3 sites with Legal, to be completed by September (2 for phase 4, cluster 4 and 1 potentially phase 5)
SA1032	New Build Programme	K Shutt	0	0	700	0	(700)	0	0	19.08.21 Miscode to be corrected
SA1033	Estate Regeneration	C Clarkson	4,433,228	1,482,000	348,541	84,684	1,048,776	1,482,000	0	27/08/2021 currently working on design and planning applications. Monies of £2,951k will need to be reprofiled to 22/23
SA1034	Former ASRA Properties	C Clarkson	0	0	0	0	0	0	0	
SA1035	Land at 17 Northgate S106 donated asset	K Shutt	0	0	0	0	0	0	0	
SA1047	New Build Contingency	K Shutt	109,800	109,800	0	0	109,800	109,800	0	19.08.21 Ongoing - Anticipate spend to budget
SA1048	Boughton Extra Care	K Shutt	1,213,379	1,213,379	351,638	346,684	515,057	1,213,379	0	13.07.21 Full PC including fit out by august 21, ready for tenants, expecting an underspend against the full budget.
SA1050	Phase 2 Cluster 1 - Coddington	K Shutt	0	0	0	0	0	0	0	
SA1051	Phase 2 Cluster 1 - 1-4-1 Coddington	K Shutt	0	0	0	0	0	0	0	
SA1052	Phase 2 Cluster 2 - Southwell	K Shutt	0	0	0	0	0	0	0	
SA1053	Phase 2 Cluster 3 - Hawtonville	K Shutt	0	0	(3)	0	3	0	0	
SA1054	Phase 2 Cluster 3 - 1-4-1 Hawtonville	K Shutt	0	(0)	(0)	0	0	0	(0)	
SA1055	Phase 2 Cluster 4 - Sherwood	K Shutt	0	0	0	0	0	0	0	
SA1060	Phase 3	K Shutt	0	0	10,218	0	(10,218)	0	0	19.08.21 to be moved to appropriate cost centres. Investigation works, planning.
SA1061	Phase 3 - Cluster 1 Stand Alone	K Shutt	0	0	(23,170)	0	23,170	0	0	13.07.21 Retention only outstanding, due december 2021.
SA1062	Phase 3 - Cluster 2 Various	K Shutt	0	100,310	27,276	21,604	51,431	100,310	0	13.07.21 Retention only outstanding, due Feb 2022. move remaining budget to contingency
SA1063	Phase 3 - Cluster 3	K Shutt	1,188,513	1,208,513	664,077	74,274	470,162	1,208,513	0	13.07.21 Expected completion by end of September 2021.
SA1064	Phase 3 - Cluster 4	K Shutt	3,150,120	3,029,810	406,806	11,490	2,611,514	3,029,810	0	13.07.21 Expected completion by April/May 2022.
SA1070	Phase 4	K Shutt	7,113,995	6,683,995	46,738	130,890	5,410,547	5,588,174	(1,095,821)	13.07.21 - Will be redistributed as new clusters for phase 4 come on board
SA1071	Phase 4 Cluster 1	K Shutt	1,050,861	1,480,861	625,301	0	855,560	1,480,861	0	13.07.21 Increase budget to allow for contingency (+90,500) expected completion early 2022 (9 units)
SA1072	Phase 4 Cluster 2	K Shutt	0	0	0	1,095,821	0	1,095,821	1,095,821	13.07.21 Expected start on site by end of July (5 units) - Monies to be moved from SA1070 to fund
SA1073	Phase 4 Cluster 3	K Shutt	0	0	0	0	0	0	0	13.07.21 Expected start on site by end of September (20 units)

HRA - Spend against budget - Estimated in year

APPENDIX C

Project	Capital Description	Project Manager	Original budget 21/22 including slippage	Revised Budget including Variations for Approval	Actuals to 31.07.21	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance	Comments - Spend to date
SA1074	Phase 4 Cluster 4	K Shutt	0	0	0	0	0	0	0	13.07.21 Expected start on site by end of October (17 units)
SA1080	Phase 5	K Shutt	2,900,000	2,900,000	0	0	2,900,000	2,900,000	0	13.07.21 Planning permission being progressed.
SA3001	Ollerton Local Office Refurbishment & Repurpose	J Baker	29,610	29,610	27,006	2,047	557	29,610	0	19.08.21 Works ongoing
SC2000	Careline Analogue to Digital	S Hartley-Hill	80,540	80,540	0	80,540	0	80,540	0	19.08.21 Works complete
	SUB TOTAL AFFORDABLE HOUSING		23,507,174	20,555,947	2,485,127	1,848,782	16,222,038	20,555,947	(0)	
	TOTAL HOUSING REVENUE ACCOUNT		30,738,114	27,880,332	2,989,480	5,448,580	19,442,272	27,880,332	(0)	

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TA3286	Information Technology Investment	Dave Richardson	550,500	748,850	27,638	80,126	641,086	748,850	0	19/08/21 On target to spend in year
TB6148	Lorry Carpark Extension	Mark Eyre		0	0	0		0	0	
TC1000	New Council Offices	Mark Eyre		0	0	0	0	0	0	
TC3016	Legionella Remedial Works	Gareth Goddard	20,975	20,975	(58,651)	1,116	78,510	20,975	0	19/08/21 Large accrual to be offset, anticipate spend in full
TC3130	Lorry Park Shower Upgrade	Mark Eyre		0	0	0	0	0	0	
TC3131	Extension to London Road Car Park	Neil Cuttell	107,407	107,407	0	0	107,407	107,407	0	13/07/21 Tenders received - report to P&F in September.
TC3134	Works to SFACC	Mark Eyre	23,560	23,560	11,556	1,660	10,344	23,560	0	13/07/21 Will be spent in the current year.
TC3135	Works to Buttermarket	Pete Preece	699,331	693,571	1,318	15,142	677,111	693,571	0	13/07/21 Estimated costs in place - meeting with prospective tenant before progressing other works.
TC3138	Lord Hawke Way Remedial Work & Bond	Mark Eyre	384,150	384,150	192,290	0	191,860	384,150	0	13/07/21 CCTV surveys carried out. All connections into the Arkwood site are complete. Discussions to take place with Severn Trent.
TC3139	Appletongate Resurfacing	Brian Rawlinson		0	0	0	0	0	0	
TC3140	Car Park Ticket Machine Replacement	Brian Rawlinson	60,000	60,000	0	0	60,000	60,000	0	19/08/21 On target to spend in year
TC3141	Improvements to Newark Beacon	Mark Eyre	52,000	52,000	450	5,100	46,450	52,000	0	13/07/21 Works are underway
TC3142	Common Lighting at Industrial Estates	Mark Eyre	25,000	25,000	0	0	25,000	25,000	0	13/07/21 Discussions to take place regarding procurement options.
TC3143	Roller Shutter Doors at Industrial Units	Mark Eyre	90,000	90,000	0	0	90,000	90,000	0	13/07/21 Discussions to take place regarding procurement options.
TC3144	Fire & Security Rear Entrance Doors at Industrial Units	Mark Eyre	40,000	40,000	0	0	40,000	40,000	0	13/07/21 Discussions to take place regarding procurement options.
TC3145	Fire Signage and Emergency Lighting at Industrial Units	Mark Eyre	75,000	75,000	0	0	75,000	75,000	0	13/07/21 Discussions to take place regarding procurement options.
TC3146	Electrical Upgrades to Industrial Units	Mark Eyre	100,000	100,000	0	0	100,000	100,000	0	13/07/21 Discussions to take place regarding procurement options.
TC3148	RHH Units Fit Out	Mark Eyre	350,000	275,000	0	0	275,000	275,000	0	13/07/21 Dependant on interest from prospective tenants.
TC3149	Onstreet Residential Chargepoint Scheme	Brian Rawlinson	12,759	25,509	0	25,491	18	25,509	0	19/08/21 On target to spend in year
TC3150	RHH Stamp Duty on Finance Lease	Mark Eyre	0	71,000	71,239	0	0	71,239	239	13/07/21 lease is now in place. Scheme complete
TC3151	Lorry Park access turnstile	Mark Eyre	0	32,000	0	0	32,000	32,000	0	24/08/21 Urgency item added to capital programme, works to commence asap, fully anticipate completion this year
	RESOURCES		2,590,682	2,824,022	245,841	128,635	2,449,786	2,824,261	239	
TA1216	Dukeries LC New Pool	Andy Hardy	1,581,356	1,581,356	1,158,927	286,271	136,157	1,581,356	0	13/07/21 PC signed off and the pool is operational. Waiting on final invoices. Changing village is complete.
TA1217	Southwell Leisure Centre Improvements	Andy Hardy	1,500,000	1,500,000	0	0	1,500,000	1,500,000	0	13/07/21 Works have been paused while user base is reviewed following covid.
TA1219	S106 - Blidworth LC Steam & Sauna Facility	Mark Eyre		0	0	0	0	0	0	
TA1220	Vehicular Access Control at Newark Sports and Fitness Centre	Mark Eyre		0	0	0	0	0	0	
TA1221	SLC Fire Safety Remedial Works	Stephen Young	0	77,000	0	4,850	72,150	77,000	0	13/07/21 Instructed some of the works, still awaiting quotes for others.
TA2210	Purchase of Alms Houses	Kevin Shutt	0	0	(96)	96	(0)	0	0	19/08/21 - Project complete

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TB6154	S106 Community Facilities Provision Community & Activity Village	Andy Hardy	56,183	56,183	0	0	56,183	56,183	0	13/07/21 Linked to PC on the community hub, which will be spring 22. Will review progress throughout the year.
TB6162	Loan to Newark Academy	Andy Hardy	240,000	240,000	0	0	240,000	240,000	0	13/07/21 Community use agreement being discussed. Will need to review in the next quarter.
TB6163	S106 Community Facilities Provision Clipstone Miners Welfare	Andy Hardy	0	0	0	0	0	0	0	
TB6164	S106 Community Facilities and CPS to Edwinstowe PC	Andy Hardy	0	43,480	0	0	43,480	43,480	0	25/08/21 Anticipate completion in year
TB6165	S106 Community Facilities to SOT	Andy Hardy	0	239,620	0	0	239,620	239,620	0	25/08/21 Anticipate completion in year
TF3228	Homeless Hostel	Kevin Shutt	2,953,590	3,303,590	46,922	28,056	3,228,612	3,303,590	0	13/07/21 Contractor appointed additional budget agreed at recent P&F meeting.
TA3097	Yorke Drive Regeneration and Community Facility	Cara Clarkson	3,358,000	110,000	0	0	110,000	110,000	0	27/08/2021 currently working on design and planning applications. Requested £3,248k to be reprofiled to next financial year
TF6807	Warm Homes on Prescription	Helen Richmond	70,000	70,000	32,838	2,474	34,688	70,000	0	13/07/21 Covid caused delays but enquires have picked up. will review again in following quarters.
TF6809	Fairholme Park Conversion to Mains Gas	Helen Richmond	9,289	9,289	5,992	3,167	130	9,289	0	13/07/21 Awaiting final invoice for this scheme.
TF6810	PV Units - EON	Helen Richmond	0	567,854	0	0	567,854	567,854	0	13/07/21 Contract being drawn up with EON. Will be making payments in arrears. Marketing can start now, installations need to be carried out before December 2021.
	HOUSING HEALTH & WELLBEING		9,768,418	7,798,371	1,244,584	324,914	6,228,873	7,798,371	0	
TA3053	Museum Improvements	Carys Coulton-Jones	231,808	231,808	0	58,312	173,496	231,808	0	19/08/21 On target to spend in year
TA3056	NCWC Tudor Hall	Mark Eyre / Eric	200,000	200,000	986	0	199,014	200,000	0	13/07/21 Meeting with Woodheads end of July to discuss apportionment of costs. Review following scope of works.
TA3057	Palace Theatre Lighting	Carys Coulton-Jones	0	42,280	0	33,017	9,263	42,280	0	19/08/21 Added as an Urgency Item - On target to complete this year
TB2253	Vehicles & Plant (NSDC)	Andy Kirk	624,916	658,916	101,756	551,051	6,108	658,916	0	19/08/21 On target to spend in year
TB3142	Binrastructure Wrap Grant	Andy Kirk	0	20,466	17,595	0	2,871	20,466	0	19/08/21 On target to spend in year
TB3143	Vicar Water Embankment Works	Stephen Young	0	60,000	0	58,289	1,711	60,000	0	13/07/21 Ground investigations are due to be carried out before works can start.
TB3144	Play Area Resurfacing	Andy Kirk	0	0	0	0	0	0	0	
TB3154	Castle Gatehouse Project	Carys Coulton-Jones	1,006,288	25,000	0	967	24,033	25,000	0	27/08/21 Purely planning and permission applications this financial year. Main costs in 22/23 - Request a reprofile for £982k
TB3160	Castle Electrical Upgrade & Fire Alarm	Carys Coulton-Jones	85,000	85,000	22,753	26,433	35,814	85,000	0	13/07/21 Works to be completed by the end of the summer.
TB6161	S106 Vicar Water Play Area Improvements	Andy Kirk	0	0	0	0	0	0	0	
TC3136	Climate Change	Matthew Finch	105,000	105,000	0	0	105,000	105,000	0	19/08/21 Currently Solar works to be completed £30k. Other projects still been built up.
TC3137	Brunel Drive Door Entry System	Andy Kirk	0	0	(1,395)	1,395	0	0	0	19/08/21 Accrual from 20/21 still to be offset
TC3147	Street Scene Building Upgrade	Andy Kirk / Stephen Young	43,000	43,000	29,973	9,560	3,467	43,000	0	13/07/21 Works complete, waiting on final invoice.
TF2000	CCTV Replacement Programme	Alan Batty	140,500	140,500	0	0	140,500	140,500	0	13/07/21 Taking a report to H&C in september with a full review of CCTV.
TF3221	Southwell Flood Mitigation	Alan Batty	453,421	453,421	0	0	453,421	453,421	0	13/07/21 Requested info from NCC re drawing down funding.

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TF3227	Lowdham Flood Alleviation	Alan Batty	0	0	0	0	0	0	0	
TF3229	Bicycle Storage - Safer Neighbourhoods	Alan Batty	0	0	0	0	0	0	0	
TF6011	Private Sector Disabled Facilities Grants	Alan Batty	700,000	700,000	111,731	6,871	581,398	700,000	0	13/07/21 £600-£700k spend in the current year will review as year progresses.
TF6012	Discretionary DFG	Alan Batty	90,000	90,000	5,198	0	84,802	90,000	0	
TF6020	Flood Grants - 2020 - 2022	Alan Batty	429,901	429,901	29,730	0	400,172	429,901	0	13/07/21 Dependant on applications. Not all flooded properties have takne up the opportunity to claim. Nov 19 & Feb 20 floods, grant dates have been extended.
	COMMUNITIES & ENVIROMENT		4,109,834	3,285,292	318,328	745,894	2,221,070	3,285,292	0	
TC2000	Land Acquisition	Mark Eyre	0	0	0	0	0	0	0	13/07/21 Monies moved to projects below - TV2005 & TC2006
TC2005	Land Acquisition - Dukeries	Mark Eyre	70,000	70,000	0	0	70,000	70,000	0	13/07/21 Update at next meeting.
TC2006	Purchase of Land at Bowbridge Road	Matt Lamb	1,020,760	1,020,760	0	0	1,020,760	1,020,760	0	13/07/21 Discussions still taking place.
TE3268	Southern Link Road Contribution	Matt Lamb	2,000,000	2,000,000	0	0	2,000,000	2,000,000	0	13/07/21 Some funding due to be released in the current year, may then need to reprofile depending on outcome of other fundng opportunities.
	GROWTH		3,090,760	3,090,760	0	0	3,090,760	3,090,760	0	
TG1002	Contribution to Robin Hood Hotel	Mark Eyre		0	0	0	0	0	0	
TG1003	Housing Regeneration Loan Facility	Nick Wilson	11,409,849	1,300,000	304,329	0	995,671	1,300,000	0	13/07/21 Arkwood will draw down the money as and when required. £11m is the maximum head room, currently anticipated that only £1.3m is required this financial year
	CAPITAL INVESTMENT		11,409,849	1,300,000	304,329	0	995,671	1,300,000	0	
TI1001	Joesph Whittaker School Contribution	Matthew Norton	620,000	620,000	620,000	0	0	620,000	0	19/08/21 Project complete
TI1002	A1 Overbridge Improvements	Matthew Norton	3,640,000	3,640,000	0	0	3,640,000	3,640,000	0	19/08/21 Under review - Not anticipating spend in full this financial year. Will update at the next meeting
	COMMUNITY INFRASTRUCTURE LEVY		4,260,000	4,260,000	620,000	0	3,640,000	4,260,000	0	
TT1000	Towns Fund - 32 Stodman Street Regeneration	Neil Cuttell	2,076,524	2,076,524	82,340	14,471	1,979,714	2,076,524	0	13/07/21 Planning permission and demo to sort in 2021/22. £2m grant due to be claimed in 2022/23. £750k required in this financial year. Reprofile the remaining budget to 22/23.
TT1001	Towns Fund - Construction College	Neil Cuttell		0	0	0	0	0	0	
TT1002	Towns Fund - Contribution to IASTI	Neil Cuttell		0	0	0	0	0	0	
TT1003	Towns Fund - Newark Gateway Cattlemarket Ph1	Neil Cuttell	249,365	249,365	26,047	63,499	159,819	249,365	0	13/07/21 Demo tenders have been received. Budget will be spent by March 2022.
TT1004	Towns Fund - YMCA Community & Activity Village	Neil Cuttell	0	2,000,000	0	0	2,000,000	2,000,000	0	13/07/21 Funding approved at P&F 24/06/21.
TT	Towns Fund		2,325,889	4,325,889	108,387	77,970	4,139,532	4,325,889	0	
TOTALS			37,555,431	26,884,333	2,841,468	1,277,413	22,765,692	26,884,573	239	