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Thursday, 3 March 2022

**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 T Wildgust
Councillor Mrs Y Woodhead**

Substitute Members:

**Councillor D Cumberlidge
Councillor P Harris
Councillor J Kellas
Councillor Mrs S Michael
Councillor P Peacock**

MEETING: Homes & Communities Committee
DATE: Monday, 14 March 2022 at 6.00 pm
**VENUE: Civic Suite, Castle House, Great North Road,
Newark, Notts NG24 1BY**

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

If you have any queries please contact Karen Langford on Karen.Langford@newark-sherwooddc.gov.uk
01636 655992.

AGENDA

	<u>Page Nos.</u>
1. Apologies for Absence	
2. Declarations of Interest by Members and Officers and as to the Party Whip	
3. Declaration of any Intention to Record the Meeting	
4. Minutes of meeting held on 24 January 2022	4 - 12
5. Policing in Newark and Sherwood - <i>Presentation from Neighbourhood Policing Acting Inspector Matt Ward</i>	
6. Sherwood & Newark Citizens' Advice - Annual Performance Report 2020-21 <i>The Chief Officer of Sherwood & Newark Citizens' Advice, Jackie Insley, will be in attendance at the meeting to present the report to the Committee</i>	13 - 24
7. Chairman's Report	
Part 1 - Items for Decision	
8. Empty Home Standard Pilot - Interim Update	25 - 30
9. Responsive Repairs Policy	31 - 53
10. Annual Review of the Exempt Reports Considered by the Homes & Communities Committee	54 - 55
11. Phase Two Consultation of Tenant Engagement Update	56 - 59
12. Future Use of the Hawtonville Local Office	60 - 63
Part 2 - Items for Information	
13. Decarbonisation of Social Housing Stock - Briefing	64 - 70
14. Housing Service Compliance 3rd Quarter Out Turn Performance	71 - 82
15. Community Plan Performance for Quarter 3 21/22	83 - 116
16. Yorke Drive Regeneration Project - Update	117 - 121

Confidential & Exempt Items

None

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, 24 January 2022 at 6.00 pm.

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

Councillor Mrs B Brooks, Councillor S Carlton, Councillor R Crowe,
Councillor Mrs L Dales, Councillor L Goff, Councillor S Haynes,
Councillor J Lee, Councillor T Wildgust and Councillor Mrs Y Woodhead

ALSO IN ATTENDANCE: Councillor Mrs P Rainbow

APOLOGIES FOR ABSENCE: Councillor M Brock (Committee Member)

52 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.

53 DECLARATION OF ANY INTENTION TO RECORD THE MEETING

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

54 MINUTES OF MEETING HELD ON 22 NOVEMBER 2021

AGREED (unanimously) that the Minutes of the meeting held on 22 November 2021 be approved as a correct record and signed by the Chairman.

55 POLICING IN NEWARK AND SHERWOOD - PRESENTATION FROM NEIGHBOURHOOD POLICING INSPECTOR CHARLOTTE ALLARDICE

The Neighbourhood Policing Inspector Charlotte Allardice gave her apologies and would provide her presentation at the March meeting of the Committee.

56 UPDATE ON ANTISOCIAL BEHAVIOUR AND INTERVENTIONS AND ENFORCEMENT

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

In the report ASB does not recognise council structures or partnerships, however there are a number of ways in which ASB is measured and recorded. The measure in the report is the ASB incidents reported and recorded by the police.

The impact of the pandemic resulted in an increase in ASB and in order for a comparison to be meaningful the current level of ASB is being compared to 2019/20 and it can be seen that there has been an increase in ASB but this is well below that being experienced last year.

The Committee were advised that wildlife crime was on the increase and that police had visited schools to address this.

A Clipstone Day of Action recently took place providing positive engagement with a large number of school age children as part of a graffiti project that centred on respect for each other and for the local areas.

The Committee also heard that as well as reacting to reports of ASB, the council is also proactive in identifying ASB in its early stages and to then be able to prevent it escalating. The Community Protection Officers and Housing Street Wardens playing a key role in this.

AGREED (unanimously) that the Committee noted the data relating to Anti-Social Behaviour and the range of activities, both delivered and planned that are in place to address Anti-Social Behaviour.

57 CHAIRMAN'S REPORT

The Chairman welcomed everyone to the first meeting of 2022 and wished the Members a healthy and happy new year. The Chairman also welcomed Councillor Mrs Yvonne Woodhead, as the newest member of the Committee.

The Chairman advised that the recent Tenant Engagement Survey gave a small positive response to the proposals for future engagement which will now be complimented with neighbourhood pop up events, targeted in unrepresented neighbourhoods alongside telephone and door step campaigns to seek wider views. The officers are also looking at social media to promote feedback.

In line with the digital declaration and to encourage the use of the digital services involved tenants have been trained so that they can become trainers themselves and deliver training to other tenants. The digital training has now been completed and the content of the lesson plans and handbook are progressing through the final stages. These will be tested during a number of pilot sessions at Chatham Court Hub. For those tenants wishing to progress further with their digital learning a connection has been made with Inspire and Newark College.

At the end of quarter 3, 71 tenants had been actively engaging and we have set challenging targets to expand our pool of engaged tenants over the next year.

The Community Engagement Team, working with partners delivered a very successful district wide Veteran's Breakfast and Support Awareness event at Newark Town Hall in December. It showcased a number of services including Careline and Support for Older Persons. This event was well attended and requests have been received to replicate our approach across Nottinghamshire.

The team has also co-ordinated the Crop Drop End of Season Celebration Event which showcased the value of sharing fresh surplus produce and supported over 200 families in need of additional support across the District. They have assisted 10 community groups so far to receive funding from the Nottinghamshire County Council's Social Recovery Fund and Food Fund.

The Chairman also informed the Members that a very successful Day of Action in Clipstone took place in December, working with partners and the local school delivering a Graffiti Art Project on the local cycle network, collected over 10 tonnes of waste which included 9 tyres, 2 gas bottles and a rocking horse to name just a few and issued 5 speed warnings to motorists and reinstated 30 dog fouling notices.

Plans are in place for the arrival of the third Afghan family and also recently arranged a tour of Sherwood Forest for the resettled families as part of their ongoing integration into the Newark and Sherwood community.

The Yorke Drive Regeneration project is now moving forward with resident consultation on an element of redesign programmed at the end of January. This redesign takes into account the challenges identified around noise and the introduction of the new Parking Supplementary Planning Document including the installation of Electric Vehicle Charge Points. Following the resident consultation, the proposals will be finalised with a detailed planning application for Phase 1 to be submitted in Spring 2022.

And finally the Chairman reminded the Members that the Ollerton Advice Office is open for business to help with any and all Council related issues, queries and advice. The opening hours are Monday to Friday 9am – 4.30pm closing for lunch between 12.30 and 1.30.

58 FORWARD PLAN - FEBRUARY 2022 TO JANUARY 2023

The Committee considered the Forward Plan for February 2022 to January 2023 with the Chairman inviting Members to put forward any items they would wish to be considered by Committee at a future meeting.

A Committee Member requested that an update report be provided on Homelessness for the March meeting and the Chairman requested that it be included on the Forward Plan.

59 HOUSING OMBUDSMAN COMPLAINT HANDLING - SELF ASSESSMENT

The Committee considered the report from the Business Manager for Customer Services providing an annual update on the results of the self-assessment of the Customer Feedback Policy against the Housing Ombudsman Effective Complaints Handling Self-Assessment.

The Committee recalled receiving the inaugural update at the January 2021 meeting following the introduction of the Housing Ombudsman Effective Complaints Code in July 2020.

The Committee were reminded that the Complaint Handling Code placed a mandate for all Council's to undertake a self-assessment against the code by 31 December 2020, and an annual review thereafter.

The Complaint Handling Code provides a framework to promote high quality complaint management, in particular:

- i. greater and easier routes of access for tenants and residents with faster resolutions
- ii. how we use and share the learning from complaints to drive service improvements or amendments

The Tenant Forum having inputted into the self-assessment process again this year and provided feedback on the findings.

The Housing Advisory Group having met on 6 January 2022 were happy with the direction of travel and additional feedback was received as there could be confusion for tenants when wanting to make a complaint being directed to a feedback form. Following the recommendations an amendment will be made to the feedback mechanism to make it clear if the tenants comments are treated as feedback or a complaint.

The Housing Advisory Group felt the communications plan was a work in progress and would look forward to the improvements over the next year.

The Committee were also informed that a revised code would be created in February 2022 for implementation in April 2022.

AGREED (unanimously) that:

- a) Members noted the progress and continued compliance against the self-assessment.
- b) Members noted and endorsed the actions put in place to support the Council's approach of the effective complaint handling.
- c) the creation of a communications plan to promote the feedback policy, as outlined in section 8.2.

60 REASONABLE ADJUSTMENT POLICY FOR CUSTOMERS REPORT

The Committee considered the report from the Business Manager for Customer Services seeking approval of the Reasonable Adjustment for Customers Policy, subject to final approval by the Policy & Finance Committee.

This report followed on from the previous report, and the policy in Appendix 1 detailed what is a reasonable adjustment, including how the Council communicates with customers and what can be done to support. Each request to be considered on its own merits and the council will support the request within the parameters set out in the policy.

The Housing Advisory Group at their meeting on 6 January 2022 agreed with the policy as being a key way of supporting customers through adjusting our services.

AGREED (unanimously) that Members of the Committee supported the Reasonable Adjustment for Customers Policy and recommended it to the Policy & Finance Committee for final approval.

61 DEALING WITH UNREASONABLE BEHAVIOUR AND VEXATIOUS COMPLAINTS POLICY

The Committee considered the report from the Business Manager for Customer Services seeking approval of the revised Dealing with Unreasonable Behaviour and Vexatious Complaints Policy, subject to final approval by the Policy & Finance Committee.

The report explained that this policy was last updated in 2009 and therefore required a refresh, to make the policy easier to read, hear all complaints fairly and to protect staff from persistent contact and unreasonable behaviour, with each case reviewed on its own merit.

The Housing Advisory Group felt the approach taken was necessary and as a last resort where resources were being directed away from other residents they supported. A right of appeal ensures the Council were being objective in their application of the policy.

AGREED (unanimously) that Members of the Committee supported the revised Dealing with Unreasonable Behaviour and Vexatious Complaints Policy and recommended it to the Policy & Finance Committee for final approval.

62 ALLOCATION OF HRA EFFICIENCY SAVINGS WITHIN HOUSING SERVICES

The Committee considered the report from the Director for Housing, Health and Wellbeing on the proposed allocation of budget savings from the integration of housing services back to the Council.

The report also requested delegated authority by given to the Homes & Communities Committee to approve the allocation of budgets subject to individual business case reports being presented.

The Chairman and Vice Chairman of the Homes and Communities Committee met with a small number of tenants and officers in December 2021 to review nearly 3000 responses over two years from tenants on various services to provide some direction for projects and investment. The group agreed it was important not to spend “just because” and that it was important to make every penny count.

The Housing Advisory Group having considered the proposals based on the meeting with tenants were therefore satisfied with the short and long term proposals and that the money would be spent wisely.

AGREED (unanimously) that:

- a) the Committee note the comments and involvement of tenant feedback and endorse the proposals set out in the report.
- b) the Committee recommend to the Policy & Finance Committee to approve the proposals as set out in the report to enable Officers to build these proposals into the budget process for 2022-23.

63 LANDLORD STRATEGY

The Committee considered the report from the Director for Housing, Health and Wellbeing sharing the Council's Landlord Strategy which sets out the approach the Council intend to take with landlord services over the next five years and to show the proposal that will form the narrative and basis of the financial modelling of the 30 year HRA Business Plan.

The Committee commended the Officers in carrying out a great job providing customer engagement and noting also that the Housing Advisory Group had endorsed the strategy at their January 2022 meeting.

AGREED (unanimously) that:

- a) the Homes & Communities Committee endorsed the Landlord Strategy as the narrative for the 30 year HRA Business Plan.
- b) the Homes & communities Committee recommend adoption of the Strategy at Policy & Finance Committee on 27 January 2022.

64 STRATEGIC APPROACH TO SOCIAL HOUSING ASSET MANAGEMENT

The Committee considered the report from the Business Manager for Housing Maintenance and Asset Management providing members of the Committee with an overview of the Council's approach to managing HRA social housing assets and to explain how we expect our strategic approach to managing social housing assets to develop.

The report informed members of the Committee that the Landlord Strategy will be supported by an HRA asset management strategy which will be developed over the next year. One of the key pieces of work is a new externally conducted stock condition survey of upto 50% of the housing portfolio. This has been procured and is being undertaken in 2022. Further in-house surveys will take place over the following four years to achieve 100% stock condition information by 2026, using this information to reformulate the HRA Business Plan and to reconfigure our programmes of investment in tenants' homes.

The Housing Advisory Group having met on 6 January 2022 were happy with the approach set out in the appendix. They also welcomed the stock condition survey and annual visits to help keep the Council up to date with the condition of homes and ensuring they are fit for purpose.

AGREED (unanimously) that the Committee noted the contents of the report.

65 2022/23 HOUSING REVENUE ACCOUNT (HRA) BUDGET AND RENT SETTING

The Committee considered the report from the Business Manager for Housing Maintenance and Asset Management and the Assistant Business Manager for Financial Services.

The annual report being presented to the Committee on the Housing Revenue Account (HRA) would:

- a) provide the actual outturn of the HRA for the 2020/21 financial year (1 April 2020 - 31 March 2021) (column 2 of Appendix A1);
- b) examine the proposed income and expenditure on the HRA for the 2022/23 financial year (column 4 of Appendix A1), in accordance with Section 76 (Duty to prevent debit balance on Housing Revenue Account) of the *Local Government and Housing Act 1989*;
- c) provide indicative amounts of income and expenditure for the 2023/24 to 2025/26 financial years (columns 5 to 7 of Appendix A1); and
- d) set rent levels and service charges for 2022/2023 (with effect from the first Monday in April 2022).

The setting of the HRA budget and the approval of rent levels will allow the required time to notify tenants of proposed changes to rents in accordance with legislation.

AGREED that the following recommendations be made to the Policy & Finance Committee on the 27 January 2022 and to Full Council at its meeting on 8 February 2022:

- a) the HRA budget for 2022/23, as set out in Appendix A1 to this report;
- b) an increase of 4.1% (CPI + 1%) in the 2022/23 rents of all properties in the HRA as at 31 March 2022; and
- c) the 2022/23 service charges as set out in Appendix C to this report.

66 HOMES & COMMUNITIES REVENUE AND CAPITAL FORECAST OUTTURN REPORT TO 31 MARCH 2022 AS AT 30 NOVEMBER 2021

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

The Committee were reminded that 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.

The Committee were presented with the report for noting and to be taken to the next Policy & Finance Committee on 27 January 2022.

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

67 HOMES & COMMUNITIES COMMITTEE REVENUE BUDGET 2022/23

The Committee considered the report from the Business Manager and Assistant Business Manager for Financial Services:

To seek approval from the Committee for the 2022/23 base budget in Appendix A to be recommended to Policy & Finance Committee at its meeting on 21 February 2022 for inclusion in the overall council budget; and

To seek approval from the Committee for the 2022/23 fees & charges in Appendix D to be recommended to Policy & Finance Committee at its meeting on 21 February 2022 and Council at its meeting on 08 March 2022.

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

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

68 HRA GROUNDS MAINTENANCE SERVICE UPDATE

The Committee considered the report from the Director of Housing, Health and Wellbeing providing an update on the performance of the Grounds Maintenance Service for the Housing Revenue Account (HRA) land and council owned homes provided by StreetScene.

The Grounds Maintenance Service was brought back in house from April 2021 from an external contractor and has been running for nine months, with the Council employing an additional seven staff to facilitate the contract.

The Committee commented that the service is improving and was the right decision to bring back in house, with improved tenant satisfaction through monthly surveys.

The Housing Advisory Group reviewed the update at their meeting on 6 January 2022 and endorsed the findings having first-hand experience of the improved level of service quality and responsiveness.

AGREED (unanimously) that the Committee noted the positive progress of the service.

Meeting closed at 7.54 pm.

Chairman

HOMES & COMMUNITIES COMMITTEE

14 MARCH 2022

SHERWOOD & NEWARK CITIZENS' ADVICE – ANNUAL PERFORMANCE REPORT 2020-21

1.0 Purpose of Report

1.1 To inform Members of the Sherwood & Newark Citizens' Advice (SNCA) achievements against the performance targets for the commissioned Debt Management & Homeless Prevention Service to residents in the district for the financial year 2020-21.

1.2 To share Sherwood & Newark Citizens' Advice Annual Report attached at **Appendix A**.

2.0 Debt Advice Service

2.1 Within the annual Service Level Agreement (SLA) between the Council, Housing Options and Housing Management, the SNCA agrees:

- To provide a community based debt and income maximisation service to support customers and potential customers of NSDC's Housing Options Service and tenants of N&S.
- Deliver the service through appropriately qualified employees and/ or volunteers who meet the requirements of the Legal Aid Agency Specialist Quality Mark.
- To deliver the service from the CAB offices on Forest Road, Ollerton, Castle House, Newark and offices of NSDC and other partners, subject to agreement between NSDC and SNCA.
- Priority referrals will come directly from NSDC's Housing Options Service, Housing Management or self-referrals from individuals approaching directly for assistance who can be identified as households who may become homeless because of rent or mortgage arrears.
- Referrals may also be taken from other support agencies.
- To promote the service in the local media, community locations and through other appropriate outlets including digital media.
- Provide training and awareness raising sessions to staff of NSDC, which advise how to address tenants' debt issues and encourage referrals to the project by staff of NSDC.
- Provide awareness raising events with communities and other agencies to encourage referrals to the project
- Provide guidance and support to NSDC staff in relation to dealing with debt issues.

2.2 The provision of a specialist debt service is additional to the Core Service, which the Council provides a separate Discretionary Grant. SNCA have a trained caseworker team to deliver specialist welfare benefits and debt advice. Specialist debt advisers can talk through the options available to people based on their situation; help people to prioritise debts to make sure that the most urgent issues are dealt with promptly; help people to budget accurately to work out how much they can afford to pay and negotiate with creditors. This service is available Monday through to Friday across the Newark & Sherwood District.

2.3 The nominated SLA Managers for the Council and SNCA meet quarterly to review the agreed performance targets and outturns, which are provided below for 2020/21:

PERFORMANCE INDICATORS	Target	Outturn 2020/21
Total Number of referrals By: Referring organisation (priority to be given to those from NSDC Location	270	234
Number of repeat contacts (within 3 month period)	Data Only	0
DNA Appointments	Data Only	55
Total number of individuals assisted By: Budget Advice Debt Casework	200	187
Tenure By: Social – Council Social – other RP Private Owner Occupier	Data Only	105 34 44 9
Number of homeless preventions (sustainable for 6 months)	125	111
Of the above, number of potential N&S evictions prevented	30	60
Total number of N&S individuals assisted By: Income Maximisation Advice For: Introductory Tenancies Secure Tenancies	Data Only	105
Total number of N&S individuals assisted holding Introductory Tenancies	Data Only	8
% of the above introductory tenancies sustained and successfully rolled over to secure tenancies without arrears due to CAB intervention.	Annual – 100% (Housing Management required to provide data)	
Total value of rent arrears managed: By: N&S Other RP's Private	£75,000	£197,988
Total value of mortgage arrears managed	£100,000	£122,661
Total value of other debts managed, such as Energy and Utility arrears and other debt managed	Data Only	£1,529,060
Training and Awareness raising sessions	4	1

2.4 The performance figures shows the impact that the pandemic has had on the delivery of the service. Performance figures throughout 2020/21 reduced significantly in both referrals and the number of households assisted.

2.5 A 'Lockdown Lifeline' has been created by Sherwood and Newark Citizens Advice (February 2021) which further explains the impact of the pandemic and efforts made to mitigate detrimental outcomes at **Appendix B**.

3.0 Equalities Implications

3.1 SNCA provides free, independent, confidential and impartial advice to everyone on his or her rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

4.0 Financial Implications – FIN21-22/1840

4.1 The Debt Advice Service is jointly funded from the District Council's Homeless Prevention Fund (contributing 50% £35,000) and the Housing Revenue Account (contributing 50% £35,000) each year.

5.0 RECOMMENDATION

That the Committee note the contents of the report, particularly the performance outturns for the commissioned debt management and homeless prevention service to residents in the District for the financial year 2020-21.

Background Papers

Nil

For further information, please contact Cheska Asman, Homeless Strategy Officer on 655643.

Suzanne Shead

Director – Housing, Health and Wellbeing

Supporting people... Building back



**Sherwood
& Newark**

Annual Report
2020/21

Another Challenging Year of Change

Another challenging year for the service, for our clients and for all of us individually. This has been the second year of constant changes, restrictions, and uncertainty. The Trustee Board have been taken aback and impressed how both Citizens Advice Sherwood & Newark, along with our Neighbouring Citizens Advice Partners in Nottinghamshire, have embraced the challenges and changes being forced upon us, taking them in their stride. We have not only met our clients' needs but exceeded them. It gives me and my fellow trustees a huge sense of pride in what we stand for at Citizens Advice Sherwood & Newark and in what our teams, employees, volunteers, and leadership can do in difficult circumstances.

This year we have seen brilliant staff and volunteers retire or move to pastures new. In early 2022 our long standing and dedicated session supervisors, Sue and Bill, will retire and we thank them for their unselfish commitment to the service and the community, wishing them all the best for their future. Finally, a significant impact on us all, is the passing of a long-term volunteer, supporter and colleague, who is sorely missed and leaves long lasting, happy memories for those who had the pleasure of serving alongside her.

Jackie and her colleagues have continued to drive the 'shared collaborative services' opportunity across Nottinghamshire, leveraging everything we do in common. The benefits

of this journey have become noticeably clear not only on costs, but through shared policies, processes, funding opportunities and knowledge enabling a dramatic reduction in replication of work. It has been a great initiative and one that has given massive benefit during these uncertain times.

We have all embraced new ways of engaging with clients and each other over the last two years delivering our support both digitally and in person. We are proud to say we were one of the first Citizens Advice nationally to reopen some face to face services for clients in July 2020. At the time of writing this, lockdown is being eased; at some point soon full services to clients will return. The trustees and Jackie are looking at what the 'New Normal' will be, this of course will evolve over time as things change positively or negatively.

I would like to mention that the trustees regularly strategically review our service capacity and offer to clients. We are operating in a very different advice landscape and to meet clients' needs moving forward, as a Board, we endeavour to implement a new organisational structure that will allow development including capacity for fundraising and engagement.

It is hard to exactly predict what is ahead, but we can look at the big headings as we come out of the pandemic; we can foresee debt, repossessions, evictions, mental illness, family breakdowns and abuse as some of the key areas we will have to deal with. This of course will affect our staff and volunteers in different ways, so through our wellbeing policies, we will support staff and volunteers in the months ahead.

Finally, I must reiterate how well everyone has handled the last year, we the trustees thank the team for all their efforts and commitment. Another outstanding year for Citizens Advice Sherwood & Newark and partners, let's keep it going as a team, any concerns or questions feel free to contact Jackie or any of the Trustees, who will listen and act as needed.

Neil Buckley, Chair

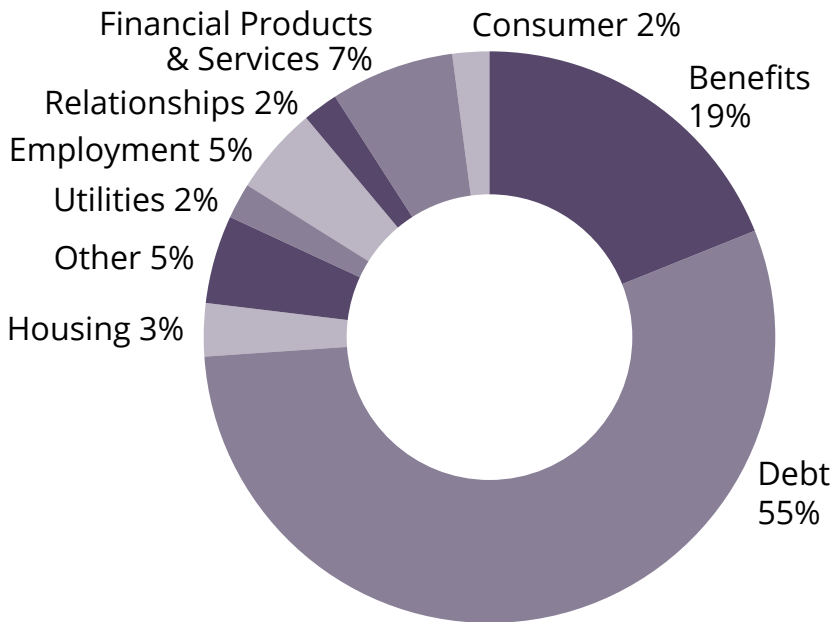


How Did We Do?



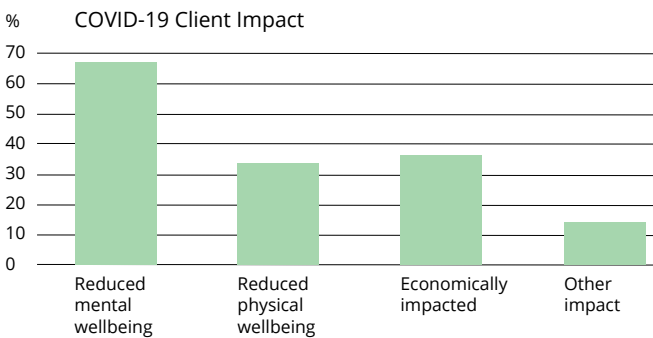
96% of clients happy with our service **4,008** clients accessed our advice service

And this is why people came to us

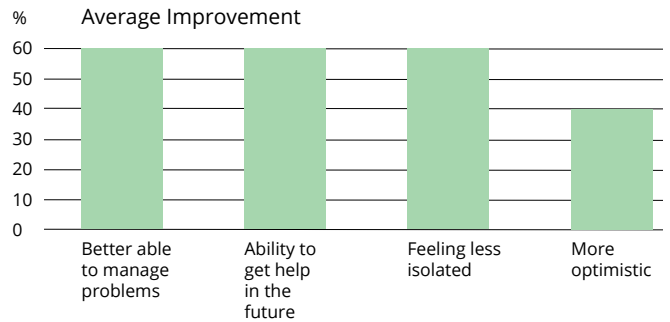


Helping our clients through a pandemic

Citizens Advice Sherwood & Newark saw an increase in requests for specific types of advice during the pandemic. This included help claiming benefits for the first time, housing and employment problems. The majority of our clients (over 70%) contacted us as a result of being impacted by COVID-19. Our service proved agile and remained open to help people with the problems they faced. In a survey of clients we asked them how they had been impacted by the pandemic and they told us:



The good news is that our advice made a difference. We also asked clients about the outcomes they had experienced after seeking help from Citizens Advice.



Our charity is using the knowledge gained during the pandemic to put together a plan to help our clients move forward and rebuild their lives. The plan includes:

- Supporting people back into employment, reducing the barriers they face
- Expanding our offer to social prescribers to improve health in Newark & Sherwood
- Supporting those with insecure housing status
- Helping people with debts built up during the pandemic

The majority of our clients (over 70%) contacted us as a result of being impacted by COVID-19



Campaigning for Change

Research and campaigns remain a core part of our work at Citizens Advice Sherwood & Newark. Delivered by our dedicated staff and volunteers, we are committed to improving the policies and principles that affect people's lives. This work helps ensure we can resolve more issues for clients, and then address the underlying long-term causes so that the same issues do not repeatedly affect clients.

We use the experiences of our clients to help us research issues further and influence the development and implementation of local and national policies and procedures; campaigning for positive changes to help not only clients but also the wider population. Through research and campaigns, we can reach more people.

Our work has contributed at a national level, to include influencing the government to adopt an employment single enforcement body and the extension of the £20 Universal Credit uplift. Locally we have been active in raising awareness about a number of issues, including energy, debt, mental health and wellbeing. We had a number of priority areas for the year, such as:

Impact of COVID in Newark & Sherwood

It is clear that the COVID-19 pandemic has impacted our community. We have been carrying out a project to identify how we can make a significant contribution to supporting our community recover from the impact of COVID. In addition to our own data and client stories, we have been engaging with partner agencies and towards the end of 2020/21 with our clients through an outcomes survey.

Scams

Working with a number of partner agencies, including taking part in the annual Citizens Advice Scams Awareness campaign 2020, we have been raising awareness with the people of Newark & Sherwood about potential scams, what to do if they have been the target of a scam and information about what they can do to protect themselves from a scam.

Universal Credit (UC)

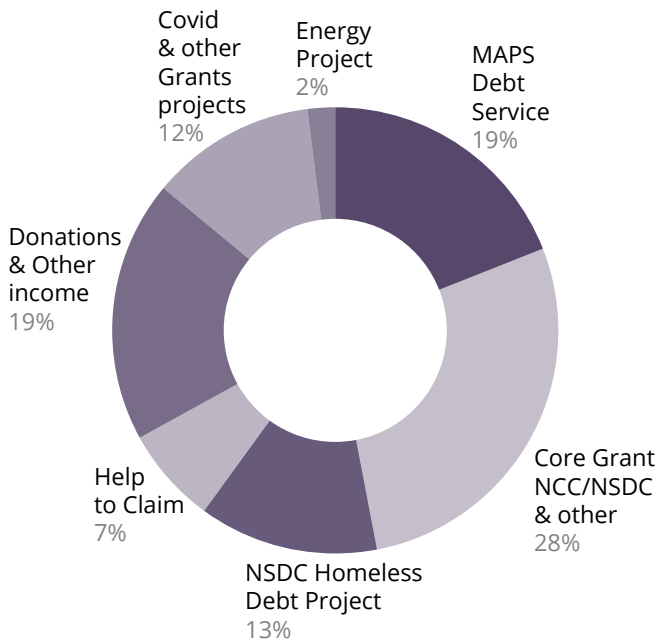
The Best Practice Lead for the UC Help to Claim service continued to carry out research using our client experiences, our data and networking. Through this we were able to provide support and guidance to the UC Help to Claim project, significantly improving the customer experience in Newark & Sherwood and beyond.



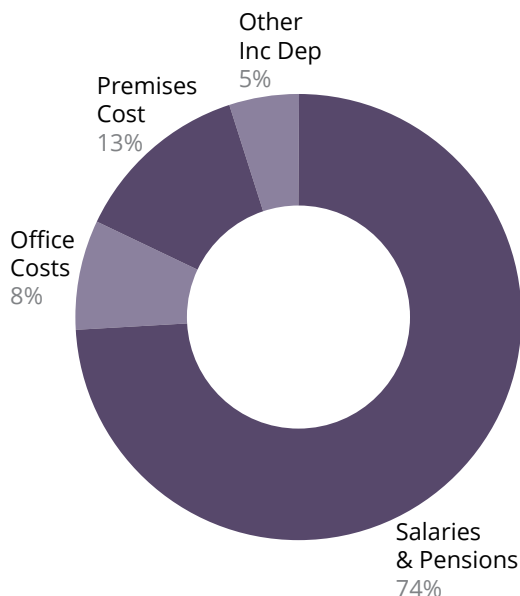
Through research and campaigns, we can reach more people.

We make every penny count

Income 2020/21



Expenditure 2020/21



When we say we're here for everyone, we mean it

People rely on us because we're independent and totally impartial.

- Each year, Citizens Advice Sherwood & Newark continues to ensure that resources are secured so that we can continue to meet the needs of clients.
- In Newark & Sherwood, people can access much needed debt advice funded by the continuation of the MAPS (Money Advice Pension Service) Debt Advice Project and Newark & Sherwood District Council funded Community Debt and Homeless Prevention Project.
- Ongoing funding was also obtained for the Energy Advice Programme, a Citizens Advice initiative, funded by the energy companies as part of their obligations and the DWP funded Universal Support Help to Claim Project which is available face-to-face, over the phone and online through web chat.
- This year we have been successful in obtaining additional funds to implement new working practices and to recruit and train remote volunteers to increase capacity and to deliver additional advice under the Covid-19 Service Restructure Project.
- Citizens Advice Sherwood & Newark continued to play a key role in the partnership and collaboration work with the neighbouring five Citizen Advice services across Nottinghamshire.
- We now offer clients multi-channel options to get advice through face to face or digital channels, webchat, telephone and email.
- The Generalist Service saw an increase of six volunteer advisers in the service, however five volunteers left either to go into paid employment or for other reasons including the pandemic.

How we change lives ...

Energy

Jane* was struggling with her energy bills. She had agreed to switch from her current energy supplier to a new supplier following a cold call visit stating her new energy would be cheaper. Unfortunately her monthly direct debit increased by £20 a month.

We investigated and found that her new deal was more expensive than her old supplier and Jane had tied in for 2 years (£100 exit fee). It had also cost her £60 to leave her previous supplier. We challenged the new supplier and they agreed to refund the exit fees Jane had paid, plus £30 compensation for distress caused, but they were unable to move her to a cheaper tariff or waive the exit fee.

We advised Jane to refuse the offer on the basis that we believe she had been a victim of mis-selling and advised the new supplier that we would refer the complaint to the Ombudsman (Ofgem). The supplier agreed to review their initial decision and as a result agreed to all our requests. Jane was so relieved that she was no worse off financially.

Help to Claim

Joe* was worried about how he and his partner would make ends meet. He had started sick leave pending surgery and, until he could return to work, their only income would be his statutory sick pay and the employment and support allowance received by his partner.

They were referred to our Help to Claim Adviser who helped them to set up a joint claim for Universal Credit. Our support helped them to understand what to expect, how to manage the account, how what they receive would be calculated, and what steps they could take to maximise their entitlement going forward. We are helping Joe's partner with a claim for disability benefit and, if successful, they would receive an additional UC element in acknowledgement of the care Joe provides. We also assisted with a claim for council tax support.

Joe said he would have struggled to have navigated the benefits system without help.

Benefits

Bill* and Mary* are both retired. Mary is disabled and Bill is her main carer. They are both in receipt of a State Retirement Pension, with Mary qualifying for disability benefits to help with care and mobility. Mary was being asked to make a new application for Personal Independence Payments (PIP), she was anxious about losing her award. We advised on the criteria for PIP and helped to complete the application form.

As part of our holistic service, our income maximisation check found that they qualified for Pension Credits. Following a successful application for Pension credit and council tax support (including a backdate request) this gave Bill & Mary a refund of over £400. Their PIP application was also successful and Mary was awarded the Enhanced rate of both the Daily Living and Mobility component. The couple's weekly income increased by over £50 a week.

We also advised them on their Energy bills and as a result of their Pension Credit Award they qualified for the Warm Home Discount of £140 credited to their Electricity bill. The extra money each week has made a massive difference to Bill & Mary's quality of life.

Debt

Peter* had debts in excess of £35k that he had built over a period, many as a result of living on a low benefit income after losing his job 20 years ago. Peter had been struggling to make payments for a long time. Following numerous unsuccessful attempts to secure employment this had left him feeling suicidal with no solution. Peter assessed all his options, based on his mental health bankruptcy became an option. We were successful in helping Peter secure a charitable grant to cover the bankruptcy fees.

With our help, Peter submitted a successful bankruptcy application, making him debt free for the first time in 30 years. Peter's words were, "you saved my life".

**names changed to maintain confidentiality*

Free, confidential advice. Whoever you are.



We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment. We're here for everyone.



With thanks to our main funders



And thanks to our dedicated staff and wonderful volunteers without whom none of this would be possible.



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Appendix B – Service delivery due to Covid-19 Pandemic (February 2021)

Lockdown Lifeline: Ensuring adequate support across Newark & Sherwood during the Covid-19 pandemic

Coronavirus has had a sudden and unprecedented impact on people's jobs and incomes. Nearly 4 out of 10 (38%) households have reported lost income because of this crisis, with nearly 1 in 10 (8%) households reporting losing 80% or more.* (*Poll of 2,000 adults conducted on behalf of Citizens Advice by Opinium (carried out between 2-7 April))

At the start of the Pandemic in March 2020, we have had a 92% reduction in our volunteer numbers and reduced capacity due to people's caring responsibilities or health issues. This had a significant impact on the volume of clients accessing the service.

However In response to the pandemic, Citizens Advice Sherwood & Newark quickly moved to remote working and successfully delivered substantial levels of advice by facilitating staff and volunteers to work remotely from home. Then with the easing of the lockdown it was evident that some beneficiaries were significantly disadvantaged by the closure of face to face advice services. It was therefore crucial that from July 2020, limited appointments in person were made available with appropriate COVID-19 hygiene measures in place.

Alongside paid staff, on average we have had 15 volunteers delivering our local services compared to 29 volunteers pre-COVID 19. Due to the confidential nature of our service personal laptops could not be used leaving us with a shortage of equipment. However we quickly utilised the laptops at Castle House and secured additional funding to buy new laptops which ensured we could get more volunteers remote working where possible.

In addition to our website traffic, people have been coming to us for advice by telephone, email and through webchat. Many people we help were already in very difficult financial situations before this crisis and new groups of people have faced a sudden income shock.

We have also rolled out a remote training programme for new volunteers in readiness for the anticipated increased demand going forward, once all restrictions are lifted. Access to timely advice and acting quickly will reduce the risk of large numbers of people falling into unsustainable debt, facing eviction, or losing access to essential services.

Despite all the barriers we faced from April 2020 and with a much reduced workforce, our team of determined volunteers has helped 2,887 people with 12,235 issues (1 April 2020 - 31st Dec 2020)
Breakdown of some of the issues:

- 20% of calls related to benefits and Universal Credit
- 54% to Debt (top issue council tax arrears)
- 10% employment (we saw a massive increase mostly relating to Covid 19 related issues ie furlough scheme)

Quality of our services - We continue to be monitored and assessed monthly by Citizens Advice on Quality of Advice. As we have shifted to mainly to telephone and email advice, capturing profile data from clients is more difficult as many clients when seeking advice, wish to remain anonymous.

HOMES & COMMUNITIES COMMITTEE

14 MARCH 2022

EMPTY HOME STANDARD PILOT – INTERIM UPDATE

1.0 Purpose of Report

1.1 To present Members with an interim update on the empty home standard pilot.

2.0 Background Information

2.1 A report was presented to SLT and Homes and Communities Committee in May and June 2021 respectively, providing details of the issues with the core letting standard in operation at the time, along with a range of options to consider as part of a six month pilot scheme.

2.2 The core letting standard has been reviewed and improved. The pilot scheme, approved by both SLT and Members included decoration preparation *in addition* to the revised core lettings standard and an additional sum of up to £500 per property to meet individual tenant needs to help them start well in their tenancy.

2.3 It was planned to commence the pilot in July 2021, but the contractor that assisted with major voids works ceased trading. Although the enhanced core lettings standard did commence, the elements listed above at 2.2 were delayed until October to allow time to procure a new contractor to deliver the works, along with the development of a robust policy and process for administering the starting well funding. The data presented within this report covers the first half of the pilot, for the period 1st October – 31st December 2021.

2.4 Voids works

During the period, there were 124 voids (compared with 104 voids for the same period of 2020). The table below shows that 39 (31%) of these had decoration preparation works carried out.

Month	Number of Voids	Number of Decoration Preparation
October 2021	37	9
November 2021	44	16
December 2021	43	14
Total	124	39 (31% of total voids)

2.5 During the desktop exercise in February and March 2021, there were 67 void properties during the 2 months and it was calculated that had we been carrying out decoration preparation at that time, 43 (64%) properties would have required these works. Whilst it is recognised that the number of voids requiring works can fluctuate, along with the condition of the properties becoming void, the number of voids requiring works for this period is less than half of what was projected (31% versus 64%). This has a positive implication on projected annual costs and details on this is presented further down in the report.

2.6 The table below shows the additional cost for the decoration preparation works and the average cost per property.

Month	Number of Decoration Preparation	Additional Total Cost for Decoration Preparation	Average Additional Cost Per Property for Decoration Preparation
October 2021	9	£6,700	£744
November 2021	16	£16,200	£1012
December 2021	14	£13,300	£950
Total	39	£36,200	£928

These additional costs when added to the previously reported average standard annual void cost per property of £1,300, bring the total average costs per void to approximately between £2,000 and £2,300.

2.7 The additional works are, expectedly, having an impact on fit to let times. The table below shows the fit to let times during the period, with a comparison against the same period of 2020.

Month	2021 Average FTL Days (excluding major works)	2020 Average FTL Days (excluding major works)	Average FTL Days Increase (excluding major works)
October	14.5	9.1	5.4
November	10.2	8.2	2.0
December	11.9	9.1	2.8

The increase in days has an impact on rent loss for the duration the property is empty, but these increases are within predicted expectations. Additionally, since the works have been delivered by the contractor, rather than a combination of the contractor and the in house team, the average fit to let days increase has halved and is only slightly above the 11 day target.

2.8 Starting Well Fund

Of the 93 properties that were let during the period, 48 (52%) new tenants received monies allocated from the starting well fund for carpets, decorating materials or white goods. The table below shows the breakdown of the allocation.

Element	Number of Properties	Total Value	Average Per Property	Percentage of Lettings (Voids)
Carpets	39	£14,795	£379	31%
Decoration Materials	13	£2,745	£211	10%
White Goods	2	£729	£365	2%

Just six properties had more than one element, but the total value of the funding was within the £500 maximum allocation and the overall expenditure was £18,269, which is an average of £380 per property.

Whilst it is noted that the requirement for decoration or carpets within a property and individual tenant circumstances can and will vary, the data from the period is far less than it could have potentially been, i.e. 93 properties at £500 would equate to £46,500. Only 39% of this value has been allocated.

2.9 In terms of the process for administering the starting well fund, carpets are sourced directly with a local provider (H&H Flooring), decoration materials are provided by issuing Wilko vouchers (which can only be used for this purpose) and white goods have been procured directly with Currys, with no cash being issued to the tenant.

2.10 Tenant Feedback

As part of this pilot, it was anticipated that it would have an adverse impact on the number of days to complete void works. However, one of the key focusses of the changes was to improve the lettings experience and enhance the standard of a new home for tenants.

2.11 The table below shows the tenant satisfaction levels with lettings for the period, compared with same period of 2020.

Month	2021 Tenant Satisfaction	2020 Tenant Satisfaction	Variance
October	93%	95%	-2%
November	100%	82%	+18%
December	90%	94%	-4%

At the end of December 2021, the year to date satisfaction figure for lettings was 98%, compared with 93% for December 2020, which shows an increase in tenant satisfaction.

2.12 As part of the six week tenancy visit, new tenants have also completed a survey which asks a range of questions regarding satisfaction with certain key aspects of the property, the number of repairs they have reported during that time and how the new pilot measures have impacted their new tenancy.

17 tenancies have completed a six week visit survey (some are not yet due) and of those;

- 16 were satisfied with the support and advice received prior to moving in
- All were satisfied with information and support received in relation to existing utility providers
- 15 were satisfied with the standard of the decoration preparation
- 13 were satisfied with the standard of the flooring (in reference to no carpets at letting)
- 16 were satisfied with the standard of the kitchen and bathroom
- 14 were satisfied with the standard of the outside / garden
- The average number of repairs reported was 2, with 29% not having reported any
- 14 gave qualitative feedback comments in relation to being very happy with the property, settling in well and liking the area
- 5 said they would have struggled to carpet their home without the additional support
- All said it was worthwhile spending the additional money on decoration preparation

2.13 The table below shows the number of complaints in relation to lettings, specifically the standard of the property for the period, along with a comparison for the same period of 2020.

Month	2021 Complaints	2020 Complaints	Variance
October	0	1	-1
November	0	1	-1
December	0	2	-2

During the period, there have been no complaints regarding lettings.

2.14 Officer Feedback

As part of the pilot, it has also been important to measure the impact on officers who deliver the service and the administering of the starting well fund.

Overall, the feedback has been positive. Some of the qualitative feedback is provided below.

- Process is quite easy and straight forward.
- Lovely to be able to offer something new and more meaningful to tenants.
- H&H Flooring makes it as easy as possible, providing a fantastic service for the tenants and are very accommodating.
- It does add time to the viewing process and increase admin, but it is nice to help people start their tenancy on a positive note.
- Wilko vouchers process is simple and no issues have been reported.
- Standard of voids has improved greatly.

3.0 Projections

3.1 The table below shows the previously reported cost assumptions for decoration preparation, based on the desktop exercise carried out in February and March 2021, along with assumptions based on the first three months of the pilot.

	Estimated February and March Data	Actual First 3 Months of Pilot	Difference per Unit	Difference Between Predicted and Pilot (based on 400 properties)
Average additional cost per unit decoration preparation	£1,212	£928	-£284	-£113,600
Additional cost per unit	£500	£380	-£120	-£48,000

starting well fund				
Total additional cost per unit	£1,712	£1,308	-£404	-£161,600

3.2 It was also estimated that during the period of a year, the inclusion of decoration preparation would increase the overall void costs by £310k (to around £910k). The inclusion of the starting well fund, had the potential to increase costs by a further £200k (and take it to £1.1m). Based on the figures in the first three months of the pilot, the table below shows additional estimated annual expenditure as a comparison with the initial estimations.

	Including decoration preparation	Including starting well fund	Total additional estimated cost
Initial estimated annual increase in voids cost	£310k	£200k	£510k
Pilot based estimated annual increase in voids cost	£149k	152k	£301k

3.4 The level of voids in the first three months of the pilot was higher than average. If this number was repeated for each three month period, this would take the total annual voids to 496.

4.0 Equalities Implications

4.1 There are no equalities implications directly arising from this report although it is anticipated that providing bespoke additional support to new tenants in need will help to them achieve more sustainable tenancies. So far, this has shown a positive impact on the start of a tenancy.

5.0 Digital Implications

5.1 There are no digital implications directly arising from this report.

6.0 Financial Implications FIN21-22/3368

6.1 For the duration of the pilot, the average additional cost per property is estimated to be in the region of £928, based on the first three months (previously estimated at £1,212). When added to the average annual void cost of £1,300, this gives a total average void cost of £2,228 (rather than the estimated £2,512).

6.2 The option of a “starting well fund” is a potential additional annual cost of up to £200,000, based on approximately 400 properties at up to £500 per property. Based on the data for the first three months of the pilot, the estimated annual cost is £152,000. This additional cost, albeit only for the pilot exercise, will be funded from the HRA Efficiency Reserve, but there is also potential to recover some costs via an additional rent increase, if approved by Members.

7.0 Community Plan – Alignment to Objectives

7.1 This supports our objective to create more and better quality homes through our role as landlord.

8.0 Comments of Housing Advisory Group

8.1 At HAG on 28th February 2022, representatives felt this was a big improvement on the previous standard and the improvements could be seen during several void property inspections recently undertaken by involved tenants.

8.2 Following a question from an involved tenant, officers agreed to check the Council’s approach to brick built outhouses and how these can be addressed whilst empty and report back our approach going forward.

8.3 The group further requested that major works such as electrical rewires were undertaken when empty. Officers confirmed that where major works are due within two years, these are being done when empty.

9.0 RECOMMENDATIONS:

- a. **That Members note the positive outcomes of the pilot to date.**
- b. **That Members endorse the continuation of the pilot and note that a final outturn report will be provided following the closure of the pilot at the end of March 2022.**

Reason for Recommendation(s)

To ensure the Council delivers an enhanced empty home standard and improves both the lettings experience and tenancy start for new tenants.

Background Papers

HCC Report Housing Services Customer Journey Feedback – 7th June 2021.

For further information please contact

Suzanne Shead
Director – Housing, Health and Wellbeing

HOMES & COMMUNITIES COMMITTEE

14 MARCH 2022

RESPONSIVE REPAIRS POLICY

1.0 Purpose of Report

1.1 For Members to consider the new Responsive Repairs Policy and to confirm the approval prior to the report being presented to the Policy and Finance Committee.

2.0 Background Information

2.1 This policy applies to general needs and all communal areas of stock managed by Newark and Sherwood District Council, including leasehold properties.

2.2 This policy closes a gap that was identified when the housing services came back into the Council. It covers all responsive repairs, including general build, mechanical and electrical (M&E), communal heating, lighting, boosted water systems, fire related works, door entry systems and lifts.

2.3 Servicing of domestic boilers, statutory compliance, cyclical, void and planned maintenance are not included in this policy as they are covered by their own specific policies.

2.4 Key elements of the policy include:

- a) Service standards (Section 2 page 1)
- b) Definition of a responsive repair (Section 4 pages 2 - 3)
- c) Rights and responsibilities (Section 5 pages 3 – 7)
- d) Repair priority and timescales (Section 6 pages 7 – 9)
- e) Rechargeable Repairs (Section 9 page 12)

2.5 There has been extensive consultation with involved tenants in drafting this policy.

3.0 Proposals

3.1 The new Responsive Repairs policy is attached to this covering report.

3.2 Briefing sessions on the new policy with tenants and relevant colleagues will be designed and delivered following the policy being approved.

4.0 Financial Implications FIN21-22/8098

4.1 There are no financial implications resulting from this report.

5.0 Digital Implications

5.1 There are no digital implications arising from this report

6.0 Equalities Implications

6.1 There are no equalities implications arising from this report.

7.0 Comments from Housing Advisory Group (HAG)

7.1 At HAG on 28th February 2022, representatives commented that this was a comprehensive policy that sets out everyone's responsibilities. They encouraged the Council to use common sense when applying this policy and identified an amendment to the Policy around repairing and replacing handles and hinges on kitchen doors (which has been changed).

7.2 As this is a new policy, they recommended that its performance is reviewed in a year's time.

8.0 RECOMMENDATION(S)

It is recommended that;

- (a) Members endorse the new Responsive Repairs policy and recommend its adoption at Policy and Finance Committee.

Background Papers

None

For further information, please contact Caroline Wagstaff on Ext 5520

Suzanne Shead
Director – Housing, Health & Wellbeing

Newark and Sherwood District Council

Responsive Repairs Policy for General Build, Gas, Mechanical & Electrical and Specialist Repairs

CONTENTS

- 1 Introduction 1**
- 2. Policy statement and service standards 1**
- 3. Contracts 2**
- 4. What is a responsive repair? 2**
- 5. Rights and responsibilities 3**
- 6. Repair priorities and timescales 7**
- 7. Who can report a responsive repair and how? 9**
- 8. Out of Hours 10**
- 9. Chargeable Repairs - fees and charges procedure..... 11**
- 10. Missed appointments 11**
- 11. Access 12**
- 12. Monitoring work and measuring customer satisfaction 12**
- 13. When things go wrong 12**
- 14. Major repairs 14**
- 15. Minimising the level of demand 14**
- 16. Health and safety 15**
- 17. Equality and diversity 15**
- 18. Review and dissemination 15**

1 Introduction

- 1.1 This policy applies to general needs and all communal areas of stock managed by Newark and Sherwood District Council (NSDC), including leasehold properties.
- 1.2 It covers all responsive repairs, including general build, mechanical and electrical (M&E), communal heating, lighting, boosted water systems, fire related works, door entry systems and lifts.
- 1.3 Servicing of domestic boilers, as well as other statutory compliance, cyclical, void and planned maintenance are not covered in this policy.
- 1.4 The aim of this policy is to set out repair responsibilities, service priorities, the framework within which decisions regarding repairs are made and the principles on which future service developments and improvements can be designed and implemented.

2. Policy statement and service standards

- 21 Our aim is to provide an excellent service that performs to standards agreed with our tenants, is responsive to their needs, achieves high levels of satisfaction, delivers value for money and operates at an affordable cost.
- 22 An effective repairs policy implies a degree of partnership between tenants and landlord. Tenants have an obligation within their tenancy agreement to report essential repairs to their landlord. NSDC tenancy agreement states “you must let us know as soon as possible of any repair which needs doing in your home”.
- 23 Where we carry out a repair for which we would not normally be liable and for which the resident will be charged, we will work to the same service standards which would apply should we be responsible for the repair.
- 24 We only use employees and contractors who take pride in their work and are suitably qualified and experienced to complete the work they are asked to do. They will follow the appropriate Code of Conduct and will carry and provide photo identification before entering a resident's home.
- 25 We will treat tenants and their homes with courtesy and respect at all times. We will ensure that no damage is caused to tenants' belongings in the course of carrying out work and will leave tenants' properties and communal areas clean and tidy following the completion of work.

3. Contracts

- 31 Newark and Sherwood District Council seeks to ensure best value at all times, through utilising its own workforce and the procurement of a range of contracts with suitably qualified professionals. We will always aim to have the relevant tenant involvement during this process.
- 32 Most general build repairs will be undertaken by our own workforce. At times of peak demand and in cases where specialist works are required they will use contractors.
- 33 A range of specialist contractors are also engaged directly to provide specific functions e.g. servicing and maintenance of passenger lifts and stair lifts, as well as Door Entry Systems and CCTV.

4. What is a responsive repair?

- 41 Responsive repairs are usually unforeseen, minor in nature, and can generally be completed on a first visit from standard van stocks. These repairs will be categorised, given a priority and a target response timescale. Replacement of components (for example doors and kitchens) will not usually be considered a responsive repair and will fall into the category of planned works.
- 42 We are legally obliged to keep our properties in a decent state of repair. The key legislation on this is as follows:

Landlord and Tenant Act 1985 This Act gives landlords an absolute obligation to carry out basic repairs, including the structure and exterior of the property and installations for the supply of water, gas and electricity, sanitation and space heating and heating water.

Defective Premises Act 1972 Section 4 of this Act places a duty on the landlord to take reasonable care to ensure that anyone who might be expected to be affected by defects in the property is reasonably safe from injury or damage to their property.

Environmental Protection Act 1990: This Act makes provision for the control of premises whose conditions are considered to be prejudicial to health or a nuisance. This legislation means we are liable for damages and compensation to tenants and their families who suffer as a result of failure to maintain their properties.

- 43 NSDC will provide a repairs service which meets our legal and statutory obligations, to standards agreed with tenants, and which offers value for money. We will:
- Make an appointment at the time the repair is reported for all internal non-urgent works and pre-inspections;

- Minimise inconvenience to tenants by coordinating multiple responsive repairs to be completed at the same time on the first visit where practically possible;
- Aim to deliver repairs which are “right first time” where possible, by which we mean that no further visits or recalls are necessary, and that the same repair is not reported in the following 6 months;
- Complete all repairs within the agreed timescales;
- Use materials which meet industry standards, are fit-for-purpose, long lasting, offer value for money and where appropriate are of the same specification as the materials used in planned works or improvement schemes;
- Closely monitor the effectiveness of Contractors operatives and any sub-contractors working in our properties and provide a quality assurance scheme to monitor and report on the quality of workmanship, materials, fixtures and fittings in accordance with the agreed specification;
- Measure the satisfaction of our customers with the service that we provide.

4.4 Any reported repairs not capable of being clearly identified from the details initially supplied will be referred to a Repairs Inspector or Surveyor for investigation. These repairs will require pre-inspections and an appointment will be offered for this.

5. Rights and responsibilities

5.1 Tenants

5.1.1 Tenants in general needs accommodation are responsible for carrying out the following themselves:

- Repairs to any damage caused by accident, misuse or neglect, including any damage caused by visitors to the property;
- Repairs to any floor coverings not installed by Newark and Sherwood District Council;
- Any plumbing, electrical and other works not installed by Newark and Sherwood District Council;
- installation of gas cooker;
- Installation of gas meter if not provided.

5.1.2 General needs tenants are also responsible for works such as those listed below, including other minor jobs required to use the property.

- Internal decoration including filling small surface cracks;
- Repair/replacement of sanitary-ware plugs and chains;
- Replacement of toilet seat;
- Replacing light bulbs, fluorescent starters
- Resetting electrical trip switches
- Internal door decoration, handles & latches, fitting or replacing draught excluders;

- Taking action to prevent and control condensation;
- Replacing keys and locks as a result of loss or damage, getting any spare keys cut for your locks. Fitting extra locks and door chains.
- Fitting waste pipes and supply valves to washing machines and dishwashers (that carry water to and from the machine);
- Repair/replacement of wall tiles unless fitted by Newark and Sherwood District Council;
- The repair/replacement of glazing (unless an act of crime and a Police CAD number supplied).
- The repair and replacement of handles and hinges on kitchen cabinet doors;
- Repair/replacement of external door furniture not fitted by NSDC;
- The repair and replacement of garden gates and gate furniture, fences, sheds unless leading to the front of the property or adjacent to a public highway or designated play area.
- Replacing clothes posts, clothes lines or rotary driers, unless you share these with other people.

5.1.3 The type of repairs that Newark and Sherwood District Council will carry out for tenants include repairs to:

- Heating and hot water;
- Extractor or ventilation mechanism (excluding cleaning and removing dust from ventilation grills);
- Electrical wiring, sockets and light fittings (excluding tenants own installations);
- Plumbing inside your home including water tanks, stop valves, taps, sinks, baths and showers (excluding tenants own installations);
- Roofs, outside walls, windows and external doors;
- Drains and gutters;
- Inside walls, floors and ceilings;
- Kitchen units and worktops (not cabinet doors, as above);
- Baths, basins and toilets (not toilet seat);
- One locking mechanism on the front door of the property (normally a Yale lock/snib);

5.1.4 Tenants are responsible for any repairs arising from abuse or misuse of the property, by any household member or visitor to the property.

5.1.5 Where we undertake works for which tenants are responsible we will charge for the work. Our approach in these cases is set out later in this document.

5.1.6 In special circumstances we may have agreed with a tenant that we will make a “gift” of improvements or items left by a previous tenant, which we would not normally supply or maintain. In these circumstances it will be the new tenant’s responsibility to maintain the item. Should it require replacement, and be a

fitting for which the landlord would normally be responsible, we will replace with our standard fitting or item; not that previously “gifted”.

- 5.1.7 We will not be responsible for maintaining any installations fitted by tenants e.g. kitchens, bathrooms, light fittings, flooring. We will not repair or maintain any unauthorised adaptations e.g. removal of walls, installation of partitions, structural alterations e.g. arched doorways. Tenants are responsible for re- instating any such alterations back to the original position.
- 5.1.8 If required we would normally ask the resident to lift any fitted carpets, laminate flooring or similar floor coverings and move furniture to allow access to undertake works and will advise tenants of this in advance where we can reasonably foresee that it might be necessary. The resident is then responsible for refitting it and any costs incurred in most cases.
- 5.1.9 For vulnerable tenants and at the discretion of a NSDC supervisor or manager and subject to signing a disclaimer we would lift and refit floor coverings. In special circumstances we would also apply this policy to furniture and similar items. The disclaimer will make clear that should damage occur to the flooring or other item whilst lifting or refitting NSDC will not accept any liability.

52 Communal Areas

- 5.2.1 Newark and Sherwood District Council is responsible for repairs that are necessary to any communal areas such as:
- Stairs;
 - Lifts;
 - Fire alarm systems and emergency lighting;
 - Landings;
 - Door entry systems and security gates (not a gate on an individual dwelling);
 - Communal TV aerials;
 - Communal lighting;
 - Communal drains;
 - Communal windows;
 - External areas such as bin storage areas, fencing and walls (unless to an individual private garden), paving, communal gardens etc.
- 5.2.2 Where tenants or known third parties are found to have caused damage, blockages or repairs being necessary to another property, we will recharge them in line with this policy.
- 5.2.3 We will regularly inspect communal areas and the external areas of estates as part of estate walkabouts with tenants as listed on our website. Any repairs identified will be recorded and carried out in line with our priorities.

53 Leaseholders

- 5.3.1 We will undertake repairs to leaseholders' properties where there is a contractual or other legal obligation that we do e.g. NSDC is responsible for maintaining the structure, common parts, and supply of services to each flat.
- 5.3.2 The leaseholder is responsible for all repairs to internal building components (including kitchens) and all services inside the property including pipework and stop valve.
- 5.3.3 Leaseholders are required to pay a proportion of the full cost of repairs and maintenance to the structure and exterior of the block and the common parts as set out in their lease.
- 5.3.4 Leaseholders who would like NSDC to carry out repairs and other essential services for them may also be able to request these and pay for them in advance of works completion.

54 New build properties

- 5.4.1 NSDC is increasing its housing stock through the provision of new properties. In most cases, these new properties are covered by a standard developer's defects liability period (DLP), which normally starts from the date of completion. Typically, the defects' liability period is:
- 6-12 months for building repairs (including electrical or mechanical works)
 - 24 months for some special components.
- 5.4.2 Repairs for new properties are reported in the normal manner and Newark and Sherwood District Council will determine whether they fall within the DLP (needed in full) and are to be addressed by the developer, or whether they are progressed via the main partnering contractor in the normal way.
- 5.4.3 Some defects occur after the DLP, but may still be deemed to be design, product failure or workmanship faults. Newark and Sherwood District Council will determine whether these should be pursued as a latent defect via the original developer or to exercise warranties offered by the NHBC (National House Building Council). We will mitigate, the impact on the customer whilst establishing liability and seeking to recover from the relevant party.

55 Pests

Tenants have a responsibility to deal with pests in their own properties, in accordance with their tenancy agreement. Tenants can report this to Customer Services who will advise accordingly.

A. You must not do anything which encourages insects, pests or vermin in either your home or communal areas – this includes bulk storage of foodstuffs, leaving scraps of food out or feeding pigeons.

B. You must let us know as soon as you become aware of any infestation of your home or communal area by insects, pests or vermin such as ants, cockroaches, mice or pigeons and allow access for any professional treatment to get rid of them from your home or block

5.5.1 When tenants report pest problems to us we will recommend appropriate action to them. If they request us to we can arrange for our contractor to carry out the work at their expense.

6. Repair priorities and timescales

6.1 When a repair is reported, we will tell our tenants when they should expect the repair to be completed according to our priority system.

6.2 General repairs are split into two main categories, depending upon the urgency of the work. Each category has a target time limit to complete the job:

- Emergency 24 hours (2 hour response to make safe and prevent danger if required, with additional works completed within 24 hours)
- Normal priority / routine (6 weeks).

6.3 Emergency repairs

6.3.1 Repairs which are treated as an emergency are generally those that have serious effects on people or damage to the home. They include, but are not limited to:

- A water leak that cannot be contained;
- Total loss of electricity (other than those which fall to utility supplier);
- Total loss of water supply (other than external mains supply issues which are Severn Trent);
- Fire damage;
- Making safe major structural damage (e.g. storm, accident or flood damage);
- Serious blockages to main drains (or blocked toilet if it is the only one in the property);
- Faulty Showers (Where this is the only means of bathing)
- Repairs to allow access if door entry system is not working;
- Making secure external doors or windows as result of break in or vandalism and where there is a security or injury risk (where an act of crime and a Police CAD number supplied);
- Complete loss of heating in winter (the defined winter period), where no alternative heating is available (NB: emergency action may be provision of temporary heating);
- Stair Lift Faults

- Loss of hot water;
 - Offensive or discriminatory graffiti;
 - Loss of lighting to communal areas;
 - Loss of water or space heating (emergency action may be provision of temporary heating);

64 Our commitment to our tenants is that for this category of repair they will not have to wait more than two hours for an operative to come to their home and make it safe. Making safe is not intended to be a full repair and in many cases, it is necessary to return at a later date to complete the repair.

65 Normal priority / Routine / 6 weeks category

6.5.1 Repairs that fall into the 6 week category are those which may cause inconvenience but are not of an urgent nature and do not pose an immediate risk to a resident's health and safety. This includes but is not limited to:

- Minor leaks and blocked drains and pipes;
- Leaking roofs / minor roof repairs;
- Repairs to outside walls;
- Repairing and replacing kitchen units and worktops;
- Replacing door and window furniture (if there is no safety or security risk);
- Repairs to plasterwork;
- Minor plumbing work and repairing taps;
- Repairing and clearing guttering and down pipes.

6.5.2 Our commitment to our customers is that they will not have to wait more than 30 working days for completion of this type of repair. In most cases, the repair will be carried out well in advance of this. Should a pre-inspection be required, the timescale to carry out this inspection will be included within the 6 weeks target.

66 Other

6.6.1 Additional priority categories with longer timescales are applicable to some types of jobs e.g. playground refurbishment, where 6 weeks is insufficient to specify, order and receive the required equipment and have it installed.

6.6.2 Certain works which require items to be manufactured like doors and windows may take longer to complete and other factors like the requirement to erect scaffolding can add unavoidable delay. Tenants will be informed if this is the case.

67 Vulnerable People

6.7.1 In the context of this policy, vulnerability is defined as:

'An individual or household needing support to enable them to live independently and to prevent social exclusion. Vulnerability can be on a temporary or long term basis.'

6.7.2 NSDC recognises that our tenants include individuals and groups who are vulnerable and may need extra consideration and support in the delivery of services.

6.7.3 We will always consider reducing the time taken where possible, for repairs for frail, elderly or disabled customers, particularly for faults like broken heating systems where the tenants' health may quickly be affected if the system is out of action.

6.7.4 Being considered part of a vulnerable group does not automatically give a tenant the right to a higher priority or quicker response to a repair request. This also does not negate any relevant charges as outlined in section 9. Each case will be dealt with on its own merits.

7. Who can report a responsive repair and how

7.1 Tenants may report repairs themselves, or a representative of the tenant can act on their behalf in reporting a repair and arranging access. A representative includes but is not limited to a family member, friend or neighbour.

7.2 Repairs should be reported through the following channels:

- Log on to Newark and Sherwood District Council website to MyNSDC account;
- Or email us CAS@newark-sherwooddc.gov.uk
- Call the Contact Centre during office hours and select the option for "report a repair".
- Out of hours, repairs can be reported using the same telephone number, however this is for emergencies only;
- New repairs requests should not be made through social media or via a Councillor.

7.3 When tenants contact us to report a repair, we will:

- Review the repairs history of the property or block / communal area to check it has not been reported already;
- Advise the tenant of the job number of the repair reported
- Confirm whether or not the repair is the responsibility of NSDC;
- If it is the tenant's responsibility but NSDC agree to carry out the repair, we will take payment of the relevant amount;
- Confirm whether the request is to be dealt with as an emergency or normal priority repair;

- 74 Agree a mutually convenient appointment to attend and do the work. Appointments are based on three timeslots, with options of first and last appointment, lunch time and avoidance of “school run”:
- 08:00 – 10:30;
 - 10:30 – 14:30;
 - 14:30 – 16:00.
 - All day appointment
- 75 Tenants are advised at the time of making the appointment that any work required will commence within the agreed timeslot. It should be noted that this does not mean it will be completed within the timeslot. Some types of work may require more than one visit.
- 7.5.1 Appointments for repairs to communal areas may be “all day” appointments, however if a tenant or leaseholder wishes to meet a repairs inspector or surveyor on site, all reasonable effort will be made to arrange this.
- 76 Where a pre-inspection is required, an appointment will be agreed with the resident when the repair is reported.
- 77 The efficient operation of our Customer Service Team requires that we minimise calls from our tenants chasing progress reports and updates. Our policy is to keep tenants informed about what is happening, and to do this in a convenient and efficient way, through MyNSDC
- 78 We will always try to fully complete the repair on the first visit and give clear advice to the resident about what will happen next if a second visit is needed.
- 79 When at a property and a tenant reports an additional repair, or if the operative identifies other work that needs attention, the operative can undertake this additional work if it does not conflict with attendance at the next appointment.
- 7.10 If the operative is unable to carry out the additional repair, they will ask you to call the Customer Services Team to report the repair, this is the most effective method as the repairs is logged on the repairs system and appointment can be offered immediately.

8. Out of Hours

- 8.1 Only emergency repairs will normally be undertaken out of hours. The work will be limited to making the problem safe and returning to complete during normal working hours. However, in some circumstances completing the make-safe works will result in completion of the entire job, or, it will be cost efficient to complete the job while on site rather than return for a further visit, in which case the repair will be completed at the discretion of the operative.
- 82 If a tenant uses the service for a problem which is not a genuine emergency or is

the result of misuse then the cost of the call-out will be recharged. If the tenant is not at home when the contractor calls then the costs will also be recharged and the work request may be cancelled.

9. Chargeable Repairs - fees and charges procedure

- 9.1 Where a tenant is responsible for damage or disrepair to their property we may still carry out the repair works provided the tenant makes payment of the relevant fee. It may be possible to set up a Payment plan. This will be down to case by case basis and individual circumstances.
- 9.2 Generally we will require payment up front, before the work is carried out. Payment can be made by debit or credit card using the automated payments line at the time of logging the repair. The call handler will record all the details of the repair, confirm the amount to be paid, then transfer the caller to the automated payments line. After confirmation that payment is received successfully, the job will be passed to the contractor.
- 9.3 There may occasionally be very exceptional cases where the cost of a chargeable repair may be waived, however there is no automatic right to for waiving costs for any specific category of service users and exceptions will be considered individually on merit.
- 9.4 Chargeable repairs costs will be based on our Schedule of Rates + 20% admin. A list of standard Schedule of Rates repairs will be available for indicative costs.
- 9.5 Where a chargeable repair is not a standard cost e.g. misuse/abuse, Newark and Sherwood District Council will charge the actual costs to the tenant.
- 9.6 A tenant will always have the option to carry out the works themselves using their own contractor which need to be approved for the task in hand, where the works are of a specialist nature.
- 9.7 For Leaseholders, a range of services will be available, including gas servicing and block shut-downs.
- 9.8 We only ever charge tenants what it would cost NSDC or less in some circumstances.

10. Missed appointments

- 10.1 Missed appointments cost time and money and we will take all reasonable steps to minimise missed appointments and to keep tenants informed throughout the repairs process to assist in this.
- 10.2 Any missed appointments by our operatives/contractors will be investigated. Compensation may be payable and will be awarded on a case by case basis.

103 On the first occasion a tenant misses an appointment, it will be rearranged. If missed on a second occasion, the repair request will be cancelled and the tenant advised. The only exception to this will be where it involves health and safety issues. If the tenant misses any appointment, we reserve the right to recharge the cost.

11. Access

11.1 Where tenants refuse access for an essential repair we will endeavour to work with tenants to gain access. We will use appropriate legal methods to ensure the completion of all necessary work if needed.

11.2 Where there is a leak causing damage or other emergency and access cannot be gained, the emergency access procedure is employed. The Tenancy Officer and tradesperson will gain access, make safe or isolate the cause, and secure the property. This applies to tenants and leaseholders alike and may result in charges being applied if the tenant is found at fault and an invoice issued.

12. Monitoring work and measuring customer satisfaction

12.1 We record and monitor a range of financial and performance indicators in order to assess and improve the performance of the repairs service.

12.2 A sample of customers will be contacted by an organisation independent of NSDC by telephone to carry out a customer satisfaction survey following their repair. Levels of satisfaction will be measured and analysed.

12.3 NSDC will aim to carry out post-inspections of 10 percent across all jobs, as part of a focussed post-inspection programme. This proportion will increase or decrease depending on category and the results of inspections will be measured and analysed. We will involve tenants' representatives in monitoring the performance of the repairs service.

13. When things go wrong

13.1 Complaints

13.1.1 If a resident is dissatisfied with the service they have received in relation to a repair, the matter will be dealt with in accordance with NSDC Complaints Policy. Details can be found on our website.

13.1.2 Tenants may also be eligible for compensation under Right to Repair or a claim of disrepair.

132 Right to Repair

- 13.2.1 The Right to Repair scheme gives a tenant the right to request another contractor and to claim compensation if certain small urgent (“qualifying”) repairs valued at less than £250 are not carried out within prescribed time limits. This right is granted to secure tenants of local housing authorities and NSDC will also provide this service to tenants.
- 13.2.2 Qualifying repairs under the Right to Repair Scheme 1994 will be carried out within the timescales as set out in Appendix 1. Should these timescales not be met, NSDC will be liable to pay compensation to the tenant at the prescribed rate (current level of £10 plus £2 per day) for every full or part day that the repair remains outstanding, after the end of the second prescribed period to a maximum of £50.
- 13.2.3 The Right to Repair Scheme involving compensation only applies if works are not carried out within the timescales specified and the following qualification criteria are met:
- The repair must be an emergency or urgent repair that affects the tenant’s health, safety or security;
 - NSDC must be responsible for the repair;
 - The repair must cost less than £250.
- 13.2.4 If when reported the repair is not carried out within the initial timescale the resident can request that another contractor carries out the works. If the works are then not completed within the second specified period the resident may request compensation.
- 13.2.5 NSDC will only meet claims for compensation where tenants have followed the appropriate repairs reporting and notification procedure.
- 13.2.6 There is no compensation payable for Right to Repair if:-
- The repair was as a result of damage caused by the tenant;
 - The tenant had not informed NSDC that the repair was needed;
 - The tenant did not allow access to complete the repair or missed the appointment;
 - Access could not be gained for health and safety reasons.

133 Disrepair

- 13.3.1 Disrepair Claims will be dealt with in accordance with NSDC Disrepair Policy. All cases in which a solicitor or private individual contacts the council, will be pursued in line with the Housing Disrepair Protocol
- 13.3.2 The aim of this policy is to provide a clear framework dealing with housing disrepair and injury claims arising from allegations of disrepair and defective premises claims. The policy is based on complying with the Housing Disrepair Protocol but will look to have much tighter timescales.

13.3.3 Where a legal representative is required by a resident to pursue a Disrepair claim, they are required to engage one themselves.

134 Insurance

13.4.1 Claims for damage to tenants or other third party possessions will only be considered where NSDC could have reasonably foreseen the need for repair and failed to take action or where there is a clear legal liability.

13.4.2 In other circumstances it is the responsibility of the tenant to make a claim under their home contents insurance. For this and other reasons we will encourage all tenants to obtain home contents insurance.

13.4.3 In the event of internal damage, Leaseholders are required to contact their insurance provider in the first instance.

14. Major repairs

14.1 There will be some situations where works identified as a result of a responsive repair request are extensive and it is not appropriate to undertake the complete works as an unplanned responsive repair.

14.2 Where such repairs are due to be covered by an imminent cyclical or planned maintenance programme, the resident will be informed of this and the repair postponed until that date. In some cases a temporary repair may be needed due to its nature.

14.3 However where repairs are considered urgent because they pose a significant risk to occupants, or where vulnerable tenants are involved, it may be necessary to consider bringing the works forward. This decision will be taken by the relevant Director.

15. Minimising the level of demand

15.1 Our Asset Management Strategy aims to minimise the level of responsive repairs in favour of carrying out repairs on a planned basis in order to achieve greater value for money. In support of this aim, the responsive repair policy is to:

- Undertake non-urgent work as planned maintenance where there is an agreed programme in the near future;
- Keep tenants informed of progress with such programmes;
- Batch together non-urgent responsive repairs where possible;
- Ensure that tenants are aware of their responsibilities for maintaining their home, publish material regarding this and provide advice and education to undertake simple repairs for themselves;
- Collect sufficient data about the nature of responsive repairs so that we can analyse trends and identify any pattern of component failure.
- To update & maintain an Asset Data System.

16. Health and safety

- 161 We will ensure that all works are undertaken in a manner that complies with health and safety legislation, relevant guidance and good practice in the interests of our tenant, operatives and contractors.
- 162 We will implement appropriate systems to ensure that Contractors and any sub-contractors they use are suitably qualified, informed and equipped to deal safely with works that they are required to undertake.
- 163 We will ensure that our property does not cause a danger to neighbours, members of the public or trespassers, and we will take reasonable steps to prevent accidents from occurring.
- 164 Where NSDC is aware of any warnings about the occupants of any property who may pose a risk to our employees or contractors, we will share this information securely with relevant individuals.

17. Equality and diversity

- 17.1 We will ensure that all tenants are treated fairly and consistently, to minimise the potential for discriminatory decisions or behaviour, and will undertake all repair work in accordance with our Equality and Diversity Policy.
- 17.2 We will collect information about responsive repairs and link this to other data about our resident profile in order to ensure that the service we provide does not disadvantage particular groups.

18. Review and dissemination

- 18.1 NSDC will consult tenants on service standards and delivery and ensure that information is publicised regarding these policies and standards in a manner that is accessible to all tenants.
- 18.2 The repair service will be subject to regular review to ensure continuous improvement in the quality, efficiency and effectiveness of the service.
- 18.3 We will undertake regular reviews of this policy, procedures related to it and staff training needs, to ensure that we continue to operate best practice and that service improvements are implemented. Reviews will take place at intervals of not more than 2 years.

Appendix 1a – Qualifying repairs under the ‘Right to Repair Scheme 1994’

Length of time to carry out qualifying repairs

The 'qualifying' repairs and the 'prescribed' timescales are set out by the legislation. The period varies according to the type of repair. The repairs and time-scales are listed below.

Normal response times – the 'prescribed period'

The prescribed period starts on the first working day following the request. For example, where a qualifying repair with a response time of seven days is ordered on a Monday, Newark and Sherwood District Council (NSDC) has until the following Monday to complete it.

If NSDC needs to carry out a pre-inspection to determine a qualifying repair, the prescribed period begins the first working day after the repair request has been issued.

What happens if the repair is not completed on time?

If a repair is not completed within the prescribed timescales you must contact NSDC and request that a secondary contractor is appointed to complete the repair (see list below of exemptions where Right to Repair does not apply).

The second contractor has the same timescales as the first to complete the repair.

Exemption from Right to Repair

The Right to Repair does not apply in the following circumstances:

- If you have told us that you no longer want the repair
- Where the repair exceeds £250
- Where you have failed to provide details for the contractor to gain access to your home
- Where you have failed to provide access for the contractor
- Where the contractor needs to order specialist materials to complete the repair
- When severe weather conditions prevent the contractor from completing the repair

Compensation

If the second contractor does not complete the work by the end of the second prescribed period, you may be able to claim compensation. The compensation is fixed by the legislation at £10, plus £2 for every day that the repair is not finished, up to a limit of £50.

Appendix 1b – Qualifying repairs under the ‘Right to Repair Scheme 1994’

Defect	Prescribed period
Total loss of electric power	1 day
Partial loss of electric power	3 days
Unsafe power or lighting socket or electric fitting	1 day
Total loss of water supply	1 day
Partial loss of water supply	3 days
Total or partial loss of gas supply	1 day
Blocked flue to open fire or boiler	1 day
Total or partial loss of space heating or water between 31 October and 1 May	1 day
Total or partial loss of space heating or water between 30 April and 1 November	3 days
Blocked or leaking foul drain, soil stack or (where there is no working toilet in the dwelling) toilet pan	1 day
Toilet not flushing (where there is no other working toilet in the dwelling)	1 day
Blocked sink, bath, basin	3 days
Tap which cannot be turned	3 days
Leaking from water or heating pipe, tank or cistern	1 day
Leaking roof	7 days
Insecure external window, door or lock	1 day
Loose or detached banister or hand rail	3 days
Rotten timber flooring	3 days
Door entry phone not working	7 days
Mechanical extractor fan in internal kitchen or bathroom not working	7 days

Appendix 2 – Quick reference guide for Tenants - who is responsible?

Repair description	Responsibility	
	NSDC	Tenant
The structure and outside of your home including, roof, outside walls, painting, stairs, gutters, drainage and pipes. windows and external doors	✓	
heating and hot water, including communal heating and boosted water	✓	
extractor or ventilation mechanism (excluding cleaning and removing dust from ventilation grills)	✓	
electrical wiring, sockets and light fittings (excluding tenants own installations)	✓	
plumbing inside your home including water tanks, stop valves, taps, sinks, baths and showers (excluding tenants own installations)	✓	
inside walls, floors and ceilings	✓	
kitchen units and worktops (not cabinet doors, as above)	✓	
baths, basins and toilets (not toilet seat)	✓	
one locking mechanism on the front door of the property (normally a Yale lock/snib)	✓	
Communal areas, such as lifts, stairwells, lighting, alarm systems, door entry systems, communal TV aerials, external drains, communal windows, bin storage areas	✓	
Clearing blockages to sinks, basins and baths	✓	
Floor covering in kitchen, bathroom and WC	✓	
All other floor covering		✓
Taking action to prevent and control condensation.		✓
Keeping decorations and plasterwork in good condition, wallpapering and painting walls, ceilings and doors, filling small surface cracks		✓
Replacing clothes posts, clothes lines or rotary driers, unless you share these with other people.		✓
The repair and replacement of garden gates and gate furniture, fences, paths, sheds unless leading to the front of the property or adjacent to a public highway or designated play area		✓
Repair/replacement of external door furniture not fitted by NSDC		✓
Replacing keys and locks as a result of loss or damage, Getting any spare keys cut for your locks. Fitting extra locks and door chains.		✓
Floor coverings.		✓
Repair/replacement of sanitary-ware plugs and chains, toilet seats, shower hoses and shower curtains		✓
Cleaning grease from extractor fans, removing dust from ventilation grilles.		✓
Replacing light bulbs, fluorescent starters and resetting trip switches		✓
Repairing any fittings you have installed yourself, such as shelves or boxing around pipes.		✓
Keeping your home clean		✓
Fitting waste pipes and supply valves to washing machines and dishwashers (that carry water to and from the machine)		✓
The repair/replacement of handles and hinges on kitchen cabinet doors		✓
Repair/replacement of wall tiles unless fitted by Newark and Sherwood District Council		✓
The repair/replacement of glazing (unless a Police CAD number supplied)		✓
Internal door handles and latches , including stopping inside doors, decoration or scraping and fitting or replacing draught excluders		✓

Appendix 3 – Quick reference guide – Emergencies and non-emergencies

Repair description	Emergency priority - E	Normal priority - N
A water leak that cannot be contained	✓	
Total loss of electricity (other than utility supplier responsibilities)	✓	
Total loss of water supply (other than external mains supply issues which are Thames Water)	✓	
Fire damage	✓	
Making safe major structural damage (e.g. storm, accident or flood damage)	✓	
Serious blockages to main drains (or blocked toilet if it is the only one in the property)	✓	
Repairs to allow access if door entry system is not working	✓	
Making secure external doors or windows as result of break in or vandalism and where there is a security or injury risk (where an act of crime and a Police CAD number supplied)	✓	
Complete loss of heating in winter, where no alternative heating is available (NB: emergency action may be provision of temporary heating)	✓	
Loss of hot water	✓	
Offensive or discriminatory graffiti	✓	
Loss of lighting to communal areas	✓	
Loss of water or space heating (emergency action may be provision of temporary heating);	✓	
Minor leaks and blocked drains and pipes		✓
Faulty electrical fittings and minor electrical faults	✓	
Leaking roofs / minor roof repairs		✓
Repairs to outside walls		✓
Repairing and replacing kitchen units and worktops		✓
Replacing door and window furniture (if there is no safety or security risk)		✓
Repairs to plasterwork		✓
Minor plumbing work and repairing taps		✓
Repairing and clearing guttering and down pipes		✓

HOMES & COMMUNITIES COMMITTEE

14 MARCH 2022

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

1.0 Purpose of Report

1.1 To provide the Homes & Communities Committee with a list of the exempt business considered by the Committee for the period 14 September 2020 to date. Included are reports which have previously been presented but had remained confidential at that time.

2.0 Background Information

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

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

3.0 Proposals

3.1 The following table provides the exempt business considered by the Homes & Communities Committee for the period 14 September 2020 to date:

Date of Meeting	Agenda Item	Exempt Paragraph	Opinion of Report Author as to current status of the report	Reason why report should remain exempt
14 September 2020	Telephony & Call Centre Solution (<i>Dave Richardson</i>)	3	Information to remain Exempt	Remain exempt until 2023, due to commercial sensitivities of the quoted costs of the telephony solutions provided to local authorities Ashfield and Rushcliffe, who were referenced for comparison.
23 November 2020	Urgency Item – Next Steps Accommodation Programme (<i>Suzanne Shead</i>)	3	Recommend release in to Public Domain	N/A
18 January	HRA New Build	3	Recommend	N/A

2021	Development Potential Site Report (<i>Suzanne Shead</i>)		release in to Public Domain	
15 March 2021	Proposal for Public Space Protection Orders – Newark Town Centre and Sites in Balderton (Exempt – Appendix One) (<i>Alan Batty</i>)	3	Information to remain Exempt	Remain exempt as Appendix includes sensitive Police data.

4.0 **RECOMMENDATION:**

That the report be noted with those items which are no longer considered as exempt being released into the public domain.

Reason for Recommendation

To advise Members of the exempt business considered by the Homes & Communities Committee for the period 14 September 2020 to date and those items which can now be released into the public domain.

Background Papers

Nil

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

John Robinson
Chief Executive

HOMES & COMMUNITIES COMMITTEE

14 MARCH 2022

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 for 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 Housing Health and Well Being Directorate.

2.2 The report for phase one 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.

2.3 Phase two of the review started in March 2021, and this was to look at all of the opportunities for tenant involvement and to understand how tenants would like us to engage with them successfully.

2.4 A tenant survey went out with the rent statements in October 2021, providing an opportunity for tenants and leaseholders to inform us how they would like to get involved and have their say. The response rate while informative was relatively low. 79 forms were returned of which 55 were complete and provided 37 new tenants interested in getting involved. This may also be indicative that this is not the most effective means of engagement in itself.

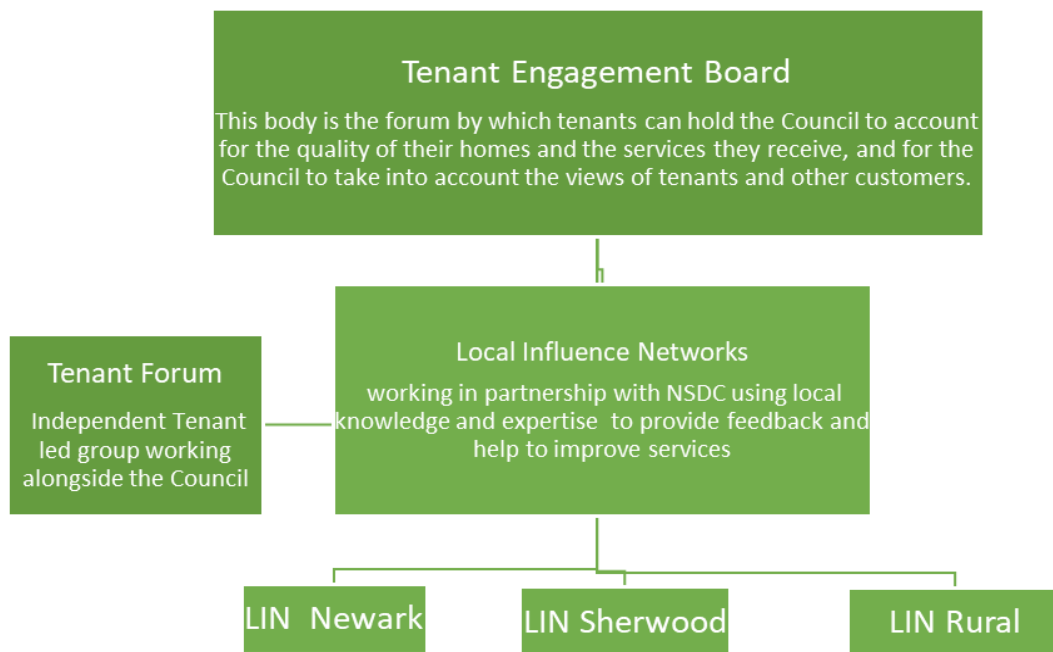
2.5 In light of the poor survey take up we decided to expand on the results engagements, officers have also utilised a variety of other methods to engagement with tenants. These included following up the initial contact in 2020, connecting with community centre groups, face to face events e.g. seasonal celebrations, Chatham Hub events, getting to know you referrals and wider resident engagement such as safer streets and food clubs. TEOs have ensured that every contact has involved an opportunity for tenants to engage and get involved. This have proved to be an effective way to both get tenants involved and get meaningful feedback.

2.6 We now stand at around 90 involved tenants at different levels of engagement across the district and we now have 16 involved tenants on the Tenant Forum.

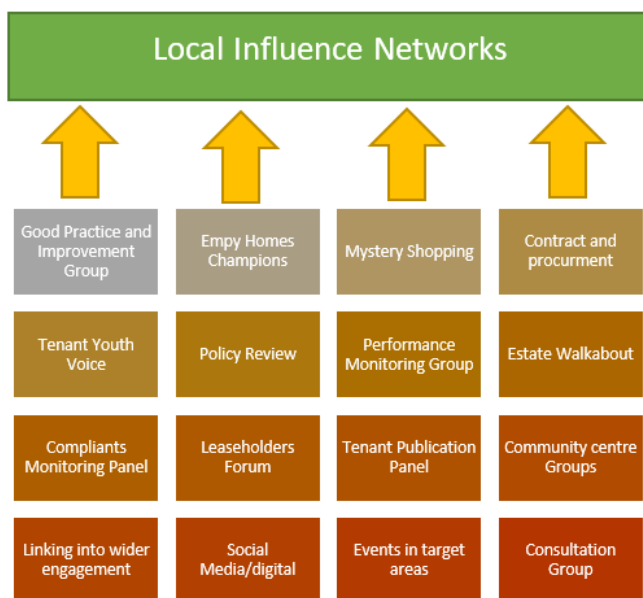
2.7 A common theme is that tenants often express a desire to get involved on a local level and provide feedback and expertise on the area they live in. This feedback supports the introduction of local Influence Networks (LIN). It is proposed that there will be three networks one in Sherwood, one in Newark and a rural network for the outlying villages. These networks provide opportunities for satellite groups to meet outside of the LIN meetings and that tenants can then feed their views into the LIN.

We currently have around 12 people wanting to be part of the Sherwood and Newark LIN and five tenants interested in the Rural LIN, which will serve the outlying villages. There is an expectation that representatives from each LIN will apply for the new Tenant Engagement Board (part of the new governance structure) later in year.

2.8 Tenants and leaseholders have also indicated they are keen to keep in touch via a newsletter; we now have a tenant consultation group keen to be involved in online and telephone surveys. Mystery shopping was also popular along with getting involved in reviewing services. In light of the information received, we have the following proposed structure.



2.9 It is proposed to offer the following engagement opportunities to strengthen and grow tenant engagement across the district.



2.10 We have already been able to offer new involved tenants the opportunity to participate in the following projects:

- Efficiency savings Review
- Contract procurement for the voids clean and tidy contract
- Anti-social behaviour policy review
- The void inspections
- RSH Tenant Satisfaction Measures
- Review of proposed Tenant Engagement Board
- Setting up new tenant groups in the Community Centres (such as coffee mornings , food clubs and community gardens)

2.11 The Tenant Engagement Team is working on a social media plan to connect to tenants that prefer these channels. We are also planning to target communities where there is little or no involvement currently with pop up events and working alongside tenancy officers to promote take up.

3.0 Proposals

3.1 It is proposed that the Council adopts the new tenant engagement structure, which includes the establishment of three Local Influence Networks as set out in 2.8 and 2.9.

3.2 Also to continue to use the Tenant Engagement Officer resource to further engage and establish the new engagement structure.

3.3 the Council's new Tenant Engagement Strategy is being created and will be presented to Members in May 2022.

4.0 Digital Implications

4.1 The tenant forum members have completed their digital training and we have a number of sessions planned at the Community Hub where tenants will be able to receive an introduction to digital skills. We are working with Inspire to see if a further course can be offered for those tenants who wish to further develop these skills. 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.

4.2 We have been able to offer tenants the opportunity to engage online or face to face for all tenant involvement and have provide a hybrid model for all Tenant engagement meetings.

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 FIN21-22/93

6.1 There are no additional financial implications resulting from this update report.

7.0 Comments from Housing Advisory Group

7.1 The group met on 28th February and were very pleased with the progress of the tenant engagement structure and the increase in tenants wanting to be involved in shaping services. It was pleasing to see the range of involvement activities available and noted that the tenant engagement team will be very busy getting the structure up and running.

7.2 The team were thanked for their hard work.

8.0 RECOMMENDATIONS that:

- a) Members are asked to note the progress in the implementation of the Housing Services tenant engagement review;**
- b) That the findings on how tenants would like to be involved is noted;**
- c) Endorse the new engagement structure and**
- d) Support the proposal to implement the Local Influence Networks**

Reason for Recommendations

To ensure the Council has wide and accessible engagement opportunities to ensure we consider the views of our tenants in all aspects of our housing services.

Background Papers

Opportunities for Involvement Document V6.

For further information please contact Julie Davidson on Ext 5542

Suzanne Shead
Director – Housing, Health and Wellbeing.

HOMES & COMMUNITIES COMMITTEE

14 MARCH 2022

FUTURE USE OF THE HAWTONVILLE LOCAL OFFICE

1.0 Purpose of Report

1.1 To agree the future of the Hawtonville Local Office.

2.0 Background Information

2.1 Historically Newark and Sherwood Homes provided a customer outreach service from Hawtonville and Ollerton. These were originally cash offices and when in 2017, the Council ceased the delivery of a cashier function these become enquiry offices and a base for housing officers to meet with tenants.

2.2 It was recognised that due to its location and lack of service provision in the west of the district that there was a continued need for an outreach provision in that area. In 2021, the Ollerton office underwent a complete refurbishment which has resulted in a welcoming environment where customers can access all Council services and a limited number staff can work from.

2.3 Prior to Covid, the Hawtonville office provided a face to face housing advice service. During 2019, there was a total of 2972 enquires which is an average of 11.5 per day – 2 per hour. The most popular enquires are detailed in the table below.

Self-serve including payments	647
Placing bids on properties and being a drop off point for housing applications	480
Benefit applications – customers providing documents (not an advice service)	459
Repairs reporting	315

2.4 The Hawtonville office has not reopened since it closed due to Covid in March 2020 and has suffered several attacks of vandalism as well as fly-tipping and cars being dumped in the car park.

2.5 Data wasn't captured to determine if those customers accessing this service were housing tenants, but as the staff were only able to assist with housing enquiries, the feedback from the staff running the service was they were.

2.6 The nature of the enquiries received were straight forward e.g. dropping off paperwork, collecting forms, reporting a repair or asking for bus times. For any more complicated enquiries, customers were advised to either telephone or visit Castle House.

2.7 During the two years since the office was last opened, the Council has not received any complaints regarding the office being closed. One of the impacts of Covid is that customers

have adapted their behaviour and use alternative contact channels. This is also reflected in a reduction of customers accessing the face to face provision at Castle House, not just for Council services but that of our partners.

- 2.8 There is now a greater emphasis on self-service and developments with on-line services. The Council is shortly launching three new communication tools which will support customers
- Webchat went live February 2022. Customers can use this to access all Council services and not just those relating to Housing.
 - E-newsletters which will have an array of information for both tenants and residents are due to commence shortly.
 - An enhanced My Account will go live later this year which make it easier for residents to manage their transactions and to find information specific to them.
- 2.9 Partner organisations, for example the DWP, have changed their delivery model and there is now a much greater emphasis for claimants to manage their claims digitally.
- 2.10 As part of ensuring we know our tenants, we have commenced annual tenancy visits to create a positive interaction with tenants and includes promoting engagement activities, understanding how their home is working for them and checking our occupancy information. We actively encourage home visits rather than visits to offices as this is a real opportunity to understand how the tenant is coping in their homes and to catch early warning signs of tenancy failure/breach. Revenues and benefits also provide home visits for those residents who require them.
- 2.11 The Chatham Court Community Hub which has opened recently, provides an additional service for tenants. Regular events are held at the Hub, which acts as a one stop shop for community services. Local residents can benefit from face-to-face contact with Council and partner services for a range of enquiries, including housing and tenancy support and community safety concerns. This is approximately 0.7 miles from the Hawtonville office and 0.6 miles from Castle House.
- 2.12 Additionally, the Cleveland Square community centre has become a very active resource for tenants in the community with a range of groups providing advice, and support. It is situated in the heart of Hawtonville, within a complex of Newark and Sherwood District Council supported living bungalows. Groups are run and supported by a variety of members of the community including; local members, church groups, NSDC tenancy staff, and volunteers. The community centre has a number of regular attendees from the community who rely on the services to access advice, information and social interaction. E.g. meeting tenancy officers, Cllr drop-ins, and support with completing forms. Due to the size, location and access to Wi-Fi it is also used regularly for consultation and community events such as the Tenant Satisfaction Measures consultation and Safer Streets event.'
- 2.13 The Hawtonville office is very dated in its décor and has received very little investment in terms of heating, CCTV etc. It would require funding in the region of £120,000 to make it fit for purpose and compliant with regulations.

3.0 Proposals

- 3.1 Taking into consideration the limited use of the office prior to it being closed, customers using alternative contact channels, the amount of anti-social behaviour and the associated cost to make it fit for purpose, it is recommended that this office does not reopen.
- 3.2 The closure of this office would offer the opportunity for the site to be included in the Councils approved and ongoing HRA development programme, which would meet the local evidenced housing need. The development would include the demolition of the existing office and the construction of much needed homes. The development of this site would support the regeneration which is taking place in the adjacent shopping area.

4.0 Digital Implications

- 4.1 The existing infrastructure within the office would require a significant upgrade to deal with system and technology demands.

The adopted Digital Strategy and the recently implemented modern, user friendly website supports the increase in digital transactions

The Chatham Court Hub provides digital training for tenants and provides self-serve computers for them to use.

5.0 Financial Implications (FIN21-22/6322)

- 5.1 The current cost for accommodation at the Hawtonville local office is circa £6,200 per annum which funds utilities and general repairs. Should the recommendation to close be approved, this would be an annual saving to NSDC. If the decision was to retain the Hawtonville office, then the extensive repair work to make it fit for purpose would require NSDC to schedule a programme of improvements and investment from within its Capital Programme, potentially taking away funding from other, more urgent and advantageous development opportunities.

6.0 Equalities Implications

- 6.1 It has been considered whether a full equalities impact assessment is required or not. Due to there being other methods in which customers can access services, it was felt a full equalities impact assessment was not needed. It could be argued that there could be negative implications for those customers with protected characteristics. However this are mitigated by the fact that those customers can access the service by other channels including telephone and digitally. Tenancy officers and visiting officers are able to provide support in resident's homes.

7.0 Comments of Housing Advisory Group

- 7.1 The group reviewed and supported this proposal at their meeting on 28 February 2022.
- 7.2 It was noted that the ways people contact the Council has changed over the last two years and that other offices/hubs are available nearby compared to other areas of the District and that this property could be utilised to provide much needed homes to the area.

8.0 RECOMMENDATION

- a) that the Committee approve the closure of the Hawtonville Local Office; and
- b) agree that the site is included in the Councils approved and ongoing HRA development programme, which would meet the local evidenced housing need.

Background Papers

Nil

For further information please contact Jill Baker, Business Manager Customer Services on ext. 5810

**Suzanne Shead,
Director – Housing, Health and Wellbeing**

HOMES & COMMUNITIES COMMITTEE

14 MARCH 2022

DECARBONISATION OF SOCIAL HOUSING STOCK – BRIEFING

1.0 Purpose of Report

- 1.1 This report outlines some of the key issues facing NSDC in retrofitting the councils social homes to meet Net Zero by 2050.
- 1.2 It identifies some fundamental key questions that need to be answered to shape the objectives, timeline and deliverable of the decarbonisation strategy going forward.

2.0 Background Information

- 2.1 The overall aim of the UK government's Clean Growth Strategy is for homes to hit zero carbon emissions (net) by 2050 a considerable undertaking. However, the government is also pushing for all social housing to achieve C-rated Energy Performance Certificates by 2035.

It is likely that when the new Decent Homes standards is finally agreed and published it will include some zero carbon elements.

- 2.2 In August 2020, the Carbon Trust calculate carbon emission for the Council at 20,484 tCO₂e of which 17,130 tCO₂e is social housing. Of this 67% is associated with gas consumption. It estimated that an eye watering £55m would be required to retrofit the councils housing stock.

NSDC has committed by 2035 for its operations to be carbon neutral and whilst housing is not quantified in the Council's carbon reduction target, Newark and Sherwood District Council will explore options for reducing carbon emissions from existing council housing that also provide benefits to tenants.

- 2.3 Currently, NSDC carbon reduction action plan focuses on a series of projects from 2025 to 2040 that relies heavily ground/air source heat pumps that require significant investment to adequately work for retrofit properties. Additionally, ground source in practise may not be feasible in most areas due to the land space required. Further feasibility studies would need to be completed to check assumptions made in practise and obtain more in-depth costs for individual recommendations.

The investment identified has not been allocated in the HRA Business Plan and does not follow the criteria or timelines for recent government grant funding.

- 2.4 Any heating source must contribute to a reduction in fuel costs. This is not only essential for reducing fuel poverty (average energy bill reduction needed to move household out of fuel poverty = £335 (BRE)) but also necessary if we are to win support and engagement for these changes from our tenants.

2.5 We currently have 89 properties fitted with air source heat pumps and have experienced significant number of break downs, difficulty of tenants using them, and elderly residents feeling cold still (wanting temperatures above 21 degrees ceiling the systems operate on).

2.6 Stock Profile:

EPC/SAP Data for Properties

	No.	%
A	3	0.05%
B	3	0.05%
C	4011	68.03%
D	1669	28.31%
E	8	0.14%
Un-surveyed	202	3.43%

TOTAL **5896** 100.00%

The good news, 69% of our stock is already EPC C or above, but that still leaves 1,879 properties that aren't. Also, EPC C or above does not equate to carbon neutral.

Heating Types:

Type	Number	Note
Gas	5234	
Solid Fuel	23	
Oil	205	
LPG	3	
Heat Pumps	89	New build & retrofit
Electric	18	Will these meet future requirements?

Other factors:

Ground floor flats – require under floor insulation?

Number of properties require internal/external wall insulation?

3.0 Elements for Net Zero in Housing

3.1 The four key elements of net zero buildings are:

1. Energy efficiency (insulation, draught proofing air tightness, ventilation) 2. Low carbon heating (heat pumps) 3. Renewable energy generation (solar)	Net zero carbon in operation
4. Embodied carbon	Carbon emitted as a consequence of material extraction, manufacture, transport and installation of products

The focus for housing will be on the first 3 elements, but also mindful of the 4th element in the table above.

3.2 What are our strategic aims:

- Improve the energy efficiency of our homes
- Reduce fuel poverty amongst our tenant population
- Reduce carbon emissions arising from our activities
- Improve business efficiency and reduce waste
- Purchase responsibly
- Anything Else?

What if they are competing? I.e. energy efficiency vs cost of heating for tenant? Which takes priority?

3.3 Fuel Poverty – what is in it for our areas/tenants? Previous information collected some years ago is likely to be out of date and is incomplete.

Driven by a number of factors:

1. Type of heating – predominately gas, which is still the least expensive
2. Heating costs – electricity costs still much higher than gas
3. Water heating costs
4. Lighting, cooking and other running costs
5. Low incomes – inflation and cuts in benefits
6. Inefficient construction of homes

We can only control items 1. & 6. Above.

3.4 Current sources of funding:

- Green Homes Grant Local Authority Delivery (LAD) – both social housing and private sector. Emphasis on properties fabric and low carbon heating and EPC E and below and NSDC have very few of these. Social housing cases contribution of 33% and limit on costs (£5,000 for EPC's rated D). Very limited on social housing applications.
- The Home Upgrade Grant - upgrading the most energy inefficient off gas grid homes in England with low carbon heating and energy efficiency measures. Contribution of 33% of costs from landlords. Cost sealing dependant on current EPC rating and very limited on social housing applications.
- Social Housing Decarbonisation Fund – retrofit solutions to stock to bring to EPC C or above, bidding process and emphasis on EPC E and below, but can do some D's. Cost ceilings implied and 33% contribution required. Must look at fabric first.
- Energy Company Obligation - energy efficiency for low income and vulnerable households up to March 2026.
- HRA Business Plan – which doesn't yet account for major decarbonisation spending.

Apart for the Energy Company Obligations scheme, the rest of the government schemes only have committed funding year on year with very tight timescale for completions. Local authorities and registered providers are seeking longer term funding from the government.

Whilst chasing government grants is not a strategy to recommend, it would be prudent to take advantage of those that fit into or can contribute to delivery of the strategy.

3.5 To assist in the discussion and scoping of the strategy a list of key questions for consideration has been compiled below:

- ❖ Is it economically viable for investing in all our stock if spending £40-£50k to retrofit? Maybe a % is sold, but what would the criteria be?
- ❖ Could rents be a mechanism to pay for this work – a policy that is known as ‘warm rents’? Homes that are retrofitted would be much cheaper to run. But increasing rents could exacerbate poverty and be unpopular with tenants.
- ❖ Increases in cost of living for most people, not matched by income rises and is the new decarbonised heating system affordable for tenants in the long run?
- ❖ Voids- opportunity to retrofit at this stage, but will lead to longer void times for major works category and increased loss rent.
- ❖ Funding sources – problem government sources are currently limiting numbers with EPC’s below D and funding annually with tight deliverable timescales. Resources to cope with the work need to apply for grants is currently limited.
- ❖ Immaturity of the market place and supply chain issues (air-source heat pumps, lack of suitable installers), lack of alternatives (hydrogen heating not currently viable), cost of electrical heating systems etc.
- ❖ Key elements to consider in the design:
 - Fabric efficiency & airtightness – difficult to achieve airtightness on retrofits and controversy on PAS 2035 and DPCs.
 - Low carbon heating source – current lack of options
 - Renewable energy generation (i.e. solar PVs) – will this be sufficient to reduce electrical costs?
- ❖ Need for PAS 2035 qualified energy/retrofit consultant to steer design, carryout modelling. Also requirement for sign-off for government (BEIS) funding. Such skills are in short supply at present. Do we resource and train our own in-house?
- ❖ Fabric 1st and if yes what approach? Whole House Approach or Phased Improvements – ad hoc or as part of whole house plan? If we want to access grant funding, total costs are severely limited for whole house approach.
- ❖ Control moisture – no insulation without ventilation, which increases costs further as mechanical ventilation needs to be fitted. Is this cost effective if total

costs for new zero carbon systems are 3-4 times more expensive than fitting gas?

- ❖ Properties in Conservation Areas – include now or at end; as these are more costly and complicated?
- ❖ Difficult to achieve airtightness in retrofit for new heating system without stripping back to the basic structure (can't do that with tenant in the home). This goes back to the void question again.




3.6 For each home we need to consider:

- ❖ What heating system to use?
Replacing gas, oil or coal heating systems with air source heat pumps (difficult to get right in retrofit), electrical wet systems (expensive to run) or wait for more alternatives likely to come later?
- ❖ Triple glazed windows – big cost with small payback if double glazed already.
- ❖ Upgrading the existing external/internal fabric of the existing building (including both insulation and airtightness). Can include wall, floor and roof insulation, reducing thermal bridging, improved insulated external doors.
- ❖ Installing Mechanical Ventilation with Heat Recovery (MVHR)
- ❖ Installing solar PV panels with battery to generate electricity and reduce costs where feasible
- ❖ Reduction in energy use overall as increase capacity in the electrical grid is minimal in many areas.
- ❖ What grant funding is available and what are the criteria and cost ceilings associated with it?
- ❖ HRA capacity to fund works?
- ❖ Timeline – when, tackle worst first or by area?

4.0 Performance

4.1 Best practice KPIs for retrofit housing are listed in the table below and all KPIs must be met for a home to be Net Zero carbon.

KPI's Retrofit housing

 Ultralow energy homes	Space heating demand 65 kWh/m²/yr
 Energy use and efficient heating	Energy Use Intensity 60 kWh/m²/yr
 Renewable energy	Electricity generation intensity 120 kWh/m²fp/yr



PAS 2035
Retrofit guidance



TM59
Overheating modelling
for compliance



AECB
Good practice
water standard



KPIs in use
Collect data for
the first 5 years

PAS 2035 guidance should be followed on publicly funded retrofit projects.

***[Republished from the Net Zero Carbon Toolkit Levitt Bernstein, Elementa, Passivhaus Trust and Etude commissioned by West Oxfordshire , Cotswold and Forest of Dean District Councils, funded by the LGA Housing Advisers Programme**

5.0 **Financial Implications**

5.1 Estimated cost to bring the council’s housing stock to zero carbon is estimated at **£55m**.

5.2 **Indicative Costs of Retrofit Per Property (Republished from the Net Zero Carbon Toolkit July 2021)**

Measure	Shallow	Deep
Fit 100% low energy lighting	£20	£20
Increase hot water tank insulation by 50mm	£50	£50
Loft Insulation -add 400mm	£500	£500
Fit new time and temperature control on heating system	£150	£150
Improved draught proofing	£150	
100% draught proofing -improve airtightness		£2,000
Cavity Wall Insulation -50mm	£600	£600
Floor Insulation -between & below suspended timber		£1,500
Insulate all heating and hot water pipework		£500
Fit Mechanical Ventilation and Heat Recovery (MVHR)		£7,000
Main Heating -High Efficiency Condensing Gas Boiler	£3,800	
Main Heating -Air Source Heat Pump and new HW tank		£9,000
Half Glazed Doors -Double Glazed (16mm argon)	£1,500	
Half Glazed Doors -Triple Glazed, High Performance		£2,000
External Wall Insulation -160mm Expanded Polystyrene		£11,000
Double Glazing (16mm Argon Filled, Low E)	£7,000	
Triple Glazing (16mm Argon Filled, Low E)		£8,400
Photovoltaic Panels, 3kWp array, (21m2area)		£6,500
Miscellaneous and enabling works	£1,000	£5,000
TOTALS	£14,770	£54,220

5.3 There are a range of resources required to successfully implement any decarbonisation projects, especially those reliant on government funding.

Resource for tenant engagement to reduce the number of refusals, withdrawals mid-projects and ensure any new technologies installed are understood and operable from the tenant’s perspective. This requires tenant liaison before, during and after works are completed.

All government funding projects are required to meet PAS 2035 standards. There are five new roles that are fundamental to this standard: retrofit advisor, retrofit assessor, retrofit coordinator, retrofit designer and retrofit evaluator. These roles can be encompassed in one trained individual, but currently no one within the Council has the necessary skills or ability to take on these extra duties. There are very few people in the market place at present who are qualified. This means we will either need to co-ordinate with other local authorities to share a resources or fund a new post or provide the appropriate training.

New partnerships with qualified installers will also be needed to carry out any programmes and there are not enough to meet current demand.

6.0 Digital Implications

6.1 There are no digital implications arising from this report.

7.0 Equalities Implications

7.1 There are no equalities implications arising from this report.

8.0 Recommendation(s)

- a. Members to consider and note the Decarbonisation Briefing

Background Papers

None

For further information, please contact Caroline Wagstaff on Ext 55xx

Suzanne Shed
Director – Housing, Health & Wellbeing

HOMES & COMMUNITIES COMMITTEE

14 MARCH 2022

HOUSING SERVICE COMPLIANCE 3RD QUARTER 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 at the end of December 2021.

2.0 Background Information

2.1 This report gives a summary of the performance of the housing service compliance functions at the end of December 2021 to ensure that homes and services are of a high standard and meet legal and regulatory requirements.

2.2 This report provides Members with an opportunity to comment on the performance of the housing services compliance functions.

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:

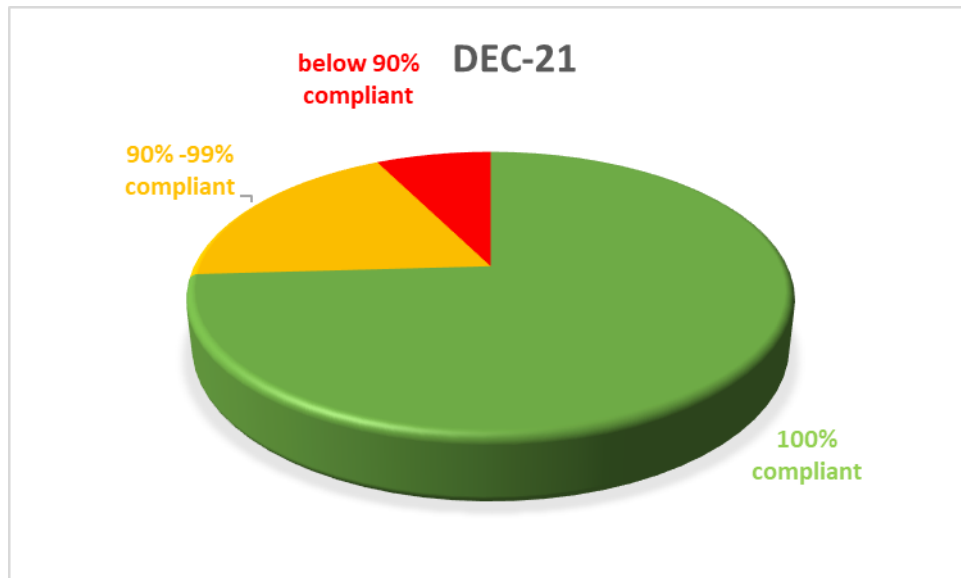
- Landlord responsibilities for a range of building safety measures including fire protection, gas, asbestos, electrical and water. It also summarises details of the Council's housing stock.

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 below, over the last year the number of areas reported 27 areas. Also there is more detailed reporting in areas such as Fire Safety, Heating Compliance and Communal areas.

Month	Compliant (Green)	90% -99% compliant (Amber)	Below 90% compliant (RED)
June 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
September 2021	19 Areas	5 Areas	3 Areas
December 2021	20 Areas	5 Areas	2 Areas

3.4 Full details of these performance indicators along with associated commentary are included at Appendix 1 to this report. All the areas out of compliance relate, in the main, to issues arising from the COVID-19 lockdown.



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 1% out of compliance with 52 properties not having their annual service carried out by the anniversary date of the previous one. This includes 23 properties that have legal packs and are proceeding with legal action as per the gas process, technically these cases are compliant under the law.

Aaron have confirmed appointments for all the out of compliance properties over the coming week. They are working weekends and bought in additional resources to significantly reduce this as quickly as possible. The Compliance team is also investigating the option to bring in another known contractor to assist in the servicing of properties in March to allow Aaron more resource to tackle the backlog.

3.7 Within the red segment, the report highlights electrical testing as an area for improvement. The current position for the year, is 78% of the properties are compliant and that out of the 821 properties that required testing this year, 494 electrical tests have already been carried out the remaining properties are being programmed in and will be carried out this year. It is worth noting that 97% of the council housing stock have a current electrical testing certification.

3.8 All the Type 3 Fire Risk Assessments have been carried out on the 134 housing blocks, and the remedial works that have been highlighted are progressing well. As part of this work all the fire doors within these blocks have been examined and a register of all the doors has been produced (with each fire door having a unique asset number) this will be used to carry out regular check to make sure that the fire doors are kept in a suitable condition. A similar register has been produced that covers the emergency lighting, in the blocks. These are currently tested weekly to ensure they are operating correctly.

It should be noted, that this is the first year that the Council has undertaken this more

detailed fire risk assessment and hence in this first year we are experiencing a large volume of remedial actions.

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.

5.0 Financial Implications

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 high quality, timely information to enable it to oversee the Council's management of tenants' homes and services to ensure we are ensuring the health and safety of our residents.

7.2 As this report reflection our end of year performance,

7.3 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

Newark & Sherwood District Council Compliance Reporting

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

Prepared by Mark Plant

1) Asset Base

Total no. of individual dwellings / properties being managed	5582
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.	339
Total no. of non-residential units (i.e. commercial properties including offices, retail units, storage facilities etc.)	4

2) Stock Type

Residential	Number of Units
Social & affordable housing	
Rented	5582
Leasehold/Shared Ownership	182
Non-Housing	
Community centres	32
TOTAL	5,796
Total requiring servicing	5,596

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	134	0	0	0	100% 	100% 
Fire Alarm Testing (including emergency lighting)	6728	536	536	0	100% 	100% 
Sprinkler system	6	0	0	0	100% 	100% 
Comments:						
Fire Alarm, Emergency lighting, Fire extinguisher servicing complete Type 3 fire risk assessments completed for all housing blocks. Seven Hills has been removed from these figures						

Type 3 Fire Risk Assessment rectification

Below are the remedial actions highlighted during the Type 3 Fire Risk Assessment divided by in Table A work status:

- 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
- On Hold – pending SLT decision

Table A

Row Labels	Further Action	Work In Progress	Complete	On Hold
94 Northgate		3	3	5
Abbey Road	2		4	
Ambleside	1		3	
Bakewell Court	6	2	5	
Bakewell House			6	
Balderton Gate		7	2	
Beaumont Walk	2	1	5	
Bishops Way	1	2	9	
Burgage Close	2	37	19	
Burton Court	2	1	4	
California Road	3	4	5	
Cambridge Close	2	1	3	
Chatham Court	16	20	58	
Church Street	3	5	3	
Cleveland Square	1		3	
Coghill Court	4	33	27	
Coopers Rise	1		3	
De Lacy Court	23	39	23	
Eastfield Close	1		3	
Grange Road	2	12	37	
Howes Court	6	52	41	
Kings Court	9	13	39	

Lombard Street	1	5	4	
Lord Hawke Way	5	6	5	
Lovers Lane	3	14	6	
Lynds Close	1		3	
Manthorpe Way	1	5	4	
Maypole Court	2	2	3	
Pasture View	23	29	5	
Queens Court	9	14	12	
Rainworth Water Road	3	4	4	
Rookwood Close	16	29	26	
Sheppards Court	1	1	3	
Snell Close			3	
Sycamore Close	4	4	8	
The Circle	1		3	
The Green	4	5	8	
The Leys			2	
Thoresby Road	10	4	6	
Tithe Barn Court	9	25	21	
Town Mill Close	4	4	8	
Vessey Close			3	
Warwick Road		2	6	
Westgate	1	6	5	
Wilfred Avenue	1		4	
Windsor Close	10	12	9	
Wolfit Avenue	31	40	79	
Grand Total	227	443	545	5

In Table B below the fire risk assessments are split between work status and risk:













- Red = High Risk
- Amber = Normal Risk
- Green = Low Risk





Table B

Row Labels	LOW			MEDIUM				HIGH				
	Further Action	Work In Progress	Complete	Further Action	Work In Progress	Complete	On Hold	Further Action	Work In Progress	Complete	On Hold	
94 Northgate		1			2	3	2					3
Abbey Road			1	1		2		1			1	
Ambleside				1		1					2	
Bakewell Court			1	6	1	4			1			
Bakewell House			1			5						
Balderton Gate		1			2	2			4			
Beaumont Walk				2	1	5						
Bishops Way						5		1	2	4		
Burgage Close		13		2	23	18			1	1		
Burton Court			1	1		3		1	1			
California Road	1	2		1	1	3		1	1	2		
Cambridge Close			1	1		2						
Chatham Court		7	18	13	11	32		3	2	8		
Church Street			1	2	4	2		1				
Cleveland Square				1		3						
Coghill Court		12	7	4	21	18					2	
Coopers Rise				1		2					1	
De Lacy Court	8	3	1	13	24	22		2	12			
Eastfield Close			1	1		2						
Grange Road		4	20	1	5	14		1	3	3		
Howes Court	3	1	2	2	42	39		1	9			
Kings Court			15	8	13	21		1		3		
Lombard Street		1		1	3	3			1	1		
Lord Hawke Way	3		2		2			2	4	3		
Lovers Lane				2	11	5		1	3	1		
Lynds Close			1	1		2						
Manthorpe Way		2	2	1	2	1			1	1		
Maypole Court				2	1	3			1			
Pasture View	3	11		20	18	5						
Queens Court			2	8	14	8		1		2		
Rainworth Water Road	1			2	4	3				1		
Rookwood Close		7	1	16	22	24				1		
Sheppards Court			1	1		2			1			
Snell Close						2						
Sycamore Close		3	3	4	1	5						
The Circle			1	1		2						
The Green	1	3	3	3		4			2	1		
The Leys			1			1						
Thoresby Road		1	2	6	1	3		4	2	1		
Tithe Barn Court	4	2	4	5	18	17			5			
Town Mill Close		1	3	4	3	3				2		
Vessey Close			1			2						
Warwick Road			2		2	3				1		
Westgate		2	1	1	4	3				1		
Wilfred Avenue				1		3				1		
Windsor Close	3	2	1	4	4	7		3	6	1		
Wolfit Avenue		13	28	21	25	46		10	2	5		
Grand Total	27	94	130	166	285	365	2	34	64	50	3	

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*	5213	346	294	52(23 legal packs and compliant)	99 % 	84.97% 
Solid Fuel	23	0	0	0	100% 	100% 
Oil Servicing	205	5	1	4 (3 with legal packs and 1 with no Oil)	98.05% 	20% 
LPG Gas Servicing	3	0	0	0	100% 	100% 
Commercial Boilers	4	0	0	0	100% 	100% 
Heat Pumps	89	0	0	0	100% 	100% 

						
Electric	18	0	0	0	100%	100%
						

Comments:

The oil servicing for December was mostly done in Novembers, only 5 oil services were left to do in December, one was complete, three have legal packs and one has no oil (this was passed to T&E to visit)

Contained push to get the OOC down on the gas servicing but Covid is still causing an effect with service engineers having to self-isolate and the number of Covid cases as increased.

Meetings have been held with director level at the contractor and they are looking to further increase resources to bring outstanding gas certificates to single figures. The picture is however improving month on month.

Workings out

Total heating appliances serviced	5555
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.	5596

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

Reference	Last Cert	Appointment date
1002088	20/11/2021	07/01/2022
1002091	28/09/2021	06/01/2022
1005069	01/12/2021	Legal Pack
1004889	11/12/2021	07/01/2022
1004890	04/12/2021	10/01/2022
1006676	24/06/2021	31/12/2021
1006691	06/11/2021	Legal Pack
1007209	07/10/2021	06/01/2022
1000266	23/12/2021	12/01/2022
1000269	08/12/2021	07/01/2022
1002064	08/12/2021	05/01/2022
1001274	24/09/2021	Legal Pack
1001282	10/12/2021	05/01/2022
1007445	10/12/2021	Legal Pack
1001598	09/12/2021	Legal Pack
1007093	12/10/2021	Legal Pack
1002845	22/12/2021	05/01/2022
1007412	29/05/2021	Legal Pack
1002593	23/11/2021	06/01/2022
1002644	09/12/2021	05/01/2022
1007649	16/12/2021	Legal Pack
1000239	08/12/2021	Legal Pack
1007327	10/11/2021	07/01/2022
1003890	18/11/2021	Legal Pack

1000666	21/08/2021	12/01/2022
1005379	16/11/2021	Legal Pack
1001643	10/09/2021	Legal Pack
1001645	20/08/2021	Legal Pack
1004925	23/12/2021	06/01/2022
1001186	05/08/2021	Legal Pack
1006353	23/12/2021	07/01/2022
1003839	17/12/2021	23/11/2021
1003866	08/09/2021	Legal Pack
1003867	07/10/2021	Legal Pack
1002509	07/09/2021	11/01/2022
1003941	22/12/2021	04/01/2022
1004659	21/12/2021	05/01/2022
1004670	24/12/2021	07/01/2022
1004671	24/09/2021	12/01/2022
1002857	22/06/2021	Legal Pack
1000163	23/07/2021	Legal Pack
1006386	23/12/2021	12/01/2022
1003410	22/12/2021	Legal Pack
1005030	17/12/2021	04/01/2022
1007620	18/12/2021	Legal Pack
1006475	24/12/2021	07/01/2022
1004062	24/12/2021	Legal Pack
1003633	08/12/2021	Legal Pack
1001835	19/06/2021	Legal Pack
1001862	14/12/2021	05/01/2022
1003032	01/10/2021	06/01/2022
1001228	10/12/2021	05/01/2022

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.

Oil








UPRN	Comments
1004416	Legal Packs
1006529	T&E liaising with tenant as unable to afford oil.
1006521	Legal Packs
1005893	Legal Packs

Asbestos Works





Asbestos	Annual Target	Target for Month	Total to Month	Outstanding	Compliance	
					Annual	Month







Asbestos Surveys (Domestic)	333 (Running total 434)	26	29	0	100% 	100% 
Asbestos Surveys (Communal)	125 (per 1999 blocks)	0	0	0	100% 	100% 
<p>Comment</p> <p>We have already reach the total domestic target surveys for the year. We will continue to carry out asbestos surveys for any works that are required</p> <p>All Communal blocks are now complete. Seven Hills removed from programme</p>						

Electrical Safety





Electrical 5 Year	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Domestic Testing	821 (running total 494)	207	30	177	78% 	12% 
Housemark Data - Domestic EICR certified up to five years old	5695	N/A	N/A	177	97% 	N/A
Non-domestic Testing	133	0	0	0	100% 	100% 
PAT Testing	37	15	10	5	87% 	66% 
<p>Comments:</p> <p>The number of EICRs in month dropped due to staff illness, catch up Q4.</p> <p>The contractor is beginning to experience access difficulties; a list of the hard to access addresses has been requested for NSDC to approach the tenants.</p> <p>Meetings are arranged and additional contractor has been lined up to aid in getting the EICRs completed after the Christmas break</p> <p>PAT testing fell short due is staff isolation appointment being rebooked for January 2022</p>						

Water Safety









Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Legionella	163	34	34	0	100% 	100% 
Gladstone house Bacteria Testing Potable Water	1	1	1	0	100% 	100% 
<p>Comments:</p> <p>All Compliant</p>						

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	9	7	2	97.83% 	77.78% 
Hoist Servicing	30	6	5	1	96.67% 	77.78% 
Comments: Addition cold calling is being undertaken this month as access as not been forthcoming from the tenants. This will be followed up with T&E getting involved before further action.						

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	96	96	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 (30community rooms inspected monthly)	30	30	0	100% 	100% 

Comments All compliant

Community Room	Issue	Reported to	Date
De Lacy Court	One of the communal toilets not working	CAS	6/12/2021
Trent House	Kitchen still not repaired, all aware.	Repairs	8/12/2021

HOMES & COMMUNITIES COMMITTEE

14 MARCH 2022

COMMUNITY PLAN PERFORMANCE FOR QUARTER 3 21/22

1.0 Purpose of Report

1.1 To present the quarter 3 Community Plan performance report (October-December 2021).

2.0 Background Information

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

3.0 Proposals

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

4.0 Equalities Implications

4.1 None

5.0 Digital Implications

5.1 None

6.0 Financial Implications

6.1 None

7.0 Community Plan – Alignment to Objectives

7.1 Aligns to all objectives

9.0 RECOMMENDATION

a) Members to review the Community Plan Performance report attached as appendix 1

Reason for Recommendation

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

Background Papers

The Community Plan

For further information please contact Ella Brady on Ext.5279

Deborah Johnson, Director of Customer Services and Organisational Development.

Newark and Sherwood District Council Performance Report

2021-22 Q3

1 October to 31 December 2021



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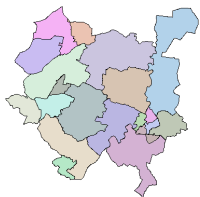
@Newark and Sherwood District Council

Introduction

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

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

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



Our District

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

Page 2



Our Performance

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

Page 3



Our Customers

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

Page 21



Our Workforce

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

Page 25

About Newark and Sherwood...



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

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

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

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

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

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

How is our district?

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



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

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

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

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

18 commercial planning applications were validated

169 residential planning applications were validated

44 major planning applications were received

896 minor planning applications were received



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



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

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

Interactions with the Council

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

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



What we have been doing this quarter;

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

Activities continued;

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

Our Customers said:-

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



Deliver inclusive and sustainable growth



What we have been doing this quarter;

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

Activities continued...

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



Our Customers said:-

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

Measuring Success



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

Exploring our performance...

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

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



What we have been doing this quarter;

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

Activities continued...

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



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

Our Customers said:-



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

Exploring our performance...

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

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

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



What we have been doing this quarter;

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

Activities continued...

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

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



Our Customers said:-

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



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



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

Exploring our performance...

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

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



Enhance and protect the district's natural environment

What we have been doing this quarter;

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

Activities continued...

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

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

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



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

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



Our Customers said:-

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



What we have been doing this quarter;

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

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



Image: Millgate drop-in session

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

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

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

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

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

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

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

Activities continued...

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

Measuring Success



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

*target is English average

Exploring our performance...

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

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

Improve the health and wellbeing of local residents



What we have been doing this quarter;

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

Activities continued...

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



Spotlight benchmarking

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

Measuring Success



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

Exploring our performance...

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

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

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

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

Exploring our performance...

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

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

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

Customer Feedback

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

Compliments

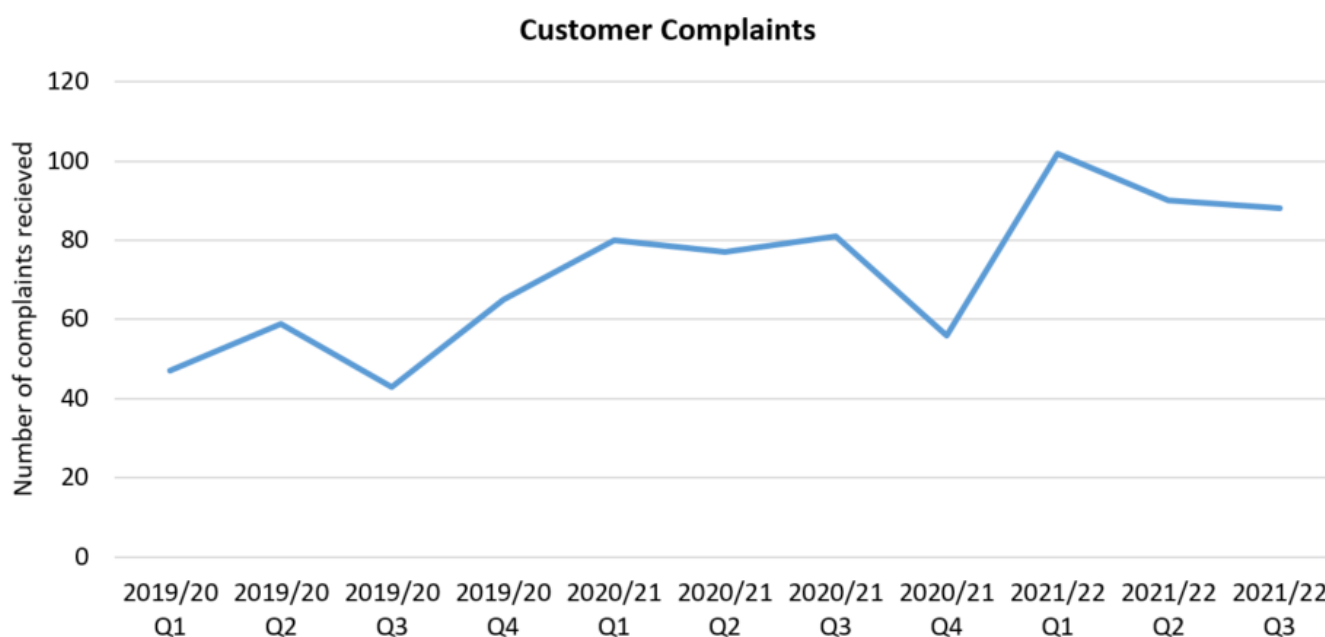
20 compliments were received this quarter. This is a slight reduction on the 29 received in quarter 2. Teams attracting the highest volume of praise included;

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

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

Complaints

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



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

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

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

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

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

Area of improvement...

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

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

What we have done to improve...

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

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

Area of improvement...

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

What we have done to improve...

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

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

Tenant Satisfaction

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

Complaint handling

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

Major works to tenants homes

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

Antisocial Behaviour

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

Customer Services

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

Careline

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

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

Staff Update

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

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

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

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

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

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

Appendix 2: Additional Housing Measures

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

Appendix 2: Additional Housing Measures

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

Appendix 2: Additional Housing Measures

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

Appendix 2: Additional Housing Measures

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

Appendix 2: Additional Housing Measures

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

Appendix 2: Additional Housing Measures

Annual Indicators – Included for information

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

Appendix 2: Additional Housing Measures

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

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

HOMES & COMMUNITIES COMMITTEE

14 MARCH 2022

YORKE DRIVE REGENERATION PROJECT - UPDATE

1.0 Purpose of Report

1.1 To update the Homes and Communities Committee on progress with the Yorke Drive and Lincoln Road Playing Fields Regeneration project.

2.0 Background Information

2.1 Homes and Communities Committee has received regular updates on progress with the Yorke Drive regeneration project including the latest update provided in November 2021.

2.2 As previously reported to committee, the project suffered a delay in the submission of a reserved matters planning application which was originally anticipated in March 2021 and is now programmed for May 2022. This delay came about as a result of a number of impacts on the overall design and issues emerging from detailed site investigations including:

- Identification of noise levels to the east of the site in excess of required levels (despite earlier work to mitigate)
- The requirement to build in the new Parking Supplementary Planning Document – **June 2021**
- The requirement to build in the Future Homes Standard – **January 2021**

2.3 As a result of these issues, the project was paused whilst the team worked through the implications. The outcome of this work has been a revision to the layout of the housing proposed for the playing field area and a review of the projects financial viability to tolerate the increase in development specification.

3.0 Updates

3.1 Revisions to the illustrative masterplan

3.1.1 Four architects submitted proposals to address the levels of noise emanating from the factory to the east of the site. One proposal considered delivering single aspect social housing adjacent to the boundary, however, this was deemed unacceptable for a range of reasons including: disparity between these properties and the rest of the estate leading to a disjointed overall scheme; and a reluctance to use social housing as a buffer for the remainder of the estate.

3.1.2 The remaining three proposals all delivered a solution that included the relocation of some housing from the north east of the playing field. The successful design proposal is included below and delivers the most efficient layout, with community facilities and sport at the centre of the community.

3.1.3 The original and revised layouts are below noting that:

1. The total number of homes remains within the original planning approval
2. The total number of sports pitches remain the same
3. The provision of pavilion and play area remains the same but is more central to the housing development
4. The requirement to remove the 'thicket', an area of shrubbery to the east of the site, is present in both options – in the first it is removed to provide for the trim trail and in the second it is removed for pitch provision
5. The road layout of the new design is more efficient
6. The new layout requires the removal of a group of trees to the south of the playing field for which compensatory planting on site will be required and agreed through the planning process.

Fig.1 Masterplan consulted upon with residents February 2021



Fig.2 Revised Layout



3.2 Public Consultation on revised layout

- 3.2.1 On the 26th and 27th January 2022, the council along with partners Lovell Partnership and Compendium Living (the developer) undertook a face to face consultation with residents and members of the public on the proposed revised layout for housing on the playing field element of the scheme.
- 3.2.2 In total 74 residents and members of the public attended the open consultation, of which 38 responded to the feedback questionnaire. The majority of those who responded were satisfied that the design would improve homes and transform the estate positively, with slightly less satisfied that the design would improve and transform the wider community in a positive way (28/38 compared to 26/38).
- 3.2.3 Attendees were also encouraged to provide narrative feedback on the revised layout. Whilst the majority of those who responded welcomed the proposals, a number of attendees raised concerns regarding: proximity of the new homes to existing properties to the south and west of the playing field; the impact of the loss of trees to the south of the playing field; and disruption to wildlife including loss of the thicket.
- 3.2.4 A summary of feedback has been provided to the architect team and will be built into the revised layout before a reserved matters planning application is submitted.
- 3.2.5 Further detailed design discussions with a small number of residents directly impacted by the change in layout will also be undertaken and fed into the design process before reserved matters submission.

3.3 Potential closure of Good Life Foods factory

- 3.3.1 It is relevant for the committee to note that on 27th January it was announced publically that Good Life Foods (the factory adjacent to the eastern boundary from which the excess noise emanates) began consultation with employees on the closure of the factory. Despite this appearing to remove the noise constraint (and therefore the requirement to relocate housing from the north east of the scheme) the reserved matters application is progressing on the revised design due to a number of factors including:
1. Uncertainty of closure (this is being consulted upon and a final decision not yet made)
 2. If closure does go ahead, the current owners of the factory and land will wish to sell this. The council has no control over the commercial sale of this factory and cannot prevent a future factory making the same or more noise (given that housing is not yet on site)
 3. The efficiency of the revised layout which has helped maintain the cost of the scheme (which has risen as a result of a year's delay and significant price increases across the construction sector) within the existing cost envelope

3.4 Timeline for delivery

- 3.4.1 The project team is currently working to complete a reserved matters planning application by May 2022. Approval of this application by the end of summer, would allow work to start later this year.

4.0 Equalities Implications

4.1 Equality implications for this regeneration scheme have been considered with a full Equality Impact Assessment presented to Policy and Finance Committee in November 2018.

5.0 Digital Implications

5.1 There are no additional digital implications raised by this report.

6.0 Financial Implications

6.1 The current capital budgets for Yorke Road are split between HRA and General Fund works. The profiling of the budgets will be updated to reflect the delays/works as set out within the body of this report. These works still remain within budget.

7.0 Community Plan – Alignment to Objectives

7.1 The rationale for the project has been clearly articulated in this and previous reports, its strategic importance is reflected through its inclusion in the Council's Community Plan. Following extensive and continued consultation with residents on the estate, the project is also supported by the overwhelming majority of residents.

7.2 The proposals directly relate to the following objectives within the Community Plan:

- *Create vibrant and self-sufficient local communities where residents look out for each other and actively contribute to their local area*
- *Deliver inclusive and sustainable economic growth*
- *Create more and better quality homes through our roles as landlord, developer and planning authority*
- *Continue to maintain the high standard of cleanliness and appearance of the local environment*
- *Enhance and protect the districts natural environment*
- *Reduce crime and anti-social behaviour and increase feelings of safety in our communities*
- *Improve the health and wellbeing of local residents*

8.0 RECOMMENDATION(S)

8.1 **That progress on the regeneration of the Yorke Drive Estate and Lincoln Road Playing Fields is noted.**

Reason for Recommendation(s)

To keep the Homes and Community Committee apprised of progress.

Background Papers

The details of any background papers you have used in writing the report (note these would then become public documents available for inspection) or if none used write "Nil".

For further information please contact Cara Clarkson on Ext 5923

Matt Lamb
Director Growth and Regeneration