



*Castle House  
Great North Road  
Newark  
NG24 1BY*

*Tel: 01636 650000*

[www.newark-sherwooddc.gov.uk](http://www.newark-sherwooddc.gov.uk)

**Thursday, 1 September 2022**

**Chairman: Councillor R White**

**Vice-Chairman: Councillor Mrs P Rainbow**

**Members of the Committee:**

Councillor L Brailsford  
Councillor L Brazier  
Councillor Mrs B Brooks  
Councillor S Carlton  
Councillor M Cope  
Councillor D Cumberlidge  
Councillor Mrs L Dales  
Councillor P Harris  
Councillor S Haynes  
Councillor Mrs L Hurst  
Councillor J Kellas  
Councillor N Mison  
Councillor M Pringle

**Substitute Members:**

Councillor M Brock  
Councillor Mrs R Crowe  
Councillor L Goff  
Councillor T Wildgust  
Councillor Mrs Y Woodhead

**MEETING: Policy & Performance Improvement Committee**

**DATE: Monday, 12 September 2022 at 6.00 pm**

**VENUE: Civic Suite, Castle House, Great North Road, Newark,  
NG24 1BY**

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

If you have any queries please contact Helen Brandham on [helen.brandham@newark-sherwooddc.gov.uk](mailto:helen.brandham@newark-sherwooddc.gov.uk).



## AGENDA

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Visitor Economy Update

Report back from Working Groups

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- Members' Digital Tools

## NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Policy & Performance Improvement Committee** held in the Civic Suite, Castle House, Great North Road, Newark, NG24 1BY on Monday, 13 June 2022 at 6.00 pm.

PRESENT: Councillor R White (Chairman)  
Councillor Mrs P Rainbow (Vice-Chairman)

Councillor L Brailsford, Councillor L Brazier, Councillor Mrs B Brooks, Councillor S Carlton, Councillor M Cope, Councillor D Cumberlidge, Councillor Mrs L Dales, Councillor S Haynes, Councillor Mrs L Hurst, Councillor N Mison and Councillor T Wildgust (substitute).

APOLOGIES FOR ABSENCE: Councillor Mrs E Davis (Committee Member), Councillor P Harris (Committee Member) and Councillor J Kellas (Committee Member)

### 1 DECLARATION OF INTEREST BY MEMBERS AND OFFICERS

There were no declarations of interest.

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

The Chairman advised that the proceedings were being audio recorded and live streamed by the Council.

### 3 INTRODUCTION FROM THE CHAIRMAN

The Chairman welcomed Members to the first meeting of the Policy & Performance Improvement Committee, setting out the Committee's remit and purpose. She advised that the Committee would work alongside the Cabinet to support the decision making process. She also noted that the Committee could review and feed into the design of Council strategies and policies.

### 4 APPOINTMENT OF POLICY & PERFORMANCE IMPROVEMENT COMMITTEE MEMBERS TO:

AGREED that the following Members be appointed to the Tenant Engagement Board and the Planning Policy Board:

#### Tenant Engagement Board

Councillors: Lee Brazier; Simon Haynes; and Penny Rainbow.

#### Planning Policy Board

Councillors: Lydia Hurst; Penny Rainbow; and Ronnie White.

5 PRESENTATION - EVENING ECONOMY STRATEGY

The Committee considered the presentation jointly provided by the Business Manager – Economic Growth & Visitor Economy and the Economic Growth Officer which sought to advise Members as to the draft findings of the survey undertaken to formulate the Evening & Night Time Economy Strategy.

Members were provided with an executive summary as to the purpose of the survey and what the specific aims were, together with how this was undertaken and who was consulted. The survey focussed on four specific towns within the district, those being: Newark; Southwell; Ollerton; and Edwinstowe with the findings being provided by location. In addition to the responses to the questions asked within the survey, further information was gathered and highlighted for consideration. Four separate visions for success had been developed together with recommendations as to how this may be achieved.

In considering the presentation it was noted that in order to visit the named towns the use of a car was generally required with a suggestion being made that a working group be established to look at issues with public transport. It was also noted that late night bus services were being decreased and whether it was possible for some sort of subsidy to be made available. The Business Manager noted the comments and advised that the issue would be considered by the Night Time Economy Strategy Group.

In relation to the reported CCTV ‘blind-spots’ in the Newark Market Place, the Business Manager advised that Newark Town Council had been involved with the survey and that those specific issues would be discussed when the details of the survey were considered.

It was noted that a number of the proposals appeared to be reliant on private businesses establishing new ventures which was not without risk. The Business Manager advised that work was ongoing as to how people could be incentivised to set-up in the area, noting that the Discretionary Rate Relief Policy would form part of that consideration. It was also noted that from meetings held with existing businesses, there had been talk about the possibility of creating Business Improvement Areas.

Noting that the proposals would have cost and resource implications, Members queried whether any additional funding had been identified. The Business Manager advised that it would take a number of years to develop the Strategy, noting that funding and resource may be available from the Shared Prosperity Fund; Growth Bid Budgets; and other public sector partners.

AGREED (unanimously) that the Newark & Sherwood Evening and Night Time Economy Strategy be forwarded to Cabinet for consideration.

6 NEWARK & SHERWOOD COMMUNITY LOTTERY ANNUAL REPORT

The Committee considered the report presented by the Health Improvement & Community Relations Manager which sought to provide Members with an update on the progress of the Newark & Sherwood Community Lottery since its launch in May 2021.

The report set out the impact of the scheme since its launch, providing information as to the number of 'good causes' registered with the lottery who were receiving financial support through ticket sales. It was also reported that regular marketing and promotion of the lottery was undertaken together with the number of supporters purchasing tickets each week. A sum of £33,134.40 had been generated in the first year of operation. It was proposed that an annual report would be presented to the Committee to ensure Members were informed of the positive contribution the lottery made to the voluntary and community sector organisations within the District.

In considering the report Members queried how the lottery was promoted. In response they were advised that it was done through a combination of social media posts and targeted information to community groups. It was also promoted by Gatherwell (the external provider of the lottery platform) through their national promotional programme.

Members were informed that it was free for an organisation to join the scheme and that there was no requirement that they be a charity. They would need to provide certain information for verification and validation by the Council.

In acknowledging the success of the scheme, Members queried whether it was possible to be provided with information as to the actual benefits experienced by the participating organisations. It was agreed that this would be included in future update reports.

AGREED (unanimously) that the report be noted.

## 7 PRESENTATION - REVIEW OF EMPTY HOMES STANDARD PILOT

The Committee considered the presentation given by the Business Manager – Housing & Estates in relation to the Empty Homes Pilot Review and the recommendations arising therefrom.

The presentation provided Members with information as to the process followed when the Council let a home to a tenant and that the standard of a property when re-let had been identified as an area for review. It was noted that the average annual void cost per property was £1,300.00 and a summary of customer satisfaction was reported in relation to tenants who had experienced the Council's moving in services.

Details of the six month pilot were provided which included: decoration/condition as part of empty home standard (property centred); and a 'starting well' fund to provide assistance based on the new tenants needs (tenant centred) with tenants being asked as to their satisfaction with the scheme which led to an increase of 98% in March 2022 compared to March 2021 which was 93%.

In considering the presentation Members noted that the funding did not cover issues relating to accessibility. The Business Manager advised that such works were paid for from an alternative fund.

In relation to the purchase of such things as white goods and carpets, the Business Manager advised that the Council dealt with local suppliers. The tenant would chose the item or carpet they wanted and the Council would pay the agreed supplier direct. She added that if the tenant required funds to carry out decorating, they would be provided with a voucher for Wilkos. She also advised that the Council rarely decorated a property but rather prepared it ready for a tenant to decorate themselves.

In response to whether a property was left in a bad state of repair, the Business Manager advised that a recharge would be raised against the tenant. Should it not be known where the tenant had gone, details would be kept on file should they return to the area and wish to let a Council property again.

AGREED (unanimously) that Cabinet be recommended to:

- (a) adopt the decoration preparation and starting well fund as part of the Empty Homes standard; and
- (b) approve additional funding of £275,000 being transferred to base budgets to facilitate the service improvement from the Efficiency Savings reserve.

## 8 COUNCIL'S ANNUAL BUDGET 2023/24 OVERALL CORPORATE BUDGET STRATEGY

The Committee considered the report presented by the Business Manager – Financial Services which set out, for Members consideration, the General Fund and HRA Budget Strategy for 2023/24.

It was reported that following the change of governance arrangements the Council's Section 151 Officer was required to present a report on the overall budget strategy for the forthcoming financial year to the Policy & Performance Improvement Committee for consideration prior them making recommendations to Cabinet. The report contained information as to the budget proposals and strategy, the budgeting assumptions, the risks in preparation of the budget and the budget timetable. It was also reported that the budget would be predicated on the priorities within the Community Plan and that resource allocation would be linked to spending priorities.

In considering the report Members raised a number of issues, querying how the rising cost of fuel was being managed. The Director – Resources/s151 Officer advised that assumptions had been made in relation to inflation levels as part of the process of setting the budget. The proposed final budgets would be presented to Committee in December for consideration.

In response to whether the Government's recent announcement in relation to Right to Buy had been factored into the budgets, the Business Manager advised that budget implications would be included in reports to the September meeting of the Committee.



In relation to a query about the level of staff vacancy provision being set at 5% both the Director – Resources/s151 Officer and the Business Manager provided a detailed response, advising that the 5% provision would potentially lessen the impact on Council Tax.

The Business Manager also advised that the expected reforms to the financial settlement from the Government had remained unchanged since 'brexit'. The settlement itself remained unchanged with only inflation being applied. The s151 Officer advised that the Council were lobbying the Government for a 3 year settlement.

AGREED (unanimously) that:

- (a) the overall General Fund and HRA budget strategy be noted and recommended to Cabinet for approval;
- (b) the consultation process with Members be noted;
- (c) budget officers continued to work on the assessment of various budget proposals affecting services for consideration in setting the Council's budget; and
- (d) budget managers work with finance officers in identifying further efficiency savings, increasing income from fees and charges where appropriate and identify new sources of income.

## 9 COMMUNITY PLAN PERFORMANCE FOR QUARTER 4 2021/22

The Committee considered the report presented by the Transformation & Service Improvement Officer which sought to present to Members the Quarter 4 Community Plan Performance Report (January – March 2022). Members were asked to review the Community Plan Performance Report attached as Appendix 1 to the report.

The report set out that performance reporting, going forward, would now be used as a tool for change with the information contained having been sourced by analysing data and progress against key activities, as well as district statistics, customer feedback and workforce information.

In considering the report Members thanked Officers for the new style of performance reporting. They raised a number of queries in relation to the reduction in the percentage of unemployment, how issues surrounding tourism were being addresses and how the maintenance of planted trees could be progressed. The Transformation & Service Improvement Officer advised that he would consult with the relevant business units and provide responses to the questions both as an attachment to the minutes and as a written response to Members.

AGREED (unanimously) that the Community Plan Performance report be noted.

10 REVIEW OF EXECUTIVE'S FORWARD PLAN

The Committee considered the Forward Plan of the Executive for the period May to August 2022 with it being noted that Committee may wish to establish a Working Group in November 2022 to review the Council's Promotion of Tourism.

AGREED that the Forward Plan of the Executive be noted.

11 REVIEW OF EXECUTIVE'S RECENT DECISIONS

AGREED that the Executive's recent decisions from the Cabinet meeting held on 7 June 2022 be noted.

12 MEMBERS ICT PROVISION - REQUEST FOR WORKING GROUP

The Committee considered the Topic Request Form proposed by Councillor S Haynes and seconded by Councillor N Mison requesting the establishment of a Working Group to review the Council's current Digital Strategy, specifically in relation to what options would be possible to assist Members to maximise their efficiency through being digitally connected.

AGREED (unanimously) that:

- (a) approval be given to the establishment of a Member Digital Tools Working Group;
- (b) Councillor S Haynes to be appointed as Chairman of the Working Group;
- (c) Councillors M. Cope, L Dales and N Mison be considered as members of the Working Group; and
- (d) following agreement to establish the Working Group, a Review Initiation Document would be produced and the opportunity to be part of the Working Group would be made available to all Members of the Council.

13 ASB - REQUEST FOR WORKING GROUP

The Committee considered the Topic Request Form proposed by Councillor R White and seconded by Councillor P Rainbow requesting the establishment of a Working Group to consider issues surrounding Anti-Social Behaviour.

AGREED (unanimously) that:

- (a) approval be given to the establishment of an ASB Working Group;
- (b) Councillor R White to be appointed as Chairman of the Working Group;

- (c) Councillors L Brazier, B Brooks, S Carlton, L Hurst and P Rainbow be considered as members of the Working Group; and
- (d) following agreement to establish the Working Group, a Review Initiation Document would be produced and the opportunity to be part of the Working Group would be made available to all Members of the Council.

14 RESOLVE TO INVITE EXTERNAL PARTICIPANTS TO NEXT MEETING

AGREED (unanimously) that the Police & Crime Commissioner for Nottinghamshire and Acting Inspector Matthew Ward be invited to the next meeting of the Committee.

15 SUGGESTED ITEMS FOR NEXT MEETING

AGREED that

- (a) the following items be included on the Agenda for the next meeting of the Committee:

Report from Chairman of Members' ICT Provision Working Group  
Report from Chairman of ASB Working Group  
Presentation by Police & Crime Commissioner and Acting Inspector, Matt Ward (ASB specific)  
Presentation on Residents Survey 2020  
Report on Community Safety Partnership  
Topic Request Form for establishment of a Working Group to feed into a Customer Strategy  
Report on Community Plan Performance – Quarter 1  
Report on Financial Performance Reporting – Quarter 1  
Report from Chairman of Tenant Engagement Board as to Role and Remit of Board

- (b) the following items be added to future meetings of the Committee:

Tenant Annual Report  
Newark Towns Board Update  
Review of Tourism  
Playing Pitch Strategy  
STAR Results (to be reviewed by Tenant Engagement Board)

Meeting closed at 7.55 pm.

Chairman



Report to: Policy & Performance Improvement Committee Meeting - 12 September 2022

Director Lead: Deborah Johnson, Director - Customer Services & Organisational Development

Lead Officer: Ella Brady, Transformation and Service Improvement Manager

Report Summary	
<b>Report Title</b>	2022 Resident Survey
<b>Purpose of Report</b>	Covering report for a presentation on the findings from the 2022 Resident Survey
<b>Recommendations</b>	That the Policy & Performance Improvement Committee:  a) comment on the findings; and  b) request that these findings be used to shape the 2023-2027 Community Plan to be developed by officers and Members in early 2023.
<b>Reason for Recommendation</b>	To ensure the direction of the Council is informed by what matters most to residents.

## 1.0 Background

- 1.1 It is part of Newark and Sherwood's vision to be driven by what matters most to its residents, and therefore we (the Council) understand the importance of listening to the views of residents and considering these views in shaping the future of the district.
- 1.2 The Council's Community Plan is a key document that sets out the Council's values and purpose as well as its objectives for the next four years. The current Community Plan, covering 2020 to 2023, was informed by the 2018 resident survey. A district wide consultation piece gathering the views of key partners and 11,224 residents. The next Community Plan will cover 2023 to 2027 and therefore another piece of district wide consultation, the 2022 Resident Survey, has been undertaken to inform the development of this plan.

## **2.0 The 2022 Resident Survey**

2.1 The 2022 Resident survey consultation had a three-pronged approach, and all the consultation was undertaken between May and July 2022. The three elements were:

1. An open survey that could be completed by any district resident over 16,
2. A representative sample was gathered to sense check the open survey, and
3. A series of focus groups were held to gather the views of underrepresented groups.

2.2 This report accompanies a presentation to the Policy and Performance Improvement Committee outlining the findings from this consultation.

## **3.0 Implications**

### **3.1 Data Protection**

A DPIA was conducted and relevant mitigating actions were put into place.

### **3.2 Digital and Cyber Security**

The survey was conducted using SmartSurvey, a survey tool the Council already utilise. This tool was reviewed by ICT in 2021, when we contracted for the tool and they were assured of its security.

### **3.3 Equality and Diversity**

The online survey was built to be as accessible as possible and paper surveys were available on request. Residents were also able to request a survey in another language or braille.

### **3.4 Financial (FIN22-23/6576)**

The costs of delivering the 2022 Resident Survey have been contained within the budget approved for this project by the Council's Senior Leadership Team.

## **Background Papers and Published Documents**

None



Report to: Policy & Performance Improvement Committee Meeting - 12 September 2022

Director Lead: Matthew Finch – Director Communities & Environment

Lead Officer: Alan Batty, Business Manager – Public Protection

Report Summary	
<b>Report Title</b>	Bassetlaw and Newark & Sherwood Community Safety Partnership Progress and Performance Update and Review of Priorities.
<b>Purpose of Report</b>	To provide an update on the work undertaken by the Bassetlaw and Newark & Sherwood Community Safety Partnership. The report will set out the current performance and explain the choice of priorities for the current year.
<b>Recommendations</b>	That Policy & Performance Improvement Committee review the Community Safety Partnership performance and priorities.
<b>Reason for Recommendation</b>	To ensure that the Community Safety Partnership is addressing the right priorities in the right way.

## 1.0 Background

- 1.1 The existence of a Community Safety Partnership (CSP) is a statutory requirement under Section 5 of the Crime & Disorder Act 1998 (“the Act”), as amended by the Police Reform Act 2002 and the Police & Justice Act 2006. There are a number of ‘Responsible Authorities’ that form the partnership. They are:
- i. The District Council(s)
  - ii. The County Council
  - iii. The Chief Officer of Police
  - iv. The Fire and Rescue Authority
  - v. The Clinical Commissioning Group
- 1.2 In the practical process of operating, the CSP needs to create a functioning local partnership that develops and promotes multi-agency working with the aims of reducing crime and disorder, misuse of drugs, alcohol and other substances and reducing reoffending in its area.
- 1.3 The Bassetlaw and Newark & Sherwood CSP (BNSCSP) has three layers to its existing structure with a single strategic group (Joint Strategic Group; “the JSG”), a single delivery group (Partnership Delivery Group; “the PDG”) and a number of operational groups.

- 1.4 The chair of the JSG represents the CSP at the Nottinghamshire Safer Neighbourhoods Board and this role alternates between the two district councils on a biennial basis. The BNSCSP is administered by the Community Safety Partnership Support Officer which is a full-time post based at Castle House in Newark. Other posts that service and support the CSP are the Domestic Violence Co-Ordinator and the Partnership Analyst.
- 1.5 The CSP has a well-established schedule of meetings that are administered by the CSP Support Officer. Meeting attendance does vary with attendees fluctuating based primarily on the value that they derive from attendance.
- 1.6 The priorities of the CSP are intelligence led but need to reserve the right to include its own priorities as a matter of local determination for the benefit of the communities it serves. To a certain degree it will always be the case that elected members and communities themselves will feedback intelligence to the individual organisations that make up the CSP about what is concerning them at any point in time. The CSP needs to be capable of responding to those needs.

**2.0 Proposal/Options Considered**

- 2.1 Each month the CSP analyst produces a performance report based on all crime and a separate smaller report based on antisocial behaviour. This shows the comparative performance of the Community Safety Partnerships in the county (there are three) and each district. This shows the change in all crime/ASB compared to the same period last year as well as providing some more detailed analysis on the locations and causes of any hot spots.
- 2.2 The performance for Crime for 2021/2022 is shown below

	Performance
Force	-7%
County	-7.7%
BNS CSP	-5.9%
NSDC	-14.5%

The performance for ASB for 21/22 is shown below

	Performance
Force	12%
County	17%
BNS CSP	22%
NSDC	15%

- 2.3 The Joint Strategic Group of the CSP is responsible for setting the priorities. This process is informed by a strategic assessment of crime and disorder, substance misuse and re-offending drawn from the evidence of the previous year.

2.4 The priorities that have been agreed for 2022/2023 are:

- Domestic Violence
- Burglary
- Rural Crime
- Area based work/Town Centre Issues (ASB)
- Gypsy and Travellers (Newark)
- Community Cohesion
- Knife Crime
- Exclusions (Bassetlaw)

2.5 The table below sets out the rationale behind each priority.

Priority	Evidence	Current Structure	Local concerns/response
<b>Domestic and Sexual Abuse</b>	<p>A high proportion (approx. 50%) of violence related crimes are linked to domestic abuse.</p> <p>The Domestic Abuse Act 2021 places a new duty on local authorities.</p>	<p>Countywide structures are in place, with the PCC commissioning DV services and our CSP structure is well established.</p> <p>Intelligence is in place and referral mechanisms well established and well known.</p>	<p>We have a possible issue of under reporting of Domestic Abuse and so promotional work continues.</p> <p>Domestic Homicide Reviews have to be organised and signed off at a local level.</p>
<b>Burglary</b> (not specifically mentioned in the P&C Plan but covered under All Crime)	<p>Locally we will experience spikes and are vulnerable to travelling gangs and known individuals so remains a priority at a local level and a Police priority.</p>	<p>Response is led by the Police and partners would be guided by the Police on any 'value added' work that can be done. Well established and tested response techniques are available to the Police.</p>	<p>BNS has some specific vulnerabilities:</p> <ul style="list-style-type: none"> <li>High quality/high value residential burglaries (including key thefts for high value cars)</li> <li>Rural burglary in isolated locations</li> <li>ATM thefts in isolated rural sites</li> </ul>
<b>Rural Crime</b> (this is specifically mentioned in the P&C Plan).	<p>BNS is predominantly a rural area and therefore vulnerable to specific crime types not experienced in other areas.</p>	<p>Chief Inspector Heather Maelor is the county lead on rural crime. The CSP is currently working on a specific rural crime initiative.</p>	<p>BNS are likely to maintain this as a priority because of the geography of the area which is vulnerable to off road bikes, hare coursing, fuel theft, fly tipping and other such crimes.</p>



Priority	Evidence	Current Structure	Local concerns/response
<b>Area Based Work</b> (not specifically mentioned in the P&C Plan)	This area of work is very much led by local intelligence.	Area based work is currently delivered in N&S through the Community Safety team and Community Engagement team. A	N&S has a focus on low level ASB, and local environmental quality in Newark with the recent appointment of wardens and upgrading of CCTV.  The Safer Streets 4 project will focus on this priority.
<b>Gypsy Romany Traveller Community</b> not specifically mentioned in the P&C Plan but Hate Crime and Community Cohesion are.	Newark has the largest G&T community in Notts. The G&T community faces a range of challenges around education, access to services, victimisation and hate crime, and perception from the settled community.  Unauthorised encampments affect the whole of Notts, particularly in the summer months	Land use and planning issues are particularly controversial.  Police resource for the G&T community has been identified.	Political concern in N&S around planning on Tolney Lane and other sites. Public perception that the G&T community are not subject to the same level of enforcement as other sections of society.  Concerns aired that organised crime gangs are operating out of Tolney Lane. Lack of services for Travellers causing a feeling of disconnect and lawlessness in the community.
<b>Community Cohesion</b> (in the Police and Crime Plan under the heading Supporting victims, survivors, witnesses and communities)	In Nottinghamshire, just under half (48%) of residents consulted via the annual Resident Survey feel that their area is a place where people from different ethnic backgrounds get on well together.	N&S has developed its Community Engagement team and has developed a number of 'days of action' within communities N&S has recently delivered days of action aligned to the CSG agenda.	<ul style="list-style-type: none"> <li>• Integration of the Eastern European community</li> <li>• G&amp;T Community</li> <li>• New and Emerging Communities</li> <li>• Hate Crime</li> </ul>
<b>Knife Crime</b>	Knife enabled violence in Notts predominantly involves young males aged between 16 and 25 years committing offences in public spaces (43%), some of which can be attributable to evolving crime networks and disputes over drug dealing territories.	Nottinghamshire has a Knife Crime Strategy and the Violence Reduction Unit has this as a priority.	There is no evidence that Newark and Sherwood has a gang culture that is leading to the carrying of weapons. The biggest risk to the CSP area would appear to be linked to 'County Lines' and 'Organised Crime Gangs' expanding into the outlying areas to sell drugs. Violence and knife crime associated with this activity is of potential concern.

2.6 Over the past 2 years the CSP has delivered 2 Safer Streets Projects within Newark. This have been primarily addressing burglary and vehicle crime but have also had an impact on the feelings of safety and community cohesion. A survey following the completion of the Safety Streets one project found the outcomes:

83% of respondents feel safer

53% feel the area is cleaner

40% of respondents feel safer after dark

44% of respondents feels the community looks out for each other better than it did

2.7 A submission by the CSP for Safer Streets 4 funding was submitted to the Home Office earlier this year. The bid was successful and the project funding a proved. This is funding of £750,000 across Bassetlaw and Newark and Sherwood which will have a focus of:

Anti-social behaviour,

Violence against Woman and girls

Perceptions of safety

2.8 The Newark and Sherwood elements of the bid is centred around the Market Square and St Mary's Church Gardens and will seek to improve lighting and CCTV coverage. There are smaller elements of the bid addressing ASB in St Marks precinct, improving ShopWatch, awareness rising for staff and public working/using the night-time economy and projects for reducing vehicle thefts.

2.9 The Office of the Police & Crime Commissioner has in previous years provide funding for the CSP to carry out local activities aimed at delivering its local priorities. This has been used in Newark & Sherwood to provide a wide range of very localised interventions such as graffiti projects, taxi marshals, water safety campaigns and other diversionary activities. A bid has been submitted for 2022/2023 but the outcome is not yet known.

### **3.0 Implications**

3.1 The following implications have been considered

#### **3.2 Financial Implications**

The posts that support the work of the CSP are fully budgeted. Any activities that are undertaken to support the CSP are funded from existing budgets or are subject to bids to a variety of sources.

### **Background Papers and Published Documents**

None



Report to: Policy & Performance Improvement Committee Meeting - 12 September 2022

Director Lead: Sanjiv Kohli, Deputy Chief Executive and Director - Resources

Lead Officer: Nick Wilson, Business Manager - Financial Services, 01636 655317

Report Summary	
<b>Report Title</b>	Projected General Fund and Housing Revenue Account Revenue and Capital Outturn Report to 31 March 2023 as at 30 June 2022
<b>Purpose of Report</b>	<p>To update Members with the forecast outturn position for the 2022/23 financial year for the Council's General Fund and Housing Revenue Account revenue and capital budgets.</p> <p>To show performance against the approved estimates of revenue expenditure and income and report on major variances from planned budget performance, in accordance with the Council's Constitution.</p>
<b>Recommendations</b>	<p>That the Policy &amp; Performance Improvement Committee note:</p> <ul style="list-style-type: none"> <li>a) the General Fund projected unfavourable outturn variance of £0.947m on services;</li> <li>b) the Housing Revenue Account projected unfavourable outturn variance of £0.444m on services; and</li> <li>c) the capital outturn position of £89.994m.</li> </ul>

## 1.0 Background

### Overview of General Fund Revenue Projected Outturn for 2022/23

#### Current position (as at 30 June 2022): variances

1.1 *Table 1* shows a projected unfavourable variance against the revised budget of £0.947m on service budgets. This is based on meetings which took place with business managers by late-July, therefore does not account for subsequent changes in expenditure/income. Further details of the variances projected against portfolio holder budgets are in **Appendix A**.

Table 1: General Fund revenue outturn for 2022/23 financial year as at 30 June 2022

	Original Budget £'m	Revised Budget £'m	Projected Outturn £'m	Variance £'m
Cleaner, Safer, Greener	4.537	4.271	4.414	0.143
Economic Development & Visitors	1.323	1.261	0.762	(0.499)
Homes & Health	1.396	1.553	1.522	(0.031)
Organisational Development & Governance	4.363	4.394	4.298	(0.096)
Strategy, Performance & Finance	2.769	3.557	4.987	1.430
<b>Net Cost of GF Services</b>	<b>14.389</b>	<b>15.036</b>	<b>15.983</b>	<b>0.947</b>
Other Operating Expenditure	4.253	4.248	4.248	0.000
Finance & Investment Income/Expenditure	(0.280)	(0.280)	(0.341)	(0.061)
Taxation & Non-Specific Grant Income	(19.901)	(20.501)	(20.869)	(0.368)
<b>Net Cost of Council Expenditure</b>	<b>(1.539)</b>	<b>(1.497)</b>	<b>(0.979)</b>	<b>0.518</b>
Transfer to/(from) Usable Reserves	0.915	0.873	0.416	(0.457)
Transfer to/(from) Unusable Reserves	0.624	0.624	0.563	(0.061)
Transfer to/(from) General Reserves	0.000	0.000	0.000	0.000

- 1.2 An unfavourable variance of £0.947m is currently being projected on service budgets managed by business managers. This represents 6.3% of the total service budgets. This unfavourable variance of £0.947m includes an unfavourable variance of £0.873m on employee spend council-wide. Excluding employee spend, therefore, non-employee spend and income have unfavourable variances totalling £0.074m.
- 1.3 The unfavourable variance of £0.873m on employee spend includes a budgeted saving of £0.630m for vacancies council-wide during the year. This £0.630m represents 4% of the total budget for employee spend. As it is not known which services will have vacant posts during the year, the whole of the £0.630m is currently budgeted for within the Strategy, Performance & Finance portfolio holder's budget and shows as an unfavourable variance. Conversely, all of the savings from vacant posts show as favourable variances against their respective portfolio holders. Details of the services with variances due to vacant posts are in **Appendix A**.
- 1.4 The unfavourable variance of £0.873m on employee spend also includes the total estimated additional cost of the forecast 2022/23 pay award. The 2022/23 budget approved by Full Council on 8 March 2022 budgeted for a 2022/23 pay award of 2%, in line with the 2021/22 pay award of 1.75% for most employees. The employers have offered an uplift of £1,925 per pay point to the unions. This effect of this has been modelled into the figures above. The terms and conditions of most council employees are determined by the NJC. Officers in Financial Services will continue to closely monitor announcements regarding the 2022/23 pay award for employees and will factor these into subsequent budget monitoring forecast reports as appropriate.

## Overview of Projected Housing Revenue Account (HRA) Outturn for 2022/23

1.5 With reference to the 'Variance' column in *Table 2*, the HRA accounts show a projected unfavourable variance against the revised budget of £0.444m as follows:

*Table 2: HRA revenue outturn for 2022/23 financial year as at 30 June 2022*

	Original Budget £'m	Revised Budget £'m	Projected Outturn £'m	Variance £'m
Expenditure	17.884	17.922	18.057	0.135
Income	(26.531)	(26.532)	(26.223)	0.309
<b>Net Cost of HRA Services</b>	<b>(8.647)</b>	<b>(8.610)</b>	<b>(8.166)</b>	<b>0.444</b>
Other Operating Expenditure	0.027	0.027	0.027	0.000
Finance & Investment Income/Expenditure	3.904	3.904	3.984	0.080
Taxation & Non Specific Grant Income	0.000	0.000	0.000	0.000
<b>(Surplus)/Deficit on HRA Services</b>	<b>(4.715)</b>	<b>(4.679)</b>	<b>(4.155)</b>	<b>0.524</b>
<b>Movements in Reserves</b>				
Transfer to/(from) Usable Reserves	1.443	1.405	1.405	0.000
Transfer to/(from) Unusable Reserves	(6.778)	(6.778)	(6.778)	0.000
Transfer to Major Repairs Reserve	10.051	10.052	9.528	(0.524)

1.6 The main reasons for the projected unfavourable outturn variance of £0.444m are in **Appendix B**.

## Overview of Projected Capital Outturn 2022/23

1.7 The table below summarises the position for the Capital Programme as at 30 June 2022 and is split between General Fund and Housing Revenue Account.

	Revised Approved Budget £'m	Revised budget updated for Approval £'m	Actual Spend to 30 June 2022 £'m	Forecast Outturn £'m
General Fund	67.604	53.787	2.306	53.787
Housing Revenue Account	36.237	36.207	2.872	36.207
<b>Total</b>	<b>103.841</b>	<b>89.994</b>	<b>5.178</b>	<b>89.994</b>

1.8 Following the Cabinet meeting of 12 July 2022, the total approved budget was £103.841m including slippage from 2021/22. As projects are developed and spending commitments are made, budget requirements can change. The additions and amendments that are being recommended for approval at Cabinet on 20 September 2022 are detailed in **Appendix C**, which seeks to reduce the budget to £89.994m.

## **2.0 Proposal/Options Considered and Reasons for Recommendation**

- 2.1 To consider the forecast outturn position for the 2022/23 financial year for the Council's General Fund and Housing Revenue Account revenue and capital budgets.
- 2.2 To show performance against the approved estimates of revenue expenditure and income and report on major variances from planned budget performance, in accordance with the Council's Constitution.

## **3.0 Implications**

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

## **Background Papers and Published Documents**

General Fund and Housing Revenue Account Revenue Monitoring Reports to 30/06/2022  
General Fund and Housing Revenue Account Capital Monitoring Reports to 30/06/2022

**General Fund (GF) Revenue Outturn Variance Analysis by Portfolio Holder as at 30 June 2022**

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

<b>Cleaner, Safer, Greener - £0.143m</b>	<b>£'m</b>
Waste & Recycling: increased trade refuse and waste disposal income, partly offset by increased payments to Nottinghamshire County Council for their proportion of income	(0.138)
Vehicle Pool and Workshop: increased transport-related costs, particularly fuel (petrol and diesel) and materials	0.236
Other small variances	0.045
<b>Total</b>	<b>0.143</b>
<b>Economic Development &amp; Visitors - £(0.499)m</b>	<b>£'m</b>
Palace Theatre: increased income, partly offset by increased spend on agencies for their proportions of income	(0.086)
Newark Beacon: increased rental income, due to higher than anticipated occupancy levels	(0.079)
Surface Car Parks Newark: reduced spend on London Road car park rental costs and increased car parking rental income	(0.051)
Newark Lorry Park: increased rental income, due to higher than anticipated occupancy levels	(0.251)
Other small variances	(0.032)
<b>Total</b>	<b>(0.499)</b>
<b>Homes &amp; Health - £(0.031)m</b>	<b>£'m</b>
Rent Allowances: forecast based on year-to-date actuals	0.050
Other small variances	(0.081)
<b>Total</b>	<b>(0.031)</b>
<b>Organisational Development &amp; Governance - £(0.096)m</b>	<b>£'m</b>
Other small variances	(0.096)
<b>Total</b>	<b>(0.096)</b>
<b>Strategy, Performance &amp; Finance - £1.430m</b>	<b>£'m</b>
Corporate Asset Development: reduced income from recharge of costs to HRA and capital, partly offset by vacant post	0.113
Other Financial Transactions: vacancy factor budget equal to 4% of 2022/23 employee costs; and estimated cost of a 2022/23 pay award equal to 5% per employee, compared to the 2% pay award originally budgeted for 2022/23	1.333
Other small variances	(0.016)
<b>Total</b>	<b>1.430</b>
	<b>0.947</b>

**Housing Revenue Account (HRA) Revenue Services Outturn Variance Analysis as at 30 June 2022**

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

<b>HRA - £0.444m</b>	<b>£'m</b>
Reduced income from rents and service charges. The main reasons include: - an increased average period of time that dwellings are remaining vacant (void); and - meals no longer being compulsory for tenants to purchase at extra care scheme sites (Broadleaves and Gladstone House).	0.233
Increased employee-related spend. The main reasons include: - a higher than anticipated pay award expected to be awarded to employees for 2022/23; and - the use of agency staff for services unable to recruit to vacancies; partly offset by - posts anticipated to remain temporarily vacant.	0.152
Reduced income from solar photovoltaic (PV) panels, due to a higher than anticipated number of faulty meters	0.053
Other small variances	0.006
<b>Total</b>	<b>0.444</b>



**GENERAL FUND**

Original Budget	57.603	As per Council on 8 March 2022
Slippages Approved	10.001	As per Cabinet on 12 July 2022
Current Revised Budget	67.604	

**Additions**

Project	Capital Description	Additions / Reductions 22-23 £m	Comments
TA3286	Information Technology Investments	0.035	Increase required in the budget for the new HR/Payroll for additional work in phase 2
TA3059	Palace Theatre Catwalk	0.004	Increase required, since works started in August due to material price increases.
TB3155	Castle - Condition Works	0.570	Approved P&F 21.02.22 - Condition works required at Castle
TB3143	Vicar Water Embankment Works	0.002	Requested additional budget approved by S151
TC3141	Improvements to Newark Beacon	-0.050	Remove budget, scheme is no longer being taken forward. Spend incurred to date under the deminimis limit and therefore will be moved to revenue
TC3148	RHH Units Fit Out	-0.108	Approved by Cabinet 12.07.22
TB6154	Community Facilities Provision Community & Activity Village (inc S106)	0.045	As per Urgency Item reported to P&F on 7.6.22
TB6168	S106 Community Facilities Edwinstowe	0.047	As per Portfolio Holder Decision July 2022
TC2006	Purchase of Land at Bowbridge Road	0.660	Approved at P&F 27.01.22 - Construction of Carpark
TC2007	Clipstone Holding Centre	0.987	Approved at SLT 08.03.22 - Purchase of site
TC2008	Vicar Water Country park	0.065	Approved at SLT 08.03.22 - Purchase of site
TB2253	Vehicle Replacement Programme	0.043	Approved at P&F 31.03.22 - New vehicle and equipment for Environmental services
TF6807	Warm Homes on Prescription	-0.053	Reduce budget to reflect expected activity
TT1000	Stodman Street project	0.200	Additional contribution from Towns Fund of £0.2m - From within original Towns Fund £25m allocation
<b>Total Additions/Reductions</b>		<b>2.447</b>	

**Reprofiling**

Project	Capital Description	Additions / Reductions 22-23	Comments
TA1218	Leisure Equipment Purchase	-0.760	Requested reprofile to 2024/25
TB3154	Castle Gatehouse Project	-2.503	Reprofile to 23-24. Development phase works are taking place, once full business case is worked up a more accurate profile will be in place.
TC3144	Fire & Security Rear Entrance Doors at Industrial Units	0.040	Reprofile from 23-24 to allow all spend to occur in the current year
TE3268	Southern Link Road Contribution	-7.500	Reprofiled to 23-24 to match spend profile agreed with LUF
TI1002	A1 Overbridge Improvements	-5.540	Reprofile to 23-24 due to delay with National Highways.
<b>Total Re profiling</b>		<b>-16.263</b>	

General Fund Revised Budget	53.787	Recommended for approval
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**HOUSING REVENUE ACCOUNT**

Original Budget	29.543	As per Council on 8 March 2022
Slippages Approved	6.695	As per Cabinet on 12 July 2022
Current Revised Budget	36.237	

**Additions/Reductions**

Project	Capital Description	Additions / Reductions 22-23 £m	Comments
SA1070	Phase 4	-1.150	Allocation of funding for Phase 4 moved to Cluster 5 programme
SA1075	Phase 4 - Cluster 5	1.150	Allocation of funding for Phase 4 moved to Cluster 5 programme

SA1047	New Build Contingency	-0.250	Allocation of funding from New Build contingency to Boughton Extra Care
SA1048	Boughton Extra Care	0.250	Allocation of funding from New Build contingency to Boughton Extra Care
S91100	ROOF REPLACEMENTS	-0.480	Budget Movements - HRA Investment programme
S91115	Roof Replacement Works	0.300	Budget Movements - HRA Investment programme
S91116	Flat Roof Replacement Wrk	0.180	Budget Movements - HRA Investment programme
S91200	KITCHEN & BATHROOM CONVERSIONS	-2.390	Budget Movements - HRA Investment programme
S91218	Kit & Bathrooms	2.390	Budget Movements - HRA Investment programme
S91300	EXTERNAL FABRIC	-0.360	Budget Movements - HRA Investment programme
S91336	External Fabric Works	0.360	Budget Movements - HRA Investment programme
S91400	DOORS & WINDOWS	-0.204	Budget Movements - HRA Investment programme
S91412	Doors & Windows Works	0.204	Budget Movements - HRA Investment programme
S93100	ELECTRICAL	-1.120	Budget Movements - HRA Investment programme
S93115	Rewires	1.120	Budget Movements - HRA Investment programme
S93500	HEATING	-0.660	Budget Movements - HRA Investment programme
S93510	Heating/Boilers	0.660	Budget Movements - HRA Investment programme
S95100	GARAGE FORECOURTS	-0.090	Budget Movements - HRA Investment programme
S95109	Garages	0.007	Budget Movements - HRA Investment programme
S95115	Resurfacing Works	0.083	Budget Movements - HRA Investment programme
S95100	GARAGE FORECOURTS	0.030	Budget Movements - HRA Investment programme
S95109	Garages	-0.030	Budget Movements - HRA Investment programme
S97400	DISABLED ADAPTATIONS	-0.600	Budget Movements - HRA Investment programme
S97416	Major Adaptations	0.510	Budget Movements - HRA Investment programme
S97417	Minor Adaptations	0.040	Budget Movements - HRA Investment programme
S97418	Adaptation Stair Lift/Ho	0.050	Budget Movements - HRA Investment programme
S97100	ASBESTOS	-0.060	Budget Movements - HRA Investment programme
S97115	Asbestos Surveys	0.040	Budget Movements - HRA Investment programme
S97116	Asbestos Removal	0.020	Budget Movements - HRA Investment programme
S97200	FIRE SAFETY	-0.060	Budget Movements - HRA Investment programme
S97221	Fire Risk Assessments	0.060	Budget Movements - HRA Investment programme
<b>Total Additions/Reductions</b>		<b>0.000</b>	

#### Reprofiling

Project	Capital Description	Additions / Reductions 22-23	Comments
S95100	GARAGES, FOOTPATHS, WALKWAYS	-0.030	Budget brought forward to 21-22 to support demand
<b>Total Re profiling</b>		<b>-0.030</b>	

HRA Revised budget for approval	36.207	Recommended for approval at Cabinet on 20.9.22
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<b>Total Additions/Reductions</b>	<b>2.447</b>	
<b>Total Re profiling</b>	<b>-16.293</b>	
<b>Total Revised Budget</b>	<b>89.994</b>	



Report to: Policy & Performance Improvement Committee Meeting – 12 September 2022  
Director Lead: Deborah Johnson, Director - Customer Services & Organisational Development  
Lead Officer: Ryan Ward, Transformation and Service Improvement Officer,  
[ryan.ward@newark-sherwooddc.gov.uk](mailto:ryan.ward@newark-sherwooddc.gov.uk), tel:01636 655308

Report Summary	
<b>Report Title</b>	Community Plan Performance for Quarter 1 22/23
<b>Purpose of Report</b>	To present the quarter 1 Community Plan performance report (April - June 2022).
<b>Recommendations</b>	That Policy & Performance Improvement Committee review the Community Plan performance report attached as appendix 1

## 1.0 Background

We continue to deliver an approach to performance that is used to drive improvement rather than being simply used as a counting device. 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.

## 2.0 Proposal/Options Considered and Reasons for Recommendation

Policy & Performance Improvement Committee to review the Quarter 1 Community Plan Performance report (**Appendix 1**).

## 3.0 Implications

None

## Background Papers and Published Documents

None



# Newark and Sherwood District Council Performance Report

2022-23 Q1  
1 April to 30 June 2022



Contact Us  
[www.newark-sherwooddc.gov.uk](http://www.newark-sherwooddc.gov.uk)  
01636 650000  
[customerservices@newark-sherwooddc.gov.uk](mailto:customerservices@newark-sherwooddc.gov.uk)



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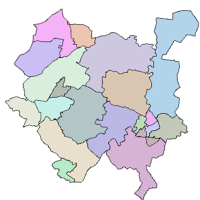
@Newark and Sherwood District Council

# 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 April to 30 June 2022 (Quarter 1).

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 3



### Our Performance

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

Page 4



### 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 20



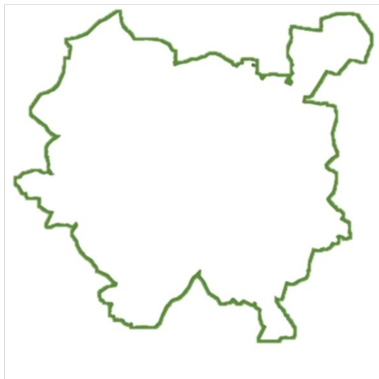
### Our Workforce

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.

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# Our District

## About Newark and Sherwood...



A resident population of 122,900 (15.3% of Nottinghamshire's population).

5,551,300 dwellings of which 10% are owned by the Council (social housing).

There are on average 189 people per square kilometre within the district. This is sparser than the England average of 395 people per square kilometre and the Nottinghamshire average of 396 people per hectare.

7.6% of the population are within the age range 55-59 which is the highest across all the district age ranges. This is also different to the England average where 50-54 is the highest age range at 7%.

79.3% of the district's working age population (16 to 64) are qualified to a Level 2 or higher. This is 5.1% higher than the county average and 1.1% higher than the England average.

The gross weekly pay for residents is £589.80. This is 2.8% higher than the Nottinghamshire average but 4% lower than the England average.

## How is our district?

This data tell us something about our district in quarter 1 (April-June 2022). 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. When compared to the same period last year, commercial applications have increased by 1, residential applications have increased by 4, non-major applications have reduced by 52 but major applications have increased by 9.

**5 commercial planning applications** were validated

**54 residential planning applications** were validated

**19 major planning applications** were received

**290 minor planning applications** were received



**2,235 people are currently unemployed** across the District. This is a reduction of 12% since quarter 4 of last year and a 27% reduction compared to the same period last year.



**7.8% of town centre retail premises were vacant** in quarter 1 (the town centres measured are Newark, Edwinstowe, Ollerton and Southwell). This is equivalent to the previous quarter.

As of June, **125 businesses were 'born' and 160 businesses 'died'**. Both of these are a reduction to the previous quarter.

## Interactions with the Council

This information shows how busy Q1 22/23 has been for the Council in terms of customer interactions.

- **2,992 face to face contacts** were held at Castle House. This is a 81% increase since quarter 4 but is still significantly lower than pre-Covid levels (Q4 in 2019/20 was 14,101 contacts).
- **115,224 calls** were made to the contact centre and **5,060 calls** were received by responsive repairs
- **15,966 digital web form transactions** were completed by our customers, a 90% increase from the same quarter of the previous year.

How are we performing against our objective to...

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



### What we have been doing this quarter;

- ⇒ To support residents with the cost of living crisis, Councils were given the responsibility for processing and awarding the council tax energy rebate payments. As of the end of quarter 1, a total of 38,897 payments of £150 awards have been distributed, equivalent to £5,834,550. We have also provided 4,671 discretionary awards totaling £134,936.
- ⇒ The Humanitarian Assistance Response Team's (HART) support system continues to operate with its current primary focus around homes for Ukraine. All support requests for Homes for Ukraine and additional assistance are directed to HART and allocated to a member of the Community Development Team to be actioned within 24 hours as part of the Council's Family Support Worker response. Currently 129 matched families consisting of 163 individuals have arrived and are receiving support through the Council's local response programme.
- ⇒ We are continuing to deliver digital services that allow our residents to interact with us via digital channels. We have launched the first phase of MyNS, an online platform that allows residents to find out useful information about Newark and Sherwood which is tailored to them. In the first phase, residents will be able to see their bin day, find out information about their ward Councillor, including how to contact them, and keep track of the status of a range of service requests, including missed bin collections, reported fly tips and street cleansing requests. At the end of quarter 1, 233 residents had successfully signed up to utilise the system.
- ⇒ Another of our new digital channels is webchat. Instead of calling customer services, residents can now get the answers they want by going onto the Council's website and clicking on 'Chat now'. This links them with a customer services advisor who can deal with their query quickly and easily. During quarter 1, there were a total 765 webchats received. Currently, advisors are limited to dealing with one webchat at a time but we are investigating how they can respond to concurrent webchats. Following this improvement, there will be increased capacity to deal with residents communications via webchat and other digital services. Some of the other digital platforms introduced include an e-newsletter service and MyAccount webpage for tenants.
- ⇒ In line with our digital declaration we have trained involved tenants to train other tenants to improve their digital skills. To maximise take-up of the tenant digital workshops, we are now looking at a more focused approach in our community centres by encouraging small groups to participate in tailored sessions that accommodate the differing levels of confidence and ability. These workshops are continually promoted and offered to tenants by the Tenancy and Estates team.
- ⇒ The Community lottery continues to operate successfully with 63 registered good causes receiving support. At the end of the quarter, approximately 12,500 tickets had been purchased generating approximately £7,500 for good causes. The first bi-annual Community Lottery 'Draw within the Draw' was held in April and 6 good causes each received an additional £500 funding through the Council's Community lottery receipts. The Community Lottery is one of the few lotteries run nationally that is experiencing growth, and in the first year of operation it has grown its ticket sales by 35%, moving from 752 to 1,018 ticket sales per week.
- ⇒ The fifth round of the Parish and Town Council Initiative Fund, themed around cleaner, closed in April and three applications were supported. All outstanding approved schemes will be progressed over the next quarter in order to conclude and reconcile the Fund. Any balances left within the fund will be made available for distribution through the replacement Community Grant Scheme.
- ⇒ A new speedwatch group on Winthorpe Road/Yorke Drive is currently being developed to help address issues relating to speeding in the local community. Community Speed watch also formed part of the day of action at Bilsthorpe which resulted in more than 180 vehicles being checked.

How are we performing against our objective to...

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



- ⇒ 3 Local Influence Networks are now in place to give tenants the opportunity to speak to one another and share their views on their local community with Council officers. Six meetings have now taken place across the district. To maximise take up, we have trialled different methods of advertising, with hand delivered leaflets found to be the most effective way to encourage attendance within our rural areas. While the Local Influence Networks are still in their infancy, the feedback has been positive and we look forward to tenants taking on the role as chair for these networks and seeing them work alongside the Tenant Engagement Board.
- ⇒ The Southwell flood mitigation scheme is progressing well and should be completed in 2022/23. The scheme for Lowdham submitted a formal planning application in October 2021. Following consultation with stakeholders, changes to the original application will require re-submission of certain planning documents. On 21st April, the Environment Agency held a public engagement event at the Lowdham Community Hall, supported by suppliers Arup and Jackson Civil Engineering, to present the scheme proposals to the Lowdham community and promote sign up to the Flood Warning Service. The Environment Agency's partners, Nottinghamshire County Council, and the Lowdham Flood Action Group were also present to discuss other flood risk issues and community preparedness with attendees.



How are we performing against our objective to...

## Deliver inclusive and sustainable growth



### What we have been doing this quarter;

⇒ As a part of the Newark Town Investment Plan seven priority projects were identified for funding. The projects continue to move forward and be delivered with progress as follows;

- The Construction College opened in September 2021.
- The full Business Case for the Air & Space Institute (ASI) has been completed and is under review by the external assurers. The review is expected to be completed by the end of July 2022 to coincide with a start on site by the construction contractors.
- The outline Business Case for the Smart Innovation, Supply Chain and Logistics (SiSCLOG) project is on track to be completed by the end of July 2022. The project has experienced delays following the announcement of the preferred route for the dualling of the A46 and the designs of the project have been amended to accommodate the adjacent Department for Transport project. A successful Logistics Conference in June 2022, gathered views from people working across the logistics industry, and informed the design of the project, confirming our initial approach.
- Work has started on site for the redevelopment of Stodman Street, with the project progressing according to the delivery plan. Archaeological surveys are being undertaken, the results of which are expected by September 2022.
- The Cycle Town project is progressing with two docks already installed, one at Castle Station and one at the new development at Middlebeck. The installation of the third dock, at the bus station, is expected by the end of July 2022. We have also received interest from large local organisations, including from the private sector, wanting to tap into the Cycle Town project and align their own sustainable transport ambitions to the project's objectives. Usage data of the docks will be provided and shared to members once this becomes available.
- The project to enhance the visitor experience at Newark Castle is progressing. The first-round bid to the National Heritage Lottery fund was successful, leading to an invitation to progress to the second round of the fund. The outline Business Case was submitted to central Government in June 2022.
- The outline Business Case for the Newark Cultural Heart project has been completed and was submitted to government in April 2022, enabling the drawdown of the first year's allocation of funds. Work with Newark Town Council, the delivery partner, is ongoing by developing an events calendar which includes both small and medium-sized events to increase vibrancy in the town centre leading to more footfall, longer dwell time and greater consumer spending.

⇒ Strip out works to the Buttermarket are now complete and Inspire (a charitable community benefit society, delivering cultural and learning services across Nottinghamshire) have been secured to occupy the second floor of the space from September 2022. The Atrium will be reserved for community use and flexible use retail pods.

⇒ We have submitted a bid to 'Levelling Up Fund Round 2' to fund two projects. The first project is Ollerton Town Centre focusing on; encouraging a strong retail offer, making the high street a destination for residents and visitors, ensuring accessibility for all and making our town centres as environmentally friendly as possible. The second project is in Clipstone focusing on; training and skills development, creating employment opportunities and providing health and wellbeing provisions. These project have also been endorsed by Nottinghamshire County Council and the Sherwood Board. After consideration the Forest Corner project was not included in this bid as it does not meet the criteria of the fund. However, further engagement has been made with our partners at Nottinghamshire County Council and the Wildlife Charity RSPB and it is anticipated that a bid-ready proposal will be developed to align for submission to future funding opportunities.

⇒ We continue to grow and maintain relationships with partners across the district to support students and those seeking employment or redeployment with advice and career aspirations. Since January 2022, we have delivered a range of activity with some examples of the key events including;

- Supporting the North Notts Careers Hub which is a steering group that look at strategic priorities to

deliver a collective impact across North Nottinghamshire. This includes how we develop an integrated skills system across D2N2, how we remove barriers for working people with learning disabilities and improving how we deliver an understanding of careers within the digital sector.

- Ecology, Biodiversity, and Land Management pre-16, post 16 and post 18 groups convened to discuss co-ordination and opportunities across the district
- Support to the Employment and Skills Board Meeting – this is a partnership of skills providers that discuss and implement local skills and career activities. These board members consist of representatives from; the Council, Newark College, YMCA, West Notts College, Nottingham Trent University, Inspire and Futures.
- Collaborated with the North Notts Employability Collaboration Group (NNECG) - this includes representatives from Newark and Sherwood, Mansfield, Bassetlaw and Ashfield to discuss options for employability
- Attended or supported 5 school events to understand aspirations, promote opportunities and to develop interview skills.

⇒ We continue to lead, shape, influence or in some cases directly deliver key required infrastructure. We submitted a response to the A46 preferred route announcement setting out our agreed position and have actively held discussions with the A46 Newark Northern Bypass Project Team about the design of the proposed scheme. We are continuing to finalise the Grant Funding Agreement in relation to the Southern Link Road to enable the developers to access the Levelling Up funding to begin construction. Officers are also in discussion with National Highways and their consultants Amey to produce an options appraisal and design works for the A1 Overbridge.

⇒ We continue to offer a comprehensive programme of support to ensure sustainable economic growth for local businesses. Some of the key activities this quarter included;

- The development and exploration of a package to support the business community with cost of living assistance.
- Administering the High Street Diversification Fund. This grant provides funding for local, independent high-street based retail/hospitality businesses to invest in social media advertising.
- Hosted the Global Innovation and Nimble Thinking event on 14 April 2022. 62 people, representing a range of businesses, attended this free event to learn about global innovation and procurement.
- Continuing to deliver the 'Business Growth and Resilience Programme', a programme which links business service specialists with local businesses in four key business sectors: manufacturing and construction, accommodation, retail, food and beverage and health and social care. Through quarter 1, 8 businesses applied for either the support or grant funding through this scheme.
- Signposted and supported 4 businesses to access Grantfinder, this site is Europe's most advanced grants and policy database.
- Providing businesses with a range of advice and support.

⇒ The Welcome Back Fund has now been completely delivered and the final claims submitted to central government. The fund supported the safe return to high streets following the pandemic. The fund has helped contribute to re-energising footfall and retail spend in town centres. For example, in Newark town centre there was an average of 4,487 visitors per day in quarter one, representing an increase of 63% when compared to the same quarter of the previous year.

⇒ A new bakery has opened at the Gateway Lodge, a former disused building based at Forest Corner in Edwinstowe. The disused building was fully refurbished by the Council and now has its first tenant, Ruby and Sophia's Dog Bakery, an award-winning artisan dog treat bakery and pet outfitters.

## Measuring Success



### Spotlight benchmarking

As of March 2022, the unemployment rate was 4.3% in Newark and Sherwood compared with 4.2% in England.

	Year to Date Quarter 1 20/21	Year to Date Quarter 1 21/22	Year to Date Quarter 1 22/23	England/ National Av- erage
% of Town Centre retail premises vacant across the NSDC District	New for Q4 20/21	9.5%	7.8%	9.0%
The performance of our assets which contribute to the economic growth of the district				
	Year to Date Quarter 1 20/21	Year to Date Quarter 1 21/22	Year to Date Quarter 1 22/23	Year to Date Target 22/23
Total number of admissions - National Civil War Centre	New for Q3 20/21	1,141	3,045	2,500
Total number of admissions - Palace Theatre	0	0	12,296	7,500
Newark Beacon - % of occupied units	New for Q3 20/21	86.0%	97.2%	85.0%
Sherwood Forest Arts and Crafts - % of occupied units	New for Q1 21/22	100.0%	100.0%	90.0%
Commercial Property - % occupied units	New for Q1 21/22	89.0%	97.0%	95.0%

### Exploring our performance...

As of March 2022, the levels of unemployment in the district was 4.2% and 0.1% higher than the England average. In March 2021, the level of unemployment was 5.5% showing an improvement of 1.3% over this 12 month period. This decrease in unemployment has been caused by a combination of job density being higher (more vacancies than ever), a large reduction in unemployment across 16-24 year olds, and there has been also been a rise in self-employment. The Restart Scheme, Kick Start Scheme and Department for Work and Pensions programmes were also proved successful.

Visits to the Palace Theatre continues to exceed target and by 4,796 admissions for this quarter, this equated to a 39% increase over the target set and shows a positive recovery following the pandemic.

The National Civil War Centre's recovery post-COVID continues, and attendance has seen an increase of 167% when compared to the same quarter of the previous year. Performance is being supported by specific footfall drivers such as family Saturdays and Aphra Benn Day, which saw 200 visitors enjoy craft, costumed performance, and the chance to vote for their favourite sculpture of the Civil War spy. Additionally, the Heritage and Culture team has extended its programme of outreach including; a successful Medieval Fun Day at Newark Castle which received a footfall of approximately 4,000, an after-school history club at Newark Academy, and more than 40 young people performed in the theatre's youth production of Aladdin.



### Our Customers said:-

"Our students had a fantastic day at the National Civil War Centre. The staff at the centre were so organised and created a really engaging schedule for our students. See you next year!"

Agenda Page 35

How are we performing against our objective to...

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



### What we have been doing this quarter;

- ⇒ Arkwood Developments, our property development company, has completed 29 units on the Avenues development at Bowbridge Road and other units remain in progress as follows;
  - 25 units are now occupied,
  - a further 58 units are under construction at the site,
  - 42 properties are currently released for sale with 38 being reserved, and
  - of the remaining properties yet to be released there are 12 'early bird' reservations.
- ⇒ Following the demolition of the temporary accommodation facility at Seven Hills, site works are continuing and ground works have begun in line with expected timescales and costs. Our research into best practice models across a wide range of temporary accommodation provision continues and we are liaising with advisors from the Department for Levelling Up, Housing & Communities to ensure the infrastructure and service offering at the new complex meets the needs of residents.
- ⇒ Throughout the quarter, 55 applications for housing proposals were determined, of which 39 were approved. The number of proposals determined has fallen slightly compared to the previous quarter, alongside the number of approvals, although approvals have increased when compared to quarter 4.
- ⇒ Officers are currently preparing an amended Allocations & Development Management Document which will include a number of sites to accommodate the Gypsy and Traveller community. The Council is also developing proposals to deliver a public sector site in Newark and following Cabinet approval in June submitted a Traveller Site Fund bid to the Department for Levelling Up, Housing & Communities.
- ⇒ Like the previous quarter, weather conditions have been such that there has been no need to activate the severe weather provision. Officers met with the Nottinghamshire County Rough Sleeper coordinator to discuss our severe weather provision for this winter. Our next steps are to engage with partners and draw up proposals for the provision of a full winter offer for 2022/23.
- ⇒ Our 'Starting Well' project to improve the success of tenants in new homes continues. Early intervention work continues to have a positive impact on new tenancies with introductory tenancy arrears remaining low. We are continuing to work with the Notts and Lincs Credit Union, who have appointed a local coordinator, and once inducted they will work to increase the profile of the unions and raise awareness with residents of the community focused financial services offered by the credit union. Arrears performance remains in a strong position, with arrears lower at the end of quarter one than over the same period last year. This continues to demonstrate the benefit of a targeted approach to supporting those at risk of financial crisis.

However, we are starting to see the impact of the cost of living crisis, putting pressure on income collection. We expect to see this pressure increase significantly as we move into the autumn with increased utility costs impacting on household budgets and particularly for those pre-paying their utility costs. We will continue to monitor the situation and support customers where necessary.

- ⇒ The 3 tier repair timescale continues to show improved attendance for the more serious responsive repairs, that now fall into the priority 1 category. Alongside this, we have seen a slight increase in attendance times for our priority 2 and priority 3 categories. These are repairs that can wait and are not of an urgent nature. We have also started to log jobs differently in our system, which will allow us to produce more detailed reports that will improve our service offering going forward.
- ⇒ To provide high quality homes and environments where people wish to live, we are reviewing the suitability of sites currently allocated for housing alongside employment and open space protection to ensure they continue to be deliverable and sustainable. We continue to negotiate with developers on proposals submitted at both pre and full planning application stage to seek improvements to details submitted. For example, on the amount and location of landscaping, the layout of housing, parking provision and

infrastructure needed for the future community. The advice we provide in relation to landscaping is likely to improve following the appointment of the Council's Tree/Landscaping Officer.

⇒ The new Empty Homes Standard has been approved and is now in place on a permanent basis. Since approval, we have continued to receive positive feedback and will continue to monitor the new standards and any impacts on both our costs and performance indicators.

⇒ British families hosting refugees fleeing the war in Ukraine and refugees who have already resettled, were both invited to an evening meal on 5 May to socialise and meet each other face to face. Organised by Newark College, and supported by the Council, the aim of the evening was to help the refugees feel part of the Newark and Sherwood community and connect hosts and refugees together. The 'Social Eating together' event brought families together to share their experiences and to get to know one another. The event saw almost 30 people come together. Attendees enjoyed a free two course meal and could also find out more about the services available to them in the district. Language tutors were also on hand to speak to hosts and visitors about accessing learning opportunities that might be available.

This was followed by a second event, hosted by the Council, on 24 May. The 'Homes for Ukraine Information Evening' was for sponsors and guests within the district and provided 99 attendees with information and advice from local organisations, community groups and partner agencies such as the Department for Work and Pensions, Newark & Sherwood Community and Voluntary Service, Active4Today and Newark College. It provided the opportunity for people to be provided with information, have an informal chat and to build local connections.

⇒ Following a successful funding bid from the Council's Community Chest, EEM (A National Procurement Framework we use) and a contribution from Community Housing Association Nottingham (our partner landlord at Vale View). Staff at the 'Housing with Care' worked with 'Volunteer It Yourself' to build new garden furniture, create a new raised bed and erect a replacement summer house in the communal garden at Vale View for residents to enjoy.



**Our  
Customers said:-**

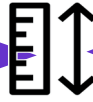
"I am an involved tenant, it's wonderful to experience being treated in such a way that made me feel like a valued customer and that I matter".

Measuring  
Success



	Year to Date Quarter 1 20/21	Year to Date Quarter 1 21/22	Year to Date Quarter 1 22/23	Year to Date Target 22/23
Average time spent in temporary accommodation (weeks)	N/A	12.0	13.7	13.0
Average time (days) to re-let Council properties	56.5	24.9	25.8	28.0
% of rent collected from current tenants as a % of rent owed	100.3%	102.6%	98.1%	98.5%
Average "End to End" time for all reactive repairs (calendar days)	10.3	39.2	13.7	11.0
% of repairs completed at first visit	94.0%	91.7%	87.6%	93.0%
% of planning applications (major) determined in time	New for Q1 21/22	91.0%	92.0%	90.0%
% of planning applications (non major) determined in time	New for Q1 21/22	97.0%	95.0%	90.0%
Average number of working days to process housing benefit change in circumstances	10.3	3.1	4.6	6.0
Average number of working days to process new housing benefit claims	New for Q3 20/21	17.2	17.8	17.0
Amount of current arrears as a % of annual rent debit	2.21%	1.90%	1.75%	2.20%
Amount of current arrears	£613,776	£450,339	£434,399	£500,000
Number of all tenants who have been evicted for rent arrears	0	0	0	1
% of all tenants who have been evicted for rent arrears	0.00%	0.00%	0.00%	0.05%
% of housing complaints resolved within agreed timescales	New for Q1 21/22	93.0%	92%	100.0%
Number of evictions (anti-social behaviour)	0	0	1	Trend (Increase)
% of homes with a valid gas certificate	New for Q4 21/22	New for Q4 21/22	92.2% (4806 out of 5213)	100.0%
% of homes with Electrical Installation Condition Report (EICR) certificates up to five years old	New for Q4 21/22	New for Q4 21/22	99.1% (5644 out of 5695)	100.0%
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	29	Trend (Increase)
Arkwood - plots commenced	New for Q3 21/22	New for Q3 21/22	87	Trend (Increase)

## Measuring Success



### Exploring our performance...

The average time to re-let has made significant improvements and is now exceeding target by 2.2 days, sitting at 25.8 days. Previously this performance was below target and was mainly attributed to the delivery of our new enhanced empty homes standard coupled with managing a high quantity of voids.

The average "End to End" time for all reactive repairs remains above target by 2.7 days. We are currently working on initiatives to improve performance from our trades team by increasing the number of works carried out per day. However, we changed our priority time scales from 6 to 3 tiers (Emergency/Routine/Planned) and the vast majority of repairs fall into the routine category which are completed within 6 weeks. It will therefore continue to be a challenging target. The 3 tier system was brought in last year to simplify the process for customers, allowing for appointments to be booked at the customers convenience and ensure emergency repairs are completed quickly. This level of performance has seen a significant improvement from the same period last year where it was at 39.2 days compared to this quarter at 13.7 days.

92% of complaints were responded to within the agreed timescale and this indicator is now back on target. This is a 7% increase from the previous quarter and comparable to the same quarter of the previous year. In total, 26 complaints were received between April and June and only 2 of these were responded to out of time - both out of time by 1 day. We have now also amended our automated system reminders to provide further clarity to officers when responses are due.

The indicator for gas compliance is under target by 7.8%. There are currently 407 properties out of 5213 that have out of compliance certificates. Of those outstanding, the majority were overdue in June, 54 of these are in a legal process for us to gain access to the property and a proportion were caused by customers missing appointments. The June outstanding certificates are a result of challenges associated with the transfer of contracts alongside managing high volumes of cases due in the summer months. Gas compliance is monitored on a weekly basis, reported monthly to the Director and quarterly to the Senior Leadership Team and Cabinet. We have an action plan in place that includes appointing additional contractors to catch up quickly and when appointments have been missed, efforts are being made to regain access. Due to the circumstances, it is anticipated this will take a few months to become back in line with the expected target.



**Our  
Customers said:-**

"I am over the moon with the contractors who installed my electric shower. I wanted you to know that they worked like Trojans, were very respectful and that I am extremely happy with the results".

How are we performing against our objective to...

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



### What we have been doing this quarter;

- ⇒ As a part of our 'Not in Newark and Sherwood' Campaign, in May, the Council, alongside partners from the Newark and Sherwood neighbourhood policing team, the Driver and Vehicle Standards Agency and the Environment Agency, took to the roads to crack down on illegal waste carriers. We ran the initiative with the aim of tackling environmental offences such as fly-tipping. This quarter we issued 32 Fixed Penalty Notices (FPNs) for fly tipping and 12 for failure to produce a Waste Transfer Note, indicating that they were not disposing of their waste correctly. We have also issued 24 FPNs for littering offences which included side waste and some small fly tips.
 

Plans to conduct future operations are already underway to continue cracking down on those who commit environmental offences and deter potential offenders. On average 1.13 fly tips are reported to us every day and operations like this aim to reduce fly tipping by addressing the problem at the source.
- ⇒ The Great British Spring Clean has been a success around the district once again thanks to the 248 dedicated residents who took part. The campaign, which began at the end of March, is the country's biggest mass-action environmental campaign. This year the campaign focused on the #BigBagChallenge and asked people to pledge to pick a bag of litter from nearby streets, beauty-spots and green spaces to protect communities and wildlife habitats. In total, the litter picking volunteers from Newark and Sherwood collected 232 bags of waste and various large items of waste, including multiple car tyres and wooden fencing.
- ⇒ Work is continuing on the implementation of the Green Champions Scheme. In quarter one, 210 volunteers took part in litter picking events and collected 170 bags of litter from sites across the district. This has reduced from the 222 volunteers who collected 240 bags last year.
- ⇒ The Bilsthorpe day of action, on 30 June, followed several highly successful days of action run by the Council. Some of the outcomes of the day included;
  - A community litter pick with pupils from the Flying High academy,
  - The installation of new dog fouling signage,
  - A community speed watch led by local volunteers and the public protection team,
  - Graffiti clean-ups of the Miners Welfare Building,
  - Maintenance of landscaped areas including tree pits and encroaching verges in conjunction with Nottinghamshire County Council,
  - The collection of over 6 tonnes of litter and waste,
  - A record number of more than 70 thank you notes being given to households who were taking pride in the appearance of their gardens, and
  - Community Protection Officers spoke to residents about responsible dog ownership.
- ⇒ 2022/23 marks the second year that the Council will deliver a grounds maintenance service for the housing revenue account (HRA) and performance has continued to be high. Of the joint monitoring inspections, delivered in 6 key areas, the average score was 1.42 out of 5 (1 being best). These results are comparable with the previous year and all scores are within the 'perfect, complete to specification' category.



Measuring Success



	Year to Date Quarter 1 20/21	Year to Date Quarter 1 21/22	Year to Date Quarter 1 22/23	Year to Date Target 22/23
% fly tipping incidents removed within 72 hours	New for Q3 20/21	69.0%	97.2%	75.0%
Number of fly tipping incidents	373	410 (Adjusted to include housing would be 654)	522	450
Number of fly tipping enforcement actions	382	517	589	513
% of household waste sent for reuse, recycling and composting	30.7%	37.0%	41.18% (Unverified)	40.0%
Number of missed bins (per 100,000 bins emptied)	New for Q1 22/23	New for Q1 22/23	80.2	90
Total number of garden waste subscriptions	New for Q3 20/21	16,310	18,447	17,000
% level 1 graffiti incidents removed within 36 hours	33.3%	100.0%	100%	100.0%
% level 2 graffiti incidents removed within 10 days	New for Q1 22/23	New for Q1 22/23	100%	90.0%
% of failing sites - street and environmental cleanliness - litter	1.7%	2.1%	1.3%	2.8%
% of failing sites - street and environmental cleanliness - detritus	0.9%	3.6%	2%	1.8%

Exploring our performance...

The percentage of household waste sent for reuse, recycling and composting has seen significant improvements over the last 2 years and now sits at 41.18%. However, the figure for this quarter currently remains unverified and is subject to change.

The percentage of failing sites for detritus is marginally below target by 0.2% and significant improvements have been made when compared to the same quarter of the previous year. Plans are now in place to further improve this indicator and reduce the % of failing sites for detritus.



Our Customers said:-

"I just wanted to say how much I appreciate the work of your teams who respond to reports of fly-tipping, dead animals on or near roads, litter collection, etc. When I submit a report online I feel confident that it will be dealt with as soon as possible, even so I'm sometimes taken by surprise at how quickly it's done!"

Agenda Page 41

How are we performing against our objective to...



## Enhance and protect the district's natural environment

### What we have been doing this quarter;

- ⇒ 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 is working to improve its energy efficiency and reduce our overall carbon footprint by installing solar panels at 5 sites. This project will assist the Council in making carbon savings and generating renewable energy, both of which will assist us with reaching our 2035 net carbon neutrality target.
  - Work is continuing to develop a Decarbonisation Plan for our corporate and leisure buildings to help us understand the energy efficiency and carbon reduction measures we can put in place at each site. This quarter we applied for grant funding from central government for the heat decarbonisation elements on this plan and we are hoping to hear about the success of this application in quarter 2.
  - We are continuing to explore options for the future of Brunel Drive, our depot site, to meet the future needs of the service in relation to the collection of additional waste streams and the electrification of our fleet of vehicles.
- ⇒ The target of 10,000 trees planted by 2023 has already been surpassed and will have a significant impact on the local environment. Over 18,000 trees have now been planted across the district. With 7,919 trees directly planted and over 10,000 trees given away free of charge to residents, parishes and groups for planting across the district. Work on the tree strategy is nearing completion following the recruitment of a full time tree officer. We continue to water and maintain our planted trees through the hot summer months. Due to the temperature, no new trees will be planted until the new planting season begins in the autumn.
- ⇒ Following the relaunch of the garden recycling service for 2022/23 in March, the current number of subscriptions stands at 18,447, up from 16,890 last year (9% increase). Collecting garden waste separately allows us to ensure this waste is recycled or reused and not disposed of in landfill.
- ⇒ In quarter one, in conjunction with colleagues around the council, we have delivered several activities to promote environmental awareness and improve recycling rates, including;
- Promoted recycling activities and wildlife friendly gardening, including 'grow your own' food advice at the Nottinghamshire County Show.
  - Delivered an event focused on correct recycling behaviours on the Sconce and Devon Park.
  - Conducted doorstep communication work to encourage good recycling behaviour in Collingham, Coddington, Ollerton and Southwell, and conducted Waste Transfer Note Checks in the same areas to ensure compliance with waste disposal legislation.
- ⇒ During 'No Mow May' the Council's Grounds Maintenance team stopped mowing certain areas around the district. Various Council-owned green spaces and country parks were left to grow as part of the campaign which aims to let the grass grow and wild flowers bloom in spring, and in doing so a 'nectar feast' is provided for pollinators such as honeybees, bumblebees, butterflies, moths, and beetles.
- ⇒ We were given the opportunity to speak to around 70 Lincolnshire Cooperative members to give them an insight into the environmental and sustainable projects taking place in the district. The event took place on the 21 May in Newark and gave Lincolnshire Co-op members an opportunity to listen to talks about the environment and take part in interactive demonstrations. This included an half an hour presentation on the main stage about the Green Rewards scheme and breakout presentations about the free tree scheme.

	Year to Date Quarter 1 20/21	Year to Date Quarter 1 21/22	Year to Date Quarter 1 22/23	Year to Date Target 22/23
Number of carbon reduction projects currently in progress	New for Q1 21/22	8	6	Trend (Increase)

How are we performing against our objective to...



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

### What we have been doing this quarter;

- ⇒ The Safer Streets project was a partnership launched between the Nottinghamshire Police and Crime Commissioner (PCC), Nottinghamshire Police, Newark and Sherwood District Council and Nottinghamshire County Council to improve security in areas particularly affected by acquisitive crimes such as burglary, vehicle theft and robbery. A joint bid with Bassetlaw District Council for Safer Streets 4 funding has now been submitted. The focus for Newark and Sherwood is on anti-social behaviour (ASB), feelings of safety and reducing violence against women and girls. The bid centers around Newark town centre with a particular focus on the Market Square and Church gardens. If successful, this funding will provide improved lighting and CCTV located in positions where ASB has been identified.
- ⇒ We recently delivered some community resolution work, in partnership with Nottinghamshire Police, working with a young juvenile after they defaced play equipment in a play park in Bilsthorpe. The work included cleaning graffiti from a skate ramp, various other play equipment and a litter pick of the area. The resolution was arranged and attended by Council staff after being approached by Bilsthorpe's Police beat team following an initial investigation. Community resolution is an effective tool as it means the damage is rectified by the offenders, and it also gives local officers the opportunity to engage with those that offend in a positive way.
- ⇒ Stand by Her training is being delivered by Nottinghamshire Women's Aid and Communities which addresses misogyny in the earliest stages. The training aims to empower people to become allies to women and to challenge harmful behaviour. Training for local businesses was coordinated by the Council and took place at Castle House. We are the first authority in the country to help support the delivery of this training to those in the community, which includes those who work in licensed spaces such as hospitality establishments, taxi drivers and many more. In quarter 1, the training had been delivered to 75 people, 45 being council staff and the remaining 30 from 9 licensed premises and 4 taxi companies.
- ⇒ A campaign to encourage council colleagues and partners to report ASB, environmental crime or other nuisance behaviour is currently being developed. This awareness raising will help us to address issues early and to have a greater awareness of what is happening locally.
- ⇒ Ahead of the Bilsthorpe day of action, a night of action was delivered. The theme of the evening was youth engagement where 26 young people were engaged with on the night. In attendance were officers from Public Protection and Housing, working alongside colleagues from the Police and the County Youth Service. Further work has also been delivered to target crime in the night time economy by working with the police to deploy police and council resources to the town centre in the early evening during week days and weekends.
- ⇒ Weekly meetings take place between council staff and WISE to identify hot spots based on local intelligence and information from local members and the public. During quarter 1, WISE spent a total of 1,126 hours on environmental enforcement activity on behalf of the council.
- ⇒ Specific targeted interventions have been made in response to incidents. A joint police, Newark and Sherwood District Council and Nottinghamshire County Council youth engagement initiative has been developed following a serious weapon incident.
- ⇒ An acceptable behaviour contract (ABC) is a voluntary written agreement between individuals committing anti-social behaviour, the local authority, the police and Housing Association if appropriate. In quarter 1, 4 of these have now been issued by the police to residents of the district.
- ⇒ Bunds have been installed as a target hardening measure to help prevent illegal encampments. These bunds have been hydro-seeded with grass and wildflowers to support natural wildlife. The hydro-seeding of bunds has been successful with a 70% success rate in growth. We will continue to water and provide fertiliser to accelerate growth in the hot weather, and a period of "repairs" will take place in the autumn of 2022.

Measuring  
Success

	Year to Date Quarter 1 20/21	Year to Date Quarter 1 21/22	Year to Date Quarter 1 22/23	Year to Date Target 22/23
% reduction in ASB NSDC	-118% (Increase)	-27% (Increase)	15% (Reduction)	21%* (Reduction)
% reduction in all crime NSDC	1% (Reduction)	16% (Reduction)	-26.8% (Increase)	-10.7%* (Increase)
% of businesses in the District with a food hygiene rating of 3 or above	New for Q3 21/22	New for Q3 21/22	92.27%	82.47%
% of businesses in the District with a 0 star food rating (major improvement necessary)	New for Q2 21/22	New for Q2 21/22	0.18%	0.14%
% of food inspections undertaken in year	New for Q1 21/22	90%	73.0%	25.0%
% of programmed inspections completed (all)	New for Q1 22/23	New for Q1 22/23	173%	Trend
% programmed pollution inspections completed	New for Q1 22/23	New for Q1 22/23	100.0%	Trend
CCTV - number of proactive incidents	New for Q3 21/22	New for Q3 21/22	89	100
CCTV - number of reactive incidents	New for Q3 21/22	New for Q3 21/22	296	313
Fixed penalty notices (number issued)	5	16	474	375
Community protection notices/warnings (number issued)	5	12	0	6
All other notices/warnings (number issued)	5	2	3	4

**Exploring our performance...**

\*target is the County average and minus denotes an increase

Anti-social behaviour and crime figures are provided by Notts Police and we utilise the County average (excluding Nottingham city) as our targets to ensure that we are benchmarking locally with the current trends. Anti-social behaviour has seen a reduction of 15% from the same period of the previous year. Previously this followed an increasing trend, and is currently 6% below the County average. Both the Police and Council have initiatives in place to target ASB hotspots and there is an ongoing Policy and Performance Committee working group review focused on tackling ASB. Local work in conjunction with the police to address ASB is being progressed.

Crime has seen an increase of 26.8% when compared to the same period of the previous year. Previously this showed a decreasing trend, and is currently 16.1% above the County average. Theft is one of the crime types that has seen an increase during this period and known individuals are being targeted by the police. Formal monthly meetings have been established with the local police inspector to review crime data and develop local solutions where possible

The percentage of food businesses scoring a 0 on the food star ratings fell marginally below target this quarter and this equated to 2 out of 1,126 food businesses. All premises with a zero star rating will be subject to numerous visits to ensure there is an improvement in standards.

The quantity of proactive incidents monitored for CCTV is under target by 11. The most common incident noted for proactive monitoring is ASB in Newark town centre. The proactive monitoring is normally undertaken as a result of a request from the council or the police

Although the notices issues indicators both remains under target, these are only served where officers feel no other remedy is available i.e. informal discussions.

How are we performing against our objective to...

## Improve the health and wellbeing of local residents



### What we have been doing this quarter;

- ⇒ The Local Authority Delivery (phase 2) project aims to use government funding to raise the energy efficiency level of up to 76 low income, poor energy efficiency rated homes by installing either external wall insulation or solar PV across a mix of social housing tenants and owner occupiers. As of the end of June, 16 installations had been completed with the rest expected to be delivered by the end of September 2022.
- ⇒ Work has begun on the refurbishment of the artificial turf hockey pitch at Magnus Church of England Academy which will secure Newark Hockey Club's long-term future at the site as well as providing a great new facility for the academy students and the wider sporting community of the town. The old artificial turf surface, installed in 2001, and its underlying shock pad will be replaced. The facility will also see the installation of new goals, dugouts and new LED lighting installed to the existing lighting columns. The intention is that the improved pitch will encourage greater participation in sport and recreational activities within the local community, particularly hockey and football. A Community Use Agreement has been signed by all partners and Active4Today will take on the management responsibilities for the new pitch for a period of 15 years as part of the partnership arrangement with the Magnus Academy.
- ⇒ The main building at the Community and Activity Village is now open and operational in part, further work is ongoing in respect of the introduction of activity spaces and programmes as part of the phased opening plan. The grant application for the Outdoor Gym and Fitness Facility was successful and work on this element of the project will soon commence. The Council acted as the third party funder for this project which helped secure an additional £80k grant investment from the FCC Community Foundation.
- ⇒ Funded by the Council and the YMCA, new stands and seating will be installed at the YMCA Community and Activity Village in Newark. This project aims to achieve three things:
  - Firstly, by introducing the stands, other events and activities can take place at the village, such as the Newark Festival. Allowing the village to host activities and events for residents, when the pitches are not used for football, boosting the local community.
  - Secondly, the seating will allow the village to welcome more significant footballing opportunities to the district, such as County championship matches, which require a higher level pitch provision.
  - Finally, the seating could allow the ground to be re-graded to a level which allows up to step five football to be played, future-proofing the facility.
- ⇒ The Council, in collaboration with the Nottinghamshire County Council Health and Wellbeing Hubs (previously known as the mass testing team), have delivered a number of Health and Wellbeing 'pop up' events in various locations across the district. These events provide residents with an opportunity to discuss their own health and wellbeing and to be signposted to a wide array of local services where required. At a number of events, residents have been also offered a free 'Body MOT' which includes such things like a blood pressure check. An average of 13.7 residents have been engaged with per event and 83% of those being signposted to other support services.
- ⇒ The integration of the Southwell Leisure Centre in to Active4Today's leisure centre delivery model continues to develop positively. Following the re-configuration of some of the internal space within the centre, memberships and usage has increased from 2,647 in April 2021 to 3,254 in April 2022, an increase of 23% memberships. Ongoing discussions are taking place in respect of how the centre can be further improved with a goal to enhance the leisure offer and to make a positive contribution to improving the health and wellbeing of local residents.
- ⇒ The Crop Drop scheme restarted for its second year and continues to support all food clubs and food banks across the district with free fresh produce. This scheme not only provides families and residents access to fresh produce, it also gives the allotment holders and growers an improved sense of wellbeing by donating and volunteering in their local community.

How are we performing against our objective to...



Improve the health and wellbeing of local residents

- ⇒ A pre-start meeting has been held for the Bilsthorpe play area project and a start date of early September has been agreed. On top of the £20k grant funding received from Veolia, a further £20k of grant funding has been secured by the local member through the Nottinghamshire County Council’s Local Communities Fund. The Parish Council are also working closely with a wide range of local community groups to develop use of the site when completed and will apply for Green Flag Award status for the Maid Marion Way Park.
- ⇒ We have worked with health partners to support the restructure of primary and secondary care health, which saw the removal of the previous Clinical Commissioning Groups (CCG’s). The new structure created an Integrated Care Board (ICB’s) and more locally established Place Based Partnerships (PBP’s) across Mid Nottinghamshire. The new approach emphasises the focus on working across ‘place’ to address health inequalities, provide equal access to services and to work on the prevention agenda covering the wider determinants of health including housing, employment and financial resilience.
- ⇒ A number of paused public health schemes are now restarting across the district including Breast Feeding Friendly and Healthier Options Takeaway (HOT).

**Spotlight benchmarking**

66.9% of resident adults are classified as overweight or obese and 63.5% nationally (2020/21)



**Measuring Success**



	Year to Date Quarter 1 20/21	Year to Date Quarter 1 21/22	Year to Date Quarter 1 22/23	Year to Date Target 22/23
Number of user visits—Active 4 Today (All)	New for Q3 21/22	New for Q3 21/22	259,698	225,000
Live Leisure Centre membership base (All)	New for Q3 21/22	New for Q3 21/22	10,991	11,500
Number of events held in NSDC parks	New for Q3 21/22	New for Q3 21/22	71	33
Number of children on environmental education visits to NSDC parks	New for Q3 21/22	New for Q3 21/22	206	200

**Exploring our performance...**

The number of Active4Today user visits is above target by 34,698. This cannot be benchmarked to a previous year as this is a new performance indicator as it now includes Southwell Leisure Centre alongside the other centres. Confidence in indoor leisure activities is improving post covid and user numbers are starting to increase and move towards the pre pandemic levels previously reported.

The number of memberships is slightly below target but remains an amber indicator. The membership numbers are growing post Covid. The integration of the Southwell Leisure Centre into the Active4Today operation and the delivery of the new swimming pool at the Dukeries Leisure Centre has made a positive contribution to this improving membership base.

# Our Customers

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

	Year to Date Quarter 1 20/21	Year to Date Quarter 1 21/22	Year to Date Quarter 1 22/23	Year to Date Target 22/23
Website – NSDC – sessions (total number of views)	132,319	114,341	215,493	100,000
Engagement rate with posts issued on NSDC Facebook and Twitter combined	New for Q1 21/22	385,132	194,589	250,000
Number of digital web form transactions	New for Q1 21/22	8,408	15,966	Trend (Increase)
Telephony - average length of time to answer call (seconds) - Customer Services team	New for Q4 20/21	61.0	117.0	60.0
Telephony - average length of time to answer call (seconds) - Responsive Repairs team	New for Q1 22/23	New for Q1 22/23	29.0	60.0
% invoices paid within 30 days - whole Council	87.0%	94.0%	98.5%	98.5%
% effective response to Careline calls within 180 seconds (industry standard)	98.7%	98.4%	99.0%	99.0%
% business rate collection	26.4%	31.0%	26.7%	24.6%
% council tax collection	24.5%	24.5%	24.7%	24.4%
Average number of days to process new council tax support applications	New for Q3 20/21	18.1	19.4	18.0
Average number of days to process council tax support change in circumstances	New for Q3 20/21	5.1	8.2	7.0
Average number of working days to process housing benefit change in circumstances	10.3	3.1	4.6	6.0
Average number of working days to process new housing benefit claims	New for Q3 20/21	17.2	17.8	17.0

# Our Customers

## Exploring our performance...

The engagement rate with posts issued on NSDC Facebook and Twitter combined indicator is below target by just over 55,000. The target for this indicator was based on actuals from years affected by COVID where interactions with our posts were high. We were hoping to match that but will continue to monitor this over the course of the year and a new target may need to be considered.

The average length of time to answer a call in quarter 1 was slightly less than the 125 seconds waiting time in quarter 1 of 2021/22. However, this target was still over the target, this was because this quarter 4,138 more calls were received than in quarter 1 of 2021/22. There were three schemes which contributed to the increase in demand;

- the £150 energy support grant,
- the second phase of the housing support fund, and,
- the issuing of reminders to customers who had not paid their yearly garden recycling subscription.

This increase in demand was also coupled with Easter and the three bank holidays that fell during this quarter which always results in a spike in demand. Although the number of staff able to take holidays at any one time is limited, the maximum number of staff allowed off during these times was reached. During this period, the business unit also had two vacancies, both of which have now been filled. All of these factors contribute to the average length of time taken to answer a call. The team aim to answer the customer enquiry at the first point of contact so although some customers have a short wait to speak to an advisor, wherever possible the customer is not transferred to another team.

The average number of days to process council tax support change in circumstances was below target by 1.2 days, this was caused by the volume of annual Universal Credit up ratings which impacts on council tax support awards.



# Customer Feedback

## Customer Feedback

Over quarter one we received 19 compliments, 8 suggestions and 76 complaints.

### Compliments

19 compliments were received this quarter. The teams attracting the highest volume of praise included;

- Customer services with 6 compliments and themes around responsive service, polite and welcoming staff and quality work.
- Housing and estate management with 5 compliments and similar themes to the above including responsive service and caring behaviour from staff.

### Complaints

In quarter one of last year, 102 complaints were raised, this has decreased significantly to 76 for this quarters performance. The services receiving the most complaints were as expected, as they are the most front facing, and consistent with previous quarters. The most complaints being about waste & transport, housing maintenance and asset management, housing and estate management and council tax.

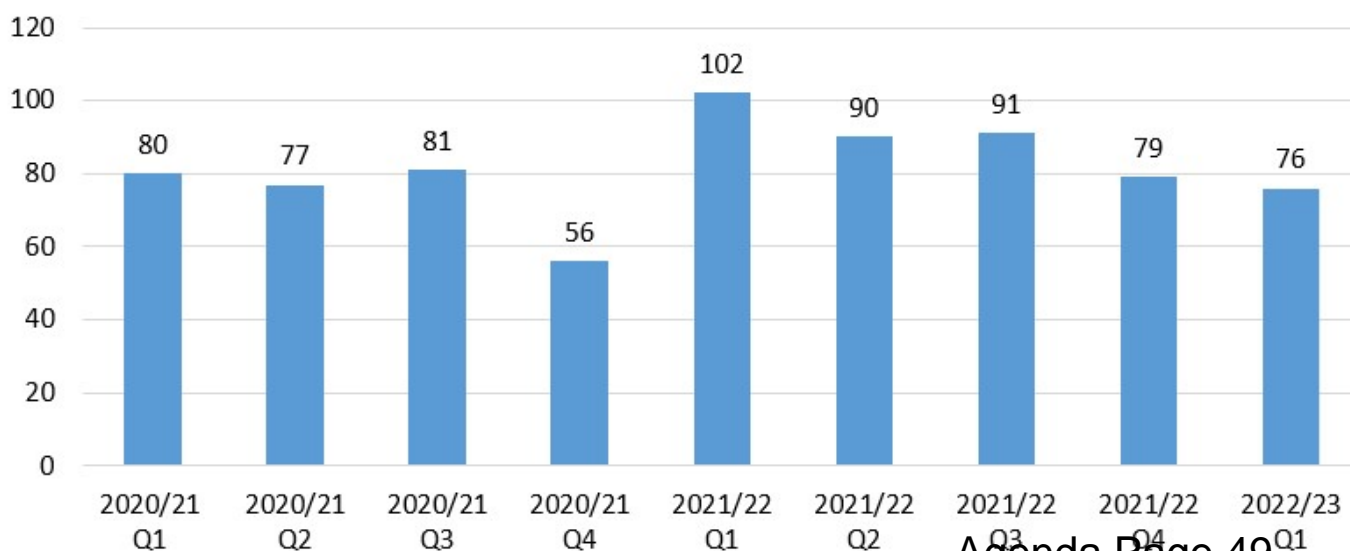
Council Tax received 9 complaints this quarter which is lower than all quarters across the previous year and significantly lower than the 24 complaints received in quarter 1 of 2021/22. Similar themes have continued with the topics being; decisions made, communication issues and issues around the rate of council tax applied. 2 of the complaints received also related to the £150 energy rebate.

Public Protection received 4 complaints in quarter 1, increasing by 3 from the previous quarter. All of these complaints were for our external contractor WISE and 3 out of the 4 were conduct related.

Housing maintenance received 13 complaints, the lowest quarter since 2020/21 and Housing and Estate Management received 11, 4 more than the previous quarter. The complaint themes in Housing and Estate Management were predominantly around conduct/attitude, delays in service delivery and dissatisfaction with officer decisions. The themes in Housing Maintenance mirrored this but with the largest proportion of complaints attributing to delays in service delivery.

Waste and Transport received a total of 15 complaints, a reduction of 7 from the previous quarter. The complaint themes were predominantly around missed bins and service quality. Service quality includes issues like bins not being fully emptied or returned to the right place.

### Total Complaints by Quarter



# Customer Feedback

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

### Area of improvement...

4 complaints were received about our enforcement contractor WISE, 3 of which were categorised as conduct related.

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

We found that the complaints were generally about the attitude of the issuing officer, or the way the ticket was issued, rather than the offence. All complaints received are discussed with WISE. If necessary, and beneficial to the reviewing the complaint, body camera footage is viewed for assurance and to understand the complaint. If there are grounds for cancelling the ticket we will ask WISE to do so.

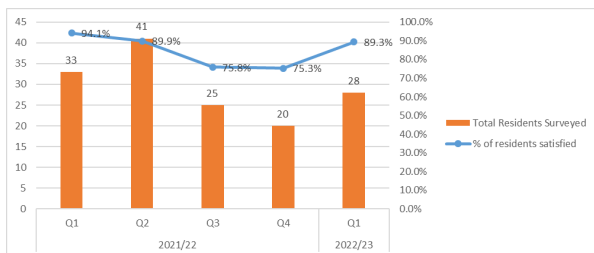
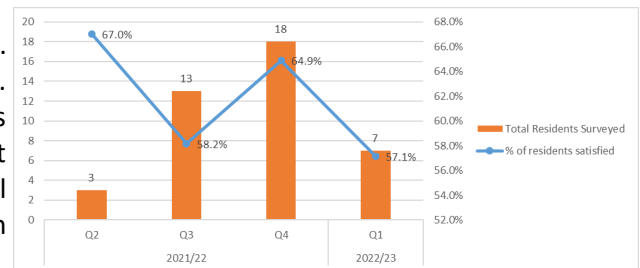
## Tenant Satisfaction

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 four 886 surveys were conducted over 12 service areas, and the average service satisfaction across the areas was 92% (aka 92% satisfied or very satisfied). Services receiving higher than average satisfaction include Careline, right to buy, major and minor adaptations, gas servicing, legionella, lettings, customer services and repairs. The areas for action were identified as;

### Complaint handling

**57% of tenants surveyed were satisfied or very satisfied.**

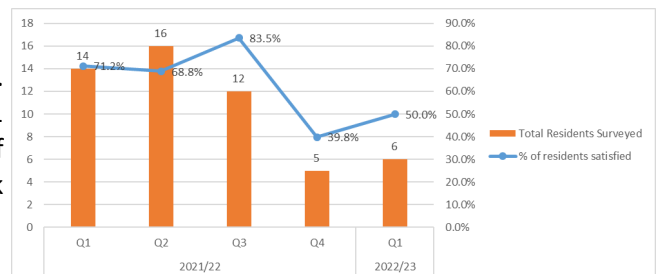
This was the lowest scoring quarter over the last year. Although the amount of individuals surveyed was low this equated to 4 out of the 7 people being dissatisfied. 1 tenant was dissatisfied with lack of progress, 1 tenant did not feel we listened to their views, 1 was about delays associated with major works and 1 about the service they initially received.



### Major works to tenants homes

**89% of tenants surveyed were satisfied or very satisfied.**

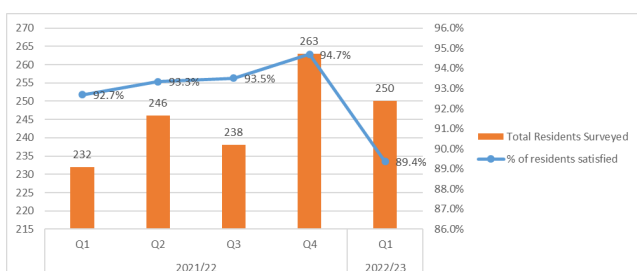
Quarter 1 marked a significant increase in satisfaction when compared to the previous two quarters. 1 tenant was not satisfied due to their needs not being met and 2 tenants were not satisfied due delays and quality of the work.



### Antisocial Behaviour

**50% of tenants surveyed were satisfied or very satisfied.**

This marks a drop when compared to the previous quarter 1 but only 6 people were surveyed this quarter. In terms of those dissatisfied, 2 tenants were dissatisfied due to a lack of progress and 1 because they felt their weren't helped.



### Repairs to tenants homes

**89% of tenants surveyed were satisfied or very satisfied.**

Quarter 1 marked a drop of 5.3% when compared to the previous quarter. The main issues raised were; not receiving a call back/lack of proactive communication with the tenant, feelings that we aren't listening to their views, slow service and unhappy because of the specific repairs.

# Our Workforce



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

## Staff Update

This quarter saw the Council move to a new system of governance. In May the Council changed from a Committee to a Cabinet system of governance. All members and over 100 staff were trained on the new system and how it impacts on decision making and reporting structures. This quarter has seen a return to more in person meetings and training sessions in general, especially for safeguarding and risk assessment development where training is best in person.

The staff health and wellbeing programme has also been able to restart with body MOTs and health checks for staff and the couch to 5k running group set to restart. Finally, there is an ongoing review of hybrid working, now staff have been back to the 'new normal' for several months, and this will shape how the Council uses its offices going forwards.

	Year to Date Quarter 1 20/21	Year to Date Quarter 1 21/22	Year to Date Quarter 1 22/23	Year to Date Target 22/23
% of staff turnover	No Data Received	3.0%	2.0%	3.5%
Average number of sick days per employee (FTE) per year lost through sickness absence	1.1	1.7	1.6	1.5

Staff turnover in quarter 1 remains in a positive position and below target by, this indicator is also 1% less than the same period of the previous year. The country is continuing to recover from the effects of the pandemic and the England unemployment rate at the end of December was 4.7%.

The outturn for sickness absence in quarter 1 was 1.6 days against a target of 1.5 days putting this as an amber status but only marginally below target. This is 0.1 days lower than the same period last year.



Report to: Policy and Performance Improvement Committee Meeting 12<sup>th</sup> September 2022

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

Lead Officer: Nicola Priest, Project Research Officer, 01636 655526

Report Summary	
<b>Report Title</b>	STAR Survey 2021/22
<b>Purpose of Report</b>	The STAR survey aims to establish how satisfied Council tenants are with a range of measures relating to their Council home, tenancy, communal services and neighbourhood.
<b>Recommendations</b>	<p>That the Policy &amp; Performance Improvement Committee:</p> <ul style="list-style-type: none"> <li>a) notes the overall positive levels in satisfaction for housing services;</li> <li>b) notes the full STAR Report attached at Appendix 1;</li> <li>c) considers the feedback from the Tenant Engagement Board to consider Repairs and Maintenance service as an area of focus for the Directorate in 2023/24; and</li> <li>d) note there will be changes from 2023 onwards with the introduction of the Tenant Satisfaction Measures (TSMs) that in part, replicate the current arrangements for STAR.</li> </ul>

## 1.0 Background

1.1 This performance has been presented previously to SLT, the Portfolio Holder for Homes & Health and the Tenant Engagement Board. The Tenant Engagement Board recommend that the Repairs & Maintenance Service be an area of focus for the Directorate to take a deeper dive into the service, identify areas of service development and modernisation.

1.2 STAR has been a recognised mechanism for objectively assessing the Council's landlord services in a number of key areas for tenants for a number of years. In November 2020, the Government published the charter for social housing residents – which set out ways to improve things for people living in social housing. Within the seven strands, four fall under existing Consumer Standards set out by the Regulator for Social Housing (RSH)

1.3 These standards set out guidance for Home, Tenancy, Neighbourhood & Community and Tenant Empowerment & Involvement. One of the ways to measure against these standards is to bring in a range of tenant perception satisfaction measures so tenants could see how landlords are performing and identify which landlords might need to improve called Tenant Satisfaction Measures (TSMs).

- 1.4 Between December 2021 and March 2022, proposed TSMs were developed and widely consulted. 40 of our tenants engaged in our own consultation events and there was a very positive response overall and these were submitted to the Regulator.
- 1.5 STAR satisfaction measures have been aligned with the proposed TSMs, in anticipation that the STAR perception survey can be used to collect the TSM data and enable benchmarking between housing providers. A response is due to be published late Summer/Autumn to confirm the final measures and respond to the consultation as a whole.
- 1.6 From 1st April 2023 the new requirements will come into force and landlords will start collecting the data for the TSMs. In Summer 2024 landlords are required to report their performance against the TSMs. This may change how tenant satisfaction is presented to the Council's governance arrangements moving forward and how/if STAR will continue to exist in any form.

## **2.0 Proposal/Options Considered**

- 2.1 The STAR survey developed and promoted by Housemark has become the standard for tenants and residents' surveys across the housing sector. Much like the residents' survey, it aims to establish how satisfied Council tenants are with a range of measures relating to their Council home, tenancy, communal services and neighbourhood. It is not mandatory to run the STAR survey annually, but there is value in running this survey on a regular frequency to identify key areas for improvement as this also includes customers who may not have contacted the Council's housing services within the previous 12 months. It also enables us to compare against other housing providers via our Housemark membership.
- 2.2 The survey was conducted in February and March this year and surveyed 545 tenants by telephone. The report was provided at the end of April. This work was conducted by our independent survey provider, Viewpoint Research.
- 2.3 The most appropriate questions were selected from the STAR questionnaire template, including some mandatory core questions, providing some comparative information against previous years. There is also some comparative information in the latest report for new questions that were asked for the first time in 20/21.
- 2.4 The full STAR Report is attached at Appendix 1, but some key highlights are provided within this cover report.

## **3.0 Key Highlights of the Report**

- 3.1 The 5 key drivers of overall satisfaction were found to be;
- Dealing with repairs and maintenance
  - Easy to deal with
  - Listens to your views and acts upon them
  - Overall quality of your home
  - Provides a home that is safe and secure (change from Gives you a say in how services are managed)

3.2 86.6% of tenants were satisfied with overall services (compared with 87.5% in 20/21), although an insignificant decline of 0.9% it is 3.6% higher than the Housemark benchmark.

### 3.3 Repairs

3.3.1 78.6% of tenants were satisfied with repairs in general, which is 2% higher than the Housemark benchmark, but is down 1.6% on 20/21 (this change is not statistically significant). This relates to the general view of the repairs service, rather than specifically just those who have received a repair in the last 12 months.

3.3.2 67.2% scored 8 or higher for recommending the service (compared with 72.6% in 20/21). 62% of those surveyed had received a repair in the last year, compared with 49% in 20/21, which is a notable increase.

3.3.3 73.2% of customers were sure that a contractor showed ID, which is 5.1% down on 20/21, highlighting that some work is required here to ensure this happens.

### 3.4 ASB

3.4.1 Generally, satisfaction with ASB is significantly lower than other services and there is a marked decrease in satisfaction across all measures when compared to 20/21, with the exception of a 9.8% increase with the final outcome of the ASB complaint overall.

3.4.2 The ASB process was revised with involved tenants to address issues with dissatisfaction and implemented in final quarter of 21/22 and it is hoped this will show an improvement in the next STAR survey results. It is worth noting however that only 30 customers who were surveyed had reported an ASB case in the last 12 months, so this is a small sample.

### 3.5 Lettings

3.5.1 Satisfaction with the overall lettings process was 95.1% (compared with 92% in 20/21). In addition to this, 95% of tenants felt that staff were easy to deal with (compared with 88% in 20/21) and there was 82.9% satisfaction with the condition of the property at the time of letting (compared with 72% in 20/21). These are all marked improvements and mirrors our internal findings in relation to satisfaction during the 6-month empty home standard pilot.

### 3.6 Complaints and Queries

3.6.1 81.2% of tenants were satisfied with the way their call was handled (compared with 80.2% in 20/21) and 78.5% were satisfied with the information and advice provided (compared with 80.1% in 20/21). There was a marked increase of 7.3% in relation to being easy to deal with, resulting in 85.6% (compared with 78.3% in 20/21).

3.6.2 Complaints satisfaction is lower than with queries and overall, the lowest throughout the survey. For context, it should be noted that just 9.9% of tenants surveyed had made a complaint in the previous 12 months (compared with 9.4% in 20/21). However, 40.7% were satisfied with the handling of the complaint (compared with 31.4% in 20/21 and 39.6% were satisfied with the final outcome of the complaint (compared with 31.3% in 20/21) which are marked increases. In terms of complaints, there was a 12.6% decrease in being easy to deal with, which identifies some improvement work required.

### 3.7 Neighbourhood

3.7.1 91.5% of tenants said they were satisfied with their neighbourhood as a place to live (compared with 90.1% in 20/21), which is not significantly up on the previous survey, but is 8.1% above the Housemark benchmark.

3.7.2 83.3% said the neighbourhood had improved or stayed the same (compared with 84.1% in 20/21) and 86.3% were satisfied with keeping communal areas clean and safe (compared with 88.1% in 20/21). Satisfaction with cleaning of the external communal areas is up 6.3% to 92.1%.

3.7.3 In relation to grounds maintenance and grass cutting, 79.4% were satisfied with this service (compared with 81.6% in 20/21). This is not a significant decrease.

### 3.8 Home

3.8.1 86% of tenants felt Newark & Sherwood District Council takes tenants' health and safety concerns seriously (compared with 84.6% in 20/21). 93.7% were satisfied with gas servicing (compared with 94.9% in 20/21), which is not statistically significant. However, 83.9% were satisfied with the heating and energy efficiency of their home (compared with 87.9% in 20/21) and 79.9% of those receiving the careline service were satisfied (compared with 92.3% in 20/21). For context, satisfaction with careline for our transactional surveys for 21/22 was 97% so the drop is not obviously explainable.

### 3.9 Empowerment

3.9.1 77% of tenants feel that their views are listened to and acted upon (compared with 81.8% in 20/21), which is a significant fall, but remains 10% higher than the Housemark benchmark. In addition, 83.2% were satisfied with the opportunity to make their views known (compared with 86.6% in 20/21), which again is a fall, but remains 14.2% higher than the Housemark benchmark. 88.2% said they were able to interact with the Council in the way they wanted (compared with 89.3% in 20/21) so is not statistically significant.

### 3.10 Value for Money

3.10.1 90.1% of tenants were satisfied their rent provides value for money (compared with 90.6% in 20/21), which is 5.6% up on the Housemark benchmark. Satisfaction that service charges provide value for money was 78.8% (compared with 85.3% in 20/21), which is a marked decrease, but was up 10.6% on the Housemark benchmark.

3.10.2 Satisfaction with advice and support with managing their finances and paying rent and service charges scored 89.3% compared with 90.9%, which is not significant.

4.0 Summary of Findings

4.1 All of the areas that are benchmarked are above the Housemark benchmark, with the exception of the repair service received on the last occasion (which is just 0.7% below the Housemark benchmark).

4.2 Overall satisfaction levels remain high, but ASB and complaints require monitoring.

5.0 Implications

Implication Type	Brief Guidance Note	Relevant Officer	Considered (Please tick)
Financial	<u>FIN22-23/6321</u> There are no direct financial implications resulting from this report. Where expenditure is required, it is anticipated this will be secured from the efficiency savings pot to improve services.	Nick Wilson - Financial Services	<input type="checkbox"/>
Digital and Cyber Security	There are significant improvements that can be achieved across all services through improvements with Housing ICT and the Directorate continue to work with ICT, having created a high-level plan of improvements to the system.	Dave Richardson – ICT and Digital Services	<input type="checkbox"/>

**Background Papers and Published Documents**

SLT Report STAR Survey Report 2021/22

Tenant Engagement Board STAR Survey Report 2021/22

TEB Tenant Satisfaction Measures update 25.08.22





# NSDC STAR Survey 2021/22

Analysis Report – April 2022

**viewpoint**

Giving your  
customers a voice



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## **EXECUTIVE SUMMARY**

This report details the results of the 2021/22 Newark and Sherwood District Council STAR survey, delivered by Viewpoint Research CIC.

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

Results are presented to all questions, with comparisons made to the 2020/21 survey and also, where possible, to STAR benchmarking data, provided by Housemark. Results of statistical significance are highlighted.

Key findings from each section are presented below:

### **Services Overall**

**Overall satisfaction is 86.6%**, a 0.9 point fall on the result achieved in the 2020/21 survey but four points above the STAR benchmark.

Results of the four Core questions in this section, all of which exceed the STAR benchmark figure, are below:

<b>Overall satisfaction</b>	<b>86.6%</b>
<b>Overall quality of your home</b>	<b>85.0%</b>
<b>Providing a home that is safe and secure</b>	<b>91.4%</b>
<b>NSDC is easy to deal with</b>	<b>85.6%</b>

The Net Promoter Score for 2021/22 is 37.6. This is 3.6 points above the STAR benchmark but a 13 point fall on the score achieved in 2020/21.

A Key Driver analysis showed that the strongest influencers to the overall satisfaction score were: 'Dealing with repairs and maintenance', 'Being easy to deal with', 'Listening to views and acting upon them', 'Overall quality of your home', and 'Providing a home that is safe and secure'.

### **Repairs & Maintenance**

Satisfaction with the way NSDC deal with repairs and maintenance is at 79%, two points above the STAR benchmark. The core question 'satisfaction with the last repair', scored slightly higher at 83% but was a 4 point fall on the score achieved in 2020/21.

<b>The overall repairs service provided by NSDC on this occasion</b>	<b>82.5%</b>
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### **Anti-social Behaviour**

Satisfaction on all aspects of the ASB service scored similarly to each other. The final outcome of the ASB complaint was the only one to improve its score from last year – to 55%. The others scored lower than previously as follows: the way the ASB complaint was handled (53%), NSDC being easy to deal with (57%) and that staff were knowledgeable (63%).

**Lettings**

The Lettings service scored the highest satisfaction of any service on the survey. The overall process and NSDC being easy to deal with both scored 95%. The condition of the home at the time of the letting improved to 83%.

**Complaints**

Complaints satisfaction was again the lowest throughout the survey. The way the complaint was handled (41%) and the final outcome (40%) both saw increases compared to 2020/21. Satisfaction with 'NSDC being easy to deal with' fell to 43%.

**Dealing with Queries**

Satisfaction scores in this section are quite stable compared to 2020/21 apart from a 7 point increase in NSDC being easy to deal with, which improved to 86%. Satisfaction with the way the call was handled scored 81%, and the information and advice provided scored 79%.

**Neighbourhoods and estates**

The key question in this section – 'How satisfied or dissatisfied are you with your neighbourhood as a place to live?' improved to 91.5% - eight points above the STAR benchmark.

**Your home**

Satisfaction with the gas servicing scored 94% while the heating and energy efficiency in homes scored 84%. There was a 12 point fall in satisfaction from the 2020/21 score with the emergency call system (Care line) to 80%.

**Empowerment**

Satisfaction with the key question 'Listening to your views and act upon them' scored 77%. This is 10 points above the STAR benchmark but a significant 5 point fall on 2020/21. The question 'NSDC gives the opportunity to make views known' scored 83% satisfaction – 14 points above the STAR benchmark.

**Value for Money**

This section scored highly. Satisfaction with value for money scored 90% - 6 points above the STAR benchmark while satisfaction that service charges are value for money scored 79% - 11 points above the STAR benchmark, although a significant fall on 2020/21.

# **1. Methodology**

## **1.1 Questionnaire**

The questionnaire used is identical to the one used in 2020/21 so full comparative data between the two is available. The questions were selected by NSDC following the launch of Housemark's new STAR framework in 2020. The questionnaire used is presented at Annex I.

## **1.2 Fieldwork**

All surveys were completed independently by telephone. A data list was provided by NSDC of all properties with valid telephone numbers and a randomised sample was contacted. Fieldwork took place during March and April 2022. In total 545 tenants took part in the survey giving the results a margin of error of +/- 4.0%, the required margin of error laid down by Housemark for statistical validity. 344 respondents were sheltered housing tenants with 201 general needs.

## **1.3 Data presentation**

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

Tables highlighted in green refer to the latest results (2021/22), while those in gold show comparative results – from the 2020/21 survey and the STAR benchmark score. For simplicity all tables are shown excluding no replies or non-applicable responses. The 'Base' in each table indicates the size of respondent sample.

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

## **1.4 Benchmarking**

12 questions are benchmarked against the Housemark STAR database, with the benchmarking group being selected by NSDC as 'General Needs and Housing for Older people'. It features a range of providers nationwide (a maximum of 243) who have submitted STAR results under the new framework. The benchmarking score used is the median score for that group. Commentary will also highlight, where relevant, if scores are in the upper quartile of benchmark responses.

## **1.5 Demographics**

The five core Housemark questions have also been analysed by customer type (General needs or Sheltered) and by geographical area. Notable differences in these variables are highlighted in the text. Due to the amount of geographic areas, differences with these are only highlighted if the difference related to the response of more than two tenants.

## **1.6 Statistical significance**

Data has been analysed for statistical significance to compare the change in results between this year and 2020/21. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real but this cannot be stated with statistical confidence and may just be due to chance. All statistically significant differences are reported at the 95% confidence level.

## **1.7 Key Drivers**

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

## 2. Services Overall

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

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
545	236 43.3%	236 43.3%	26 4.8%	25 4.6%	22 4.0%

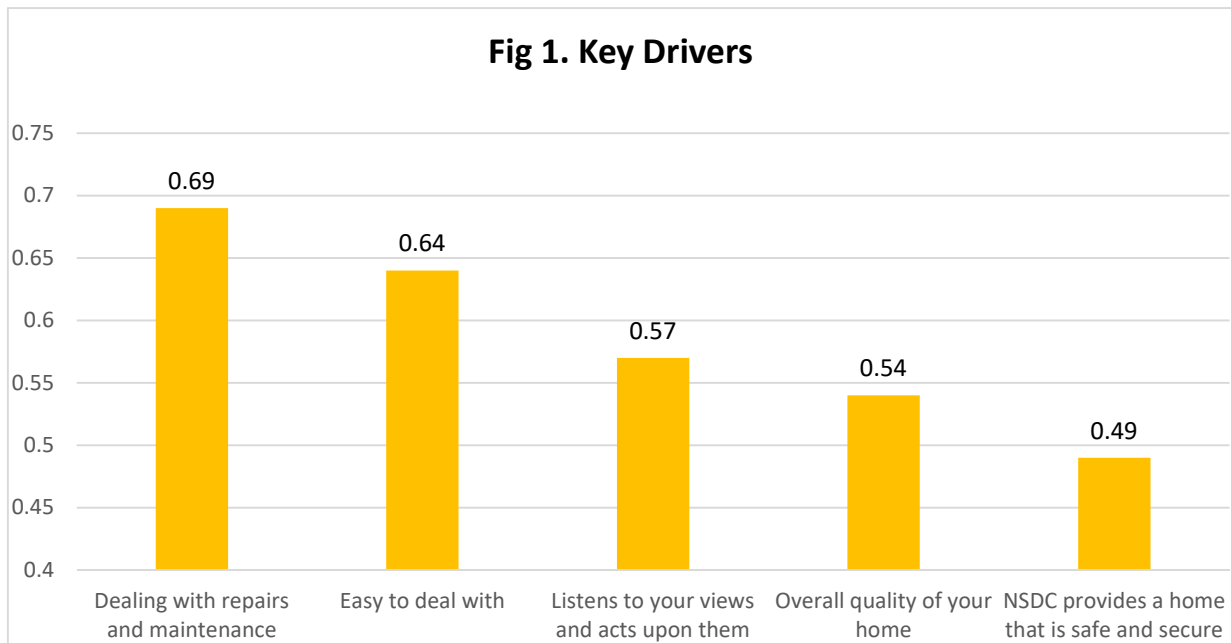
2021/22	2020/21	+/- %	STAR benchmark
86.6%	87.5%	-0.9	83.0%

- Overall satisfaction is 86.6%, a 0.9 point fall on the 2020/21 survey. It is not a statistically significant change.
- The score is 3.6 points above the STAR benchmark. The results sits in the middle quartile of Housemark responses, below the upper quartile benchmark figure from Housemark of 88.0%.
- The score is below the results received from the programme of transactional surveys for 2021/22 which showed an average overall satisfaction score of 93%.
- The satisfaction levels of Supported Housing tenants is 87.3% - slightly higher than General Needs tenants at 85.1%.
- There were no major geographic differences. The three lowest scoring geographic areas (where more than two tenants were dissatisfied) were: Farnsfield (80%), New Ollerton (82%) and Farndon (84%).

#### 2.1.1 Key Drivers to Overall satisfaction

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

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



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

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

- The strongest correlation to the overall satisfaction score is ‘Dealing with repairs and maintenance’ (0.69). This was also the top driver last year. There is a small fall in satisfaction on this question that correlates with the small fall in overall satisfaction.
- The pattern is the same for all of the other 4 key drivers, with all experiencing a small fall in satisfaction this year.
- Being ‘easy to deal with’ was also the second key driver in 2020/21 while ‘Listens to your views and acts upon them’ and ‘Overall quality of your home’ also both featured. ‘Providing a home that is safe and secure’ was the only key driver not to feature in the top 5 last year.

**2.2 Satisfaction with key tenancy measures**

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>Overall quality of your home</b>	545	242 44.4%	221 40.6%	30 5.5%	32 5.9%	20 3.7%
<b>That NSDC provides a home that is safe and secure</b>	544	272 50.0%	225 41.4%	11 2.0%	24 4.4%	12 2.2%
<b>That NSDC is easy to deal with</b>	536	224 41.8%	235 43.8%	34 6.3%	24 4.5%	19 3.5%

	Base	Agree strongly	Agree	Neither	Disagree	Disagree strongly
I have a good quality of life in my home	539	136 25.2%	340 63.1%	24 4.5%	31 5.8%	8 1.5%
NSDC is providing the service I expect from my landlord	538	140 26.0%	324 60.2%	30 5.6%	30 5.6%	14 2.6%

	2021/22	2020/21	+/- %	STAR benchmark
Overall quality of your home	85.0%	85.7%	-0.7	81.5%
That NSDC provides a home that is safe and secure	91.4%	93.8%	-2.4	84.6%
That NSDC is easy to deal with	85.6%	87.1%	-1.5	81.1%
I have a good quality of life in my home	88.3%	90.0%	-1.7	N/A
NSDC is providing the service I expect from my landlord	86.2%	86.9%	-0.7	N/A

- There have been small falls in satisfaction with all questions in this section, but all scores remain above 85%.
- Satisfaction with overall quality of the home is 3.5 points above the STAR benchmark. The benchmark has fallen notably this year to 81.5% from 85.6%.
- Providing a home that is safe and secure fell by the biggest margin in this section – a change that was not statistically significant. The satisfaction score of 91.4% is 6.8 points above the STAR benchmark and in the upper quartile of responses.
- NSDC being easy to deal was also comfortably above the STAR benchmark at 85.6% satisfaction.
- The 3 lowest scoring geographical areas (where more than two tenants were dissatisfied) for each core question in this section were:

**Overall quality of your home:** Carlton on Trent (25%), Farndon (63%), Farnsfield (73%).

**NSDC provides a home that is safe and secure:** Coddington (57%), Blidworth (85%), Bilsthorpe (88%), Southwell (88%)

**NSDC is easy to deal with:** Collingham (75%), New Ollerton (80%), Clipstone (83%)

- For all three Core questions Sheltered Housing tenants were 1 to 3 points more satisfied than General Needs, which is a similar picture to last year.



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

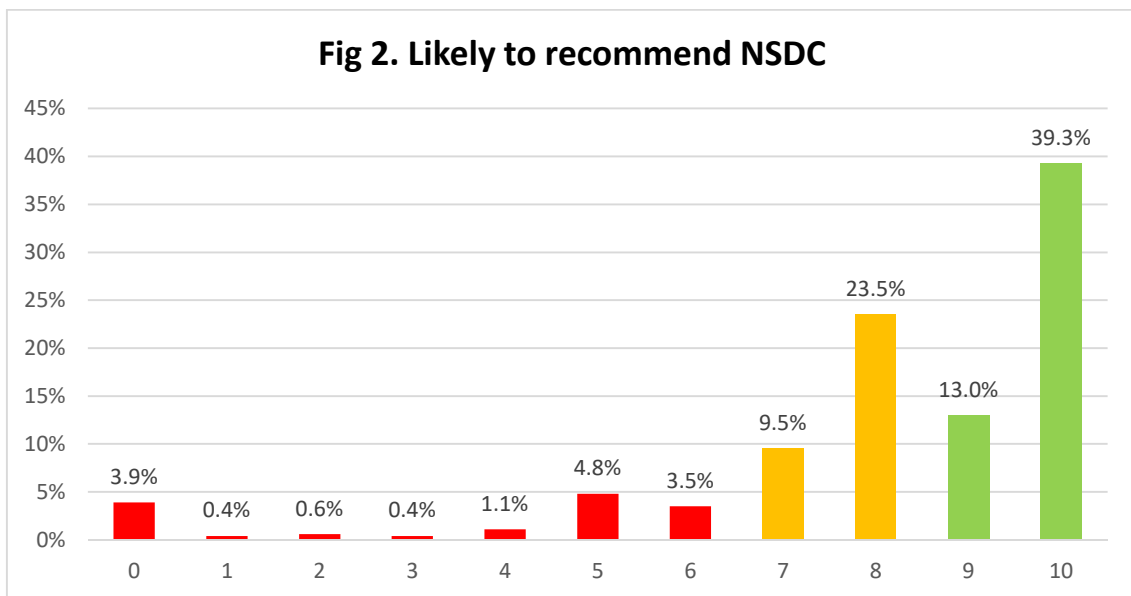
Base	Better	About the same	Worse
538	105 19.5%	362 67.3%	71 13.2%

2021/22	2020/21	+/- %
86.8%	85.7%	+1.1

- A small increase in tenants believe that services have improved or at least stayed the same in the last 12 months.

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

Results are shown in Figure 2 below:



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

- The Net Promoter Score for 2021/22 is 37.6, a fall of 7.7 points on 2020/21 and at similar levels to that scored in 2018/19. The score is above the STAR median benchmark of 34.0.
- The percentage of detractors is almost identical to the previous year (14.7% compared with 15%). The difference in NPS has arisen because the number of promoters has fallen with the number of passives (scores of 7 or 8) increasing by an equivalent amount. Promoters in 2020/21 totalled 60.4% compared to 52.3% in this survey.

### 3. Repairs & Maintenance

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

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
533	200 37.5%	219 41.1%	40 7.5%	34 6.4%	40 7.5%

2021/22	2020/21	+/- %	STAR benchmark
78.6%	80.2%	-1.6	76.6%

- Satisfaction with the repairs service is at 78.6%, a small fall on 2020/21. The change is not statistically significant.
- The score remains 2 points above the STAR benchmark figure.
- This question is the top key driver to overall satisfaction, demonstrating how important repairs are to tenants' perception of overall satisfaction (Section 2.1.1). The small fall in satisfaction on this question is reflected in the small fall in overall satisfaction.
- Satisfaction with General needs tenants was higher this year (79.8%) than with sheltered housing tenants (75.9%), a reversal of the previous trend for higher satisfaction among sheltered housing tenants.

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

Base	Yes	No
545	336 61.7%	209 38.3%

- 62% of respondents reported having a repair in the last 12 months compared to 49% in 2020/21, a notable increase.

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

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>NSDC was easy to deal with</b>	330	161 48.8%	124 37.6%	11 3.3%	20 6.1%	14 4.2%
<b>Time taken before work started</b>	328	126 38.4%	131 39.9%	17 5.2%	35 10.7%	19 5.8%
<b>The repair being done 'right first time'</b>	328	161 49.1%	88 26.8%	19 5.8%	35 10.7%	25 7.6%
<b>The repairs service you received on this occasion</b>	332	153 46.1%	121 36.4%	19 5.7%	24 7.2%	15 4.5%

	2021/22	2020/21	+/- %	STAR benchmark
<b>NSDC was easy to deal with</b>	86.4%	89.3%	-2.9	N/A
<b>Time taken before work started</b>	78.3%	80.1%	-1.8	N/A
<b>The repair being done 'right first time'</b>	75.9%	80.3%	-4.4	N/A
<b>The repairs service you received on this occasion</b>	82.5%	86.9%	-4.4	83.2%

- Satisfaction with these questions has again fallen slightly compared to the previous year.
- As with last year ‘that NSDC was easy to deal with’ recorded the highest satisfaction in this section despite a near 3 point decrease.
- Satisfaction with the Core question ‘The repairs service you received on this occasion’ fell by 4.4 points to 82.5% and is the only Core question on the whole survey below the STAR benchmark, albeit by only 0.7 points. The fall in satisfaction is not statistically significant.
- The score is below the overall satisfaction results for the Repairs transactional surveys in 2021/22 which show a highly satisfied view of the service at 94%. It suggests that an element of perception may be used by respondents when answering this question.
- The three lowest scoring geographical areas (where more than two tenants were dissatisfied) were: Wellow (40%), Bilsthorpe (67%), Edwinstowe (70%)
- General needs tenants were slightly more satisfied than Sheltered – by 1.2 points.

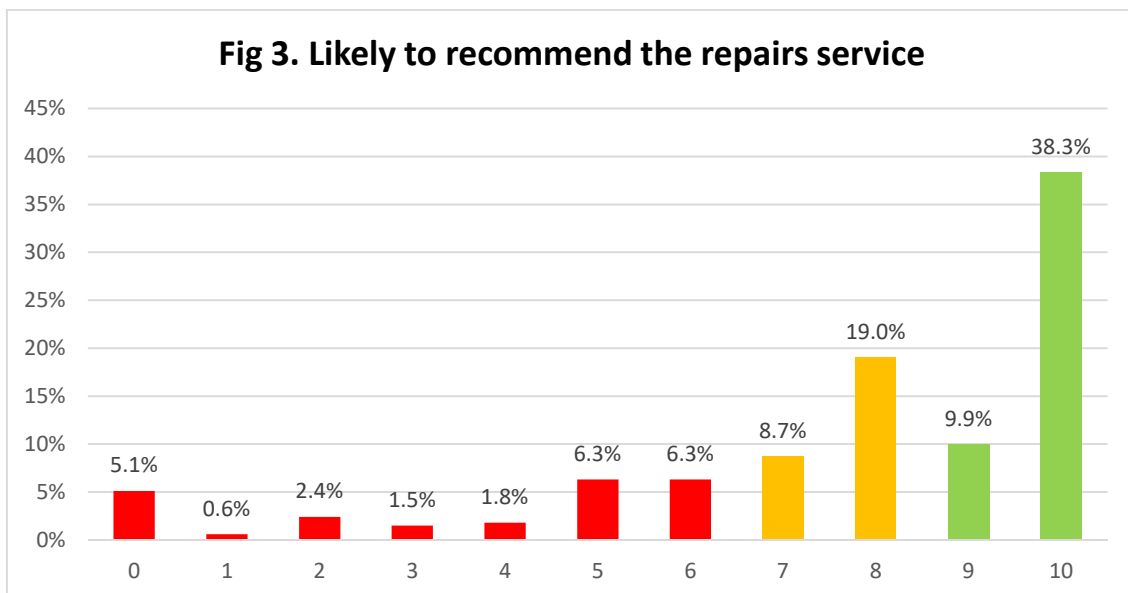
**3.4 Did the contractor show proof of identity?**

Base	Yes	Unsure	No
336	246 73.2%	40 11.9%	50 14.9%

2021/22	2020/21	+/- %
73.2%	78.3%	-5.1

- 73% of customers were sure that the contractor showed ID, a 5 point decrease on 2020/21.

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



- The Repairs Net Promoter Score for 2021/22 is 24.2, a fall on the score of 39 achieved in 2020/21.
- There was only a 4% increase in detractors (scores of 0-6) as the greater change was with the number of passive responses (7-8) which grew by 7% at the expense of the promoters.

## 4. Anti-social Behaviour

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

Base	Yes	No
545	30 5.5%	515 94.5%

- The number of respondents reporting an ASB case in the last 12 months fell from 6.1% to 5.5%.

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

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The way your ASB complaint was handled	30	6 20.0%	10 33.3%	1 3.3%	9 30.0%	4 13.3%
NSDC was easy to deal with	30	8 26.7%	9 30.0%	4 13.3%	6 20.0%	3 10.0%
The member of staff dealing with it was knowledgeable	30	8 26.7%	11 36.7%	4 13.3%	4 13.3%	3 10.0%
The final outcome of your ASB complaint	29	4 13.8%	12 41.4%	3 10.3%	7 24.1%	3 10.3%

	2021/22	2020/21	+/- %
The way your ASB complaint was handled	53.3%	63.6%	-10.3
NSDC was easy to deal with	56.7%	77.5%	-20.8
The member of staff dealing with it was knowledgeable	63.4%	78.8%	-15.4
The final outcome of your ASB complaint overall	55.2%	45.4%	+9.8

- Satisfaction with the process of dealing with ASB complaints has fallen on three of the four measures, most notably with NSDC being easy to deal with which fell over 20 points to 56.7%, and staff being knowledgeable which fell 15 points to 63%. It should be considered that the small sample size of just 30 for this section means that large fluctuations in results are quite likely.
- The final outcome of the complaint was the only measure to increase in satisfaction, up by nearly 10 points to 55.2%
- The results are lower than on the ASB transactional surveys where overall satisfaction for the service was 70% for 2021/22.

## 5. Lettings

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

Base	Yes	No
545	41 7.5%	504 92.5%

- 7.5% of respondents rented a new property, an increase on the 5% in 2020/21.

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

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The overall condition of your home at the time of letting	41	23 56.1%	11 26.8%	3 7.3%	4 9.8%	- -
NSDC was easy to deal with	40	24 60.0%	14 35.0%	2 5.0%	- -	- -
The overall lettings process	41	23 56.1%	16 39.0%	2 4.9%	- -	- -

	2021/22	2020/21	+/- %
The overall condition of your home at the time of letting	82.9%	72.0%	+10.9
NSDC was easy to deal with	95.0%	88.0%	+7
The overall lettings process	95.1%	92.0%	+3.1

- The Lettings process is the highest scoring service in the STAR survey.
- The overall process and being easy to deal both scored 95% satisfaction and with notable increases on the 2020/21 scores.
- As with last year, the condition of the home at the time of the letting was the lowest scoring question, but 82.9% satisfaction was an 11 point increase on 2020/21.
- The increases in satisfaction are not surprising when the results of the transactional surveys throughout the year are considered – for 2021/22 the overall satisfaction score for Lettings was 98%.

## 6. Complaints

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

Base	Yes	No
545	54 9.9%	491 90.1%

- 9.9% of respondents reported making a complaint in the past year, compared to 9.4% in 2020/21.

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

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The way your complaint was handled	54	6 11.1%	16 29.6%	4 7.4%	10 18.5%	18 33.3%
NSDC was easy to deal with	53	7 13.2%	16 30.2%	8 15.1%	9 17.0%	13 24.5%
The final outcome of your complaint	48	6 12.5%	13 27.1%	2 4.2%	9 18.8%	18 37.5%

	2021/22	2020/21	+/- %
The way your complaint was handled	40.7%	31.4%	+9.3
NSDC was easy to deal with	43.4%	56.0%	-12.6
The final outcome of your complaint	39.6%	31.3%	+8.3

- There is some fluctuation in the scores compared to last year. Overall the questions in this section remain the lowest throughout the whole survey but there were notable increases in satisfaction for the way the complaint was handled and the final outcome.
- NSDC being easy to deal with remained the highest scoring aspect despite a 12.6 point fall in satisfaction.
- The scores in this section are lower than the overall satisfaction scores for the Complaints transactional surveys, which was 63% for 2021/22.

## 7. Dealing with queries

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

Base	Yes	No
545	160 29.4%	385 70.6%

- An increased number of respondents answered this section this year - 29.4% - up from 22.2% in 2020/21.

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

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The way your call was handled	160	77 48.1%	53 33.1%	9 5.6%	10 6.3%	11 6.9%
NSDC was easy to deal with	160	76 47.5%	61 38.1%	7 4.4%	6 3.8%	10 6.3%
The information and advice provided by staff	158	66 41.8%	58 36.7%	11 7.0%	13 8.2%	10 6.3%

	2021/22	2020/21	+/- %
The way your call was handled	81.2%	80.2%	+1
NSDC was easy to deal with	85.6%	78.3%	+7.3
The information and advice provided by staff	78.5%	80.1%	-1.6

- The scores for 'The way your call was handled' and 'Information and advice provided' are similar to last year.
- Being easy to deal with saw a notable increase to 85.6%, up by 7.3 points.
- The transactional surveys measure satisfaction with the service from the customer services call centre, which is not directly measured by this section but is a useful point of comparison nonetheless. Overall satisfaction in 2021/22 on these transactional surveys was 89% so just slightly higher than the scores in this section.



## 8. Neighbourhoods & Estates

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

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
542	298 55.0%	198 36.5%	10 1.8%	21 3.9%	15 2.8%

2021/22	2020/21	+/- %	STAR benchmark
91.5%	90.1%	+1.4	83.4%

- Satisfaction is 91.5%, a small, non-significant, increase on 2020/21 and 8.1 points above the STAR benchmark.
- In a change from last year, satisfaction among General Needs tenants was slightly higher (93.4%) than with sheltered housing tenants (90.7%).

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

Base	Better	About the same	Worse
541	71 13.1%	380 70.2%	90 16.6%

2021/22	2020/21	+/- %
83.3%	84.1%	-0.8

- The result is very similar to last year, which is unsurprising as the neighbourhood is being judged over a three year period.

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

Base	Major problem	Minor problem	Not a problem
542	71 13.1%	124 22.9%	347 64.0%

2021/22	2020/21	+/- %
36.0%	34.5%	+1.5

- 36% say that rubbish or litter is either a major or minor problem, a very small increase on the 2020/21 result.

8.4 How satisfied or dissatisfied are you with:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The grounds maintenance, such as grass cutting	433	153 35.3%	191 44.1%	24 5.5%	42 9.7%	23 5.3%
That NSDC keeps communal areas clean and safe	277	98 35.4%	141 50.9%	8 2.9%	22 7.9%	8 2.9%
The cleaning of the Internal communal areas	199	61 30.7%	115 57.8%	12 6.0%	6 3.0%	5 2.5%
The cleaning of the External communal areas	230	76 33.0%	136 59.1%	2 0.9%	9 3.9%	7 3.0%

	2021/22	2020/21	+/- %
The grounds maintenance, such as grass cutting	79.4%	81.6%	-2.2
That NSDC keeps communal areas clean and safe	86.3%	88.1%	-1.8
The cleaning of the Internal communal areas	86.7%	87.4%	-0.7
The cleaning of the External communal areas	92.1%	85.8%	+6.3

- Satisfaction is high in this section and at similar levels to 2020/21.
- Satisfaction with the cleaning of the external communal areas has risen by a notable 6.3 points while keeping communal areas clean and safe and the cleaning of internal areas are both at very similar levels.
- Grounds maintenance and grass cutting was the lowest scoring question in this section at 79.4%. But this compares favourably with this question on the transactional surveys where the annual score for 2021/22 was 70%.

## 9. Your home

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

Base	Agree strongly	Agree	Neither	Disagree	Disagree strongly
513	145 28.3%	296 57.7%	30 5.8%	26 5.1%	16 3.1%

2021/22	2020/21	+/- %
86.0%	84.6%	+1.4

- The score has risen this year to 86%.

### 9.2 How satisfied or dissatisfied are you with:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Gas servicing arrangements	476	227 47.7%	219 46.0%	9 1.9%	13 2.7%	8 1.7%
The heating and energy efficiency of your home	522	171 32.8%	267 51.1%	32 6.1%	32 6.1%	20 3.8%
The emergency call system	144	56 38.9%	59 41.0%	8 5.6%	16 11.1%	5 3.5%

	2021/22	2020/21	+/- %
Gas servicing arrangements	93.7%	94.9%	-1.2
The heating and energy efficiency of your home	83.9%	87.9%	-4.0
The emergency call system	79.9%	92.3%	-12.4

- Satisfaction with gas servicing arrangements fell slightly but still scored highly at 94%. It is comparable with the overall satisfaction score for the gas servicing on the transactional surveys - 96% for 2021/22.
- A fall in satisfaction with heating and energy efficiency, to 84%, might be expected considering current cost pressures on energy.
- The 12 point fall in satisfaction with the emergency call system (Care line) is not so obviously explainable, although this question was only answered by 144 respondents, possibly exaggerating dissatisfaction.

# 10. Empowerment

## 10.1 How satisfied or dissatisfied are you:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
NSDC listens to your views and acts upon them	460	121 26.3%	233 50.7%	42 9.1%	41 8.9%	23 5.0%
NSDC gives the opportunity to make your views known	457	116 25.4%	264 57.8%	21 4.6%	36 7.9%	20 4.4%
That NSDC gives you a say in how services are managed	384	89 23.2%	212 55.2%	30 7.8%	37 9.6%	16 4.2%
Opportunities to participate in NSDC's decision making	327	64 19.6%	183 56.0%	35 10.7%	32 9.8%	13 4.0%
The ability to interact with NSDC in the way you prefer	492	160 32.5%	274 55.7%	27 5.5%	20 4.1%	11 2.2%

	2021/22	2020/21	+/- %	STAR benchmark
NSDC listens to your views and acts upon them	77.0%	81.8%	-4.8	67.0%
NSDC gives the opportunity to make your views known	83.2%	86.6%	-3.4	69.0%
That NSDC gives you a say in how services are managed	78.4%	83.6%	-5.2	N/A
Opportunities to participate in NSDC's decision making	75.6%	82.2%	-6.6	N/A
The ability to interact with NSDC in the way you prefer	88.2%	89.3%	-1.1	N/A

- All questions in this section have experienced falls in satisfaction compared to 2020/21.
- The key perception question 'Listening to your views and acting upon them' fell 4.8 points to 77% - a significant decrease.
- However the two key perception questions are both well above the STAR benchmark and in the upper quartile of responses. Listening to your views and acting upon them is 10 points above the benchmark while Giving the opportunity to make views known is 14 points above.
- As with last year, the highest scoring question in this section is satisfaction with 'being able to interact with NSDC how they prefer' at 88.2%, which has only fallen slightly from the 2020/21 score.

# 11. Value for Money

## 11.1 How satisfied or dissatisfied are you:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Your rent provides value for money	505	182 36.0%	273 54.1%	19 3.8%	22 4.4%	9 1.8%
Your service charges provide value for money	292	68 23.3%	162 55.5%	20 6.8%	23 7.9%	19 6.5%
The advice and support with managing your finances	186	69 37.1%	97 52.2%	8 4.3%	6 3.2%	6 3.2%

	2021/22	2020/21	+/- %	STAR benchmark
Your rent provides value for money	90.1%	90.6%	-0.5	84.5%
Your service charges provide value for money	78.8%	85.3%	-6.5	68.2%
The advice and support with managing your finances	89.3%	90.9%	-1.6	N/A

- 90% of respondents were satisfied their rent is value for money. This is a small fall on last year but nearly 6 points above the STAR benchmark.
- Satisfaction that service charges are value for money has fallen by a statistically significant 6.5 points. It is still above the score achieved in 2018/19 and despite the drop in satisfaction it remains nearly 11 points above the STAR benchmark.
- Satisfaction with the advice and support with managing your finances also fell slightly, but still scored highly at 89%.
- General Needs tenants are considerably happier that service charges provide value for money - 93% satisfaction compared to 75% for Sheltered Housing tenants.

## Annex 1 – Questionnaire

### Newark and Sherwood District Council

#### STAR survey 2021/22

- Q1 So firstly, taking everything into account, how satisfied or dissatisfied are you with the service provided by Newark and Sherwood District Council?
- Very satisfied  
 Fairly satisfied  
 Neither  
 Fairly dissatisfied  
 Very dissatisfied
- Q2 How satisfied or dissatisfied are you:
- |  | Very satisfied           | Fairly satisfied         | Neither                  | Fairly dissatisfied      | Very dissatisfied        |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. With the overall quality of your home             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. That NSDC provides a home that is safe and secure | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. That NSDC is easy to deal with                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- Q3 To what extent do you agree or disagree with the following?
- |  | Agree strongly           | Agree                    | Neither                  | Disagree                 | Disagree strongly        |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. I have a good quality of life in my home                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. NSDC is providing the service I expect from my landlord | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- Q4 Do you feel NSDC's services have become better or worse in the last 12 months?
- Better  
 About the same  
 Worse
- Q5 How likely would you be to recommend NSDC to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?
- 0  
 1  
 2  
 3  
 4  
 5  
 6  
 7  
 8  
 9  
 10

## Repairs

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

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

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

- Go to Q8 Yes
- Go to Q11 No

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

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

Q9 Did the contractor show proof of identity?

- Yes
- Unsure
- No

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

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

## ASB

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

- Go to Q12 Yes  
 Go to Q13 No

Q12 Thinking about your recent anti-social behaviour complaint, how satisfied or dissatisfied were you with the following:

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
The way your ASB complaint was handled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NSDC was easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The member of staff dealing with your ASB complaint was knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final outcome of your ASB complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Lettings

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

- Go to Q14 Yes  
 Go to Q15 No

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

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

## Complaints

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

- Go to Q16 Yes  
 Go to Q17 No

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

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



## Call Centre

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

- Go to Q18 Yes  
 Go to Q19 No

Q18 Thinking about your recent call, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. The way your call was handled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. NSDC was easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The information and advice provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Neighbourhoods and Estates

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

- Very satisfied  
 Fairly satisfied  
 Neither  
 Fairly dissatisfied  
 Very dissatisfied

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

- Better  
 About the same  
 Worse

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

- Major problem  
 Minor problem  
 Not a problem

Q22 How satisfied or dissatisfied are you with:

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

## Your home

- Q23 To what extent do you agree or disagree that NSDC takes residents' health and safety concerns seriously.
- Agree strongly
  - Agree
  - Neither
  - Disagree
  - Disagree strongly

Q24 How satisfied or dissatisfied are you with:

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

## Empowerment

Q25 How satisfied or dissatisfied are you:

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

## Value for Money

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

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

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Q27a Would you like Newark and Sherwood District Council to know who you are **for this question (Q27) only**?

Yes

No

## NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Cabinet** held in the Civic Suite, Castle House, Great North Road, Newark, NG24 1BY on Tuesday, 12 July 2022 at 6.00 pm.

PRESENT: Councillor D Lloyd (Chairman)

Councillor Mrs R Holloway, Councillor R Jackson, Councillor P Peacock and Councillor T Wendels

ALSO IN ATTENDANCE: Councillor R Crowe, Councillor Mrs R Crowe, Councillor L Goff and Councillor P Rainbow

APOLOGIES FOR ABSENCE: Councillor K Girling (Committee Member)

### 10 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

Sanjiv Kohli – Director – Resources and Deputy Chief Executive declared an Other Registerable Interest in Agenda Item No. 8 – Development of the Former Robin Hood Hotel, Newark, as a Director on the Board of Robin Hood Hotel Limited.

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

The Leader and Chairman advised that the proceedings were being audio recorded and live streamed by the Council.

### 12 MINUTES OF THE MEETING HELD ON 7 JUNE 2022

The minutes from the meeting held on 7 June 2022 were agreed as a correct record and signed by the Chairman.

### 13 PROVISIONAL OUTTURN REPORT TO 31 MARCH 2022

The Leader and Portfolio Holder for Strategy, Performance & Finance presented a report which set out the 2021/22 financial outturn position on the Council's revenue and capital budgets, including: General Fund Revenue; Housing Revenue Account; Capital Programme; Provisions and Impaired Estimates on Debtors; Usable Reserves; and the Collection Fund. The report provided a summary of actual income and expenditure compared to the revised budget and how any surpluses / deficits had been allocated to / from reserves.

The accounts showed a favourable variance of £1.613m on service budgets with a total favourable variance of £2.044m which was broken down in the report. The Leader gave the context to the level of the positive variance and how this may be applied going forward.

AGREED (unanimously) that:

- (a) the final outturn of revenue and capital spending for 2021/22 be approved;

- (b) the capital financing proposals as set out in paragraph 1.16 be approved;
- (c) the variations to the capital programme, as set out in paragraph 1.12 and Appendix E, be approved;
- (d) the net variations of £16.696m not spent in 2021/22 on the Capital Programme, be re-profiled and carried forward into 2022/23 as per appendices F and G;
- (e) the movement in Provisions and Impaired Estimates on Debtors be noted;
- (f) the creations of the new reserves, as outlined in paragraph 1.27, be approved; and
- (g) the individual contributions to, and withdrawals from, the revenue and capital Usable Reserves be approved.

#### Reasons for Decision

To approve the Financial Outturn position for the Council for the 2021/22 financial year.

#### 14 COUNCIL'S ANNUAL BUDGET FOR 2023/2024 - OVERALL CORPORATE BUDGET STRATEGY

The Leader and Portfolio Holder for Strategy, Performance & Finance presented a report which set out the General Fund and Housing Revenue Account Budget Strategy for 2023/24 prior to detailed work commencing on preparation of the budget. The Council's Constitution required that the Council's Section 151 Officer presents a report on the overall budget strategy to the Policy & Performance Improvement Committee for consideration. The Policy & Improvement Committee considered this report at their meeting held on 13 June 2022 and did not change any recommendations.

The budget process would result in setting the budget and the Council Tax for 2023/24 and the Housing Revenue Account budget and the rent setting for 2023/34.

The Strategy took into consideration agreed financial policies on Budgeting and Council Tax, Reserves and Provisions, Value for Money and also a set of budget principles which set out the approach to be taken to the budget process. These policies had been reviewed and updated as appropriate and were attached as appendices to the report.

The current Medium Term Financial Plan (MTFP) was approved on 8 March 2022. The report set out a summary of the financial forecast identified within the current MTFP assuming that Council Tax at average Band D would increase by the same rate as in the 2022/23 financial year, namely 1.94%.

The report also set out a number of underlying assumptions which would be applied in compiling the draft budget for 2023/24 including staff costs, provision for inflation and fees and charges. The Cabinet welcomed the ongoing monitoring of inflationary increases in costs, which if required, would be subject to a further report to the Cabinet.

AGREED (unanimously) that:

- (a) the overall General Fund & HRA budget strategy be approved;
- (b) the consultation process with Members be noted;
- (c) Budget officers continue work on the assessment of various budget proposals affecting services for consideration in setting the Council's budget; and
- (d) Budget managers work with finance officers in identifying further efficiency savings, increasing income from fees and charges and in identifying new sources of income.

#### Reasons for Decision

To enable the Council's budget process to proceed encompassing agreed assumptions.

### 15 CORPORATE ASSET MANAGEMENT STRATEGY (KEY DECISION)

The Leader and Portfolio Holder for Strategy, Performance & Finance presented a report which sought approval for the adoption of a proposed Corporate Asset Management Strategy. The Strategy covered a range of requirements the Council had to achieve as a property owner including sustainability, repairs / compliance, tenanted estate management, parking services and construction project management. It was considered that an effective asset management strategy was integral for the delivery of corporate aims and objectives and although the Council had a number of processes within the proposed strategy in place, these had not been formally adopted. The Cabinet welcomed the proposed Strategy and the sustainable approach to managing its property portfolio.

AGREED (unanimously) that the adoption of the Corporate Asset Management Strategy at Appendix A to the report be approved.

#### Reasons for Decision

The strategy will inform policies enabling the Council to develop action plans, agree priorities and make decisions to meet the longer-term objectives of the Council in the Community Plan. The strategy will be a cornerstone of the Council's financial and service planning and will support the delivery of the Medium Term Financial Plan.

16 DEVELOPMENT OF THE FORMER ROBIN HOOD HOTEL, NEWARK

The Leader and Portfolio Holder for Strategy, Performance & Finance presented a report which updated the Cabinet on the final development of the former Robin Hood Hotel with final completion dates and financial performance.

It was reported that final completion took place on 18 March 2021, with the sale of the whole demise to Knights Frank Investment Management (KFIM) on 13 April 2021. The financial performance of Robin Hood Hotel Ltd.'s delivery of the development project and the Council's 50% share was summarised in the report. The report also detailed the legal and leasing agreements with KFIM for the whole site, including the commercial units.

The Cabinet welcomed the success of the project with the financial risk returned in full. The Business Manager – Financial Services advised that the Business Rates liability for the three commercial units amounted to £88,856.55 since March 2021.

AGREED (unanimously):

- (a) To establish a reduced, revised capital budget for landlord incentives of £167,000 (from £275,000);
- (b) To note the successful delivery of the 66 room Travelodge Hotel and reputable tenants for the 3 commercial units;
- (c) To note that the Council's actual loan value required for the development of the whole demise was £3.146m, against the capital loan budget of £3.300m, therefore a capital borrowing requirement reduction of £0.154m;
- (d) To note the final financial position of the development of the former Robin Hood Hotel and the positive contribution from the development, to the Council's general fund of £163,930;
- (e) To note the ongoing positive estimated revenue return per year to the Council that the letting of the 3 commercial units will generate; and
- (f) To approve the revision of the current capital budget by a reduction of £108,000 from £275,000 to £167,000 for landlord incentives, in respect of the 3 commercial units.

Reasons for Decision

The final outcomes and completion dates of the joint venture company RHH Newark Limited (RHH Ltd.) and returns on the Council's 50% share of the investment together with the positive impacts on the Council's General Fund account.

## 17 PLAN REVIEW PROGRESS REPORT

The Portfolio Holder for Economic Development & Visitors presented a report which provided an update on progress on the Amended Allocations & Development Management DPD and progress on the associated Gypsy & Traveller Pitch Delivery Strategy.

It was noted that there was no requirement as part of the DPD to allocate more general market or employment land and it had been anticipated that a draft DPD would be presented to this meeting, but this was contingent on the wider Gypsy, Roma and Traveller (GRT) pitch delivery work being completed. There had been a number of delays in the investigatory work relating to the potential sites for GRT pitch provision. Therefore, officers were not in a position to recommend its publication until such time as the Pitch Delivery work was further advanced. The Cabinet welcomed the discounting of the Trent Lane site for GRT pitch provision and the £1m bid submitted to the Department for Levelling Up, Homes & Communities Traveller Site Fund. A revised Plan Review timetable was set out in the report.

The report also detailed the current priorities within the Planning Policy & Infrastructure Business Unit and set out the rationale for appointing a Full-Time Planner (Policy) to be funded from the Neighbourhood Planning Reserve.

AGREED (unanimously):

- (a) to note and support the contents of the report;
- (b) to adopt the amendment to the Plan Review timetable (Local Development Scheme) as set in Section 3 of the report, to come into force on 19 July 2022;
- (c) to request that the Chief Executive call an Extraordinary Full Council meeting be held on 21 September 2022 to agree publication of the Amended Allocations & Development Management DPD; and
- (d) to approve an additional Full Time Planner (Policy) post, to be funded for 2022/23 and 2023/24 from the Neighbourhood Plan Reserve and from 2024/25 from the Council's base budget, with £45,520 being added into the base budget, inclusive of any future pay awards.

### Reasons for Decision

1. To allow Cabinet to note progress on the Plan Review.
2. To agree an amendment to the timetable so that the Local Development Scheme can be updated to comply with the Planning and Compulsory Purchase Act 2004 and appropriate regulations.
3. To allow the Council to agree to the publication of the Amended Allocations & Development Management DPD in September 2022.



4. To allow the appointment of an additional Planner (Policy) to the establishment in order to continue to meet the aspirations of the Council and emerging changes and challenges through planning reform.

#### Options Considered

A lack of available sites, as a result of market failure, has led the Council to conclude that only a comprehensive Pitch Delivery Strategy, which includes intervention from the Council to facilitate additional sites, will allow the delivery of sufficient sites and pitches for our Gypsy, Roma and Traveller communities.

#### 18 NEWARK & SHERWOOD DISTRICT COUNCIL LETTINGS STANDARD ENHANCEMENTS (HRA) - RECOMMENDATIONS FROM THE PILOT (KEY DECISION)

The Portfolio Holder for Homes & Health presented a report which outlined the outcomes of the empty homes standard pilot which took place between 1 October 2021 and 31 March 2022 and sought to adopt the decoration preparation and starting well fund as part of the Empty Homes Standard.

The standard of homes at re-letting was identified as an area for review and the Council found property condition featured strongly in complaints and insight feedback. The Empty Homes Standard was ready for a review and there was a call from the Council and tenants to make our homes better. There was also an opportunity to set aside efficiency savings from bringing housing back into the Council to trial a pilot and adopt some or both elements if successful. The success of the pilot was reported to the Policy & Performance Improvement Committee who fully supported the recommendations being made to the Cabinet.

The pilot scheme 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.

AGREED (unanimously):

- (a) to adopt the decoration preparation and starting well fund as part of the Empty Homes Standard; and.
- (b) to approve additional funding of £275,000 being transferred to base budgets to facilitate the service improvement from the Efficiency Savings reserve.

#### Reasons for Decision

This initiative supports the enhancements to the empty home standard, specifically decoration preparation and allocation of up to £500 per property, becoming permanent features. These enhancements contribute to the Community Plan objective to ‘create more and better quality homes thorough our roles as landlord, developer and planning authority’.

## 19 COMMUNITY GRANT SCHEME AWARDS

The Portfolio Holder for Homes & Health presented a report which proposed a number of grant awards following applications made under the District Councils Community Grant Scheme.

In order to streamline and make the grant scheme more widely accessible, the Full Council took the decision to launch the new Community Grant Scheme. The new scheme replaces the Parish and Town Councils Initiative Fund and the Community and Arts Grant scheme with a budget of £100,000. The scheme enabled local community partners to develop initiatives and projects that support the Council's Community Plan Objectives.

Twenty-one applications were received for the first round of grants and the summary of applications was contained in the Appendix to the report, together with the recommendation of the Portfolio Holder. Of the twenty-one applications received, twenty were recommended for approval, and one deferred to the next round for further information.

AGREED (unanimously) that the recommendations of the Portfolio Holders, as detailed in the Appendix to the report, be agreed in order that the proposed projects can proceed.

### Reasons for Decision

To support the delivery of projects and initiatives which benefit local communities.

### Options Considered

Each application was considered by the relevant Portfolio Holder based on the primary focus of the proposals. Only suitable applications had been recommended for approval.

## 20 HOUSING MAINTENANCE & ASSET MANAGEMENT RESTRUCTURE

The Portfolio Holder for Homes & Health presented a report which sought approval for a restructure within the Housing Maintenance & Asset Management Business Unit. The issues driving the proposed restructure were set out in the report and included challenges around recruitment, a gap in succession planning and the need to address increasing workloads. The full proposals were set out in the report, with some appendices being exempt from publication. It was noted that the overall cost of the proposals in 2022/23, excluding unresolved pay awards, was £96,606.

AGREED (unanimously):

- (a) to approve the deletion of x6 posts and, in principle, agreement for the x7 new posts and the revised grading of the Stores Supervisor;
- (b) the approval is subject to Job Descriptions/Job Evaluations agreed and within cost parameters of 5%; and

- (c) the above proposals are considered and feedback provided prior to consultation with the recognised Trades Unions and affected employees.

#### Reasons for Decision

The proposals will ensure the service is sufficiently resourced; create a staff succession framework and prepare for future work on building safety, decent homes two and the decarbonisation of Council homes which aligns to the Community Plan objective to create more and better quality homes through our roles as landlord, developer and planning authority.

The proposed staffing model enables succession planning and the ability to 'grow our own' for managerial posts, which will bring advantages going forward.

### 21 ENVIRO-CRIME ENFORCEMENT (KEY DECISION)

The Portfolio Holder for Cleaner, Safer, Greener presented a report concerning the future provision of enviro-crime enforcement and sought approval to commence a procurement exercise as well as extending the current pilot with Waste Investigations, Support and Enforcement (WISE).

The report provided a summary of the pilot to date and the enforcement actions taken since the first seven months of the contract. It was noted that the current agreement with WISE allowed the Council to receive a percentage return on the income from Fixed Penalty Notices issued. Based on current activity, the estimate was that the Council would receive approximately £10,000 over the pilot period and this surplus would be reinvested in cleaner, safer, greener activities.

AGREED (unanimously) that:

- (a) approval be given in principle to commence a procurement exercise for an outsourced environmental enforcement initiative, subject to a further report at the end of the one year pilot; and
- (b) the current pilot project be extended for a further three months to allow the completion of a procurement exercise if necessary.

#### Reasons for Decision

The recommendations will allow for the enviro-crime pilot enforcement to continue supporting the Council's cleaner safer greener agenda.

#### Options Considered

Given the success of the scheme and in order to continue with the level of enforcement, to formalise a contract which would build upon lessons learnt from the pilot.

Meeting closed at 6.54 pm.

Chairman

## Forward Plan

For the Period August 2022 - November 2022



### What is the Plan?

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

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

### What is a Key Decision?

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

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

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

### Exempt Information

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

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

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

Decision to be taken / Report title and Summary	Decision maker	Date Decision to be taken	Responsible Portfolio Holder	Responsible Officer	Exempt y/n and Grounds for exemption	Date decision can be implemented
East Midlands Devolution Deal	Cabinet	20 Sep 2022	Leader - Portfolio Holder Strategy, Performance and Finance	Matt Lamb, Director - Planning and Growth Matt.Lamb@newark-sherwooddc.gov.uk, John Robinson, Chief Executive john.robinson@newark-sherwooddc.gov.uk	Open	26 Sept 2022
Consultation and Engagement Strategy	Cabinet	20 Sep 2022	Deputy Leader - Portfolio Holder Organisational Development and Governance	Deborah K Johnson, Director of Customer Services and Organisational Development deborah.johnson@newark-sherwooddc.gov.uk	Open	26 Sept 2022
Newark Towns Fund and relocation of Newark Lorry Park	Cabinet	20 Sep 2022	Portfolio Holder- Economic Development and Visitors	Neil Cuttell Neil.Cuttell@newark-sherwooddc.gov.uk, Mark Eyre, Business Manager- Corporate Property Mark.Eyre@newark-sherwooddc.gov.uk	Part exempt <i>Commercially sensitive information</i>	26 Sept 2022

Decision to be taken / Report title and Summary	Decision Maker	Date Decision to be taken	Responsible Portfolio Holder	Responsible Officer	Exempt y/n and Grounds for exemption	Date decision can be implemented
Local Development Framework Update - Publication of Allocations and Development Management DPD and Gypsy and Traveller Site Provision	Cabinet	20 Sep 2022	Portfolio Holder- Economic Development and Visitors	Matthew Norton, Business Manager - Planning Policy matthew.norton@newark-sherwooddc.gov.uk, Mark Eyre, Business Manager- Corporate Property Mark.Eyre@newark-sherwooddc.gov.uk	Part exempt	26 Sept 2022
Southern Link Road Project	Cabinet	20 Sep 2022	Portfolio Holder- Economic Development and Visitors	Matt Lamb, Director - Planning and Growth Matt.Lamb@newark-sherwooddc.gov.uk	Part exempt <i>Commercially sensitive information</i>	26 Sept 2022
Ilberton Town Centre Project	Cabinet	20 Sep 2022	Portfolio Holder- Economic Development and Visitors	Matt Lamb, Director - Planning and Growth Matt.Lamb@newark-sherwooddc.gov.uk	Part exempt <i>Commercially sensitive information</i>	26 Sept 2022
Supplementary Planning Document - Trees and Hedgerows	Cabinet	20 Sep 2022	Portfolio Holder - Cleaner, Safer, Greener	Matthew Norton, Business Manager - Planning Policy	Part exempt <i>Commercially sensitive</i>	26 Sept 2022

Decision to be taken / Report title and Summary	Decision Maker	Date Decision to be taken	Responsible Portfolio Holder	Responsible Officer	Exempt y/n and Grounds for exemption	Date decision can be implemented
				matthew.norton@newark-sherwooddc.gov.uk	<i>information</i>	
Supporting Future Business Growth	Cabinet	1 Nov 2022	Leader - Portfolio Holder Strategy, Performance and Finance	Nick Wilson, Business Manager- Financial Services Nick.Wilson@newark-sherwooddc.gov.uk, Neil Cuttell Neil.Cuttell@newark-sherwooddc.gov.uk	Open	7 Nov 2022
Arkwood Developments Business Plan	Cabinet	1 Nov 2022	Leader - Portfolio Holder Strategy, Performance and Finance	Will Marshall, Policy and Projects Officer william.marshall@newark-sherwooddc.gov.uk	Fully exempt <i>Commercially Sensitive information</i>	7 Nov 2022
Acquisition of land at Newark – for provision of car parking	Cabinet	1 Nov 2022	Leader - Portfolio Holder Strategy, Performance and Finance	Mark Eyre, Business Manager- Corporate Property Mark.Eyre@newark-sherwooddc.gov.uk	Part exempt <i>Commercially Sensitive information</i>	7 Nov 2022
Sherwood Levelling Up Fund Updates - Ollerton Town Centre and Mansfield Road,	Cabinet	1 Nov 2022	Leader - Portfolio Holder Strategy, Performance and	Mark Eyre, Business Manager- Corporate Property	Part exempt <i>Commercially sensitive</i>	7 Nov 2022



Decision to be taken / Report title and Summary	Decision Maker	Date Decision to be taken	Responsible Portfolio Holder	Responsible Officer	Exempt y/n and Grounds for exemption	Date decision can be implemented
Clipstone			Finance	Mark.Eyre@newark-sherwooddc.gov.uk	<i>material</i>	
Proposal for a Kerbside Glass Recycling Service in Newark & Sherwood	Cabinet	1 Nov 2022	Leader - Portfolio Holder Strategy, Performance and Finance, Portfolio Holder - Cleaner, Safer, Greener	Andrew Kirk, Business Manager - Transport and Waste Services Andrew.Kirk@newark-sherwooddc.gov.uk	Open	7 Nov 2022
Options for Brunel Drive and Farrar Close	Cabinet	1 Nov 2022	Portfolio Holder- Economic Development and Visitors	Mark Eyre, Business Manager- Corporate Property Mark.Eyre@newark-sherwooddc.gov.uk	Part exempt <i>Commercially sensitive information</i>	7 Nov 2022
Customer Strategy	Cabinet	1 Nov 2022	Deputy Leader - Portfolio Holder Organisational Development and Governance	Jill Baker, Business Manager - Customer Services Jill.baker@newark-sherwooddc.gov.uk	Open	7 Nov 2022
Economic Growth Action Plan Annual Review	Cabinet	1 Nov 2022	Portfolio Holder- Economic Development and Visitors	Neil Cuttell Neil.Cuttell@newark-sherwooddc.gov.uk	Part exempt <i>Commercially sensitive information</i>	7 Nov 2022

Decision to be taken / Report title and Summary	Decision Maker	Date Decision to be taken	Responsible Portfolio Holder	Responsible Officer	Exempt y/n and Grounds for exemption	Date decision can be implemented
Evening Economy Strategy	Cabinet	1 Nov 2022	Portfolio Holder- Economic Development and Visitors	Neil Cuttell Neil.Cuttell@newark-sherwooddc.gov.uk	Part exempt <i>Commercially sensitive information</i>	7 Nov 2022
Newark and Southwell Conservation Area Boundary Changes / Adoption of Appraisal Documents	Cabinet	1 Nov 2022	Portfolio Holder- Economic Development and Visitors	Oliver Scott, Senior Conservation Officer Oliver.Scott@newark-sherwooddc.gov.uk	Open	7 Nov 2022
Tenancy Strategy	Cabinet	1 Nov 2022	Portfolio Holder - Homes and Health	Julie Davidson, Business Manager- Housing and Estates Julie.Davidson@newark-sherwooddc.gov.uk	Open	7 Nov 2022
Health and Wellbeing Strategy	Cabinet	1 Nov 2022	Portfolio Holder - Homes and Health	Suzanne Shead suzanne.shead@newark-sherwooddc.gov.uk	Open	7 Nov 2022
Playing Pitch Strategy	Cabinet	1 Nov 2022	Portfolio Holder - Homes and Health	Cara Clarkson, Strategic Housing cara.clarkson@newark-sherwooddc.gov.uk	Open	7 Nov 2022

Decision to be taken / Report title and Summary	Decision Maker	Date Decision to be taken	Responsible Portfolio Holder	Responsible Officer	Exempt y/n and Grounds for exemption	Date decision can be implemented
Facilities Improvement Plan	Cabinet	1 Nov 2022	Portfolio Holder - Homes and Health	Cara Clarkson, Strategic Housing cara.clarkson@newark-sherwooddc.gov.uk	Open	7 Nov 2022
Housing Strategy 2022-2027	Cabinet	1 Nov 2022	Portfolio Holder - Homes and Health	Cara Clarkson, Strategic Housing cara.clarkson@newark-sherwooddc.gov.uk	Open	7 Nov 2022
Environmental Services Strategy	Cabinet	1 Nov 2022	Portfolio Holder - Cleaner, Safer, Greener	Andrew Kirk, Business Manager - Transport and Waste Services Andrew.Kirk@newark-sherwooddc.gov.uk	Open	7 Nov 2022