



*Castle House
Great North Road
Newark
NG24 1BY*

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Friday, 24 February 2023

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, 6 March 2023 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.

AGENDA

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| 1. | Apologies for Absence | |
| 2. | Declaration of Interest by Members and Officers | |
| 3. | Notification to those present that the meeting will be recorded and streamed online | |
| 4. | Minutes of the meeting held on 30 January 2023 | 4 - 14 |

Reports and Presentations

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| 5. | Work of Community Development Team Presentation | 15 - 16 |
| 6. | Community Plan Performance - Q3 | 17 - 49 |
| 7. | Customer Promise and Customer Strategy WG Update | 50 - 53 |
| 8. | Tenant Annual Report | 54 - 56 |
| 9. | Projected General Fund and Housing Revenue Account Revenue and Capital Outturn Report to 31 March 2023 as at 31 December 2022 | 57 - 64 |

Reports from Working Group

A verbal update from the Customer Strategy Working Group is included at Agenda Item No. 6.

Review of Cabinet Work Programme and Recent Decisions

- | | | |
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| 10. | Cabinet Forward Plan (February to May 2023) | 65 - 70 |
| 11. | Minutes of Cabinet Meeting held on 17 January 2023 | 71 - 76 |

Topic Suggestions

None

- | | | |
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| 12. | Items for Future Agendas | |
| | Policy & Performance Improvement Committee Annual Report | |
| | Newark & Sherwood Community Lottery | |
| | Bassetlaw and N&S CSP Progress and Performance – Review of Priorities | |
| | Update on Newark Town Investment Plan and Town Deal | |
| | Tenant Engagement Strategy | |

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, Nottinghamshire, NG24 1BY on Monday, 30 January 2023 at 6.00 pm.

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

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

53 DECLARATION OF INTEREST BY MEMBERS AND OFFICERS

There were no declarations of interest.

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

The Chairman advised that the proceedings were being recorded by the Council and that the meeting was being livestreamed and broadcast from the Civic Suite, Castle House.

55 MINUTES OF THE MEETING HELD ON 28 NOVEMBER 2022

Minute No. 41 – Climate Emergency Update

The Chairman provided Members with an update on the Green Rewards app, advising that information had been forwarded to all Town and Parish Councils.

AGREED that the minutes from the meeting held on 28 November 2022 were a correct record and signed by the Chairman.

56 CHANGE TO AGENDA RUNNING ORDER

The Chairman informed the Committee that the running order of the Agenda would be amended.

Agenda Item No. 10 – Update to the Medium Term Financial Plan 2022/23 to 2026/26 would be taken next. The Agenda would then resume its published running order.

57 UPDATE TO THE MEDIUM-TERM FINANCIAL PLAN 2022/23 TO 2025/26

The Committee considered the report presented by the Business Manager – Financial Services which updated Members on the position of the currently approved Medium Term Financial Plan (MTFP). The report provided extracts of the forecasted financial position of the authority when the MTFP was set at full Council on 8 March 2022. It was reported that the Government's expected consultation paper on the Fair Funding

Review had been delayed until after 2023/24. Paragraph 1.8 of the report set out the updated position based on the increases in inflation set within the Budget Strategy, together with the assumption that the changes in local government financial system would not be implemented until 2025/26 at the earliest.

Members considered the report and noted that the final version of the MTFP would be considered by Cabinet on 21 February 2023 before being presented to full Council on 9 March 2023.

AGREED (unanimously) that the Medium Term Financial Plan be noted.

58 ACTIVITY REPORT AND FUTURE PROPOSALS RELATING TO THE ENVIRO-CRIME ENFORCEMENT PILOT PROJECT

The Committee considered the report presented by the Business Manager – Public Protection which sought to provide Members with an update on the enviro-crime activity undertaken by Waste Investigations Support & Enforcement Ltd. (WISE) as part of the enforcement pilot. Members views were also sought as to what criteria might be included in any future contract specification.

Included within the report were the duties and activities undertaken by WISE with paragraph 1.2 providing statistical information thereon, this also included information as to the number of Fixed Penalty Notices (FPNs) issued, paid, remained outstanding and cancelled. The information was further broken down into FPNs issued within each of the district wards together with the number of patrol hours by WISE operatives.

In considering the report, Members raised a number of queries which the Business Manager responded to. These included, but were not limited to: how the areas to patrol were determined; the reason for the high proportion of FPNs not paid or cancelled; effectiveness of partnership working between WISE and the Council; effects and possible remedies of littering from vehicles; working in schools to educate students; evidence gathered to aid in possible prosecutions; do FPNs act as a deterrent; are sufficient and appropriate receptacles provided to stop littering occurring; and training of WISE operatives.

Members were in agreement that the issue of littering from vehicles was a matter for concern. They noted that the litter was mainly from fast-food outlets and queried what more, if anything, could be done to prevent this. The Business Manager advised that it was challenging to catch the offender and also to prove who actually threw the litter from the vehicle. He added that on occasion a receipt was found alongside the litter which detailed the premise the food was purchased from. However, despite the premise having CCTV, it was not permissible to view the footage for the purpose of identifying the individual and again, this would not provide evidence of who threw the items from the vehicle.

In relation to the number of FPNs either cancelled or payment remaining outstanding, the Business Manager advised that there would always be a period of time between the FPN being issued and payment being received which accounted for the high number remaining unpaid. He added that FPNs were cancelled for a number of

reasons e.g. false details being given to WISE operatives (name and address) or possibly the perpetrator being underage or deemed to be vulnerable on further investigation. He further added that several perpetrators who had not paid their fines had recently been successfully prosecuted.

Members suggested a number of issues be considered for inclusion in future contract specifications, these being: a review of whether FPNs were effective and appropriate for identified repeat offenders; that there be specific targeting of littering where it had a visual impact on an area e.g. removal of all the litter rather than just cigarette ends; that a review of the provision of bins be carried out to ensure they were appropriate for the area they were located in e.g. if there was a known issue with cigarette ends then the bin should have a specific disposal cavity for those. It was noted that the existing good working relation with cleansing services resulted in a review of the provision of bins where littering was identified as an issue.

AGREED (unanimously) that:

- a) the enforcement activity of the Enviro-Crime pilot to-date, be noted; and
- b) when areas of service activity or performance were considered for inclusion in any future contract specification, the comments made by Members, as above, also be considered.

59 COMPLIANCE UPDATE - HOUSING STOCK PRESENTATION

The Committee considered the presentation delivered by the Director – Housing, Health & Wellbeing which sought to present Members with an overview of the Housing Regulatory Framework and the Council's compliance thereon. Additional information was contained in a briefing note that was circulated ahead of the meeting and this is attached as an **appendix** to the minutes.

The presentation highlighted the four elements of the framework being: Regulator of Social Housing; Housing Ombudsman; Building Safety Regulator; and Dept. of Levelling Up, Housing & Communities with further details being provided as to the Council's responsibilities for each one. The aforementioned briefing note highlighted the actual performance of housing compliance services as at the end of December 2022.

In considering the presentation and briefing note, Members commented that it was pleasing to see that the gas servicing situation continued to improve and requested further information as the reason why tenants were refusing access to the remaining 26 properties that were non-compliant.

In response as to whether the Council engaged with tenants, other than when access to their properties was needed, the Director advised that information was sent out to tenants on a quarterly basis, advising of what the Council, as their landlord, was doing e.g. the need for annual safety checks. The Annual Tenant Report was also sent out. The Director acknowledged that further consideration needed to be given on other methods of communicating with tenants, other than the written word. She added

that a review had just been launched as to the customer experience from gas and electricity servicing and findings from that would be used to further improve the customer experience.

In light of the findings of the Grenfell Tower tragedy, a Member queried whether the Council was compliant with all necessary fire safety regulations. The Director advised that the Council did not have any properties over 18m high but did, nevertheless, adhere to best practice for that type of property. She added that it was her intention to provide a briefing on this issue to the wider Council.

In noting that overseas developers did not appear to be adhering to the new building regulations issued following the Grenfell Tower tragedy, a Member queried whether the Council were experiencing such issues and also whether the Council's more constant partners were adhering to regulations. The Director advised that the Council undertook stringent checks on any partners they engaged with and that all landlords would have to abide by the same conditions. This would include ensuring that any materials used during a development met with all the necessary health and safety regulations. In response to whether the Council's housing service were informed of any environmental issues arising e.g. damp and mould in properties, the Director advised that in the case of enforcement, it sat within the Public Protection Business Unit and work was currently being undertaken to strengthen how this type of issue was assessed, understood and responded to, both from an enforcement stance and as a landlord.

In response to who was responsible for the installation and upkeep of smoke detectors and carbon monoxide detectors, the Director advised that it was the Council, as landlord, to install such devices but the tenant was required to carry out regular checks to ensure they were in working order. In noting that many individuals did not realise that carbon monoxide monitors had an expiration date, the Director advise that this could form part of wider publicity about similar issues.

AGREED (unanimously) that the presentation and compliance performance exceptions be noted.

60 BRIEFING ON PROPERTY COMPLIANCE ACROSS THE CORPORATE ESTATE

The Committee considered the report presented by the Business Manager – Corporate Property which sought to update Members on compliance management across the estate with a focus on the corporate estate and tenanted properties.

The reported provided Members with an overview of the core elements of compliance related activities together with statistical information as to the number and type of sites managed and visited. Also provided were details of occupancy levels across the estate and budgeted rental income receipts together with projected figures. Paragraph 2 of the report set out in further detail examples of compliance servicing and repairs and necessary annual reviews, with these being noted as: fire, gas and electrical safety; legionella; asbestos; air conditioning systems; lifts and lifting equipment; and fall arrest systems.

In response to whether tenants could report any issues directly themselves by accessing and using the Council's bespoke web-based application, Concerto, the Business Manager advised that tenants were offered that facility.

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

61 COST OF LIVING PRESENTATION

The Committee considered the verbal update provided by the Director – Housing, Health & Wellbeing relating to the Council's response to the Cost of Living Challenge. The Director advised that the Council's response to this so far had focussed on four elements: residents; tenants; businesses; and colleagues. She further advised that more specific initiatives were currently being discussed and that these would be presented to Cabinet in February for consideration.

AGREED (unanimously) that the verbal update be noted.

62 HOUSING STRATEGY PRESENTATION

The Committee considered the presentation delivered by the Housing Development Officer which sought to provide Members with details of the development of a Housing Strategy which would demonstrate the Council's vision for housing and also outline issues and actions on housing delivery. It was noted that whilst it was not a statutory document, it would support and link into a number of other policies and strategies e.g. the local plan and would provide RP Stakeholders, developers/applicants and residents with a clearer picture of the Council's priorities and funding.

Contained within the presentation were details of housing within a national context, together with policy and legislative drivers. Also included were details of work already undertaken from a local context together with key housing facts from within the district and the key findings of that work. It was noted that three themes had emerged:

Theme 1 – enabling housing growth and regeneration;

Theme 2 – meeting the district's housing needs and aspirations; and

Theme 3 – driving excellence in housing standards across tenures.

Members welcomed and supported the development of a Housing Strategy, noting that it would offer opportunities for collaborative working with partners. Members noted that some of the proposals were contrary to the Council's Local Plan and queried how this would be resolved. In response, they were informed that the Strategy's development would involve working with the Council's Planning Policy & Infrastructure Business Unit on such issues.

In response to a Member raising the issue of the cost of utilising emergency accommodation, the Director – Housing, Health & Wellbeing advised that new emergency accommodation was currently being developed in Newark, following which a review would be undertaken of the emergency accommodation at Wellow Green.

AGREED (unanimously) that the presentation be noted.

63 CUSTOMER STRATEGY WORKING GROUP

The Chairman of the Customer Strategy Working Group, Councillor Peter Harris, provided the Committee with a verbal update on the work of the group undertaken to-date.

He advised that two meetings had taken place, with the third happening the following day. He noted that the input from the Tenant Engagement Group representative had been valuable. The main themes that had emerged so far were noted as:

How the Council engaged with its customers;
How that engagement took place (how do they get in touch);
How are enquiries handled;
How can the Council constantly improve their engagement with customers.

Councillor Harris stated that a pilot project may be developed in conjunction with the relevant Portfolio Holder, with the final report and recommendations being present to Cabinet, possibly in March or April 2023. He also advised that the report which was to be considered by the Working Group the following day would be circulated to Members of the Committee, asking them to forward their comments to feed into the Groups considerations.

AGREED (unanimously) that the verbal update be noted.

Councillor Harris left the meeting at 19:45 hours

64 CABINET FORWARD PLAN (JANUARY 2023 TO APRIL 2023)

NOTED the Forward Plan of the Cabinet for the period January to April 2023.

65 MINUTES OF CABINET MEETING HELD ON 1 NOVEMBER 2022

NOTED the Minutes of the Cabinet meeting held on 1 November 2022.

66 MINUTES OF CABINET MEETING HELD ON 6 DECEMBER 2022

NOTED the Minutes of the Cabinet meeting held on 6 December 2022.

67 MINUTES OF CABINET (PERFORMANCE) MEETING HELD ON 20 DECEMBER 2022

NOTED the Minutes of the Cabinet (Performance) meeting held on 20 December 2022.

68 MINUTES OF EXECUTIVE SHAREHOLDER COMMITTEE HELD ON 20 DECEMBER 2022

NOTED the Minutes of the Executive Shareholder Committee meeting held on 20 December 2022.

69 ITEMS FOR NEXT AGENDA

NOTED the items listed for future meetings.

Meeting closed at 7.50 pm.

Chairman

POLICY & PERFORMANCE IMPROVEMENT COMMITTEE

30 JANUARY 2023

APPENDIX TO MINUTES

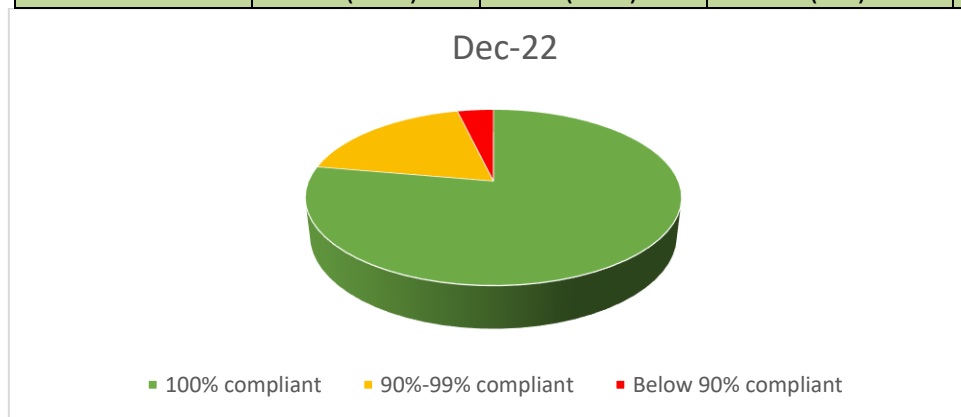
Compliance Performance Briefing Note – Quarter 3 – 2022/23

Below is the performance of housing compliance services at the end of December 2022, focusing on exceptions performance, which is outside the Councils target parameters. This performance relates to the Council's legal and regulatory landlord responsibilities for 27 building safety measures including fire protection, gas, asbestos, electrical and water as well as summarising details of the Council's housing stock.

These 27 indicators are "RAG" rated, as follows:

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

Month	Compliant	90% -99% compliant	Below 90% compliant	Total
June 2021	20 (74%)	4 (15%)	3 (11%)	27
Sept 2021	19 (70%)	5 (19%)	3 (11%)	27
Dec 2021	20 (74%)	5 (19%)	2 (7%)	27
Mar 2022	23 (85%)	4 (15%)	0	27
June 2022	20 (74%)	6 (22%)	1 (4%)	27
Sept 2022	18 (67%)	6 (22%)	3 (11%)	27
Dec 2022	21(77%)	5(19%)	1(4%)	27



Housing Compliance Performance Exceptions


- **Gas Servicing – AMBER.** 26 properties - 99.5% compliant
- **Oil Servicing – RED** 32 homes not completed, 6 in a legal process
- **EICR certifications less than 5 years old – AMBER.** 109 properties without certification less than 5 years old, 46 of these in an enforcement process (plus HouseMark indicator)
- **Stairlift Servicing – AMBER** - 3 stairlifts outstanding through non access
- **Hoist Servicing – AMBER** - 1 hoist outstanding due to hospitalisation

Fire Safety





	Fire	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
						Annual	Month
1	Type 3 Fire Risk Assessments	139	0	0	0	100% 😊	100% 😊
2	Fire Alarm Testing (including emergency lighting)	6780	540	540	0	100% 😊	100% 😊
3	Sprinkler system	6	0	0	0	100% 😊	100% 😊

Heating Appliance Servicing








	Heating Systems	Annual Target	Target for Month	Total for Month	Out of Compliance	Compliance	
						Annual	Month
4	Valid Gas Annual Safety Inspection	5199	509	483	26	99.5% 😐	94.89% 😐
5	Solid Fuel	22	1	1	0	100% 😊	100% 😊
6	Oil Servicing	205	32	0	32 (including 6 with legal packs)	84.39% 😞	0% 😞
7	LPG Gas Servicing	3	0	0	0	100% 😊	100% 😊
8	Commercial Boilers	4	0	0	0	100% 😊	100% 😊
9	Heat Pumps	89	0	0	0	100% 😊	100% 😊

10	Electric	18	0	0	0	100% 	100% 
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Asbestos Works

	Asbestos	Annual Target	Target for Month	Total to Month	Outstanding	Compliance	
						Annual	Month
11	Asbestos Surveys (Domestic)	333 (Running total 260)	27	27	0	100% 	100% 
12	Asbestos Surveys (Communal)	125 (per 1999 blocks)	0	0	0	100% 	100% 







Electrical Safety

	Electrical 5 Year	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
						Annual	Month
13	Domestic Testing	1161	202	139	63 (and 46 in an enforcement process)	98.8% 	68.81% 
14	Housemark Data - Domestic EICR certified < 5 years old	5545	N/A	N/A	63	98.8% 	N/A
15	Non-domestic Testing	133	0	0	0	100% 	100% 
16	PAT Testing	37	9	9	0	100% 	100% 





Water Safety

	Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
						Annual	Month
17	Legionella testing	194	12	12	0	100% 	100% 
18	Gladstone house Bacteria Testing Potable Water	1	0	0	0	100% 	100% 









Lifting Equipment

	Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
						Annual	Month
19	Passenger and Goods Lift Servicing	96	7	7	0	100% 	100% 
20	Stair lift Servicing	92	21	18	3	96.74% 	85.71% 
21	Hoist Servicing	30	11	9	2	93.33% 	81.82% 

Environmental

	Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
						Annual	Month
22	Play Park Inspections	884	85	85	0	100% 	100% 
23	Tree Surveys	1	0	0	0	100% 	100% 

Blocks

	Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
						Annual	Month
24	General Block Inspections	1212	101	101	0	100% 	100% 
25	Gladstone House Air Conditioning	1	0	0	0	100% 	100% 
26	Gladstone House Commercial Ductwork	1	0	0	0	100% 	100% 
27	Community Rooms	360 (30 c/rooms inspected monthly)	30	30	0	100% 	100% 



Report to: Policy & Performance Improvement Committee Meeting - 6 March 2023

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

Lead Officer: Victoria Endersby, Senior Community Development Officer
victoria.endersby@newark-sherwooddc.gov.uk 01636 655236
Helen Ellison, Senior Health Improvement Officer
helen.ellison@newark-sherwooddc.gov.uk 01636 655990

Report Summary	
Report Title	Community Development & Health Improvement Presentation
Purpose of Report	To give an overview of the work undertaken by Community Development and Health Improvement Team, part of the Regeneration and Housing Strategy Business Unit.
Recommendations	That the Policy & Performance Improvement Committee: (a) receive the presentation on performance to date; and (b) note the content of the presentation.

1.0 Background

The Community Development & Health Improvement Team continue to deliver a diverse range of projects and initiatives to support all residents of Newark & Sherwood. In addition to the generic offer, targeted work continues to take place to support the most vulnerable members of our communities. The overall aim of the team is to create self-sufficient, healthy, thriving and resilient communities.

2.0 Proposal/Options Considered

That Policy & Performance Improvement Committee review the presentation given and note performance to date.

3.0 Implications

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.

Equalities

The work of the Community Development & Health Improvement Teams makes a positive impact across a number of groups protected under the Equalities Act 2012 including: proactive engagement with older people, younger people and members of the Gypsy and Traveller Community. The team also works to enhance opportunities for veterans within the district and residents settled in Newark under resettlement schemes. There are no adverse implications in relation to this presentation.

Background Papers and Published Documents

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



Report to: Policy & Performance Improvement Committee – 6 March 2023

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

Lead Officer: Ryan Ward, Transformation & Service Improvement Officer,
ryan.ward@newark-sherwooddc.gov.uk, tel:01636 655308

Report Summary	
Reason for Report	Performance Report
Report Title	Community Plan Performance for Quarter 3 22/23
Purpose of Report	To present the quarter 3 Community Plan performance report (October – December 2023).
Recommendations	That the Policy & Performance Improvement Committee review the Community Plan Performance Report attached as Appendix 1 and the changes in performance targets for 2023/23 attached as Appendix 2 .

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

Policy & Performance Improvement Committee to review the Quarter 3 Community Plan Performance report (**Appendix 1**) and the 2023/24 (**Appendix 2**).

3.0 Implications

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

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

None



Newark and Sherwood District Council Performance Report

2022-23 Q3

1 October to 31 December 2022



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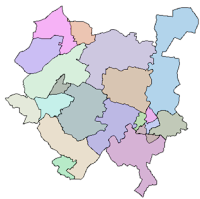
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Introduction

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

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

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



Our District

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

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Our Performance

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

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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

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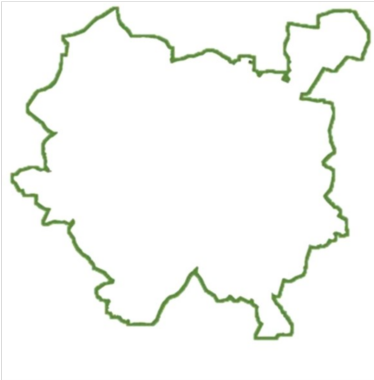
Our Workforce

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 122,956 (14.9% of Nottinghamshire's population).

There are 53,332 dwellings in the district of which 10% are owned by the Council (social housing), 38.5% are owned outright, 31.3% are owned with a mortgage or loan, 13.9% are socially rented and 16.3% are private rented.

92.7% of the district population were born in the UK.

60.5% of the district's population are working age (16 to 64), 17% are 16 years or younger and 22.4% of the population are over the age of 65. For those over the age of 65, this percentage has increased by 3.5% when compared to the 2011 census demonstrating a growing older population.

In terms of socio-economic challenges; 16.2% of households do not own a car or van, 0.8% of households do not have a form of central heating and 19.1% of residents do not have any formal qualifications.

How is our district?

This data tells us something about our district in quarter 3 (October-December 2022). Most of these indicators are not factors we can directly affect, only influence, but they add context to the work we undertake.



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 of last year, commercial applications have increased by 2, residential applications have decreased by 31, non-major applications have decreased by 145 and major applications have increased by 10.

20 commercial planning applications were validated

138 residential planning applications were validated

54 major planning applications were received

751 minor planning applications were received



As of September 2022, 2,000 people were currently unemployed across the District. This is a reduction of 900 since September 2021.



Following the decrease in footfall earlier in 2022, the monthly footfall figure plateaus at around 120,000 visitors per month during quarter 3, with an increase during December 2022 - likely caused by Christmas. However, when compared to footfall in the same period of last year, there was approximately 45% less footfall in quarter 3 of this year. The decrease can also be seen in the national statistics. One possible explanation for this could be the current cost-of-living pressures. Despite this, the dwell time recorded during Q3 has been the highest on record for Newark, suggesting that while less people are travelling to the town centre, those that do are spending more time there.

Interactions with the Council

This information gives an indication of rising demand for council assistance and shows the levels of demand in this quarter:

- **3,088 face to face contacts** were held at Castle House. This is a 516% increase when compared to the same period of last year but covid restrictions impacted 2021. When compared to pre-covid (quarter 3 2019/20), face to face visits have seen a 14% decrease.
- **24,308 calls** were made to the contact centre. This is a 7% decrease when compared to the same period of last year and **7,744 calls** were received by responsive repairs but no benchmark is available for the previous year.
- **7,217 digital web form transactions** were completed by our customers. This performance indicator changed during this quarter and no benchmark is available. This change allows us to more accurately measure our digital channel shift aligning to our digital transformation programme.

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;

- ⇒ Round two of the community grant scheme has now closed. We have now supported 32 groups this year with a total grant spend of £100k. The scheme's flexibility has proved popular with residents, community groups and Councillors, as shown by the number of applications received. Following the success of round two, the Council has approved a further £50k for a third round which is currently open for bids.
- ⇒ The Humanitarian Assistance Response Team's (HART) support system continues to be operational. The direction of HART has shifted from the original focus of Covid response to responding to the Homes for Ukraine programme and supporting residents with the cost of living pressures. In quarter 3, the team received 14 requests for support, compared to 1 request in quarter 1 and 23 in quarter 2. The majority of requests have been related to cost of living pressures, in particular an increase in the number of people requesting emergency food provision.
- ⇒ To date, 40 properties have taken up the offer of installing flood resilience features that will hopefully prevent water damage in their homes and/or mitigate the need for extensive repairs. Features can include the installation of flood gates and raising power sockets to a higher level to prevent the need for rewiring in the event of a flood. This is in response to 2 serious flooding events where we developed the 'Property Flood Resilience Recovery Support Scheme' to assist property owners to improve the flood resilience of their individual properties when they repair them after a flood. In November 2019 there was a event that resulted in over 40 properties at various locations across Newark and Sherwood suffering water damage. In February 2020, a second flooding episode occurred, mainly confined to Lowdham, resulting in over 100 properties being flooded. The application for Lowdham flood mitigation works has been submitted for planning permission and a decision is expected at the start of February. The scheme still has a funding gap which the Environment Agency is seeking external opportunities to reduce.
- ⇒ The Newark Palace Theatre's gift donation scheme was a success over Christmas. 263 gifts, the highest figure in the three years that Palace Presents has been running, were dropped off by kind theatre visitors and these were distributed to six local charities; Beaumont House Hospice, Emmaus Trust, YMCA Newark, HUG – Help Us Grieve, Newark Women's Aid and Think Children.
- ⇒ 2 communities have now benefited from Speedwatch initiatives. In total, 5 sessions were undertaken in Southwell which resulted in 67 letters being sent to drivers who were exceeding the speed limit. 3 sessions have also taken place in Wellow and no excessive speeds were recorded. We have also received enquiries from East Stoke, Thorney, Collingham, and Hawton, with a view to establishing Speedwatch groups in these areas. Training and familiarisation sessions are now being organised with the interested communities.
- ⇒ In line with our digital declaration, we continue to promote digital workshops to upskill tenants in their digital skills. Tenants are taking up the opportunity to use the digital equipment at the weekly drop-in sessions at the Hub and two sessions are planned for the next quarter. Our hybrid engagement meetings are proving successful as these enable tenants to join meetings remotely and 15 tenants have participated using this method so far.
- ⇒ The second live Community Lottery draw took place in December 2022 with six good causes each being awarded £500. These good causes included Newark Brazil FC, Newark Breast Cancer Support, Sherwood Archers, Bilsthorpe Emergency Team, Newark R+M Cricket Club and Newark District Community First Responders.
- ⇒ During quarter 3, one additional good cause signed up to the lottery, 'the Robin Hood Theatre Company'. We continue to monitor weekly ticket sales as these have seen a slight decline. The most recent week saw 988 tickets being sold, compared to 1,002 in the previous quarter. The current projection for the year is a total of £30,825 being generated for good causes which a slight reduction on the quarter 2 projection of £31,262. This drop is likely a result of residents cutting back on non-essential direct debit payments caused

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



by the current cost of living pressures.

- ⇒ The Local Influence Networks met in October with 16 tenants taking part across the district. The focus of these networks was the government request for consultation on the Social Housing Rent Cap. The chairs also attended the Tenant Engagement Board in November where it was agreed to establish a working group to review how we deliver our annual gas servicing programme.
- ⇒ In terms of wider engagement, we have had 380 interactions with tenants during this quarter with 23 tenants becoming involved on a more formal basis and 46 first time contacts. Tenants have been involved in the Social Housing Rent Cap consultation, a Recycling Event at Southwell, consideration of a new approach to supporting tenants who are hoarding and a review of the Tenancy Agreement.
- ⇒ The 2022 'Fun Palace' at the National Civil War Centre was a success with more than 300 people attending the community event, many of whom were new to our service, with excellent feedback on the day. The community event was held on the 1st October with activities including;
 - games for multigenerational family groups,
 - cake and biscuit decorating for adults and children in the Byron Room,
 - Newark Circus Club ran circus skills in the Tudor Garden,
 - and there was ninjutsu and Scottish country dancing in the Tudor Hall.



The Newark Palace Theatre's gift donation scheme

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, eight priority projects were identified for funding. The projects continue to move forward and be delivered with progress as follows;

- The Construction College welcomed a second cohort of students in September 2022. So far 78 students have enrolled on the programmes, and 3 students have been offered full time positions at one of the partner companies.
- Building contractors started on site at the Air and Space Institute (ASI) at the end of October 2022 and are on track to complete construction by January 2024.
- The Outline Business Case for the Gateway project was completed and assured in December 2022, in time for the government's deadline. The project is to develop the Newark Gateway site, which will create inward investment, new employment opportunities and increase further education and training provision. The plans for the remainder of the site include a Smart Innovation, Supply Chain and Logistics Zone (SiScLog) and potential relocation and expansion of the lorry park. The Full Business Case for this project will be developed in early 2023.
- 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, and the tenders for the main construction contract have completed Stage 1, with the second stage expected in January 2023 and officers evaluating the tenders in quarter 4.
- The Cycle Town project is progressing well with three docks already installed, one at Castle Station, one at Newark Bus Station and one at the new development at Middlebeck. The installation of the fourth dock, at Newark Northgate Station is expected in early 2023. . We are currently pursuing the possibility of installing a fifth dock at the location of a large local private business. Additionally, we are working with Brompton to promote the Brompton offer to other local businesses, including targeted promotional campaigns and we hope to organise site visits and bike demonstrations in the Spring
- 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 full business case will be developed and submitted by December 2023 which if successful following their review, we will receive the required funding to deliver this project. A new project manager post for the Castle Gatehouse project has been created and is now filled, offering dedicated support for ongoing delivery.
- Over 390 retailers from around the town have been invited to two retailer engagement sessions in January 2023. These sessions are to get their feedback on proposals and kickstart better ongoing communication with Newark's town centre businesses. The Outline Business Case for the Newark Cultural Heart project has been completed and the aim is to develop the full business case by May 2023. The new post of Project Development Officer has been filled, and recruitment for an Events Officer will start in January 2023.
- Funding of £31million has been secured for the Newark Southern Link Road. Tender returns from contractors are currently being assessed, with the hope that work will start on site in January 2023 for completion in late 2024.

⇒ We successfully received the allocation of £3.28 million from the government's UK Shared Prosperity Fund to support communities and town centres. We are now inviting eligible local organisations to apply for support with the delivery of projects and programmes that help to build pride in place, boost productivity and create employment opportunities. This may include initiatives such as volunteering programmes, neighbourhood improvement projects, business support services, new skills courses or initiatives to support health and wellbeing.

How are we performing against our objective to...

Deliver inclusive and sustainable growth



- ⇒ Not only are we supporting the delivery of the Southern Link Road, we continue to lead, shape, influence or in some cases directly deliver other key required infrastructure including;
 - National Highways public consultation on the A46 Newark Bypass Project occurred in this quarter. The District Council along with around 500 consultees responded. We have been working in collaboration with National Highways discussing the results of the consultations and a limited number of design changes are now being considered. Once they have consulted on these with relevant stakeholders, National Highways will submit the proposal to the Planning inspectorate who will consider the scheme, provide any comments and objections with a hopeful outcome that they will then approve the scheme.
 - We are in discussion with National Highways and their consultants Amey to produce an options appraisal and design works for the A1 Overbridge.
- ⇒ Round 1 of the 'Business Growth and Resilience Programme', a programme linking business service specialists with local businesses in four key business sectors (manufacturing and construction, accommodation, retail, food and beverage and health and social care) closed at the end of August. The funded work was delivered in quarter 3 and its impact is beginning to show. 80 businesses participated in the programme receiving mentoring and support, and 60 were awarded grant funding to grow or build resilience. Of those businesses awarded funding, 43% were from the retail sector and 30% from the manufacturing and construction sector. This programme enabled 284.5 jobs to be safeguarded and created 108.5 new jobs.
- ⇒ We have been supporting Newark Town Council to develop an Event Plan for 2022-2025 with new and enhanced events to drive up footfall, dwell time and promotion of the Town. The Christmas lights switch on was a success with a 57% increase in visitors compared with the average Sunday footfall. Similarly, the Christmas market event saw a 9% uplift on an average Saturday figure and was well received by local businesses.
- ⇒ Transformative work on the Buttermarket in Newark town centre is nearing completion as part of our work to transform the building. Following the restoration and renovation of the mezzanine, 'Inspire: Culture, Learning and Libraries' have now taken occupancy. They are running adult educational courses, workshops and events which has brought vibrancy and footfall to the upper floor. Flexible retail and community pods for the atrium space will be delivered once the refurbishment work to the building has been completed.
- ⇒ 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;
 - We delivered the annual Economic Growth Conference at Southwell Racecourse on 14 October 2022. Over 90 individuals attended from businesses and education providers across the district and the wider East Midlands area. Attendees were surveyed on their experience and 87.50 % of those who responded to the survey said they would recommend the conference to others.
 - We attended and promoted Newark and Sherwood at the annual network exhibition 'East Midlands Expo' in Nottingham. The exhibitors included Property, Construction, Professional Services, Finance Businesses and Local Authorities.
- ⇒ We supported an engagement and master planning workshop for Sherwood Forest Corner in September 2022, and now continue to work closely with key partners including Nottinghamshire County Council and the RSPB to develop a strategy for the area and consider options for the masterplan. This masterplan will help us to increase visitor numbers and improve on their experiences.

Measuring Success



Spotlight benchmarking

As of September 2022, the unemployment rate in Newark and Sherwood was 3.0% which is a 0.5% reduction since June 2022. Whilst the unemployment rate for England is 3.9% which is a reduction of 0.2% when compared to the same period.

	Quarter 3 20/21	Quarter 3 21/22	Quarter 3 22/23	Target 22/23
The performance of our assets which contribute to the economic growth of the district				
Year to Date Indicators				
Total number of admissions - National Civil War Centre	1,913	5,932	9,821	7,500
Total number of admissions - Palace Theatre	0	20,840	38,365	22,500
All Other Indicator Types				
Newark Beacon - % of occupied units	73.0%	85.0%	92.8%	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	94.0%	100.0%	95.0%

Exploring our performance...

Following the same trend as the previous quarter, all performance indicators remain in a positive position and above target across our 'deliver inclusive and sustainable growth' objective.

The recovery post pandemic continues with admissions to the National Civil War Centre remaining above target by 1,321 admissions. These visitor numbers are also well in excess of last years performance, by 1,568 admissions. The Palace Theatre admissions are also exceeding their target by 15,896. Our pantomime Cinderella broke all previous ticket sales records, with nearly 18,000 people enjoying the show across the festive period. We also partnered with the Holiday Activities and Food Programme to provide 160 tickets to families, alongside a hot meal and fun craft activity.



Palace Theatre Cinderella Pantomime



Newark Christmas lights switch on

How are we performing against our objective to...

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



- ⇒ We have welcomed 137 households to the District since the Homes for Ukraine Scheme opened earlier this year. This has included 7 new households arriving in this quarter. The impact of the Homes for Ukraine Scheme, along with the new Asylum Dispersal requirements from central government (on top of our existing Afghan and Syrian resettlement commitments) has led to the council pro-actively increasing our capacity to manage resettlement cases. We are also recruiting a new Resettlement Coordinator and two caseworkers to increase capacity in the team. These posts will be funded through specific Homes for Ukraine funding and will provide stability and ongoing support for households within the scheme, over the next two years. We have also undertaken over 50 home visits to households settled in the District – ensuring their ongoing support and helping them to secure longer term housing once their initial placements ends.
- ⇒ The replacement temporary accommodation on the former Seven Hills site, now to be known as Alexander Lodge, is progressing well. The contractors are working on making the three main buildings watertight which includes roofing, brickwork/structure, doors and windows. They are on track for phase one handover by April 2023 when the phase of internal fit is anticipated to commence.
- ⇒ A Draft Amended Allocations & Development Management (DPD) was published for a period of representation (which closed on January 9th). A representation period allows people who feel that the DPD is not 'sound' under the terms of the Planning Regulations the opportunity to have a 'representation' on the matter to the Council. The plan includes a number of sites to accommodate the Gypsy and Traveller community.
- ⇒ Our 'Starting Well' project to improve the success of tenants in new homes continues. The Early Intervention and Credit Union strands of the project continue to progress. Rent arrears performance remains strong with the focus on early intervention having a positive impact. As the cost of living challenges continue, it is important that the focus on early intervention continues to get support to tenants as early as possible. The Ready to Move (R2M) process review has progressed with a project team now established and the review of the process underway.
- ⇒ The Housing Revenue Accounts Development Programme has been slightly delayed following the liquidation of Woodheads Construction earlier this year, the. There are currently 39 properties being built and a further 39 properties will complete in the 2023-24 year, likely in the winter of 2023. This year marks the last of the five phase development programme. Options for a new programme are actively being considered and factored alongside; the council's requirements to decarbonise its stock, anticipated outcomes from the full stock condition survey of council housing and the need (and cost associated) to meet enhanced local and national standards for development.
- ⇒ Since April 2022, 137 applications for housing proposals fell within the development types Major Developments Dwellings and Minor Development Dwellings, of which 92 were approved. 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. We continue to negotiate with developers on proposals submitted at both pre and full planning application stage in order 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 Council's Tree/Landscaping Officer is providing a proactive approach to landscaping advice, working with colleagues and applicants/agents.
- ⇒ Quarter three in our Housing with Care schemes saw a focus on preparations for, and celebrations of, Christmas. At Vale View some residents took part in wreath making and others joined in a Christmas party where entertainment was provided. At Gladstone House, two carol services were provided by children from two local schools and a raffle was organised by residents themselves with many prizes being donated. Whilst at Broadleaves, residents enjoyed a great Christmas party.

How are we performing against our objective to...

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

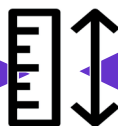


- ⇒ Community Chest bids were successfully made to improve the dining room at Vale View and the garden areas at Gladstone House. It is therefore hoped more residents will be encouraged to have their lunch and enjoy sitting in the garden once the weather improves. Community Chest is a grant scheme providing funding up to £1,000 for community projects that aim to make social housing areas Cleaner, Safer and Greener.
- ⇒ During December 2022 the Council activated the severe weather emergency provision, providing emergency accommodation to rough sleepers in the district. As part of the placements, we have accommodated 3 individuals into the house of multiple occupation (HMO) created in Newark and placed a further 3 into bed and breakfast on a short-term basis. Longer term accommodation solutions and housing advice have been discussed with all those accommodated, and work continues with those in the house of multiple occupation.



Tenant Christmas event in Clipstone

Measuring Success



	Quarter 3 20/21	Quarter 3 21/22	Quarter 3 22/23	Target 22/23
Year to Date Indicators				
Number of all tenants who have been evicted for rent arrears	0	2	1	3
Number of evictions (anti-social behaviour)	1	2	3	Trend (increasing)
The performance of Arkwood, our property development company, which contributes to this objective				
Arkwood - number of units delivered	New for Q3 21/22	8	44	Trend (Increasing)
Arkwood - plots commenced	New for Q3 21/22	43	87	Trend (Increasing)
All Other Indicator Types				
Average time spent in temporary accommodation (weeks)	10.8	11.7	9.1	13.0
Average time (days) to re-let Council properties	33.0	26.9	28.0	28.0
% of rent collected from current tenants as a % of rent owed	100.5%	98.4%	99.0%	98.5%
Average "End to End" time for all reactive repairs (calendar days)	8.5	11.7	17.6	11.0
% of repairs completed at first visit	97.0%	92.0%	90.3%	93.0%
% of planning applications (major) determined in time	New for Q1 21/22	95.0%	87.5%	90.0%
% of planning applications (non-major) determined in time	New for Q1 21/22	96.0%	93.4%	90.0%
Average number of working days to process housing benefit change in circumstances	9.3	3.6	4.5	6.0
Average number of working days to process new housing benefit claims	19.3	19.3	19.0	17.0
Amount of current arrears as a % of annual rent debit	2.15%	2.00%	1.66%	2.20%
Amount of current arrears	£522,438	£469,833	£412,077	£500,000
% of all tenants who have been evicted for rent arrears	0.00%	0.04%	0.02%	0.05%
% of housing complaints resolved within agreed timescales	New for Q1 21/22	84.0%	92.0%	100.0%
% of homes with a valid gas certificate	New for Q4 21/22	New for Q4 21/22	99.5% (26 out of 5,199 households)	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	98.9% (63 out of 5,545 households)	100.0%

Exploring our performance...

The average "End to End" time for all reactive repairs remains higher than target by 6.6 days. However, we have changed our priority time scales from 6 to 3 tiers (now Emergency, Routine or Planned) and the vast majority of repairs fall into the routine category (normally completed within six weeks). It will therefore continue to be a challenging target and one that will be reviewed as a part of the 2023/24 business planning process to account for the priority 2 repairs having a six week target response time (42 days). The level of performance has also declined when compared to the same period of last year where it was at 11.7 days compared to this quarter at 17.6 days. We anticipate that this performance will remain around 17/18 days for the rest of this year. Funding is in place to help reduce the number of live repairs and progress will be reviewed in quarter 1 of 2023/24. The repairs service will be the priority for further improvements next year including a renewed focus on addressing and preventing damp and mould and understanding the implication of the Stock Condition Survey asset investment on our repairs service.

Albeit below target of 100%, the percentage of properties with a valid gas compliance certificate has made significant improvements when compared to last quarter of 87.5%. The current performance equates to 139 of the 5,199 properties requiring a valid gas certificate being without a certificate. Of those 139, 113 are in an enforcement process where the tenant has not allowed us access to the property, leaving 26 properties out of compliance with the gas regulations.

For Electrical Installation Condition Reports (EICRs), there are 5,545 properties requiring a certificate with 63 properties having a certificate over 5 years old. Of these 63, 40 are now in an enforcement process where tenants have not allowed us access to the property and for the remaining 23 an extra engineer has been secured to catch up on the outstanding programme. Once this outstanding programme is complete, this will bring us 6 months in advance for all EICR's over the next 4-6 months.

The performance of the processing of housing benefit new claims and council tax support has been reviewed in the Our Customers section of this report.



**Our
Customers
said:-**

"I had a repair carried out at my bungalow by a Joiner employed by you. The double glazing glass panel in my back door had blown and was showing condensation inside the glass. He is an excellent joiner, very thorough and professional. He has done several repairs at my bungalow before and has always done an excellent job"

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;

- ⇒ Continuing with the 'Not in Newark and Sherwood' Campaign, the following environmental crime activity has taken place during quarter 3 and we have issued fixed penalty notices for the following offences:
 - 42 Fly tipping FPNs
 - 828 Littering FPNs (23 were by us directly and 805 by our enforcement partner WISE)
 - 16 FPNs for failure to produce a Waste transfer notice
 - 9 Dog fouling FPNs 9 (1 was by us directly and 8 by our enforcement partner WISE)
 - 1 Fly posting FPNs
- ⇒ Since the start of the WISE contract, 3,680 fines have been issued across the district as a result of 7,276 hours of patrol.
- ⇒ The Council has also undertaken two prosecutions. The prosecutions related to fly tipping and resulted in total fines of £3,646. In one case the offender was arrested in Cambridgeshire and brought back to Nottinghamshire to face justice and received a fine of £2,488.
- ⇒ An intensive program to help make Balderton 'Cleaner, Safer, and Greener' was undertaken by the District Council's Street Scene team. The team conducted a Winter Focus Week between Monday 5 December to Friday 9 December, dedicating their time and resources to tackling problem areas and performing maintenance work in the area. The packed program of improvements and maintenance included:
 - 10 new street litter bins being fitted,
 - 2 public walkways were cleared of overgrown vegetation on behalf of Notts County Council,
 - 9 areas of street graffiti cleared,
 - Garage areas deep cleaned,
 - Various road and paths swept of detritus and leaves,
 - Litter picking of surrounding rural road verges
 - Play equipment deep cleaned at Grove Street, Clipsham Close, Mead Way and Southfields play areas,
 - Shrubbery and hedging were pruned across parks, open spaces and communal greens, and
 - The Street Scene team was also joined by officers from the Environmental Enforcement team, who issued three fixed penalty notices (FPN) for littering and another FPN for fly-tipping.
- ⇒ Work is continuing with the implementation of the Green Champions Scheme. All the equipment is now in the depot stores ready to be distributed and ICT have almost completed work on the new forms which will be linked with the 'My Account' system allowing champions to easily request equipment and report full bags for collection. This year to date, 380 volunteers have collected 298 bags of litter at sites across the district.
- ⇒ During this quarter, the Public Protection team received 8 complaints about overgrown or untidy gardens, all of which led to a visit and a range of enforcement actions being taken, depending on the individual circumstances. This ranged from verbal advice to serving a formal notice requiring action to be taken.
- ⇒ To discourage future offending we have started the first of several sessions conducting work with a local restorative justice team. Restorative justice is designed to provide an opportunity for the police to deal with appropriate low-level offences without going through formal criminal justice sanctions, which could result in a young person having a criminal record for what could be a momentary lapse of judgement. In November, Youths responsible for vandalising Sherwood Avenue Park, Newark, with graffiti spent a day cleaning up the site.



How are we performing against our objective to...

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



⇒ 2022/23 marks the second year that the Council have delivered a grounds maintenance service for the housing revenue account (HRA) and performance has continued to be high with all areas scoring within the “perfect –complete to specification” category. Of the 90 site inspections, performance has generally seen a marginal improvement when compared to the same period of the previous year (see table below). Scoring is broken down into 5 levels of scoring with 1 being ‘perfect. complete to specification’ and 5 being ‘requires rectification within 24 hours’.

Performance Outcomes of Monitoring Inspections for the Maintenance of Housing Land (HRA)

Service Area	Q3 2021/22	Q3 2022/23
Grass	1.32	1.30
Litter and Bins	1.11	1.19
Garage Site	1.66	1.33
Shrub Bed Maintenance	1.83	1.63
Weed Control	1.65	1.45
Hedge Cutting	1.70	1.54

Measuring Success



	Quarter 3 20/21	Quarter 3 21/22	Quarter 3 22/23	Target 22/23
Year to Date Indicators				
Number of fly tipping incidents	1,246	1,202	1,129	1,350
Number of fly tipping enforcement actions	499	1,245	1,845	1,538
All Other Indicator Types				
% fly tipping incidents removed within 72 hours	74.6%	72.0%	95.9%	75.0%
% of household waste sent for reuse, recycling and composting	32.0%	37.3%	Waiting for External Data	40.0%
Number of missed bins (per 100,000 population)	New for Q1 22/23	New for Q1 22/23	43.1	45.0
Total number of garden waste subscriptions	14,542	16,694	19,188	17,000
% level 1 graffiti incidents removed within 36 hours	33.3%	100.0%	100.0%	100.0%
% level 2 graffiti incidents removed within 10 days	New for Q1 22/23	New for Q1 22/23	100.0%	90.0%
% of failing sites - street and environmental cleanliness - litter	2.8%	0.9%	1.1%	2.8%
% of failing sites - street and environmental cleanliness - detritus	3.2%	0.7%	1.5%	1.8%

Exploring our performance...

Performance across the ‘Continue to maintain high standard of cleanliness and appearance of the local environment’ objective remains strong with all indicators green. The quantity of garden waste subscriptions is 19,188 and 2188 above target which means that even more waste is diverted away from landfill. The % of level 1 graffiti incidents removed within 36 hours has made significant improvements when compared to last quarter from 95.8% to 100% in quarter 3 performance.

How are we performing against our objective to...



Enhance and protect the district's natural environment

What we have been doing this quarter;

- ⇒ The target to plant 10,000 trees has been passed and we are now working closely with our seconded officer at the Sherwood Forest Trust to identify new sites suitable for planting using the Trees for Climate Fund. The councils free tree scheme also returned for a fourth year and launched in December where households could apply for up to two trees, either Goat Willow or Wild Cherry.
- ⇒ Quarter 3 also saw the Council's Tree Strategy gain approval from cabinet. It is now being prepared for external consultation. This strategy sets out the District Council's ambition for managing, protecting and caring for the district's trees as well as outlining how it will plant more trees in the future. The strategy consider the trees and green spaces on Council managed land, but also those in urban areas, parks, woodlands and farmland as well, understanding the crucial role that these play in the creation of natural habitats.
- ⇒ 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.
 - As laid out in the Council's Climate Emergency Strategy action plan, the Council is working to improve its energy efficiency and reduce its overall carbon footprint by installing solar panels at 5 sites. We have signed the install contract with works on site commencing in the Spring. 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.
 - 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 greening of our fleet of vehicles.
 - We are part of the Nottinghamshire wide Green Rewards App which is an online platform designed to incentivise and encourage residents to undertake positive behaviour change by enabling users to log carbon reducing activities and gain points for these activities (which equate to prizes). The scheme has been live for nearly a year and continues to be successful with 437 households signed up. Work is ongoing to promote the app throughout the year in partnership with the other Nottinghamshire authorities, and we will continue to utilise the App throughout 2023.
- ⇒ This quarter we delivered 4 focus groups at Kings Court, Gladstone House, De Lacy Court and Castle Brewery with 54 residents. These groups have been set up to talk about recycling in multiple occupancy areas with an aim to maximise recycling across all types of homes.
- ⇒ Further stakeholder engagement has been undertaken over the last 3 months to inform the work of the draft masterplan for Forest Corner and an update to the Tourism Action Group is planned to be delivered in quarter 4. This plan demonstrates how we will connect residents and visitors with the nature, landscape and wildlife of Sherwood Forest. The work is overseen by an internal project team in close collaboration with lead stakeholders Nottinghamshire County Council and the RSPB.

Measuring
Success



	Quarter 3 20/21	Quarter 3 21/22	Quarter 3 22/23	Target 22/23
All Other Indicator Types				
Number of carbon reduction projects currently in progress	New for Q1 21/22	8	7	Trend (Decreasing)

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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 projects funded by Safer Streets 4 continue to be developed and implemented. Work to date includes:
 - St Marks Precinct that has been a hot spot for crime, anti-social behaviour and enviro-crime (graffiti and fly tipping). To prevent this the gating of the basement area serving the precinct has now been agreed and a contractor has been appointed.
 - Target hardening at Tithe Barn and Queen's Court will be delivered by upgrading to a remote video entry system with improved door closure and locking system. Additional consultation with tenants was delivered in December, resulting in some tweaks to the specification. The aim is to be on site in January. So far, tenants have responded positively and approximately 80 properties will benefit from these improvements.
 - Shop Watch is a scheme that helps prevent and detect crime through partnership working, shared communication and local intelligence through the use of radios and a mobile App. So far 55 licenses have been purchased but we have faced some difficulty with signing up the national organisations but only due to a capacity to promote.
- ⇒ The use of deployable CCTV cameras has been used to provide coverage in areas where crime or anti-social behaviour has been prevalent in the district. Cameras have been deployed at locations in Blidworth, Newark, Boughton, Fernwood and London Road. There are currently 5 CCTV cameras deployed to combat anti-social behaviour, 2 in Boughton and 3 in Newark. There are also 2 further requests for CCTV currently being considered.
- ⇒ To help improve the feelings of safety, all Public Protection Staff have now been briefed on referral mechanisms covering a range of agencies that can support vulnerable communities. A range of other frontline enforcement staff have also been identified who would benefit from the same briefing sessions and these are now planned to be delivered in quarter 4.
- ⇒ In Newark town centre, we delivered two separate nights of action. The first was delivered in October, those present were able to speak to the managers of a number of different premises across the town centre seeking views on a wide spectrum of subjects. The use of drugs in licensed premises was raised by several of the premises visited. The premises confirmed that they all had drug policies in place but despite that, recreational drug use is now more prevalent than in the past. It was stated that on occasions the mix of drugs and alcohol had led to the breakout of violence. The lack of visibility of the police during the evening was highlighted as a concern. The feeling was that patrons seeing a police presence in the town was a deterrent to anti-social behaviour and that it added to the feelings of safety within the town. The second night of action was delivered in December and was a joint initiative with the police to address the issues of drugs and alcohol in the night time economy, particularly focusing on violence against woman and girls. Advice was also provided on drink spiking and the preventative measures that can be taken.
 
- ⇒ Our colleagues within the anti-social behaviour housing tenancy team requested assistance to carry out joint patrols following reported issues caused by noise and abusive behaviour in Clipstone. Body worn cameras were used to gather evidence of the behaviour which resulted in warnings being issued to those involved.
- ⇒ The period around Halloween and Bonfire Night can be notoriously challenging due to the amount of anti-social behaviour taking place. The Council's Community Protection Officers and the ASB team teamed up with the Neighbourhood Policing Teams and patrolled together, disrupting the inappropriate behaviour of a



How are we performing against our objective to...

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

group of youths, tackling any anti-social behaviour witnessed and engaged with any young people to educate them about the issues that were being reported locally. Many residents at this time of year are affected by young people throwing eggs, knocking on doors or causing minor damage, the patrols are also in place to offer reassurance to those impacted by these issues.

- ⇒ Foot patrols have taken place in Newark Town with the local policing team following further reports of anti-social behaviour. During these patrols, five males and one female were issued with a direction to leave the town centre and one male received a warning for urinating in the gardens of St Mary's Church.
- ⇒ A project took place to engage young people involved in anti-social behaviour, these people were tasked with completing a Junior Ranger Course at Hill Holt Wood. As of part of this course, seven young people completed a range of educational elements from plant and bird identification to obtaining the Junior Ranger Certificate.
- ⇒ Through quarters 2 and 3, we have been delivering repairs to the target hardening bunds that are in place to deter unauthorised encampments, these repairs are now complete and positive feedback has been received during this process. It is pleasing to see that these bunds now look like they are part of the landscape.
- ⇒ Yorke Drive has been an area of focus through the latter end of the summer and into autumn due to the levels of anti-social behaviour. In addition to the enforcement measures referenced above, events have taken place to reassure residents and provide an opportunity to raise concerns with the Public Protection team. This included an evening Patch Walk with housing colleagues and local Police Beat team on Yorke Drive estate and a Community Safety Event at Beaumont Walk Community Centre in partnership with housing colleagues, Fire Service, and local Police Neighbourhoods Team.
- ⇒ Community protection officers attended an address in Clipstone who had been experiencing incidents of youth anti-social behaviour and was upset and in fear of repercussion and reprisals. It was reported that a young male had been gaining access to the property and riding his bike on the gravelled area to the side of her home. Visits were made on several occasions to ensure that her property was secure, and the right support was in place. This type of work can be time consuming, but it is essential that we offer adequate support and advice, particularly to elderly or vulnerable victims. This issue now seems to have been addressed as no further problems have been reported.
- ⇒ Following reports of anti-social behaviour and a neighbour dispute in Ollerton, an Anti-Social Behaviour Officer and Community Protection Officer visited the area. The residents had reported incidents over an extended period of time emulating from their neighbours and their children. There were reports of intimidation and verbal abuse. To address this, an action plan was developed setting out the actions available to resolve the situation. Neighbour disputes are very common and can be difficult to resolve but working in partnership with colleagues and other agencies assists this process and this issue is now well on its way to being resolved.
- ⇒ In October, the Council joined an event with Nottingham County Council Youth Outreach team at Boughton Young People's Centre for a Halloween event that was attended by over 20 individuals.
- ⇒ In response to engagement work undertaken by one of officers with local young people and young adults on Sherwood Avenue Park, an Extreme Wheels event took place on 29th October 2022. Although the weather was not good, there was a revolving attendance throughout the day with a maximum of around 30 at any one time.



**Our
Customers
said:-**

"I would like to compliment the Civil Enforcement Officer on the professional manner with which he dealt with a very challenging individual on Saturday. The driver was both rude and threatening but he remained calm, professional and courteous whilst he was dealing with

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Measuring
Success

	Quarter 3 20/21	Quarter 3 21/22	Quarter 3 22/23	Target 22/23
Year to Date Indicators				
CCTV - number of proactive incidents	New for Q3 21/22	274	272	300
CCTV - number of reactive incidents	New for Q3 21/22	91	943	938
Fixed penalty notices (number issued)	26	848	2,289	1,125
Community protection notices/warnings (number issued)	21	14	6	19
All other notices/warnings (number issued)	15	12	13	11
All Other Indicator Types				
% reduction in anti-social behaviour - Newark & Sherwood District compared against County area	No Data Received	-23.0%	5.0%	12.0%*
% reduction in all crime - Newark & Sherwood District compared against County area	20.0%	18.0%	-15.0%	-7.0%*
% of businesses in the District with a food hygiene rating of 3 or above	New for Q3 21/22	92.90%	92.50%	83.68%
% of businesses in the District with a 0 star food rating (major improvement necessary)	New for Q2 21/22	0.09%	0.09%	0.16%
% of planned food inspections undertaken in quarter	New for Q1 21/22	51.0%	83.0%	100.0%
% of all programmed inspections completed in quarter	New for Q1 22/23	New for Q1 22/23	79.0%	Trend
% programmed pollution inspections completed in quarter	New for Q1 22/23	New for Q1 22/23	50.0%	Trend

*target is the County average and minus denotes an increase

Exploring our performance...

The number of fixed penalty notices is significantly above target with 896 being issued in this quarter. This equated to 82 being issued by the council and 814 by our contractor WISE. Of those delivered by the council, fly tipping offences received the most attributing to over half of the total issued. For WISE, 805 attributed to littering and 8 for dog fouling.

The amount of community protection notices issued is below target by 13. However, the issuing of warnings and notices are a response to a particular problem. Four Community Protection Warnings were issued this quarter, and these led to the issues being resolved without the need to progress to a more formal route by serving a Community Protection Notice.

The level of anti-social behaviour continues to decrease but has reduced less than the county average, however that reflects the relatively low starting point of district. The levels are now below the figure for the same time last year and are getting close to pre-pandemic levels. For crime in the county, this has increased by 7% and in Newark and Sherwood by 15% when compared to the same period last year. Although this indicator appears negative, analysis shows that crime was down in both November and December. This data needs to be looked at over a 4 year period as the impacts of lockdowns drastically changes these figures, so far this year there have been 304 less crimes than in the same period in 19/20.

The percentage of food inspections undertaken is below target by 17%, but this is intentional as we limit the amount of inspections during the Christmas period to allow premises to work without distraction during their busiest period. This means that the 17% of inspections planned will now pass on to the next quarter.

How are we performing against our objective to...

Improve the health and wellbeing of local residents



What we have been doing this quarter;

- ⇒ During the last quarter we have focused on finalising and getting approval of the new Health and Wellbeing Strategy which was presented to Cabinet on 6th December 2022. The focus for the next quarter and into the next financial year is to develop an action plan to sit under the strategy, ensuring alignment with internal and external partners for delivery of outcomes. To ensure that we identify opportunities to increase and improve communication between partners, and that no one slips through the net, a 'Health and Wellbeing Jamboree' for partners is being held in early February with a focus on 'working well together.'
- ⇒ We continue to work with the YMCA to deliver the Community and Activity Village. Over the last three months, the Council has contributed around £36k investment for the new spectator stands planned for the village, which will add to the offering and provide opportunities for the YMCA to potentially diversify. The Community Development Team also continue to actively support the YMCA through patronage including running a project with Gypsy and Traveller girls based at the YMCA village and using the facilities for the resettlement football games.
- ⇒ In quarter 3, Cabinet agreed to establish a fund of £150,000 to support new and additional initiatives to support tenants, residents, businesses and employees with the rise in the cost of living. In quarter 4, we will be presenting an action plan that will demonstrate how we will deliver this to further support our residents.
- ⇒ This quarter, we have delivered a range of events and activities all of which have a focus on improving the health and wellbeing of our residents, including:
 - Delivered 'wormeries' to all schools across the district – allowing organic waste to be composted and reused by children and young people as fertiliser to grow their own food. This also allows them to learn about sustainability and healthy eating.
 - Undertaking cooking demonstrations at Southwell Town Market.
 - Submitted a bid to Efficiency East Midlands for £10k to support a number of cookery classes across the district with a focus on low-cost healthy eating.
 - Collected a range of toiletries from Birmingham Airport (those that has been confiscated from passengers going through security) and provided these to the local Food and Hygiene clubs/banks to supplement their provision.
 - Delivered a social eating event at Newark College with over 50 attendees.
 - Organised a day trip for veterans' trip to Duxford air museum that was attended by over 40 veterans . This also delivered against our Arms Forces Covenant commitment.
- ⇒ The Green Homes Grant Local Authority Delivery (Phase 2) scheme was completed on 31st December 2022. This collaborative project between the Council, E-ON and Nottingham Energy Partnership has delivered a range of grant-funded energy efficiency improvement measures to 49 low-income households living in poorly insulated homes within the district.
- ⇒ The replacement of the hockey pitch at the Magnus Church of England Academy was officially opened by current Great Britain and England hockey player Shona McCallin MBE. Shona, who is an ex-Newark junior player, then cut the ribbon to officially open the new hockey pitch.
- ⇒ Tenant arrears performance remains strong with performance this year consistently better than last year. As previously reported, we are seeing signs of tenants struggling because of the cost of living challenges, although at this time the impact is not being seen through an increase in arrears. We have previously reported on an increase in failed or cancelled direct debits as an indicator of increased financial stress and we have not seen the sharp increase we were expecting over the last few months but will continue to monitor the situation closely.

How are we performing against our objective to...

Improve the health and wellbeing of local residents



- ⇒ Despite some unavoidable delays due to weather conditions, the work on the refurbishment of the play park at Maid Marion Way in Bilsthorpe has now been completed and the site handed back to the Parish Council from the contractor. The site will be re-opened for community use when the weather improves, and the Parish Council will plan an opening event to officially open the site.
- ⇒ The design team has been working through comments from a range of consultees including residents, planning, highways, the public rights of ways team and Sport England on the Yorke Drive Regeneration Scheme. It is hoped that all concerns have now been addressed and the plans are currently being amended to reflect the comments and issues raised. We expect to be able to resubmit refined layouts in February. During this quarter, we bought back two owner-occupied properties and surveyed residents across the Yorke Drive estate to enhance the social value and community impact of the regeneration proposals. As part of this work a Christmas party for all residents of the Bridge Ward was held – the party attracted families from across the ward, beyond the Yorke Drive boundary and is a step towards better integrating and breaking down perceived barriers with this community.



Spotlight benchmarking

10% of resident adults over the age of 18 smoke compared with 11.5% in the East Midlands (2020)

Measuring Success



	Quarter 3 20/21	Quarter 3 21/22	Quarter 3 22/23	Target 22/23
Year to Date Indicators				
Number of user visits - Active 4 Today (All)	New for Q3 21/22	600,284	725,001	675,000
Number of events held in NSDC parks	New for Q3 21/22	105	181	98
Number of children on environmental education visits to NSDC parks	New for Q3 21/22	780	683	600
All Other Indicator Types				
Live Leisure Centre membership base (All)	New for Q3 21/22	9,855	11,148	11,500

Exploring our performance...

Performance across the improving health and wellbeing objective remains positive with 3 out of the 4 indicators all being above target. The number of events and the number of children on educational visits to our parks both significantly exceed target and is a good result given the time of year and weather faced during this period.

The membership base for our leisure centre remains an amber indicator and below target by 352 memberships. The overall performance reported is positive, in particular, the recovery from the pandemic has seen recovery to 90% of the pre-pandemic membership base. During the initial lockdowns, this loss was significant at approximately 40%.

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.

	Quarter 3 20/21	Quarter 3 21/22	Quarter 3 22/23	Target 22/23
Year to Date Indicators				
Website – NSDC – sessions (total number of views)	399,733	215,747	569,503	300,000
Engagement rate with posts issued on NSDC Facebook and Twitter combined	New for Q1 21/22	835,305	746,000	750,000
Number of digital web form transactions	New for Q1 21/22	28,847	20,099	Trend (decreasing)
% business rate collection	84.6%	85.0%	81.1%	73.7%
% council tax collection	80.2%	79.9%	79.7%	73.1%
All Other Indicator Types				
Telephony - average length of time to answer call (seconds)	New for Q4 20/21	53.0	79.0	60.0
Responsive Repairs - telephony - average length of time to answer call (seconds)	New for Q1 22/23	New for Q1 22/23	60.3	60.0
% invoices paid within 30 days - whole Council	89.6%	97.3%	98.1%	98.5%
% effective response to careline calls within 180 seconds (industry standard)	98.6%	97.9%	99.0%	99.0%
Average number of days to process new council tax support applications	21.1	18.4	20.0	18.0
Average number of days to process council tax support change in circumstances	10.2	11.3	8.0	7.0
Average number of working days to process new housing benefit claims	19.3	19.3	19.0	17.0
Average number of working days to process housing benefit change in circumstances	9.3	3.6	4.5	6.0

Exploring our performance...

The target for answering a call within 60 secs was not met in quarter 3 and performance is slower by 26 seconds when compared to the same period last year. However, the time to answer a call improved significantly when compared to quarters 1 and 2. Just over 1 minute to answer a call is very favourable when compared to other public and private sector bodies. When looking at some other Nottinghamshire based local authorities, they use the % of calls answered within 60 seconds and two of those achieved 46% and 56% in quarter 2 of 2022/23 demonstrating how stretching this target is for us.

Performance of processing new claims for housing benefit and new claims and changes for council tax support all remain below target by 1-2 days. Performance in the quarter is largely attributed to sickness and staff turnover. To try and mitigate these impacts additional resource was requested by an external contractor but this wasn't available immediately. The vacant role has now been recruited to and they are currently undergoing training. Officers are in regular contact with the Performance Development Team (PDT) at Department for Work & Pensions (DWP). PDT measure our performance on not only New Claims and Change of Circumstances but also all other aspects of Benefits work we are funded for. Our overall performance is viewed as good by DWP on all aspects of Benefits Administration. For information, DWP set an upper limit of 30 days for processing new claims and 16 days for processing changes. Performance in Quarter 4 is traditionally the best and to support this, changes are being made to the new claim process to support and drive further improvements in performance.

Customer Feedback

Customer Feedback

Customer feedback is important to us as it allows us to get real time feedback on how we are performing from the people that we serve. This information comes through a range a channels whether that be compliments, suggestions, complaints or through satisfaction surveys—all of these are welcomed as it allows us to then utilise this data to help drive continuous improvements to our services. Customer feedback is important to us as it enables us to get real time feedback on how we are performing from our residents. This information comes through a range a channels whether that be compliments, suggestions, complaints or through satisfaction surveys—all of these are welcomed as it allows us to then utilise this data to help drive continuous improvements to our services. To help improve our response to complaints and how we learn from these, we will be rolling out training on best practice supported by a guidance document that will guide colleagues through the process. These improvements are programmed to be delivered through quarters 1 and 2 of 2023/24.

Over this quarter, we received 38 compliments, 4 suggestions and 70 complaints.

Compliments

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

- Housing and estate management with 5 compliments, predominately themed around caring behaviour from staff and the general support provided.
- Housing maintenance and asset management with 11 compliments with similar themes to the above but also included responsive and quality works.
- Customer services with 7 compliments, with themes around how they dealt with enquiries, calling back promptly and being disability aware.

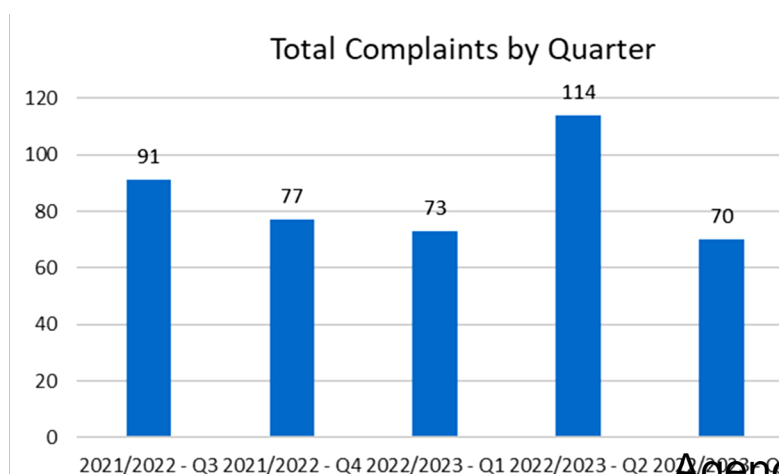
Complaints

In quarter 3 of last year, 91 complaints were raised, this has decreased to 70 for this quarters performance. The services receiving the most complaints were the most front facing, this is a usual pattern and is consistent with previous quarters. The most complaints were about waste and transport, housing maintenance and asset management, housing and estate management and council tax.

Council tax received 6 complaints this quarter which is 8 lower than the same period of the previous year. 50% of these complaints related to decisions made in terms of the customers account.

Housing maintenance received 28 complaints, rising by 13 from the same quarter of the previous year. Themes included; quality of work both internally and through contractors and responsiveness to deal with issues raised.

Housing and estate management received 9 complaints, decreasing by 2 from the same quarter of the previous year. The complaint themes were predominantly around housing list prioritisation, neighbour issues, delays in service delivery and dissatisfaction with officer decisions.



Customer Feedback

Analysis of this customer feedback also enabled us to identify and tackle a specific issue:

Area of improvement...

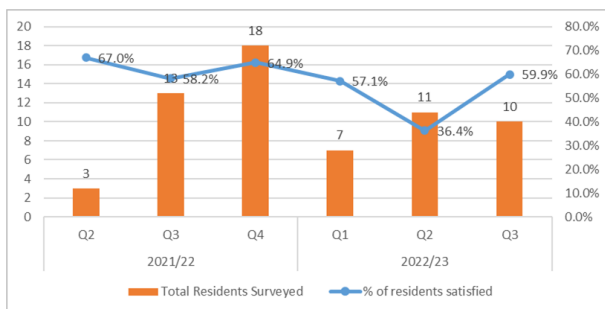
Currently to report a repair a tenant must call or e-mail our repairs team and a follow up call is required to confirm the details of the repair and book an appointment. Tenants have provided feedback that they would like to be able to book an appointment online.

What we have done to improve...

We will soon launch a new online repairs reporting service, in partnership with multiple other Councils. This will allow tenants and leaseholders to book appointments for non-urgent repairs online. The service will be available 24/7 and includes the ability to upload a photo, amend and cancel appointments without needing to call.

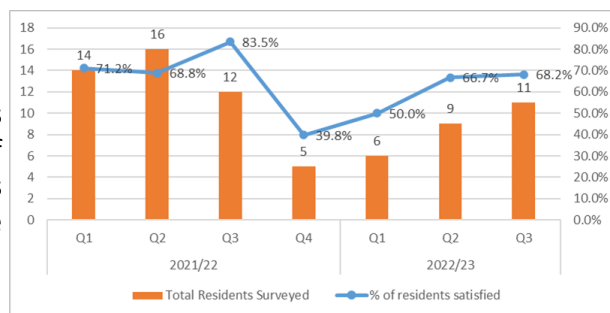
Tenant Satisfaction

Every quarter tenant satisfaction surveys are undertaken by Viewpoint to understand how we are performing for our tenants. Surveys are carried out on a random sample of tenants who received one of our key services. In quarter three, 881 surveys were conducted over 12 service areas, and the average service satisfaction across the areas was 91% (aka 91% satisfied or very satisfied). Services receiving higher than average satisfaction include adaptations, careline, gas servicing, right to buy, customer services and lettings. The areas for improvement were;



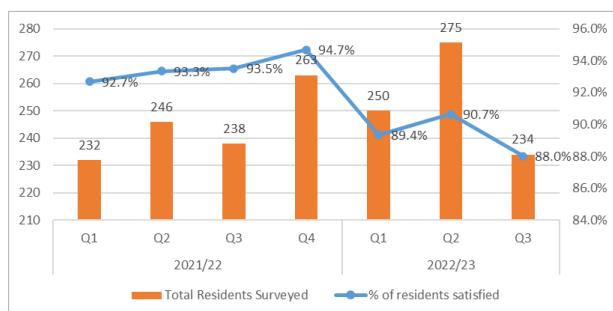
Complaint handling

59.9% of tenants surveyed were satisfied or very satisfied. This is the highest scoring quarter of 2022/23. The amount of individuals surveyed was low but performance remains comparable to the same period of last year. 1 tenant felt our communication was lacking and 3 were dissatisfied with the lack of progress and delays.



Antisocial Behaviour

68.1% of tenants surveyed were satisfied or very satisfied. This marks a drop of 15.3% when compared to the same period of the previous year. In terms of those dissatisfied, 1 tenant was dissatisfied due to a lack of progress, 1 because the issue continues and 1 felt the online form wasn't easy to find or use.



Repairs to tenants homes

88% of tenants surveyed were satisfied or very satisfied. This marks a decrease of 5.5% when compared to the same quarter of the previous year. The main issues raised mirrored previous quarters, these were; lack of proactive communication with the tenant, slow service to deliver, quality of work and general dissatisfaction with the specifics of an enquiry.



Major Works

73% of tenants surveyed were satisfied or very satisfied. This marks a drop of 2.8% when compared to the same quarter of the previous year. The main issues raised were; delays and unfinished jobs (either related to the major works or separate 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

December saw the Serving People Improving Lives Awards which celebrated the Council's fantastic workforce and the outstanding contributions of staff during 2022 across four categories of Apprentice of the Year, Employee of the Year, Manager of the Year and Team of the Year. Staff and teams are nominated by their colleagues based on their embodiment of the Council's values and there were worthy nominations in every category so there was a winner and highly commended in every category.

December was also a packed month of events and activity to get our colleagues in the Christmas spirit and to say an extra thank you for all the work they delivered through 2022. To raise money for Save the Children colleagues wore Christmas Jumpers on the 8th of December. Our housing options team delivered a fantastic raffle and provided treats for sale with all proceeds going to The Rope Walk (a local charity based in Ollerton that provides support for survivors of domestic abuse and homeless households) and the British Heart Foundation. Whilst colleagues at the Palace Theatre delivered their Palace Presents scheme where presents are donated and distributed to local charities and schools.

In October, colleagues in our Probation Team delivered a staff event for Black History Month which celebrates the life of Berry Gordy, the founder of the Motown Record Corporation, and the African American Motown and Soul stars who signed up to his record label. The event was to raise awareness of the struggle of African Americans during the civil rights movements of the 1960s, focusing on the struggle and discrimination Berry Gordy and the Motown recording artists faced. The event provided music, videos, and original Gordy records on display, as well as a display of Motown and soul memorabilia.

We also prepared this quarter to launch this year's Staff Survey. This is something we do on a regular basis to give staff an opportunity to share what it is like to work for the Council and to suggest things that could be done better or differently. This survey will open in January and will be open to all staff. It consists of 37 questions covering the following themes; your job, the Council as an employer, the Council's leadership and management and your sense of job satisfaction and wellbeing, as well as some questions on staff travel to support our work on the green agenda. The intention is to share the results of the survey at a series of Staff Roadshows in March.

Workforce Performance	Quarter 3 20/21	Quarter 3 21/22	Quarter 3 22/23	Target 22/23
Year to Date Indicators				
Average number of sick days per employee (FTE) per year lost through sickness absence	3.8	5.8	5.5	4.5
All Other Indicator Types				
% of staff turnover	10.7%	3.7%	8.0%	10.5%

Exploring our performance...

The sickness outturn of 5.5 is against a target of 4.5 but has made an improvement of 0.3% when compared to the same period of last year. This quarter's performance equates to a total of 1,167.5 working days were lost during this period compared to 1,242.5 working days of the same period of last year so a slight decrease in days lost. In comparison to our East Midlands Council colleagues our performance remains strong.

There were 51 leavers during the period 01.04.22 to 31.12.21, thirteen of which left during quarter 3. Of these thirteen, there were 9 resignations, 2 dismissals, 1 death in service and 1 retirement. 10.5% as a target is a healthy level of turnover, too much turnover and the organisation can lose corporate knowledge and too little turnover and it can become stale.

2023/24 Community Plan Performance Indicator Targets

A review of the Community Plan performance indicator targets for 2023/2024

Summary

For 2022/23 there were 89 Community Plan performance indicators. 67 indicators were targeted with the remaining monitored as trend/demand. Looking forward to 2023/24 there are 8 indicators recommended for removal and 13 new indicators proposed for monitoring via the Community Plan.

For 2023/24, there are 90 Community Plan Performance indicators, 68 of which are targeted with the remainder monitored as trend/demand.

- 61 indicators are trend or have had no changes for 2023/24 – target in black
- 13 indicators have improved targets (more challenging) – target in green
- 4 indicators have decreased targets (less challenging) – target in red
- 7 indicators have target more than 5% lower than current performance – target in purple
- 5 indicators relating to Tenant Satisfaction Measures are awaiting target setting in May 2023*

*Tenant Satisfaction Measures (TSMs) are being introduced in 2023-24 to show satisfaction with housing services. The TSMs replace the Survey of Tenants and Residents (STAR), so some existing indicators will be adjusted to the TSM definition and 5 additional indicators are new to be collected in 23/24. The final STAR is underway, and questions have been adjusted to enable us to use the results (due in May 2023) as a baseline for the TSMs. Targets will be set following in May 2023.

Performance Indicators within 'Our District'				
Indicator	22/23 Q3 (YTD)	22/23 Target	Proposed 23/24 Target	Comment
Number of dwellings completed	Annual Indicator	Trend	Trend	No change
Affordable homes completed	Annual Indicator	Trend	Trend	No change
Number of dwellings committed or under construction	Annual Indicator	6,500	6,500	No change
Number of commercial applications	20	Trend	Trend	No change
Number of residential applications	138	Trend	Trend	No change
Number of planning applications - major	54	Trend	Trend	No change
Number of planning applications - non-major	751	Trend	Trend	No change
Number of face-to-face contacts (Castle House)	9,322	Trend	Trend	No change
Number of phone calls presented to Contact Centre	87,228	Trend	Trend	No change
Number of calls received by Responsive Repairs	19,355	Trend	Trend	No change
Number of digital web form transactions	See final page of document – indicator appears under multiple objectives			

Performance Indicators showing progress against the 'Deliver inclusive and sustainable growth' objective				
Indicator	22/23 Q3 (YTD)	22/23 Target	Proposed 23/24 Target	Comment
% of Town Centre retail premises vacant across the NSDC District	Annual Indicator	9.0%	8.0%	A conservative target with cost of living in mind. 20/21 value was 6.3% and 21/22 value was 6.9%. We need some level of vacant units for businesses to inward invest into or grow into locally and full occupancy creates secondary problematic issues like high rents.
Total number of admissions - National Civil War Centre	9,821	10,000	12,000	Improved target although the forecast for Q4 22/23 is 13,000
Total number of admissions - Palace Theatre	38,365	30,000	48,000	Improved target, the forecast for Q4 22/23 is 51,000, however seasonal fluctuations may produce a lower outturn.
Newark Beacon - % of occupied units	92.8%	85.0%	95%	A considered increase on 22/23 target and current value
Sherwood Forest Arts and Crafts - % of occupied units	100.0%	90.0%	95%	Current performance is at 100%. However, 95% is still a stretching target.
Commercial Property - % occupied units	100.0%	95.0%	95%	Current performance is at 100%. However, 95% is still a stretching target.

Performance Indicators showing progress against the 'Create more and better-quality homes through our roles as landlord, developer and planning authority' objective				
Indicator	22/23 Q3 (YTD)	22/23 Target	Proposed 23/24 Target	Comment
Number of properties delivered through the HRA Development Programme	Annual Indicator	26	No target	Replaced with indicator below
Number of new homes developed within HRA	Annual Indicator	Trend	No target	Outturn in 21/22 was 61. No target to date. Likely to be trend.
Arkwood - total legal completions	Annual Indicator	Trend	Trend	No change
% of HIMO inspections completed against programme	Annual Indicator	100.0%	No target	Indicator to be removed
% of tenants satisfied with overall landlord services (STAR) (TP01 TSM)	Annual Indicator	90.0%	90.0%	Replaced with TSM. No change to target. Outturn in 21/22 was 86.6%
How satisfied or dissatisfied are you that NSDC as a landlord provides a home that is well-maintained?	NEW	NEW	TBC	Await results of STAR 22-23 to set target for 23-24 as this will provide the baseline.

(TP04 TSM)				
How satisfied or dissatisfied are you that NSDC as a landlord, provides a home that is safe? (TP05 TSM)	NEW	NEW	TBC	Await results of STAR 22-23 to set target for 23-24 as this will provide the baseline
% of tenants satisfied with the quality of their home (STAR)	Annual Indicator	90.0%	Remove	Replaced with TSM TP04 & TP05 (shown above as NEW)
% of tenants satisfied that their views are being taken into account (STAR) (TP06 TSM)	Annual Indicator	90.0%	90.0%	Replaced with TSM. No change to target. Outturn in 21/22 was 77.0%
How satisfied or dissatisfied are you that NSDC as a landlord keeps tenants informed about things that matter to them? (TP07 TSM)	NEW	NEW	TBC	Await results of STAR 22-23 to set target for 23-24
% of tenants who agree that NSDC as a landlord, treats them fairly and with respect (TP08 TSM)	NEW	NEW	TBC	Await results of STAR 22-23 to set target for 23-24
% of properties with an energy efficiency (SAP) rating of C or above	Annual Indicator	69.5%	70.0%	Outturn in 21/22 was 67.7%
Number of all tenants who have been evicted for rent arrears	1	3	Trend	Evictions have remained very low, and our focus is to avoid formal action wherever necessary. However, we are seeing tenants start to struggle because of the cost-of-living challenges and this may result in some unavoidable formal recovery action. It does not feel appropriate to target this indicator, so it is a trend indicator to monitor change.
Number of evictions (anti-social behaviour)	3	Trend	Trend	No change
Arkwood - number of units delivered	29	Trend	Trend	No change
Arkwood - plots commenced	87	Trend	Trend	No change
Average time spent in temporary accommodation (weeks)	9.1	13.0	13.0	The target is higher than the latest values because we are expecting pressure in this area due to cost-of-living challenges, and because we are undergoing changes in our temporary accommodation provision. Once the new accommodation has been built this target can be reviewed.
Average time (days) to re-let Council properties	28.0	28.0	28.0	No change
% of rent collected from current tenants as a % of rent owed	99.0%	98.5%	98.5%	No change
Average "End to End" time for all reactive repairs (CALENDAR days)	17.6	11.0	16.0	11 days is unrealistic due to new repair timescales. We have changed our processes moving from 6 timescales to 3. This

				means a lot of work now falls into the 'up to 6 weeks' category where before there was a 5-day and 4-week category. The highest value was in 21/22 Q2 (27.5 days) and all values following this were below 18 days so 16 days is a realistic target.
% of repairs completed at first visit	90.3%	93.0%	93.0%	No change
% of planning applications (major) determined in time	87.5%	90.0%	90.0%	No change
% of planning applications (non-major) determined in time	93.4%	90.0%	90.0%	No change
Average number of working days to process housing benefit change in circumstances	See final page of document – indicator appears under multiple objectives			
Average number of working days to process new housing benefit claims	See final page of document – indicator appears under multiple objectives			
Amount of current arrears as a % of annual rent debit	1.66%	2.20%	2.20%	No change
Amount of current arrears	£412,077	£500,000	£554,400	The new target is higher to reflect rents and services increasing (proposed 5% increase) and in anticipation of challenges of rent collection due to the impact of the cost-of-living crisis.
Number of tenants who have been evicted for rent arrears	0.02%	0.05%	Trend	It does not feel appropriate to target this indicator, so it has been changed to a trend indicator to monitor patterns.
% Tenants satisfied with approach to complaint handling (housing services) (TP09 TSM)	Annual result	90%	TBC	Now a Tenant Satisfaction Measure – target to be confirmed once STAR 22-23 results received.
% of housing complaints resolved within agreed timescales	92.0%	100.0%	100.0%	No change
% of homes with a valid gas certificate (BS01 – TSM)	97.3%	100.0%	100.0%	No change – Now a Tenant Satisfaction Measure
% of homes with Electrical Installation Condition Report (EICR) certificates up to five years old	98.8%	100.0%	100.0%	No change
Performance Indicators showing progress against the 'Continue to maintain high standard of cleanliness and appearance of the local environment' objective				
Indicator	22/23 Q3 (YTD)	22/23 Target	Proposed 23/24 Target	Comment
Number of fly tipping incidents	1,639	1,800	1,800	No change.

Number of fly tipping enforcement actions	1,845	2,050	2,050	No change.
% fly tipping incidents removed within 72 hours	95.9%	75.0%	75.0%	Based on 22/23 figures this target could be more challenging. However, we are expecting an increase in fly tips in 23/24 due to the impact of POPs legislation.
% of household waste sent for reuse, recycling and composting	Waiting for External Data	40.0%	40.0%	No change. The target of 40% has not yet been reached.
Number of missed bins (per 100,000 population)	43.1	45.0	45.0	No change
Number of missed assisted collections	NEW	NEW	Trend	New. A baseline to be determined by in 23/24 to target next year.
Total number of garden waste subscriptions	19,188	17,000	19,500	Stretching target
% level 1 graffiti incidents removed within 36 hours	100.0%	100.0%		To be replaced with incidents not removed – see below
Number of level 1 graffiti incidents not removed within 36 hours.	NEW	NEW	0	New indicator.
% level 2 graffiti incidents removed within 10 days	100.0%	90.0%	90.0%	No change. Consistently 100% outturn so suggest a 95% target
% of failing sites - street and environmental cleanliness – litter	1.1%	2.8%	2.8%	The average for 22/23 (to Q3) was 1.5% therefore this target could be more challenging. However, the way sites are measured is being changed to a higher standard measure. Under this higher standard measure more sites are expected to fail. This process will be used to target action.
% of failing sites - street and environmental cleanliness detritus	1.5%	1.8%	1.8%	No change.

Performance Indicators showing progress against the 'Enhance and protect the district's natural environment' objective				
Indicator	22/23 Q3 (YTD)	22/23 Target	Proposed 23/24 Target	Comment
Number of trees planted in the district	Annual Indicator	10,000		To be replaced by indicators below.
Number of trees planted on council land or partner land (directly planted)	NEW	NEW	600	Over 18,000 trees have been planted or given away since 2019. This was possible due to funding and available land.

Number of trees given away to residents (indirectly planted)	NEW	NEW	1,000	These two factors impact our targets going forward, and thus a target of 1,600 trees planted a year is reasonable.
Number of carbon reduction projects currently in progress	7	Trend	7	To be removed

Performance Indicators showing progress against the 'Reduce crime and anti-social behaviour, and increase feelings of safety in our communities' objective				
Indicator	22/23 Q3 (YTD)	22/23 Target	Proposed 23/24 Target	Comment
% of tenants satisfied with the neighbourhood (STAR)	Annual Indicator	90.0%	90.0%	No change. Outturn in 21/22 was 91.5%
CCTV – number of proactive incidents	272	400	No target	Indicator to be deleted and replaced by new % based on proactive incidents for NSDC – see below
CCTV – number of reactive incidents	943	1,250	No target	
CCTV – Proportion of proactive incidents relating to NSDC responded to by the CCTV control room	NEW	NEW	50%	New PI with provisional target of NSDC to have 50% of the total of all proactive incidents monitored by the control room.
CCTV - Proportion of reactive incidents relating to NSDC responded to by the CCTV control room	NEW	NEW	50%	New PI with provisional target of NSDC to have 50% of the total reactive incidents monitored by the control room
Fixed penalty notices (number issued)	2,289	1,500	2,500	Stretching target
Community protection notices/warnings (number issued)	6	25	25	No change
All other notices/warnings (number issued)	13	15	15	No change
% reduction in anti-social behaviour - Newark & Sherwood District compared against County area	5.0%	County %	County %	No change
% reduction in all crime - Newark & Sherwood District compared against County area	-15.0%	County %	County %	No change
% of businesses in the District with a food hygiene rating of 3 or above	92.50%	English Average	94%	This is higher than the English average for 22/23 as the aim is to increase standards for NSDC above the national average.
% of businesses in the District with a 0-star food rating (major improvement necessary)	0.09%	English Average	English Average	No change
% of food inspections undertaken in year	83.0%	100.0%	100.0%	No change
% of programmed inspections completed (all)	79.0%	Trend	Trend	No change
% programmed pollution inspections completed	50.0%	Trend	Trend	No change
Number of Notices issued relating to private rented properties	NEW	NEW	Trend	New indicator so set a baseline over 23/25 and then target.

Performance Indicators showing progress against the 'Improve the health and wellbeing of local residents' objective				
Indicator	22/23 Q3 (YTD)	22/23 Target	Proposed 23/24 Target	Comment
Number of user visits - Active 4 Today (All)	725,001	900,000	1,000,000	An appropriately increased target considering performance.
Number of events held in NSDC parks	181	130	Trend	Change to trend. Qualitative data will be collected on this measure to contextualise performance.
Number of children on environmental education visits to NSDC parks	683	800	800	No change
Live Leisure Centre membership base (All)	11,148	11,500	11,500	No change. An appropriate target considering performance.

Performance Indicators within 'Our Customers'				
Indicator	22/23 Q3 (YTD)	22/23 Target	Proposed 23/24 Target	Comment
Website – NSDC – sessions (total number of views)	569,503	400,000	400,000	Compared to performance this looks to be a low target, however this is because this year's performance was not usual due to increased use of our website for grants and application schemes. The long-term aim is to look at views over three 'usual' years and use this data to set a target.
Engagement rate with posts issued on NSDC Facebook and Twitter combined	746,000	1,000,000	1,000,000	No change
Number of digital web form transactions	See final page of document – indicator appears under multiple objective			
% business rate collection	81.1%	98.2%	98.2%	No change. Outturn at 21/22 was 98%
% council tax collection	79.7%	97.4%	97.4%	No change. Outturn at 21-/22 was 97.4%
Telephony - average length of time to answer call (seconds)	79.0	60.0	70.0	The target for this indicator has been increased from 60 seconds to 70 seconds to make it achievable and to reflect the current performance. For 2022/23, Q1 was 1 minute 56 seconds, Q2 2 minutes 22 and Q3 1 minute 19. Our aim is to respond to as many enquires as possible at the first point of transfer which does impact on the duration of the phone call.
Responsive Repairs - telephony - average length of time to answer call (seconds)	60.3	60.0	60.0	No change
% invoices paid within 30 days - whole Council	98.1%	98.5%	98.5%	No change
% effective response to careline calls within 180 seconds (industry standard)	99.0%	99.0%	99.9%	Stretching target.

Average number of days to process new council tax support applications	20.0	18.0	18.0	No change
Average number of days to process council tax support change in circumstances	8.0	7.0	6.0	Challenging target considering 22/23 outturn of 8 days
Average number of working days to process housing benefit change in circumstances	See final page of document – indicator appears under multiple objectives			
Average number of working days to process new housing benefit claims	See final page of document – indicator appears under multiple objectives			

Performance Indicators within 'Our Workforce'				
Indicator	22/23 Q3 (YTD)	22/23 Target	Proposed 23/24 Target	Comment
Average number of sick days per employee (FTE) per year lost through sickness absence	5.5	6.0	7.0	The forecast for Q4 is 7.3. Therefore, this is a good, considered target for current performance.
% of staff turnover	8.0%	14.0%	13%	Improved target. Forecast for Q4 is 11.5%.

Indicators that appear under multiple objectives					
Indicator	Appears within	22/23 Q3 (YTD)	22/23 Target	Proposed 23/24 Target	Comment
Number of digital web form transactions	<ul style="list-style-type: none"> Our district Our customers 	20,099	Trend	43,000	Newly targeted for 23/24.
Average number of working days to process housing benefit change in circumstances	<ul style="list-style-type: none"> Create more and better-quality homes through our roles as Landlord, developer and planning authority Our customers 	4.5	6.0	5.0	Improved target.
Average number of working days to process new housing benefit claims	<ul style="list-style-type: none"> Create more and better-quality homes through our roles as Landlord, developer and planning authority Our customers 	19.0	17.0	17.0	No change.



Report to: Policy & Performance Improvement Committee - 6 March 2023

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

Lead Officers: Jill Baker, Business Manager – Customer Services
Ella Brady, Transformation & Service Improvement Manager
Rowan Bosworth-Brown, Transformation & Service Improvement Officer

Report Title	Customer Promise
Purpose of Report	To present the Customer Promise, an outcome of the Customer Strategy Working Group, which will be the keystone of the Council's Customer Experience Strategy.
Recommendations	That the Policy & Performance Improvement Committee: (a) endorse the Customer Promise (a customer facing document which outlines how we will interact with our customers); and (b) reflect and provide comment on the proposed pilot (3.2)

1.0 **Background**

- 1.1 In the 2022 Resident Survey, residents were asked to rate their satisfaction with the Council as well as give specific feedback on areas of improvement. A key area of improvement identified was Council Communication. As a result of this, the Policy & Performance Improvement Committee (PPIC) set-up a working group to develop a Customer Experience Strategy to improve the quality and consistency of customer experience. Looking at elements such as how customers get in touch, how enquiries are handled and how the Council constantly improves its customer service and learns from customer feedback.
- 1.2 Since September 2022, the working group has met 3 times to look at various aspects including customer data, case studies, processes and what good customer service looks like. The working group also identified some minor improvements to the website that have now been implemented.
- 1.3 As a result of the working group, a Customer Promise document has been designed. The Customer Promise is a customer facing document which highlights the behaviour the Council will follow when interacting with customers. The Customer Promise has been designed to be accessible for the customer and as such is in an impactful and easily digestible format. This will be the key document used to deliver the message of the Customer Experience Strategy.

- 1.4 Although the Customer Promise is not directly linked to the Community Plan it relates to every service, as it outlines the behaviours all Council Employees and Representatives will embody when interacting with customers. As such, the Customer Promise will have an impact on all business units.

2.0 Proposal and Reason for Recommendations

- 2.1 The working group developed the Customer Promise document (**Appendix One**) as the key principles to guide all customer interactions. The aim is for this Customer Promise document to be review and endorsed by Members and, once their views have been fed in, a supporting Customer Experience Strategy will be built. The aim is for this strategy to go in draft to Cabinet in April before going out for public consultation.
- 2.2 To agree and implement a customer centric Customer Experience Strategy centred on key customer promises and shape a pilot which is informed by the needs of our customers.

3.0 Next Steps

- 3.1 The Customer Promise will work in conjunction with the Customer Experience Strategy to shape and define the approach the Council takes when interacting with customers. This may mean that some service areas will face operational changes to ensure that they meet the promises. For example, the adoption of the Strategy and Customer Promise will coincide with some bespoke training to all staff who work with customers.
- 3.2 The working group considered the need for operational changes to meet the promises proposed and the main area for improvement was around availability outside of usual working hours. This is so we are available to our customers when it works for them. The working group reviewed a series of pilot projects and will suggest to Customer Services to pilot additional opening on a Monday. This will be an additional hour on Monday (our busiest day) opening on the phones, e-mail, social media and webchat. Working group members welcome feedback on where this additional opening would be best for 8-9am or 5-6pm. Subject to approval, the aim is for the pilot to be undertaken from May/June and the results tested and reviewed for decision by Cabinet.

4.0 Implications

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.

4.1 Financial Implications (Ref: FIN22-23/8568)

The promise alone does not have any direct financial implications; however, any follow up actions, such as customer experience training, will need to be considered individually to ensure they are delivering in line with the strategy and are proportionate to the change.

All training expenditure will be captured within the HR training budget.

The pilot proposed will impact on staff, but by introducing a rota system for the pilot scheme, so there will be no additional costs. The outcome of the pilot will determine if additional resources are required going forward.

Background Papers and Published Documents

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

Reviewing our Customer Communication, PPIC, 17 Oct 2022

OUR CUSTOMER PROMISE

At Newark and Sherwood District Council we always want to provide the best possible service to our customers. These are our promises to you.

WHEN YOU GET IN TOUCH...

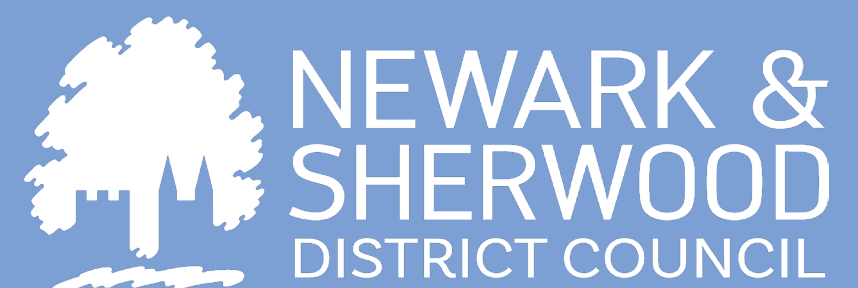
- | We will be here for you, in the way that works best for you, whether that's digitally, on the telephone or face-to-face.
- | You will be greeted in a friendly and welcoming way.
- | We will always aim to resolve your query at your first point of contact.
- | When communicating with you we will use plain English, adapting when needed.
- | We will only collect relevant information from you
- | We will always handle your enquiry with professionalism, integrity, and transparency.

KEEPING YOU INFORMED...

- | We will provide clear information to let you know when you can expect the service you have requested, or when we are able to answer your enquiry.
- | We will consider your wellbeing and personal circumstances when communicating with you
- | We will take ownership of your enquiry.
- | If your enquiry cannot be resolved first time, we will make sure that you understand what will happen next.
- | If your enquiry is complex, we will make sure you have a point of contact.

LISTENING TO YOU, LEARNING FROM YOUR FEEDBACK...

- | We will listen to you with care and empathy.
- | All feedback whether that be a complaint, compliment or suggestion will be used to ensure that we keep improving our services.
- | We will undertake regular consultation.
- | We will look at how we can do things differently to improve and meet the evolving needs of our customers.
- | We will develop new processes with you in mind.





Report to: Policy & Performance Improvement
Committee Meeting – 6 March 2023

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

Lead Officer: Dave Price, Business Manager – Housing Income & Leaseholder Management

Report Summary	
Report Title	Tenant Annual Report
Purpose of Report	To update Members with the arrangements for compiling the Tenant Annual Report for 2022-23 and explain its purpose and how it links in with wider performance scrutiny of housing services.
Recommendations	That the Policy & Performance Improvement Committee: a) note the purpose of the Tenant Annual Report; and b) endorse the approach set out in section 2

1.0 Background

1.1 The Tenant Involvement & Empowerment Standard requires landlords to provide timely and relevant performance information to support effective scrutiny by tenants of their landlord's performance in a format agreed with tenants. This provision includes the publication of an annual report which must publish information on:

- repair and maintenance budgets
- number and nature of complaints
- how we use complaints to improve housing services

1.2 The Housing Ombudsman as part of the Effective Complaint Handling Code requires landlords to publish:

- their self-assessment against the Effective Complaints Handling Code
- wider learning and improvements from complaints
- Signposting of the Housing Ombudsman Service
- Clear and easy ways to complain
- Performance information around number, nature and outcome of complaints.

1.3 The Government's Charter for Social Housing Residents: Social Housing White Paper" set an expectation that the Regulator of Social Housing (RSH) would introduce a new Tenant Satisfaction Measures Standard including a set of measures. Following consultation with tenants and registered providers, Tenant Satisfaction Measures come into force from the 1 April 2023. These 24 measures aim to enable the Regulator to benchmark and compare performance of all registered providers against key measures that are important to tenants. We await further details of the new standard, and it is likely there will be further requirements to publish information on our performance and tenants' views on our services.

- 1.4 Since 2020, the Tenant Annual Report has been published on-line with hard copies provided on request and printed and left in Community Centres. The report is published on the Council's website. This approach represents value for money and a green approach to sharing the Council's performance, complementing the online newsletters the Council also produce around our wider services.

2.0 Proposal/Options Considered and Reasons for Recommendation

- 2.1 The Tenant Annual Report is a great way to share the Council's performance on housing services. The involvement of tenants in the design, content and editing of the Tenant Annual Report will ensure that the information published meets the needs of the intended audience as well as the requirements of the RSH and the Housing Ombudsman.
- 2.2 The draft 2022-23 Tenant Annual Report will be developed in line with the following timetable.

Collate STAR satisfaction measures	Feb – March 2023
Collate End of Year performance information - Performance, Complaints , how rent spent on investment in homes and services, key activities and learning	April – May 2023
- STAR results available	May 2023
- Draft Tenant Annual Report	June 2023
- Editorial sign off by LIN Chairs	June 2023
- Sent for design	June 2023
- Uploaded to website, copies for community centres & promoted via newsletter	July 2023

- 2.3 Importantly, Local Influence Network Chairs and the Portfolio Holder for Health and Housing will have the final editorial sign off and regularly keep the format and content under review to make sure it is current and relevant to tenants' requirements.
- 2.4 The suggest format includes
- Key Performance information on a one page
 - STAR results and preview to the Tenant Satisfaction measures
 - Focus on complaints and how we learn from them inc. signposting to the Ombudsman and how to make a complaint
 - Tenant Engagement Spotlight – what tenants have been involved in reviewing and shaping and what has changed since.
 - Any update from the Social Housing Bill
 - Other services/promotions for tenant awareness e.g. Health and Safety, Cost of Living, managing damp and mould
 - Suggestions from 2021-22 Tenant Annual Report feedback

- 2.5 To encourage feedback, the Tenant Engagement Board agreed for 5 x £50 vouchers to encourage tenants to provide feedback on what they liked, disliked and suggestions for future focus. This will be used to shape future editions.
- 2.6 The Tenant Annual Report is a look back on the year's performance and will be supplemented by regular housing services performance updates on the website, signposting in rent statements and bespoke campaigns as required.

3.0 Implications

In writing this report and in putting forward recommendation's 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.

- 3.1 The Tenant Annual Report in a digital format will be accessible to most tenants and available in a printed format to those who request it.

Background Papers and Published Documents

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



Report to: Policy & Performance Improvement Committee Meeting – 6 March 2023

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

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

Report Summary	
Report Title	Projected General Fund and Housing Revenue Account (HRA) and Capital Outturn Report to 31 March 2023 as at 31 December 2022
Purpose of Report	<p>To update Members with the forecast outturn position for the 2022/23 financial year for the Council's General Fund and HRA 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>
Recommendations	<p>That the Policy & Performance Improvement Committee note:</p> <ul style="list-style-type: none"> a) the General Fund projected favourable outturn variance of £0.577m on services; b) the Housing Revenue Account projected unfavourable outturn variance of £0.196m on services; and c) the capital outturn position of £60.393m.

1.0 Background

Overview of General Fund Revenue Projected Outturn for 2022/23

Current Position (as at 31 December 2022): variances

- 1.1 *Table 1* shows a projected favourable variance against the revised budget of £0.577m on service budgets. This is based on meetings which took place with business managers by mid-January, 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 31 December 2022

	Original Budget £'m	Revised Budget £'m	Projected Outturn £'m	Variance £'m
Cleaner, Safer, Greener	4.389	4.495	4.382	(0.113)
Economic Development & Visitors	1.858	2.603	1.918	(0.684)
Homes & Health	1.316	1.687	1.522	(0.165)
Organisational Development & Governance	4.498	4.747	4.498	(0.249)
Strategy, Performance & Finance	2.328	2.841	3.475	0.634
Net Cost of GF Services	14.389	16.372	15.795	(0.577)
Other Operating Expenditure	4.253	4.237	4.238	0.001
Finance & Investment Income/Expenditure	(0.280)	(0.280)	(1.022)	(0.742)
Taxation & Non-Specific Grant Income	(19.901)	(20.501)	(20.871)	(0.370)
Net Cost of Council Expenditure	(1.539)	(0.172)	(1.860)	(1.688)
Use of in year variance to finance Pay Award	0	(0.729)	0	0.729
Transfer to/(from) Usable Reserves	0.915	0.277	1.297	1.020
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 A favourable variance of £0.577m is currently being projected on service budgets managed by business managers. This represents 3.52% of the total service budgets.
- 1.3 There have been significant issues in recruitment seen across the Council during this financial year. This has been felt across the Local Government sector, with similar issues being seen in a number of neighbouring authorities. As a result of this, the forecast vacancy savings target for 2023/24 has increased from 4% to 5%.
- 1.4 The favourable variance of £0.577m includes a £0.659m of vacancy savings target which represents that vacancies are broadly similar to the original provision in the budget. Details of the services with variances due to vacant posts are in **Appendix A**.
- 1.5 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 and unions agreed an increase of £1,925 per pay point. This effect of this has been modelled into the figures above, and the relevant budget has been allocated to the individual service budgets to cover the additional costs. This budget is shown in the table at 1.1 above as £0.729m.
- 1.6 Non-Service expenditure is projected to have a favourable variance of £1.111m against the revised budget of £16.545m. These budgets primarily relate to income from council tax, national non-domestic rates (NNDR, or 'business rates') and investment interest. The favourable variance of £0.742m on Finance & Investment Income/Expenditure relates to increased investment interest income, based on higher than anticipated interest rates and higher investment balances. £0.358m of the £0.370m favourable variance on Taxation & Non-Specific Grant Income relates to additional income from the Nottinghamshire Business Rates Pool, further details of which are in paragraph 1.7 below.

- 1.7 As the Council has received, for a number of years, return funding from the Nottinghamshire Business Rates Pool in relation to the local growth retained (split with Nottinghamshire County Council), £0.600m has been budgeted for as the additional funding to be generated in 2022/23. Chief Finance Officers at each of the Nottinghamshire districts and boroughs monitor growth generated by the Business Rates Pool. Based on projected outturn information received as at the end of Q3 from all Nottinghamshire districts and boroughs, the Council is currently projecting to receive £0.958m return funding from the pool for 2022/23.

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

- 1.8 With reference to the 'Variance' column in *Table 2*, the HRA accounts show a projected unfavourable variance against the revised budget of £0.196m as follows:

Table 2: HRA revenue outturn for 2022/23 financial year as at 31 December 2022

	Original Budget £'m	Revised Budget £'m	Projected Outturn £'m	Variance £'m
Expenditure	17.884	18.183	18.187	0.004
Income	(26.531)	(26.479)	(26.287)	0.192
Net Cost of HRA Services	(8.647)	(8.296)	(8.393)	0.196
Other Operating Expenditure	0.027	0.027	0.027	0.000
Finance & Investment Income/Expenditure	3.904	3.904	4.154	0.250
Taxation & Non Specific Grant Income	0.000	0.000	0.000	0.000
(Surplus)/Deficit on HRA Services	(4.716)	(4.364)	(3.918)	0.446
Movements in Reserves				
Transfer to/(from) Usable Reserves	1.443	1.296	1.296	0.103
Transfer to/(from) Unusable Reserves	(6.778)	(6.778)	(6.778)	0.000
Transfer to/(from) Major Repairs Reserve	10.051	9.847	9.401	(0.446)

- 1.9 The main reasons for the projected unfavourable outturn variance of £0.196m are in **Appendix B**.

Overview of Projected Capital Outturn 2022/23

- 1.10 The table below summarises the position for the Capital Programme as at 31 December 2022 and is split between General Fund and Housing Revenue Account.

	Revised Approved Budget £'m	Revised budget updated for Approval £'m	Actual Spend to 31 December 2022 £'m	Forecast Outturn £'m
General Fund	42.915	41.358	10.893	41.358
Housing Revenue Account	24.650	19.035	7.667	19.035
Total	67.565	60.393	18.560	60.393

- 1.11 Following the Cabinet meeting of 20 December 2022, the total approved budget was £67.565m. 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 21 March 2023 are detailed in **Appendix C**, and summarised as follows:

Additions/Reductions	£(0.486)m
Reprofiles	£(6.686)m
Total	£(7.172)m

- 1.12 If these variations are approved at Cabinet on 21 March 2023, the revised budget will be reduced to £60.393m.

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 HRA 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

In writing this report and in putting forward recommendation's 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

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

General Fund, Housing Revenue Account and Capital Monitoring Report as at 30 September 2022 to Cabinet on 20 December 2022

General Fund (GF) Revenue Outturn Variance Analysis by Portfolio Holder as at 31 December 2022

Favourable variances are bracketed and in red - £(0.000)m. Unfavourable variances are in black - £0.000m.

Cleaner, Safer, Greener - £(0.113)m	£'m
Waste & Recycling: increased Garden Waste, Trade Refuse income	(0.096)
Street Scene Grounds Maintenance: x2 vacancies and additional work carried out for the HRA over and above the SLA	(0.030)
Environmental Health: vacant posts, partly offset by increased costs on agency staff	(0.114)
Neighbourhood Wardens: Additional income in fixed penalty notices with associated charge to WISE	(0.015)
Vehicle Pool and Workshop: increased transport-related costs, particularly fuel (petrol and diesel) and oil and lubricants	0.153
Other small variances	(0.011)
Total	(0.113)

Economic Development & Visitors - £(0.684)m	£'m
Heritage & Culture: increased Palace Theatre income offset by increased spend on agencies for their proportions of income	(0.097)
Development Management: vacant post filled with a career-grade post and planning income significantly increased due to a large application.	(0.395)
Planning Policy: vacant post carried for longer than anticipated, hoping to appoint by March 2023	(0.043)
Corporate Asset Development: reduced income from recharge of costs to HRA and capital, partly offset by vacant post	0.054
Newark Beacon: increased rental income, due to higher than anticipated occupancy levels, and reduced spend on supplies and services, partly offset by increased premises-related costs	(0.087)
Clipstone Holding Centre: Property acquired on 30 January, 2 months lease payment repaid as a result	(0.050)
Beaumont Cross: increased spend regarding Business Rates for empty units, delays in occupancy, and rent free period incentives	0.038
Surface Car Parks Newark: reduced spend on rental costs and increased car parking income	(0.061)
Newark Lorry Park: increased rental income, due to higher than anticipated occupancy levels	(0.106)
Other Properties & Workshop Voids: increased premises-related costs and reduced income due to rent suspension	0.034
Other small variances	0.029
Total	(0.684)

Homes & Health - £(0.165)m	£'m
Private Sector Speech Call (Careline): increased income, due to higher than anticipated number of non-tenants using services	(0.033)
Housing Options: vacant posts	(0.015)
Strategic Housing: vacant posts, partly offset by reduced income from recharge of costs to Housing Revenue Account (HRA)	(0.030)
Council Tax: vacant posts	(0.031)
Health & Community Relations: vacant posts, and allocation for in-year initiatives not currently anticipated to be fully spent	(0.066)
Other small variances	0.010
Total	(0.165)

Organisational Development & Governance - £(0.249)m	£'m
Electoral Registration: reduced spend on canvassing	(0.024)
ICT: vacant posts, partly offset by increased costs on agency staff, and increased income from recharge of costs	

Housing Revenue Account (HRA) Revenue Services Outturn Variance Analysis as at 31 December 2022

Favourable variances are bracketed and in red - £(0.000)m. Unfavourable variances are in black - £0.000m.

HRA - £0.196m	£'m
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).	0.236
Increased costs of supplies and services on responsive repairs. The main reasons include increases in: - the use of contractors to deliver repairs due to employee vacancies; and - the costs of materials required for repairs and the range of repairs being performed; partly offset by - the service not currently expecting to use of all the additional efficiency savings budget it has been allocated.	0.114
Increased income from solar photovoltaic (PV) panels, due to warmer than expected weather and a lower than anticipated number of faulty meters.	(0.024)
Increased spend on supplies and services related to compliance services. The main reason relates to additional spend on the installation of smoke and Carbon Monoxide (CO) detectors, in order to become compliant with changes in regulations which recently come into effect.	0.054
Increase in recharges from the General Fund following pay award	0.078
Salary savings due to vacancies, net of use of agency to cover where necessary	(0.076)
Increased cost of gas servicing, change of contractor, repairs and the reprofiling as per MOT style contracts	0.050
Significant savings in Home Loss payments and use of external professional services due to delays in achieving planning approval	(0.189)
Reduced cost of Legal Fees compared to originally anticipated	(0.013)
Other small variances	(0.034)
Total	0.196

GENERAL FUND

Original Budget	57.603	As per Council on 8 March 2022
Slippages Approved	10.001	As per Cabinet on 12 July 2022
Quarter 1 Movements	-13.817	As per Cabinet on 4 October 2022
Quarter 2 Movements	-10.872	As per Cabinet on 20 December 2022
Current Revised Budget	42.915	

Additions

Project	Capital Description	Additions / Reductions 22-23 £m	Comments
TB6170	S106 Rainworth Village Hall payment to RPC	0.020	Payment of S106 to Rainworth PC as per side agreement
TC2007	Clipstone Holding Centre	0.080	Budget increase to accurately reflect the approval by Cabinet on 7 June 2022
TE3250	Shared Prosperity Year 1	0.040	As per Portfolio Holder Decision 16/10/22
TF6020	Flood Grants - 2020 - 2022	-0.350	This scheme has now finished and no further budget is required
TC3140	Car Park Ticket Machine Replacement	-0.020	This scheme has now finished and no further budget is required
TF3221	Southwell Flood Mitigation	-0.010	Final Contribution made and remaining Council contribution not required
TC3153	Places to Ride - Thoresby Vale	-0.150	Budget no longer required
Total Additions/Reductions		-0.390	

Reprofiling

Project	Capital Description	Additions / Reductions 22-23 £m	Comments
TA3053	Museum Improvements	-0.184	Due to delays reprofile budget to 2023/24
TA3060	Beacon - New Boiler	-0.062	Due to delays reprofile budget to 2023/24
TA3061	Beacon - LED lights	-0.082	Due to delays reprofile budget to 2023/24
TA3286	Information Technology Investment	-0.135	Reprofile to 2023/24 to meet service requirements
TC3142	Common Lighting at Industrial Estates	-0.050	Due to delays reprofile budget to 2023/24
TC3143	Roller Shutter Doors at Industrial Units	-0.190	Due to delays reprofile budget to 2023/24
TC3145	Fire Signage and Emergency Lighting at Industrial Units	-0.173	Due to delays reprofile budget to 2023/24
TF2000	CCTV Replacement Programme	-0.091	Due to review including of CCTV at PPIC - budget to be reprofiled to 2023/24
TF3227	Lowdham Flood Eliviation	-0.200	Folloowing discussions with the environment agency, budget requirement in 24/25
Total Re profiling		-1.166	

General Fund Revised Budget	41.359	Recommended for approval 21 Februrary 2023
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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
Quarter 1 Movements	-0.030	As per Cabinet on 4 October 2022
Quarter 2 Movements	-11.557	As per Cabinet on 20 December 2022
Current Revised Budget	24.650	

Additions/Reductions

Project	Capital Description	Additions / Reductions 22-23 £m	Comments
S91100	Roof Replacements	0.480	Adjust budgets to meet current work schedule
S91115	Roof Replacement Works	-0.302	Adjust budgets to meet current work schedule
S91116	Flat Roof Replacement Work	-0.178	Adjust budgets to meet current work schedule
S91500	OTHER STRUCTURAL	0.100	Adjust budgets to meet current work schedule
S91511	Walls Re-rendering	-0.040	Adjust budgets to meet current work schedule
S93115	Rewires	-0.100	Adjust budgets to meet current work schedule
S93115	Rewires	-0.171	Adjust budgets to meet current work schedule
S93510	Heating/Boilers	0.171	Adjust budgets to meet current work schedule
S95109	Garages	-0.007	Adjust budgets to meet current work schedule
S95115	Resurfacing Works	0.007	Adjust budgets to meet current work schedule
S95208	Sewerage Works	0.010	Adjust budgets to meet current work schedule
S95208	Sewerage Treatment Works	-0.012	Adjust budgets to meet current work schedule
S95250	Communal Lighting	-0.040	Adjust budgets to meet current work schedule
S95252	Flood Defence Systems	-0.008	Adjust budgets to meet current work schedule
S95254	Estate Remodelling	-0.050	Adjust budgets to meet current work schedule
S97300	DDA IMPROVEMENTS	-0.026	Adjust budgets to meet current work schedule
S97416	Major Adaptations	0.076	Adjust budgets to meet current work schedule
S97417	Minor Adaptions	0.030	Adjust budgets to meet current work schedule
S97500	LEGIONELLA	-0.036	Adjust budgets to meet current work schedule
S98102	Sprinkler System	0.097	Adjust budgets to meet current work schedule
S98103	Structural Surveys - Eivated Walkways	0.008	Adjust budgets to meet current work schedule
S98105	Compartmentalisaiton in Roof Space	0.170	Adjust budgets to meet current work schedule
S98106	Inspection & Install Ligtning Conductors	0.075	Adjust budgets to meet current work schedule
S99103	Building Safety	-0.350	Adjust budgets to meet current work schedule
SA1080	Phase 5	0.979	Budget moved back from SA1081,2 & 3
SA1081	Phase 5 Cluster 1	-0.565	Move budget back to SA1081
SA1082	Phase 5 Cluster 2	-0.231	Move budget back to SA1081
SA1083	Phase 5 Cluster 3	-0.182	Move budget back to SA1081
		-0.096	

Reprofiling

Project	Capital Description	Additions / Reductions 22-23 £m	Comments
S95253	Play Areas	-0.020	Rerofile to 2023/24 to be part of a bigger scheme
SA1033	Estate Regeneration	0.500	Bring back budget from 2023/24 to cover spend
SA1080	Phase 5	-6.000	Rerofile to 2023/24 following reorganisation of build programme due to rquirement to retender final phase
Total Re profiling		-5.520	

HRA Revised budget for approval	19.035	Recommended for approval 21 Februrary 2023
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Total Additions/ Reductions	-0.486	
Total Re profiling	-6.686	
Total Revised Budget	60.393	

Forward Plan

For the Period February 2023 - May 2023



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

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
Final 2023/24 General Fund and Capital Budget	Cabinet	21 Feb 2023	Leader - Portfolio Holder Strategy, Performance and Finance	Nick Wilson, Business Manager- Financial Services Nick.Wilson@newark-sherwooddc.gov.uk	Open	27 Feb 2023
Medium Term Financial Plan 2023/24 to 2026/27	Cabinet	21 Feb 2023	Leader - Portfolio Holder Strategy, Performance and Finance	Nick Wilson, Business Manager- Financial Services Nick.Wilson@newark-sherwooddc.gov.uk	Open	27 Feb 2023
Empty Homes Premium	Cabinet	21 Feb 2023	Leader - Portfolio Holder Strategy, Performance and Finance	Nick Wilson, Business Manager- Financial Services Nick.Wilson@newark-sherwooddc.gov.uk	Open	27 Feb 2023
Cost of Living Response	Cabinet	21 Feb 2023	Leader - Portfolio Holder Strategy, Performance and Finance	Suzanne Shead suzanne.shead@newark-sherwooddc.gov.uk	Open	27 Feb 2023
Stodman Street Update	Cabinet	21 Feb 2023	Leader - Portfolio Holder Strategy,	Mark Eyre, Business Manager- Corporate	Part exempt	27 Feb 2023

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
			Performance and Finance	Property Mark.Eyre@newark-sherwooddc.gov.uk		
Jubilee Bridge Refurbishment Options	Cabinet	21 Feb 2023	Leader - Portfolio Holder Strategy, Performance and Finance	Eric Dyche, Repairs and Maintenance Manager eric.dyche@newark-sherwooddc.gov.uk	Open	27 Feb 2023
Consultation Feedback and the proposal for a Kerbside Glass Recycling Service in Newark & Sherwood	Cabinet	21 Feb 2023	Leader - Portfolio Holder Strategy, Performance and Finance	Andrew Kirk, Business Manager - Environmental Services Andrew.Kirk@newark-sherwooddc.gov.uk	Open	27 Feb 2023
Amended Allocations and Development Management PD Representation Period and Gypsy, Roma Traveller site Provision and Delivery	Cabinet	21 Feb 2023	Portfolio Holder- Economic Development and Visitors	Matthew Norton, Business Manager - Planning Policy matthew.norton@newark-sherwooddc.gov.uk	Part exempt	27 Feb 2023
Edwinstowe Forest Corner Project	Cabinet	21 Feb 2023	Portfolio Holder- Economic Development and Visitors	Neil Cuttall Neil.Cuttall@newark-sherwooddc.gov.uk	Open	27 Feb 2023

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
Tenancy Agreement Review	Cabinet	21 Feb 2023	Portfolio Holder - Homes and Health	Julie Davidson, Business Manager- Housing and Estates Julie.Davidson@newark-sherwooddc.gov.uk	Open	27 Feb 2023
Play Park Investment	Cabinet	21 Feb 2023	Portfolio Holder - Cleaner, Safer, Greener	Matt Finch, Director- Communities & Environment Matthew.Finch@newark-sherwooddc.gov.uk	Open	27 Feb 2023
Arkwood Developments Business Plan	Executive Shareholder Committee	21 Mar 2023	Leader - Portfolio Holder Strategy, Performance and Finance	Suzanne Shead suzanne.shead@newark-sherwooddc.gov.uk	Fully exempt <i>Commercially Sensitive information</i>	27 March 2023
Active4Today Business Plan	Executive Shareholder Committee	21 Mar 2023	Councillor Timothy Wendels, Portfolio Holder for Homes & Health	Suzanne Shead suzanne.shead@newark-sherwooddc.gov.uk	Open	27 March 2023
Supporting Future Business Growth	Cabinet	4 Apr 2023	Leader - Portfolio Holder Strategy, Performance and Finance	Nick Wilson, Business Manager- Financial Services Nick.Wilson@newark-	Open	12 April 2023

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
				sherwooddc.gov.uk, Neil Cuttell Neil.Cuttell@newark-sherwooddc.gov.uk		
Customer Strategy	Cabinet	4 Apr 2023	Deputy Leader - Portfolio Holder Organisational Development and Governance	Jill Baker, Business Manager - Customer Services Jill.baker@newark-sherwooddc.gov.uk	Open	12 April 2023
Communications Strategy	Cabinet	4 Apr 2023	Leader - Portfolio Holder Strategy, Performance and Finance	Sarah Lacey, Communication and Marketing Manager Sarah.lacey@newark-sherwooddc.gov.uk	Open	12 April 2023
A46 Northern Bypass, Newark Gateway and Lorry Park	Cabinet	4 Apr 2023	Portfolio Holder- Economic Development and Visitors	Matt Lamb, Director - Planning and Growth Matt.Lamb@newark-sherwooddc.gov.uk	Open	12 April 2023
Options for Brunel Drive and Farrar Close	Cabinet	4 Apr 2023	Portfolio Holder- Economic Development and Visitors	Mark Eyre, Business Manager- Corporate Property Mark.Eyre@newark-	Part exempt <i>Commercially sensitive information</i>	12 April 2023

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
				sherwooddc.gov.uk		
Castle Gatehouse - Delivery Application	Cabinet	4 Apr 2023	Portfolio Holder- Economic Development and Visitors	Carys Coulton-Jones, Business Manager- Heritage, Culture and Visitors Carys.Coulton-Jones@newark-sherwooddc.gov.uk	Part exempt	12 April 2023
Housing Strategy 2022-2027	Cabinet	4 Apr 2023	Portfolio Holder - Homes and Health	Cara Clarkson, Strategic Housing cara.clarkson@newark-sherwooddc.gov.uk	Open	12 April 2023

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, 17 January 2023 at 6.00 pm.

PRESENT: Councillor D Lloyd (Chairman)

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

ALSO IN ATTENDANCE: Councillor L Goff, Councillor Mrs P Rainbow and Councillor Miss R White.

64 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

Councillor T Wendels and Sanjiv Kohli – Director - Resources and Deputy Chief Executive declared Other Registerable Interests in Agenda Item No. 6 – Update on Disposal of Land at The Green, Rolleston to Arkwood Developments Limited, as Directors of Arkwood.

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

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

66 MINUTES FROM THE PREVIOUS MEETING HELD ON 6 DECEMBER 2022

The minutes from the meeting held on 6 December 2022 were agreed as a correct record and signed by the Chairman.

67 CHAIRMAN'S UPDATE

The Leader advised that as part of the consultation on devolution and the creation of the combined Mayoral Authority for Nottinghamshire and Derbyshire, he had provided a response on behalf of the Council to reiterate our support and to welcome the benefits which it could potentially bring to the area.

The Leader also reported that the Council had been unsuccessful in a bid for £1m funding for providing designated sites and accommodation for the Gypsy and Traveller community. Subsequently, he had now written to the Secretary of State detailing the successes of Newark and Sherwood District Council in housing and caring for different areas of the community, including refugees and described the difficulty the Council would face in absorbing the cost of delivering a national target which was not shared equally amongst other authorities across the Country.

68 UPDATE ON DISPOSAL OF LAND AT THE GREENAWAY, ROLLESTON TO ARKWOOD DEVELOPMENTS LTD

The Leader and Portfolio Holder for Strategy, Performance & Finance presented a report which updated the Cabinet following objections received in response to the

statutory consultation process regarding the proposed disposal of a plot of land at the Greenaway, Rolleston to Arkwood Developments Limited. This disposal was to enable the delivery of three market sale residential units adjacent to a HRA development of five affordable units. It was reported that as part of the statutory consultation process which was required as part of the land formed public open space, three objections from local residents were received as well as an objection from Rolleston Village Hall Management Committee. The report summarised the nature of the objections and the Council's response.

AGREED (unanimously) that Cabinet:

- (a) consider the objections to the proposed land sale and development of the land at The Greenaway, Rolleston; and
- (b) given on balance no issues are raised of sufficient significance to change the Cabinet's previous decision, that the disposal to Arkwood Developments Ltd proceed, subject to full planning permission being granted.

Reasons for Decision

The redevelopment of the land will contribute to the Council's Community Plan objective to create more and better quality homes through our role as landlord and developer.

Options Considered

Cabinet could decide not to proceed with the sale in light of the objections received, but this is not considered necessary in the circumstances.

(Having declared an interest Councillor Tim Wendels did not vote on this item).

69 CYBER SECURITY STRATEGY

The Deputy Leader and Portfolio Holder for Organisational Development & Governance presented a report which set out the proposed Cyber Security Strategy for adoption by the Council. Implementation of the Strategy would ensure that the Council delivered a vision and plan to manage cyber security threats whilst reducing risk, protecting residents and stakeholder data from misuse and cyber threats. It was noted that the Cyber Security Implementation Plan was not a public facing document given its sensitive content and was therefore attached as an exempt appendix to the report. The Cabinet welcomed the proposed strategy and highlighted the importance of cyber security.

AGREED (unanimously) that the adoption and wider communication of the Cyber Security Strategy be approved.

Reasons for Decision

To raise awareness of the Cyber Security agenda and obtain buy-in to the implementation plan, providing assurance to our residents, businesses, and external stakeholders.

Options Considered

Not to adopt a cyber security strategy, but this would be contrary to best practice.

70 APPROVAL OF NATIONAL PORTFOLIO ORGANISATION - DETAILED PLANS

The Portfolio Holder for Economic Development & Visitors presented a report which sought approval for the Activity Plan, Investment Principles Plan and budget for year one of Newark & Sherwood District Council's National Portfolio Organisation funding as a requirement of the Arts Council England's funding agreement.

AGREED (unanimously) that Cabinet:

- a) formally approves the Activity Plan, Investment Principles Plan and budget for year 1; and
- b) agrees that in years 2 and 3, responsibility for considering the Plans will sit with the National Portfolio Organisation Board, with authority for approval being delegated to the Portfolio Holder for Economic Development & Visitors who will also be a member of the Board.

Reasons for Decision

The proposals will contribute to the creation of vibrant and self-sufficient local communities, working directly with communities and disadvantaged groups to create cultural value. This will help improve the health and wellbeing of local residents through targeted participatory activity, and the plans will support the Heritage & Culture Business Unit to deliver inclusive and sustainable economic growth as it further cements its position as a cultural destination and hub for the town and district.

Options Considered

The approval of the plans is a requirement of the Arts Council England's funding agreement.

71 2023/24 HRA BUDGET AND RENT SETTING (KEY DECISION)

The Portfolio Holder for Homes & Health presented a report which detailed the proposed Housing Revenue Account budget for 2023/24 and charges in rent and service charge levels as from 1 April 2023 for recommendation to the Full Council at the meeting to be held on 7 February 2023 for approval.

The report examined the proposed income and expenditure on the Housing Revenue Account for 2023/24 in accordance with Section 76 of the Local Government and Housing Act 1989 and provided indicative figures of income and expenditure for the financial years 2024/25 to 2026/27. The report also made recommendations to set rent levels and service charges for 2023/24.

The setting of the Housing Revenue Account budget and the approval of rent levels would be presented to the Full Council Meeting in February 2023, which would allow the required time to notify tenants of proposed changes to rents in accordance with the legislation.

AGREED (with 5 for and 1 against) that Cabinet recommend to Council at its meeting on 7 February 2023:

- a) the HRA budget for 2023/24, as set out in Appendix A1 to this report be approved;
- b) an increase of 5% in the 2022/23 rents of all properties in the HRA as at 31 March 2023 be applied from 1 April 2023;
- c) a rent increase for all relets of 11.1%;
- d) the 2023/24 service charges, as set out in Appendix C, to this report be approved; and
- e) that a fund of £300,000 be created, funded by the Newark and Sherwood Homes Transfer Reserve to fund initiatives to support tenants impacted by the increased charges including a tenant welfare fund.

Reasons for Decision

To advise Members of the proposed HRA budget and charges in rent and service charge levels for 2023/24 and for these to be recommended to Council at its meeting on 7th February 2023.

Options Considered

Various modelling was undertaken to assess the impact of different rent levels on the viability of the HRA 30-year business plan to arrive at the recommendations in the report.

Consideration was also given to varying the increases between general needs and supported (sheltered and extra care) accommodation but no rationale was found to support this, alongside the equitable nature of any decision to do so.

72 ENVIRO-CRIME ENFORCEMENT (KEY DECISION)

The Portfolio Holder - Cleaner, Safer, Greener presented a report concerning the future provision of enviro-crime enforcement using a via third party enforcement company. In September 2021, the Leisure & Environment Committee agreed to a one-year Enviro-crime enforcement pilot with a third-party company, Waste Investigations, Support and Enforcement (WISE). A three-month extension to the original 12 month contract was agreed by the Cabinet in July 2022 which extended this to 25 January 2023. Since the start of the contract and up to 31 December 2022, there had been 3,713 fixed penalty notices issued and there had been a

corresponding increase in awareness of environmental enforcement. It was proposed that this contract be extended to cover the period while the Council sought a tender exercise for the future provision of the service. It was noted that the Policy & Performance Improvement Committee had requested oversight of the detail of the arrangements prior to contracts being entered into.

AGREED (unanimously) that:

- (a) final approval be given for the Council to procure environmental enforcement services in relation to the management of fixed penalty notices for littering and dog fouling for a 3-year period;
- (b) delegated authority be given, following oversight by the Policy & Performance Improvement Committee, to the Director - Communities & Environment to agree terms for the contractual arrangement in consultation with the Assistant Director Legal & Democratic Services; and
- (c) the current pilot be extended for a further five months to allow procurement of a suitable contractor.

Reasons for Decision

To enable effective dog fouling and litter enforcement to be introduced into the District and to support the Community Plan objectives.

Options Considered

The service could be provided in-house but this was rejected due to the need for Community Protection Officers to undertake a wider range of duties.

73 EXCLUSION OF THE PRESS AND PUBLIC

AGREED (unanimously) that, under Section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in Paragraphs 1,3,5 and 7 of Part 1 of Schedule 12A of the Act.

74 LAND AT OLD HALL FARM, EDINGLEY

The Cabinet considered the exempt report in relation to a Land at Old Hall Farm, Edingley.

(Summary provided in accordance with Section 100C(2) of the Local Government Act 1972).

Meeting closed at 6.19 pm.

Chairman

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

Document is Restricted