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Monday, 12 December 2022

Chairman: Councillor D Lloyd

Members of the Cabinet:

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

MEETING: Cabinet (Performance)
DATE: Tuesday, 20 December 2022 at 6.00 pm
**VENUE: Civic Suite, Castle House, Great North Road, Newark,
Nottinghamshire, 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 Nigel Hill on Nigel.hill@newark-sherwooddc.gov.uk.

AGENDA

Page Nos.

1. Apologies for Absence
2. Declarations of Interest from Members and Officers
3. Notification to those present that the meeting will be recorded and streamed online

Strategy, Performance & Finance Portfolio

4. Projected General Fund and Housing Revenue Account Revenue and Capital Outturn report to 31 March 2023 as at 30 September 2022 3 - 26
5. Community Plan Performance for Quarter 2 - 2022/23 27 - 83



Report to: Cabinet Meeting - 20 December 2022
 Portfolio Holder: Councillor David Lloyd, Strategy, Performance & Finance
 Director Lead: Sanjiv Kohli, Deputy Chief Executive and Director - Resources
 Lead Officer: Nick Wilson, Business Manager - Financial Services, Ext. 5317

Report Summary	
Type of Report	Open, Non-Key Decision
Report Title	Projected General Fund and Housing Revenue Account Revenue and Capital Outturn Report to 31 March 2023 as at 30 September 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 Housing Revenue Account revenue and capital budgets.</p> <p>To show performance against the approved estimates of revenue expenditure and income; report on major variances from planned budget performance; and report on variations to the Capital Programme for approval; all in accordance with the Council's Constitution.</p>
Recommendations	<p>That Cabinet:</p> <ul style="list-style-type: none"> (a) note the General Fund projected favourable outturn variance of £0.363m to usable reserves; (b) note the Housing Revenue Account projected unfavourable outturn variance of £0.390m to the Major Repairs Reserve; (c) approve the variations to the Capital Programme at Appendix E; and (d) approve the Capital Programme revised budget and financing of £67.565m.
Alternative Options Considered	Not applicable.

Reason for Recommendations	<p>To consider the forecast outturn position for the 2022/23 financial year for the Council's General Fund and Housing Revenue Account revenue and capital budgets.</p> <p>To show performance against the approved estimates of revenue expenditure and income; report on major variances from planned budget performance; and report on variations to the Capital Programme for approval; all in accordance with the Council's Constitution.</p>
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1.0 Background

Overview of General Fund Revenue Projected Outturn for 2022/23

Current position (as at 30 September 2022): variances

- 1.1 *Table 1* shows a projected unfavourable variance against the revised budget of £0.655m on Service budgets, with an overall favourable variance of £0.363m that is forecast to be transferred to Usable reserves. This is based on meetings which took place with Business Managers by late-October, therefore does not account for subsequent changes in expenditure/income. Further details of the variances projected against portfolio holder budgets are in **Appendix A**.

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

	Original Budget £'m	Revised Budget £'m	Projected Outturn £'m	Variance £'m
Cleaner, Safer, Greener	4.537	4.251	4.229	(0.022)
Economic Development & Visitors	1.323	1.363	1.136	(0.227)
Homes & Health	1.396	1.689	1.441	(0.248)
Organisational Development & Governance	4.363	4.415	4.217	(0.198)
Strategy, Performance & Finance	2.769	3.673	5.023	1.350
Net Cost of Services	14.389	15.391	16.046	0.655
Other Operating Expenditure	4.253	4.237	4.237	0.000
Finance & Investment Income/Expenditure	(0.280)	(0.281)	(0.785)	(0.504)
Taxation & Non-Specific Grant Income	(19.901)	(20.501)	(20.954)	(0.453)
Net Cost of Council Expenditure	(1.539)	(1.154)	(1.456)	(0.302)
Transfer to/(from) Usable Reserves	0.915	0.530	0.893	0.363
Transfer to/(from) Unusable Reserves	0.624	0.624	0.563	(0.061)
Transfer to/(from) General Reserves	0.000	0.000	0.000	0.000

- 1.2 An unfavourable variance of £0.655m is currently being projected on service budgets managed by business managers. This represents 4.3% of the total service budgets. This unfavourable variance of £0.655m includes an unfavourable variance of £0.645m on employee spend council-wide. Excluding employee spend, therefore, non-employee spend and income have unfavourable variances totalling £0.020m.

- 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 unfavourable variance of £0.645m on employee spend includes a budgeted saving of £0.656m for vacancies council-wide during the year. This £0.656m represents 4% of the total budget for employee spend. As it is not known which services will have vacant posts during the year, the whole of the £0.656m is currently budgeted for within the Strategy, Performance & Finance portfolio holder's budget and shows as an unfavourable variance. Conversely, all the savings from vacant posts show as favourable variances against their respective portfolio holders. Details of the services with variances due to vacant posts are in **Appendix A**.
- 1.5 The unfavourable variance of £0.645m on employee spend also includes the total estimated additional cost of the forecast 2022/23 pay award. The 2022/23 budget approved by Full Council on 8 March 2022 budgeted for a 2022/23 pay award of 2%, in line with the 2021/22 pay award of 1.75% for most employees. The employers and unions have now agreed at £1,925 per pay point. This effect of this has been modelled into the figures above. The terms and conditions of most council employees are determined by the NJC. Officers in Financial Services will continue to closely monitor announcements regarding the 2022/23 pay award for employees and will factor these into subsequent budget monitoring forecast reports as appropriate. The impact of the changes will be allocated into services or the next budget monitoring report.
- 1.6 Non-Service expenditure is projected to have a favourable variance of £1.003m 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 £0.504m on Finance & Investment Income/Expenditure relates to increased investment interest income, based on higher than anticipated interest rates. £0.445m of the £0.500m 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.
- 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 Q2 from all Nottinghamshire districts and boroughs, the Council is currently projecting to receive £1.045m return funding from the pool for 2022/23.
- 1.8 Each year, the government announces which reliefs that business rate payers will be eligible for, and how much grant it will compensate councils with for income councils can no longer directly receive from businesses (because of the aforementioned business rate reliefs). Prior to 2020/21, the council has typically received around £2m annually in compensation grant. In 2020/21 and 2021/22, because of the Expanded Retail Discount, the council received more than budgeted for in compensation grant. In 2022/23, because of the Retail, Hospitality and Leisure Relief scheme, the council

will receive more than budgeted for in compensation grant. Though the grant relates to the Collection Fund, accounting regulations require it to be paid into the General Fund. There will therefore be a large deficit in the council's Collection Fund at year-end, and, conversely, a large surplus in its General Fund which will need to be transferred to reserves to pay for the Collection Fund deficit. The Department for Levelling Up, Housing and Communities (DLUHC) have guidance for local authorities on the appropriate accounting arrangements.

Current position (as at 30 September 2022): revised budget compared to original budget

- 1.9 There has been a net transfer of £1.002m from reserves in 2022/23 as at 30 September 2022. Two of these transfers from reserves were more than £0.050m in value. These total £0.312m:

Date approved by Cabinet, Committee or Portfolio Holder	Transfer from Reserves Relates to	Amount (£)	Portfolio Holder which received transfer
26/11/20	Feasibility work on development of Newark Gateway site (existing Cattle Market and Lorry Park sites)	187,140	Strategy, Performance & Finance
25/08/22	Consultancy costs regarding the delivery of major capital projects	125,000	Strategy, Performance & Finance

- 1.10 The other transfers (to) and from reserves total £0.690m. These largely relate to the Repairs and Renewals (R&R) and Management Carry Forwards reserves. The transfers between portfolio holders largely relate to the centralisation of premises-related budgets into the Strategy, Performance & Finance portfolio.

Portfolio Holder	Transfers (to) and from reserves	Transfers (to) and from portfolio holders	Total transfers
Cleaner, Safer, Greener	(968)	(285,340)	(286,308)
Economic Development & Visitors	266,337	(227,084)	39,252
Homes & Health	132,862	160,230	293,092
Organisational Development & Governance	189,919	(137,618)	52,301
Strategy, Performance & Finance	102,139	489,812	591,951
Total: Services	690,288	0	690,288

Current position (as at 30 September 2022) compared to previous position (as at 30 June 2022)

- 1.11 The previous budget monitoring report to Cabinet projected an unfavourable variance against the revised budget of £0.947m on Service budgets. This report projects an unfavourable variance against the revised budget of £0.655m on Service budgets. *Table 2* summarises the changes in variance against portfolio holder budgets between the two reports. Further details of these changes by portfolio holder are in **Appendix B**.

Table 2: General Fund revenue outturn: changes in variance by portfolio holder between reports

	Variance £'m
Net Cost of Services variance: as at 30 June 2022 (04/10/2022 Cabinet)	0.947
Cleaner, Safer, Greener	(0.165)
Economic Development & Visitors	0.272
Homes & Health	(0.217)
Organisational Development & Governance	(0.102)
Strategy, Performance & Finance	(0.080)
Net Cost of Services variance: as at 30 September 2022 (06/12/2022 Cabinet)	0.655

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

- 1.12 With reference to the 'Variance' column in *Table 3*, the HRA accounts show a projected unfavourable variance against the revised budget of £0.194m as follows:

Table 3: HRA revenue outturn for 2022/23 financial year as at 30 September 2022

	Original Budget £'m	Revised Budget £'m	Projected Outturn £'m	Variance £'m
Expenditure	17.884	17.878	17.911	0.033
Income	(26.531)	(26.466)	(26.305)	0.161
Net Cost of HRA Services	(8.647)	(8.588)	(8.393)	0.194
Other Operating Expenditure	0.027	0.027	0.020	(0.007)
Finance & Investment Income/Expenditure	3.904	3.904	4.100	0.196
Taxation & Non Specific Grant Income	0.000	0.000	0.000	0.000
(Surplus)/Deficit on HRA Services	(4.715)	(4.657)	(4.273)	0.383
Movements in Reserves				
Transfer to/(from) Usable Reserves	1.442	1.383	1.485	0.103
Transfer to/(from) Unusable Reserves	(6.778)	(6.778)	(7.263)	(0.485)
Transfer to Major Repairs Reserve	10.051	10.051	10.051	0.000
Total	0.000	0.000	0.000	0.000

- 1.13 The projected outturn for the year is a net transfer from Usable reserves of £0.103m. Should this materialise, a recommendation would be made to Cabinet as to which reserve this would need to be funded from.

- 1.14 The main reasons for the projected unfavourable outturn variance of £0.194m on the Net Cost of HRA Services are in **Appendix C**, and the main reasons for changes in variance between this report and the previous report are in **Appendix D**.

Overview of Projected Capital Outturn 2022/23

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

	Revised Approved Budget £'m	Revised budget updated for Approval £'m	Actual Spend to 30 September 2022 £'m	Forecast Outturn £'m
General Fund	53.787	42.915	6.368	42.915
Housing Revenue Account	36.207	24.650	5.502	24.650
Total	89.994	67.565	11.870	67.565

- 1.16 As projects are developed and spending commitments are made, budget requirements can change. It is a requirement that Cabinet approve all variations to the Capital Programme. Following the meeting of 20 September 2022, the total approved budget was 89.994m including slippage from 2021/22. The additions and amendments that now require approval are detailed in **Appendix E** and summarised as follows:

Additions/Reductions	£7.511m
Reprofiles	£(29.940)m
Total	£(22.429)m

- 1.17 If these variations are approved, then the revised budget will be reduced to £67.565m. A more detailed breakdown at scheme level, including some comments on projects progress, can be found at **Appendices F** (Housing Revenue Account) and **G** (General Fund).

Capital Programme Resources

- 1.18 The Capital resources available to the Council are not static. Capital receipts are generated throughout the year, additional grants and contributions are paid to the Council, and borrowing may be increased to fund some projects.

- 1.19 In summary, the revised budget of £67.109m will be financed as follows, with every attempt to minimise the impact on the Council's revenue budget:

	General Fund £'m	Housing Revenue Account £'m	Total £'m
Borrowing	9.929	8.723	18.652
External Grants & Contributions	23.703	0.273	23.976
Capital Receipts	3.569	1.444	5.013

Community Infrastructure Levy	0.060	0.000	0.060
Revenue Contributions	5.654	14.210	19.864
Total	42.915	24.650	67.565

Capital Receipts

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

	General Fund £'m	HRA Receipts £'m	HRA 1-4-1 Receipts £'m	Total £'m
Balance at 1st April 2022	1.217	1.693	0.000	2.910
Received up to end of September 2022	0.090	0.375	0.875	1.340
Estimated receipts for remainder of the financial year	2.350	0.239	0.558	3.147
Approved for financing	3.569	0.598	0.846	5.013
Available Capital receipts balance at 31 March 2023	0.088	1.709	0.587	2.384
Estimated Receipts 2023/24 - 2025/26	7.600	4.177	2.372	14.149
Approved for Financing 2023/24 - 2025/26	4.040	2.389	0.000	6.429
Estimated Uncommitted Balance	3.648	3.497	2.959	10.104

1.21 The RTB receipts for Replacement Homes (known as 1-4-1 Receipts) are retained through a RTB agreement. The terms of Retention Agreements have been amended from 1 April 2021. Under the terms of the amended agreements, existing and future RTB receipts have to be spent on new supply of affordable housing within five years of arising (rather than three), or have to be returned to the government with penalty interest payable. Amongst other changes, authorities are also now able to use RTB receipts to fund 40% of the cost of a replacement home, rather than 30%.

2.0 Proposal/Options Considered and Reasons for Recommendation

2.1 To consider the forecast outturn position for the 2022/23 financial year for the Council's General Fund and Housing Revenue Account revenue and capital budgets.

2.2 To: show performance against the approved estimates of revenue expenditure and income; report on major variances from planned budget performance; and report on variations to the Capital Programme for approval; all in accordance with the Council's Constitution.

3.0 Implications

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

Background Papers and Published Documents

General Fund and Housing Revenue Account Revenue Monitoring Reports to 30/09/2022
General Fund and Housing Revenue Account Capital Monitoring Reports to 30/09/2022

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

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

Cleaner, Safer, Greener - £(0.022)m	£'m
Waste & Recycling: increased trade refuse and waste disposal income	(0.115)
Street Scene Street Cleansing: vacant posts	(0.014)
Sconce & Devon Park: vacant posts	(0.012)
Street Scene Grounds Maintenance: increased spend on employees	0.012
Environmental Health: vacant posts, partly offset by increased costs on agency staff	(0.094)
Vehicle Pool and Workshop: increased transport-related costs, particularly fuel (petrol and diesel) and oil and lubricants	0.135
Other small variances	0.066
Total	(0.022)

Economic Development & Visitors - £(0.227)m	£'m
Heritage & Culture: vacant posts, and increased Palace Theatre income offset by increased spend on agencies for their proportions of income	(0.012)
Development Management: vacant post, and a career-grade post is budgeted for at a higher grade than the grade of the officer in post	(0.026)
Planning Policy: vacant post	(0.021)
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	(0.065)
Beaumont Cross: increased spend and reduced income on Beaumont Cross due to delays in initial occupation of units	0.044
Economic Growth: vacant post	(0.011)
Surface Car Parks Newark: reduced spend on London Road car park rental costs and increased car parking income	(0.064)
Newark Lorry Park: increased rental income, due to higher than anticipated occupancy levels	(0.113)
Other Properties & Workshop Voids: increased premises-related costs and reduced income due to rent suspension	0.036
Other small variances	0.005
Total	(0.227)

Homes & Health - £(0.248)m	£'m
Northgate Rough Sleeper Accommodation: increased rental income, due to higher than anticipated occupancy levels	(0.033)
Private Sector Speech Call (Careline): increased income, due to higher than anticipated number of non-tenants using services	(0.043)
Housing Options: vacant posts	(0.038)
Strategic Housing: vacant posts, partly offset by reduced income from recharge of costs to Housing Revenue Account (HRA)	(0.032)
Council Tax: vacant posts	(0.024)
Rent Allowances: forecast based on year-to-date actuals	0.055
Health & Community Relations: vacant posts, and allocation for in-year initiatives not currently anticipated to be fully spent	(0.107)
Test & Trace Support Administration: grant income received	(0.040)
Other small variances	0.014
Total	(0.248)

Organisational Development & Governance - £(0.198)m	£'m
Electoral Registration: reduced spend on canvassing	(0.022)
ICT: vacant posts, partly offset by increased costs on agency staff, and increased income from recharge of costs to HRA	(0.045)

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

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

Customer Services: vacant posts, partly offset by reduced income from recharge of costs to HRA	(0.045)
Human Resources: vacant posts, partly offset by reduced income from recharge of costs to Active4Today (A4T)	(0.011)
Legal Section: increased one-off legal fee income received	(0.017)
Transformation: vacant posts	(0.019)
Administration Services: vacant posts	(0.029)
Castle House: reduced income from desk hire by partners	0.029
Other small variances	(0.039)
Total	(0.198)

Strategy, Performance & Finance - £1.350m	£'m
Payments & Receipts: increased income from recharge of costs to HRA	(0.011)
Corporate Asset Development: reduced income from recharge of costs to HRA and capital, partly offset by vacant post	0.070
Financial Services: increased income from recharge of costs to HRA	(0.041)
Business Rates Property Unit: vacant post and higher than anticipated income from partners	(0.028)
Corporate Property: reduced income from recharge of costs to A4T	0.018
Other Financial Transactions: vacancy factor budget equal to 4% of 2022/23 employee costs; and estimated cost of a 2022/23 pay award equal to 5% per employee, compared to the 2% pay award originally budgeted for 2022/23	1.359
Other small variances	(0.017)
Total	1.350
	0.655

General Fund (GF) Revenue Outturn Change in Variance Analysis by Portfolio Holder as at 30 September 2022

Favourable variances are bracketed and in red - £(0.000)m. Unfavourable variances are in black - £0.000m.
All amounts are in millions of pounds (£'m)

Cleaner, Safer, Greener - Variance as at 30/06/2022	0.143
Waste & Recycling: reductions in trade refuse and waste disposal income partly offset by reductions in amount payable to Nottinghamshire County Council (NCC). Increase in garden waste income	0.027
Street Scene Street Cleansing: reduced overtime spend	(0.016)
Environmental Health: vacant posts	(0.061)
Vehicle Pool and Workshop: reduced spend on fuel (petrol and diesel) and materials for vehicles	(0.101)
Other small variances	(0.014)
Cleaner, Safer, Greener - Variance as at 30/09/2022	(0.022)

Economic Development & Visitors - Variance as at 30/06/2022	(0.499)
Palace Theatre: reduced income and increased spend on agencies for their proportions of income	0.085
Newark Beacon: increased premises-related costs	0.014
Beaumont Cross: increased spend due to delays in initial occupation of units	0.017
Surface Car Parks Newark: increased car parking income	(0.013)
Newark Lorry Park: reduced income based on a change in forecasted assumptions and a reduction in the number of available parking spaces due to capital works	0.138
Other Properties & Workshop Voids: increased premises-related costs and reduced income due to rent suspension	0.036
Other small variances	(0.005)
Economic Development & Visitors - Variance as at 30/09/2022	(0.227)

Homes & Health - Variance as at 30/06/2022	(0.031)
Private Sector Speech Call (Careline): increased income, based on higher than anticipated number of non-tenants using services	(0.038)
Housing Options: vacant posts	(0.014)
Strategic Housing: vacant posts, partly offset by reduced income from recharge of costs to HRA	(0.032)
Health & Community Relations: vacant posts, and allocation for in-year initiatives not currently anticipated to be fully spent	(0.082)
Test and Trace Support Administration: grant income received	(0.040)
Other small variances	(0.011)
Homes & Health - Variance as at 30/09/2022	(0.248)

Organisational Development & Governance - Variance as at 30/06/2022	(0.096)
Electoral Registration: reduced spend on canvassing	(0.019)
Customer Services: vacant posts	(0.033)
Human Resources: vacant posts	(0.042)
Castle House: reduced income from desk hire by partners	0.027
Other small variances	(0.035)
Organisational Development & Governance - Variance as at 30/09/2022	(0.198)

Strategy, Performance & Finance - Variance as at 30/06/2022	1.430
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Income Section: increased income from recharge of costs to HRA, and reduced external legal spend	(0.011)
Capital Development Team: reduced income from recharge of costs to HRA and Capital, partly offset by vacant post	(0.043)
Financial Services: increased income from recharge of costs to HRA, partly offset by increased spend on insurance	(0.013)
Corporate Property: reduced income from recharge of costs to Active4Today (A4T)	(0.025)
Other small variances	0.012
Strategy, Performance & Finance - Variance as at 30/09/2022	1.350
General Fund Revenue Outturn for Services - Variance as at 30/09/2022	0.655

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

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

HRA - £(0.194)m	£'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).	0.234
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.	0.100
Increased income from solar photovoltaic (PV) panels, due to warmer than expected weather and a lower than anticipated number of faulty meters.	(0.074)
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.	0.062
Other small variances	(0.128)
Total	0.194

Housing Revenue Account (HRA) Revenue Outturn Change in Variance Analysis as at 30 September 2022

Favourable variances are bracketed and in red - £(0.000)m. Unfavourable variances are in black - £0.000m.
All amounts are in millions of pounds (£'m)

<u>HRA - Variance as at 30/06/2022</u>	0.444
Increased employee-related favourable variances, mainly due to increases in the number of vacancies. Particularly in the responsive repairs service, advertised posts were not recruited to, seemingly due to the council's remuneration offer being considered uncompetitive.	(0.200)
Increased income from solar photovoltaic (PV) panels, due to warmer than expected weather and a lower than anticipated number of faulty meters.	(0.119)
Other small variances	0.069
<u>HRA - Variance as at 30/09/2022</u>	0.194

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
Current Revised Budget	53.787	

Additions

Project	Capital Description	Additions / Reductions 22-23 £m	Comments
TA1221	SLC Fire Safety Remedial Works	0.015	Additional budget approved in Portfolio Holder Decision
TA3060	Beacon - New Boiler	0.008	Increase budget by 15% to allow for increase in inflation
TA3061	Beacon - LED lights	0.011	Increase budget by 15% to allow for increase in inflation
TB3155	Castle - Condition Works	0.057	Increase budget for works not originally identified
TC3131	London Road Library Gardens	0.025	Additional budget approved in Portfolio Holder Decision
TC3142	Common Lighting at Industrial Estates	0.007	Increase budget by 15% to allow for increase in inflation
TC3143	Roller Shutter Doors at Industrial Units	0.025	Increase budget by 15% to allow for increase in inflation
TC3144	Fire & Security Rear Entrance Doors at Industrial Units	0.018	Increase budget by 15% to allow for increase in inflation
TC3145	Fire Signage and Emergency Lighting at Industrial Units	0.023	Increase budget by 15% to allow for increase in inflation
TC3146	Electrical Upgrades to Industrial Units	0.027	Increase budget by 15% to allow for increase in inflation
TB6169	S106 Children & Young People Space Contribution	0.065	Additional budget approved in Portfolio Holder Decision
TT1002	Towns Fund - Contribution to IASI	7.100	As per report to P&F 25.11.22
TC2006	Purchase of Land at Bowbridge Road	0.105	As per report to P&F 31.3.22
TC2007	Clipstone Holding Centre	0.026	As per report to P&F - should include SDLT
Total Additions/Reductions		7.511	

Reprofiling

Project	Capital Description	Additions / Reductions 22-23 £m	Comments
TA3097	Yorke Drive Regeneration and Community Facility	-3.054	Reprofile to 2023/24 due to planning app going to committee in Dec 22
TT1000	Towns Fund Stodman Street	-6.830	Reprofile to 2023/24 tenders back in autumn, reprofile budget on the scheme to meet updated schedule in the capital budget report
TG1003	Housing Regeneration Loan Facility	-8.649	Reprofile based on current forecast cash flow requirements
TA3286	Information Technology Investment	0.150	Started process to replace Audio Visual Hardware budget brought forward from 23/24
Total Re profiling		-18.383	

General Fund Revised Budget	42.915	Recommended for approval
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HOUSING REVENUE ACCOUNT

Original Budget	29.543	As per Council on 8 March 2022
Slippages Approved	6.695	As per Cabinet on 12 July 2022
Quarter 1 Movements	-0.030	As per Cabinet on 4 October 2022
Current Revised Budget	36.207	

Additions/Reductions

Project	Capital Description	Additions / Reductions 22-23 £m	Comments
S95208	Roewood Lane Sewerage Treatment Station	0.004	Increase budget from contingency
S99100	Property Investment Contingency	-0.004	Move to S95208
SA1047	New Build Programme Contingency	-0.454	New Build Programme budget realignment
SA1063	Phase 3 Cluster 3	-0.007	New Build Programme budget realignment
SA1064	Phase 3 Cluster 4	-0.143	New Build Programme budget realignment
SA1071	Phase 4 Cluster 1	-0.148	New Build Programme budget realignment
SA1072	Phase 4 Cluster 2	0.030	New Build Programme budget realignment
SA1073	Phase 4 Cluster 3	0.625	New Build Programme budget realignment
SA1074	Phase 4 Cluster 4	0.132	New Build Programme budget realignment
SA1075	Phase 4 Cluster 5	-0.035	New Build Programme budget realignment
SA1080	Phase 5	-4.279	New Build Programme budget realignment
SA1081	Phase 5 Cluster 1	2.065	New Build Programme budget realignment
SA1082	Phase 5 Cluster 2	1.231	New Build Programme budget realignment
SA1083	Phase 5 Cluster 3	0.982	New Build Programme budget realignment
Total Additions/Reductions		0.000	

Reprofiling

Project	Capital Description	Additions / Reductions 22-23 £m	Comments
S99103	Building Safety Works	-0.299	Reprofile to 2023/24 as per updated spend profile
SA1033	Estate Regeneration	-7.958	Reprofile to 2023/24 due to planning app going to committee in Dec 22
SA1081	Phase 5 Cluster 1	-1.500	Reprofile to 2023/24 as per updated spend profile
SA1082	Phase 5 Cluster 2	-1.000	Reprofile to 2023/24 as per updated spend profile
SA1083	Phase 5 Cluster 3	-0.800	Reprofile to 2023/24 as per updated spend profile
Total Re profiling		-11.557	

HRA Revised budget for approval	24.650	Recommended for approval at Cabinet on 6.12.22
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Total Additions/Reductions	7.511	
Total Re profiling	-29.940	
Total Revised Budget	67.565	

Project	Capital Description	Project Manager	Revised Budget Cabinet 4.10.22	Variations Proposed to Cabinet 06.12.22	Revised Budget including Variations for Approval	Actuals to 30.09.22	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/Underspend	Comments - Spend to date
PROPERTY INVESTMENT PROGRAMME											
S91100	ROOF REPLACEMENTS	S Rowett	0	0	0	17,930	0	0	17,930	17,930	
S91115	Roof Replacement Works	S Rowett	413,559	0	413,559	87,465	76,221	231,942	395,628	-17,930	09.08.22 Subject to current contract negotiations the full year budget will be spent.
S91116	Flat Roof Replacement Work	S Rowett	235,137	0	235,137	43,285	53,775	138,077	235,137	0	09.08.22 Subject to current contract negotiations the full year budget will be spent.
S711	ROOF REPLACEMENTS		648,696	0	648,696	148,680	129,996	370,019	648,695	-0	
S91200	KITCHEN & BATHROOM CONVERSIONS	A Tutty	0	0	0	-0	17,776	0	17,776	17,776	
S91218	Kit & Bathrooms	A Tutty	2,390,000	0	2,390,000	667,305	501,576	1,203,343	2,372,224	-17,776	09.08.22 current performance is strong, subject to satisfactory take up, full budget will be spent. 24.10.22 unlikely to spend this full budget, looking to redirect to energy efficiency
S712	KITCHEN & BATHROOM CONVERSIONS		2,390,000	0	2,390,000	667,305	519,352	1,203,343	2,390,000	-0	
S91300	EXTERNAL FABRIC	G Bruce	0	0	0	0	0	0	0	0	
S91336	External Fabric Works	G Bruce	557,398	0	557,398	272,512	227,824	57,063	557,399	0	09.08.22 current contractor performing strongly, no issues anticipated.
S713	EXTERNAL FABRIC		557,398	0	557,398	272,512	227,824	57,063	557,399	0	
S91400	DOORS & WINDOWS	D Bamford	0	0	0	0	0	0	0	0	
S91412	Doors & Windows Works	D Bamford	269,000	0	269,000	28,784	141,734	98,482	269,000	0	09.08.22 subject to contract renegotiation hope to have a provider by the end of August, therefore expected to achieve spend.
S714	DOORS & WINDOWS		269,000	0	269,000	28,784	141,734	98,482	269,000	0	
S91500	OTHER STRUCTURAL	G Bruce	92,956	0	92,956	54,736	29,548	8,672	92,956	-0	
S91511	Walls Re-Rendering	G Bruce	60,000	0	60,000	0	0	60,000	60,000	0	
S715	OTHER STRUCTURAL		152,956	0	152,956	54,736	29,548	68,672	152,956	-0	
S93100	ELECTRICAL	A Tutty	0	0	0	0	0	0	0	0	
S93115	Rewires	A Tutty	1,120,000	0	1,120,000	206,444	518,581	394,975	1,120,000	-0	
S731	ELECTRICAL		1,120,000	0	1,120,000	206,444	518,581	394,975	1,120,000	-0	
S93500	HEATING	D Bamford	0	0	0	0	0	0	0	0	
S93510	Heating/Boilers	D Bamford	710,000	0	710,000	343,272	323,153	43,574	710,000	-0	09.08.22 current contractor just finishing off work in progress, new contractor will carry out all services/repairs and renewals going forward.
S735	HEATING		710,000	0	710,000	343,272	323,153	43,574	710,000	-0	
S93600	ENERGY EFFICIENCY	D Bamford	330,000	0	330,000	0	72,250	257,750	330,000	0	
S93622	PV Invertors	C Wagstaff	91,760	0	91,760	0	133,691	-41,931	91,760	0	31.10.22 Project closed on 30.09.22. 14 energy efficient measures were delivered on the Council's Housing stock, all solar PV. 1 inc battery storage. Once the final payment is made, the remainder of the order will be decommitted and £61,959 will be allocated in Grant to finance the scheme. the remainder is the NSDC Contribution.
S736	ENERGY EFFICIENCY		421,760	0	421,760	0	205,941	215,819	421,760	0	

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S95100	GARAGE FORECOURTS		0	0	0	0	0	0	0	0	
S95109	Garages	D Bamford	7,000	0	7,000	0	0	7,000	7,000	0	
S95115	Resurfacing Works	G Bruce	140,007	0	140,007	0	83,000	57,007	140,007	-0	
S751	GARAGE FORECOURTS		147,007	0	147,007	0	83,000	64,007	147,007	-0	
S95200	ENVIRONMENTAL WORKS	M Plant	330,000	0	330,000	55,108	11,060	263,719	329,887	-113	
S95203	Car Parking Schemes	C Wagstaff	222,817	0	222,817	0	0	222,817	222,817	0	06.09.22 Programme for driveways due to start at the end of September. 24.10.22 slight delay in expected start on site, but due anytime. not anticipating an effect on projection for year.
S95206	Chatham Court Target Hardening - Safer Neighbourhoods	A Batty	0	0	0	0	113	0	113	113	
S95208	Roewood Lane Sewerage Treatment Station	D Bamford	10,000	3,900	13,900	0	13,900	0	13,900	0	17.10.22 works completed, expecting invoice anytime
S95250	Communal Lighting	G Bruce	40,000	0	40,000	0	0	40,000	40,000	0	
S95252	Flood Defence Systems	D Bamford	12,000	0	12,000	0	0	12,000	12,000	0	
S95253	Play Areas	L Powell	24,000	0	24,000	0	0	24,000	24,000	0	
S95254	Estate Remodelling	G Bruce	113,000	0	113,000	16,820	17,465	78,715	113,000	0	
S95303	Target Hardening - HRA	Andrew Kirk	15,862	0	15,862	12,155	0	3,707	15,862	-0	
S752	ENVIRONMENTAL WORKS		767,679	3,900	771,579	84,083	42,538	644,958	771,579	-0	
S97100	ASBESTOS	J Knowles	0	0	0	0	0	0	0	0	
S97115	Asbestos Surveys	J Knowles	40,000	0	40,000	1,098	15,555	23,346	40,000	-0	11.08.22 in progress and on target.
S97116	Asbestos Removal	J Knowles	20,000	0	20,000	5,731	3,514	10,755	20,000	0	11.08.22 in progress and on target.
S771	ASBESTOS		60,000	0	60,000	6,829	19,070	34,101	60,000	-0	
S97200	FIRE SAFETY	J Knowles	0	0	0	0	0	0	0	0	
S97218	Enhanced Fire Risk Assessments	J Knowles	448,448	0	448,448	224,750	62,823	160,876	448,449	0	11.08.22 enhanced risk assessments are in progress and on target.
S97221	Fire Risk Assessments	J Knowles	146,870	0	146,870	0	0	146,870	146,870	0	
S772	FIRE SAFETY		595,318	0	595,318	224,750	62,823	307,746	595,319	0	
S97300	DDA IMPROVEMENTS	L Powell	29,772	0	29,772	4,008	0	25,764	29,773	0	
S773	DDA IMPROVEMENTS		29,772	0	29,772	4,008	0	25,764	29,773	0	
S97400	DISABLED ADAPTATIONS	L Powell	0	0	0	0	0	0	0	0	
S97416	Major Adaptations	L Powell	563,710	0	563,710	230,801	171,399	161,510	563,711	0	09.08.22 demand is high and will need to monitor closely.
S97417	Minor Adaptations	L Powell	40,000	0	40,000	22,940	17,060	0	40,000	0	
S97418	Adaptation Stair Lift/Ho	L Powell	63,008	0	63,008	22,767	27,233	13,008	63,008	0	
S774	DISABLED ADAPTATIONS		666,718	0	666,718	276,509	215,692	174,518	666,719	1	
S97500	LEGIONELLA	A Tutty	36,000	0	36,000	0	6,576	29,424	36,000	0	
S791	UNALLOCATED FUNDING		36,000	0	36,000	0	6,576	29,424	36,000	0	
S99100	PROPERTY INVESTMENT CONTINGENCY	S Osborne	60,000	-3,900	56,100	0	0	56,100	56,100	0	
S99102	Housing Capital Fees	M Plant	333,830	0	333,830	129,009	26,565	178,255	333,830	-0	

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S99103	Building Safety	C Wagstaff	649,200	-299,200	350,000	55,150	0	294,850	350,000	0	11.08.22 surveys will be carried out during the current year, may need to adjust the budget or reprofile when programme of works is reviewed. 6.10.22 reprofile £299,200 to 2023/24.£350k spend in current year on fire alarm systems.
S791	UNALLOCATED FUNDING		1,043,030	-303,100	739,930	184,159	26,565	529,205	739,930	-0	
	TOTAL INVESTM PROGRAMME		9,615,335	-299,200	9,316,135	2,502,072	2,552,393	4,261,670	9,316,135	-0	
	AFFORDABLE HOUSING		0	0	0	0	0	0	0	0	
SA1031	Site Acquisition (Inc RTB)	K Shutt / J Sanderson	1,779,312	0	1,779,312	7,500	2,650	1,769,162	1,779,312	0	14.7.22 continuing investigations into future site acquisitions
SA1033	Estate Regeneration	C Clarkson	8,342,494	-7,957,899	384,595	67,952	180,737	135,905	384,594	-0	14.7.22 reserve matter for YD project, ph1 are expected to be submitted July 22. Following planning approval works will start on site Q4. early enabling works inc demolition have been undertaken with all site surveys for ph1 now complete. 13.10.22 YD reserve matters planning has been submitted and is being considered by planning officers, expected at Planning Committee in Dec 22.
SA1036	Affordable Homes Southwell	J Sanderson	8,220	0	8,220	1,000	0	7,220	8,220	0	14.7.22 purchase complete, final recharges left to pay.
SA1047	New Build Contingency	K Shutt	740,532	-453,890	286,642	0	0	286,642	286,642	0	14.7.22 Contingency set aside for phase 4 and 5 of the new build programme.
SA1048	Boughton Extra Care	K Shutt	327,957	0	327,957	19,898	290,115	17,944	327,957	0	14.7.22 stand in appointed contractor providing repairs during the defects period. Negotiations ongoing with administrators to agree final account. 01.11.22 no change, on status, counter claim has been issued to administrators for consideration.
SA1060	Phase 3	K Shutt	-26,780	0	-26,780	5,875	57,730	0	63,605	90,384	need to reallocate these costs
SA1061	Phase 3 - Cluster 1 Stand Alone	K Shutt	0	0	0	321	0	0	321	321	need to reallocate these costs
SA1062	Phase 3 - Cluster 2 Various	K Shutt	25,129	0	25,129	25,112	2	0	25,113	-15	14.7.22 Scheme complete. Final retention paid in May 2022 01.11.22 retention paid, scheme complete.
SA1063	Phase 3 - Cluster 3	K Shutt	14,824	-7,301	7,523	2,191	5,332	0	7,523	0	14.7.22 Scheme complete. Final retention due in September 2022. 01.11.22 contractor liquidation - retention no longer payable.
SA1064	Phase 3 - Cluster 4	K Shutt	1,635,329	-142,667	1,492,662	416,836	442,562	542,880	1,402,278	-90,384	14.7.22 Nortgate site due for completion December 2022. 01.11.22 completion on this site is now expected to be around March 2023. works due to be retendered and therefore the costs will increase.
SA1070	Phase 4	K Shutt	46,105	0	46,105	58,502	17,957	0	76,459	30,353	14.7.22 Sites due for completion during 2022/23
SA1071	Phase 4 Cluster 1	K Shutt	148,070	-148,070	-0	0	158,851	-158,851	-0	-0	14.7.22 Sites due for completion during 2022/23. Spend remaining relates to retention only. Outstanding order remaining will clear following payment 01.11.22 scheme completed, remaining retention no longer required
SA1072	Phase 4 Cluster 2	K Shutt	152,663	30,110	182,773	182,773	95,638	-95,638	182,773	-0	14.7.22 Sites due for completion during 2022/23. budget required top up from contingency due to contract variations on site. 01.11.22 scheme complete, retention no longer required

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SA1073	Phase 4 Cluster 3	K Shutt	2,059,843	624,748	2,684,591	1,671,174	598,165	415,252	2,684,591	0	14.7.22 Sites due for completion during 2022/23 01.11.22 new contractor to be appointed in November 22, works will complete between April and June. Once the tenders are accepted and works start, the budget can be reprofiled.
SA1074	Phase 4 Cluster 4	K Shutt	451,766	132,070	583,836	371,520	119,908	92,408	583,836	0	14.7.22 Sites due for completion during 2022/23 01.11.22 new contractor to be appointed in November 22, works will complete between April and June. Once the tenders are accepted and works start, the budget can be reprofiled.
SA1075	Phase 4 Cluster 5	K Shutt	1,150,000	-35,000	1,115,000	128,552	936,020	50,427	1,115,000	-0	14.7.22 Sites due for completion during 2022/23 01.11.22 new contractor to be appointed in November 22, works will complete between 2023/24. Once the tenders are accepted and works start, the budget can be reprofiled.
SA1080	Phase 5	K Shutt	9,698,231	-4,278,705	5,419,526	26,673	12,717	5,349,783	5,389,172	-30,353	14.7.22 Contracts are being drawn up to be issued in July/August. Majority of sites have been progressed through planning for starts on site in September 22. Works due for completion in 2023/24. Re-profile required when further information is collated.
SA1081	Phase 5 Cluster 1	K Shutt	0	564,780	564,780	0	0	564,780	564,780	0	01.11.22 new procurement exercise in between Jan-Mar 23 for contractors to start on site in Apr-May 23. once new contractor is selected, will revisit the budget.
SA1082	Phase 5 Cluster 2	K Shutt	0	231,491	231,491	0	0	231,491	231,491	0	01.11.22 new procurement exercise in between Jan-Mar 23 for contractors to start on site in Apr-May 23. once new contractor is selected, will revisit budget.
SA1083	Phase 5 Cluster 3	K Shutt	0	182,434	182,434	0	0	182,434	182,434	0	01.11.22 new procurement exercise in between Jan-Mar 23 for contractors to start on site in Apr-May 23. once new contractor is selected, will revisit budget.
SA3001	Ollerton Local Office Refurbishment & Repurpos	J Baker	0	0	0	0	0	0	0	0	
SC2000	Careline Analogue to Digital	S Stewardson	38,178	0	38,178	14,134	0	24,045	38,179	0	
	SUB TOTAL AFFORDABLE HOUSING		26,591,870	-11,257,899	15,333,971	3,000,011	2,918,384	9,415,884	15,334,279	307	
			26,591,870	-11,257,899	15,333,971	3,000,011	2,918,384	9,415,884	15,334,279	307	
	TOTAL HOUSING REVENUE ACCOUNT		36,207,206	-11,557,099	24,650,107	5,502,083	5,470,777	13,677,554	24,650,414	307	
	TOTALS		36,207,206	-11,557,099	24,650,107	5,502,083	5,470,777	13,677,554	24,650,414	307	

General Fund - Spend against budget - Estimated in year

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TB2253	Vehicles & Plant (NSDC)	A Kirk	1,704,667	0	1,704,667	1,260,875	441,770	2,022	1,704,667	0	12/10/22 all intended vehicles have been ordered with just the final three to arrive on site.
TB3142	Binrastructure Wrap Grant	A Kirk	1,094	0	1,094	0	0	1,094	1,094	0	12/10/22 the final part of the grant will be used by the end of October.
TB3143	Vicar Water Embankment Works	S Young	60,450	0	60,450	58,657	1,970	0	60,627	177	20.07.22 Approval from S151 to increase budget by £2k 19.5.22 + Works now complete and post CCTV survey done to show a successful install. - SY
TC3131	London Road Library Gardens	A Kirk	467,540	25,000	492,540	462,000	0	30,540	492,540	0	12.10.22 additional budget following portfolio holder decision regarding ground works.
TC3152	Target Hardening - GF	A Kirk	62,316	0	62,316	18,868	870	42,578	62,316	-0	12/10/22 potential underspend here - BS to confirm by November.
TF2000	CCTV Replacement Programme	A Batty	140,500	0	140,500	0	0	140,500	140,500	0	12.10.22 in discussions with procurement re tender documents to upgrade existing public realm cameras.
TF3221	Southwell Flood Mitigation	A Batty	453,421	0	453,421	443,421	0	10,000	453,421	0	12.10.22 final payment made, remaining council contribution not required.
TF3227	Lowdham Flood Eliviation	A Batty	200,000	0	200,000	0	0	200,000	200,000	0	
TF6011	Private Sector Disabled Facilities Grants	A Batty	712,210	0	712,210	219,414	21,404	471,392	712,210	-0	12.10.22 quarter 2 spend in line with budget.
TF6012	Discretionary Disabled Facilities Grants	A Batty	98,207	0	98,207	61,114	0	37,094	98,208	0	12.10.22 quarter 2 spend in line with budget.
TF6020	Flood Grants - 2020 - 2022	A Batty	370,402	0	370,402	20,416	0	349,986	370,402	-0	12.10.22 final payment made and invoice raised to DEFRA.
	Cleaner, Safer, Greener		4,270,808	25,000	4,295,808	2,544,765	466,014	1,285,206	4,295,985	176	
TA3053	Museum Improvements	C Coulton-Jones	224,232	0	224,232	0	39,938	184,294	224,232	0	20.07.22 paused until tudor attic work has been complete
TA3056	NCWC Tudor Hall	C Coulton-Jones	199,014	0	199,014	20,184	12,500	166,330	199,014	-0	20.07.22 costs are being reviewed and further conversations with woodheads before taking further 12.10.22 Legal are undertaking a review of insurances in place following contractor going into administration.
TA3057	Palace Theatre Lighting	C Coulton-Jones	11,263	0	11,263	0	2,000	9,263	11,263	-0	20.07.22 works complete.
TA3058	Palace Theatre Fire Alarm Upgrade	C Coulton-Jones	51,000	0	51,000	900	5,100	45,000	51,000	0	20.07.22 reprofile £45k to 2023/24 for completion during August.
TA3059	Palace Theatre Catwalk	C Coulton-Jones	42,000	0	42,000	41,197	0	803	42,000	-0	20.07.22 Catwalk works are currently in progress and will be complete by the end of the summer. The price of materials has increased, therefore additional budget is required.
TA3060	Beacon - New Boiler	M Eyre	663,937	0	663,937	299,042	262,362	102,533	663,937	-0	20.07.22 costs are currently being reviewed for replacement boilers. 12.10.22 out for revised costs due to cost increases, will require 15% increase in budget.
TA3061	Beacon - LED lights	M Eyre	191,860	0	191,860	840	346	190,674	191,860	-0	20.07.22 design is complete, waiting to be tendered. 12.10.22 budget increase of 15% required to take account of cost increases.

TB3154	Castle Gatehouse Project	C Coulton-Jones	42,040	0	42,040	0	21,802	20,238	42,040	0	20.07.22 HLF funding for the development phase has been approved, reprofile required come back with more info when full BC for TF finished. 12.10.22 project team set up to progress the scheme.
TB3155	Castle - Condition Works	C Coulton-Jones	0	0	0	6,097	0	-6,097	-0	-0	20.07.22 programmed to be complete by January 2023. 12.10.22 Additional budget of £57k required for works not identified in first instruction
TB3160	Castle Electrical Upgrade & Fire Alarm	C Coulton-Jones	45,000	6,750	51,750	0	0	51,750	51,750	0	20.07.22 Works completed and signed off by independent consultant and CoW - SY
TC3016	Legionella Remedial Works	M Eyre	53,500	8,025	61,525	0	0	61,525	61,525	0	
TC3134	Works to SFACC	M Eyre	71,300	10,695	81,995	0	0	81,995	81,995	0	20.07.22 final works to be complete in the current year.
TC3135	Works to Buttermarket	P Preece	500,968	0	500,968	1,131,567	967	500,000	500,967	-0	20.07.22 final redevelopment works are underway and contractor onsite due for completion at the end of September. 12.10.22 PC is set for 21 October. Will be within budget for this phase, but pausing works for the final phase due to increase in costs.
TC3138	Lord Hawke Way Remedial Work & Bond	M Eyre	570,000	57,000	627,000	0	426,333	92,164	627,000	0	20.07.22 working towards a S102 agreement 12.10.22 consultant arranged to facilitate the works.
TC3140	Car Park Ticket Machine Replacement	B Rawlinson	165,000	24,750	189,750	0	0	189,750	189,750	0	20.07.22 12 machines replaced and 2 upgraded. Scheme complete.
TC3141	Improvements to Newark Beacon	M Eyre	8,757	0	8,757	0	0	8,757	8,757	-0	04.08.22 The Offices that had been earmarked for conversion have now been leased. Therefore spend to date will be moved to revenue and the budget removed.
TC3142	Common Lighting at Industrial Estates	M Eyre	17,771	0	17,771	0	3,142	10,693	17,771	0	12.10.22 will start once the fire signage and emergency lighting scheme trial has been undertaken and are looking to put this scheme through a framework. 15% budget increase required due to inflationary increases.
TC3143	Roller Shutter Doors at Industrial Units	M Eyre	10,344	0	10,344	0	0	10,344	10,344	0	12.10.22 are looking to put this scheme through a framework. 15% budget increase required due to inflationary increases.
TC3144	Fire & Security Rear Entrance Doors at Industrial Units	M Eyre	180,000	27,000	207,000	0	1,760	205,240	207,000	0	20.07.22 works ongoing. 10 doors replaced on a trial, 45 remaining. Reprofile £40k from 23/24 12.10.22 15% budget increase required due to inflationary increases.
TC3145	Fire Signage and Emergency Lighting at Industrial Units	M Eyre	167,000	0	167,000	0	0	143,125	167,000	0	12.10.22 trial at bilsthorpe once consultant has written the spec and are looking to put this scheme through a framework.
TC3146	Electrical Upgrades to Industrial Units	M Eyre	12,551	0	12,551	108,504	12,533	0	12,533	-18	12.10.22 are looking to put this scheme through a framework.
TC3148	RHH Units Fit Out	M Eyre	150,000	0	150,000	0	0	150,000	150,000	0	20.07.22 3 units 1 of which has been let and payment released, 2 further units expect to complete by end of July 2022. Budget reduced as per Cabinet on 12 July 2022. 12.10.22 final lease should be completed by December and fit out costs are c£120k, reduce budget once lease is finalised.

TC3149	Onstreet Residential Chargepoint Scheme	B Rawlinson	120,000	18,000	138,000	22,500	97,470	18,030	138,000	0	20.07.22 scheme estimated to be complete by September, at which point final grant funding can be claimed. 12.10.22 when the works are completed by BP, the final claim can be made for the grant.
TC3153	Places to Ride - Thoresby Vale	N Cuttell	150,000	22,500	172,500	0	0	172,500	172,500	0	12.10.22 grant offer was conditional, timescales were deemed unachievable, therefore the grant was redirected by Sports England.
TI1002	A1 Overbridge Improvements	M Norton	60,000	0	60,000	0	0	60,000	60,000	0	20.07.22 meetings are being held with engineers appointed by Highways England. Reprofile £5.54m to 2023/24. £60 for design work.
TT1000	Towns Fund - 32 Stodman Street Regeneration	N Cuttell	8,883,720	-6,830,046	2,053,674	437,460	116,214	1,500,000	2,053,674	0	20.07.22 currently out to tender hoping to appoint by winter. 12.10.22 separate report to cabinet in December. Reprofile the remaining budget between 2023/24 and 2024/25.
TT1002	Towns Fund - Contribution to IASI	N Cuttell	0	7,100,000	7,100,000	0	0	7,100,000	7,100,000	0	12.10.22 financial profile split over 22/23 and 23/24. start on site November 22.
TT1003	Towns Fund - Newark Gateway Cattlemarket Ph1	N Cuttell	84,403	0	84,403	28,501	24,139	31,763	84,403	0	20.07.22 demolition complete. Holding final payment and retention until consultant approves release.
TT1005	Towns Fund - Cycle Town	N Cuttell	150,636	0	150,636	100,636	1,272	48,728	150,636	0	12.10.22 3 docks installed, 1 dock left to install.
Economic Development & Visitors			12,826,296	444,674	13,270,970	2,197,427	1,027,878	11,149,402	13,270,952	-18	
TA1216	Dukeries LC New Pool	A Hardy	142,314	0	142,314	57,105	139,117	-53,908	142,314	0	20.07.22 Ascot making repairs currently to allow 1 year sign off and final payment to be made. Should be done mid Aug 2022 - SY 12.10.22 some outstanding remedials are currently being addressed before final account is signed off, expected end of November.
TA1218	Leisure Equipment Purchase	A Hardy	0	0	0	0	0	0	0	0	20.07.22 Requested budget be reprofiled to 2023/24 due to contract extension
TA1221	SLC Fire Safety Remedial Works	S Young	71,615	15,000	86,615	36,637	48,614	1,364	86,615	-0	20.07.22 Works done and standard achieved, some decoration now needed due to removal of old devices. Fire door integration booked in for August. New fire doors to be installed as per RB + FRA £35k is needed for this so will be short. - SY 12.10.22 budget was increased and final works for this phase started following portfolio holder decision
TA3097	Yorke Drive Regeneration and Community Facility	C Clarkson	3,457,743	-3,054,281	403,462	0	3,462	400,000	403,462	-0	14.7.22 reserve matters for YD project, ph1 are expected to be submitted July 22. Following planning approval works will start on site Q4. early enabling works inc demolition have been undertaken with all site surveys for ph1 now complete. 13.10.22 YD reserve matters planning has been submitted and is being considered by planning officers, expected at Planning Committee in Dec 22, therefore budget reprofile required to reflect activity expected in the current year.
TB6154	Community Facilities Provision Community & Activity Village (inc S106)	A Hardy	441,210	0	441,210	396,210	0	45,000	441,210	0	20.07.22 £56,183 from S106 monies will be paid in July 2022, leaving £45k to pay subject to price confirmation and planning approval. 12.10.22 planning permission was granted, awaiting YMCA to provide scheme costs.
TB6162	Magnus Academy Hockey Pitch	A Hardy	352,500	0	352,500	286,053	66,738	0	352,791	291	20.07.22 works are currently in progress. 12.10.22 scheme complete, waiting for final account.
TB6165	S106 Community Facilities to SOT	A Hardy	239,620	0	239,620	0	0	239,620	239,620	0	20.07.22 awaiting side agreement 12.10.22 still negotiating the S106 agreement.

TB6168	S106 Community Facilities Edwinstowe	A Hardy	46,771	0	46,771	46,277	0	0	46,277	-494	12.8.22 payment made to EPC
TB6169	S106 Children & Young Peoples Space Contribution	A Hardy	0	64,614	64,614	0	0	64,614	64,614	0	12.10.22 budget approved as part of portfolio holder decision
TF3228	Homeless Hostel	K Shutt / M Cook	2,884,458	0	2,884,458	685,944	1,711,836	486,679	2,884,458	-0	New contractor now on site Oak worth construction order raised. Robert Woodheads order will be decommissioned. Tender exercise
TF6807	Warm Homes on Prescription	H Richmond	70,000	0	70,000	10,296	15,263	44,441	70,000	0	25.07.22 based on activity from April - July, this budget should reduce to reflect expected activity. All spend is funded by the Better Care Fund.
	Homes & Health		7,706,231	-2,974,667	4,731,564	1,518,523	1,985,029	1,227,810	4,731,362	-203	
TA3286	Information Technology Investment	D Richardson	892,589	150,000	1,042,589	171,907	407,148	463,533	1,042,588	-0	20.07.22 programmes are expected to be completed within 2022/23, however the technology supply chain is unpredictable with long lead times on some hardware. 31.10.22 reprofile £150k from 23/24 for civic suite and meeting room technology
TC3147	Street Scene Building Upgrade	A Kirk / S Young	10,133	0	10,133	510	9,560	0	10,070	-63	20.07.22 All works complete - budget can be closed. - SY
	Organisational Development & Governance		902,722	150,000	1,052,722	172,417	416,708	463,533	1,052,658	-64	
TC2005	Land Acquisition - Dukeries	M Eyre	70,000	0	70,000	0	0	70,000	70,000	0	
TC2006	Purchase of Land at Bowbridge Road	M Lamb	1,680,760	105,000	1,785,760	0	13,775	640,418	1,785,760	0	12.10.22 site acquired, submitting planning, due to start on site before March. Increase in budget as per P&F report on 31.03.22
TC2007	Clipstone Holding Centre	Matt Lamb	987,000	26,250	1,013,250	23,875	0	1,013,250	1,013,250	0	12.10.22 legal discussions taking place. Budget increase to accurately reflect the approval as per report to Cabinet on 7.6.22
TC2008	Vicar Water Country park	Matt Lamb	65,000	0	65,000	0	0	65,000	65,000	0	12.10.22 agreed that this will follow completion of Clipstone Holding Centre
TC3136	Climate Change	M Finch/M Eyre	34,500	0	34,500	16,200	0	18,300	34,500	0	20.07.22 SLT have approved 30k expenditure of overall Climate Change budget for the development of a Decarbonisation Plan. We have also applied for some grant funding to fund this through Salix - outcome expected 31st Aug 2022
TC3154	Solar PV	M Finch/M Eyre	685,250	0	685,250	0	0	685,250	685,250	0	20.07.22 Installer appointed expenditure will begin in the next few months
TE3268	Southern Link Road Contribution	M Lamb	557,479	0	557,479	3,936	557,479	0	557,479	0	
TF6810	PV Units - EON	H Richmond	13,352,376	0	13,352,376	652,545	28,250	12,671,580	13,352,375	-0	25.07.22 scheme deadline has extended to 30 September, therefore all installs have to be complete by that date. All spend incurred will be covered by the final grant claim.
TG1003	Housing Regeneration Loan Facility	N Wilson	10,648,646	-8,648,646	2,000,000	-761,203	0	2,761,203	2,000,000	0	12.10.22 reprofile the budget to reflect revised cash flow expectations.
	Strategy, Performance & Finance		28,081,011	-8,517,396	19,563,615	-64,646	599,504	17,925,001	19,563,614	-0	
	TOTALS		53,787,068	-10,872,389	42,914,679	6,368,485	4,495,133	32,050,952	42,914,571	-108	



Report to: Cabinet Meeting - 20 December 2022

Portfolio Holder: Councillor David Lloyd, Strategy, Performance & Finance

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

Lead Officer: Ryan Ward, Transformation & Service Improvement Officer, Ext.5308

Report Summary	
Type of Report	Open Report, Non-Key Decision
Report Title	Community Plan Performance for Quarter 2 - 2022/23
Purpose of Report	To present the Quarter 2 Community Plan Performance Report (July - September 2022).
Recommendations	That Cabinet: (a) review the Community Plan Performance Report attached as Appendix 1 and the supplementary documents (Appendices 2-4) highlighting customer complaints; and (b) consider the Council's performance against its objectives highlighting any areas of high performance and identifying areas for improvement.
Alternative Options Considered	Not applicable.
Reason for Recommendations	To enable the Cabinet to review the Quarter 2 Community Plan Performance report and the supplementary documents highlighting customer complaints.

1.0 Background

Performance management is a tool to drive improvement. This is done 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

Cabinet to review the Quarter 2 Community Plan Performance report (**Appendix 1**) and the supplementary documents highlighting customer complaints (**Appendices 2-4**).

3.0 Implications

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

Background Papers and Published Documents

None

Newark and Sherwood District Council Performance Report

2022-23 Q2

1 July to 30 September 2022



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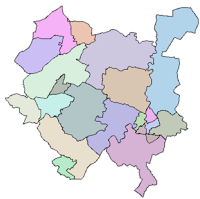
@Newark and Sherwood District Council

Introduction

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

This report examines how the Council has been performing against the Community Plan. It examines data to look at the performance of key services and delivery against the activities outlined in the plan. This report examines the Council's performance and achievements from 1 July to 30 September (Quarter 2).

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



Our District

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

Page 3



Our Performance

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

Page 4



Our Customers

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

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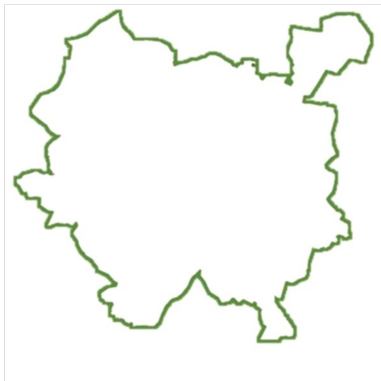


Our Workforce

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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About Newark and Sherwood...



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

55,759 dwellings of which around 10% are owned by the Council (social housing).

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

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

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

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

How is our district?

This data tell us something about our district in quarter 2 (July-Sept 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 9, residential applications have increased by 44, non-major applications have increased by 240 and major applications have increased by 8.

14 commercial planning applications were validated

98 residential planning applications were validated

37 major planning applications were received

530 minor planning applications were received



As of June 2022, 2,000 people were currently unemployed across the District. This is a reduction of 300 since March 2022 and a reduction of 1,100 compared to June 2021.



Nationally, the town centre footfall has not recovered, as it has done in previous years, following the annual drop off in town centre footfall in January. On average, **footfall in 2022 starts the year above last year's totals, it falls beneath 2021 figures in April 2022 and does not recover.** However, for Newark it doesn't fall below the 2021 figure until August which shows a positive start to the year for our towns and businesses.

Interactions with the Council

This information gives an indication of rising demand for council assistance:

- **3,242 face to face contacts** were held at Castle House. This is a 8% increase since quarter 1.
- **32,044 calls** were made to the contact centre and **6,551 calls** were received by responsive repairs. When compared to the same period of last year, call volumes have **increased by 4,468** for the contact centre.
- **6,411 digital web form transactions** were completed by our customers, this is comparable to quarter 1.

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;

- ⇒ This quarter saw staff undertake the Resident Survey 2022. A 3-pronged piece of district wide consultation to gather the view of residents. The open survey was completed by 4,577 residents and a representative sample was gathered to sense check the open survey. The Council also undertook a series of focus groups to gather the views of underrepresented groups. The results of this consultation were analysed and shared with the Policy, Performance Improvement Committee. The results will now be used to inform 2023/34 business planning. The results of the findings will also be used to develop the next Community Plan post the May-2023 elections.
- ⇒ The Humanitarian Assistance Response Team's (HART) support system continues to be operated with its primary focus around homes for Ukraine. We are currently supporting over 130 families and all referrals have been actioned within 24 hours. Alongside our primary focus, HART has recently seen an increase in referrals related to the cost of living challenges, predominantly for access to emergency food supplies. For context, in quarter one we only had one HART referral for support with food, in quarter two we had 23 referrals from individuals requiring support. This need is also shown externally to the council as all of our supported Food Clubs are also seeing an increase in requests for support.
- ⇒ Significant resources have been utilised to further support both residents and business during the cost of living challenges. As of the end of September 2022:-
- 46,198 mandatory council tax energy awards had been made totalling £6.9 million.
 - 6,715 discretionary council tax energy awards made totalling £196,438.
 - 428 discretionary Covid-19 Additional Relief Fund (CARF) awards totalling £1.89 million had been made to businesses that did not qualify for any business rates relief under other Covid Relief schemes (mainly retail, leisure, hospitality relief).
 - 241 referrals had been made to Nottinghamshire County Council for assistance through the household support fund.
- ⇒ Following the closure of the Parish and Town Council Initiative fund in April, we held our first round of Community Grant Scheme applications. The scheme aims to support groups, charities and not-for profit organisations with projects or initiatives that align to the Council's Community Plan objectives, giving grants of up to £5,000. We supported 20 applications in round 1 to the value of £73,543. Applications for round 2 have now closed and the outcome will be reported to Cabinet in November 2022. These scheme will provide support for a range of schemes that will improve communities and support the lives of residents.
- ⇒ Flood mitigation works at Lowdham continue to progress. Detailed design work has taken place on the up stream water holding element of this scheme. The Environmental Agency Project Team are in the process of securing the licences, consents and permissions ahead of construction, and they are continuing environmental monitoring for protected species at the site. The current timetable has a completion date of summer 2024. For Southwell, the main elements of this scheme are now approaching completion.
- ⇒ To increase the resilience of local communities to floods, the list of local flood wardens is being checked and compared with that held by the county council. The flood plan is also being reviewed. Last year flood stores were re-stocked where required. A further audit of the stores will take place in quarter 3.
- ⇒ The day of action planned for Boughton on the 14th October will deliver a range of activity to improve the local area, one of those includes some Speedwatch activity to monitor drivers and provide enforcement where required.
- ⇒ In line with our digital declaration, we are training involved tenants to train other tenants to improve their digital skills. The more focused approach to tenant digital workshops has improved take-up and promotion continues. From January, six tenants had four further hours of training and three 1-2-1 sessions. In this quarter, positive outcomes include tenants supporting others to successfully set up an account on MyNS

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



and then completion of online training. We will also be introducing the opportunity for tenants to use the digital equipment at the Hub during the weekly drop in sessions and we are exploring other digital equipment like Alexa/Google and how they could be utilised.

- ⇒ The 3 Local Influence Networks met in July with a total of 27 tenants taking part across the district. To support these networks, the Network chairs have now completed a chairing skills course with the Tenant Participation Advisory Service (TPAS). The chairs also attended their first Tenant Engagement Board meeting in August with an agenda agreed and work programme in progress.
- ⇒ We continue to engage and involve our tenants on numerous projects and initiatives. This quarter, we had 257 interactions with tenants with 29 new tenants becoming involved on a more formal basis and 82 first time contacts. Tenants have also been involved in the procurement of a carpet contractor to support our starting well project, monitoring our grounds maintenance service, Bakewell Court (Balderton) Spruce up day and The Hub at Chatham Court one year anniversary. At the spruce up day, 6 tenants, alongside officers from Street Scene, Tenancy and Estates, and Environmental services delivered a range of activities. This included; clearing rubbish, a tidy up of the communal areas, removal of tree stumps, grass cutting and litter picking. Two raised beds were also installed and tenants helped to plant them up with plants secured through the Community Chest. We also added some picnic tables into the communal areas.
- ⇒ The Newark and Sherwood Community Lottery launched in 2021. We now have 63 good causes signed up. We have seen a slight decline in ticket sales with 1,002 sold per week, however, this will continue to generate an annual income £31,262 for these good causes. The team continues to promote the lottery and have recently been interviewed by Bowe Radio to help with promotion of the scheme and to reach a larger audience.
- ⇒ Staff organised the signing of the district's book of condolence as well as coordinating the district's Proclamation of the Accession which took place at 3pm on Sunday 11 September at Castle House, Newark. Air Chief Marshal Sir Andrew Pulford GCB CBE, Deputy Lieutenant, led the tributes to Queen Elizabeth II and the Proclamation of the King was delivered by Chairman of Newark and Sherwood District Council, Councillor Sue Saddington. This followed the Nottinghamshire County Proclamation, which took place at County Hall, and the district Proclamation was followed by Proclamations across the District. The Proclamation of the new Sovereign is an old tradition which can be traced back over many centuries and Council staff and members were honoured to be part of this important process.



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 opened in September 2021 and continues to deliver skills development and training. A second cohort of students started in September 2022.
- The Full Business Case for the Air & Space Institute (ASI) has been completed and was assured on the 26th September 2022. The building contractors started on site in October 2022.
- The outline Business Case for the Smart Innovation, Supply Chain and Logistics (SISCLOG) project is on track to be completed by October 2022. The project has experienced delays following the announcement of the preferred route for the dualling of the A46 and the designs of the project have been amended to accommodate this adjacent Department for Transport project.
- Work has started on site for the redevelopment of Stodman Street, with the project progressing according to the delivery plan. Archaeological surveys are being undertaken, the results of which are expected by September. The building tenders are due to be returned by the 7 October.
- The Cycle Town project is progressing with three docks already installed, one at Castle House, one at the bus station and one at the new development at Middlebeck.
- The project to enhance the visitor experience at Newark Castle is progressing. The first round bid to the National Heritage Lottery fund was successful, leading to an invitation to progress to the second round of the fund. The outline Business Case has been completed and submitted to central Government in June 2022. The full business case will be developed by December 2023.
- The outline Business Case for the Newark Cultural Heart project has been completed and the full business case aims to be developed by March 2023. Newark Town Council, the delivery partner, has developed an events plan and is implementing a series of activities designed to increase vibrancy in the town centre leading to more footfall, longer dwell time and greater consumer spend.
- Funding of £31 million, has been secured for the Newark Southern Link Road. Tender returns from contactors are currently being assessed, with the anticipation of an on site start date in January 2023 working for completion in late 2024.

⇒ We have been providing funding through the towns fund and support to Newark Town Council to develop a new and enhanced Event Plan for 2022-2025. These events intend to drive up footfall, dwell time and promotion of the Town. The successful implementation of the Newark by the Sea event in August has had a welcome increase in footfall, dwell time and shopper perception. For context, 35,221 people per week visited Newark Town Centre during the Newark-on-Sea event, compared to the 2022 weekly average of 31,425, this was an increase in weekly footfall of just over 12%.

⇒ The Levelling Up Bids for Sherwood were submitted in early August 2022 for the Ollerton Town Centre Scheme, the Clipstone Employment Land Project, and the Clipstone Regeneration, Leisure and Health Programme. The bid sought £20 million of Levelling Up Funds and the outcome is expected in autumn 2022.

The focus of the Ollerton project will be:

- encouraging a strong retail offer,
- making the high street a destination for residents and visitors,
- ensuring accessibility for all, and making our town centres as environmentally friendly as possible.

The proposals include a pedestrianisation of Ollerton Town Centre alongside a mixed-use development and a public services hub. Alongside this proposal, public realm enhancements and support to businesses in Ollerton are being considered as part of the Shared Prosperity Fund proposals.

A planning application for the redevelopment of Ollerton Hall has also now been received, with a decision pending for its conversion to apartments following agreement of terms between the Council and a developer.

Deliver inclusive and sustainable growth



The focus of the Clipstone project will be:

- delivering new sports and leisure facilities,
- providing new modern workshop space,
- delivering new connections to local pedestrian and cycle routes and ensuring the highest environmental standards and sustainability.

The redevelopment proposals aim for enhancements in employment and sports & leisure with an ability to link into education pathways, land management utilising the Vicar Water Country Park and links to Sherwood Forest.

⇒ Transformative work on the Buttermarket in Newark town centre is nearing completion as part of the Council's commitment to transform the building into a space suitable for the town. Following the extensive maintenance work carried out by the Council to the building's upper floor, including the strip out, restoration and renovation of the mezzanine, 'Inspire: Culture, Learning and Libraries' are set to take occupancy in October. 'Inspire: Culture, Learning, and Libraries' deliver cultural and learning services across Nottinghamshire and are set to transform the upper floor of the Buttermarket into a brand-new centre that will offer a range of courses, workshops and events to young people and adults in Newark. The space will include three brand-new learning spaces and fully accessible state-of-the-art facilities. The Atrium will be reserved for community use and flexible use retail pods.

⇒ We continue to lead, shape, influence or in some cases directly deliver key required infrastructure including;

- Holding discussions with the A46 Newark Northern Bypass Project Team about the design of the proposed scheme and the forthcoming statutory consultation. The Council and National Highways teams meet regularly to ensure the project remains on program.
- Executed the Grant Funding Agreement in relation to the Southern Link Road to enable the developers to access the Levelling Up funding to begin construction, subject to tender returns.
- Officers are in discussion with National Highways and their consultants Amey to produce an options appraisal and design works for the A1 Overbridge.

⇒ We are providing support to CityFibre by organising and facilitating conversations with local stakeholders for a multi million pound project for Newark. City Fibre are the UK's largest independent carrier-neutral full fibre platform, they have named Newark as the next town in line for a multi-million-pound investment into its digital infrastructure. A move that will see Newark join the nation's growing list of full fibre enabled communities. They are set to invest £10 million in a new town-wide network that will bring fast and reliable full fibre-enabled internet services within reach of almost every home and business in Newark.

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

- The development and exploration of a package to support the business community with cost of living assistance.
- Signposted and supported 5 businesses to access Grantfinder, this site is Europe's most advanced grants and policy database.
- Supported 43 businesses with a range of information advice and support.

⇒ An engagement and master planning workshop for the Sherwood Forest Corner was held in September 2022 with key partners including Nottinghamshire County Council and the Wildlife Charity RSPB to further develop the scheme. The County Council have commissioned a movements strategy and will report on progress during quarter 3. We have joined a cross organisational project team that has been formed to develop the activities and milestones required to drive the programme forward in a phased and collaborative way.



Spotlight benchmarking

As of June 2022, the unemployment rate was 3.5% in Newark and Sherwood, seeing a 1.2% reduction since March 2022. Overall there has been an unemployment rate of 3.9% in England with a reduction on 0.3% when compared to the same period.

	Year to Date Quarter 2 20/21	Year to Date Quarter 2 21/22	Year to Date Quarter 2 22/23	Year to Date Tar- get 22/23
% of Town Centre retail premises vacant across the NSDC District	New for Q4 20/21	6.9%	6.8%	9.0%*
The performance of our assets which contribute to the economic growth of the district:				
Total number of admissions - National Civil War Centre	New for Q3 20/21	2,016	6,196	5,000
Total number of admissions - Palace Theatre	0	3,456	16,573	15,000
Newark Beacon - % of occupied units	New for Q3 20/21	86.0%	97.2%	85.0%
Sherwood Forest Arts and Crafts - % of occupied units	New for Q1 21/22	100.0%	100.0%	90.0%
Commercial Property - % occupied units	New for Q1 21/22	97.0%	98.6%	95.0%

*Target is the national/England average

Exploring our performance...

Across our 'deliver inclusive and sustainable growth' all performance indicator remain green and above target.

The percentage of town centre retail premises vacant remains in a comparatively strong position being lower than the national average by 2.2% and is comparable to last quarter and the same period of the previous year. The 6.8% for quarter 2 equates to a total of 84 retail premises vacant across the district.

The admissions to the National Civil War Centre remains above target by 1,196 admissions. Residents responded positively to the summer campaign with some events being free entry, and year to date figures are already 3 times higher than this period in 2021/22, demonstrating the continuing recovery of this sector. The team continues to expand its outreach offer, and the year to date cultural outreach numbers are over 12,000, predominantly through free activities in the Castle gardens.

Palace Theatre ticket sales remain variable. Several shows have over-achieved and therefore, despite some unavoidable cancellations, the theatre remains on target to achieve its admission numbers. However, it is likely that Covid-19 will play a more significant role in the ability of shows to successfully tour through the autumn and winter.



Our Customers said:-

"We attended the cycle races on Friday the 29th to watch our granddaughter take place in the under 12s and wanted to pay our thanks to the whole team who put the event together, that's everyone from the organisers to the security guys, the council employees, and anyone I've missed. A well run event in a beautiful venue"

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

What we have been doing this quarter;

- ⇒ Arkwood Developments, our property development company, have been impacted, along with several other organisations, with the liquidation of Robert Woodhead Construction (who ceased trading on the 14 of September 2022). Arkwood are currently working to secure a new main contractor and where possible retain the existing supply chain, to recommence works on site as soon as possible.
- ⇒ The HRA Development programme is progressing well with 39 homes currently in the planning process. We expect some delays with the last phase due to the need to procure a new contractor.
- ⇒ Work is undergoing to redevelop the temporary accommodation provision at Seven Hills in Newark. The development at this site was progressing well but paused mid-September due to challenges with the contractor. However, contractors were back on site from 10th October to erect the three main building structures and to make these waterproof. The site delays will extend the timescales for this project up to 12 months.
- ⇒ In September 2022, a report was presented to the Portfolio holder recommending the Severe Weather Emergency Protocol delivery model for this winter. It has been approved that the three bedroom maisonette (a temporary accommodation unit) will be made into a House in Multiple Occupation (HMO), in compliance with Environmental Health space standards to accommodate verified rough sleepers during the winter period. Support will be provided via the in-house tenancy support team and wrap around services such as Street Outreach and Rough Sleeping Initiative specialisms.
- ⇒ For the Yorke Drive regeneration scheme, Reserved Matters Planning was submitted in August 2022 and Consultee comments are currently being worked through by the design team with a response to planning and any revisions to be submitted 31 October 2022. Subject to planning permission being granted, a new access road will open up the estate from Lincoln Road with a centrally located sports pavilion and play area, right in the heart of the community. The development will deliver a total of 289 new homes across affordable, shared ownership and market sale properties and the estate will benefit from environmental improvement works and traffic control measures.
- ⇒ Our 'Starting Well' project to improve the success of tenants in new homes continues. The Early Intervention and Credit Union strands of the project have continued to progress over the last three months. The performance around new and introductory tenancies remain strong with arrears remaining low and the Credit Union local coordinator has been out in the community raising the profile of the service across the district. In addition, we have started work on two further strands of the project. The first is reviewing the Ready to Move process, this project works with applicants currently living in supported housing to ensure they are ready for their own tenancy. The review will look at the effectiveness of the process and look to see if any improvements can be made. The second new strand of work is looking at our pre-tenancy assessment process, this looks at what support a prospective new tenant might need to ensure their tenancy is a success. We currently have a well-established process, but we are looking at how this can be improved further and be better embedded into our housing management system.
- ⇒ The 3 tier priority timescales has now been in place for over a year. Priority 1 category continues to show a speedier timescale to repair and we continue to see a slight increase in attendance times for our Priority 2 & Priority 3 categories. Priority 2 and 3 are repairs that are appointed and are not of an urgent nature. *(P1 within 24 hours, P2 within 6 weeks and P3 for our planned works up to 6 months).*
- ⇒ The revised Empty Homes Standard continues to receive positive feedback. In terms of impacts, we are seeing an increase in void costs and how long it is taking to turn our empty homes around. We are reviewing the performance in detail to understand the reasons and take any steps to improve performance that we can without reducing levels of satisfaction.

How are we performing against our objective to...

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



- ⇒ Community Development continues to support arrivals via the Homes for Ukraine scheme where over 130 groups have arrived within the district to date. Key activities include undertaking safeguarding and accommodation visits and the provision of wrap around support for guests through a caseworker model. In July, we delivered a successful careers fair for Ukrainian guests in partnership with Active4Today to promote current vacancies. In September, we delivered 3 information sessions to enable guests and sponsors to learn more about the Council's Housing Options process and support available. The team continues to collaborate with other District and Borough Council colleagues across Nottinghamshire to ensure a collaborative countywide approach to scheme delivery.
- ⇒ Community Development continues to deliver the Afghan Citizens Resettlement Scheme (ACRS), Afghan Relocations and Assistance Policy and UK Resettlement Scheme schemes to support Afghan and Syrian refugees resettle within the district. The latest arrival via the ACRS scheme took place in September, following 4 other family arrivals earlier this year. We continue to collaborate with key partners, charities, and authorities to provide support to resettled families including English for Speakers of Other Languages (ESOL) provision, caseworker support, engagement and summer activities and employment support.
- ⇒ The Hub at Chatham Court had its first anniversary in August. Since opening, the Hub has provided a wide range of opportunities for tenants, including volunteering at the Coffee afternoon, maintaining the raised beds on the estate, and being part of the Hub User Group. The Hub is well used, offering a number of sessions including ESOL classes and Step into School for young families by Homestart.
- ⇒ In order to provide high quality homes and environments and 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 to seek improvements to details submitted. For example, on the amount and location of landscaping, the layout of housing, parking provision and infrastructure needed for the future community. The advice we provide in relation to landscaping is likely to improve following the appointment of the Council's Tree/Landscaping Officer. Through the quarter, 99 applications for housing proposals were determined, of which 60 were approved. The number of proposals determined and approved is comparable to the previous quarter.
- ⇒ A draft amended Allocations & Development Management (DPD), which will include a number of sites to accommodate the Gypsy and Traveller community, will be presented to Cabinet in November. The Council is also developing proposals to deliver a public sector site in Newark which will also be presented to Cabinet in November.

**Measuring
Success**



	Year to Date Quarter 2 20/21	Year to Date Quarter 2 21/22	Year to Date Quarter 2 22/23	Year to Date Target 22/23
Average time spent in temporary accommodation (weeks)	12.9	11.5	8.5	13.0
Average time (days) to re-let Council properties	39.3	26.4	25.1	28.0
% of rent collected from current tenants as a % of rent owed	100.6%	99.1%	98.3%	98.5%
Average "End to End" time for all reactive repairs (Calendar days)	8.4	27.5	15.3	11.0
% of repairs completed at first visit	96.0%	98.4%	88.5%	93.0%
% of planning applications (major) determined in time	New for Q1 21/22	92.0%	91.0%	90.0%
% of planning applications (non major) determined in time	New for Q1 21/22	97.0%	95.0%	90.0%
Average number of working days to process housing benefit change in circumstances	7.2	7.4	5.0	6.0
Average number of working days to process new housing benefit claims	New for Q3 20/21	18.0	18.3	17.0
Amount of current arrears as a % of annual rent debit	2.24%	1.88%	1.73%	2.20%
Amount of current arrears	£528,158	£440,921	£429,342	£500,000
Number of all tenants who have been evicted for rent arrears	0	2	0	2
% of all tenants who have been evicted for rent arrears	0.00%	0.04%	0.00%	0.05%
% of housing complaints resolved within agreed timescales	New for Q1 21/22	No Data Re- ceived	90.9%	100.0%
Number of evictions (anti-social behaviour)	0	0	1	Trend (Increasing)
% of homes with a valid gas certificate	New for Q4 21/22	New for Q4 21/22	87.5%	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	98.89%	100.0%
The performance of Arkwood, our property development company, which contributes to this objective:				
Arkwood - number of units delivered	New for Q3 21/22	New for Q3 21/22	29	Trend (No change)
Arkwood - plots commenced	New for Q3 21/22	New for Q3 21/22	87	Trend (No change)

Exploring our performance...

For two consecutive quarters, the average time to re-let has made significant improvements and remains above target. This quarter is now exceeding target by 2.9 days, sitting at 25.1 days, an improvement of 1.3 days against the same period of last year. Previously this performance was below target and was mainly attributed to the delivery of our enhanced empty homes standard coupled with managing a high quantity of voids.

The average "End to End" time for all reactive repairs remains above target by 4.3 days. We are currently working on initiatives to improve performance from our trades team by increasing the number of works carried out per day. However, we changed our priority time scales from 6 to 3 tiers (Emergency/Routine/Planned) and the vast majority of repairs fall into the routine category which are completed within 6 weeks. It will therefore continue to be a challenging target 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). This level of performance has seen a significant improvement from the same period last year where it was at 27.5 days compared to this quarter at 15.3 days.

90.9% of complaints were responded to within the agreed timescale and this indicator remains within tolerance for two consecutive quarters. 66 complaints were received by the end of quarter 2 and 6 of these were responded to out of the time. A commitment was made at the start of the year to improve performance on the previous year. Compared to the end of quarter 2 last year, 60 out of 70 complaints (86%) had been responded to in time. This is an improvement of 5%. Areas of slippage are closely monitored in monthly meetings and, on the whole, non timely responses are becoming the exception.

The indicator for gas compliance is under target by 12.5%. There are currently 652 properties that are out of compliance. A new contractor has been in place since 1st August and we are now doing 130 gas services per week to get performance back on track by the end of October. This is being monitored on a daily basis and a meeting have also been arranged with the contractors leadership team to review performance to date including tenant satisfaction. Weekly progress meetings are being held with daily monitoring and where required chasing of the contractors. This performance is being regularly reported to SLT, the Portfolio Holder and the Leader of the Council whilst we recover our performance. We are also working closely with the Regulator of Social Housing to provide assurances around the health and safety of our homes.



**Our
Customers said:-**

“For the 11 years I have lived here, I have always had an excellent service from the repairs team”.

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, year to date, we have issued a total of 81 Fixed Penalty Notices (FPNs) for fly tipping and 33 for failure to produce a Waste Transfer Note, indicating that they were not disposing of their waste correctly. We have also issued 45 FPNs for littering offences which includes side waste and some small fly tips. At the beginning of September, we undertook another 2 sessions of 'Operation Rogue' where Council colleagues worked in conjunction with the Environment Agency and Nottinghamshire Police over the 5th and 6th of September. In total, we stopped 21 vehicles. 17 were fully compliant and 4 FPNs were issued for not having the correct waste documents/licences.
- ⇒ Enviro-crime enforcement continues to be a priority for both Public Protection and Environmental Services Business Units. Within this quarter, 3 FPNs have been issued for abandoned vehicles and 2 prosecutions have been actioned for serious 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 begun development of the new forms which will be linked with the 'My Account' system allowing champions to easily request equipment and report bags for collection. In quarter two, 116 volunteers took part across 6 litter picking events and collected 64 bags of litter from sites across the district.
- ⇒ To help improve the appearance of the environment and improve recycling rates we have delivered a range of community projects. This quarter we have:
 - Worked with the Newark based REACH group to provide education on recycling and conservation .
 - Our summer Forest Schools programme ran again this quarter and was well attended by children from across the district at both Sconce and Devon and Vicar Water Country Park.
 - Facilitated a 'play in the park event' where our team was on hand to run recycling education games.
- ⇒ In partnership with Waste Investigations, Support and Enforcement (WISE), the district Council began a one-year pilot project in October 2021 to combat environmental crimes such as dog fouling and litter and enforce breaches of Public Space Protection Orders (PSPOs) relating to dog control. Since the pilot began, over 2,000 Fixed Penalty Notices (FPN) have been issued for several offences, including 1,689 for cigarette littering, 73 for food and food packaging litter and 24 for dog fouling. Following this successful pilot, in July, the Council confirmed that it will continue this vital work to clamp down on environmental crime in the district. The Council will now be seeking a range of tenders from enforcement providers to ensure perpetrators of environmental crimes continue to be issued with the punishments best befitting the crime.
- ⇒ We are once again celebrating after Newark Castle Gardens, Sconce and Devon Park, Vicar Water Country Park, and Sherwood Heath Cockglode and Rotary Woods were included in the UK winners of the Green Flag Award for another year. The award is the international quality mark for parks and green spaces. Newark Castle and Gardens also achieved the much coveted Green Heritage Site Accreditation, an award supported by Historic England, for the management of its historic features.
- ⇒ In July, we began to consult on proposals to develop the land adjacent to the Library Gardens, London Road, in Newark. This site has been the centre of much attention over the last year but now it is back in district Council ownership, and plans to move forward with making the area into a community space in the heart of Newark have been announced. The proposals include a range of improvements including; raised beds, hard standing areas, garden water feature, a pavilion, new trees and seating for visitors.
- ⇒ 2022/23 marks the second year that the Council will deliver a grounds maintenance service for the housing revenue account (HRA) and performance has continued to be high with all areas scoring within the "perfect – complete to specification" category. Of the joint monitoring inspections, delivered across 6 key service areas, performance has seen a marginal drop when compared to quarter 1 but the results are still overall positive.

How are we performing against our objective to...

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



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

Service Area	Q2 2021/22	Q2 2022/23
Grass	1.29	1.46
Litter and Bins	1.20	1.10
Garage Site	1.32	1.73
Shrub Bed Maintenance	1.78	1.92
Weed Control	1.39	1.76
Hedge Cutting	1.70	1.83

Across the service areas highlighted above, the scoring is broken down into 5 levels of scoring with 1 being 'Perfect. Complete to Specification' (the highest level of performance) and 5 being the 'Requires rectification within 24 hours' (lowest level of performance).



Our Customers said:-

"I would like to give a big thank you to the tenants officer and Balderton grounds team for doing a great clean up and for providing improvements to our communal areas and parking spaces"

Measuring Success



	Year to Date Quarter 2 20/21	Year to Date Quarter 2 21/22	Year to Date Quarter 2 22/23	Year to Date Target 22/23
% fly tipping incidents removed within 72 hours	New for Q3 20/21	69.0%	97.0%	75.0%
Number of fly tipping incidents	759	787	1,121	900
Number of fly tipping enforcement actions	382	800	1,248	1,025
% of household waste sent for reuse, recycling and composting	33.7%	38.2%	Waiting for External Data	40.0%
Number of missed bins (per 100,000 population)	New for Q1 22/23	New for Q1 22/23	63.0	45.0
Total number of garden waste subscriptions	New for Q3 20/21	16,621	19,042	17,000
% level 1 graffiti incidents removed within 36 hours	25.0%	88.0%	95.8%	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	0.7%	1.2%	2.1%	2.8%
% of failing sites - street and environmental cleanliness - detritus	0.7%	1.6%	0.9%	1.8%

Exploring our performance...

The number of fly tipping incidents have increased significantly when compared to the same quarter of the previous year but this is largely because we are now delivering more activity to find areas that have been fly tipped. Although the level of incidents are high, there has been a strong level of performance in terms of enforcement actions delivered for fly tips. By proactively identifying areas of non-reported fly tips ensures that these are cleared promptly enhancing the cleanliness of the district.

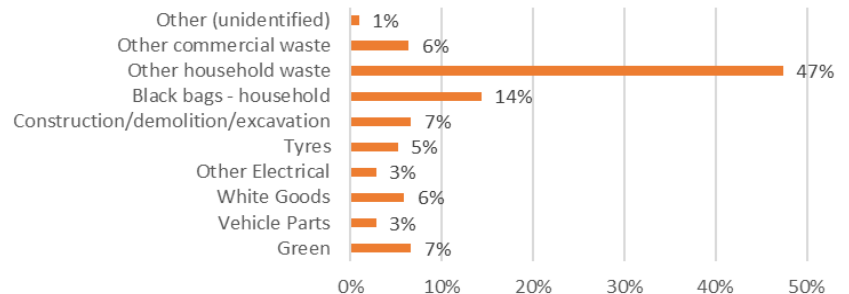
Of the incidents requiring action, the chart to the right shows the different type of waste that has been fly tipped. Although the majority appears to be household waste, this does not directly mean that the individual is the one that fly tipped the waste and this could be another individual/business.

In terms of where the fly tips were found, the top 3 land types were highways with 58% of fly tips, followed by 18% on council land and 18% on footpaths.

In relation to the size of fly tips this quarter. 42% were the size of a small van load , 19% were the size of a transit van load and 16% were the size of a car boot or less.

The number of missed bins (per 100,000 population) remains under target by 18. This has improved by 17.2 when compared to quarter 1. Just before quarter 1 of this year, we reviewed the methodology in which this indicator was calculated and achieved improvements to the accuracy and consistency in the way this is reported but the target remained the same. We will continue to review this target for this indicator and if it isn't achievable under the new methodology we will look to change later in the year. Although this indicator is currently red, the volume of missed bins within the quarter still remains low and very positive when benchmarked against our Nottinghamshire peers.

Fly Tipping by Waste Type





Enhance and protect the district's natural environment

What we have been doing this quarter;

- ⇒ We are progressing with a number of projects to achieve our 2035 carbon net neutrality target and meet the actions outlined in our Greening Newark and Sherwood Action Plan.
 - 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 awarded the contract and are in the process of finalising the contract with works on site commencing in 2023. 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. Our bid for funding for the heat decarbonisation elements of this plan from central government was unsuccessful, therefore, we are returning to directly funding development of the plan.
 - We are continuing to explore options for the future of Brunel Drive, our depot site, to meet the future needs of the service in relation to the collection of additional waste streams and the electrification of our fleet of vehicles. Initial plans have been developed and an update on progress is scheduled to go to Cabinet in December.
 - 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 372 households signed up to the app at the end of quarter two. 22 tonnes of carbon has been avoided to date through the app's carbon reduction activities. Work is ongoing to promote the app throughout the year in partnership with the other Nottinghamshire authorities and at various events across the district.
- ⇒ We continue to build on behaviour changes focusing on reducing car usage and getting more people cycling and walking. The Cycle Town project installing Brompton Bikes is progressing well with three docks already installed, one at Castle House, one at the bus station and one at the new development at Middlebeck. The two latest docking stations at Newark Bus Station and in the heart of the Middlebeck development will each hold 8 Brompton folding bicycles and residents can book out the bikes via the Brompton bike hire app. The Council is also in discussion with the County Council and Sherwood Forest Hospitals Trust to develop a range of projects to promote cycling in the District.
- ⇒ This quarter, in conjunction with colleagues around the Council, we delivered various activities to improve recycling levels in Collingham, Newark, Edgingly, Kirklington and Halam with doorstep communication work to encourage good recycling, as well as conducting Waste Transfer Note checks in the same areas to ensure compliance with waste disposal legislation.
- ⇒ Following the relaunch of the garden recycling service for 2022/23 at the end of last year, the current number of subscriptions stands at 19,061, up from 16,890 last year (a 12% increase). This is important as garden waste collected through the garden recycling service can be recycled and otherwise this recyclable material is lost within the general waste stream.

Measuring
Success



	Year to Date Quarter 2 20/21	Year to Date Quarter 2 21/22	Year to Date Quarter 2 22/23	Year to Date Target 22/23
Number of carbon reduction projects currently in progress	New for Q1 21/22	8	6	Trend



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

What we have been doing this quarter;

- ⇒ In July it was announced by the Home Office that the Nottinghamshire bid for Safer Streets had been successful and an award of £750,000 had been made to deliver the actions set out in the bid. The Newark and Sherwood share of this was £374,000 and the project must be completed by 30 September 2023. Since July, the project board and lead officers have been developing and delivering a range of local schemes and activities to ensure that the project aims are met. For Newark and Sherwood, these activities will include;
- 3 new cameras, the locations of which have now been identified with the police and are being audited for suitability.
 - The replacement of 3 of the existing cameras in Newark Town centre.
 - Improvements to the 'Shop Watch' initiative to enhance information sharing in real time so 'live' incidents can be reported quickly. This project will help with reducing the levels of shop theft.
- ⇒ The district council also has a pipeline of projects that will be implemented to reduce crime and anti-social behavior. These projects include:
- Target hardening at Tithe Barn and Queen's Court by upgrading the existing door entry system to provide remote video entry system and improved door closure and locking systems.
 - Addressing the St Mary Magdalene Church Gardens anti-social behavior hotspot. This is an area where poor lighting and a lack of CCTV has resulted in an overall feeling that the area is not safe. The scheme will deliver improved illumination by using 'Wayfinder' column lighting on the paths, installing additional CCTV and a joint project with the church to improve the lighting to the church and surrounding areas. Benches present within the gardens will also be relocated to improve the lines of sight for CCTV.
 - St Marks Precinct (the area used for parking and deliveries below the precinct) has been a location of crime, anti-social behavior and enviro-crime (graffiti and fly tipping). A scheme will be delivered to provide a new secure gated entrance that will restrict unauthorised access.
 - A series of training events and campaigns will be targeted towards night time economy staff to address feelings of safety and violence against women and girls.
 - Crime and anti-social behaviour is driven by many factors, one of which is the local environment, and as such localised improvements to the look and feel of the key areas will be undertaken. This will include additional litter bin provision, relocation of street furniture and improved lighting.
- ⇒ In response to reports of anti-social behaviour by young people within the Market Square, and the problems caused by street drinkers, regular patrols have been taking place within this area. Whilst patrolling the Community Protection Officers (CPOs) engaged with young people who gather in groups. The CPOs have not witnessed any ASB whilst present, apart from a couple of isolated incidents, and we have received no further reports. During other patrols, the CPOs also engaged with the street drinkers who tend to congregate in the St Mary Magdalene Church Gardens, Bede House Lane area, and near Morrisons. One of these patrols resulted in the arrest of one of them for being drunk and disorderly. The CPOs have also started early morning dog fouling patrols in three of our parks, Vicar Water, Sconce and Devon and Sherwood Heath. It is difficult to catch a dog walker in the act of not clearing up after their dogs but the CPOs will interact with dog walkers and ensure that they are carrying a poo bag.
- ⇒ A night of action is planned for 14 October in Newark. This will include licensing staff, police and members of the Licensing Committee undertaking checks on alcohol premises and late night takeaways. This event will also give members the opportunity to discuss town centre enforcement issues with licence holders.
- ⇒ Public Protection arranged a water safety event in partnership with the Police, Nottingham Fire and Rescue, Farndon Sea scouts and the YMCA. The event took place in mid-August in response to reports of young people jumping into the River Trent. The event was hosted by the Farndon Sea scouts. Nottinghamshire Fire

How are we performing against our objective to...



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

and Rescue demonstrated their rescue skills by boat rope and floats. The YMCA also attended and provided defib and lifesaving recovery training skills, and the Public Protection team had a stall offering safety advice and security items available for the public.

⇒ Bunds have been installed as a target hardening measure to help prevent illegal encampments. In 2022 we had no illegal encampments on the locations where target hardening works were carried out. These bunds have also been hydro-seeded with grass and wildflowers to support natural wildlife. This quarter the wildflowers and grass were cut, left to settle and then collected. This will improve the spread of wildflowers for next years display. We will also be carrying out some improvements to the bunds, which include;

- Removing stone and debris,
- regrading the bund and then dressing with soil and fertiliser, and
- Bank stabilisation and re-seeding as required.

Measuring Success



	Year to Date Quarter 2 20/21	Year to Date Quarter 2 21/22	Year to Date Quarter 2 22/23	Year to Date Target 22/23
% reduction in anti-social behaviour <i>NSDC compared against County area*</i>	-75.0%	-20.0%	5.0%	11.0%*
% reduction in all crime <i>NSDC compared against County area*</i>	20.0%	17.0%	-20.0%	-9.0%*
% of businesses in the District with a food hygiene rating of 3 or above	New for Q3 21/22	New for Q3 21/22	92.72%	83.0%
% of businesses in the District with a 0 star food rating (major improvement necessary)	New for Q2 21/22	0.18%	0.09%	0.15%
% of food inspections undertaken in year	New for Q1 21/22	No Data Received	75.0%	100.0%
% of programmed inspections completed (all)	New for Q1 22/23	New for Q1 22/23	76.0%	Trend
% programmed pollution inspections completed	New for Q1 22/23	New for Q1 22/23	23.0%	Trend
CCTV - number of proactive incidents	New for Q3 21/22	New for Q3 21/22	153	200
CCTV - number of reactive incidents	New for Q3 21/22	New for Q3 21/22	609	625
Fixed penalty notices (number issued)	18	27	1,393	750
Community protection notices/warnings (number issued)	15	13	2	13
All other notices/warnings (number issued)	9	6	9	8

*target is the County average and minus denotes an increase

Exploring our performance...

Anti-social behaviour and crime figures are provided by Nottinghamshire Police and we utilise the County average (excluding Nottingham City) as our targets. To ensure that we are benchmarking locally with the current trends. Anti-social behaviour has seen a reduction of 5% against the same period in the previous year but is less than the county average reduction of 11%. The current ASB incident numbers are similar to those seen pre-Covid and both the Police and Council have initiatives in place to target ASB hotspots.

Crime has seen an increase of 20% when compared to the same period of the previous year and is 11% greater than the County average. Current crime numbers are similar to those seen pre-Covid. Regular performance review meetings take place between the Public Protection Business Manager and the local Policing Inspector where a more detailed analysis of crime type and prevalence is undertaken.

The percentage of food inspections undertaken sits at 75% against a target of 100%, however, it is anticipated that at year end the programme will be at 100%. The reason for this indicator being below target is caused by levels of annual leave within the team coupled with the reduction in opening hours of local food businesses.

The quantity of proactive incidents monitored for CCTV is under target by 47. The proactive monitoring is normally undertaken as a result of a request from the council or the Police as such this is not an indicator that we can directly influence.

Although the community protection notices issued indicator remains under target, these are only served in situations where they are required and the legal threshold is met.



Improve the health and wellbeing of local residents

What we have been doing this quarter;

- ⇒ Tenant arrears performance remains strong with performance this year consistently better than last year. As previously reported, we are starting to see tenants struggling more as we enter the autumn period. We are starting to see an increase in the number of Direct Debits failing or being cancelled which indicates that peoples' finances are being put under pressure. We will continue to respond quickly to cases where Direct Debits' fail by working with the tenant to find a solution. We will continue to monitor the situation and support our tenants where necessary.
- ⇒ The integration of Southwell Leisure Centre in to Active4Today's leisure centre operational delivery model continues to develop positively and has just completed its first year of operation. Memberships currently stand at 3,378, of which 1,957 are adult members and 1,421 are junior members. This represents an increase of 372 against the 3,006 members of a comparable period in 2021. Currently the new intake of Brackenhurst College is taking place and early feedback from students signing up to the centre's membership package is positive. Improvements have been made at the centre with a refurbishment to the gym's free weights area and all weather facility. These improvements have been well received by customers and it is hoped the facilities will be well used by clubs as they begin their winter training programmes. Club membership and block bookings have also increased at the leisure centre with 34 clubs now on direct debit. This is a new initiative which was introduced during the first year of operation by Active4Today and one which has been positively received by clubs. 85% are now paying by direct debit. A review of the swimming pool programme has created additional capacity for public swimming. In addition to the changes to the public and laned swimming sessions, A4T has also introduced 1-2-1 swimming lessons for children with a disability, which has not been available at the centre for nearly 3 years.
- ⇒ The refurbishment of the hockey pitch was officially opened on Saturday 3 September during an opening event and game. The new facility for the academy students and the wider sporting community will enable Newark Hockey Club to deliver its development plans to increase hockey opportunities locally as well as further enhance the club's well established reputation in the local community and grow its membership base. The pitch is now fully operational and managed by Active4Today under a 15 year 'Community Use Management Agreement' which enables the Magnus Academy and Active4Today to work collaboratively to ensure that the facility is well used by the local sporting community. Regular meetings will take place to ensure that the operation of the facility delivers good outcomes for all concerned. Early indications are that bookings for the newly refurbished facility have increased.
- ⇒ We are collaborating with the County Council's Health and Wellbeing Hubs to run a number of Health and Wellbeing 'pop up' events in various locations across the district. These events provide residents with an opportunity to discuss their own health and wellbeing and be signposted to a wide array of local services. At a number of events, residents have been offered free Body MOT's which includes things like a blood pressure check.
- ⇒ Local companies, such as Bakkavor, have also engaged in our Wellness at Work programmes and the Council and Active4today colleagues provided 30 body MOT's and health signposting to attendees. Body MOT events have also been undertaken in community events, schools and residential establishments for the elderly. Two of these events included 22 MOT's at Baufields House and 24 at Barnby Road School.
- ⇒ Crop Drop restarted for the second year supporting all food clubs and food banks across the district providing free fresh produce to families. This scheme not only provides families and residents access to fresh produce, it also gives the allotment holders and growers an improved sense of wellbeing by donating and volunteering in their local community. Crop drop shares quality locally grown produce which reduces the district's carbon footprint whilst ensuring local families have access to fresh produce. Menus have also been provided for the less common vegetables to encourage people to experiment with new tastes and healthy options.
- ⇒ The Council's Health and Improvement team has increased its capacity and therefore a number of paused

Improve the health and wellbeing of local residents



public health schemes are now restarting across the district including Breast Feeding Friendly and Health Option Takeaway (HOT). Southwell will be the focus for the HOT (Healthy Options Takeaway) when Public Health re-launch the scheme in the new year alongside the Breast Feeding Friendly Award. The Breast Feeding Friendly Award has re-launched post covid with the team updating the database of registered organisations. The initial focus for the roll out of the scheme will start with Edwinstowe and Newark to encourage new organisations to join the scheme. Following a recent social media campaign, the Council were approached by the 'CIC Support ME' who wishes to establish a presence in the district and to provide further support to communities with breast feeding and family activities. We will continue to work with 'CIC Support ME' to help them develop their presence and promote their service offering.

- ⇒ We have taken on the interim responsibility for 3 Food Clubs, undertaking the administration and volunteer management support with the key volunteers who will take on the clubs independently by the end of this financial year. The Council has provided finances for indemnity insurance and banking system administration which provides each food club with support on their journey to becoming independent.
- ⇒ A return visit to Southwell market for 'meat free Mondays' was requested and has been delivered in this quarter. A highly successful Saturday morning saw the Health and Improvement team supplying food and distributing menus to the public to encourage them to cook healthy meat-free meals. Following the event and reaffirming the success, a further return visit has now been requested.
- ⇒ To help support low-income residents who also suffer with a long-term health condition made worse by living in a cold home, the Energy and Home Support team has reviewed and extended the eligibility criteria for the 'Warm Homes on Prescription' service to ensure more households can benefit from home energy efficiency improvement measures this winter.
- ⇒ The Council continues to work collaboratively with the YMCA to develop the facilities and programme of activities available at the site. The café has now opened which will service the customer and user base. The Council has approved a capital contribution towards the installation of new covered stands and seating on the stadium pitch. This will enhance the facilities and provide additional spectator provision in order to host larger sporting and leisure events. New externally funded programmes are commencing with support from the Community Development team around the inclusion agenda and the progression of a research study about developmental assets. This programme will help inform what services and support can be made available to assist with the positive development of young people in the local community.
- ⇒ Work has started as planned on the refurbishment of the Bilsthorpe Maid Marian Way play park with the new pathways being created. The project, managed by Groundwork Nottingham, is expected to take approximately 8 weeks to complete and is currently on track for a successful delivery. All material from the site is being re-used and/or re-purposed, for example soil is being reused to create raised beds, in accordance with the Parish Council's desire for the project to be as environmentally friendly as possible.

How are we performing against our objective to...



Improve the health and wellbeing of local residents

Spotlight benchmarking

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



Measuring
Success



	Year to Date Quarter 2 20/21	Year to Date Quarter 2 21/22	Year to Date Quarter 2 22/23	Year to Date Target 22/23
Number of user visits - Active 4 Today (All)	New for Q3 21/22	New for Q3 21/22	492,064	450,000
Live Leisure Centre membership base (All)	New for Q3 21/22	New for Q3 21/22	11,024	11,500
Number of events held in NSDC parks	New for Q3 21/22	New for Q3 21/22	108	65
Number of children on environmental education visits to NSDC parks	New for Q3 21/22	New for Q3 21/22	405	400

Exploring our performance...

The number of Active4Today user visits is above target by 42,064. This cannot be benchmarked to the previous year as this is a new performance indicator that also now includes visits to Southwell Leisure Centre. However, confidence in indoor leisure activities continues to improve post-Covid and user numbers are starting to increase and move towards the pre-pandemic levels previously reported.

The number of memberships is slightly below target by 4.14% but remains an amber indicator. This is due to slow recovery of the membership base with post-pandemic impacts on the leisure sector and the cost of living challenges adverse impact on membership numbers. We will continue to monitor the crisis and how this is likely to impact on the delivery of our leisure centres.

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

	Year to Date Quarter 2 20/21	Year to Date Quarter 2 21/22	Year to Date Quarter 2 22/23	Year to Date Target 22/23
Website Sessions (total number of views)	257,598	209,403	404,920	200,000
Engagement rate with posts issued (NSDC Facebook and Twitter combined)	New for Q1 21/22	635,100	330,289	500,000
Number of digital web form transactions	New for Q1 21/22	No data Received	12,882	Trend
Telephony - average length of time to answer call (seconds)	New for Q4 20/21	125.0	142.0	60.0
Responsive Repairs - telephony - average length of time to answer call (seconds)	New for Q1 22/23	New for Q1 22/23	4.1	60.0
% invoices paid within 30 days - whole Council	N/A	96.6%	98.3%	98.5%
% effective response to careline calls within 180 seconds (industry standard)	98.5%	98.0%	99.4%	99.0%
% business rate collection	No Data Received	51.5%	57.7%	49.1%
% council tax collection	43.2%	52.5%	52.4%	48.7%
Average number of days to process new council tax support applications	New for Q3 20/21	19.2	19.6	18.0
Average number of days to process council tax support change in circumstances	New for Q3 20/21	4.6	7.7	7.0
Average number of working days to process housing benefit change in circumstances	7.2	7.4	5.0	6.0
Average number of working days to process new housing benefit claims	New for Q3 20/21	18.0	18.3	17.0

Exploring our performance...

The engagement rate with posts issued on NSDC Facebook and Twitter combined indicator is below target by 169,711. The target for this indicator was based on actuals from years affected by Covid where interactions with our posts were high. Engagement rates vary significantly depending on what information we promote. Over quarter 3 engagement rates will be monitored and all opportunities maximised to see whether the target is still realistic and achievable. The total number of views on our website remains in a strong position with almost double the target. We have been actively seeking to direct residents to our website for information via a range of digital channels such as boosted Facebook posts and the e-newsletter. It is also possible that the cost of living challenges are having an impact as residents are turning to our website for information. Consistently, the 'homes available', 'housing support' and 'Council tax support' pages are appearing in the top ten most visited every week.

The average length of time to answer a call in quarter 2 was 142 seconds, this is 17 seconds higher than the same period of last year. However, this quarter (Q2 22/23) saw an increase of 4,468 calls when compared with the same quarter in 21/22. The number of calls received was impacted by ongoing queries relating to the energy rebate grant, Household Support Fund and the first council tax recovery run of the financial year.

Customer Feedback

Over quarter two we received 39 compliments, 11 suggestions and 121 complaints.

Compliments

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

- Housing and estate management with 7 compliments and themes around improvements to communal areas, caring behaviour from staff and general support provided.
- Housing maintenance and asset management with 13 compliments with similar themes to the above but also included responsive and quality works.
- Waste and environmental services with 4 compliments, two for prompt action following missed bins, one for polite and helpful behaviour from staff and one for the responsiveness of clearing a fly tip.

Complaints

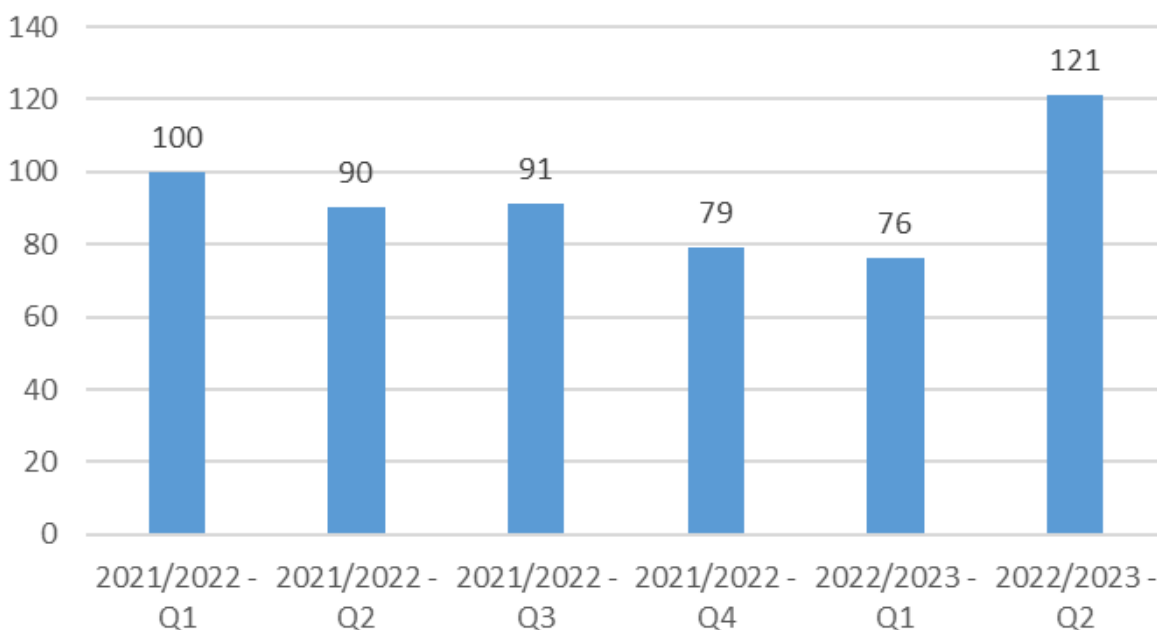
In quarter two of last year, 90 complaints were raised, this has increased to 121 for this quarters performance. The services receiving the most complaints were the most front facing, this is a usual pattern and is consistent with previous quarters. The most complaints were about waste and transport, housing maintenance and asset management, housing and estate management and council tax.

Council tax received 17 complaints this quarter which is 5 complaints higher than the same period of the previous year. Although these complaints have seen an increase, quarters 1 and 2 combined has seen a reduction of 10 complaints when compared to the same periods of the previous year. The topic themes of these complaints included; energy rebate, delays in processing, outstanding debt, decisions made and communication issues.

Public protection received 9 complaints in quarter 2, increasing by 5 from the previous quarter. The topic themes of these complaints included; our contractor WISE, a local music event and how we dealt with issues raised.

Housing maintenance received 25 complaints, rising by 12 since the previous quarter. Themes included; quality of work both internally and through contractors, responsiveness to deal with issues and communication with the customer.

Total Complaints by Quarter



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

Area of improvement...

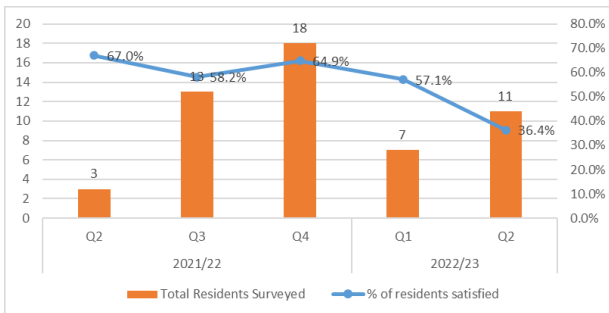
Complaints were raised for missed bin collections

What we have done to improve...

Due the nature of routes and new developments being built, missed bins have to be managed in a reactive manner. Where these do occur and we see reoccurring issues, supervisors remind colleagues about the route instructions and follow up after the next planned collection to ensure these are completed.

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 two, 853 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 Careline, right to buy, major and minor adaptations and lettings. The areas for improvement were identified as;

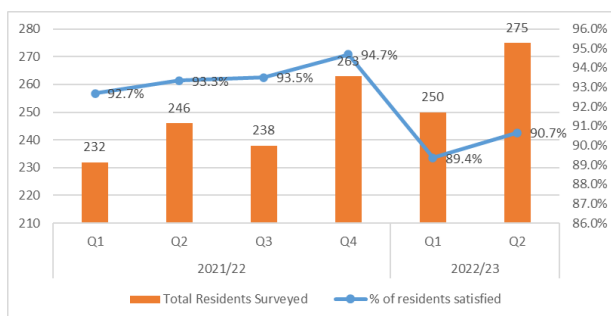
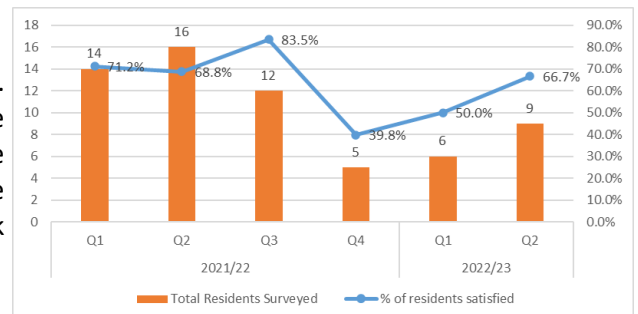


Complaint handling

36% of tenants surveyed were satisfied or very satisfied. This was the lowest scoring quarter over the last year. Although the amount of individuals surveyed was low. This equated to 7 out of the 11 people being dissatisfied. 3 tenants were dissatisfied with outcomes, 2 tenants did not feel we listened to their views and 2 were dissatisfied with the lack of progress and delays.

Antisocial Behaviour

66.7% of tenants surveyed were satisfied or very satisfied. This marks a drop of 2.1% when compared to the same period of the previous year but 7 more individuals were surveyed. In terms of those dissatisfied, 2 tenants were dissatisfied due to a lack of progress and 1 because of a lack of communication.



Repairs to tenants homes

90.7% of tenants surveyed were satisfied or very satisfied. Quarter 2 marked an increase of 1.3% when compared to the previous quarter. The main issues raised mirrored previous quarters, these were; lack of proactive communication with the tenant, slow service, quality of work and general dissatisfaction with the specifics of an enquiry.

Customer Services

86.4% of tenants surveyed were satisfied or very satisfied. This marks a drop of 4.1% when compared to the previous quarter. The main issues raised were; delay to/not receiving a call back, feelings that we aren't listening to their views, attitude of staff and ability to talk to the right people at the first contact.



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

Staff Update

This quarter also saw us undertake an Internal Customer Satisfaction Survey which allowed colleagues to feedback on their experience with internal/support services. The results of these surveys will now be used to develop action plans that will help drive further improvements to both internal service delivery and overall satisfaction levels. We regularly seek the views of our residents about the quality and performance of the front-line services that we provide and therefore we also recognise the importance of providing this opportunity for ‘support services’ to hear from their customers and improve their services based on this feedback.

Workforce Performance

Staff turnover in quarter 2 remains in a positive position and below target by 2%, but has increased by 1% when compared to the same period of the previous year. The main reasons being resignation for unspecified reasons, personal reasons, better pay and career progression. With the current cost of living challenges, there is the potential that we could continue to see staff move position for better pay but this is likely to be balanced with the stability in the public sector.

The outturn for sickness absence in quarter 2 is 3.5 days against a target of 3 days. This is a comparable level of performance when compared to quarter 2 of the previous year. Sickness absence has increased during this quarter with 1,059.5 days lost to sickness absence, Covid-19 accounted for 142 days of this total. If Covid-19 were not present this would result in a 3.24 day average, within tolerance, making this an amber indicator.

	Year to Date Quarter 2 20/21	Year to Date Quarter 2 21/22	Year to Date Quarter 2 22/23	Year to Date Target 22/23
% of staff turnover	2.5%	4.0%	5.0%	7.0%
Average number of sick days per employee (FTE) per year lost through sickness absence	2.2	3.5	3.5	3.0

Ombudsman Annual Update (Local Government and Social Care & Housing)

1.0 Introduction

- 1.1 Each year the Local Government and Social Care Ombudsman (LGSCO) produces an Annual Review Letter for local authorities detailing the number, type and decisions made relating to each authority. The annual review letter for the period 1 April 2021 to 31 March 2022 for Newark and Sherwood District Council is attached as appendix 3.
- 1.2 The Housing Ombudsman also produces an Annual Complaints Review. The most recent one was issued in 2022, covering the 1 April 2020 to 31 March 2021. It is attached as appendix 4.
- 1.3 During this period, the Housing Ombudsman did not make any determinations on any complaints for the Council. Due to this, the contents of this report highlight the LGSCO decisions only.

2.0 LGSCO Annual Review April 2020 to March 2021

- 2.1 The statistics provided with the Annual Review Letter show that for this period, the LGSCO received ten complaints relating to services provided by this Council and made decisions on twelve complaints. This compares to eight decisions made in 2020-21 and eleven received.
- 2.2 The received and decided figures are different due to a number of reasons, including:
- The complaint may have been received during 2020-21 but a decision will be made in 2022–23 (or later) and therefore this figure will show in a later year’s report.
 - The complaint did not relate to a service by this Council e.g., highways and transport.
 - The complaint was classed as premature.
- 2.3 Likewise the received figures the LGSCO provide never align with the figures the Council hold. This is because the LGSCO numbers include enquires from people who the LGSCO signpost back to the Council but never contact us. These are captured in the “closed after initial enquiries” figures. There is no way of identifying who these customers are. The table below details the categories of the complaints received and decisions made in each of the Ombudsman categories.

Ombudsman Category	Received by the LGSCO	Decided by the LGSCO
Benefits and Tax	2	3
Planning and Development	5	2
Housing	1	1
Other	1	5
Highways and Transport	1	1
Total	10	12

- 2.4 The table below shows the outcome of each decision.

Ombudsman Category	Closed after initial enquiries	Advice given	Referred for local resolution	Total
Benefits and Tax	2		1	3
Planning and Development	3		1	4
Housing	1	1		2

Other		1	1	2
Highways and Transport	1			1
Total	7	2	3	12

2.5 None of the complaints decided were upheld the by LGSCO. Details regarding the nature of each complaint are detailed in the table below. The details are anonymised and brief in content in order not to be able to identify the complaint or the associated property. The hyper-link on the reference is to the LGSCO decision.

Local Government and Social Care Ombudsman Complaints				
Ombudsman Reference	Category	Summary of Initial Complaint	Decision	Decision Reason
20 012 836	Housing	Incorrect service of improvement notices by the Council to a private landlord.	Closed after initial enquiries	The Ombudsman did not exercise his discretion to investigate this complaint. This is because it concerns matters which Mr X was aware of outside the normal 12-month period for receiving complaints and there were no good reasons why it should investigate outside this period.
20 013 270	Highways and transport	Handling of matters related to a change of postcode to a property	Closed after initial enquiries	Late complaint and therefore outside of jurisdiction.
20 013 800	Benefits and tax	Change to the amount housing benefit and council tax support received.	Closed after initial enquiries	Ombudsman will not investigate as complaint can appeal the decision elsewhere.
21 001 504	Planning	The pre-application planning advice given and the handling of the planning application	Closed after initial enquiries	No evidence of fault in the pre-application advice given and if Mrs X wants to dispute the Councils decisions to would be reasonable for her to appeal.
21 003 848	Planning	Granting of planning permission without taken account of the overlooking and loss of privacy that the new development will have on their property.	Closed after initial enquiries	Not enough evidence of fault in planning process to warrant an investigation.

21 004 655	Planning		Closed after initial enquiries	The complaint does not meet the tests in the Ombudsman's Assessment Code. Nothing to suggest fault affected the Council's decision
21 014 051	Benefits and tax	Reduction in the amount of housing benefit received following a change in financial circumstances.	Closed after initial enquiries	Ombudsman will not investigate as complaint can appeal the decision elsewhere.
21015612	Other	This enquiry was not received by the Council and the Ombudsman did not publish its decision.	Advice given	Signposted elsewhere
21011105	Benefits and tax	This enquiry was not received by the Council and the Ombudsman did not publish its decision.	Referred back for local resolution	Premature decision – Ombudsman provided advice
21012145	Planning	This enquiry was not received by the Council and the Ombudsman did not publish its decision.	Referred back for local resolution	Premature decision – Ombudsman provided advice
21012209	Housing	This enquiry was not received by the Council and the Ombudsman did not publish its decision.	Advice given	Signposted elsewhere
21012915	Planning	This enquiry was not received by the Council and the Ombudsman did not publish its decision.	Referred back for local resolution	Premature decision – Ombudsman provided advice

20 July 2022

By email

Mr Robinson
Chief Executive
Newark & Sherwood District Council

Dear Mr Robinson

Annual Review letter 2022

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2022. The information offers valuable insight about your organisation's approach to complaints. As such, I have sought to share this letter with the Leader of your Council and Chair of the appropriate Scrutiny Committee, to encourage effective ownership and oversight of complaint outcomes, which offer such valuable opportunities to learn and improve.

Complaint statistics

Our statistics focus on three key areas that help to assess your organisation's commitment to putting things right when they go wrong:

Complaints upheld - We uphold complaints when we find fault in an organisation's actions, including where the organisation accepted fault before we investigated. We include the total number of investigations completed to provide important context for the statistic.

Compliance with recommendations - We recommend ways for organisations to put things right when faults have caused injustice and monitor their compliance with our recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

Satisfactory remedy provided by the authority - In these cases, the organisation upheld the complaint and we agreed with how it offered to put things right. We encourage the early resolution of complaints and credit organisations that accept fault and find appropriate ways to put things right.

Finally, we compare the three key annual statistics for your organisation with similar authorities to provide an average marker of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

Your annual data, and a copy of this letter, will be uploaded to our interactive map, [Your council's performance](#), on 27 July 2022. This useful tool places all our data and information about councils in one place. You can find the detail of the decisions we have made about your Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

Supporting complaint and service improvement

I know your organisation, like ours, will have been through a period of adaptation as the restrictions imposed by the pandemic lifted. While some pre-pandemic practices returned, many new ways of working are here to stay. It is my continued view that complaint functions have been under-resourced in recent years, a trend only exacerbated by the challenges of the pandemic. Through the lens of this recent upheaval and adjustment, I urge you to consider how your organisation prioritises complaints, particularly in terms of capacity and visibility. Properly resourced complaint functions that are well-connected and valued by service areas, management teams and elected members are capable of providing valuable insight about an organisation's performance, detecting early warning signs of problems and offering opportunities to improve service delivery.

I want to support your organisation to harness the value of complaints and we continue to develop our programme of support. Significantly, we are working in partnership with the Housing Ombudsman Service to develop a joint complaint handling code. We are aiming to consolidate our approaches and therefore simplify guidance to enable organisations to provide an effective, quality response to each and every complaint. We will keep you informed as this work develops, and expect that, once launched, we will assess your compliance with the code during our investigations and report your performance via this letter.

An already established tool we have for supporting improvements in local complaint handling is our successful training programme. We adapted our courses during the Covid-19 pandemic to an online format and successfully delivered 122 online workshops during the year, reaching more than 1,600 people. To find out more visit www.lgo.org.uk/training.

Yours sincerely,



Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Complaints upheld

The Ombudsman carried out no detailed investigations during this period

Compliance with Ombudsman recommendations

No recommendations were due for compliance in this period

Satisfactory remedy provided by the organisation

The Ombudsman did not uphold any detailed investigations during this period

Annual Complaints Review

2020-21

March 2022

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Ombudsman's foreword

Welcome to our first annual review of complaints.

Complaints provide governing bodies with valuable insight into the quality of their landlord's homes, performance of their services and their relationship with residents. Our Complaint Handling Code calls for a positive complaint handling culture to ensure fairness and that learning is identified when things go wrong, to improve landlord services for the benefit of all residents.

Creating and embedding a culture that values complaints and gives them the appropriate level of priority requires strong leadership and management. While our analysis and the accompanying landlord reports will be of particular interest to complaint handlers, I strongly encourage senior leaders and governing bodies to use it to facilitate a wider discussion about their organisation's success in handling complaints and how it can develop its approach.

This review considers the period between 1 April 2020 and 31 March 2021. It draws together insights from:

- our annual landlord performance reports – published for the second time alongside this review;
- the Complaint Handling Failure Orders (CHFOS) we have issued in the final quarter of the year; and
- our new annual surveys of our Resident Panel and landlord members.

Our analysis identifies the strategic and operational challenges to be overcome by the sector to achieve a positive complaint handling culture. It also contains a performance comparison by different types and sizes of landlord. In publishing this body of information, drawn from our unique and independent role as an Ombudsman, we are enabling landlords and residents to examine these insights in the context of their own intelligence and experiences.

The year examined by this report was dominated by the Covid-19 pandemic, which greatly affected residents and landlords; and it was also the year in which we published our Complaint Handling Code. This Code laid the foundations for a universal approach to complaint handling at a local level by social landlords, providing a consistent approach to defining a complaint, timescales for effective handling and expectation on the number of complaint handling stages. It also set expectations for putting things right and learning from outcomes to support landlords in developing their approach to complaint handling. A year on from the Code's publication, we have strengthened it in response to comments from landlords and residents, as well as our own experience; additionally, we have also updated our guidance on CHFOS and more details about both that can be found [here](#).

Introduced alongside the Code, CHFOS, and the associated escalation procedures prior to issuing them, aim to ensure a landlord's complaint handling is compliant with the requirements of the Code. The Ombudsman operated these in shadow when the Code was first published and went live on 1 January 2021. We have published [quarterly reports](#) on all CHFOS issued by type and whether they were complied with. In future reports, we will analyse the CHFOS we issued in the full year to provide further insight into complaints handling.

The introduction of the Complaint Handling Code and CHFOS, effective from 1 January 2021, has had a significant impact in the sector and on our service. Volumes for enquiries and complaints increased by 48% during the final quarter compared to the same period in 2019-20, while demand for formal investigations rose by 56%. The impact has continued unabated throughout

2021-22 with demand reaching unprecedented levels: an increase of 104% for all enquiries and complaints at the latest count; and an increase of 88% for formal investigations.

We believe the adoption of the universal definition of a complaint is a significant driver for this increase, demonstrating the latent demand for complaints processes. We also believe the required timescales have been a factor in bringing complaints through more quickly than had previously been the case.

While we expect the rate of growth in demand to stabilise over the coming year, we do expect growth to continue because of increased resident awareness, combined with the strategic challenges facing the sector, such as net zero and building safety; as well as the change to proactive consumer regulation. Our new corporate plan sets out the work we will do to help landlords improve complaints handling, including targeted engagement where needed and the creation of a Centre for Learning to increase the number of tools available to help all landlords develop their services.

Richard Blakeway
Housing Ombudsman

Key issues identified

We have identified the following key issues for all governing bodies.

Strategic issues:

- *Cultural*: not all landlords have adopted a positive complaint handling culture and see complaints as a vital window into the performance of their services. The unprecedented increase in demand for our service since the Code was launched indicates that complaints are now more likely to be recognised and dealt with on a timely basis, but there remain cultural challenges around putting things right and learning from outcomes.
- *Access*: the perceived ease of use and ease of access to landlords' complaints processes was rated as acceptable or above by over two thirds of survey respondents, but there were low levels of trust that complaining would make a difference and residents were clear that more needed to be done to raise awareness of both the landlord's procedure and the Ombudsman.
- *Procedural*: every complaint upheld represents at some level a procedural failing whether that is in the systems, policies, procedures or training. Uphold rates are particularly stark in relation to complaint handling and repairs which between them account for almost half of all complaints received. It is critical that the underpinning procedural aspects of service provision are kept under constant review to ensure they remain fit for purpose and the learning from complaints is acted on.

Operational issues:

- *Inadequate records*: a common finding across the spectrum of complaint categories is poor record keeping, particularly incomplete or missing repairs logs. This severely hampers landlords' ability to deal with individual issues effectively and efficiently and means subsequent complaints cannot be satisfactorily answered. For complaints handling, inadequate records will mean organisational oversight of complaint themes and trends will be limited and unreliable. This area is of particular concern given the proposed Access to Information Scheme for housing associations.
- *Missed or unproductive appointments*: too often, residents wait at home for an appointment to fix an issue only for the operative to not arrive or, if they do, lack the skills or equipment to deal with the issue reported.
- *Poor communication and lack of follow up*: we find consistently ineffective communication in our investigations, leading in a failure to manage residents' expectations, both in advising what will happen next and in any follow up to check that what was agreed has happened to the resident's satisfaction.

Executive summary

Landlord performance insight

In 2020-21, we investigated 2,185 complaints and made 3,872 findings. In 49% of cases, we found full or partial maladministration and, when individual findings are considered, 45% were upheld. These rates are high, and our analysis strongly suggests both complaints handling and service delivery need to be improved across our membership.

Responsive repairs is consistently the highest category of complaint we receive and represented 30% of the total in 2020-21 and was upheld at a rate of 45%¹. If the number of reasonable redress findings are included, repairs services did not get things right first time in over 66% of the cases we handled. That is costly for landlords and frustrating for residents.

Our uphold rate of 66% for complaints handling sends a stark message that this is inadequate across our membership. Our Complaint Handling Code, the impact of which will be seen in the 2021-22 performance statistics, provides a universal set of expectations against which to determine complaints about complaint handling.

Complaints about the handling of tenant behaviour reports represented 12% of all complaints received in 2020-21, of which 34% were upheld. This suggests there might be a gap between the expectations residents have when reporting the behaviour to what is stated in the landlord's policy. Noticeably, larger landlords appear to have an uphold rate that is more in line our overall uphold rate – suggesting that residents of large landlords may be more informed about the likely outcome of a report of tenant behaviour and have their expectations managed and therefore only complain when there is basis for complaining that the report has been mishandled.

The reasons for upholding complaints are common – ineffective communication with residents, delayed and unsuccessful activities, and poor record keeping.

We issued 10 CHFOs in the final quarter of 2020-21 when they went live. They all related to failures to progress complaints through a landlord's process. Two of the CHFOs were not complied with and those complaints were taken into formal investigation at the Ombudsman's discretion.

Landlord and Resident Panel survey insights

Our survey showed overwhelmingly that landlords found the Complaint Handling code easy to understand and apply. While just over half of the resident panel members surveyed agreed that complaints processes were effective and accessible, 70% felt there was more landlords could do to improve their complaint handling. Over 70% felt landlords could do more to raise awareness and accessibility, and 77% felt landlords could do more to learn from the complaints they received.

An effective process is not only accessible but also ensures landlords learn from the issues that arise in individual complaints to improve its services for the benefit all residents. To build trust and confidence with residents, we also encourage landlords to demonstrate this learning openly and set out any actions they have taken as a result.

¹ An individual case can concern several issues, reflected in our findings in each case. The figures for our upheld rate are presented based on the proportion of findings rather than cases. The analysis excludes findings outside jurisdiction or where an aspect of a complaint is withdrawn.

Landlord performance analysis 2020-21

Individual landlord reports

Alongside this report, we have published individual performance reports for those landlords who received five or more determinations during 2020-21. We have not created individual reports for landlords with fewer than five determinations as meaningful performance interpretation is not possible – their figures are published in a table on our [website](#). If a landlord does not have an individual report or does not present in that table, we did not make a formal determination for them in 2020-21.

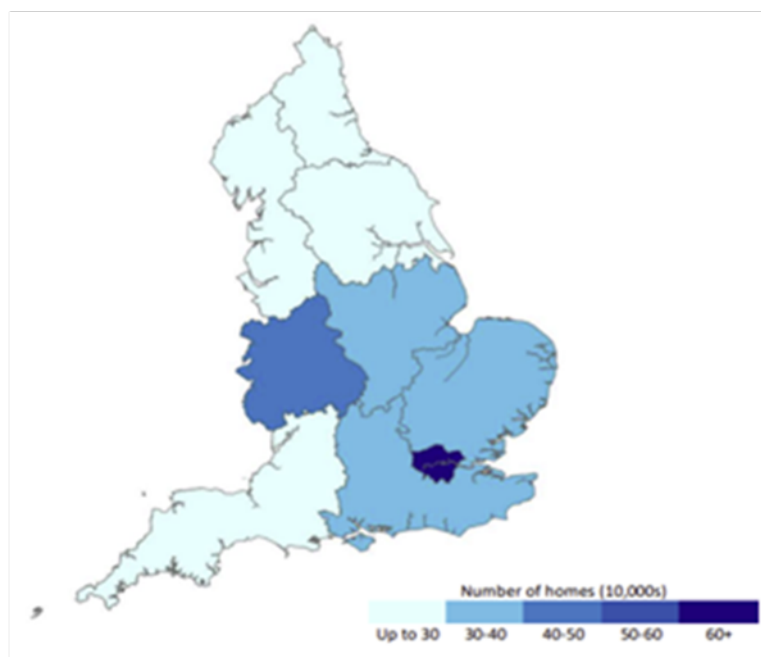
We have used housing association and local authority member data to analyse performance at a national level and draw out comparisons by both size and type. Voluntary members, as well as other types of mandatory members, such as Almshouses, have been excluded as they represented just 0.05% of all findings.

During our verification process for the individual performance reports, it became clear that there was a misunderstanding by landlords that a finding of ‘service failure’ does not represent maladministration. We will make it clearer in our reports that a ‘service failure’ finding is one of maladministration. Further guidance on our decisions can be found on our [website](#).

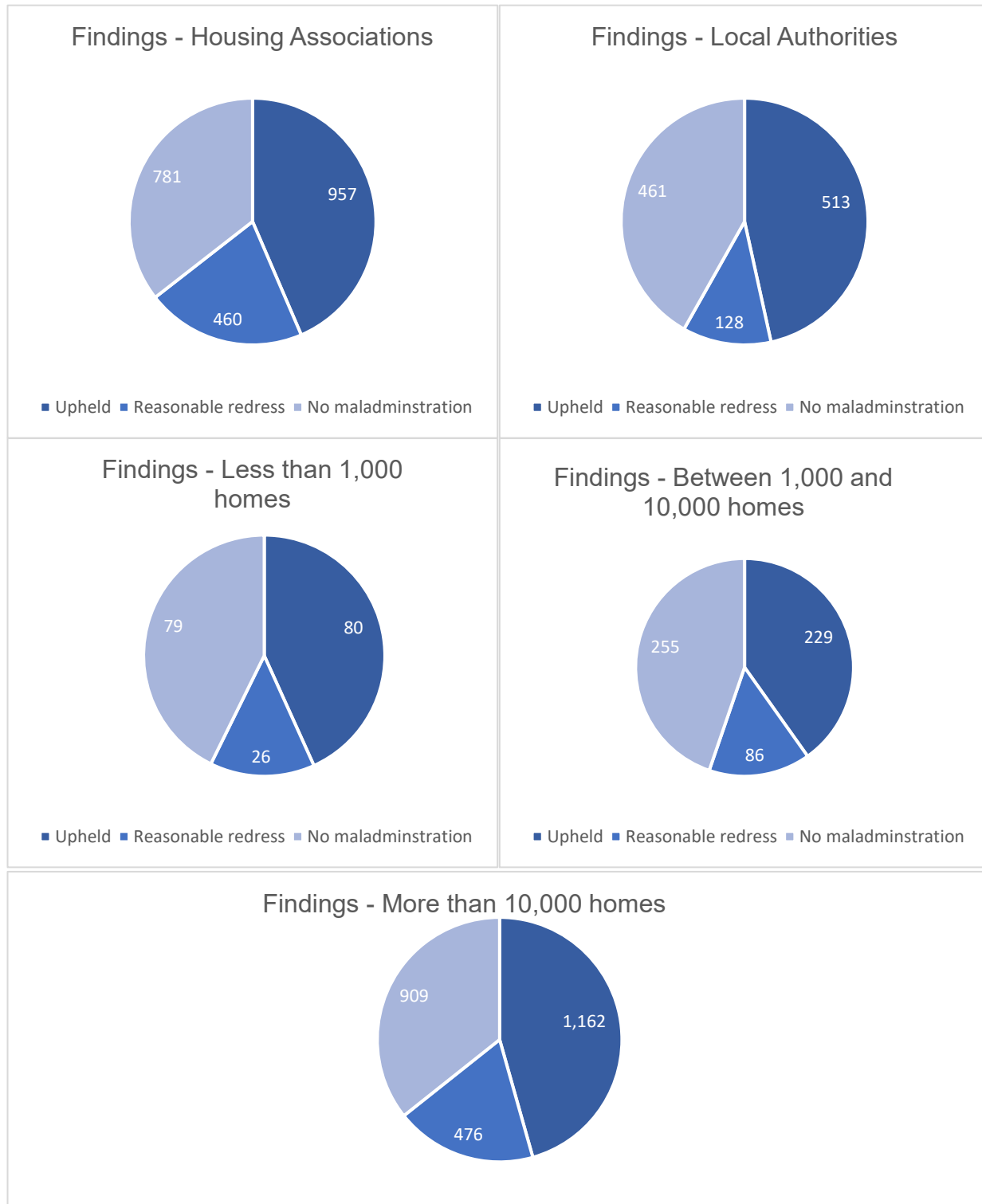
National analysis

We determined 2,185 cases and made 3,872 findings for 320 landlords. The most cases determined for any one landlord was 122. There is an expected correlation between the number of complaints and landlord size – 76 (81%) of the landlords with five or more determinations are large landlords, managing or owning 10,000 homes or more. None of the landlords with five or more determinations owned fewer than 3,000 homes. As with last year, the number of determinations per 10,000 social homes was the highest in the London region.

Rate of complaints brought to us by tenants and formally determined by the ombudsman per 10,000 social rent homes for each region

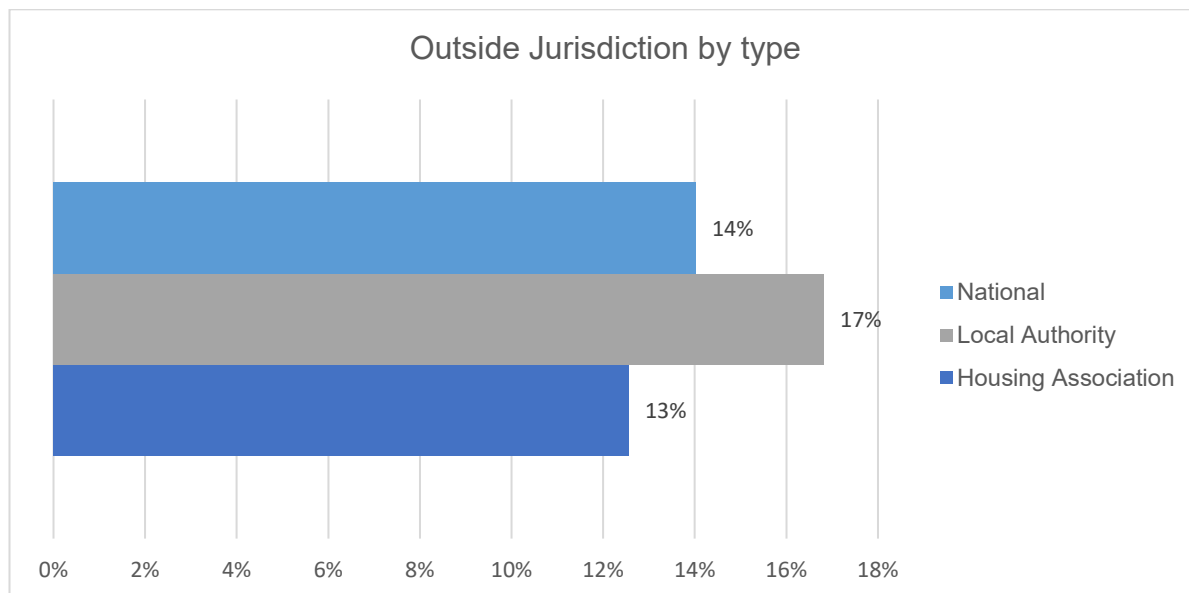


The Ombudsman upheld 49% of the cases investigated and 45% of the findings². This rate is high and strongly suggests both complaints handling and service delivery needs to be improved across our membership; there is little difference in performance when analysed by landlord type or size. If, however, reasonable redress is taken into consideration – where something in the service provision went wrong but was recognised and subsequently put right on the complaints process – the failure to get things right first time is higher in housing associations (64%) compared to local authorities (58%) and large landlords (83%) compared to medium (55%) and small (57%) landlords.

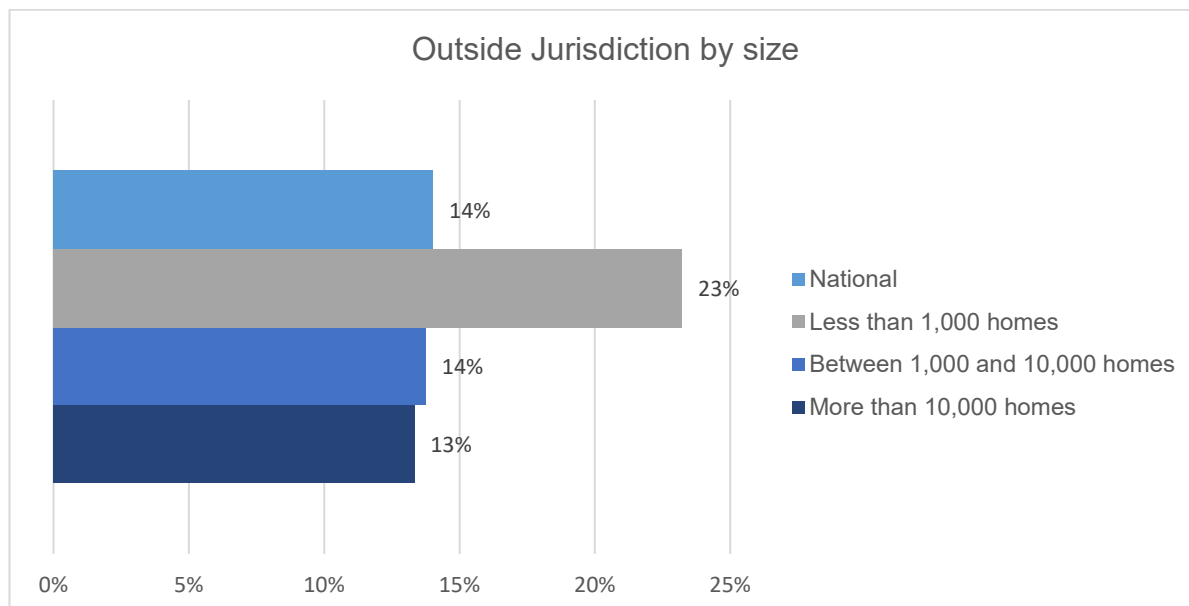


² a finding of service failure, maladministration, severe maladministration or settlement

We found a higher proportion of local authority complaints to be outside our jurisdiction to consider (17%) compared to those from housing associations (12%). Our remit for local authorities covers housing management only and the Local Government and Social Care Ombudsman (LGSCO) covers other areas such as allocations and homelessness. We work closely with the LGSCO at both an executive and operational level, signposting to each other as appropriate. Over the coming corporate planning period, we will explore a 'no wrong door' to improve the customer experience.



The rate of outside jurisdiction complaints was also significantly higher in small landlords with 23% of the complaints brought being declared as outside our jurisdiction to consider. This may be a lack of awareness of what can be considered under our Scheme by smaller landlords who may have less contact with the complaints process.



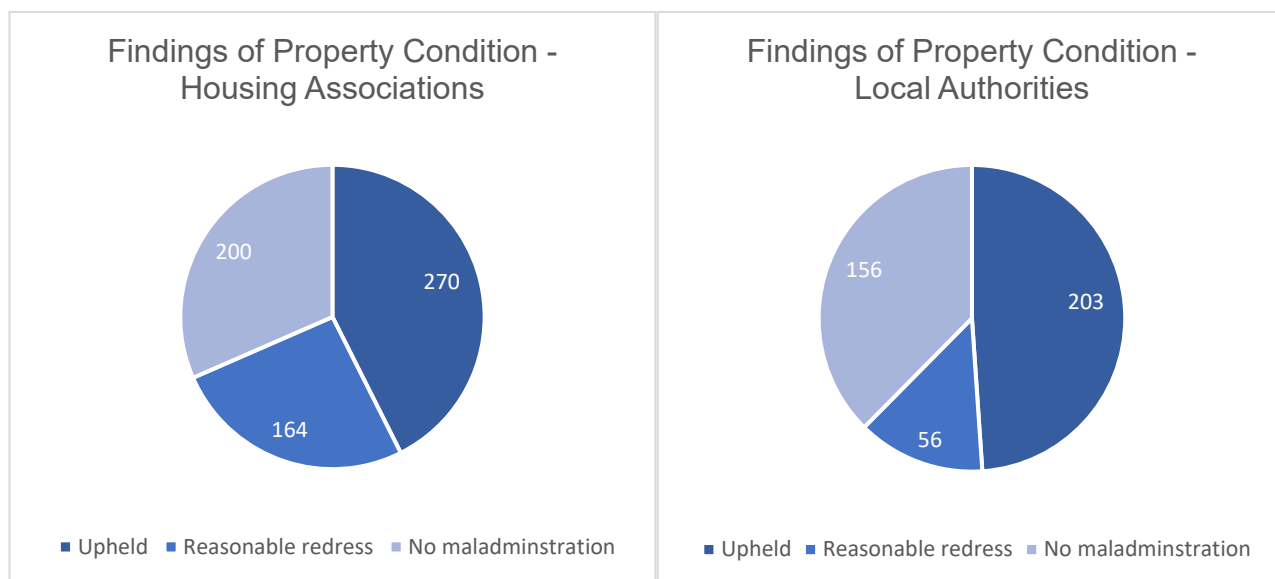
Analysis by complaint category

The top three categories of complaint represented just over 60% of all complaints determined. We have revised our categories for 2021-22 and anticipate being able to provide more detailed analysis in future reports.

Property condition

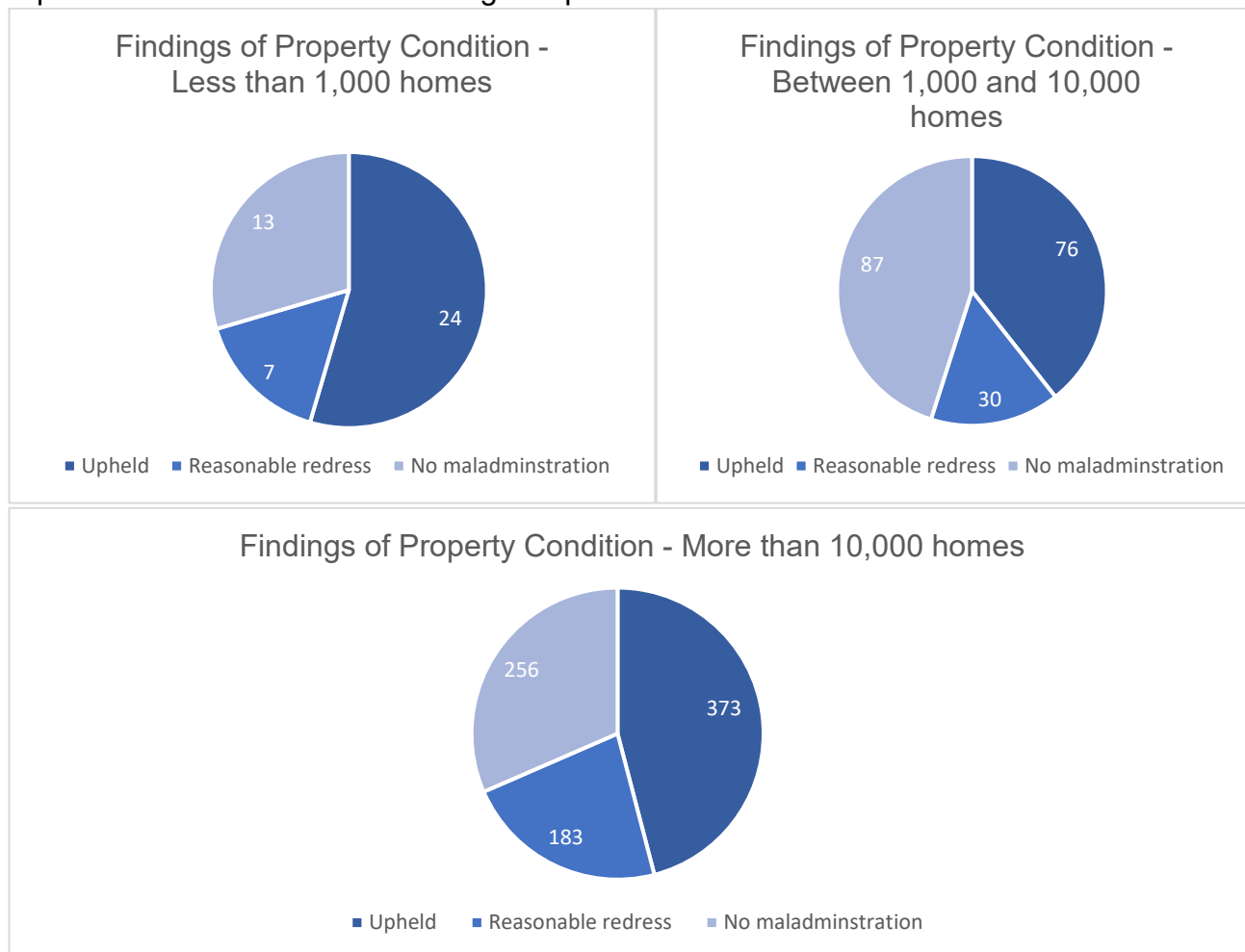
Complaints about property condition, including the responsive repairs to rectify the situation, are consistently the highest category of complaint we receive and represented 30% of the total in 2020-21. Uphold rates are consistent with the national average at 45% of findings and if the number of reasonable redress findings are included, repairs services did not get it right first time in over 66% of complaints, suggesting repairs services are not as effective as they should be - increasing costs for landlords and detrimentally affecting the landlord/resident relationship. We consistently found poor record-keeping, missed or unproductive appointments, poor communication, and lack of follow up as themes within repairs complaints. Ineffective repairs and missed appointments were a significant driver for maladministration in the Ombudsman's [Spotlight report on heating and hot water complaints](#). Issue 6 of the Ombudsman's [Insight Report](#) considered lessons on record keeping. Inadequate responses to repairs were found to be a driver for maladministration for shared owners and leaseholders, when the Ombudsman examined the issue in its [Spotlight report A new lease of life](#). In October 2021, the Ombudsman's [Spotlight report on damp and mould](#) found that residents may complain because the issue had reoccurred after the landlord had previously taken action. Landlords must tackle these issues. Record-keeping should be of particular focus for housing associations given the creation of an Access to Information Scheme.

We determined more repairs complaints, and upheld them at a higher rate, from residents of local authorities than housing associations. However, it is notable that the proportion of reasonable redress findings in housing associations is double that in local authorities (26% compared to 13%). Taken together, upheld and reasonable redress findings indicate something went wrong in repairs 68% of the time in housing associations and 62% of the time in local authorities.



Medium sized landlords have the largest rate of property condition complaints – 34%, compared to 32% for large landlords and only 24% for small landlords. However, their upheld rate is the

lowest at 39% and even when factoring in their reasonable redress rate, medium landlords fail to get it right first time less frequently than large or small landlords – 55% as compared to 68% for large landlords and 70% for small landlords. It is concerning that regardless of landlord size the majority of complaints about property condition are being upheld. The significant difference between small/large and medium size landlords suggests there is important learning from complaints that could be applied to improve their services. It also indicates that residents of medium landlords are more likely to bring complaints about property condition, but that when looked into, the repairs service has sometimes performed adequately. There may be any number of drivers behind this but it is possible that communication and managing expectations of what a repairs service can deliver is driving complaints in medium sized landlords.

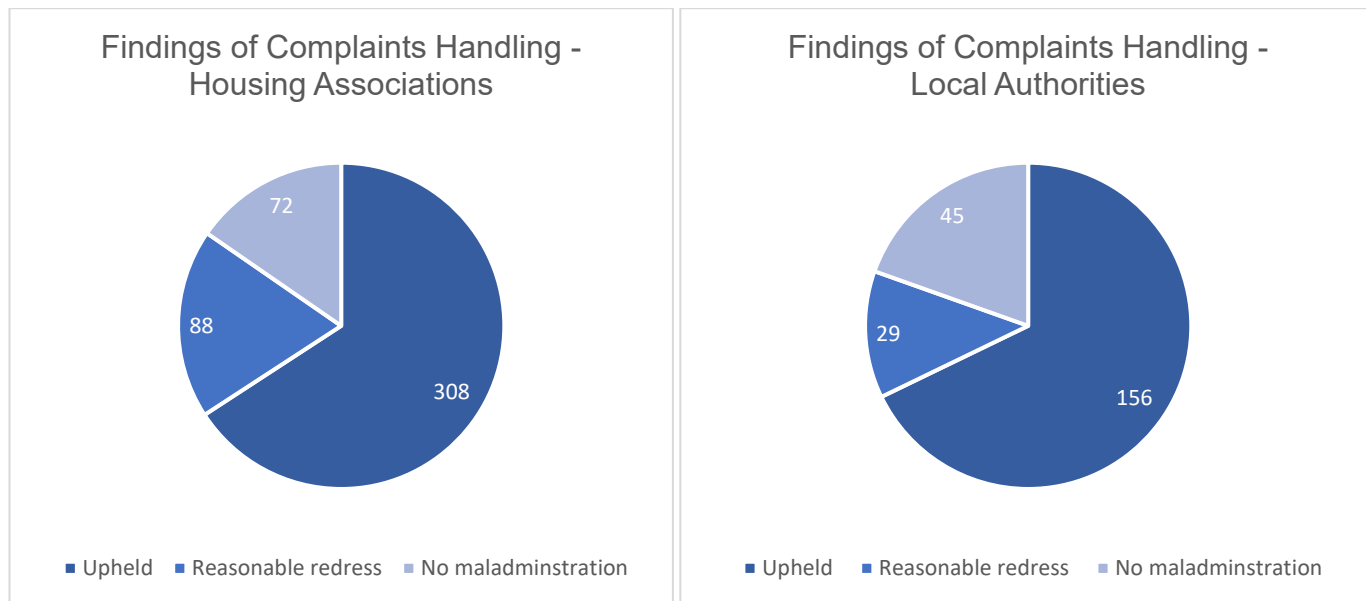


Complaint handling

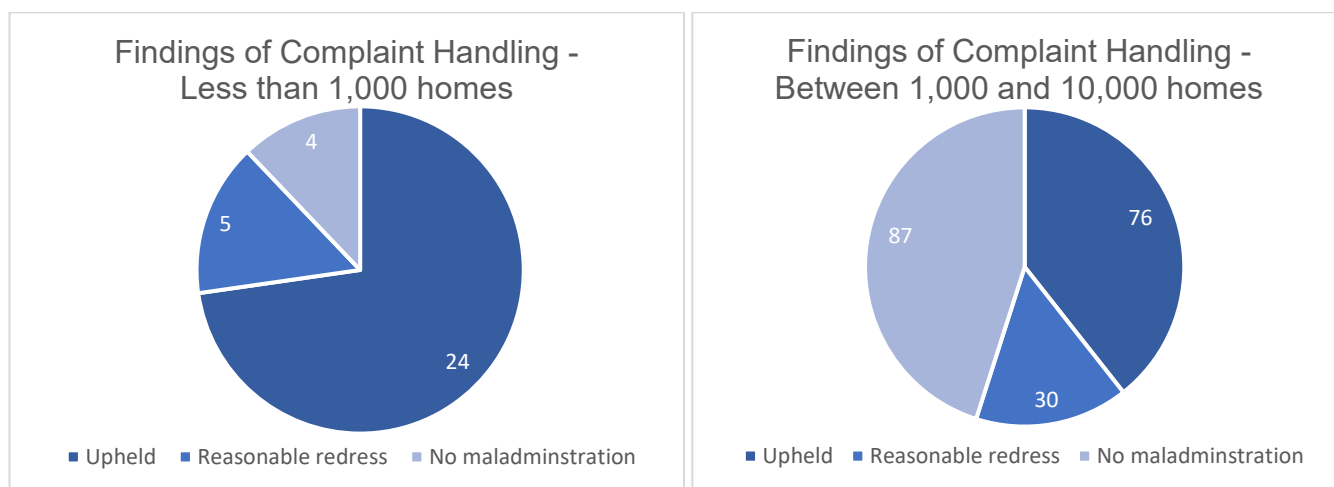
Complaints about complaint handling accounted for 19% of all complaints determined. The findings uphold rate of 66% sends a stark message that this is inadequate across our membership; poor complaint handling can considerably affect the trust residents have in their landlords to put things right. Common reasons for upholding complaints were a failure to address all aspects of the complaint, poor communication between the complaints team and other areas of the organisation, and unclear policies. In February 2021, the Housing Ombudsman published its Spotlight report on [complaints relating to heating, hot water and energy](#) where complaint handling featured significantly. Issue 8 of the Ombudsman’s [Insight Report](#) set out the importance of a clear compensation policy, which allows for discretionary payments to be made based on the merits of the case. The Ombudsman published a [Spotlight report considering complaints from shared owners and leaseholders](#) in September 2020 finding maladministration in

72% of cases where complaint handling formed part of the investigation. Our Complaint Handling Code, the impact of which we should see in the 2021-22 statistics, provides a universal set of expectations against which to determine complaint handling.

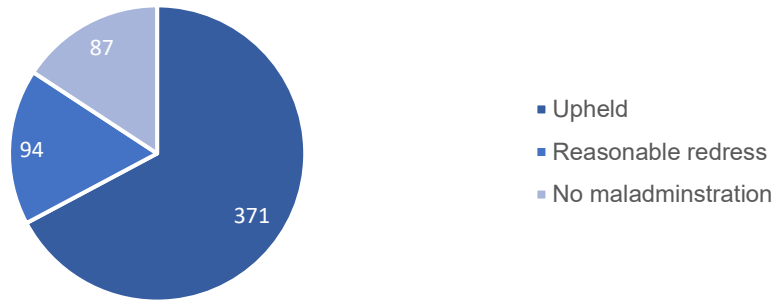
The analysis by landlord type shows little difference between housing associations and local authorities, both in terms of the overall proportion of complaints and upheld rates.



When considered by size, the proportion of complaints that are about complaint handling is relatively consistent across all sizes (18% for small, 20% for medium and 22% for large), but the rate of maladministration findings for medium sized landlords is noticeably lower at 39% compared to 73% for small landlords and 67% for large landlords. The high upheld rate amongst small/large landlords is concerning and there are significant lessons these landlords could learn from the complaints procedure to improve their services. An aspect of these complaints (noise) is something the Ombudsman is considering in a thematic report due to be published in 2022-23. As with property condition complaints, this may also indicate that medium sized landlords need to review their communication and how they manage expectations of the outcomes of making a complaint.



Findings of Complaint Handling - More than 10,000 homes

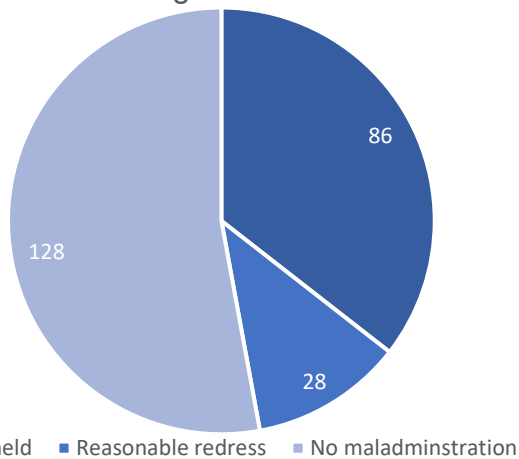


Tenant behaviour

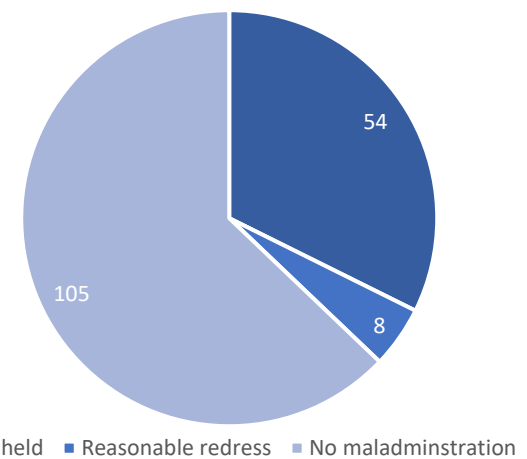
Complaints about the handling of tenant behaviour reports represented 12% of all complaints received in 2020-21, of which 34% of findings were upheld. This suggests there might be a gap between the expectations residents have when reporting the behaviour to what is stated in the landlord's policy. We have commonly recommended better risk assessment and more regular updates to residents in relation to these complaints. Issue 7 of the Ombudsman's [Insight Report](#) examined cases involving anti-social behaviour. As discussed in Issue 8 of our [Insight Report](#), landlords regularly offer mediation to residents involved in neighbour disputes which can be an effective way of resolving the issues. We intend to explore this further as part of our thematic work during 2022-23.

The proportion of these complaints received and upheld for local authorities and housing associations is broadly similar, but the rate of reasonable redress for local authorities is considerably lower – overall, local authorities are more likely to handle their tenant behaviour reports well, although, as stated previously, there is a potential issue with local authorities managing the expectations of residents about what will happen as a result of their report.

Findings of Tenant Behaviour - Housing Associations

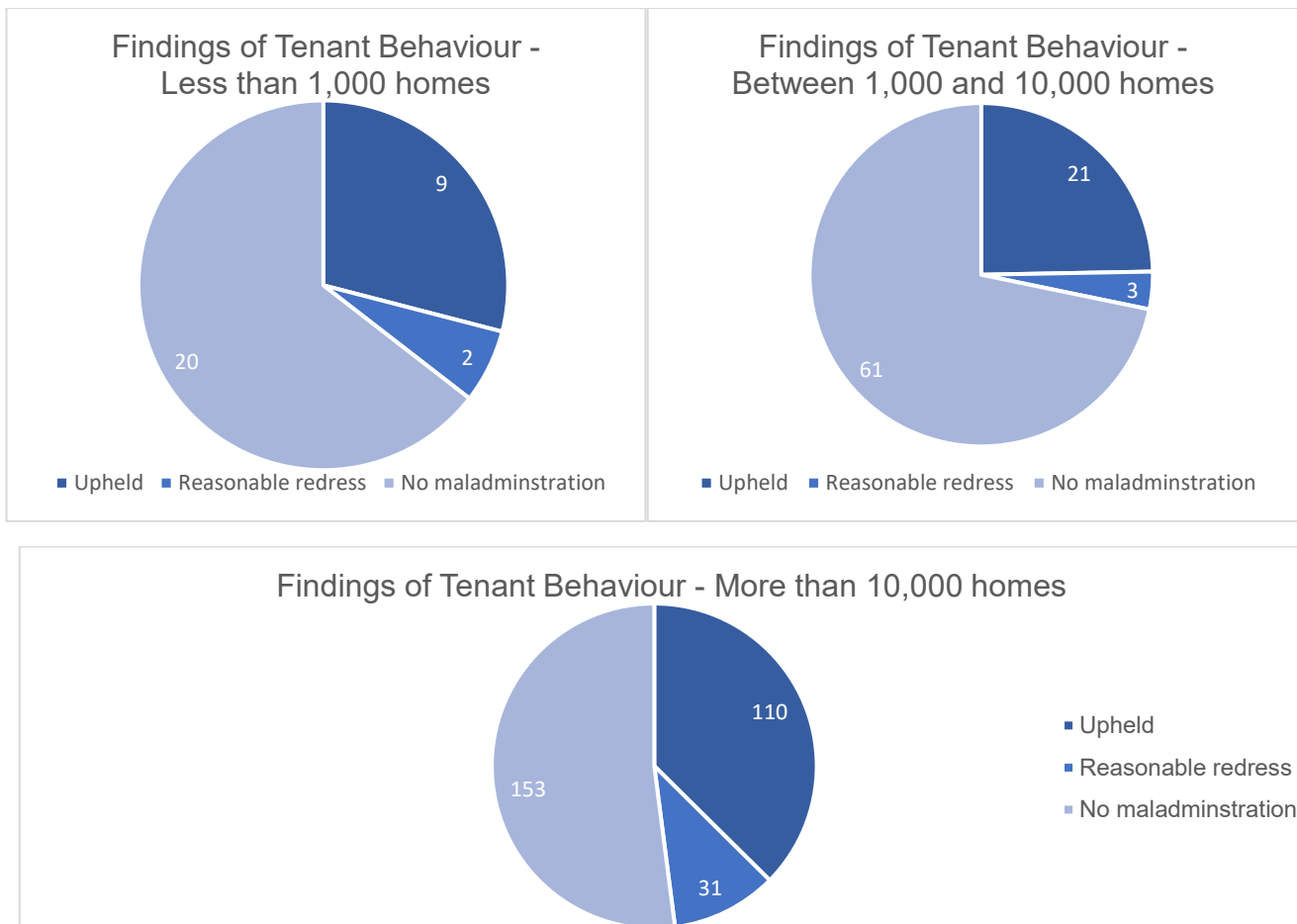


Findings of Tenant Behaviour - Local Authorities



When analysing by landlord size, large landlords had a marginally lower proportion of complaints (12% compared to 15% for medium and 17% for small) but had a significantly higher upheld and reasonable redress rate. This again suggests there is considerable learning these landlords could extract from their complaints for the benefit of service improvement. It may also indicate that the residents of large landlords are more informed about the likely outcome of a report of tenant behaviour and have their expectations managed. Accordingly, they only make a complaint when

they consider that the report of behaviour has been mishandled and the rate at which we find maladministration or reasonable redress is reflective of the fact that residents are well-informed about when they have a basis for a complaint.



Complaint Handling Failure Orders

In the quarter from 1 January to 31 March 2021, we issued 10 CHFOS, all related to the speed with which landlords were progressing complaints through their complaints. Equal numbers were issued to local authorities and housing associations.

Eight landlords complied with these orders within the given timescales. Two local authority landlords did not comply and the Ombudsman exercised their discretion to take these complaints into its formal investigation stage, judging that the landlords’ complaints handling processes had failed.

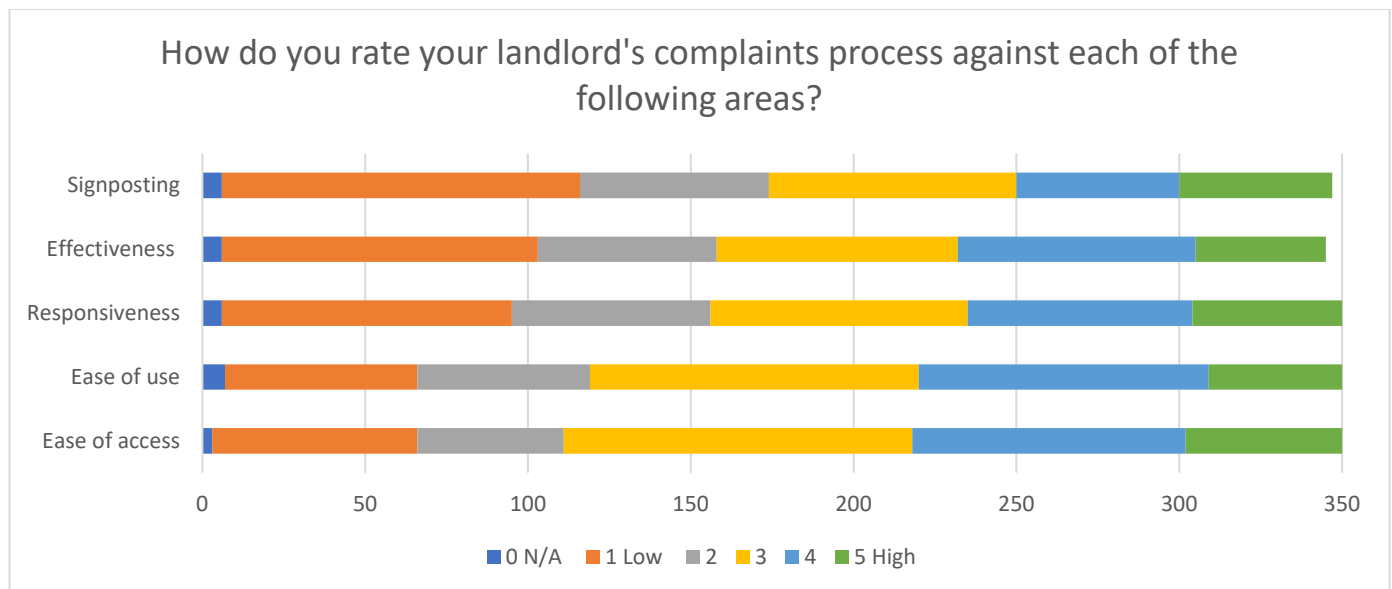
Annual Resident Panel Survey

In 2021, the Ombudsman set up its first Resident Panel made up of more than 600 residents from across England. The Panel provides an opportunity for residents to be involved in the development of our service, as well as giving us direct feedback on their experience of using it. We invited all members to participate in our annual survey, asking their views on their landlords complaint handling, any changes during the previous period, and awareness of the Ombudsman, and received 350 responses.

Accessibility

Access to the complaints process and ease of use scored relatively well with 68% and 66% of responses respectively rating these as acceptable or above. However, only 55% of respondents rated the responsiveness of their landlord's complaints procedure as acceptable or above, with its effectiveness rated at 54%.

Of particular concern, the lowest score in this section was signposting to the Ombudsman with only 50% of respondents rating this as acceptable or better. This is an area the Ombudsman has sought to strengthen through the changes to the [Complaint Handling Code](#).

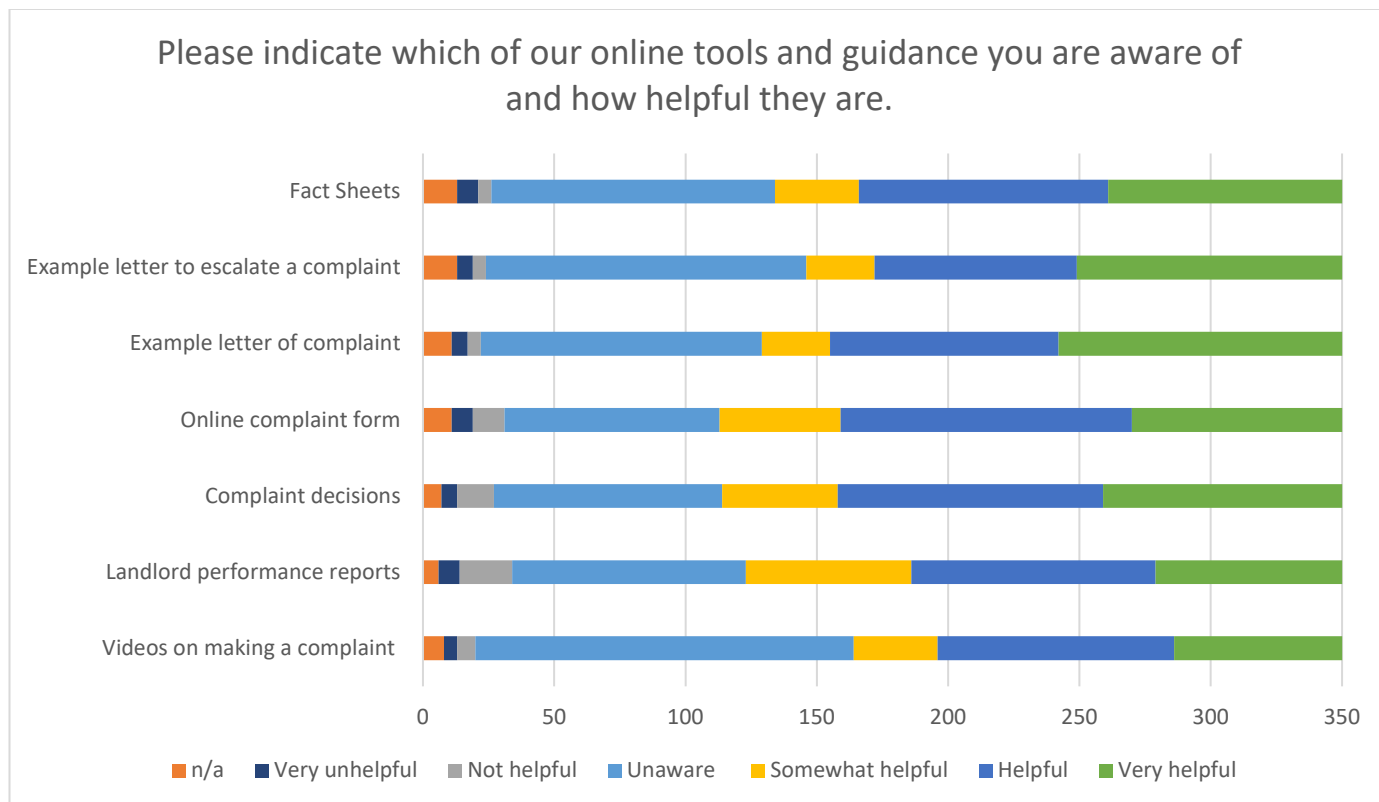


We asked the Panel why it thought residents may not escalate a complaint to the Ombudsman. Of the top three reasons cited by residents, awareness was again a feature but so too was a lack of confidence the complaints process would make a difference (18%) or that it would damage the relationship with the landlord or neighbours (17%).

The Ombudsman provides a range of tools and materials supporting residents to use the complaints process. This includes information to make and progress a complaint with a landlord, including example letters, an online complaint form and information, such as case reports and annual landlord performance reports, to promote accountability.

The most popular tools were the Ombudsman's online complaint form, landlord performance reports, example complaint letter and published decisions, with high scores for helpfulness. While respondents consistently said tools and material provided by the service were more helpful than not, awareness was lower for some of the information. This was notably the case for videos to support making a complaint and our fact sheets. We will continue to review the range of tools and

materials on our website throughout the three years of our next corporate plan, using this feedback to guide what we produce.



We also asked the Panel why it thought some residents may not be aware of the tools and information we provide. A general lack of awareness was identified by 34% of respondents, followed by concerns around digital exclusion and language barriers (24%). A significant proportion of respondents (18%) thought residents may seek advice or information from other bodies, such as advice agencies.

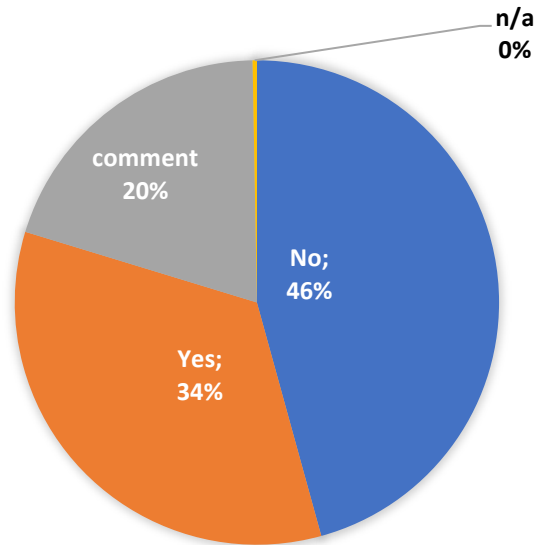
We also asked the Panel for their thoughts on residents, or groups of residents, who may especially struggle to access the complaints procedure. Several respondents raised concerns about elderly residents. Many also expressed concerns about residents with mental health problems and other health issues, such as impaired visibility. Digital exclusion and language barriers were also cited.

The Ombudsman has a project examining barriers to the complaints process and how access can be improved for residents or groups who may face specific challenges. We also plan to increase our awareness raising activities significantly over the next three years and will take all of these factors into consideration as part of our planning. We will also undertake further discussion with the Resident Panel.

Awareness

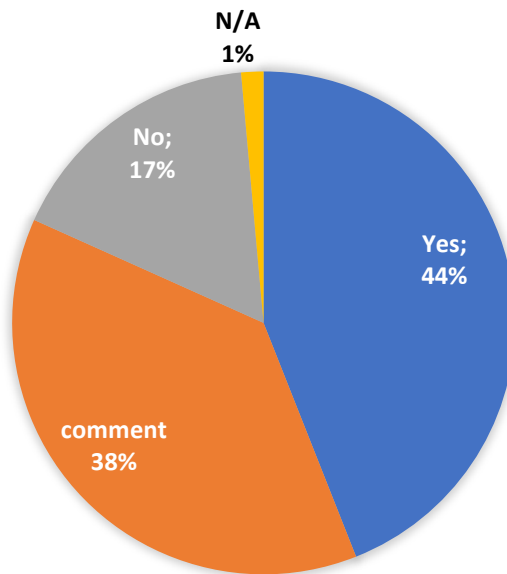
We asked the Panel whether it thought their landlord had done more to promote its complaints process, and the Ombudsman, in the last year. Of those residents that answered this question in a binary fashion, 57% did not believe that their landlord had done more to promote the complaints process. This reinforces the importance of awareness raising and provides the rationale for the changes we have made to the Complaint Handling Code to strengthen the promoting of redress.

Landlord promotion of the complaints system and Housing Ombudsman in the last year



We also asked the Panel about their landlord's role in increasing awareness of their complaints procedure and the Ombudsman. Over 70% of respondents who answered this question in a binary fashion felt their landlord could do more than it did.

Is there anything your landlord could do to increase awareness of its complaints process or the Ombudsman?



Seventy residents chose to submit qualified responses to the promotion question and 132 chose to submit comments on the awareness question. While some made encouraging comments about changes, others highlighted remaining challenges or thought things could be done better. Examples of these are:

"My landlord sends out information if someone makes a complaint and there is a mention on the website but is not easy to find"

“Put a leaflet on notice board. Few read the board”

“There is only a tiny hidden reference about the Housing Ombudsman”

“Although the complaints team held specific training and awareness sessions on their complaints process and Complaint Handling Code... I feel that the wider resident base is still largely unaware the code.”

“I have never been made aware of the housing ombudsman by my landlord”

There was a clear and consistent view amongst residents that the complaints process and the Ombudsman could be highlighted more clearly by landlords through newsletters, the website and social media. Residents raised concerns about only being told about the Ombudsman at the final stage of the process and the infrequency with which landlords made them aware of the procedure. Several suggested landlords should be made to do more to raise awareness of the Ombudsman. This is a condition of membership of the Scheme and fulfilling this more effectively is one of the issues addressed in changes to the Complaint Handling Code.

Some examples are:

“It needs to highlight the Ombudsman not hide it away as the last procedure”

“Put detail on their website, maybe include a link factsheet linked to making a complaint produce newsletters which are sent out to residents not everyone has IT access or skills”

“I'd like to see the Housing Ombudsman referenced on the landlord's homepage”

“Make the public aware of the service it provides, advertise it”

“Force landlords to put details of Ombudsman Service on literature/website/letters”

“Leaflets through doors as not all customers have computers”

“Posters to signpost in landlords lobbies, and websites”

“Bigger campaign in media maybe? Highlight the idea that if you use Ombudsman you are not 'starting a big difficult legal process”

“... put on tutorials on YouTube”

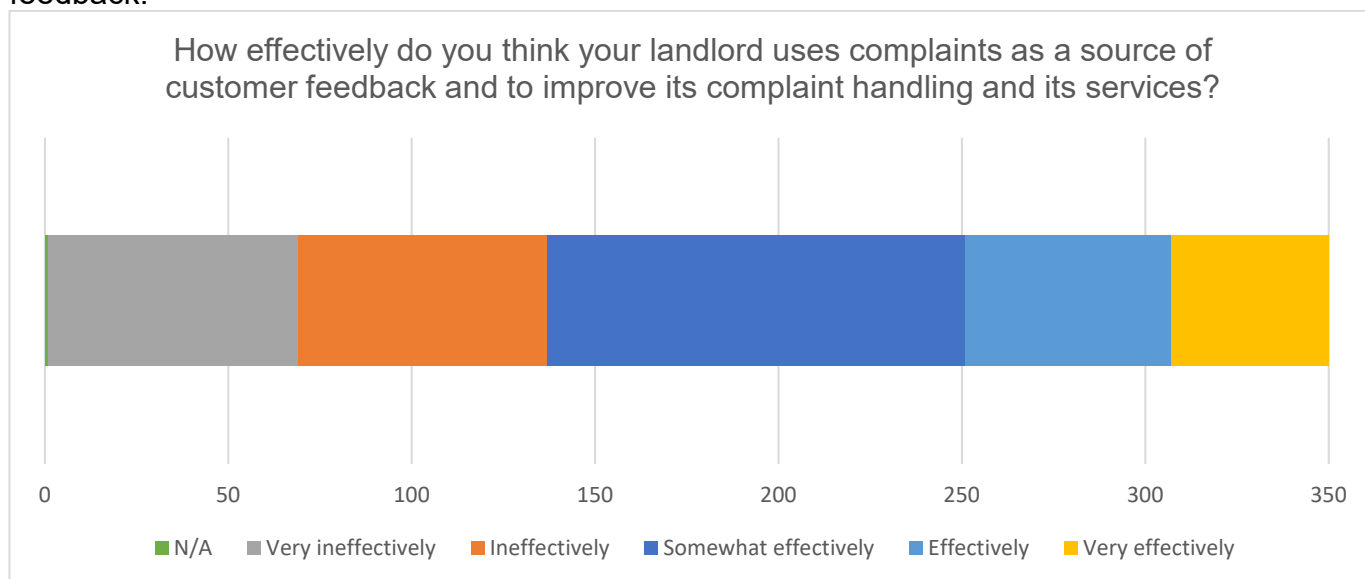
“Leaflets / posters in Citizens Advice offices, in Health Centres (relating to housing issues causing health problems), in other local advice centres (such as centres for the elderly)”

We further asked the Panel if there was anything we could do to improve awareness of the Ombudsman. Two thirds thought we could do more than we currently did. There was a strong desire amongst residents for more publicity about the Ombudsman through advertising and the media, and through posters and direct mailing, especially for residents with limited digital access.

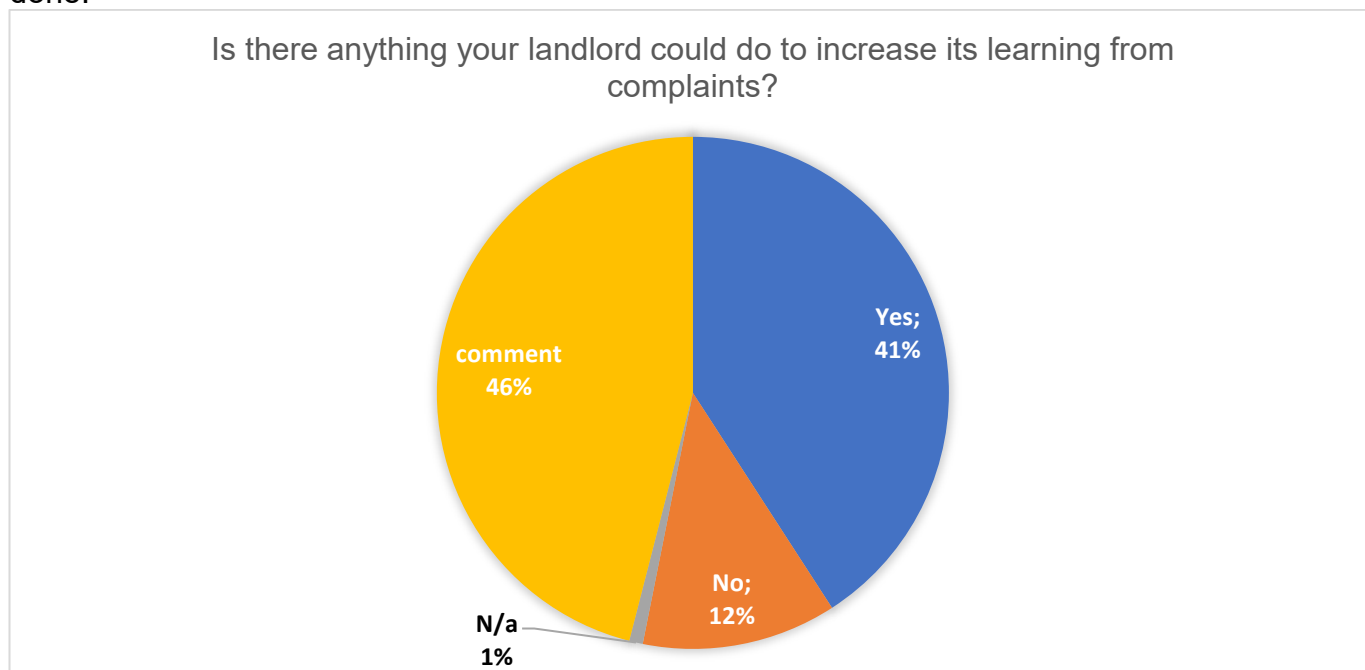
Positive complaints culture

Residents were asked whether they thought making a complaint was more likely to make a difference compared to last year and 54% felt this would make no change or have less effect.

This is disappointing. The Ombudsman encourages landlords not to be defensive about complaints and to use the feedback to improve its complaint handling. However, at 61%, the majority of respondents did agree that landlords sought to use complaints as a source of feedback.



Learning from complaints is a critical part of a positive complaint handling culture. The Ombudsman has stressed the importance of this in its Complaint Handling Code and has provided numerous tools, from data to case studies, to encourage and enable landlords to do so more often and better. There was strong support from respondents for landlords to do more to learn from complaints – of the respondents who gave binary responses, 77% felt more could be done.



161 respondents gave qualified responses and suggested ideas and approaches to learning they would encourage landlords to consider, as well as encouraging the right behaviours to facilitate learning. Examples of these are:

“Involve residents in looking at the complaints anonymised to look for trends”

“Be more transparent and open”

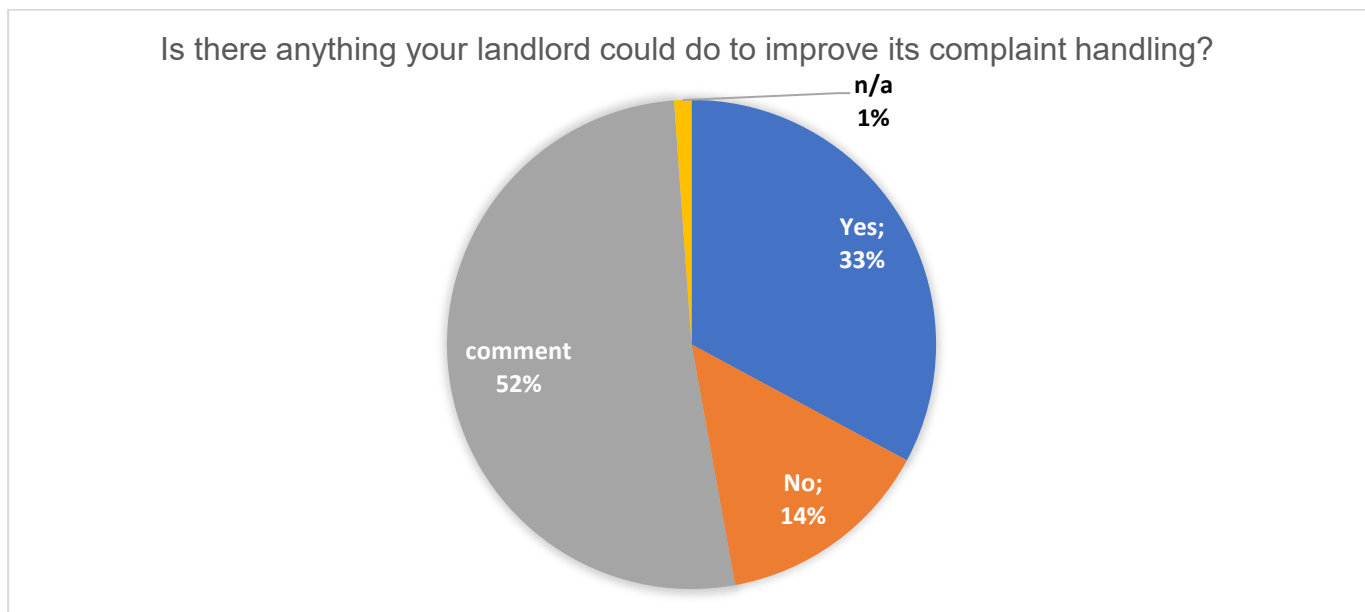
“Greater use of the data”

“Publish ways they have rectified lessons learned”

“Bring it to the attention at managers meeting”

“Get the complaints-handling officers to train other officers”

However, when we asked the Panel if landlords could do more to improve their complaint handling, of the respondents who gave binary responses, 70% felt more could be done.



181 respondents gave qualified responses and their comments often stressed the importance of landlords listening and strengthening communication. Timeliness was also frequently cited and well as the importance of continuous learning and improvement. Some examples are:

“My landlord's staff appear to think a tenant complaint is an act of rebellion against our superiors, to which the only response is to try to prove the tenant is wrong. I genuinely don't know how they can correct this, as it's a symptom of a culture of overbearing bossiness seasoned with discourtesy.”

“Respond in a timely fashion, not make excuses and make improvements from complaints. Lastly do not use the same template letter for all complaints”

“Learn by common complaints and try to resolve complaints and then take preventive actions”

“Be less defensive and talk to residents, not just send a standard response. There should be some kind of accountability for the services provided”

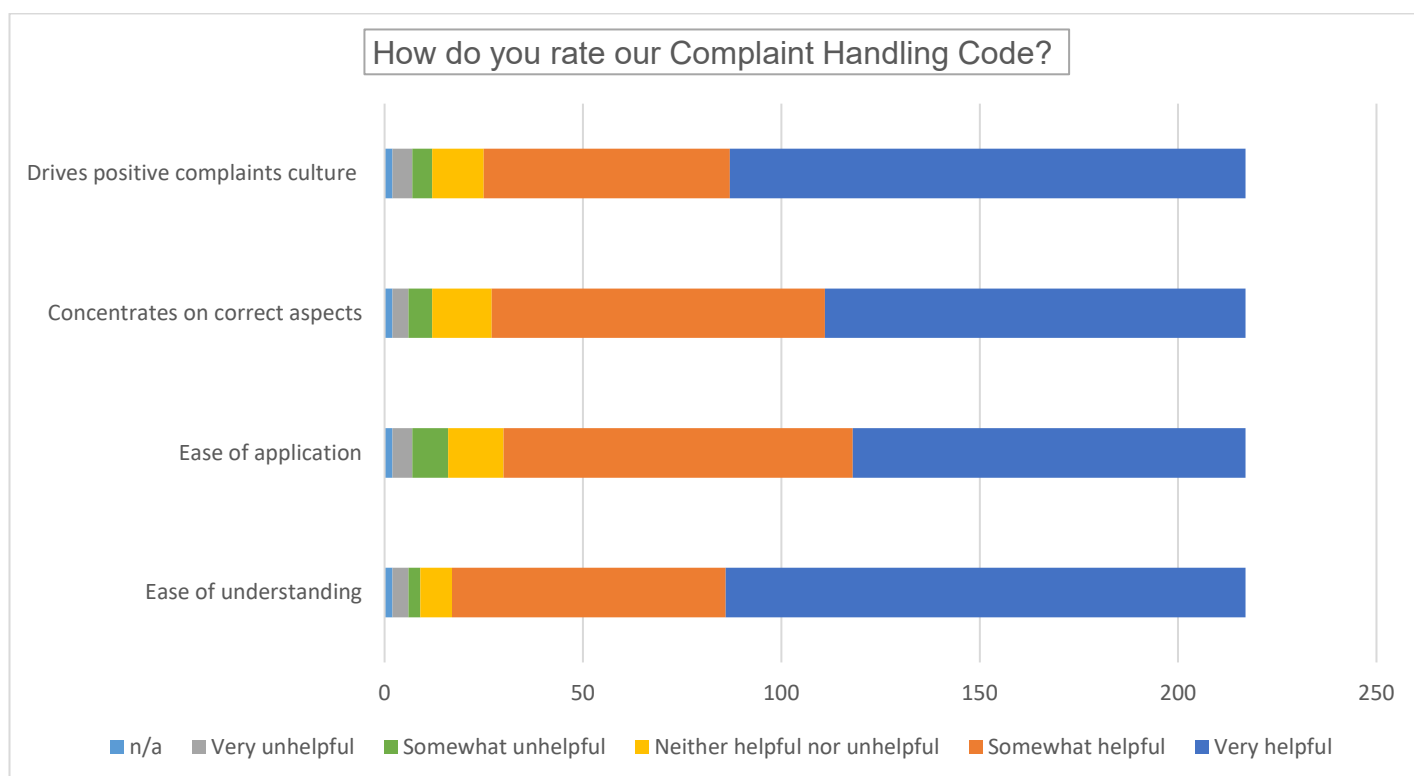
“Train staff to know about complaints and most importantly, improve the service to reduce the need to complain”

“Needs to regularly promote access routes to the Housing Ombudsman including mail shots, social media and via meetings”

Annual Landlord Survey

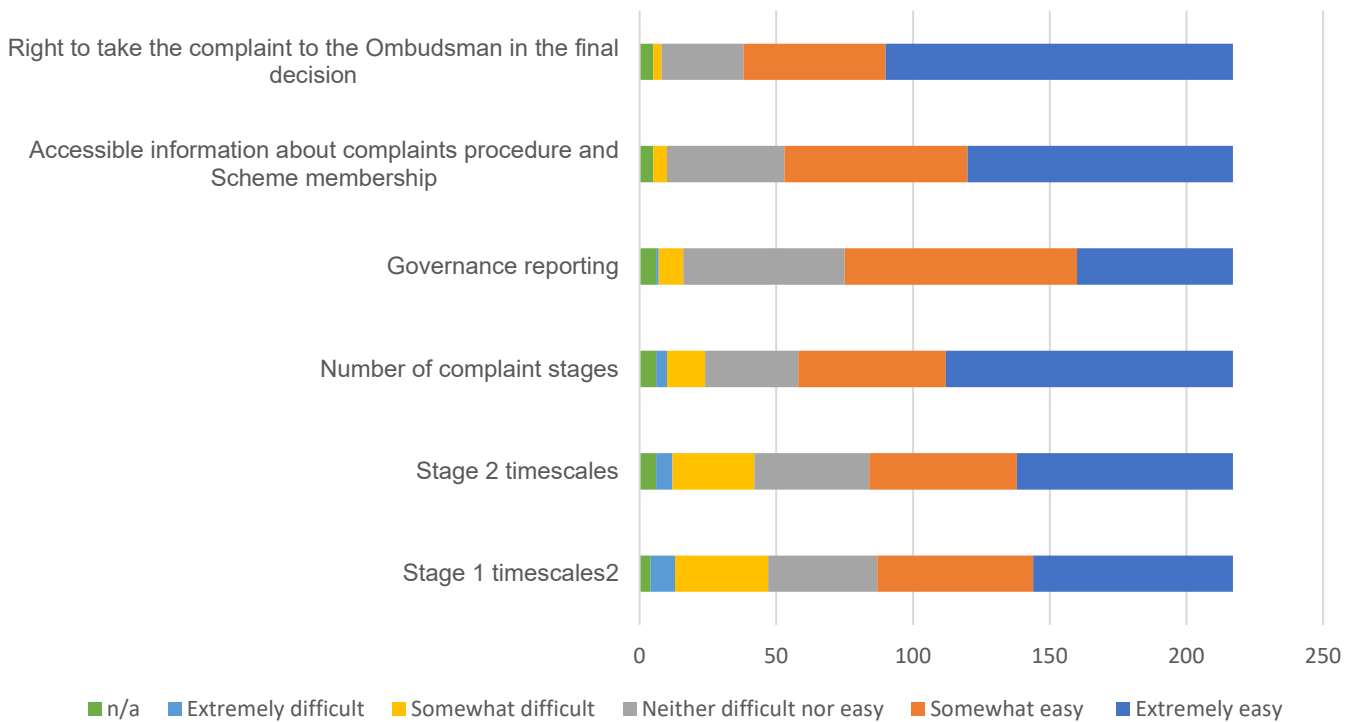
For the first time this year, the Ombudsman surveyed its member landlords about complaints and their engagement with our service. This will become an annual exercise. There were 215 responses to the survey, with a good spread across our membership: 43% of respondents were large landlords with more than 10,000 homes, 41% were medium sized with between 1,000 and 10,000 homes and 16% were small landlords with fewer than 1,000 homes. A number of the questions on the survey focussed on the Complaint Handling Code and the impact that had had on complaint handling.

We asked landlords whether they found the Code easy to understand, whether it focused on the right areas and how easy it was to apply. The response was strongly positive with 94% of landlords said it was easy to understand, 89% said it focused in the right areas, and 88% of landlords said it was easy to apply.



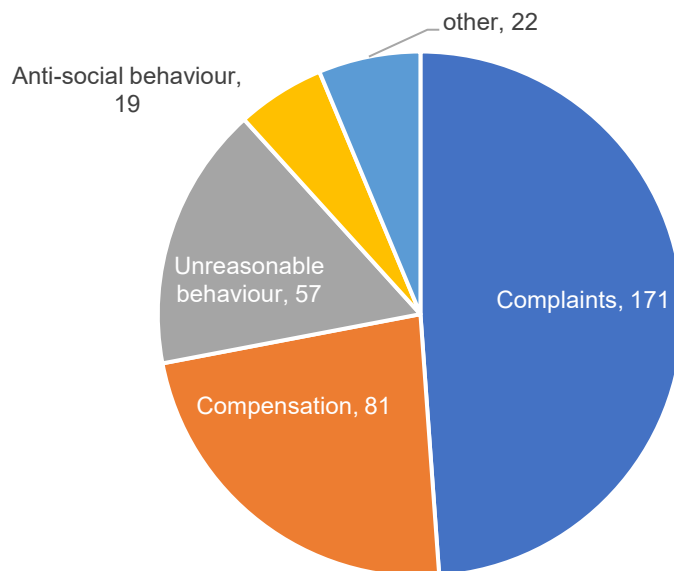
We also explored how easy landlords had found implementing different aspects of the Code. In every area, the clear majority of landlords reported it was either extremely easy or somewhat easy to implement the adjustments required to meet the Code and we have used this feedback in our review of the Code.

Any elements of the Complaint Handling Code that were difficult to implement?



We also asked landlords which policies had changed as a result of the Code. Landlords were able to select more than one area, with complaints, compensation and unreasonable behaviour scoring the highest and an average of 1.6 policy changes per respondent.

What policies have you changed or created as a result of the Code?



Further information

Complaint Handling Code: For the Complaint Handling Code plus guidance and supporting information see our [website](#).

Spotlight reports: Find our Spotlight reports, including the report on damp and mould, on our [website](#).

Decisions: See the [Decisions](#) section of our website for reports on individual determinations that are now published every two weeks.

We would welcome your feedback on this report. Please let us know by completing this [short survey](#) or you can email consultations@housing-ombudsman.org.uk

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