



*Castle House
Great North Road
Newark
NG24 1BY*

Tel: 01636 650000
www.newark-sherwooddc.gov.uk

Monday, 13 March 2023

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

DATE: Tuesday, 21 March 2023 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

	<u>Page Nos.</u>
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	
4. Minutes from the previous meeting held on 21 February 2023	3 - 15
Strategy, Performance & Finance Portfolio	
5. Community Plan Performance - Quarter 3 - 2022/23	16 - 48
6. Projected General Fund and Housing Revenue Account Revenue and Capital Outturn Report to 31 March 2023 as at 31 December 2022	49 - 72
Organisational Development and Governance	
7. Customer Strategy	To Follow
Homes & Health Portfolio	
8. Housing Services Health and Safety Compliance Performance Quarter 3 2022/23	73 - 75
9. Exclusion of the Press and Public	
<p>To consider resolving that, under section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act.</p>	
<p>None.</p>	

Agenda Item 4

NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Cabinet** held in the Civic Suite, Castle House, Great North Road, Newark NG24 1BY on Tuesday, 21 February 2023 at 6.00 pm.

PRESENT: Councillor D Lloyd (Chairman)

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

ALSO IN ATTENDANCE: Councillor Mrs B Brooks, Councillor S Carlton, Councillor L Goff, Councillor Mrs S Michael, Councillor Mrs P Rainbow and Councillor R White

75 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

Councillor T Wendels and Sanjiv Kohli, Deputy Chief Executive, Director – Resources and Section 151 Officer declared Other Registerable Interests in Agenda Item No. 12 – Stodman Street Update as Directors of Arkwood.

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

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

77 MINUTES FROM THE PREVIOUS MEETING HELD ON 20 DECEMBER 2022 AND 17 JANUARY 2023

The minutes from the meetings held on 20 December 2022 and 17 January 2023 were agreed as a correct record and signed by the Chairman.

78 2023/24 PROPOSED REVENUE BUDGET (KEY DECISION)

The Leader and Portfolio Holder for Strategy, Performance & Finance presented a report which enabled Members to consider the spending proposals in the Council's proposed 2023/24 General Fund Revenue Budget. The budget proposals had been prepared in accordance with the Council's budget setting strategy for 2023/24, as approved by Cabinet on 12 July 2022.

The Local Government Finance Settlement provided key figures for Government Grant that formed part of the Council's budget. The provisional settlement was announced on 19 December 2022 with the final settlement still to be announced. It was reported that the assumed Council Tax increase within the proposed revenue budget was an increase in the Band D equivalent of 1.94%

AGREED (with 5 votes for and 1 vote against) that Cabinet recommends to Full Council at its meeting on 9 March 2023 that:

- i. the following amounts be now calculated by the council for the 2023/24 financial year, in accordance with Sections 31 to 36 of the Local Government Finance Act 1992 as amended by the Localism Act 2011:
 1. £51,696,080 being the aggregate of the amounts which the council estimates for items set out in Section 31A(2)(a) to (f) of the Act (the District Council's gross expenditure for 2022/23);
 2. £32,709,480 being the aggregate of the amounts which the council estimates for the items set out in Section 31A(3)(a) to (d) of the Act (the District Council's gross income for 2022/23); and
 3. £18,986,600 being the amount by which the aggregate at (b)(i) above exceeds the aggregate at (b)(ii) above, calculated by the council, in accordance with Section 31A(4) of the Act, as its Net Budget Requirement for the year;
- ii. the figures shown as i.1. and i.3. above to be increased only by the amount of Parish Precepts for 2023/24;
- iii. the budget amounts included in the report be the council's budget for 2023/24; and
- iv. the fees and charges shown in Appendices C1-C21 be implemented with effect from 1 April 2023.

Reasons for Decision:

To enable Cabinet to make recommendations to Council of the amounts to be calculated in accordance with Sections 31 to 36 of the Local Government Finance Act 1992, as amended by the Localism Act 2011, for the purposes of setting Council Tax levels for the 2022/23 financial year.

Options Considered:

Not applicable

79 CAPITAL PROGRAMME BUDGET 2023/24 TO 2026/27 (KEY DECISION)

The Leader and Portfolio Holder for Strategy, Performance & Finance presented a report which detailed the proposed capital schemes over the medium term, together with the available resources to finance them. In accordance with the Financial Regulations, Cabinet was required to consider the Capital Programme and recommend to the Council the final Programme for approval on 9 March 2023.

In respect of the general fund capital expenditure, the Council intended to spend £78.631m from 2023/24 to 2026/27 on the schemes set out in Appendix A to the report. In respect of the Housing Revenue Account expenditure, the Council intended to spend £50.607 from 2023/24 to 2026/27. This was made up of £27.624m on existing property investment and £22.983m on additional Affordable Housing. Details of the individual schemes were set out in Appendix B to the report.

AGREED (unanimously) that the General Fund schemes set out at Appendix A to the report and the Housing Services schemes set out at Appendix B to the report, be recommended to Full Council on 8 March 2023 as committed expenditure in the Capital Programme for 2023/24 to 2026/27.

Reasons for Decision:

To enable the Capital Programme to be considered by Cabinet in accordance with Financial Regulation 6.2.3 prior to its submission to Council.

Options Considered:

If the Council did not have a Capital Programme, this would result in not being able to deliver the schemes and not achieve the objectives in the community plan.

80 MEDIUM TERM FINANCIAL PLAN 2023/24 TO 2026/27 (KEY DECISION)

The Leader and Portfolio Holder for Strategy, Performance & Finance presented a report concerning the Council's Medium Term Financial Plan (MTFP) for 2023/24 to 2026/27. A copy of the MTFP was attached as an appendix to the report.

The MTFP provided Members and Officers with a clear financial framework for delivering the Council's Community Plan objectives over the next 4 financial years and maintaining the Council's MTFP was an essential pre-requisite to the annual budget setting process for future years.

The MTFP showed that the Council was able to set a balanced budget for 2023/24, though would need to reduce expenditure and/or increase income to pay for service delivery in future years.

AGREED (with 5 votes for and 1 abstention) that Cabinet recommends the 2023/24 to 2026/27 Medium Term Financial Plan (MTFP) for approval by Full Council at their meeting to be held on 9 March 2023.

Reasons for Decision:

To provide a framework to support the Council's future spending plans.

Options Considered:

Not applicable

81 LOCALISED COUNCIL TAX SUPPORT SCHEME

The Leader and Portfolio Holder for Strategy, Performance & Finance presented a report in relation to the continuation of the Localised Council Tax Support Scheme for 2023/24 with minor changes in accordance with the annual uprating amounts applied by the Department for Works & Pensions.

Members were provided with details of the current scheme and the proposals for the forthcoming year in order to continue to maintain the current level of support to all Council Tax Support claimants.

AGREED (unanimously) that Cabinet recommends to Council the uprating of the applicable amounts, premiums, state benefits and disregard criteria in accordance with the annual uprating amounts applied by the Department for Works & Pensions (DWP); whilst continuing the current Localised Council Tax Support Scheme for 2023/24 financial year.

Reasons for Decision:

To ensure the Council discharges its responsibilities to agree its Council Tax Support scheme by 11 March 2023.

Options Considered:

An alternative option would be to increase the maximum award of 80% - the cost of doing this has been considered at 3.4 and 3.5 of this report.

82 COUNCIL TAX EMPTY HOMES PREMIUM (KEY DECISION)

The Leader and Portfolio Holder for Strategy, Performance & Finance presented a report in relation to the options for and proposed changes to the current policy on charging a Council Tax premium on long term empty homes in the district.

The Local Government Act 2012 gave deleted powers, under Section 11B of the Local Government Finance Act 1992 (as amended) to increase Council Tax by adding up to 50% to the Council Tax charge on some long-term empty properties. The amount that councils could charge for long-term empty properties was further amended with the Rating (Property in Common Occupation) and Council Tax (Empty Dwellings) Act 2018, details of which were reported at paragraph 1.3 of the report.

In noting the proposed changes to the current policy, as detailed in paragraph 2.2 of the report, Members agreed that it would incentivise the owners of long-term empty properties to bring the dwellings back into much needed use.

AGREED (unanimously) that Cabinet recommends to Full Council the proposal to increase the long-term empty home premium as set out in paragraph 2.2 of the report, Option 1, effective from 1 April 2023.

Reasons for Decision:

To assist the Council with achieving its objectives of creating more and better-quality homes through our roles as landlord, developer and planning authority and reducing crime and anti-social behaviour within our communities.

Options Considered:

Section 2 of the report details the alternative options that have been considered as part of the production of this report.

83 RESPONSE TO THE COST OF LIVING CRISIS (KEY DECISION)

The Leader and Portfolio Holder for Strategy, Performance & Finance presented a report which sought to update Members on the development of proposals to assist tenants and residents, local businesses and employees with the rise in the cost of living.

The report set out the proposals which had been developed by a cross-council group of officers who had considered how best to allocate the fund of £150,000, established by Cabinet at their meeting held on 6 December 2022. Paragraph 2.0 of the report provided details of the proposed individual projects/activities the fund would be used for to support with paragraph 3 providing Members with information as to the ongoing activities.

It was noted that following a meeting held earlier that day with Nottinghamshire County Council, there was potential for a number of the proposals to be funded from the Household Support Fund and, if so, this would enable money to go back into the Council's fund to support additional activities.

AGREED (unanimously) that the initial list of proposals set out at paragraph 2.0 of the report be supported.

Reasons for Decision:

To support tenants, residents, businesses and employees with the rise in the cost of living.

Options Considered:

A number of different ideas/options have been explored, with those contained at Section 2.0 being those considered to be of most value at the present time.

84 STODMAN STREET UPDATE (KEY DECISION)

The Leader and Portfolio Holder for Strategy, Performance & Finance presented a report which sought to update Members on the project, including procurement and revisions to the Council's Capital budget to allow a start on site at the earliest opportunity. Details of the works undertaken so far were provided in the report together with an indicative timetable for delivery, subject to agreement of the appointed contractor and approval of the increase in the capital budget for the scheme.

AGREED (unanimously) that Cabinet:

- a) note and welcome the updates provided; and
- b) approve an amendment to the Council's Capital Programme to the Maximum Capital budget detailed in Exempt Report in order to secure a contractor and delivery of the 32 Stodman Street project.

Reasons for Decision:

The project, one of 9 priority Towns Fund and Town Investment Plan project will contribute to all of the Council's Community Plan objectives, including creating more and better-quality homes through our role as landlord and developer.

Options Considered:

Cabinet could decide not to proceed with the development, which would result in the lack of a much-needed town centre intervention which has the full support of this Council, the Newark Towns Board, the Newark Town Investment Plan and Central

Government who have approved the Newark Towns Fund. Moreover, Newark Towns Fund grant would be at risk if the project does not proceed.

(Having declared an Other Registerable Interest, Councillor Wendels did not take part in the consideration or voting of this item.)

85 FUNDING REQUIREMENT FOR JUBILEE BRIDGE MAINTENANCE COSTS (KEY DECISION)

The Leader and Portfolio Holder - Strategy, Performance & Finance presented a report to brief Members on the options and financial implementations in relation to Jubilee Bridge, Newark. The Jubilee Bridge was constructed circa 2002 acting as one of the principal pedestrian crossing points across the river Trent from the Maltings Retail Park/Aldi on the West to Waitrose and the Newark Castle train station. The Jubilee Bridges current inspection certificate would expire on the 25 May 2023 and in its current condition the Bridge was unlikely to pass the next inspection without undergoing necessary repairs.

Members were requested to approve option three for the reasons cited within the contents of the report to give the prolonged lifespan of the more durable materials and the lower repair costs. On approval of option three an estimated budget cost of £333,499.67 + Vat would then be added to the capital programme.

AGREED (unanimously) that Cabinet:

- a) approve repair option 3 to Upgrade the existing approach ramp with steel trays infilled with tarmacadam / hot rolled stone chippings to match the existing subject to approval by a structural engineer; and
- b) approve an estimated budget cost of £333,499.67 + Vat will then be added to the capital programme.

Reasons for Decision:

To ensure the maintenance of the Jubilee Bridge is undertaken to provide safe use and enhancement of the area for local residents.

Options Considered:

Not completing the works would result in the eventual closure of the bridge and the detrimental impact to the area because of poorly maintained public infrastructure.

86 OUTCOME OF THE CONSULTATION ON A KERBSIDE GLASS SERVICE (KEY DECISION)

The Leader and Portfolio Holder – Strategy, Performance and Finance presented a report detailing the outcomes of the consultation on a Kerbside Glass Service and to consider resident views in a decision on implementation of a glass collection service.

The consultation showed residents are overwhelmingly in favour of the introduction of a kerbside glass recycling service. 2,690 responses had been reviewed and the themes raised by 1% or more were;

- 25.3% positive/supportive comments

- 3.4% commented on wanting to say with a ROB (Recycling Ollerton and Boughton) service and/or not disrupting/negatively impacting their service
- 2.8% commented that the proposed collection frequency is not frequent enough
- 1.7% commented that they would prefer a box
- 1.5% commented that the service was too expensive and the fundings should be invested elsewhere
- 1.2% commented that NSDC should look to lobby NCC to change the contract detailing what could be included in the recycling bins.

The Cabinet welcomed the proposed service, which would improve recycling rates but acknowledged the cost to the Council. The Council proposed to improve working with Recycling Ollerton and Boughton to help them improve and expand their own service.

AGREED (unanimously) that Cabinet:

- a) approve, based on resident support, the implementation of a glass collection service in the district as agreed by Cabinet, 8 weekly, 140l bin, and assign the required budget, as detailed at 6.0 in the report; and
- b) approve the next steps for implementing the service, as outlined at 5.0 in the report, including contacting all households, and assign £35,900 from the Change Management Reserve for the implementation activity.

Reasons for Decision:

To decide on the implementation of a kerbside glass collection service based on resident views and considering the costs and options presented to Cabinet on 1 November.

Options Considered:

Not to introduce the service.

87 PAY POLICY STATEMENT 2023/24

The Portfolio Holder – Organisational Development & Governance presented the proposed Pay Policy Statement for 2023/24 which the Council was required to produce annually in accordance with Section 38 (1) of the Localism Act 2011. The Statement would be submitted to Full Council for approval subject to any revisions required.

The Pay Policy Statement must set out the authority’s policies for the financial year relating to:

- the remuneration of the authority’s lowest-paid employees (together with a definition of “lowest-paid employees”) and the reasons for adopting that definition;

- the relationship between remuneration of Chief Officers and that of other officers (pay multiples); and
- the remuneration of Chief Officers.

The minimal changes that had been made to the Policy for the year were highlighted in the report. The changes included the cessation of the voluntary application of uplift for the living wage as basic salaries now exceeded that level amendments to reflect the introduction of the Vivup staff benefits platform.

Details of the pay claim for 2023/24 were included in the covering report. The Council had budgeted for a 5% pay increase across all grades.

AGREED (unanimously) that Cabinet:

- a) approve the Pay Policy Statement for presentation to Full Council including amendments as detailed at section 2 of the report; and
- b) note the ongoing issues with recruitment and endorse a review of pay and market supplements.

Reasons for Decision:

Compliance with Section 38 (1) of the Localism Act 2011.

Options Considered:

Not applicable - the publication of the Pay Policy Statement is required by the Localism Act 2011.

88 AMENDED ALLOCATIONS AND DEVELOPMENT MANAGEMENT DPD REPRESENTATION PERIOD AND GYPSY, ROMA TRAVELLER SITE PROVISION AND DELIVERY (KEY DECISION)

The Leader and Portfolio Holder – Strategy, Performance & Finance and the Portfolio Holder – Economic Development and Visitors presented a report to update the Cabinet on the initial results of the period of public representation of the Amended Allocations & Development Management Development Plan Document (DPD) and which sought approval to delay submission of the DPD because of the objection of the Environment Agency.

Members all agreed that they were frustrated and upset by the delay caused by the Environment Agency objection. Officers had worked hard to produce the Plan. The Leader explained that he had a meeting scheduled with a Minister representing the Secretary of State to discuss the issue and raise concerns about the particular burden of funding placed on the small number of authorities who were required to provide sites for Gypsy, Roma and Travellers in meeting a national policy directive.

AGREED (unanimously) that Cabinet:

- a) note the initial results of the period of public representation of the Amended Allocations & Development Management Development Plan Document; and

- b) authorise the delay of the submission of the DPD to allow the Environment Agency to validate the results of the Tolney Lane Flood Alleviation Scheme modelling.

Reasons for Decision:

To allow for the update to be noted.

The objection of the Environment Agency means that submission of the DPD is not possible in March 2023.

Options Considered:

As set out at 2.3 without support by the Environment Agency for the overall strategy the DPD cannot currently be submitted.

89 NEXT STEP WITH THE DELIVERY OF THE FOREST CORNER MASTERPLAN PROJECT (KEY DECISION)

The Portfolio Holder – Economic Development & Visitors presented a report which provided an update on the work to develop a revised masterplan and strategy for the Forest Corner area near Edwinstowe, including proposals to allocate resource for 2023-24, and to develop a second phase of work to maximise the wider Sherwood Forest offer.

AGREED (unanimously) that Cabinet:

- a) note the update and endorse the direction of travel for the Forest Corner project;
- b) welcome plans to commence a second phase of work to develop the wider offer for Sherwood Forest; and
- c) approve £75k revenue for 2023-24 to sustain this work through project management, specialist studies and short-term improvements.

Reasons for Decision:

These recommendations are made in order to ensure Cabinet is aware of recent work and intended next steps and to secure the necessary resources to maintain momentum.

The proposals align with the Community Plan objectives to:

- Deliver inclusive and sustainable economic growth
- Enhance and protect the district's natural environment

Improve the health and well-being of local residents

Options Considered:

A 'do nothing' alternative has been considered with regard to the Forest Corner project. This would have significant reputational risk given the undertaking made to stakeholders in 2020 to revise the masterplan in light of consultation responses. It would also fail to realise the potential of the area and close the gap between visitor expectation and experience.

90 TENANCY AGREEMENT REVIEW (KEY DECISION)

The Portfolio Holder – Homes & Health presented a report detailing the outcomes of the Council's tenancy agreement review following tenant and officer consultation and which set out the key changes proposed to the existing agreement along with a new draft tenancy agreement. The Council was legally obligated to consult with all tenants in line with section 103 of the Housing Act 1985; and this period of consultation commenced on 9 December 2022 and closed on 16 January 2023. The review process included a working group consisting of members of the tenancy team and involved tenants.

AGREED (unanimously) That Cabinet approve the adoption and implementation of the revised Tenancy Agreement.

Reasons for Decision:

The current tenancy agreement has been in use since 2010 and needs updating to reflect changes in the law, regulation, our policies and general accepted good practice.

The revised agreement aligns with the Community Plan objectives:

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

Improve the health and wellbeing of local residents

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

Options Considered:

Not applicable

91 COMMUNITY GRANT SCHEME - ROUND 3

The Portfolio Holder – Homes & Health presented a report to advise the Cabinet of the recommendations made by relevant Portfolio Holders in respects of grant applications submitted under the District Council's Community Grant Scheme. Members noted that the scheme was oversubscribed and popular within the community and parish councils. It was anticipated that the review of the criteria would help improve the viability of approved schemes by requiring levels of sustainability and in the case of local councils, reserves, to be identified within the application process.

AGREED (unanimously) that:

- a) the recommendations of the Portfolio Holders as detailed in Appendix A of the report be approved; and
- b) a review of the criteria for Community Grant Scheme applications be undertaken and any proposed amendments reported back to Cabinet for approval.

Reasons for Decision:

The schemes have been assessed by Portfolio Holders and Members in respect of alignment to the Council's wider 'Community Plan' objectives and each will provide community value and benefit when delivered.

To enable the approved schemes, submitted under Round Three of the Community Grant Scheme, to be delivered and thereby provide valuable community benefits aligned to the current approved Council Community Plan objectives.

Options Considered:

That the awards as recommended are increased which would require further additional budget provision.

92 PLANS FOR A PROGRAMME OF PLAYGROUND IMPROVEMENT WORKS (KEY DECISION)

The Portfolio Holder- Cleaner, Safer, Greener presented a report proposing a programme to modernise a number of Newark and Sherwood's play areas and equipment provision. The programme would replace aging equipment for new, pieces of play equipment and included inclusive play equipment for all ability users where possible to do so. It also put forward plans for consultation on new play facilities at one of Newark and Sherwood's Green Flag parks.

Members noted that at present, there was no national accreditation on play parks and, as such, officers were proposing that the approach used to make the assessments in 2022 was now formally contained within a Play Park Plan for Newark and Sherwood. It was hoped that towns and parishes across the District would apply that policy in making judgements about their own play park assets and when seeking local grants or funding support to ensure high standards of play equipment across Newark and Sherwood.

AGREED (unanimously) that Cabinet:

- a) approve the replacement and modernisation programme at the ten sites across Newark & Sherwood that are identified in the report;
- b) approve, in principle, that a budget of £349, 201 is entered into the General Fund and Housing Revenue Account capital budgets for 2023/24, subject to approval from Cabinet;

- c) subject to the above, Cabinet approve that public consultation is sought on the plans to develop a new Castle-style playground and outdoor fitness zone at the Sconce and Devon Park, and on plans for improvements at the Turner Lane play park in Boughton and the Cleveland Square play park in Newark; and
- d) support the medium-term development of a formal play park and play equipment policy, together with a complementary asset register, to guide the future development and investment in play parks in its ownership across Newark and Sherwood.

Reasons for Decision:

The recommendations align with the Community Plan objectives in relation to health and wellbeing and the environment and in response to resident feedback as evidenced through the latest resident survey.

Options Considered:

Given the age of the equipment, doing nothing was not deemed to be a viable option. The plan to develop a play park and play equipment policy, together with an asset register, will lead to a cycle of play park improvements at all sites over the medium and longer term.

93 ANTI-SOCIAL BEHAVIOUR WORKING GROUP REVIEW

The Portfolio Holder – Cleaner, Safer, Greener presented a report detailing recommendations made by the ASB (Anti-Social Behaviour) Policy & Performance Improvement Working Group. The Policy & Performance Improvement Committee (PPIC) set-up a working group to look at ASB on 13 June 2022 to look at current working practices with a view to making recommendations about how they can be improved further. Cabinet expressed their thanks to the ASB working group and requested that members of the public report any ASB so they could be addressed.

AGREED (unanimously) that Cabinet approve the recommendations of the ASB Working Group within the report as endorsed by the Policy & Performance Improvement Committee.

These are set out in section 2 of the report. Noting that a timeline of 9 months is added to recommendation (q) to ensure it is undertaken within an appropriate timeframe.

Reasons for Decision:

To consider the work the Council currently undertakes to tackle ASB within the district and to suggest ways in which this could be enhanced.

Options Considered:

Alternative recommendations and suggestions were debated throughout the working group process. These were outlined in appendix 1 to the original working group report.

The Portfolio Holder- Cleaner, Safer, Greener presented a report which sought to notify the Cabinet of the required operational changes to ensure legal compliance associated with how waste containing Persistent Organic Pollutants (POPs) was collected and disposed of.

The Environment Agency had advised that all upholstered items would require incineration from 1 January 2023, which was a County/Veolia responsibility. However, we were notified by Nottinghamshire County Council during the week before Christmas that there was a requirement for all collection authorities to collect and transport all upholstered items (including sofas, sofa beds, armchairs, kitchen and dining room chairs, foot stools, office chairs, futons, bean bags and sofa cushions) to Veolia's Waste Transfer Station at Welshcroft Close at Kirkby-in-Ashfield from 1 January 2023.

Members raised their concern over the cost implications to the Council and the risk of increasing levels of fly-tipping in the District as a result of the requirements from the Environment Agency.

AGREED (unanimously) that Cabinet:

- a) approve the proposed changes detailed in this report to ensure that there are sufficient resources to facilitate the changes in collections;
- b) approve that 3 additional staff be added to the establishment in line with paragraph 4.1 below; and
- c) approve the vehicle purchase to be financed from the change management reserve in line with paragraph 4.1 below.

Reasons for Decision:

In order to meet the new legislative requirements and mitigate the risk of service reduction in cleansing services which are valued by local residents and a key component of the Council's work to create a Cleaner, Safer, Greener Newark & Sherwood as set out in the Community Plan.

Options Considered:

Officers have considered alternatives to the proposed solution and consulted Councils across Nottinghamshire. Some are choosing to re-direct cleansing resources to undertake this function, whilst others have no plans as yet. The size of Newark and Sherwood, accounting for one-third of the landmass of Nottinghamshire, and the volume of fly tips due to its size and connectivity to main trunk roads, are considerations specific to the N&S area. Given the Community Plan objectives to cleaner, safer and greener, it is also not recommended to divert away resources from cleansing duties.

Meeting closed at 7.20 pm.

Chairman



Report to Performance Cabinet Meeting – 21 March 2023

Portfolio Holder: Councillor David Lloyd, Strategy Performance & Finance

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

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

Report Summary	
Type of report	Open, non-key decision
Report Title	Community Plan Performance for Quarter 3 22/23
Purpose of Report	To present the quarter 3 Community Plan performance report (October – December 2022) and the targets for 23/24.
Recommendations	<ul style="list-style-type: none"> a) That members review the Community Plan Performance Report attached as Appendix 1 b) That members comment on the supplementary document showing targets for 2023/24 (Appendix 2) c) For members to consider the Council’s performance against its objectives highlighting any areas of high performance and identifying areas for improvement.

1.0 Background

1.1 We continue to deliver an approach to performance management that is used to drive improvement rather than simply used as a counting device. We are doing this by analysing data and progress against key activities as well as building a picture of the context of performance using district statistics, customer feedback and workforce information.

2.0 Proposal/Options Considered and Reasons for Recommendation

2.1 Cabinet to review the quarter 2 Community Plan Performance report (Appendix 1) and comment on the 2023/24 Performance Targets (Appendix 2).

3.0 Implications

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

Background Papers and Published Documents

None



Newark and Sherwood District Council Performance Report

2022-23 Q3

1 October to 31 December 2022



Contact Us

www.newark-sherwooddc.gov.uk

01636 650000

customerservices@newark-sherwooddc.gov.uk



/NSDCouncil



@NSDCouncil



@NSDCouncil



@Newark and Sherwood District Council

Introduction

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

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

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



Our District

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

Page 3



Our Performance

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

Page 4



Our Customers

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

Page 21



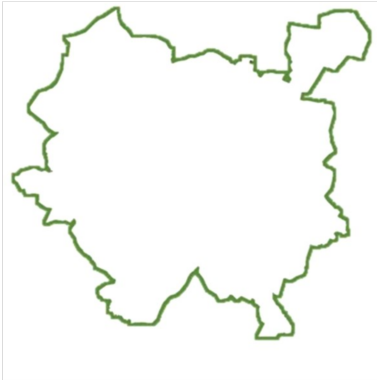
Our Workforce

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

Page 24

Our District

About Newark and Sherwood...



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

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

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

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

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

How is our district?

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



The number of planning applications we receive gives an indication of the level of construction planned in the district. When compared to the same period of last year, commercial applications have increased by 2, residential applications have decreased by 31, non-major applications have decreased by 145 and major applications have increased by 10.

20 commercial planning applications were validated

138 residential planning applications were validated

54 major planning applications were received

751 minor planning applications were received



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



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

Interactions with the Council

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

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

How are we performing against our objective to...

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



What we have been doing this quarter;

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

How are we performing against our objective to...

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



by the current cost of living pressures.

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



The Newark Palace Theatre's gift donation scheme



How are we performing against our objective to...

Deliver inclusive and sustainable growth

What we have been doing this quarter;

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

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

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

How are we performing against our objective to...

Deliver inclusive and sustainable growth



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

Measuring Success



Spotlight benchmarking

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

	Quarter 3 20/21	Quarter 3 21/22	Quarter 3 22/23	Target 22/23
The performance of our assets which contribute to the economic growth of the district				
Year to Date Indicators				
Total number of admissions - National Civil War Centre	1,913	5,932	9,821	7,500
Total number of admissions - Palace Theatre	0	20,840	38,365	22,500
All Other Indicator Types				
Newark Beacon - % of occupied units	73.0%	85.0%	92.8%	85.0%
Sherwood Forest Arts and Crafts - % of occupied units	New for Q1 21/22	100.0%	100.0%	90.0%
Commercial Property - % occupied units	New for Q1 21/22	94.0%	100.0%	95.0%

Exploring our performance...

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

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



Palace Theatre Cinderella Pantomime



Newark Christmas lights switch on

How are we performing against our objective to...

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



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

How are we performing against our objective to...

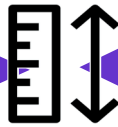
Create more and better quality homes through our roles as landlord, developer and planning authority



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



Tenant Christmas event in Clipstone

Measuring
Success

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

Exploring our performance...

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

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

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

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



Our Customers said:-

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



How are we performing against our objective to...

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

What we have been doing this quarter;

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



How are we performing against our objective to...

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



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

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

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

Measuring
Success



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

Exploring our performance...

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

How are we performing against our objective to...



Enhance and protect the district's natural environment

What we have been doing this quarter;

- ⇒ The target to plant 10,000 trees has been passed and we are now working closely with our seconded officer at the Sherwood Forest Trust to identify new sites suitable for planting using the Trees for Climate Fund. The councils free tree scheme also returned for a fourth year and launched in December where households could apply for up to two trees, either Goat Willow or Wild Cherry.
- ⇒ Quarter 3 also saw the Council's Tree Strategy gain approval from cabinet. It is now being prepared for external consultation. This strategy sets out the District Council's ambition for managing, protecting and caring for the district's trees as well as outlining how it will plant more trees in the future. The strategy consider the trees and green spaces on Council managed land, but also those in urban areas, parks, woodlands and farmland as well, understanding the crucial role that these play in the creation of natural habitats.
- ⇒ We are progressing with a number of projects to achieve our 2035 carbon net neutrality target and meet the actions outlined in our Greening Newark and Sherwood Action Plan.
- As laid out in the Council's Climate Emergency Strategy action plan, the Council is working to improve its energy efficiency and reduce its overall carbon footprint by installing solar panels at 5 sites. We have signed the install contract with works on site commencing in the Spring. This project will assist the Council in making carbon savings and generating renewable energy, both of which will assist us with reaching our 2035 net carbon neutrality target.
 - Work is continuing to develop a Decarbonisation Plan for our corporate and leisure buildings to help us understand the energy efficiency and carbon reduction measures we can put in place at each site.
 - We are continuing to explore options for the future of Brunel Drive, our depot site, to meet the future needs of the service in relation to the collection of additional waste streams and the greening of our fleet of vehicles.
 - We are part of the Nottinghamshire wide Green Rewards App which is an online platform designed to incentivise and encourage residents to undertake positive behaviour change by enabling users to log carbon reducing activities and gain points for these activities (which equate to prizes). The scheme has been live for nearly a year and continues to be successful with 437 households signed up. Work is ongoing to promote the app throughout the year in partnership with the other Nottinghamshire authorities, and we will continue to utilise the App throughout 2023.
- ⇒ This quarter we delivered 4 focus groups at Kings Court, Gladstone House, De Lacy Court and Castle Brewery with 54 residents. These groups have been set up to talk about recycling in multiple occupancy areas with an aim to maximise recycling across all types of homes.
- ⇒ Further stakeholder engagement has been undertaken over the last 3 months to inform the work of the draft masterplan for Forest Corner and an update to the Tourism Action Group is planned to be delivered in quarter 4. This plan demonstrates how we will connect residents and visitors with the nature, landscape and wildlife of Sherwood Forest. The work is overseen by an internal project team in close collaboration with lead stakeholders Nottinghamshire County Council and the RSPB.

Measuring
Success



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

Agenda Page 31



How are we performing against our objective to...

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

What we have been doing this quarter;

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





How are we performing against our objective to...

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

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

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



Our Customers said:-

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

Agenda Page 33

Measuring
Success

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

*target is the County average and minus denotes an increase

Exploring our performance...

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

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

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

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

How are we performing against our objective to...

Improve the health and wellbeing of local residents



What we have been doing this quarter;

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

How are we performing against our objective to...



Improve the health and wellbeing of local residents

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



Spotlight benchmarking

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

Measuring Success



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

Exploring our performance...

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

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

Our Customers

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

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

Exploring our performance...

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

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

Customer Feedback

Customer Feedback

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

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

Compliments

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

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

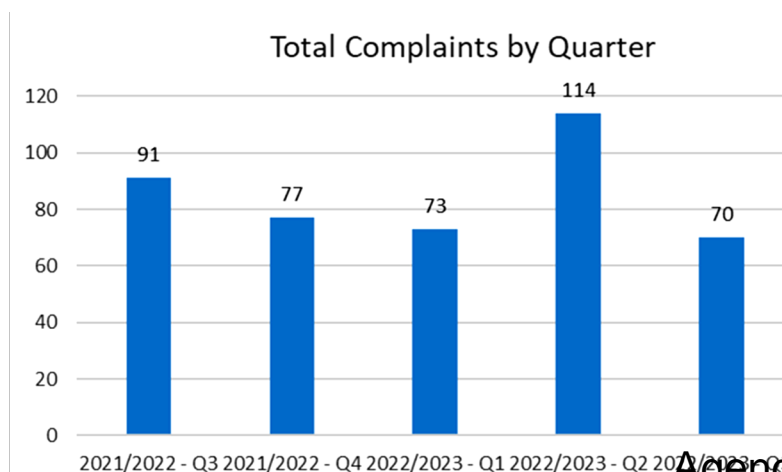
Complaints

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

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

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

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



Customer Feedback

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

Area of improvement...

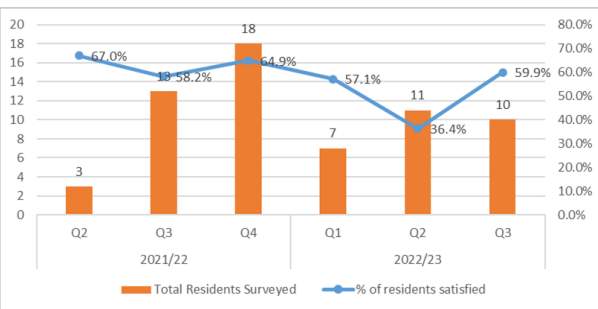
Currently to report a repair a tenant must call or e-mail our repairs team and a follow up call is required to confirm the details of the repair and book an appointment. Tenants have provided feedback that they would like to be able to book an appointment online.

What we have done to improve...

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

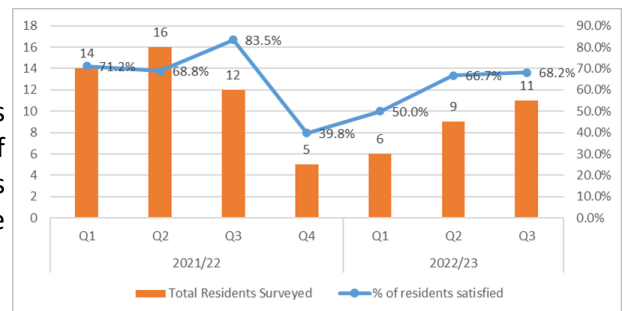
Tenant Satisfaction

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



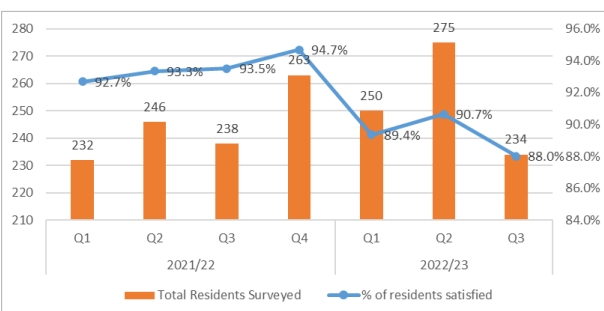
Complaint handling

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



Antisocial Behaviour

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



Repairs to tenants homes

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



Major Works

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

Our Workforce

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

Staff Update

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

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

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

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

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

Exploring our performance...

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

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

2023/24 Community Plan Performance Indicator Targets

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

Summary

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

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

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

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

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

Performance Indicators showing progress against the 'Deliver inclusive and sustainable growth' objective

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

Performance Indicators showing progress against the 'Create more and better-quality homes through our roles as landlord, developer and planning authority' objective

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

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

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

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

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

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

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

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

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

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

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

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



Report to: Cabinet Meeting – 21 March 2023
 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, 01636 655317

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 31 December 2022
Purpose of Report	<p>To update Members with the forecast outturn position for the 2022/23 financial year for the Council's General Fund and 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 the General Fund projected favourable outturn variance of £1.020m to usable reserves be noted;</p> <p>That the Housing Revenue Account projected unfavourable outturn variance of £0.446m to the Major Repairs Reserve be noted;</p> <p>That the variations to the Capital Programme at Appendix E be approved; and</p> <p>That the Capital Programme revised budget and financing of £60.393m be approved.</p>
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>
-----------------------------------	--

1.0 Background

Overview of General Fund Revenue Projected Outturn for 2022/23

Current position (as at 31 December 2022): variances

- 1.1 *Table 1* shows a projected favourable variance against the revised budget of £0.577m on Service budgets, with an overall favourable variance of £1.020m that is forecast to be transferred to Usable reserves. This is based on meetings which took place with Business Managers by mid-January, therefore does not account for subsequent changes in expenditure/income. Further details of the variances projected against portfolio holder budgets are in **Appendix A**.

Table 1: General Fund revenue outturn for 2022/23 financial year as at 31 December 2022

	Original Budget £'m	Revised Budget £'m	Projected Outturn £'m	Variance £'m
Cleaner, Safer, Greener	4.389	4.495	4.382	(0.113)
Economic Development & Visitors	1.858	2.603	1.918	(0.684)
Homes & Health	1.316	1.687	1.522	(0.165)
Organisational Development & Governance	4.498	4.747	4.498	(0.249)
Strategy, Performance & Finance	2.328	2.841	3.475	0.634
Net Cost of Services	14.389	16.372	15.795	(0.577)
Other Operating Expenditure	4.253	4.237	4.238	0.001
Finance & Investment Income/Expenditure	(0.280)	(0.280)	(1.022)	(0.742)
Taxation & Non-Specific Grant Income	(19.901)	(20.501)	(20.871)	(0.370)
Net Cost of Council Expenditure	(1.539)	(0.172)	(1.860)	(1.688)
Use of in year variance to finance Pay Award	0	(0.729)	0	0.729
Transfer to/(from) Usable Reserves	0.915	0.277	1.297	1.020
Transfer to/(from) Unusable Reserves	0.624	0.624	0.563	(0.061)
Transfer to/(from) General Reserves	0.000	0.000	0.000	0.000

- 1.2 A favourable variance of £0.577m is currently being projected on service budgets managed by business managers. This represents 3.52% of the total service budgets.

- 1.3 There have been significant issues in recruitment seen across the Council during this financial year. This has been felt across the Local Government sector, with similar issues being seen in a number of neighbouring authorities. As a result of this, the forecast vacancy savings target for 2023/24 has increased from 4% to 5%.
- 1.4 The favourable variance of £0.577m includes £0.659m of vacancy savings target which represents that vacancies are broadly similar to the original provision in the budget. Details of the services with variances due to vacant posts are in **Appendix A**.
- 1.5 The 2022/23 budget approved by Full Council on 8 March 2022 budgeted for a 2022/23 pay award of 2%, in line with the 2021/22 pay award of 1.75% for most employees. The employers and unions agreed an increase of £1,925 per pay point. This effect of this has been modelled into the figures above, and the relevant budget has been allocated to the individual service budgets to cover the additional costs. This budget is shown in the table at 1.1 above as £0.729m.
- 1.6 Non-Service expenditure is projected to have a favourable variance of £1.111m against the revised budget of £16.545m. These budgets primarily relate to income from council tax, national non-domestic rates (NNDR, or 'business rates') and investment interest. The favourable variance of £0.742m on Finance & Investment Income/Expenditure relates to increased investment interest income, based on higher than anticipated interest rates and higher investment balances. £0.358m of the £0.370m favourable variance on Taxation & Non-Specific Grant Income relates to additional income from the Nottinghamshire Business Rates Pool, further details of which are in paragraph 1.7 below.
- 1.7 As the Council has received, for a number of years, return funding from the Nottinghamshire Business Rates Pool in relation to the local growth retained (split with Nottinghamshire County Council), £0.600m has been budgeted for as the additional funding to be generated in 2022/23. Chief Finance Officers at each of the Nottinghamshire districts and boroughs monitor growth generated by the Business Rates Pool. Based on projected outturn information received as at the end of Q3 from all Nottinghamshire districts and boroughs, the Council is currently projecting to receive £0.958m return funding from the pool for 2022/23.

Current position (as at 31 December 2022): revised budget compared to original budget

- 1.8 There has been a net transfer of £1.983m from reserves in 2022/23 as at 31 December 2022. Two of these transfers from reserves were more than £0.050m in value. These total £1.129m:

Date approved by Cabinet, Committee or Portfolio Holder	Transfer from Reserves Relates to	Amount (£)	Portfolio Holder which received transfer
26/11/2020	Feasibility work on development of Newark Gateway site (existing Cattle Market and Lorry Park sites)	187,140	Strategy, Performance & Finance
25/08/2022	Consultancy costs regarding the delivery of major capital projects	125,000	Economic Development & Visitors
08/03/2022	Additional Contribution to the Community Grant Scheme	88,000	Strategy, Performance & Finance
20/12/2022	Pay Award increases	275,060	Cleaner, Safer, Greener
20/12/2022	Pay Award increases	144,710	Economic Growth & Visitors
20/12/2022	Pay Award increases	95,110	Health & Homes
20/12/2022	Pay Award increases	165,800	Organisational Development & Regeneration
20/12/2022	Pay Award increases	48,480	Strategy, Performance & Finance

1.9 The other transfers (to) and from reserves total £0.854m. 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	(18,936)	(149,715)	(168,651)
Economic Development & Visitors	402,390	73,031	475,421
Homes & Health	148,225	127,310	275,535
Organisational Development & Governance	202,895	(119,665)	83,230
Strategy, Performance & Finance	119,424	69,039	188,463
Total: Services	853,998	0	853,998

Current position (as at 31 December 2022) compared to previous position (as at 30 September 2022)

1.10 The previous budget monitoring report to Cabinet projected an unfavourable variance against the revised budget of £0.655m on Service budgets. This report projects an favourable variance against the revised budget of £0.577m 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 September 2022 (06/12/2022 Cabinet)	0.655
Cleaner, Safer, Greener	(0.086)
Economic Development & Visitors	(0.525)
Homes & Health	0.043
Organisational Development & Governance	(0.062)
Strategy, Performance & Finance	(0.602)
Net Cost of Services variance: as at 31 December 2022 (21/03/2023 Cabinet)	(0.577)

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

1.11 With reference to the 'Variance' column in *Table 3*, the HRA accounts show a projected unfavourable variance on the Net Cost of HRA Services against the revised budget of £0.196m as follows:

Table 3: HRA revenue outturn for 2022/23 financial year as at 31 December 2022

	Original Budget £'m	Revised Budget £'m	Projected Outturn £'m	Variance £'m
Expenditure	17.884	18.183	18.187	0.004
Income	(26.531)	(26.479)	(26.287)	0.192
Net Cost of HRA Services	(8.647)	(8.296)	(8.100)	0.196
Other Operating Expenditure	0.027	0.027	0.027	0.000
Finance & Investment Income/Expenditure	3.904	3.904	4.154	0.250
Taxation & Non Specific Grant Income	0.000	0.000	0.000	0.000
(Surplus)/Deficit on HRA Services	(4.716)	(4.364)	(3.918)	0.446
Movements in Reserves				
Transfer to/(from) Usable Reserves	1.443	1.296	1.296	0.000
Transfer to/(from) Unusable Reserves	(6.778)	(6.778)	(6.778)	0.000
Transfer to/(from) Major Repairs Reserve	10.051	9.847	9.401	(0.446)
Total	0.000	0.000	0.000	0.000

1.12 The overall projected outturn for the year is a reduced transfer to the Major Repairs Reserve of £0.446m to fund the projected deficit on HRA Services. The main reason

for this is £0.196m unfavourable variance on services, which is detailed at **Appendix C** and an unfavourable variance of £0.250m on Finance and Investment Income/Expenditure, which is due to the increases in interest rates on borrowing.

- 1.13 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

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

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

- 1.15 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 December 2022, the total approved budget was 67.565m including slippage from 2021/22. The additions and amendments that now require approval are detailed in **Appendix E** and summarised as follows:

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

- 1.16 If these variations are approved, then the revised budget will be reduced to £60.393m. 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

- 1.17 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.
- 1.18 In summary, the revised budget of £60.393m 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	9.745	7.402	17.147
External Grants & Contributions	23.123	0.273	23.396
Capital Receipts	2.945	0.834	3.779
Community Infrastructure Levy	0.060	0.000	0.060
Revenue Contributions	5.485	10.526	16.011
Total	41.358	19.035	60.393

Capital Receipts

1.19 The Council has been successful in securing 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 December 2022	0.146	0.555	1.273	1.974
Estimated receipts for remainder of the financial year	2.350	0.239	0.558	3.147
Approved for financing	3.569	0.597	0.846	5.012
Available Capital receipts balance at 31 March 2023	0.144	1.890	0.985	3.019
Estimated Receipts 2023/24 - 2025/26	7.900	4.177	2.372	14.449
Approved for Financing 2023/24 - 2025/26	4.216	2.998	0.000	6.605
Estimated Uncommitted Balance	3.828	3.069	3.356	10.862

1.20 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 recommendation's officers have considered the following implications; Data Protection, Digital and Cyber Security, Equality and Diversity, Financial, Human Resources, Human Rights, Legal, Safeguarding and Sustainability, and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

Background Papers and Published Documents

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

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

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

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

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

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

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

Homes & Health - £(0.165)m	£'m
Private Sector Speech Call (Careline): increased income, due to higher than anticipated number of non-tenants using services	(0.033)
Housing Options: vacant posts	(0.015)
Strategic Housing: vacant posts, partly offset by reduced income from recharge of costs to Housing Revenue Account (HRA)	(0.030)
Council Tax: vacant posts	(0.031)
Health & Community Relations: vacant posts, and allocation for in-year initiatives not currently anticipated to be fully spent	(0.066)
Other small variances	0.010
Total	(0.165)
Organisational Development & Governance - £(0.249)m	£'m
Electoral Registration: reduced spend on canvassing	(0.024)
ICT: vacant posts, partly offset by increased costs on agency staff, and increased income from recharge of costs to HRA	(0.046)
Customer Services: vacant posts, partly offset by reduced income from recharge of costs to HRA	(0.053)
Legal Section: increased one-off legal fee income received	(0.029)
Transformation: vacant posts	(0.034)
Administration Services: vacant posts	(0.038)
Risk Management: A vacant post was filled on one grade below budget, and not expecting to need any further risk management budget	(0.025)
Castle House: increased income from desk hire by partners	(0.022)
Brunel Drive Property: additional costs for continuing touch point cleaning	0.023
Other small variances	(0.001)
Total	(0.249)
Strategy, Performance & Finance - £0.634m	£'m
Income management system: increased income from recharge of costs to HRA	(0.011)
Financial Services: increased income from recharge of costs to HRA	(0.037)
Other Financial Transactions: Salary adjustments and vacancy factor budget equal to 4.84% of 2022/23 employee costs (inc Agency Staff)	0.763
Test & Trace Support Administration: Additional grant funding received in respect of 2021/22 grant awards	(0.040)
Other small variances	(0.041)
Total	0.634
	(0.577)

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

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

Cleaner, Safer, Greener - Variance as at 30/09/2022	(0.066)
Other small variances	(0.047)
Cleaner, Safer, Greener - Variance as at 31/12/2022	(0.113)
Economic Development & Visitors - Variance as at 30/09/2022	(0.160)
Heritage, Culture & Visitors: overall change mainly due to Palace Theatre Increased income partly offset by payments to agencies for their proportions of income	(0.084)
Planning Development Management: Large Planning Application receipt	(0.369)
Other small variances	(0.071)
Economic Development & Visitors - Variance as at 31/12/2022	(0.684)
Homes & Health - Variance as at 30/09/2022	(0.208)
Other small variances	0.043
Homes & Health - Variance as at 31/12/2022	(0.165)
Organisational Development & Governance - Variance as at 30/09/2022	(0.187)
Other small variances	(0.062)
Organisational Development & Governance - Variance as at 31/12/2022	(0.249)
Strategy, Performance & Finance - Variance as at 30/09/2022	1.276
Other Financial Transactions: now that the pay award has been finalised, the budget has been allocated into services funded by reserves	(0.596)
Other small variances	(0.046)
Strategy, Performance & Finance - Variance as at 31/12/2022	0.634
General Fund Revenue Outturn for Services - Variance as at 31/12/2022	(0.577)

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

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

HRA - £0.196m	£'m
Reduced income from rents and service charges. The main reasons include: - an increased average period of time that dwellings are remaining vacant (void); and - meals no longer being compulsory for tenants to purchase at extra care scheme sites (Broadleaves and Gladstone House).	0.236
Increased costs of supplies and services on responsive repairs. The main reasons include increases in: - the use of contractors to deliver repairs due to employee vacancies; and - the costs of materials required for repairs and the range of repairs being performed; partly offset by - the service not currently expecting to use of all the additional efficiency savings budget it has been allocated.	0.114
Increased income from solar photovoltaic (PV) panels, due to warmer than expected weather and a lower than anticipated number of faulty meters.	(0.024)
Increased spend on supplies and services related to compliance services. The main reason relates to additional spend on the installation of smoke and Carbon Monoxide (CO) detectors, in order to become compliant with changes in regulations which recently come into effect.	0.054
Increase in recharges from the General Fund following pay award	0.078
Salary savings due to vacancies, net of use of agency to cover where necessary	(0.076)
Increased cost of gas servicing, change of contractor, repairs and the reprofiling as per MOT style contracts	0.050
Significant savings in Home Loss payments and use of external professional services due to delays in achieving planning approval	(0.189)
Reduced cost of Legal Fees compared to originally anticipated	(0.013)
Other small variances	(0.034)
Total	0.196

Housing Revenue Account (HRA) Revenue Outturn Change in Variance Analysis as at 31 December 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 30/09/2022</u>	0.194
Increased employee-related favourable variances, mainly due to the vacancy factor budget moving to individual services for the pay award. Other salary vacancies have now either been filled or the budgets reduced accordingly.	(0.085)
Reduced income from solar photovoltaic (PV) panels, due to the number of units that require a repair. It is expected to complete works by the Autumn.	0.045
Home Loss Payments: Due to delay in achieving planning approval, minimal decants have been achieved	(0.140)
Compliance Services - Periododic Electrical Testing: budget reduced in year to assist in other parts of the service	0.035
Responsive Repairs - Compensation Payments: increased number of complaints in the second half of the year so far.	0.044
Responsive Repairs Agency Staff: the requirement for agency staff went beyond the original anticipated time period	0.045
Responsive Repairs Contractual Services: additional budget has now been allocated here	(0.050)
Recharges increased due to additional costs following pay award	0.071
Other small variances	0.037
<u>HRA - Variance as at 31/12/2022</u>	0.196

GENERAL FUND

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

Additions

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

Reprofiling

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

General Fund Revised Budget	41.359	Recommended for approval 21 Februrary 2023
------------------------------------	---------------	---

HOUSING REVENUE ACCOUNT

Original Budget	29.543	As per Council on 8 March 2022
Slippages Approved	6.695	As per Cabinet on 12 July 2022
Quarter 1 Movements	-0.030	As per Cabinet on 4 October 2022
Quarter 2 Movements	-11.557	As per Cabinet on 20 December 2022
Current Revised Budget	24.650	

Additions/Reductions

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

Reprofiling

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

HRA Revised budget for approval	19.035	Recommended for approval 21 February 2023
---------------------------------	--------	---

Total Additions/Reductions	-0.486	
Total Re profiling	-6.686	
Total Revised Budget	60.393	

Project	Capital Description	Project Manager	Revised Budget for Approval 20.12.22	Proposed Variations to 21.03.23	Revised Budget including Variations for Approval	Actuals to 31.12.22	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 Ingram	0	480,000	480,000	23,458	480,000	0	503,458	23,458	19.12.22 contractor has been accepted and properties have been provided for work to commence in January, three large schemes, one on Winston Court (4 blocks of flats) and 10 bungalows on California Road and 14 on Alexander Avenue 11.01.23 aiming to spend full £480k order
S91115	Roof Replacement Works	S Ingram	413,559	(302,204)	111,355	87,465	3,982	19,908	111,354	(0)	09.08.22 Subject to current contract negotiations the full year budget will be spent.
S91116	Flat Roof Replacement Work	S Ingram	235,137	(177,796)	57,341	43,285	2,343	11,713	57,341	0	09.08.22 Subject to current contract negotiations the full year budget will be spent.
S711	ROOF REPLACEMENTS		648,696	0	648,696	154,208	486,324	31,621	672,153	23,458	
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	1,223,460	574,920	573,845	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 14.12.22 contractors have progressed and now expecting to spend the full budget. 09.01.23 expect to spend full budget
S712	KITCHEN & BATHROOM CONVERSIONS		2,390,000	0	2,390,000	1,223,460	592,695	573,845	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	296,164	204,200	57,034	557,399	0	09.08.22 current contractor performing strongly, no issues anticipated. 11.01.23 expect to spend full budget but to be reviewed next month when more is known.
S713	EXTERNAL FABRIC		557,398	0	557,398	296,164	204,200	57,034	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	32,547	138,855	97,597	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. 14.12.22 contract started in September, 161 properties due for replacement due to be replaced before the end March. 09.01.23 expect £30k to be underspent at year end as the contract had to be renegotiated - there is now only one contractor on the doors and windows contracts this has caused backlog in the programme
S714	DOORS & WINDOWS		269,000	0	269,000	32,547	138,855	97,597	269,000	(0)	
S91500	OTHER STRUCTURAL	D Bamford	92,956	100,000	192,956	81,238	55,888	55,830	192,956	0	14.12.22 various properties with ongoing works.
S91511	Walls Re-Rendering	S Osborn	60,000	(40,000)	20,000	0	0	20,000	20,000	0	09.01.23 expect budget to be fully spent within 22/23 11.01.23 no works identified yet.
S715	OTHER STRUCTURAL		152,956	60,000	212,956	81,238	55,888	75,830	212,956	0	
S93100	ELECTRICAL	V Parr	0	0	0	0	0	0	0	0	
S93115	Rewires	V Parr	1,120,000	(270,649)	849,351	372,879	401,471	75,000	849,351	(0)	14.12.22 expected underspend, so £100k moved to structural budget. 09.01.23 less rewiring in void properties has led to an additional expected underspend of £170,649 so this has been moved to heating and boilers
S731	ELECTRICAL		1,120,000	(270,649)	849,351	372,879	401,471	75,000	849,351	(0)	
S93500	HEATING	D Cornwell	0	0	0	0	0	0	0	0	

Project	Capital Description	Project Manager	Revised Budget for Approval 20.12.22	Proposed Variations to 21.03.23	Revised Budget including Variations for Approval	Actuals to 31.12.22	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/Underspend	Comments - Spend to date
S93510	Heating/Boilers	D Cornwell	710,000	170,649	880,649	583,393	80,856	264,389	928,638	47,989	09.08.22 current contractor just finishing off work in progress, new contractor will carry out all services/repairs and renewals going forward. 14.12.22 New contractor started in August, planned works currently for 160 boiler replacements. Will also have adhoc replacements following breakdowns. 09.01.23 identified £47k order shouldn't be in this code and should be in revenue. Will spend full budget including this £47k.
S735	HEATING		710,000	170,649	880,649	583,393	80,856	264,389	928,638	47,989	
S93600	ENERGY EFFICIENCY	S Osborn	330,000	0	330,000	1,690	70,560	257,750	330,000	0	14.12.22 identified 25 high energy users to add PV units and battery packs to their properties. Due to be completed by end of March. 09.01.23 new contractor awarded last week, will likely spend full budget but cannot be certain until they have started a few projects. 33 back boilers to be replaced
S93622	PV Invertors	C Wagstaff	91,760	0	91,760	25,580	108,111	(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. 16.01.23 final bill expected so can remove after this is received
S736	ENERGY EFFICIENCY		421,760	0	421,760	27,270	178,671	215,819	421,760	0	
S95100	GARAGE FORECOURTS		0	0	0	0	0	0	0	0	
S95109	Garages	D Bamford	7,000	(7,000)	0	0	0	0	0	0	14.12.22 no works identified yet.
S95115	Resurfacing Works	G Bruce	140,007	7,000	147,007	60,219	22,781	64,007	147,007	(0)	11.01.23 expecting full spend of budget within 22/23
S751	GARAGE FORECOURTS		147,007	0	147,007	60,219	22,781	64,007	147,007	(0)	
S95200	ENVIRONMENTAL WORKS	S Osborn	330,000	0	330,000	56,316	11,060	262,624	330,000	(0)	11.01.23 no works identified yet
S95203	Car Parking Schemes	G Bruce	222,817	0	222,817	35,095	187,722	0	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. 19.12.22 works planned to spend full budget within 22/23
S95206	Chatham Court Target Hardening - Safer Neighbourhoods	A Batty	0	0	0	0	0	0	0	0	
S95208	Roewood Lane Sewerage Treatment Station	D Bamford	13,900	(1,561)	12,340	12,340	0	0	12,340	0	17.10.22 works completed, final invoice received
S95250	Communal Lighting	V Parr	40,000	(40,000)	0	0	0	0	0	0	14.12.22 no works identified yet - removed budget
S95252	Flood Defence Systems	D Bamford	12,000	(8,000)	4,000	0	0	4,000	4,000	0	14.12.22 no works identified yet
S95253	Play Areas	L Powell	24,000	(20,000)	4,000	4,000	0	0	4,000	0	14.12.22 additional equipment at Forge Close South Muskhams. The remaining budget (£20k) request to reprofile to 23/24
S95254	Estate Remodelling	G Bruce	113,000	(50,000)	63,000	27,070	7,014	28,916	63,000	(0)	11.01.23 not anticipating full spend potential to move to another scheme. Spending some on signage and dog waste bins etc maybe £20k. Hoping to get sorted in current financial year, will know more next month. 17.01.23 moved £50k to major adaptations
S95303	Target Hardening - HRA	A Kirk	15,862	0	15,862	12,855	0	3,007	15,862	(0)	
S752	ENVIRONMENTAL WORKS		771,579	(119,561)	652,019	147,675	205,796	298,547	652,018	(1)	
S97100	ASBESTOS	J Knowles	0	0	0	0	0	0	0	0	

Project	Capital Description	Project Manager	Revised Budget for Approval 20.12.22	Proposed Variations to 21.03.23	Revised Budget including Variations for Approval	Actuals to 31.12.22	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/Underspend	Comments - Spend to date
S97115	Asbestos Surveys	J Knowles	40,000	0	40,000	1,098	0	38,902	40,000	0	11.08.22 in progress and on target. 19.12.22 213 surveys carried out to date, expect budget to be fully spent
S97116	Asbestos Removal	J Knowles	20,000	0	20,000	7,303	3,514	9,183	20,000	(0)	11.08.22 in progress and on target.
S771	ASBESTOS		60,000	0	60,000	8,401	3,514	48,085	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	362,631	12,842	72,976	448,448	(0)	11.08.22 enhanced risk assessments are in progress and on target. 19.12.22 major works due to be carried out at Thoresby Road and an FRA action for intercoms at Wolfit Avenue and Pasture View. budget will be spent by the end of March. 11.01.23 48 fire doors planned to fix within 22/23 this is expected to spend full budget
S97221	Fire Risk Assessments	J Knowles	146,870	0	146,870	0	0	146,870	146,870	0	19.12.22 works to be passed to the contractor. 11.01.23 expect budget to be spent by end of March
S772	FIRE SAFETY		595,318	0	595,318	362,631	12,842	219,846	595,318	(0)	
S97300	DDA IMPROVEMENTS	L Powell	29,772	(25,764)	4,008	4,008	0	0	4,009	0	14.12.22 no more spend expected here. 09.01.23 remainder of budget moved to major adaptations
S773	DDA IMPROVEMENTS		29,772	(25,764)	4,008	4,008	0	0	4,009	0	
S97400	DISABLED ADAPTATIONS	L Powell	0	0	0	0	0	0	0	0	
S97416	Major Adaptations	L Powell	563,710	75,764	639,474	394,005	156,609	88,860	639,474	(0)	
S97417	Minor Adaptations	L Powell	40,000	30,000	70,000	42,743	27,257	0	70,000	0	14.12.22 increased budget by 30,000. Received over 400 OT referrals. Typically get 360 per year. 09.01.23 anticipate budget will be fully spent but no further funds needed
S97418	Adaptation Stair Lift/Ho	L Powell	63,008	0	63,008	44,213	15,787	3,008	63,008	0	14.12.22 receiving more requests here as per above, current budget expected to be sufficient. 09.01.23 anticipate budget will be fully spent but no further funds needed
S774	DISABLED ADAPTATIONS		666,718	105,764	772,482	480,961	199,653	91,868	772,482	0	
S97500	LEGIONELLA	A Tutty	36,000	(36,000)	0	0	0	0	0	0	14.12.22 domestic legionella assessments to start in January, following this repairs can start if required. 09.01.23 works won't start until 23/24 so budget removed
S775	LEGIONELLA		36,000	(36,000)	0	0	0	0	0	0	
S99103	BUILDING SAFETY	M Plant	350,000	(350,000)	0	86,642	0	0	86,642	86,642	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. 19.12.22 review list of works and commence in new year.
S98101	Fire Alarm Systems	M Plant	0	0	0	0	0	0	0	0	
S98102	Sprinkler System	M Plant	0	97,000	97,000	0	0	73,542	73,542	(23,458)	12.01.23 options appraisal on lombard street
S98103	Structural Surveys - Elevated Walkways	M Plant	0	8,000	8,000	0	0	8,000	8,000	0	12.01.23 expect to be fully spent this year
S98104	Scooter Shed	M Plant	0	0	0	0	0	0	0	0	
S98105	Compartmentalisation in Roof Space	M Plant	0	170,000	170,000	0	0	83,358	83,358	(86,642)	12.01.23 surveys to be done this FY, works 23/24. Request to reprofile some to 23/24 but don't have exact figure yet
S98106	Inspection & Install Lightning Conductors	M Plant	0	75,000	75,000	0	0	75,000	75,000	0	12.01.23 block of 4/5 to be done this year, will possibly spend full budget
S98107	Aerial Inspections	M Plant	0	0	0	0	0	0	0	0	

Project	Capital Description	Project Manager	Revised Budget for Approval 20.12.22	Proposed Variations to 21.03.23	Revised Budget including Variations for Approval	Actuals to 31.12.22	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/Underspend	Comments - Spend to date
S781	BUILDING SAFETY		350,000	0	350,000	86,642	0	239,900	326,542	(23,458)	
S99100	PROPERTY INVESTMENT CONTINGENCY	S Osborn	56,100	0	56,100	0	0	8,111	8,111	(47,989)	
S99102	Housing Capital Fees	S Osborn	333,830	0	333,830	186,283	41,920	105,627	333,830	0	
S791	UNALLOCATED FUNDING		389,930	0	389,930	186,283	41,920	113,738	341,941	(47,989)	
	SUB TOTAL PROPERTY INVESTMENT		9,316,135	(115,561)	9,200,575	4,107,979	2,625,468	2,467,126	9,200,574	(1)	
	AFFORDABLE HOUSING										
SA1031	Site Acquisition (Inc RTB)	K Shutt / J Sanderson	1,779,312	0	1,779,312	9,400	750	1,769,162	1,779,312	0	14.7.22 continuing investigations into future site acquisitions 12.01.23 on going discussions regarding future site acquisitions
SA1033	Estate Regeneration	C Clarkson	384,595	500,000	884,595	243,974	172,017	468,604	884,595	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. 12.01.23 scheme complete, no further payments to make.
SA1047	New Build Contingency	K Shutt	286,642	0	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	21,898	288,167	17,892	327,956	(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)	14,654	35,083	(76,517)	(26,780)	(0)	1.11.22 Costs to be reallocated
SA1061	Phase 3 - Cluster 1 Stand Alone	K Shutt	0	0	0	321	0	(321)	(0)	(0)	1.11.22 Costs to be reallocated
SA1062	Phase 3 - Cluster 2 Various	K Shutt	25,129	0	25,129	25,112	0	17	25,129	0	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	7,523	0	7,523	2,191	0	5,332	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	1,492,662	0	1,492,662	440,177	34,251	1,018,233	1,492,661	(0)	14.7.22 Northgate 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. 12.01.23 due to ongoing testing on site, completion is now expected to be 2023/24. Expected to spend a further £30k in the current financial year, reprofile the remaining budget to 2023/24
SA1070	Phase 4	K Shutt	46,105	0	46,105	115,527	1,281	(70,704)	46,105	(0)	14.7.22 Sites due for completion during 2022/23
SA1071	Phase 4 Cluster 1	K Shutt	(0)	0	(0)	0	0	0	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

Project	Capital Description	Project Manager	Revised Budget for Approval 20.12.22	Proposed Variations to 21.03.23	Revised Budget including Variations for Approval	Actuals to 31.12.22	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/Underspend	Comments - Spend to date
SA1072	Phase 4 Cluster 2	K Shutt	182,773	0	182,773	182,773	0	0	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.
SA1073	Phase 4 Cluster 3	K Shutt	2,684,591	0	2,684,591	1,738,728	42,054	903,809	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. 12.1.23 work started on site w/c 9th January.
SA1074	Phase 4 Cluster 4	K Shutt	583,836	0	583,836	364,182	4,985	214,668	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. 12.1.23 work started on site w/c 9th January
SA1075	Phase 4 Cluster 5	K Shutt	1,115,000	0	1,115,000	158,363	8,158	948,479	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 in 2023/24. Once the tenders are accepted and works start, the budget can be reprofiled. 12.1.23 works due to start on site w/c 13 January
SA1080	Phase 5	K Shutt	5,419,526	(5,021,295)	398,231	214,136	77,378	106,717	398,231	0	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. 12.1.23 move the budgets back to SA1080 with a view to splitting by cluster again once new tenders are awarded
SA1081	Phase 5 Cluster 1	K Shutt	564,780	(564,780)	0	0	0	0	0	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. 12.1.23 move the budgets back to SA1080 with a view to splitting by cluster again once new tenders are awarded
SA1082	Phase 5 Cluster 2	K Shutt	231,491	(231,491)	0	0	0	0	0	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. 12.1.23 move the budgets back to SA1080 with a view to splitting by cluster again once new tenders are awarded
SA1083	Phase 5 Cluster 3	K Shutt	182,434	(182,434)	0	0	0	0	0	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. 12.1.23 move the budgets back to SA1080 with a view to splitting by cluster again once new tender
SC2000	Careline Analogue to Digital	S Stewardson	38,178	0	38,178	26,223	0	11,955	38,178	(0)	
	SUB TOTAL AFFORDABLE HOUSING		15,333,971	(5,500,000)	9,833,971	3,558,658	664,125	5,611,188	9,833,971	(1)	
	TOTAL HOUSING REVENUE ACCOUNT		24,650,107	(5,615,561)	19,034,546	7,666,638	3,289,593	8,078,314	19,034,545	(1)	

General Fund - Spend against budget - Estimated in year

Project	Capital Description	Project Manager	Revised Budget for Approval 20.12.22	Proposed Variations to 21.03.23	Revised Budget including Variations for Approval	Actuals to 31.12.22	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/Underspend	Comments - Spend to date
TB2253	Vehicles & Plant (NSDC)	A Kirk	1,704,667	0	1,704,667	1,678,474	0	26,193	1,704,667	0	12/10/22 all intended vehicles have been ordered with just the final three to arrive on site.
TB3142	Binfastructure 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	1,810	0	60,467	17	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	492,540	0	492,540	483,079	519	8,942	492,540	(0)	12.10.22 additional budget following portfolio holder decision regarding ground works.
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
TC3152	Target Hardening - GF	A Kirk	62,316	0	62,316	24,764	0	37,552	62,316	(0)	12/10/22 potential underspend here - BS to confirm by November.
TF2000	CCTV Replacement Programme	A Batty	140,500	(90,500)	50,000	0	0	50,000	50,000	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	(10,000)	443,421	443,421	0	0	443,421	0	12.10.22 final payment made, remaining council contribution not required.
TF3227	Lowdham Flood Alleviation	A Batty	200,000	(200,000)	0	0	0	0	0	0	
TF6011	Private Sector Disabled Facilities Grants	A Batty	712,210	0	712,210	325,084	35,571	351,556	712,211	0	12.10.22 quarter 2 spend in line with budget.
TF6012	Discretionary Disabled Facilities Grants	A Batty	98,207	0	98,207	70,878	4,066	23,263	98,207	(0)	12.10.22 quarter 2 spend in line with budget.
TF6020	Flood Grants - 2020 - 2022	A Batty	370,402	(349,986)	20,416	20,416	0	0	20,416	(0)	12.10.22 final payment made and invoice raised to DEFRA.
	Cleaner, Safer, Greener		4,305,941	(650,486)	3,655,455	3,105,282	51,526	498,600	3,655,408	(47)	
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	86,615	0	86,615	58,637	27,806	0	86,444	(171)	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	403,462	0	403,462	1,944	1,518	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	334,673	7,892	9,935	352,500	0	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	64,614	0	64,614	64,614	0	0	64,614	0	12.10.22 budget approved as part of portfolio holder decision
TB6170	S106 Rainworth Village Hall payment to RPC	A Hardy	0	19,835	19,835	0	0	19,835	19,835	0	31.10.22 Payment of S106 to Rainworth PC as per side agreement
TF3228	Homeless Hostel	K Shutt / M Cook	2,884,458	0	2,884,458	1,530,290	442,776	911,393	2,884,459	0	New contractor now on site Oak worth construction order raised. Robert Woodheads order will be decommissioned. Tender exercise to run for the 2nd phase of the project. Budget to be increased by 500K as part of 23/24 budget process.
TF6807	Warm Homes on Prescription	H Richmond	70,000	0	70,000	21,853	20,336	27,811	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.
TF6810	PV Units - EON	H Richmond	557,479	0	557,479	416,959	140,520	0	557,479	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.
Homes & Health			5,289,043	19,835	5,308,878	2,928,563	779,965	1,599,686	5,308,214	(664)	
TA3053	Museum Improvements	C Coulton-Jones	224,232	(184,294)	39,938	0	39,938	0	39,938	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	5,880	120	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	61,525	(61,525)	0	0	0	0	0	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	81,995	(81,995)	0	0	0	0	0	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	500,968	0	500,968	0	967	500,000	500,967	(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	627,000	0	627,000	409,455	125,381	92,164	627,000	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	8,757	0	8,757	0	0	8,757	8,757	(0)	20.07.22 Works completed and signed off by independent consultant and CoW - SY
TC3140	Car Park Ticket Machine Replacement	B Rawlinson	42,040	(20,238)	21,802	0	21,802	0	21,802	0	20.07.22 12 machines replaced and 2 upgraded. Scheme complete.
TC3149	Onstreet Residential Chargepoint Scheme	B Rawlinson	12,551	0	12,551	0	12,533	0	12,533	(18)	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	R Huthwaite	150,000	(150,000)	0	0	0	0	0	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	2,053,674	0	2,053,674	460,778	118,574	1,474,322	2,053,673	(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	7,100,000	0	7,100,000	649,892	3,650,108	2,800,000	7,100,000	0	
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.
TC3016	Legionella Remedial Works	M Eyre	17,771	0	17,771	38,475	4,565	9,270	17,771	0	
TC3134	Works to SFACC	M Eyre	10,344	0	10,344	0	9,313	1,031	10,344	0	20.07.22 final works to be complete in the current year.
TC3135	Works to Buttermarket	P Preece	663,937	0	663,937	1,154,670	90,177	15,852	663,937	(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 increases in costs.
TC3138	Lord Hawke Way Remedial Work & Bond	M Eyre	191,860	0	191,860	1,738,823	5,486	184,654	191,860	(0)	20.07.22 working towards a S102 agreement 12.10.22 consultant arranged to facilitate the works.
TC3141	Improvements to Newark Beacon	M Eyre	0	0	0	0	0	(6,097)	(0)	(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	51,750	(50,497)	1,253	0	1,253	0	1,253	(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	189,750	(189,750)	0	3,936	0	0	0	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	138,000	0	138,000	0	97,470	18,030	138,000	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	172,500	(172,500)	0	557,909	0	0	0	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	207,000	0	207,000	1,720	0	205,240	207,000	0	12.10.22 are looking to put this scheme through a framework.
TC3148	RHH Units Fit Out	M Eyre	167,000	0	167,000	6,097	0	128,526	167,001	1	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.
TE3250	Shared Prosperity Fund year 1	S Husslebee	0	40,000	40,000	0	0	40,000	40,000	0	12.10.22 budget added following approval for year 1 grants
Economic Development & Visitors			13,270,970	(870,799)	12,400,171	5,218,151	4,217,598	5,833,636	12,400,153	(18)	
TA3286	Information Technology Investment	D Richardson	1,042,589	(135,000)	907,589	241,871	368,240	297,478	907,589	(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
Organisational Development & Governance			1,042,589	(135,000)	907,589	241,871	368,240	297,478	907,589	(0)	
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	1,785,760	0	1,785,760	22,500	2,175	628,915	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	1,013,250	80,000	1,093,250	0	0	1,093,250	1,093,250	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	1,760	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 Saix - 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	13,352,376	0	13,352,376	0	21,250	11,592,303	13,352,376	0	
TG1003	Housing Regeneration Loan Facility	N Wilson	2,000,000	0	2,000,000	(641,203)	0	2,641,203	2,000,000	0	12.10.22 reprofile the budget to reflect revised cash flow expectations.
Strategy, Performance & Finance			19,006,136	80,000	19,086,136	(600,743)	23,425	16,794,221	19,086,136	0	
TOTALS			42,914,679	(1,556,450)	41,358,229	10,893,125	5,440,755	25,023,621	41,357,501	(728)	



Report to: Cabinet (Performance) 21 March 2023
 Portfolio Holder: Councillor Tim Wendels – Housing and Health
 Director Lead: Suzanne Shead, Director of Housing Health and Well-Being
 Lead Officer: Caroline Wagstaff, Business Manager Housing Maintenance and Asset Management x5637

Report Summary	
Type of Report	Open Report non-key decision
Report Title	Housing Services Health and Safety Compliance Performance Qtr3 2022-23
Purpose of Report	To provide assurance on the performance of compliance services within housing services and highlight areas falling below the target set and reasons with plan for recovery.
Recommendations	<ul style="list-style-type: none"> a. To note the compliance performance of housing services and the areas falling outside of target. b. To approve the future reporting arrangements as set out in 1.5. c. Identify any areas for further scrutiny to provide assurance on compliance performance in Housing Services.
Alternative Options Considered	Not Applicable
Reason for Recommendations	To ensure housing services compliance with health and safety has sufficient oversight and scrutiny at executive level

1.0 Background

- 1.1 The Council has legal and regulatory landlord responsibilities to complete regular checks on tenants homes around six key areas of safety collectively called Compliance Safety – Gas Safety, Electrical Safety, Asbestos, Fire Protection, Lifts and Legionella.
- 1.2 Performance is recorded monthly within the Housing Health and Well Being Directorate and presented quarterly for scrutiny by the Senior Leadership Team, the Policy and Performance Improvement Committee and the Tenant Engagement Board.
- 1.3 This report presents an overview of where housing services are not achieving targets around 27 building safety measures. Some of the measures and the definitions behind them will be amended following the introduction of Tenant Satisfaction Measures from

April 2023 which will require all registered providers to submit data around 22 measures to enable tenants to hold their landlords to account for performance and enable landlord performance to be compared against each other.

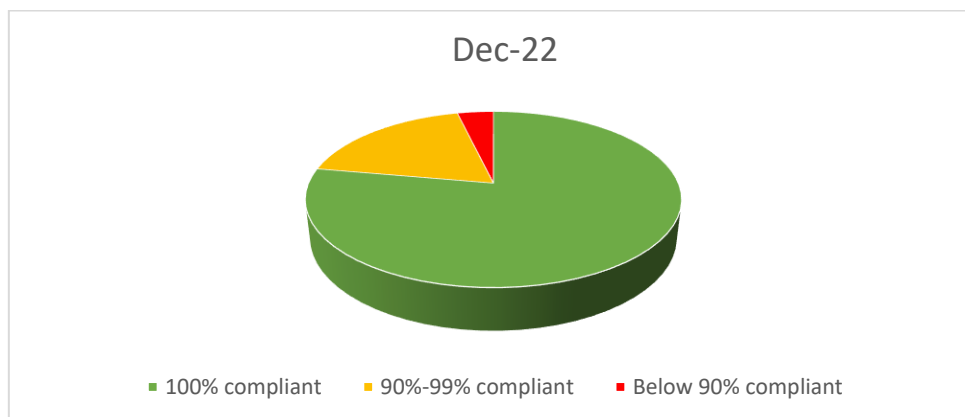
- 1.4 Feedback from the Tenant Engagement Board of 9 February 2023 included thanks for the hard work recovering the gas servicing position, which since this report was generated has now reduced to four properties. The Board liked the layout of the full report and the ease of understanding if our performance was on target through use of colours and icons.
- 1.5 Commencing from April 2023, compliance across the Council will be brought quarterly in one report to Cabinet. This will comprise of a covering report and two appendices to show housing services compliance and corporate asset compliance. Together with operational risks, this new approach aims to show all compliance in one report. The Housing Services report will contain the six main areas of compliance, highlighting any exceptional performance areas and emerging issues/changes that the Council need to be aware of.

2.0 Exceptions Reporting

2.1 Below is the performance of housing compliance services at the end of December 2022, these 27 indicators are “RAG” rated, as follows:

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

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



2.2 Areas falling below expected performance levels:

- Gas Servicing – AMBER – 26 homes without a current gas certificate and not in a legal process – 99.5% compliant.
- Oil Servicing – RED – 32 homes with their service outstanding, six of these are in a legal process to gain access via a lifetime injunction.
- EICR (Electrical Certification) less than five years old – AMBER – 109 homes without certification, 46 of these are in a legal process to gain access via a lifetime injunction.
- Stairlift Servicing – AMBER – 3 stairlifts have not been serviced due to non-access by the tenant.
- Hoist Servicing – AMBER – 1 hoist outstanding due to hospitalisation, arrangements being made to complete ahead of hoist user returning home.

3.0 Implications

- 3.1 The previous performance of the Gas Servicing programme resulted in a self-referral to the Regulator of Social Housing (RSH). Monthly engagement meetings are held with the Regulator and the Deputy Chief Executive to discuss progress against an Action Plan which sets out the Council's plans for recovery and service improvement including obtaining external assurance. It is anticipated this will be in place until July 2023.

Background Papers and Published Documents

Refer to Policy and Performance Improvement Committee meeting of 6th March 2023 for full compliance performance data- [Policy & Performance Improvement Committee](#) – 6 March 2023