



*Castle House  
Great North Road  
Newark  
NG24 1BY*

*Tel: 01636 650000*

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

**Thursday, 23 November 2023**

**Chair: Councillor M Pringle  
Vice-Chair: Councillor N Ross**

**Members of the Committee:**

**Councillor A Amer  
Councillor A Brazier  
Councillor C Brooks  
Councillor S Forde  
Councillor A Freeman  
Councillor R Jackson  
Councillor J Kellas**

**Councillor P Rainbow  
Councillor K Roberts  
Councillor M Shakeshaft  
Councillor T Smith  
Councillor T Thompson  
Councillor T Wendels**

|                 |   |
|-----------------|---|
| <b>MEETING:</b> | <b>Policy &amp; Performance Improvement Committee</b>                   |
| <b>DATE:</b>    | <b>Monday, 4 December 2023 at 6.00 pm</b>                               |
| <b>VENUE:</b>   | <b>Civic Suite, Castle House, Great North Road, Newark<br/>NG24 1BY</b> |

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

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

## **AGENDA**

|  | <u>Page Nos.</u> |
|--|------------------|
| 1. Notification to those present that the meeting will be recorded and streamed online |                  |
| 2. Apologies for Absence   |                  |
| 3. Declaration of Interest by Members and Officers                                     |                  |
| 4. Minutes of the meeting held on 11 and 25 September 2023                             | 4 - 13           |
| 5. Briefing Note - Housing Ombudsman Conference  | 14 - 16          |
| <b>Reports and Presentations for Comment &amp; Endorsement</b>                         |                  |
| 6. Air Quality Monitoring in Newark & Sherwood   | 17 - 23          |
| 7. Damp & Mould Policy   | 24 - 30          |
| 8. Building Safety in the Home Policy  | 31 - 42          |
| 9. Review of HRA Business Plan Assumptions   | 43 - 45          |
| 10. Community Plan Performance Framework   | 46               |
| <b>Reports and Presentations for Information</b>                                       |                  |
| 11. Community Plan Performance for Quarter 2   | 47 - 80          |
| 12. Budget Monitoring Report   | 81 - 96          |
| <b>Reports from Working Group</b>  |                  |
| 13. Support for Active Lifestyles Working Group Update                                 | Verbal Report    |
| 14. Information Sharing with Members Working Group Update                              | Verbal Report    |
| <b>Review of Cabinet Work Programme and Recent Decisions</b>                           |                  |
| 15. Cabinet Forward Plan (November 2023 - February 2024)                               | 97 - 102         |
| 16. 12 September 2023 - Minutes of Cabinet Meeting                                     | 103 - 105        |
| 17. 19 September 2023 - Minutes of Cabinet Meeting                                     | 106 - 113        |
| <b>Topic Suggestions</b>   |                  |
| None   |                  |

18. Items for Future Agendas

**Provisional Items for Future Agendas**

Annual Compliance Update – Corporate Estate

Bassetlaw and N&S CSP Progress and Performance/Review of Priorities

Customer Strategy

Review of Grant Funding

## NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Policy & Performance Improvement Committee** held in the Civic Suite, Castle House, Great North Road, Newark NG24 1BY on Monday, 11 September 2023 at 6.00 pm.

PRESENT: Councillor M Pringle (Chair)  
Councillor N Ross (Vice-Chair)

Councillor N Ross, Councillor A Amer, Councillor A Brazier, Councillor C Brooks, Councillor S Forde, Councillor A Freeman, Councillor R Jackson, Councillor J Kellas, Councillor K Roberts, Councillor M Shakeshaft, Councillor T Smith, Councillor T Thompson, Councillor T Wendels and Councillor N Allen

APOLOGIES FOR ABSENCE: Councillor P Rainbow (Committee Member)

ALSO IN ATTENDANCE: Councillor L Brazier

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

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

### 19 DECLARATION OF INTEREST BY MEMBERS AND OFFICERS

Agenda Item No. 13 – Topic Request Form (Support for Affordable Active Lifestyles)  
Councillors: Forde, Freeman and Pringle together with Deborah Johnson, Director – Customer Services & Organisational Development declared an Other Registrable Interest as Directors of Active4Today.

### 20 MINUTES OF THE MEETING HELD ON 26 JUNE 2023

The minutes of the meeting held on 26 June 2023 were agreed as a correct record and signed by the Chair.

### 21 INCREASE IN FREQUENCY OF MEETINGS - 2024/2025

The Committee considered the report of the Director – Customer Services & Organisational Development which sought to notify Members of the increase in frequency in meetings of the Committee for the 2024/2025 municipal year, commencing May 2024.

The report outlined the rationale for the increase, which was to ensure the effective transaction of Council business. The report also noted that a special meeting of the Committee had been convened on 25 September to consider the draft Community Plan and that an additional meeting had been convened on 23 October 2023.

AGREED (unanimously) that the increase in the frequency of meetings of the Policy & Performance Improvement Committee commencing in May 2024 be noted.

## 22 RESETTLEMENT UPDATE

The Committee considered the report presented by the Assistant Business Manager – Housing & Estate Management which sought to update Members on the resettlement programmes operated by the Council.

The report set out that the schemes currently available in the UK, providing a description of each of them at paragraph 1.4 of the report. Further details of the schemes operated by the Council were provided. This included how long a family or individual could remain in the UK, the type of accommodation they were provided with together with a note of the number of households and individuals included under each one. It was reported that support was available for local authorities to meet additional housing needs related to resettlement and homelessness and that the Council had submitted a successful funding application. The funding supported the purchase of 14 homes to assist with alleviation of housing pressures, details of which were provided in paragraphs 2.10 and 2.11 of the report.

In acknowledging the work carried out by the Council, as detailed in the report, a Member commented that there could be further pressures in the future should the Council be required to provide accommodation for asylum seekers. In response, the Assistant Business Manager advised that there was not currently any specific request in relation to this but would keep Members updated should this change.

In response to what the process was for transitioning families into the community should they be remaining in the UK for a period of time, the Assistant Business Manager provided a brief outline of the integration process to introduce families to the existing community.

AGREED (unanimously) that the progress made in the delivery, development and monitoring of all the Resettlement Programmes be noted and welcomed.

*Councillor Amer entered the meeting during the above item.*

## 23 HOUSING COMPLIANCE ASSURANCE REPORTS - Q4 2022/23 & Q1 2023/24

The Committee considered the report presented by the Business Manager – Housing Maintenance & Asset Management which sought to provide Members with an update of the Housing Compliance Assurance overview and actions arising at the end of Q4 and Q1 (31 December 2022 to 30 June 2023).

The report focussed on exceptions performance that were outside the Council's target parameters. The performances were related to the Council's legal and regulatory landlord responsibilities for 27 building safety measures, including fire protection, gas, asbestos, electrical and water. The appendices to the report provided the full details together with associated commentary of the performance indicators. Paragraph 2 of the report provided information on the performance exceptions in relation to: Gas

Servicing; Oil Servicing; and EICR Certifications less than 5 years old, with all three receiving an amber rating – within 10% of target.

In considering the report, a Member queried what the average time was to complete the enforcement process to gain access to a property to carry out legal and regulatory safety measures e.g. gas servicing. The Business Manager advised that there was a back log in the Courts and that it could take up to 3 or 4 months, adding that the Courts did not consider cases chronologically. It was noted that attempts to gain access to the property continued throughout the enforcement process with the Council seeking to mitigate the risks during that time.

A Member also queried what liability the Council had should a problem arise before access could be gained. In response, the Business Manager advised that the Courts would take into account the length of time and the process followed in trying to gain access. Members also requested information as to what the underlying cost was to the Council of enforcement action.

AGREED (unanimously) that:

- a) the compliance performance for the end of the financial year be noted;
- b) the items for action and changes for the next financial years reporting be noted; and
- c) the underlying cost to the Council of enforcement action be reported to a future meeting of the Committee.

#### 24 PROPERTY REPAIR AND LETTING ARRANGEMENTS FOR COUNCIL OWNED HOMES

The Committee considered the report presented by the Business Manager – Housing Services which set out the process of repairing and allocating the Council's rented housing and temporary accommodation, the performance and satisfaction with the services and sought recommendations for further improvements and investigation.

The report provided Members with details of the work undertaken by the team who were dedicated to the repair of properties. Details of the 'relet journey' were reported together with statistical information as to the Council's performance. The report also provided information as to tenant scrutiny and the lettings standards for temporary accommodation. Details of the development of an "Empty Homes Improvement Plan" were provided, which would include temporary accommodation.

In considering the report, a Member queried as to why the Starting Well Fund had a take-up of less than 50%. In response, Officers advised that not all tenants required the help and that it was only available to new lettings.

In response to the proposed support with the maintenance of gardens and trees, Members were advised that this was a draft proposal and would be funded out of savings realised from bringing Housing Services back in-house. Further details would be provided when the pilot initiative had been finalised. A Member requested that

consideration be given to tenants who could not afford to carry out works themselves but were not necessarily in receipt of benefits.

In relation to a query raised about how lessons were learned from complaints made by tenants, Members were advised that complaints were reported to the Tenant Engagement Board for consideration and what could be learned from them, were there any themes emerging, what actually happened. Officers also considered complaints in detail on a monthly basis with a view to how changes could be implemented to improve service provision. These were then reported back to tenants in the annual tenants' report.

The Chair requested that following submission of the Tenant Satisfaction Measures to the Regulator of Social Housing, a report be presented to the next meeting of the Committee, showing the results of the Tenant Satisfaction Measures survey. The report also to include any changes to the Home Standard brought about by the current consultation.

AGREED (unanimously) that the Policy & Performance Improvement Committee endorse the following recommendations:

- a) there are discussions in the housing sector about furniture poverty and the value of carpeting homes as part of the landlord's lettable standard. It is proposed to take this initiative to the Local Influence Networks to explore the benefits and challenges of providing floor coverings in all new lettings;
- b) recognition that there is no simplified version of the Fit to Let standard currently available to applicants and tenants to ensure we do what we say we will. This Committee supports a request to involve tenants to design a simplified Fit to Let standard to hold the service to account and promote feedback inc. complaints;
- c) to support the introduction of a satisfaction measure for quality of temporary accommodation from Qtr. 3 2023-24;
- d) to support the develop of a policy to pilot the Council assisting tenants with maintaining trees within their gardens using funds available from efficiency savings; and
- e) these align to the Council's objective of creating more and better-quality homes through our roles as landlord, developer and planning authority.

25 PROJECTED GENERAL FUND AND HOUSING REVENUE ACCOUNT - REVENUE & CAPITAL OUTTURN REPORT TO 31 MARCH 2024 AS AT 30 JUNE 2023

The Committee considered the report presented by the Business Manager – Financial Services which sought to provide Members the forecast outturn position for the 2023/24 financial year for the Council's General Fund and Housing Revenue Account revenue and capital budgets. The report also highlighted performance against the

approved estimates of revenue expenditure and income; reported on major variances from planned budget performance; and reported on variations to the Capital Programme as in accordance with the Council's Constitution.

The accounts showed an unfavourable variance of £0.7463 on service budgets with an overall unfavourable variance of £0.020m which would be met from the General Fund Reserve. The variances were broken down in the report.

In considering the report and noting the unfavourable variances, a Member queried whether this was of concern. The Business Manager advised that it was usual for this time in the financial year. In response to the low percentage level of spend on Projected Capital Outturn, the Business Manager advised that Finance Officers continued to liaise with Project Managers in order to reflect the position as accurately as possible.

AGREED (unanimously) that:

- a) the General Fund projected unfavourable outturn variance of £0.130m be noted;
- b) the Housing Revenue Account projected unfavourable outturn variance of £0.131m to the Major Repairs Reserve be noted;
- c) the variations to the Capital Programme at Appendix C be noted;
- d) the Capital Programme revised budget and financing of £109.711m be noted; and
- e) the Prudential Indicators at Appendix F be noted.

26 CABINET FORWARD PLAN (AUGUST 2023 TO NOVEMBER 2023)

NOTED the Forward Plan of the Cabinet for the period August to November 2023.

27 27 JUNE 2023 - MINUTES OF CABINET MEETING

NOTED the Minutes of the Cabinet Meeting held on 27 June 2023.

28 11 JULY 2023 - MINUTES OF CABINET MEETING

AGREED (unanimously) that:

- a) the minutes of the Cabinet Meeting held on 11 July 2023 be noted; and
- b) in relation to Cabinet Minute No. 11 – Commercial Plan Update a report be presented to a future meeting of the Policy & Performance Improvement Committee providing an update as to the performance of the Commercial Strategy.



29 SUPPORT FOR AFFORDABLE ACTIVE LIFESTYLES

The Committee considered the Topic Request Form proposed by Councillor P Peacock and seconded by Councillor L Brazier requesting the establishment of a Working Group to reassess how the Council are supporting their communities and helping them to identify ways in which to remain active.

AGREED (unanimously) that:

- a) approval be given for the establishment of an Affordable Active Lifestyles Working Group;
- b) Councillor C Brooks be appointed as Chair of the Working Group;
- c) Councillors: A Brazier; R Jackson; K Roberts; and T Thompson be considered as members of the Working Group; and
- d) following agreement to establish the Working Group, a Review Initiation Document would be produced and the opportunity to be part of the Working Group would be made available to all Members of the Council.

30 SHARING INFORMATION WITH MEMBERS

The Committee considered the Topic Request Form proposed by Councillor J Kellas and seconded by Councillor R Jackson requesting the establishment of a Working Group to consider what information can be shared with Ward Members and in what format and the frequency of sharing the information. This is to ensure that Ward Members are kept informed of what was happening in their areas so that they may answer questions when asked.

AGREED (unanimously) that:

- a) approval be given for the establishment of an Information Sharing with Elected Members Working Group;
- b) Councillor J Kellas be appointed as Chair of the Working Group;
- c) Councillors: N Allen; R Jackson; M Shakeshaft; and T Smith be considered as members of the Working Group; and
- d) following agreement to establish the Working Group, a Review Initiation Document would be produced and the opportunity to be part of the Working Group would be made available to all Members of the Council.

31 ITEMS FOR NEXT AGENDA

NOTED the provisional Agenda items for future meetings.

Meeting closed at 7.15 pm.

Chairman

NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Policy & Performance Improvement Committee** held in the Civic Suite, Castle House, Great North Road, Newark, NG24 1BY on Monday, 25 September 2023 at 6.00 pm.

PRESENT: Councillor M Pringle (Chair)  
Councillor S Forde (Temporary Vice-Chair)

Councillor N Allen, Councillor A Amer, Councillor A Brazier, Councillor C Brooks, Councillor S Forde, Councillor R Jackson, Councillor J Kellas, Councillor D Moore, Councillor P Rainbow, Councillor M Shakeshaft, Councillor T Smith and Councillor T Thompson

APOLOGIES FOR ABSENCE: Councillor N Ross (Vice-Chair), Councillor A Freeman (Committee Member) and Councillor T Wendels (Committee Member)

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

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

33 DECLARATION OF INTEREST BY MEMBERS AND OFFICERS

There were no declarations of interest.

34 APPOINTMENT OF TEMPORARY VICE-CHAIR

Following receipt of apologies from Councillor N Ross, Vice-Chair, the Chair proposed that Councillor S Forde act as temporary Vice-Chair for the duration of the meeting.

AGREED (unanimously) that Councillor S Forde be appointed as temporary Vice-Chair for the duration of the meeting.

35 COMMUNITY PLAN

The Committee considered the report presented by Transformation & Service Improvement Officer which presented to Members the Draft Community Plan 2023/2027 for endorsement and onward recommendation to Cabinet for their consideration and approval. The report also requested Members to consider what they would wish to see included within the performance framework.

The report set out that the Community Plan was the key direction setting document used to outline the priorities and vision of the Council for a four-year term. It had been under development for a number of months with input from the Cabinet, Chairs and Vice Chairs to develop and shape the priorities. The results of the Residents Survey 2022 had also been used to inform the development of the Plan. Business Managers had reviewed the draft Plan's objectives and actions and provided feedback thereon. The future considerations of the Plan were detailed in paragraph 3 of the report, making reference to the development of a performance framework, how resource implications would be determined and the reflected within future budgets.

In considering the report, Members commented on a number of issues and also put forward suggestions for Cabinet's consideration on 31 October 2023.

In relation to the review of the Council's leisure offer, including building and any necessary programmes of renewal, Members referred to there being no specific mention of a new leisure centre in Southwell, requesting clarification as to its omission.

It was suggested that the current Portfolio Holders' names be removed as these could be subject to change during the life of the Community Plan. It was also suggested that consideration be given to amending the wording within the Plan to better reflect that some of the actions and objectives were a continuation of the previous Plan. It was noted that the Plan needed to be flexible and that the Council would need to be reactive at times. Comment was made that currently the Plan had no timeframes set out and attributed to specific actions.

A Member commented that there was little reference to the Council's core services, specifically referring to climate change and lowering the Council's carbon footprint. He added that there is a great deal of green innovation taking place and that technologies were constantly evolving. The Council's progress towards achieving net zero required a considered approach to achieve the greatest impact and secure value for money for the taxpayer. He added that residents of the district should be provided with information on how to live sustainably and that this could include the promotion of grant schemes for sources of renewable energy.

In noting that there would be continual feedback from residents, a Member commented that these should be regularly surveyed with a view to whether residents' priorities changed during the life of the Plan, adding that any proposed changes to the Plan would need to be fully costed. Reference was made to the supplementary agenda circulated which primarily detailed actions concerning the Heritage, Culture & the Arts portfolio with a Member querying whether these were affordable and whether they offered the best use of residents' council tax.

In relation to the performance framework, a Member advised that in reading the Plan he had categorised the actions and topics contained therein. He suggested that a logical grouping of those topics be undertaken with performance reports being brought to Committee on a six-monthly basis for the purposes of scrutiny. Members also requested that Portfolio Holders be invited to attend Committee when they were considering reports specific to their portfolio that were in relation to actions within the Plan.

It was agreed by Members that the draft Community Plan was an overview of what the Council wished to action within the district. However, some Members expressed concern that they had been asked to endorse the Plan without any detail of the proposed actions and without the knowledge of what those actions may cost, in terms of resource and budget implications.

AGREED (with 8 votes for and 5 abstentions) that:

- a) the draft Community Plan be endorsed and recommended to Cabinet for consideration and approval; and
- b) the above comments be considered for inclusion in the development of the performance framework.

Councillor Amer entered the meeting during consideration of the above item.

### 36 COMMUNITY PLAN PERFORMANCE FOR QUARTER 1

The Committee considered the report of the Director – Customer Services & Organisational Development which presented to Members the Quarter 1 Community Plan Performance Report (April to June 2023). Members were asked to review the Report attached as Appendix 1 together with the Compliance Report attached as Appendix 2.

In considering the report, Members commented that the way in which it was laid out in Appendix 1 enabled them to clearly track the performance of the Plan and was easily understandable.

A Member noted that food inspections were 12% below the target for the year and queried whether this was due to resource implications. The Transformation & Service Improvement Officer advised that he would provide a written response to Members.

In response to whether there were any future plans to further promote the garden waste collection service, the Transformation & Service Improvement Officer again advised he would provide a written response to Members.

AGREED (unanimously) that the Community Plan Performance Report and Compliance Report be noted.

Meeting closed at 6.55 pm.

Chairman

## POLICY & PERFORMANCE IMPROVEMENT COMMITTEE

4 DECEMBER 2023

### BRIEFING NOTE

#### **Report from the Housing Ombudsman Conference - 31 October 2023.**

- Councillor Mike Pringle, Member Responsible for Complaints
- Councillor Lee Brazier, Portfolio Holder - Housing

Councillors Pringle and Brazier attended this event which looked at the role of the Member Responsible for Complaints (MRC) and to learn more about how to be compliant with the Complaint Handling Code.

Central to the focus at the Housing Ombudsman is a mission to drive a positive complaint handling culture. When the Complaint Handling Code becomes statutory, the introduction of an MRC will be vital. An MRC forms part of a Landlord's Governing Body, which provides insight and learning into the Landlord's complaint handling performance.

It is noted that changes to the complaint handling code are currently out for consultation which closes this month. The Local Government and Social Care Ombudsman is carrying out a separate consultation as it doesn't currently have a complaint handling code.

The Joint Complaint Handling Code ('the Code'), from the Housing Ombudsman and Local Government & Social Care Ombudsman, sets out requirements for organisations that will allow them to respond to complaints effectively and fairly. The purpose of the Code is to enable organisations to resolve complaints raised by individuals quickly and to use the data and learning from complaints to drive service improvements. It will also help to create a positive complaint handling culture amongst staff and individuals.

Fortunately for Newark & Sherwood District Council, we already operate only one complaints process for both housing and all our other services.

#### **The Housing Ombudsman, Richard Blakeway.**

Richard Blakeway opened the day. He made it clear that the person who was acting as MRC was not expected to take all complaints on their shoulders. Their role was to share their findings with executives and board members, therefore acting as conduit to positive change.

Richard reiterated that the expectation of the MRC was put into legislation early this year and would become a statutory requirement by January 2024.

Short videos, introducing the changes we all face, are available on the Ombudsman web site [here](#).

#### **Session 1 – Rebecca Reed, Ombudsman Head of Insight & Development**

Rebecca led by following Richard's lead on the expectations of the MRC and referred to the position as being the "**Canary in the mine**" in that complaints should be a guide to performance. That receiving a high number of complaints shouldn't be seen as completely negative but seen as our residents engaging with the Landlord because they feel comfortable and safe in doing so, assuming that there is also a prompt and positive response to repairs.

During her presentation Rebecca highlighted that on a positive note, the Anti-Social Behaviour (ASB) national statistics showed that the East Midlands were bottom of the ASB league.

### **Session 2 – Angela Holman, Regulator of Social Housing**

Angela made it clear that the regulator does NOT engage with resolutions of complaints, this is solely the purpose of the Ombudsman. The regulator is there to set a high bar on legislation, there are draft strategies in process now, with 1,100 tenants responding.

She stressed the need to “**put things right the first time**”, this will increase tenant positivity in their engagement with Landlords. Also, how important it is to have a clear and easy to use complaints procedure, where responses to tenant’s complaints are open, transparent and acknowledge any mistakes and failings.

COMPLAINTS = HOUSING INTELEGENCE & INFORMATION

Therefore, we should see positive Tenants Satisfaction Measure (TSM’s).

Councillor Pringle asked Angela, if the Regulator would be politically directed or whether they were looking to mirror how OFSTED report. Angela accepted the OFSTED comparison, but hoped they wouldn’t fall into that position; however, she did say that the “**Regulator would not be influenced by political governance**”. We may have to wait and see on this.

### **Session 3 – Lead by Alan Park, Compliance Manager**

Alan works nationally for the Ombudsman in working with Landlords to enhance a positive complaint process.

This session was very much led by members from the floor, who had similar expectations and a general positive outlook for the changes ahead and that it will be positive for our tenants.

### **Session 4 – MENTI ngagement, Question & Answer session.**

This session allowed attendees to anonymously answer a number of planned questions as to where we were from, what position we held and whether we were from a Council, ALMO or other.

There were only 7 Elected Members present, 2 of which were from Newark & Sherwood District Council in Councillors Pringle and Brazier.

Typed questions from the floor were then shown on a big screen and answered by a panel of 3. Most of the questions were around who should be the MRC and who should the MRC be positively challenging from the recorded data. The answer is that it should be the Chief Executive or a member from SLT.

It was also noted that, where necessary, there could be more than one MRC.

### **Final thoughts from Councillor Pringle**

The day was really positive with a lot more information to take on board than I had anticipated, the Housing Ombudsman delivered their presentations with confidence, whilst allowing positive engagement from the floor.

I do think that compared to the other attendees who spoke during the sessions, we are very much ahead of the game. I would offer a suggestion of caution, in that we may have a visit, sooner rather than later, from the Ombudsman, once the code consultation is complete and statutory policy in place.

There is no doubt that the questions from the floor were a huge positive of the day, the only negative was the “pass the parcel of the microphone” between those asking questions from the floor, although the child like giggles were a light-hearted point of the day.

All in all, we were very well looked after, all presentations were positive and I would urge anyone who is able to, to engage in attending future conferences.





Report to: Policy & Performance Improvement Committee – 4 December 2023

Director Lead: Matthew Finch, Director - Communities & Environment

Lead Officer: Jenny Walker, Business Manager – Public Protection

| Report Summary           |  |
|--------------------------|--|
| <b>Report Title</b>      | Air Quality Monitoring in Newark & Sherwood  |
| <b>Purpose of Report</b> | To provide Members with an overview of Air Quality requirements and how air quality is monitored and managed within Newark & Sherwood  |
| <b>Recommendations</b>   | That the Policy & Performance Improvement Committee: <ul style="list-style-type: none"> <li>a) note the work undertaken by Newark &amp; Sherwood District Council in monitoring Air Quality across the District;</li> <li>b) support the creation of the Anti-Idling Campaign; and</li> <li>c) support the countywide DEFRA bid submission in 2024 to include particulate monitoring.</li> </ul> |

## 1.0 Background

1.1 Local Air Quality Management is a legal requirement under Part IV of the Environment Act 1995. There is a prescribed upper air quality limit value for Nitrogen dioxide (NO<sub>2</sub>) and particulates, together with other air pollutants, that the general population should not be exposed to in order to protect public health. These limits are legally binding through EU and UK law.

1.2 The Council undertakes monitoring of NO<sub>2</sub> (Nitrogen Dioxide) concentrations through a network of diffusion tubes. These tubes are located around the district and are changed every month and submitted to a lab for analysis. The national prescribed air quality objective is 40µg/m<sup>3</sup> where there are exceedances of this annual limit detailed assessment work is required to be undertaken with the possible outcome of an Air Quality Management Area (AQMA) being declared. There are no exceedances at the diffusion tube locations within the district and therefore no AQMAs are required.

1.3 Each year we are required to complete an Annual Status Report (ASR), which is submitted to Nottinghamshire County Council (NCC) Public Health for review prior to submission to Department for Environment, Food & Rural Affairs (DEFRA). Every report submitted to DEFRA is reviewed and feedback is provided on DEFRA's acceptance of the report and any recommendations.

## **1.4 Diffusion Tubes**

- 1.4.1 The Council has 13 NO<sub>2</sub> tubes located within the district. These locations have been chosen to be representative and meet the requirements of the DEFRA Technical Guidance for the siting of diffusion tubes. Transport sources is the main contributor to NO<sub>2</sub> levels and therefore diffusion tubes are often located on lamp posts close to the busiest roads/junction where there are also residential properties. The current diffusion tube locations are representative locations across the district of our busiest roads near to residential housing. Diffusion tubes can only be located in accordance with the DEFRA Technical Guidance and therefore considerations on further diffusion tubes must be considered in line with this guidance.
- 1.4.2 The use of diffusion tubes is widely used across the country for Local Air Quality management and forms the fundamental basis of air quality monitoring. Additional monitoring is only considered when NO<sub>2</sub> tubes have been consistently close to the annual legal limit. Monitoring equipment other than diffusion tubes is often costly to install and maintain.
- 1.4.3 A site visit to the current tube locations has been developed and will take place in the new year with Councillors Oldham and Melton. A plan of the current tube locations can be found in **Appendix 1**.

## **1.5 Particulate Matter**

- 1.5.1 In September 2021, the World Health Organisation (WHO) published updated Air Quality Guidelines to DEFRA for annual average concentrations of particulate matter PM<sub>2.5</sub> as 5 µg/m<sup>3</sup>. This advice was presented to DEFRA to inform the air quality targets under the Environment Act 2021. WHO's advice was as follows:
- a focus on reducing long-term average concentrations of PM<sub>2.5</sub> is appropriate;
  - newer evidence indicates that PM<sub>2.5</sub> pollution can have harmful effects on people's health at lower concentrations than had been studied previously;
  - the available studies have not indicated a threshold of effect below which there is no harm;
  - reducing concentrations below the WHO Air Quality Guideline (10 µg/m<sup>3</sup>) would benefit public health.
- 1.5.2 The draft Environmental Targets (Fine Particulate Matter) (England) Regulations 2022, which are due to come into force from 1 January 2024 states the annual mean concentration target is that by the end of 31 December 2040 the annual mean level of PM<sub>2.5</sub> in ambient air must be equal to or less than 10 µg/m<sup>3</sup> ("the target level").
- 1.5.3 There are a number of real time air quality monitors within Nottinghamshire, the closest to Newark & Sherwood is located at Netherfield. These real time monitors are available online and show information on PM<sub>2.5</sub>, PM<sub>10</sub> and PM<sub>1</sub>. Whilst these monitors are some distance away from Newark & Sherwood they do provide an indication of particulate matter levels.

- 1.5.4 The Council are part of the Countywide Air Quality Group, with representatives from all authorities in Nottinghamshire. The group has agreed to prepare, in advance, a detailed project proposal that will include localised particulate monitoring to submit to DEFRA for grant funding. Each year DEFRA releases air quality grant funding for local authorities to apply for funding on specific projects. These bid submissions have a short application window and following consideration for this year's bid process the county group, with support from the Heads of Environmental Health, it was agreed to spend the coming months developing a detailed project for the county that would include funding for additional staffing resources to be ready for submission in 2024.
- 1.5.5 It is important to note that particulate monitoring is a costly exercise. Whilst there are many different particulate monitors available, many have limited accuracy and it is important to monitor consistently in a location to ensure that a true representative picture is evidenced. DEFRA requires that monitoring must be technically robust and meet their requirements to ensure the validity of the monitoring and also to ensure the results can be used to inform a more localised picture. If the bid is unsuccessful, we would not be able to undertake additional monitoring.
- 1.5.6 There are a number of benefits in taking this decision, they include:
- A countywide proposal allows for shared co-ordination of the project;
  - Some areas have AQMAs, this increases the chances of a successful bid;
  - Consistency of approach;
  - The funding allocation requested will be higher allowing for greater monitoring to take place.

## **1.6 Smoke Control Areas**

1.6.1 The Council have a number of Smoke Control Areas in place, a local authority can choose to designate part or whole of the district as a smoke control area. A smoke control area means you cannot release substantial smoke from a domestic chimney and you can only burn authorised fuel, unless you use an appliance approved by DEFRA known as an exempt appliance.

1.6.2 The following areas have smoke control areas in place:

- Bilsthorpe
- Blidworth
- Clipstone
- Edwinstowe
- Ollerton
- Rainworth
- Walesby

## **1.7 Air Quality Campaigns**

1.7.1 Annually a National Clean Air Day takes place, which is the largest air quality campaign in the UK. The day aims to educate the public on air quality issues, why air quality is important and what can be done to improve air quality. National resources are produced, and the day often focuses on certain topics. The Nottinghamshire Air Quality Group actively engage with this national day with significant support from the

communications teams. The next campaign in Nottinghamshire is to highlight the impact of wood burning stoves on air quality and on particulate matter of which they one of the biggest sources.

- 1.7.2 Many local authorities have in place localised anti idling campaigns that aim to educate and reduce the prevalence of vehicles left idling especially outside schools. Discussions with Councillor Oldham and Councillor Melton have taken place on creating a new NSDC anti idling campaign. Once finalised this will be rolled out to schools starting at primary schools and then move across the district. This campaign would be driven by strong communications with the public and schools including access to a resources pack for the schools to get involved.
- 1.7.3 Due to the link to particulate matter and idling vehicles, the countywide group are looking to include anti idling campaigns and linking particulate monitoring in these locations as part of the larger funding bid to DEFRA in 2024.

## **1.8 Environmental Permitting**

- 1.8.1 The Council is responsible for permitting certain industrial processes that, as part of their processes, release emission to the air. This legal framework sits with the Council but also with the Environment Agency for the larger processes. Each permitted installation must apply for a permit and adhere to conditions stated within. These conditions are taken from the national process guidance notes and include requirements such as annual monitoring from any stack/flue, dust control and mitigation and strong operational management.
- 1.8.2 These permitted installations are inspected on a risk-based system. The inspection frequency depends on the risk from that installation. Any amendment to the process that may impact the permit must be first applied for to NSDC and they are also subject to an annual fee set by DEFRA.

## **1.9 Planning Applications**

- 1.9.1 Environmental Health are a consultee for planning applications and in particular applications where air quality may require consideration as part of the either the construction phase or once completed. Officers currently use the East Midlands Air Quality Network Guidance document for developers to require suitable and sufficient air quality assessments are undertaken, that specific conditions to be met as part of the application and where necessary additional mitigation be required. This document is currently only a guidance document, a number of authorities have formally adopted it as a Supplementary Planning Document ensuring that it has more weight when applications are considered.
- 1.9.2 Applications are looked at to determine any potential concerns during the construction phase that may require a construction management plan to be developed, submitted and approved in advance, this aims to control both noise and dust emissions from the development having a wider impact. Conditions on the application can also be added to ensure air quality is not adversely impacted by the development and to seek sustainable improvements.

## **2.0 Proposal/Options Considered**

- 2.1 It is proposed that Members support the creation of the Anti-Idling Campaign including sharing future resources within the local communities and schools to support the campaign and the education resources.
- 2.2 To support the development of the countywide Air Quality Grant bid to DEFRA in 2024. For this bid to include monitoring of particulate matter and funding for staffing resources to ensure the project is suitably resourced.

## **3.0 Implications**

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

- 3.1 It is important to note that the current working practices and the service provided is commensurate with the staffing resources available within Public Protection based on the air quality levels across the district. Additional monitoring and additional communication campaigns is currently outside of the current service provided and consideration of the impact to services and resources requires consideration.

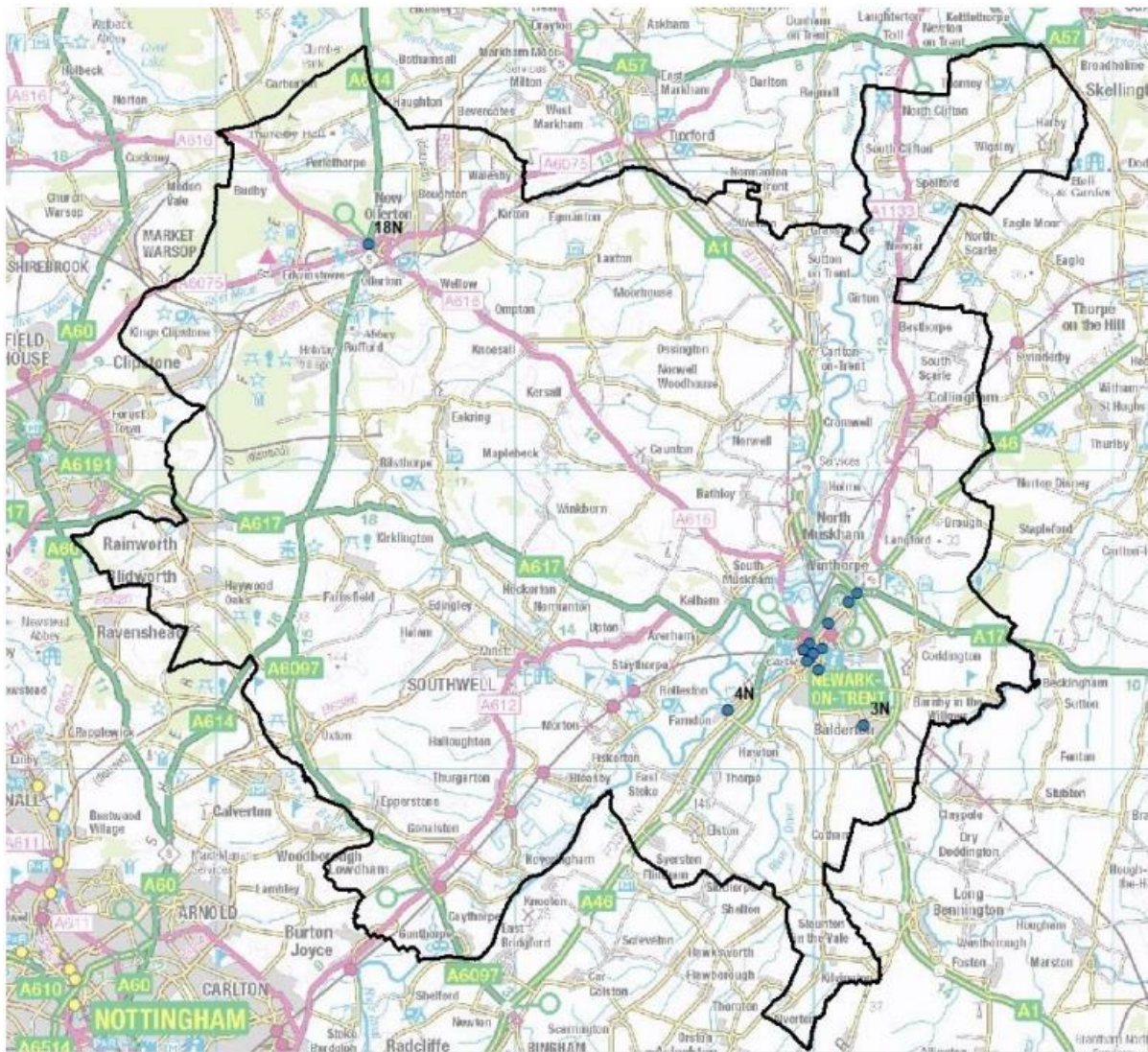
### Financial Implications (FIN23-24/6513)

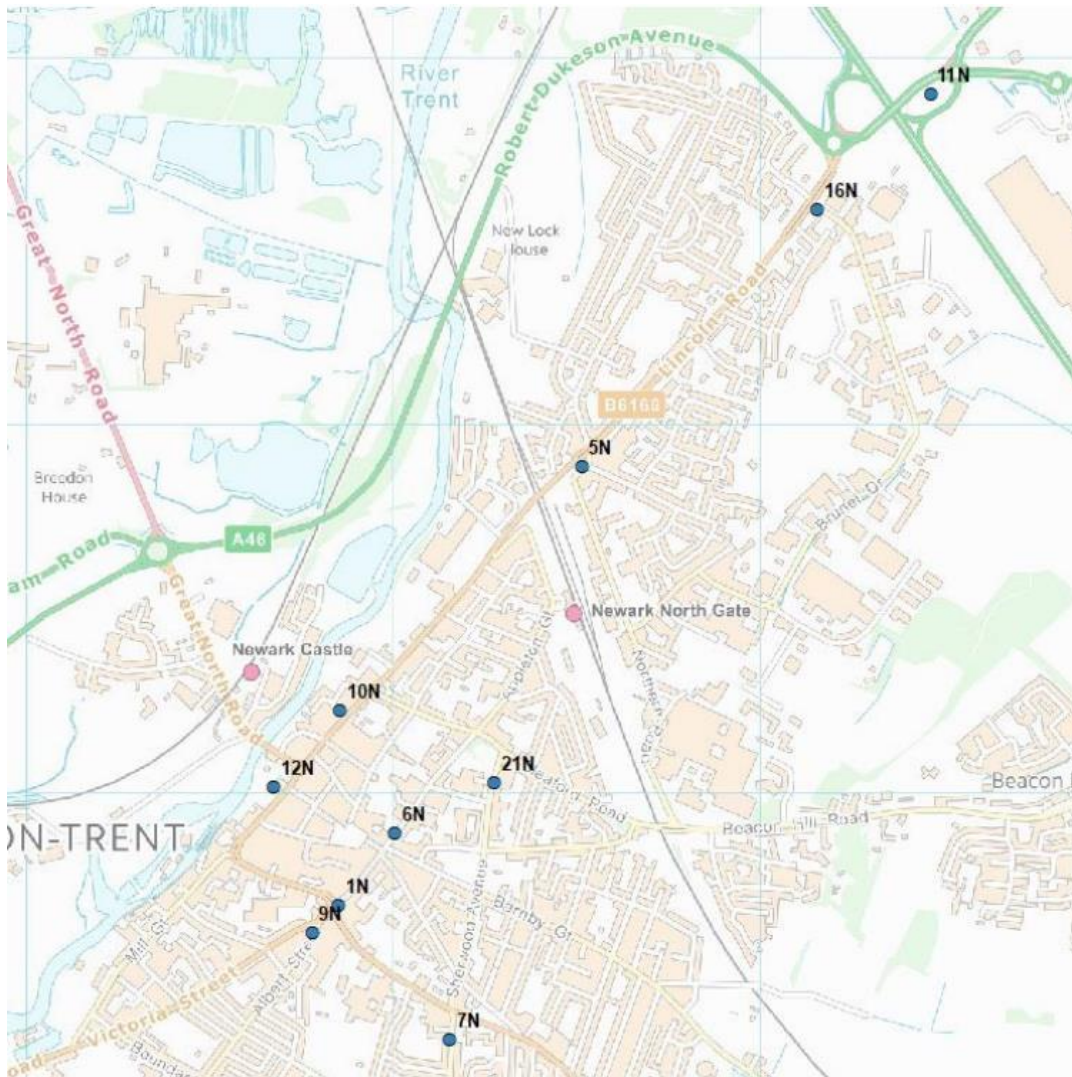
- 3.2 There are no direct financial implications arising from this report. Should the DEFRA grant be successful, another update shall be provided with Financial Implications around resourcing.

## **Background Papers and Published Documents**

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

Diffusion Tube Locations





Orchard Way, Balderton

Northern Road, Newark

Bowbridge Rd, Newark

FADS, Cartergate, Newark

Hawthorn Crescent, Farndon

Friary Road (21N)

War Memorial, Appleton Gate, Newark

Albert Street, Newark

Handley Court, Newark

The Lodge, Newark

Newark Castle

Big Fish R'about (A614) Ollerton

Brunel Drive/Lincoln Road



Report to: Policy & Performance Improvement Committee – 4 December 2023  
Director Lead: Suzanne Shead – Director - Housing, Health & Wellbeing  
Lead Officer: Caroline Wagstaff, Business Manager – Housing Maintenance & Asset Management - 01636 655637

| Report Summary           |   |
|--------------------------|---|
| <b>Report Title</b>      | Damp & Mould Policy   |
| <b>Purpose of Report</b> | The purpose of the report is to share the draft Damp & Mould Policy which sets out our approach to tackling and preventing damp and mould in Council owned homes. |
| <b>Recommendations</b>   | To endorse the Damp & Mould Policy for approval by Cabinet as recommended by the Local Influence Network Chairs.  |

## 1.0 Background

- 1.1 In October 2021, the Housing Ombudsman issued a “Spotlight on Damp and Mould”, highlighting the approach they expect social landlords to take when dealing with tenants who complain about damp to them. This has included adopting a more customer centred approach to the issue and better response to managing complaints.
- 1.2 On 22 November 2022, the Regulator of Social Housing sent a letter to all social housing providers seeking information and assurances on our approach to tackling damp and mould. Our response was well received including the changes we have made in this draft policy and our approach to tackle damp and mould.
- 1.3 Awaabs Law was a new amendment to the Social Housing Act and received royal assent in July 2023. This will enforce social landlords to remedy damp and mould within strict time limits. However, further guidance/regulation as to the relevant timescales and definitions are still awaited. Also, under the Social Housing Act 2023, the Housing Ombudsman has been given new powers to investigate damp and mould cases.
- 1.4 As part of our approach we have undertaken a full review of our Damp & Mould Policy and procedures to include the 27 recommendations from the Housing Ombudsman review and adopt a more customer centred approach.
- 1.5 A presentation and the attached draft policy has been to all our Local Influence Network (LINs) groups earlier this year. The changes in the policy and our approach were positively received and approved.



## **2.0 Proposal**

- 2.1 The draft Damp & Mould Policy is attached as **Appendix 1** to this report for comment and onward recommendation to Cabinet for approval.
- 2.2 The Local Influence Network and Tenant Engagement Board have seen and approved the Policy.

## **3.0 Implications**

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

### **3.1 Financial Implications - FIN23-24/**

This Policy has no direct financial implications outside of existing budgets for repairs and capital works in Council owned homes.

### **3.2 Equalities**

The Policy has no direct equalities implications although there is an expectation that approaches to engagement are varied and reflect the needs and requirements of tenants.

### **3.3 Tenant Involvement**

Local Influence Networks (LINs) have been consulted in the creation of this Policy.

## **Background Papers and Published Documents**

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

None

|   |   |
|---|---|
| Document Name                           | Damp & Mould Policy – NSDC owned homes  |
| Effective Date                          | October 2023  |
| Date for Review                         | October 2025 To be reviewed by Housing Health & Wellbeing in collaboration with tenants or in response to changes in relevant legislation and / or other Council policies, procedures or agreements |
| Version Number                          | 2   |
| Approved by (SLT TEB /PPIC/JCC/Cabinet) |   |
| Responsible Business Manager            | –BM Housing Maintenance & Asset Management, Housing Health and Well Being Directorate   |

## **DAMP & MOULD POLICY**

### **1. INTRODUCTION**

This policy has been developed to set out our approach to tackling and preventing damp and mould, sitting alongside our Responsive Repairs and Voids Policy and our Asset Strategy. In October 2021, the Housing Ombudsman issued a “Spotlight on Damp and Mould”, highlighting the approach they expect social landlords to take when dealing with tenants who complain about damp to them. This has included adopting a more customer centred approach to the issue and better response to managing complaints.

Sufficient evidence has been found to link exposure to indoor mould with upper respiratory tract symptoms. People living in homes with damp and mould may also experience depression and anxiety due to the conditions.

### **2. LEGISLATION REQUIREMENTS**

2.1 Awaabs Law was a new amendment to the Social Housing Act received royal assent in July 2023. This will enforce social landlord to remedy damp and mould within strict time limits. However, further guidance/regulation as to the relevant timescales and definitions are still awaited.

2.2 There are legislative requirements setting out what is considered to be a decent home. The Decent Homes Standard was updated in 2006 to take account of the Housing Health and Safety Rating System (HHSRS). According to the Standard, for a home to be considered ‘decent’ it must:

- Meet the current statutory minimum standard for housing;
- Be in a reasonable state of repair;
- Have reasonably modern facilities and services; and
- Provide a reasonable degree of thermal comfort.

2.3 The Homes (Fitness for Human Habitation) Act 2018 amended the Landlord and Tenant Act 1985, with the aim of ensuring that all rented accommodation is fit for human habitation. While it did not create new obligations for landlords, it required landlords to ensure their properties are fit for human habitation at the beginning of, and throughout, the tenancy. The Landlord and Tenant Act does not define “fit for human habitation”, but consideration should be given to repair, stability, freedom from damp, internal arrangement, natural lighting, ventilation, water supply, drainage and sanitary conveniences, facilities for preparation and cooking of food, the disposal of wastewater and any prescribed hazard. The Act also strengthened tenants’ means of redress where landlords do not fulfil their obligations, with the expectation that if tenants are empowered to take action against their landlord, standards will improve.

### **3. AIMS**

This policy aims to ensure Newark & Sherwood District Council takes a customer centred approach to damp and mould by:

- responding swiftly and effectively to incidents of damp and mould to safeguard the health and wellbeing of tenants and their families.
- Identifying homes liable to damp and mould and proactively preventing the occurrence in the first place, using good practices and design and where possible, smart technology.

### **4. OBJECTIVES**

The Council's key objectives are:

- To ensure we provide and maintain dry, warm, healthy homes for tenants.
- To give tenants clear guidelines on our response to reports of damp and mould.
- To work with tenants on promoting preventative measures to reduce the likelihood of mould.
- To ensure that the fabric of our homes is protected from deterioration and damage resulting from damp and mould.
- To reach Energy Performance Certificate (EPC) rating of C for all tenants in NSDC social housing by 2030.
- To have a rolling programme of stock condition surveys which maintain accurate data on 5-year anniversary cycle.
- To use technology to help with management of damp and mould.

### **5. ACHIEVING OUR OBJECTIVES**

5.1 We will achieve our objectives by:

- Regular training for colleagues taking calls and visiting homes about our customer centred approach to tackling damp and mould.
- Ensuring that our teams are equipped with the correct equipment and knowledge to assess damp and mould issues in properties.
- Providing clear timelines for inspecting and responding to issues of damp and mould.
- Supporting tenants to identify issues at the earliest opportunity.
- Ensuring that we carry out damp and mould services in accordance with best practice and relevant policy and legislation.
- Knowing our stock and the types of properties that are likely to suffer from damp and mould and developing work programmes to reduce the likelihood of damp and mould occurring.
- Developing a strategy for tackling properties in conservation areas with limitations on renewals or improvements to main components (i.e., replacement of single glazed doors and secondary glazing for windows).
- Planning resources to respond to higher demand in winter by monitoring current demand and bring in resources as necessary.

- Supporting this policy with detailed procedures and agreed practices applied uniformly across all Business Units.
- Ensure that appropriate budget levels are aligned to reducing the cause of damp and mould.
- Complying with statutory and regulatory requirements and with best practice relating to the provision of this service
- ensuring investment programmes achieve an EPC 'C' programme for all properties by 2030.
- Advise tenants on the health risks and what they can do to reduce condensation and mould in their homes.

5.2 We will use Asset Management software to better plan and develop investment programmes that reduce the need for responsive repairs.

5.3 We may on occasion refer a case to other teams or agencies that may be of assistance in relation to with fuel poverty or lifestyle issues that may be contributing to damp problems within the property.

#### 5.4 Communication with Tenants

We will use every opportunity to communicate with tenants about preventing and treating damp and mould.

Our teams working in the tenant's homes will talk to tenants about how their home is working for them, or look to identify if there is any disrepair or damp or mould present in the property and report to the repairs team.

We regularly remind tenants how to report repairs to us and are developing our digital offer so customers can not only report repairs online, but where appropriate, they can schedule them for appointment. Tenants can also report repairs in person or on the telephone.

We will develop information for tenants about how to identify damp or condensation problems with their property and what they can do to reduce the impact. This includes the importance of reporting any disrepair in the home as soon as it is identified.

We also have a comprehensive complaint handling system which we regularly publicise to encourage tenants to make complaints to assist in the Council's learning and future service development to reduce the future need for complaints.

#### 5.5 Inspection & Support

The Council's Tenancy & Estates team will provide support to vulnerable tenants to help sustain their tenancy including sign posting for financial support available at the time. They will also help tenants to access the repairs service if the damp is as a result of a structural issue within the property.

Similarly, the Council supports tenants who live in our designated sheltered and housing with care properties. This service makes regular contact with tenants including home visits and can assess properties where there are concerns about dampness, ensuring that repairs are reported through where there are structural issues. They will also either directly support or access other services to help sheltered and housing with care tenants to manage their homes to enable them to remain as independent as possible for as long as possible.

The Council also supports tenants with hoarding issues through referrals to local multi-agency panel.

All our tenanted properties are subject to an annual heating safety inspection. Our contractors and in-house repairs teams are trained to spot safeguarding issues and property concerns and we receive regular reports on concerns in relation to living conditions in properties.

## **6. REVIEW**

This policy will be reviewed bi-annually in collaboration with tenants or in response to changes in relevant legislation and/or other Council policies, procedures or agreements.

## **7. EQUALITY IMPACT ASSESSMENT (EQIA)**

We are currently working on an Equality impact Assessment and the findings and mitigations actions will be add to this policy shortly.



Report to: Policy & Performance Improvement Committee – 4 December 2023  
Director Lead: Suzanne Shead – Director - Housing, Health & Wellbeing  
Lead Officer: Caroline Wagstaff, Business Manager – Housing Maintenance & Asset Management - 01636 655637

| Report Summary           |  |
|--------------------------|--|
| <b>Report Title</b>      | Building Safety in the Home Policy   |
| <b>Purpose of Report</b> | The purpose of the report is to share the draft Building Safety in the Home Policy which includes how tenants and leaseholders in Council owned homes can raise safety concerns and our responsibilities to keep homes warm safe and decent. |
| <b>Recommendations</b>   | That the Policy & Performance Improvement Committee endorse the Building Safety in the Home Policy for approval by Cabinet as recommended by the Local Influence Network Chairs.   |

## 1.0 Background

- 1.1 The aim of this Policy is to provide tenants and leaseholders assurance of the steps the Council is taking to keep them safe in their homes. It also identifies the steps tenants and leaseholders can take to support us in this matter.
- 1.2 The Policy also outlines the additional measures we are taking above and beyond our statutory requirements for buildings over 11 meters and identifies which ones these are.
- 1.3 It outlines how tenants can get involved to scrutinise our service in general or attend our Local Influence Network for Building Safety.
- 1.4 The Policy supports the Council's Community Plan to create more and better quality homes through our roles as landlord, developer and planning authority.

## 2.0 Proposal

- 2.1 The Building Safety in the Home Policy is attached as an **Appendix** to this report for comment and onward recommendation to Cabinet for approval. If approved, the Policy will be added to the Council's website and posted in each block on the notice board.
- 2.2 The Local Influence Network and Tenant Engagement Board have seen and approved the Policy.

### **3.0 Implications**

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

#### **3.1 Financial Implications - FIN23-24/**

This Policy has no direct financial implications outside of existing budgets for compliance and safety measures in Council owned homes.

#### **3.2 Equalities**

The Policy has no direct equalities implications although there is an expectation that approaches to engagement are varied and reflect the needs and requirements of tenants.

#### **3.3 Tenant Involvement**

Local Influence Networks (LINs) have been consulted in the creation of this Policy.

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

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

None



**APPENDIX 1**

|                              |  |
|------------------------------|--|
| Document Name                | Building Safety in the Home Policy – for Tenants and Leaseholders                |
| Effective Date               | AUGUST 2023  |
| Date for Review              | AUGUST 2026  |
| Version Number               | Draft v3   |
| Approved By and Date         | HOUSING ASSURANCE BOARD<br>Policy & Performance Improvement Committee<br>Cabinet |
| Responsible Business Manager | Business Manager - Housing Maintenance & Asset Management                        |

|            |  |
|------------|--|
| <b>1.0</b> | <b>Purpose</b>   |
| 1.1        | This policy sets out the Council’s responsibilities as a landlord, your responsibilities as a tenant or leaseholder and how you can raise safety concerns within your home, block, communal area, local community centre and neighbourhood and how we publish our performance. The aim of the policy is to provide assurance of the arrangements in place to ensure tenants live in a home that is warm, safe and decent.  |
| <b>2.0</b> | <b>Scope</b>   |
| 2.1        | This policy applies to all Housing Revenue Account (HRA):<br>Residential properties<br>Internal communal areas that serve leaseholders and tenants<br>External communal areas<br>Community centres   |
| <b>3.0</b> | <b>Legislation Applicable to Policy</b>  |
| 3.1        | <ul style="list-style-type: none"> <li>• Housing Act 2004 – Part 1 Housing Health and Safety Rating System (HHSRS)</li> <li>• Building Safety Act 2022</li> <li>• Social Housing (Regulation) Act 2023</li> <li>• Fire Safety Act 2021</li> <li>• Gas Safety (Installation and Use) Regulations 1998</li> <li>• Electrical Engineers Wiring Regulations BS7671</li> <li>• Building (Amended) Regulations 2018 Part P</li> <li>• IET Wiring Regulations (2018) 18<sup>th</sup> Edition BS7671</li> <li>• Lifting Operations and Lifting Equipment Regulations 1998</li> <li>• Control of Asbestos Regulations 2012</li> <li>• Construction Design and Management (CDM) Regulations 2015</li> <li>• Consumer Standards by Regulator of Social Housing</li> <li>• Tenant Satisfaction Measures</li> </ul> |
| <b>4.0</b> | <b>Getting Involved in Building Safety</b>   |
| 4.1        | There are a range of ways tenants can become involved to influence and scrutinise our services and help us improve our homes and neighbourhoods. Whether you can spare five minutes, a few hours or an evening, can attend online or in person events or prefer to provide feedback online, there are engagement opportunities to suit everyone.   |
| 4.2        | Specifically for building safety, as part of our tenancy engagement framework, tenants have created a dedicated forum for building safety called the Local Influence Network – Building Safety.  |
| 4.3        | Consultations and events (along results of previous ones) are available to view on our website.  |

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| 4.4 | If you would like to know more about being involved, you can find information on our website <a href="https://www.newark-sherwooddc.gov.uk/your-council/get-involved/consultation-and-engagement/">https://www.newark-sherwooddc.gov.uk/your-council/get-involved/consultation-and-engagement/</a> or you can email <a href="mailto:getinvolved@newark-sherwooddc.gov.uk">getinvolved@newark-sherwooddc.gov.uk</a> .  |
| 4.5 | If you would to complain or provide feedback in relation to how we are performing, including service failure or to report something that is wrong you can find more details, including our complaints policy on our website <a href="https://www.newark-sherwooddc.gov.uk/customerfeedback/">https://www.newark-sherwooddc.gov.uk/customerfeedback/</a> .   |
| 5.0 | <b>Do you have hearing or sight impairments?</b>  |
| 5.1 | <p>For tenants who have disabilities or additional needs we offer a number of services to safeguard and improve their health and wellbeing. These include:</p> <ul style="list-style-type: none"> <li>• Additional Tenancy Assistance - weekly contact from our Tenancy Team to help you manage your tenancies and to access other services i.e. occupational therapy or budgeting support.</li> <li>• Careline Service - this provides 24-hour support and assistance 365 days a year at the touch of a button, and can include other monitoring sensors such as fall detectors which can be connected to the Careline</li> <li>• Supply of smoke detectors and Carbon Monoxide monitors that flash if the occupant has hearing loss</li> <li>• Person centred fire risk assessments if you or a family member has a disability which may impact their ability to leave the home in an emergency (where there is communal hallways)</li> <li>• A range of ways for you to get involved and help to design and challenge the services we deliver in the most appropriate way for you</li> </ul>   |
| 6.0 | <b>Essential Checks – Your Responsibility</b>   |
| 6.1 | <p>Whilst it is our responsibility as your landlord to provide you with a safe and decent home, there are steps you can and must do to support us with this.</p> <ul style="list-style-type: none"> <li>• Provide access to your home when requested for all essential inspections as listed above. If we have tried several times to gain access and you haven't let us in or arranged another appointment, we will seek a court order to gain entry and the costs of this will be charged to you. We will also take this into account if you are looking to transfer to another home.</li> <li>• Report repairs as soon as possible and provide access for repairs to be carried out.</li> <li>• Report any plumbing concerns or leaks (however small) as soon as possible and provide access for checks and repairs to be carried out.</li> <li>• If you smell gas call the national gas emergency helpline on 0800 111 999, turn off switches and open windows and doors.</li> <li>• Report obvious trip hazards in communal areas as soon as possible.</li> <li>• Test your smoke alarms on a regular basis.</li> <li>• Do not use appliances with frayed or exposed cables and wires.</li> <li>• Do not leave candles lit or electrical appliances running while you are not home.</li> <li>• There needs to be credit on your gas/electric or oil in your heating for checks to take place. If you need help to do this, please see section 11.</li> </ul> |

|            |   |
|------------|---|
|            | <p>You can find further information regarding your rights and responsibilities in your tenancy agreement on our website <a href="https://www.newark-sherwooddc.gov.uk/yourtenancyagreement/">https://www.newark-sherwooddc.gov.uk/yourtenancyagreement/</a></p>   |
| <b>7.0</b> | <b>Lithium Batteries</b>  |
| 7.1        | <p>Lithium Batteries have caused a large number of fires over the past few years and this number is increasing year on year. Lithium batteries can present a fire risk when over-charged, short-circuited, submerged in water or if they are damaged. It's really important to charge them safely too.</p> <p>There have been 102 fires associated with e-bikes and scooters from January 2023 to April 2023, with a forecast of 338 for the whole year.</p> <p><u>Appliances that use Lithium Batteries:</u></p> <ul style="list-style-type: none"> <li>• Mobile phones</li> <li>• Laptops</li> <li>• Power tools</li> <li>• Personal mobility scooters</li> <li>• Electronics</li> <li>• Wireless headphones</li> <li>• Electric vehicles e-scooters</li> <li>• Electrical energy storage systems</li> </ul>  |
| 7.2        | <p><u>Safety tips for charging your devices</u></p> <ul style="list-style-type: none"> <li>• Always use the charger that came with your phone, tablet, e-cigarette or mobile device.</li> <li>• If you need to buy a replacement, always choose a branded, genuine product from a supplier you can trust. There are lots of fakes out there, and it can be difficult to spot the difference.</li> <li>• Avoid storing, using or charging batteries at very high or low temperatures.</li> <li>• Protect batteries against being damaged – that's crushed, punctured or immersed in water.</li> <li>• Don't leave items continuously on charge after the charge cycle is complete – it's best not to leave your phone plugged in overnight for example.</li> <li>• Never cover chargers or charging devices – that includes using your laptop power lead in bed.</li> <li>• Don't overload your sockets – learn more about how much is too much on the fuses and power load page.</li> </ul> |
| <b>8.0</b> | <b>Heating costs – help is available</b>  |
| 8.1        | <p>If you are in need of help, please contact our Customer Services on 01636 650000 for further guidance and signposting<sup>11</sup> or check out our website.</p>   |
| 8.2        | <p>Occasionally, tenants chose to not use their heating. In this situation, please let us know so the supply can be capped off and safe. We will reconnect your heating when the supply is</p>  |

|             |   |
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|             | reinstated. When we reconnect the supply, we will carry out a safety check to ensure that the appliance and supply pipes are still in working.  |
| 8.3         | If the supply is capped for an extended period of time, the Council will still complete an annual safety check and housing services will be in touch to provide support to get your heating reinstated and identify any other support needed.   |
| <b>9.0</b>  | <b>Performance</b>  |
| 9.1         | We publish our building safety performance throughout the year in various publications and committee reports. You can access our performance information on our website <a href="https://www.newark-sherwooddc.gov.uk/your-home/your-home/information-for-council-tenants/housing-service-performance/">https://www.newark-sherwooddc.gov.uk/your-home/your-home/information-for-council-tenants/housing-service-performance/</a>   |
| <b>10.0</b> | <b>Additional measures for high rise buildings</b>  |
| 10.1        | <p>The Council does not have any buildings above 18 metres (which recent legislation regards as priority buildings) however, we are applying the principles to blocks of flats over 11 meters to ensure our homes are safe and secure and the responsibilities of the Council, tenants and leaseholders are clearly and regularly communicated.</p> <p>We define priority buildings as buildings which because of their construction, type, location or customer base, we will take extra measures . These buildings are listed below:</p> <ul style="list-style-type: none"> <li>• Vale View, Grange Road, Newark</li> <li>• Chatham Court, Newark</li> <li>• Lombard Street, Newark</li> <li>• Gladstone House, Bowbridge Road, Newark</li> <li>• The Broadleaves, Bishops Way, Boughton, Newark</li> </ul> |
| <b>11.0</b> | <b>Overview of Key Health and Safety Activities</b>   |
|             | The table below sets out all activities and responsibilities for the Council, tenants and leaseholders to help understand what we do, and how you can help.   |

| Location     | Activity   | How Often? | What is it and who needs it?  | Who is Responsible?   |
|--------------|--|------------|---|---|
| IN YOUR HOME | Gas Safety Check (inc. smoke alarm and Carbon Monoxide detector) | Every year | <p>This is a legal requirement to check that your gas boiler (heating) is working correctly and includes a check of your smoke alarms and Carbon Monoxide (CO) detector.</p> <p>We will contact you two months before your certificate expires to make an appointment to keep the anniversary date, like a car MOT.</p> | <p>The Council – to carry out the check.</p> <p>Tenant – to give access to carry out the check and let us know as soon as possible if any detectors are broken and need replacing</p> |

| Location     | Activity                                   | How Often?                       | What is it and who needs it?  | Who is Responsible?   |
|--------------|--|----------------------------------|---|---|
|              |  |                                  | The check will take approximately 45-60 minutes depending on the type of appliance.   |   |
| IN YOUR HOME | Electrical Safety Check                    | Every 5 years                    | This is a legal check that your electricity supply is safe. We will contact you six months before your current certificate expires to make an appointment and keep the anniversary date, like a car MOT.<br><br>The check takes approximately 2-3 hours depending on property size.   | The Council – to carry out the check.<br><br>Tenant – to give access to carry this out.   |
| IN YOUR HOME | Personal Emergency Evacuation Plans (PEEP) | Every year for Housing with Care | A plan to ensure you can evacuate safely in the event of an emergency. This is carried out annually for housing with care properties and as needed in all other homes - If mobility issues are identified during a visit or you tell us you are struggling to move about your home without help, a plan will be agreed with you. This will take approximately 45-60 minutes. We will also carry out a person-centred fire risk assessment if we need to make sure we are managing any risks to your safety. | The Council for completing a plan.<br><br>The tenant to keep us informed of any changes to health or circumstances that may make leaving the home quickly in the event of an emergency difficult. |
| IN YOUR HOME | Hoist / Stairlift Safety                   | Every year                       | If you have a stairlift or a hoist fitted in your home, this is a check to make sure it is safe and working properly. If you no longer need these aids, please contact us.<br><br>This takes approximately 60 minutes to complete.  | The Council   |
| IN YOUR HOME | 'Getting to Know You' Visit                | Every 2 years                    | This is a visit from our tenancy team to say hello, check we have up to date details for you and your family and ensure that your home is working well for you, including checking it is free from damp or mould.<br><br>The time this takes depends on what you wish to discuss but usually between 30mins and an hour.  | The Council   |

| Location             | Activity                                  | How Often?                        | What is it and who needs it?   | Who is Responsible?  |
|----------------------|---|-----------------------------------|--|--|
| IN YOUR HOME         | Damp and Mould Surveys                    | On request                        | <p>This survey is to understand the cause of any damp or mould and to identify repairs needed to fix it.</p> <p>If you report damp or mould, our repairs call handlers will ask you a range of questions and arrange for a survey of your home. You can find more information on our website regarding what the survey is and timescales for repairs</p> | <p>The Council – to carry out a survey and repair where required.</p> <p>Tenant – to report any damp or mould concerns as soon as possible and provide timely access.</p>                |
| IN YOUR HOME         | Stock Condition Surveys                   | Every 5 years or on change of use | <p>An inspection to keep our records up to date on the condition of your kitchen, bathroom, windows, doors, roof and heating system. We also assess the safety of the property and the effect on the health and safety of current or future occupants.</p> <p>This takes approximately 45-60 minutes depending on the size of the property.</p>          | <p>The Council – to carry out the survey.</p> <p>Tenant – to give access to carry this out.</p>  |
| IN YOUR HOME - FLATS | Fire Door Inspection                      | Flat Doors – yearly               | We need to inspect your front door every year to make sure it's in good condition.   | <p>The Council – to carry out the check.</p> <p>Tenant – to give access to carry this out where required and notify us immediately if the door closer breaks or the door is damaged.</p> |
| IN YOUR BLOCK        | Fire Door Inspection                      | Communal Doors – every 4-6 months | Entry and corridors doors to some block of flats will be inspected every 4 months ( <b>see Appendix A for list of properties</b> ) and for all remaining blocks of flats, every 6 months for the communal fire doors.  | The Council  |
| IN YOUR BLOCK        | Fire Safety Information in Communal Areas | Every year                        | The Council provides information about the block of flats that may be required in the event of a fire and can be accessed by the Fire Service.   | The Council  |
| IN YOUR BLOCK        | Passenger Lift Check                      | Monthly                           | This check ensures the safe operation of passenger lifts to ensure they remain in good condition.  | The Council  |

| Location  | Activity             | How Often?                       | What is it and who needs it?  | Who is Responsible?   |
|---|----------------------|----------------------------------|---|---|
| IN YOUR BLOCK   | Communal Area Check  | Monthly                          | <p>This is to ensure there are no flammable belongings or trip hazards that could prevent you from leaving your home safely and quickly in the event of a fire or emergency evacuation.</p> <p>Where found, the team will speak to the owner (where known) to ask them to remove them within 24 hours. Where unknown, the owner, the belongings will be removed and stored for 28 days before disposal.</p> | The Council   |
| IN YOUR BLOCK   | Fire Risk Assessment | Every 3 years with annual review | <p>These are an essential element of fire safety management, to identify potential fire hazards and the people who may be affected, evaluate the risks and what needs to be done to reduce or remove risks.</p> <p>Blocks of flats over 11m (see Appendix A) and extra care schemes are renewed every 3 years with reviews every year.</p>  | The Council   |
| IN YOUR BLOCK   | Fire Risk Assessment | Every 5 years with annual review | Any block of flats not listed in Appendix A will have a Fire Risk Assessment renewed every 5 years with a review every year as above.   | The Council   |
| IN YOUR BLOCK   | Water Safety Check   | Monthly                          | <p>This check ensures there is no long-term standing water in the water supply.</p> <p>All communal properties are checked on a monthly basis and all systems are “flushed” to clear any standing water.</p>  | The Council   |
| IN YOUR BLOCK<br>(If there is a balcony / external walkway) | Balcony Inspection   | Every 5 years                    | <p>This checks the condition of the balconies and external walkways.</p> <p>A five-year cycle or when there are any major changes to the walkways.</p>  | <p>The Council – to carry out the check.</p> <p>Tenant – to give access to carry this out where required.</p> |
| IN YOUR HOME / IN   | Asbestos Safety      | Every year                       | These checks are carried yearly on all communal areas and also prior  | The Council   |



| Location              | Activity             | How Often?                        | What is it and who needs it?  | Who is Responsible?  |
|-----------------------|----------------------|-----------------------------------|---|--|
| YOUR BLOCK            |                      |                                   | <p>to any intrusive works on tenant homes or communal areas.</p> <p>The surveying is to.</p> <ul style="list-style-type: none"> <li>• find asbestos and record what it is, where it is and how much there is.</li> <li>• record how accessible it is, its condition, and any surface treatment.</li> <li>• record the asbestos type.</li> </ul> | For tenant to contact us if you want to make changes or improvements to your home <i>before</i> you begin.   |
| IN COMMUNITY ROOMS    | Fire Alarm Checks    | Weekly                            | To test the fire alarm system to make sure it will activate in the event of a fire.   | The Council  |
|                       | Fire Alarm Servicing | 6 monthly                         |   |  |
| IN COMMUNITY ROOMS    | Water Safety Check   | Monthly                           | All community rooms are checked on a monthly basis and water systems flushed to ensure there are no longstanding water in the pipes.  | The Council  |
| IN YOUR NEIGHBOURHOOD | Play Park checks     | Monthly                           | <p>This check looks at the condition of the play equipment and ensure any defects are recorded and rectified.</p> <p>Our grounds maintenance team carries out safety inspections and removes litter from all play parks once a week. We also complete an annual safety inspection which is part of our insurance requirements.</p>              | The Council  |
| IN YOUR NEIGHBOURHOOD | Estate Walkabouts    | Yearly (Schedule March – October) | <p>This is a great way for you to help us keep our neighbourhoods clean, tidy and problem free and a chance to meet other residents, staff and agencies involved in maintaining standards in our communities.</p> <p>We aim to resolve issues within four weeks.</p>  | <p>The Council</p> <p>You can find more information on our website regarding the current estate walkabout schedule <a href="https://www.newark-sherwooddc.gov.uk/tenantengagement/">https://www.newark-sherwooddc.gov.uk/tenantengagement/</a></p> |

**APPENDIX A**

We define priority buildings as buildings which because of their construction, type, location or customer base, we will take extra measures . These buildings are listed below:

|   |                                 |                       |
|---|---------------------------------|-----------------------|
| <b>Vale View, Newark</b>                                  | <b>Housing with Care Scheme</b> | <b>Over 11 metres</b> |
| <b>Gladstone House, Newark</b>                            | <b>Housing with Care Scheme</b> | <b>Over 11 metres</b> |
| <b>Lombard Street, Newark</b>                             | <b>Construction</b>             |                       |
| <b>Chatham Court, Newark</b>                              |                                 |                       |
| <b>The Broadleaves, Bishops Way,<br/>Boughton, Newark</b> | <b>Housing with Care Scheme</b> |                       |



Report to: Policy & Performance Improvement Committee – 4 December 2023

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

Lead Officer: Nick Wilson, Business Manager – Financial Services, Ext. 5317

| Report Summary           |   |
|--------------------------|---|
| <b>Report Title</b>      | Review of HRA Business Plan Assumptions   |
| <b>Purpose of Report</b> | This report provides Members with an overview of the key assumptions to be made within the production of the 30-year HRA Business Plan. |
| <b>Recommendations</b>   | That Members endorse the assumptions presented, to be utilised in the update of the 30-year HRA Business Plan.                          |

## 1.0 Background

- 1.1 The Council maintains a 30-year HRA Business Plan to ensure that the HRA is viable and sustainable over a 30-year period.
- 1.2 The Business Plan therefore covers a large time period where many external factors can affect the sustainability of the overall plan.
- 1.3 This report sets out some of the key assumptions which will affect the Business Plan from an external perspective, in order for various scenarios to then be considered looking at the internal factors (such as the setting of rent, capital improvements or revenue services).
- 1.4 The agreed assumptions will then be fed into the overall HRA Business Plan, which will form the basis of the HRA Budget and Rent setting report to be taken to Cabinet on 23 January 2024 and approved at Council on 13 February 2024.

## 2.0 Proposals

- 2.1 **Appendix A** sets out the various external factors that could affect the Business Plan over the 30-year period. This next section of the report will look at each in turn:
  - Void Allowance – This percentage is set as a proportion of the gross rent receivable and will therefore reduce the total amount of income due to the Council. This figure has been benchmarked against Housemark data to set a stretching target.
  - Bad Debts – This percentage will be generated against the net rent receivable. The balance will be forecast to be maintained at 4% of the net rent, hence where rent

increases, there will be a charge to revenue to increase the bad debt provision. This is just for forecasting purposes, in reality money will be set aside based on actual rent outstanding as at 31 March in any given year together with assumptions over its collectability.

- Right to Buy sales – This assumption sets the amount of right to buy sales in any given year, hence reducing the stock and therefore the total amount of income receivable.
- Borrowing and Interest Rates – These assumptions set the forecast interest rates to be incurred for interest payable on loans taken by the HRA in order to fund capital expenditure where further borrowing is required, but also interest receivable on funds that are held (eg the HRA working balance). These are based on the latest assumptions from the Council’s Treasury Advisors. Should more timely information become available closer to setting the budget, these percentages will be updated.

2.2 Once the assumptions within **Appendix A** have been set, these will be fed into the HRA Business Plan, together with the forecasts of expenditure for both Capital and Revenue over the 30-year period and scenarios can then be modelled to review the effect of different rental values depending on Council’s decision setting the rental charge for 2024/25.

### 3.0 **Implications**

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

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

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

None

**Newark & Sherwood District  
HRA Business Plan  
Assumptions Summary**

| Assumption  | Notes   |
|---|---------|
| <b>Base Year</b>  | 2024-25 |
| <b>VOIDS &amp; BAD DEBTS</b>  |         |
| Void Allowance:   |         |
| 1   | 1.25%   |
| 2   | 1.25%   |
| 3   | 1.25%   |
| 4   | 1.25%   |
| 5 onwards   | 1.25%   |
| Allowance for Bad Debts:  |         |
| All years balance of Bad Debt provision as a % of overall rent receivable | 4.00%   |
| <b>RIGHT TO BUY SALES:</b>  |         |
| Year 1  | 20      |
| Year 2  | 20      |
| Year 3  | 25      |
| Year 4  | 25      |
| Year 5 onwards  | 25      |
| <b>BORROWING &amp; INTEREST RATES</b>                                     |         |
| Average interest Rate on Borrowing  |         |
| 1   | 5.25%   |
| 2   | 4.00%   |
| 3   | 2.75%   |
| 4   | 2.75%   |
| 5 onwards   | 2.50%   |
| Average interest Rate on Investments                                      |         |
| 1   | 4.50%   |
| 2   | 3.00%   |
| 3   | 1.20%   |
| 4   | 1.20%   |
| 5 onwards   | 1.20%   |



Report to: Policy & Performance Improvement Committee – 4 December 2023

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

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

| Report Summary           |   |
|--------------------------|---|
| <b>Report Title</b>      | Performance Framework   |
| <b>Purpose of Report</b> | To provide Members with an update presentation on the Performance Framework, planned improvements and draft indicators that will be used to monitor and measure our performance against the 2024-27 Community Plan. |
| <b>Recommendations</b>   | That the Policy & Performance Improvement Committee note the indicators and be encouraged to input on what they would like to see within the district and customer elements of the performance reports.             |

## 1.0 Background

1.1 With the development of the new Community Plan, it is necessary to revisit the overarching framework and how we monitor and measure performance. As a part of this process, the district and customer sections are both planned to be enhanced and the indicators have also been reviewed to reflect the new objectives and ambitions.

## 2.0 Proposal/Options Considered

2.1 That the Policy & Performance Improvement Committee note the indicators and are encouraged to input on what they would like to see within the district and customer element of the performance reports. This information will be provided to Members through a presentation at the committee.

## 3.0 Implications

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

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

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



Report to: Policy & Performance Improvement Committee – 4 December 2023

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

Lead Officer: Ryan Ward, Transformation and Service Improvement Officer  
[ryan.ward@newark-sherwooddc.gov.uk](mailto:ryan.ward@newark-sherwooddc.gov.uk), tel:01636 655308

| Report Summary           |  |
|--------------------------|--|
| <b>Report Title</b>      | Community Plan Performance for Quarter 2   |
| <b>Purpose of Report</b> | To present the Quarter 2 Community Plan Performance Report (July - September 2023).  |
| <b>Recommendations</b>   | That the Policy & Performance Improvement Committee review the Community Plan Performance Report attached as <b>Appendix 1</b> and the Compliance report attached as <b>Appendix 2</b> . |

## 1.0 Background

- 1.1 We continue to deliver an approach to performance that is used to drive improvement rather than being simply used as a counting device. We are doing this by analysing data and progress against key activities as well as building a picture of the context of performance using district statistics, customer feedback and workforce information.
- 1.2 The development of this report details the Quarter 2 performance and includes activities delivered both within the quarter. This information was all factually correct as of 30 September 2023.

## 2.0 Proposal/Options Considered and Reasons for Recommendation

- 2.1 That the Policy & Performance Improvement Committee review the Community Plan Performance Report (**Appendix 1**) and the Compliance Report (**Appendix 2**).

## 3.0 Implications

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

## **Background Papers and Published Documents**

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

# Newark and Sherwood District Council Performance Report

2023-24 Q2

1 July to 30 September 2023



**Contact Us**

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

01636 650000

[customerservices@newark-sherwooddc.gov.uk](mailto:customerservices@newark-sherwooddc.gov.uk)



/NSDCouncil



@NSDCouncil



@NSDCouncil



@Newark and Sherwood District Council



# Introduction

We at 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. We are currently developing a new community plan which reflects the views of residents from the latest survey and the aspirations of a newly elected council.



This report examines how the Council has been performing against the Community Plan. It examines data to look at the performance of key services and delivery against the activities outlined in the plan. This report examines the Council's performance and achievements from 1 July to 30 September 2023 (Quarter 2).

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



## Our District

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

Page 3



## Our Performance

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

Page 4



## Our Customers

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

Page 24

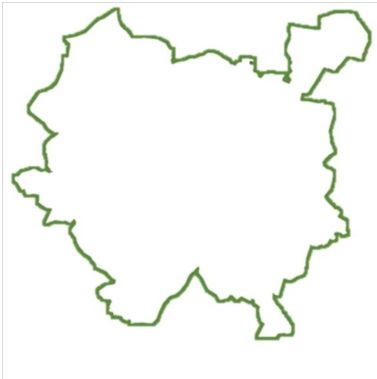


## Our Workforce

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 30

## About Newark and Sherwood (2021 Census)...



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

There are 53,332 dwellings in the district, 38.5% are owned outright, 31.3% are owned with a mortgage or loan, 13.9% are socially rented with around 10% of those directly owned by the Council 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 when compared to the 2021 census.

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

## How is our district?

This data tells us something about our district in quarter 2 (1 July to 30 September 2023). 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 decreased by 9, residential applications have decreased by 23, non-major applications have decreased by 127 and major applications have decreased by 18.

- 5 commercial planning applications were validated
- 75 residential planning applications were validated
- 19 major planning applications were received
- 403 minor planning applications were received

As of June 2023, **2,000 people were unemployed** across the district and has seen no change since June 2022.



For quarter 2, the average Newark town centre footfall count (in terms of visitors per day) for was 5,977, of which 28.6% were new visitors. Benchmarking against the same period of last year is no longer relevant as 5 new footfall sensors have been installed in the town. Event days continued to be among the busiest in Newark during the quarter, including The Newark Book Festival, The Festival of Food and Drink, Heritage Open Days and Newark Festival. This period also included the display of the Neurodiversity umbrellas in the Market Place.

## Interactions with the Council

This information gives an indication of demand for council assistance across quarter 2:

- **3,941 face to face contacts** were held at Castle House, a 22% increase when compared to the same period of last year.
- **26,517 calls** were received by the contact centre, a 17% decrease when compared to the same period of last year.
- **5,856 calls** were received by responsive repairs, a 11% decrease when compared to the same period of last year.
- **10,636 digital web form transactions** were completed by our customers, a 41% increase when compared to the same period of last year.



**What we have been doing this quarter;**

- ⇒ A project to deliver a new community hub in Boughton has commenced following a £50,000 contribution from the Rural England Prosperity fund. Subject to planning approval, this pilot hub will provide a multipurpose hub on the Retford Road Estate. It will provide social and learning opportunities, as well as aiming to tackle crime and anti-social behaviour (ASB) related issues.
- ⇒ At the end of the quarter, we had 76 good causes registered which has increased by 10 since the end of 2022/23. We are also on course to raise £36,472.80 for these good causes over the next 12 month period. This equates to 1169 tickets being sold weekly to over 590 supporters. During the quarter, the Leader of the Council held a live community lottery draw with six prizes of £500 being won by:
- Newark Women's Aid
  - South Clifton Coronation Hall
  - Sixth Newark Sea Scouts
  - Newark and Tuxford Food Bank
  - Newark Patriotic Fund
  - Coddington Community Centre
- Since launching the lottery in 2021, £20,450 has been won and almost £62,000 has been raised for the local community.
- 
- ⇒ Additional flood warden training has been offered to all at-risk communities in the district and is provided by the County Council and the Environment Agency. A review of the district flood response plan is underway which provides details of vulnerable sites, rendezvous points and issues of particular concern for each community. Those communities that needed to use stocks from resilience stores have also been replenished and additional stocks have also been purchased to hold in reserve. The local resilience forum is now considering how to address wider resilience training beyond the scope of flooding, and it is anticipated this would form part of a multi-agency approach commencing in 2024. Following the recent flooding from Storm Babet the Community Recovery Grant process has begun and those stocks of aqua sacs that have been used by the flood stores will be restocked. Additional contact is being made to areas that don't have a flood store to understand the impact of the storm, whether a flood store and flood warden arrangement would be of benefit and to consider the wider community resilience and community safe places.
- ⇒ We have provided a range of financial contributions to support areas of the district prone to severe flooding, totaling £800,000 to date, with £100,000 to Lowdham's Flood Alleviation Scheme approved this quarter. Lowdham has repeatedly and over a prolonged period suffered from flooding incidents from the Cocker Beck. This work has now commenced with the official groundbreaking ceremony which the leader attended. In addition to delivering some strengthening to existing defences on the Beck, the Environment Agency have engineered a solution which would see the provision of flood storage up stream. Since the scheme was initially designed, there have been cost pressures that many sectors, including construction, have been subject to a shortfall of funding. The Southwell project is having to undertake additional survey work ahead of final plan completion, a number of sites now have engineered improvements.
- ⇒ In the last quarter, HART referrals have decreased to 11, of which 6 were in relation to food and 5 for support in accessing white goods. Issues regarding emergency food parcels are being addressed through our cost of living response with a proposal being developed to ensure that emergency food parcels are available across the district. The team remains on standby to support the humanitarian aspects of any crisis or emergency facing the council and our residents.

## 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



⇒ Within the quarter, 4 Speedwatch sessions have been conducted, with 2 in Newark, 1 in Blidworth and 1 in Little Carlton.

⇒ We continue to strive for an improved digital offer to both residents and tenants and we have recently introduced QR codes on some communications including our leaflets for events or groups we are running. The QR codes are already proving to be successful where a future event for tenants has already had all of the available tickets requested. Tenants also commented on how easy the process was, and some of them found it beneficial that it followed with a pre-written email for them to send.

⇒ Following the success of the community grant scheme in 2022-23, we have now delivered a review of the criteria for the next round. We are pleased to be able to provide grants to good community projects. Once approved, the scheme will be open for applications in November.

⇒ The Tenant Engagement Strategy was approved at Cabinet in July and sits alongside our Consultation and Engagement Strategy. This strategy sets out how we will seek out, listen to and act on the views of tenants and leaseholders.



During this quarter 31 tenants attended the Local Influence Networks through a blend of online and in person meetings.

The topics discussed included:

- An update on the review of our new Homelessness and Rough Sleeper Strategy
- Consultation on the new consumer standards
- A Q&A session to ascertain knowledge on and interest in decarbonisation
- Continued the review of how the Local Influence Networks are working for tenants and the Council

In terms of wider engagement with our tenants, we had a total of 265 interactions, with 33 of these being new contacts.

## Deliver inclusive and sustainable growth



### What we have been doing this quarter;

⇒ Celebrating Newark's unique history, work has been enabled to transform two shopfronts for Newark businesses thanks to £275,000 of funding from Historic England and contributions from both the council and building owners.

The work being undertaken at Flossie & Boo will restore the existing shop front to a more traditional and bold design, The building has been prioritised through the scheme due to its high-impact location on the marketplace and proximity to the Grade I listed St Mary Magdalene's Church.

Travail Employment Group is a late-Georgian, Grade II listed property that has been much altered over time. The new frontage, improves its appearance on a key thoroughfare to the marketplace at the corner of Bridge Street with Appleton Gate.

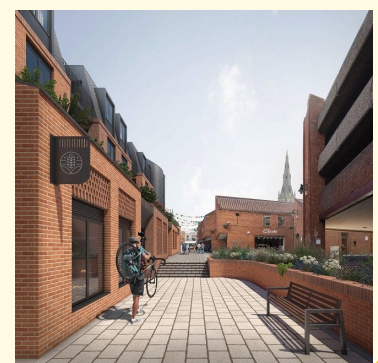


⇒ Through the quarter, 71 participants across all UK Shared Prosperity Fund (UKSPF) people and skills programmes were supported. This includes a combination of 1 to 1 support with job searching, CV writing, short courses, and compliments mainstream (Adult Education Budget) funded provision. We are working with both Inspire and the Framework Housing Association to deliver both courses across the district. We also launched the Boosting Programme, which is delivered by Lincoln College to upskill workforces and support employers with access to training or resources.

⇒ The UKSPF and Rural England Prosperity Fund (REPF) was also utilised to provide 121 businesses with a range of support and 28 businesses have received grants to a total value of £125,000. A few of these examples include:

- The Accelerator programme. This programme launched this quarter and within the first 2 weeks 30 businesses signed up for ongoing 1 to 1 support or workshops. It provides specialist research, innovation and decarbonisation support for local businesses to improve the sustainability of their operations. We jointly commissioned this piece of work with other neighbouring authorities in Nottinghamshire and it is now delivered by the East Midlands Chamber.
- Start-up Scale-up programme. In the quarter, 31 businesses have received 6 hours or more of 1-2-1 support through our Start-up Scale-up programme. This provides specialist support and workshops for prestart up and early-stage enterprises.
- Rural Business Investment Grant Fund and Business Growth and Sustainability Fund. The first rounds of both grant schemes were successfully delivered, supporting 28 businesses in total with grants to date. This included 5 energy efficiency grants including funding for solar panels, LED lighting replacements, double glazing, and electric vehicle charging points.

⇒ The Stodman Street project is progressing well with hoardings erected in September 2023 ready for demolition. The project has an 18 month build programme and is scheduled to be completed by the end of 2024. This ambitious project will breathe new life into the heart of the town when completed. Plans will see the empty building converted into a vibrant space made up of 29 high-quality residential homes in the heart of Newark, which will provide a new town centre housing offer with a sympathetic but eye-catching and vibrant design. There will also be two new retail units which will improve the retail offer with the aim of attracting more people into the town centre.



How are we performing against our objective to...

## Deliver inclusive and sustainable growth



⇒ We continue to lead and support on key infrastructure projects around the district including:

- The Newark Southern Link Road (SLR). Technical approval for the A1 end of the SLR was granted in July 2023 with work on schedule for completion in summer 2025. A public consultation event was held on the 28th September 2023 at YMCA Community and Activity Village in Newark. This provided an opportunity for residents to find out more about the scheme and the Middlebeck development.
- The A1 over bridge. Work is ongoing and we are in an early feasibility stage where we have now appointed Amey to undertake the study of the overbridge at Fernwood.
- The Ollerton Roundabout and the A614. The scheme is currently progressing in accordance with the timetable. The Secretary of State is deciding whether to confirm, modify or reject the Compulsory Purchase Order and Side Roads Order for the junction improvements.

⇒ The launch of a package to support the business community with cost-of-living assistance has been delivered. This included social media improvement webinars for businesses led by Nettle which saw 34 attendees across 4 webinars. A social media campaign has also been delivered to encourage people to shop locally in Newark, Edwinstowe, Southwell and Ollerton.

⇒ We continue to work with partners on proposals regarding the Ollerton Town Centre Regeneration Project with appraisal works nearing completion through the utilisation of UKSPF funding. This project is also dependent on further details in relation to further potential Levelling up funding opportunities which was originally expected this summer 2023. Further feasibility is also scheduled next year through additional UKSPF funding.

⇒ The Cultural Heart of Newark project was transferred to us from Newark Town Council in May 2023 and now we continue to work collaboratively to deliver the objectives of the project. A programme of activities are being developed for 2024-2025 with the aim to create a vibrant town centre, drive footfall, dwell time and local spend in the town. Over the next quarter, the capital programme will focus on the marketplace. We will also continue to develop a full business case with Government, to maximise the funding secured by 2026.

In August's 'Newark-on-Sea' saw The Royal Market Place filled with live music, street food, fun activities, and plenty of entertainment. The event saw an average of 1,703 visitors to the Market Place per day out of the 5,995 visitors across the whole of Newark.





### Spotlight benchmarking

As of June 2023, the unemployment rate in Newark and Sherwood was 3.1% which is a 0.4% reduction since June 2022. Whilst the unemployment rate for England is 3.8% which is a reduction of 0.1% when compared to the same period.

| Quarterly Indicators   | Quarter 2 21/22  | Quarter 2 22/23  | Quarter 2 23/24 | Target 23/24         |
|--|------------------|------------------|-----------------|----------------------|
| <b>Year to Date Indicators</b>                                     |                  |                  |                 |                      |
| Total number of admissions - National Civil War Centre             | 2,016            | 6,196            | 9,199           | 6,000                |
| Total number of admissions - Palace Theatre                        | 3,456            | 16,573           | 12,792          | 14,000               |
| % of visitors from schools – National Civil War Centre             | New for Q1 23/24 | New for Q1 23/24 | 21%             | Trend (No benchmark) |
| % of visitors from schools – Palace Theatre                        | New for Q1 23/24 | New for Q1 23/24 | 0%              | Trend (No benchmark) |
| Number of people reached through direct participation and outreach | New for Q1 23/24 | New for Q1 23/24 | 6,674           | Trend (No benchmark) |
| Total footfall across all heritage and culture services and sites  | New for Q1 23/24 | New for Q1 23/24 | 39,899          | Trend (No benchmark) |
| Car parking numbers across all council owned Newark car parks      | New for Q1 23/24 | New for Q1 23/24 | 208,239         | Trend (No benchmark) |
| <b>All Other Indicator Types</b>                                   |                  |                  |                 |                      |
| Newark town centre footfall count (average visitors per day)       | New for Q2 23/24 | New for Q2 23/24 | 5,977           | 3,750                |
| Newark Beacon - % of occupied units                                | 86.0%            | 97.2%            | 67.3%           | 95.0%                |
| Sherwood Forest Arts and Crafts - % of occupied units              | 100.0%           | 100.0%           | 100.0%          | 95.0%                |
| Commercial Property - % occupied units                             | 97.0%            | 98.6%            | 100.0%          | 95.0%                |

### Exploring our performance

The % of occupied units at the Newark Beacon has reduced significantly over the past year from 97% in quarter 2 of 2022/23 to 67% in quarter 2 of this year. Over the past 6 months, this is due to one business who occupied 11 offices that had outgrown the space and has moved to another building within the district and a further loss of 4 other offices from another tenant. However, we have delivered marketing campaigns that resulted in enquiries and have kept these occupancy levels steady over the past quarter, increasing from 63.7% in quarter 1 to 67.3% in quarter 2. As of the end of September, we had 26 companies based at the Beacon within 32 offices. As mentioned in quarter 1, even though we are a commercial landlord, where a business out grows the space, a move of this nature is welcomed to drive economic growth with the potential to create new jobs for local people.

The total admissions to the Palace Theatre is below target by 1,208. This performance is caused by 4 key shows being cancelled due to performer illness since April. Future bookings for shows in quarters 3 and 4 are currently very positive, especially pantomime which is around 1,000 tickets ahead of previous years at this point in time.



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

### What we have been doing this quarter;

⇒ Our original Housing Revenues Account development programme to deliver 335 properties is now drawing to a close. Within the programme, 32 homes are due for completion in 2023 with a further 30 homes over 16 sites due to be completed in 2024. The following properties are currently under construction:

- 7 Bungalows and 2 flats are 95% completed at the Devon Road site
- 2 houses are 50% completed at the Beech Devon corner site
- 2 flats are 90% completed on Eton Avenue
- 7 houses are 75% completed on Dale Lane
- 12 flats are 80% completed on Northgate

A paper is also being presented to Cabinet on the 31st of October proposing the next phase of development across the district and a further update on this will be available in the Performance report for Quarter 3.

⇒ We help Afghan nationals who have worked for or alongside the UK government and people who have assisted the UK efforts in Afghanistan. We currently support 7 households across three schemes with support and arrivals are set to continue until September 2027. We also support households who host individuals and families fleeing Ukraine and this continues to be very successful locally. The remarkable generosity of residents has seen 105 local households involved with 67 in current host placements and 3 new arrivals expected in the coming weeks. Part of our role in this scheme is to complete a home assessment and safeguarding check of the host accommodation before arrival and to undertake safe and well visits after guests have arrived to make sure the arrangement is working for all.

From the Local Authority Housing Fund, we have been able to support the purchase of 14 homes, 8 of which are completed and 6 working their way through the legal processes. An additional 3 homes have also been kindly supplied by Barratt Homes for a 2-year period for temporary resettlements, which has already seen the first family move into one of these homes and referral requests made to the Home Office for two more.

⇒ The development of Alexander Lodge, our new temporary accommodation, is progressing well and taking shape with the internal fit out and decoration commencing and is scheduled to be completed by December 2023. Alongside the physical development, the team are also researching and designing a service offer that will promote good life skills, improve education and skills opportunities to help people be their best. The service offer proposal is scheduled to be delivered to cabinet in early 2024.

⇒ A new online facility was launched in September, giving our tenants a quick and easy way to report a repair and book their own appointment. This new service enables tenants to book non-urgent repairs for a property or a communal area 24 hours a day. It gives tenants the freedom to raise requests at a time which suits them and gives them greater control over when we attend a repair. When customers use the service, they are offered a range of dates and appointment slots over a two-week window. Users can also choose to receive text or email confirmations of appointments and can change or cancel them any time before the day of the appointment without the need to call.

From this project, we have been shortlisted for the User Experience (UX) Project of the Year at the UK IT Award 2023. We have led the way for other authorities, ensuring that the customer is part of the service design. Our tenants contributed to the project by testing the prototype to identify required improvements. We will report on how many of our repairs are reported this way as the service is embedded.



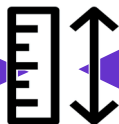




## Create more and better quality homes through our roles as landlord, developer and planning authority

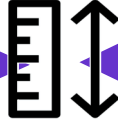
- ⇒ We continue to exceed national performance targets for determining planning applications. National targets are 60% determined in 13 weeks for major applications and 70% determined in 8 weeks for non-majors, and both of our indicators are 90% or above. We are always keen to improve our service to customers, this quarter we have launched a satisfaction survey where customers can let us know what we do well and what we can improve on. This data will feed into future performance reports.
- ⇒ We are completing an external audit of the Gas Servicing Programme as part of the engagement with the Regulator of Social Housing. We remain under Regulatory Notice until such time as the Regulator are satisfied both with our performance and our approach and management of gas servicing.
- ⇒ We are reviewing many processes in the team including how we manage voids, gas capping and temporary accommodation, all of which will be completed in quarter 3. These reviews will look at reducing delays and speed processes up to achieve improved performance on overall letting times and quality for the customer.
- ⇒ We continue to invest in our repairs service with a further 100k planned to be invested over the next 6 months. In line with Government guidance, we have also produced a new damp and mould policy which will be rolled out in quarter 3. Additionally, we are looking to introduce a new damp and mould surveyor who will sit within the repairs team, this will aid us in meeting legal and government guidance.
- ⇒ In July of 2022, our empty homes standard was agreed and since then we have continued to receive positive feedback about the standard of our empty homes. Maintaining this standard however has created some impacts such as an increase in void costs and times which were both expected. We will continue to monitor this.
- ⇒ During this quarter there has been no necessity to activate Severe Weather Emergency Provision for either hot or cold conditions. We are currently in discussion with partner colleagues regarding the temporary provision required for this coming winter until Alexander Lodge is fully operational.

**Measuring  
Success**



| Quarterly Indicators  | Quarter 2<br>21/22  | Quarter 2<br>22/23 | Quarter 2<br>23/24 | Target<br>23/24       |
|---|---------------------|--------------------|--------------------|-----------------------|
| <b>Year to Date Indicators</b>  |                     |                    |                    |                       |
| Number of all tenants who have been evicted for rent arrears                                      | 2                   | 0                  | 0                  | Trend<br>(No change)  |
| Number of evictions (anti-social behaviour)   | 0                   | 1                  | 1                  | Trend<br>(No change)  |
| Arkwood - number of units delivered   | New for<br>Q3 21/22 | 29                 | 60                 | Trend<br>(Increasing) |
| Arkwood - plots commenced   | New for<br>Q3 21/22 | 87                 | 87                 | Trend<br>(no change)  |
| <b>All Other Indicator Types</b>  |                     |                    |                    |                       |
| Average time spent in temporary accommodation (weeks)   | 11.5                | 8.5                | 13.6               | 13.0                  |
| Average time (days) to re-let Council properties  | 26.4                | 25.1               | 29.6               | 28.0                  |
| % of rent collected from current tenants as a % of rent owed                                      | 99.1%               | 98.3%              | 98.3%              | 98.5%                 |
| Average "End to End" time for all reactive repairs (CALENDAR days)                                | 27.5                | 15.3               | 15.4               | 16.0                  |
| % of repairs completed at first visit   | 98.4%               | 88.5%              | 91.2%              | 93.0%                 |
| % of planning applications (major) determined in time   | 92.0%               | 91.0%              | 93.0%              | 90.0%                 |
| % of planning applications (non major) determined in time   | 97.0%               | 95.0%              | 93.5%              | 90.0%                 |
| Average number of working days to process housing benefit change in circumstances                 | 7.4                 | 5.0                | 3.8                | 5.0                   |
| Average number of working days to process new housing benefit claims                              | 18.0                | 18.3               | 13.8               | 17.0                  |
| Amount of current arrears as a % of annual rent debit   | 1.88%               | 1.73%              | 1.49%              | 2.20%                 |
| Amount of current arrears   | £440,921            | £429,342           | £388,115           | £554,400              |
| % of housing complaints resolved within agreed timescales   | No Data Received    | 90.9%              | 99.0%              | 100.0%                |
| % of homes with a valid gas certificate   | New for<br>Q4 21/22 | 87.5%              | 99.5%              | 100.0%                |
| % of homes with Electrical Installation Condition Report (EICR) certificates up to five years old | New for<br>Q4 21/22 | 98.9%              | 99.3%              | 100.0%                |

## Measuring Success



### Exploring our performance

The % of housing complaints resolved within agreed timescales is currently at 99% and is an amber indicator. However, Since April, 97 complaints have been received and only one complaint has slipped out of time (by 1 day). Our policy states we will contact the complainant to discuss the outcome of their complaint before sending a response. In this case, the officer was unable to contact the complainant and sent the response without contact the following day. In future, where we are unable to contact the tenant, we will send the response regardless so we do not miss the timescale.

The percentage of homes with a valid gas certificate is below target by 0.5%, however all of the 24 properties that are out of compliance, are in an enforcement process to gain access to the properties.



### **Agents quote following a planning application:**

“Just a short line to say we’ve now received the formal decision for the application (a fab end to the week!) – and to thank you for all your help with this, and the pre-app advice, throughout.....Both they (and I) agree on reflection that the amended roof design is a superior solution in the context of the site and surroundings than the original proposal – so please do also pass our thanks to the officer for her input”.

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;

⇒ In Quarter 2, we issued 20 fixed penalty notices (FPN) for fly tipping and 6 for littering, which were small fly tips where the full penalty would not be appropriate (based on DEFRA guidance). Our third-party enforcement partner also issued 543 FPN's for littering offences. Working with businesses we issued 31 notices for failure to produce waste transfer and waste carrier documentation, where it appeared businesses were not disposing of their waste correctly. We have also had 3 prosecutions cases in court for fly tipping and have several others that are now pending - all 3 resulted in the issuing of an arrest warrant when the defendant failed to attend court.

⇒ In partnership with Nottinghamshire Police and the Environment Agency we have conducted 3 'Operation Rogues' and over 40 vehicles were stopped. The operations are one of the proactive means of deterring or disrupting rogue traders in disposing of waste unlawfully, taking a multi-agency approach to stop suspect vehicles with the aim of checking the licenses and if required taking restorative steps. In our last operation in September, all the vehicles had the correct documentation in place showing that the operations are having an impact. Contrast this with one of our first operations in 2021 when out of 17 vehicles stopped, 4 were seized by the police and 4 fined for waste offences. Next year we hope to shift to weekend or evening operations to try and catch the tippers in the hours when they are likely to tip.

⇒ A grant from the Chewing Gum Task Force, administered by the environmental charity Keep Britain Tidy, will help us clean up gum and reduce gum littering. We are putting plans in place as part of the Cleaner, Safer, Greener strategy to remove the chewing gum that blights Newark town centre streets, and we are focusing on four main areas along Carter Gate, Stodman Street, St Marks Place, and the Marketplace. We are one of 56 councils across the country that have successfully applied to the Chewing Gum Task Force, now in its second year.



⇒ Our Day of Action in Rainworth was delivered in July, the day had many successes with some examples including:

- 5 tonnes of litter and detritus were collected and removed
- 3 new litter bins and 1 new dog waste bins installed
- 1 fly tip was removed and 1 FPN issued
- 46 thank you cards were delivered to residents for keeping their gardens well maintained
- 14 drivers were spoken to about vehicles idling outside local schools, and officers also discussed parking regulations
- 2 patches of graffiti were removed
- 16 businesses were checked for Waste Transfer Notices and 4 FPNs were issued for failure to produce
- 2 FPNS for littering were issued by our third-party enforcement partner
- 9 dog owners were spoke to about responsible dog ownership

⇒ During the quarter four of our parks, Newark Castle Gardens, Sconce and Devon Park, Vicar Water Country Park, and Sherwood Heath Cockglode and Rotary Woods, have all once again been awarded the Green Flag Award, the international quality mark for parks and green spaces. Our new community garden in Newark has also been added to the list of award winners, now making this 5 parks award winning parks across the district.



⇒ The entry into the Royal Horticultural Society Britain in Bloom back in July was awarded a Silver Gilt and we were only 2 Marks off the top award of Gold. The Sconce and Devon Park also received Gold within the Judging.

Agenda Page 60

How are we performing against our objective to...

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



⇒ Our near £350,000 investment in play park improvements is well underway with work commencing at the Sconce and Devon Park in Newark. The castle-themed play park, a nod to Newark's Civil War history, is being built as an exciting new space for children and their parents and carers to enjoy the outdoors. A fantastic new Fitness Zone is also being built at the park. Sconce and Devon are already a popular destination in the district for fitness and wellbeing activities, such as walking, park runs, or small personal training classes, and the new development will add to that as a free outdoor fitness facility for all visitors to use.

In total, ten parks are undergoing improvements between August and October, including Vicar Water Country Park in Clipstone, Mead Way Play Park in Balderton, Lincoln Road Recreation Ground Play Area in Newark, Thorpe Oaks Play Area in Coddington, Hillcote Drive in Clipstone, Old Tannery Drive in Lowdham, Grove Street Play Area in Newark, Turner Lane in Boughton and Sconce and Devon Park in Newark. Work has already been completed at Lincoln Road Recreation Ground Play Area in Newark and Cleveland Square in Newark.

⇒ Regular work has continued with the probation service and activities included the watering of plants, ivy removal, woodland pathway maintenance and development of forest school area.

⇒ A difficult year for grounds maintenance weather wise, with lots of wet and warm periods. To complete the growing season scoring well under a 2 across all areas shows a high team resilience.

Our year-to-date accumulative scores are as follows:

| Performance Outcomes of Monitoring Inspections for the Maintenance of Housing Land (HRA) |          |            |
|--|----------|------------|
| Service Area   | Q2 22/23 | Q2 2023/24 |
| Grass  | 1.29     | 1.62       |
| Litter and Bins  | 1.20     | 1.13       |
| Garage Site  | 1.32     | 1.66       |
| Shrub Bed Maintenance  | 1.78     | 1.60       |
| Weed Control   | 1.39     | 1.47       |
| Hedge Cutting  | 1.70     | 1.71       |



**Customer quote following enhancements to a play park:**

"Recently we have seen some new play equipment installed at Cleveland Square playground. The swing set in particular is to be commended. An absolutely great choice and really inclusive. I have never heard so much "noise" coming from the playground and it is wonderful to hear. How lovely to have such a neurodiverse and inclusive playground so close - a fabulous choice. Thank you."



| Quarterly Indicators   | Quarter 2<br>21/22 | Quarter 2<br>22/23 | Quarter 2<br>23/24     | Target<br>23/24      |
|--|--------------------|--------------------|------------------------|----------------------|
| <b>Year to Date Indicators</b>                                       |                    |                    |                        |                      |
| Number of fly tipping incidents                                      | 786                | 775                | 558                    | 900                  |
| Number of fly tipping enforcement actions                            | 800                | 1,248              | 852                    | 1,025                |
| Number of missed assisted collections                                | New for Q1 23/24   | New for Q1 23/24   | 263                    | Trend (no benchmark) |
| <b>All Other Indicator Types</b>                                     |                    |                    |                        |                      |
| % fly tipping incidents removed within 72 hours                      | 69.0%              | 97.0%              | 93.9%                  | 75.0%                |
| % of household waste sent for re-use, recycling and composting       | 38.2%              | 38.4%              | Q1 = 42.27% (verified) | 40.0%                |
| Number of missed bins (per 100,000 households)                       | New for Q1 22/23   | 63.0               | 71.25                  | 45.0                 |
| Total number of garden waste subscriptions                           | 16,621             | 19,042             | 20,779                 | 19,344               |
| Number of level 1 graffiti incidents not removed within 36 hours     | New for Q1 23/24   | New for Q1 23/24   | 0                      | 0                    |
| Number of level 2 graffiti incidents not removed within 10 days      | New for Q1 23/24   | New for Q1 23/24   | 0                      | Trend (No change)    |
| % of failing sites - street and environmental cleanliness - litter   | 1.2%               | 2.1%               | 0.0%                   | 2.8%                 |
| % of failing sites - street and environmental cleanliness - detritus | 1.6%               | 0.9%               | 0.8%                   | 1.8%                 |

**Exploring our performance**

The number of fly tipping enforcement actions delivered is below target by 273 and has reduced significantly when compared to quarter 2 of last year. This is also reflected in the total number of fly tipping incidents which has also reduced by 217. The robust action we have taken over the last few years and the related public communication has encouraged residents to be equally robust in their choice of waste carrier, forcing rogue traders to legitimise or offend elsewhere. As stated previously this highlights the fact that this indicator is directly linked to the number of fly tips. Albeit of a lesser extent, the second factor, relates to evidence. In the past we were finding evidence in more fly tips, unfortunately offenders adapt, and they know we are checking every tip for evidence. As a result, they are removing that evidence before tipping. In response to this, we are changing tactics by deploying cameras on known hotspots to proactively catch offenders in the act.

The number of missed bins per 100,000 households is above target by 26. This performance is attributed to significant changes to collection rounds in April.



## Enhance and protect the district's natural environment

### What we have been doing this quarter;

⇒ As part of the move towards net zero carbon emissions, we secured a government grant of up to £1.3m, which we will match fund to deliver a £2.6m social housing decarbonisation programme over two years. The programme will target tenants with oil or LPG heating systems. The plan is to replace these carbon intensive fossil fuel systems with carbon neutral alternatives, using air source heat pumps, solar panels and battery storage to reduce carbon emission and make them cheaper to run. Creating warm homes that are free from damp and mould.

⇒ We are progressing with a number of projects to achieve our 2035 carbon net neutrality target.

- As laid out in our Climate Emergency Strategy action plan, we are working to improve our energy efficiency and reduce our overall carbon footprint by installing solar panels across a selection of our Corporate and Leisure buildings. Works will be commencing on site this Autumn. This project will assist in making carbon savings and generating renewable energy, both of which will assist us with reaching our 2035 net carbon neutrality target. In addition to those already on our main office, Castle House. Additional sites are the Newark Sports and Fitness Centre, the Dukeries Leisure Centre, the Beacon Business Innovation Centre and the Green Flag parks of Sconce and Devon and Vicar Water.
- 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 electrification 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 over 540 users utilising the application.

⇒ Through UKSPF, we awarded a grant to Sherwood Forest Trust to support the delivery and development of a Sherwood Community Tree Nursery located in Kings Clipstone. The grant provides funding of £95,000 over the next 2 years for expenses, including the creation of 2 new jobs and some equipment to enable them to manage and coordinate the planting and volunteering programmes. Since launching in June, 150 volunteers have planted 1000 trees and have an ambition to plant 7000 more throughout the funding period.



⇒ We also have plans in place to plant 800 trees in association with 'Trees for Climate' on Westbrook Drive in Rainworth and additional plans are being compiled for Vicar Water Country Park, Dodsley Way Open Space in Clipstone, and other sites across Ollerton, Balderton, Coddington and Newark.

⇒ We continue to collaborate with partners to conduct an herbicide-free maintenance trial in Southwell. In



## Enhance and protect the district's natural environment

designated areas, Nottinghamshire County Council will forgo the usual second spray of herbicides and we will support this by conducting thorough and regular sweeping of the roads and pathways to clean debris and reduce fertile grounds for weeds. During the trial period, the situation will be reviewed to ensure that obstructions do not occur on the highway, drainage systems are not blocked, and weeds do not damage the roads and footpaths. As part of the trial, we have committed to not using glyphosate for 2023 on all open spaces and housing communal land. Since 2020, no glyphosate has been used in Southwell's parks and cemeteries.



⇒ This Quarter we have continued our work on kerbside glass recycling and have now ordered the vehicles, submitted a planning application, and initiated the procurement of the bins. We have also provided financial assistance to Recycling Ollerton & Boughton, a charitable training agency that carries out kerbside glass collections in certain areas of the district as a way of training adults with learning difficulties.



⇒ On Carswell Close/Cleveland Square in Newark there is currently no recycling provision, so we have been working closely with residents to find a workable solution in the limited space provided.

⇒ We continue to work with key partners to progress on the development plans and strategic priorities for the wider Forest Corner Masterplan scheme. Site feasibility studies are in progress and reports will be produced following their completion. Key partners met this quarter to facilitate a strategic workshop to discuss site aspirations, the next steps and short to medium term plans. The next stage will include the investigation of a safe and efficient road/pavement network, improving visitor wayfinding, and setting the stage for future growth and driving visitors.





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

### What we have been doing this quarter;

- ⇒ A review of CCTV cameras has been undertaken to ensure that they are suitably located, lines of sight are clear and are in good working order. From the review, we identified 7 cameras that needed to be replaced, a camera at the Lidl in Balderton is being fixed and tree growth blocked a camera view so an extended pole has been used to resolve the issue. The CCTV replacement programme is also being developed based on this review to ensure that the cameras are replaced in line with their age and that they keep pace with advancing technology
- ⇒ Deployable CCTV remains in key hotspot locations across Blidworth, Clipstone, Newark and Edwinstowe and the CCTV request for Boughton is ongoing, there are challenges around identifying a suitable hosting site. The deployable CCTV in Newark has provided evidence to both the police and council officers in pursuing enforcement action on individuals causing criminal damage and ASB in the area.

- ⇒ Our Housing Team worked with Nottinghamshire Police to secure a Closure Order for a council property in Newark following more than a year of ASB. A Closure Order is designed to provide immediate relief for the community from the ASB being committed from a property. The Closure Order was granted at a hearing at Nottingham Magistrates Court for the maximum of three months. Three individuals were later arrested by the Police for being located inside the property and breaching the Closure Notice.



- ⇒ We continue to push forward with our commitment to crackdown on ASB, following the approval to increase resources within the Community Safety Team. The approved plans are aimed to strengthen the service provided by the team, including the addition of a new Senior ASB Officer. The role would supervise the Community Protection Officers (CPOs) ensuring deployment of patrols in key locations are in a timely manner and to assist dealing with more complex ASB and safeguarding cases.
- ⇒ There is a continued focus on youth related ASB in Newark town centre and hi-visibility priority patrols continue. There is a cohort of new young people who have been identified as causing nuisance and intervention with these individuals and their parents is underway. In September, ASB injunctions were secured on 3 young people responsible for crime and ASB predominately in the town centre, excluding them from the area. As well as associating with each other in the Newark area, which is to prevent displacing the behaviour to another location. First Stage Warning letters have also been issued to 5 young people and a second stage warning to a young person for causing issues at Balderton Lakeside shopping centre. First stage letters have been issued to 2 young people in Blidworth.

Further work is being undertaken to continue these efforts, liaising closely with the police, Youth Services, and other agencies to tackle ASB. A summit was held in the summer months to address the issues that agencies face and devise plans on how to work better together to tackle them.

- ⇒ The shopwatch scheme, Schemelink is getting further members and has now also moved into the Ollerton/ Sherwood area where the retail premises were struggling with an increase in shoplifting. Schemelink is a data sharing and communications portal that is designed to help protect retailers staff and customers by enabling quick and effective communication and the sharing of information on incidents.

How are we performing against our objective to...

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



⇒ Nights of action for Operation Cognition (Cocaethylene) have continued with the most recent one being held on the 29th of September where officers from the across the council joined the police, attending licensed premises within Newark Town Centre as part of the Violence Against Women and Girls campaign. Since the start of these events in December 2022, we have engaged with 513 individuals and there has been a marked increase in the amount of people who now understand what Cocaethylene is and the negative effects it can have on the body.



⇒ The Safer Streets 4 project ended in September and all areas of the project were completed except for some proposed lighting schemes. Replacement lighting to North Church Walk, Circ Walk and The Mount have now commenced with all upgraded cabling and waterproof boxing completed ready for the new lantern heads to be installed. Wall lanterns in the Market Square have also been reviewed by VIA and replacement LED bulbs will be fitted to 17 lanterns which are not working.

Training for the Safer Gym Group has taken place and has been very well received. During the quarter 19 individuals took part in the training with 14 from Active4Today and 5 from Fosse Way CrossFit. Although the project was set up as part of Safer Streets 4, there will be further work taking place around this project into 2024.

⇒ The Wildflower and Grass Bunds used to deter unauthorised encampments on our land have now had the Autumn cut to promote the flowers ready for next year's displays. They are proving successful as so far this year no encampments have occurred on parks and open spaces land.

⇒ We have worked with partner agencies to deliver an assembly on water safety awareness to a primary school in Farndon.

## Measuring Success



| Quarterly Indicators  | Quarter 2 21/22  | Quarter 2 22/23  | Quarter 2 23/24 | Target 23/24         |
|---|------------------|------------------|-----------------|----------------------|
| <b>Year to Date Indicators</b>  |                  |                  |                 |                      |
| Number of positive outcomes resulting from CCTV intervention                                    | New for Q1 23/24 | New for Q1 23/24 | 83              | Trend (No benchmark) |
| Fixed penalty notices (number issued)   | 27               | 1,393            | 1,243           | Trend (Decreasing)   |
| Community protection notices/warnings (number issued)   | 13               | 2                | 6               | Trend (Increasing)   |
| All other notices/warnings (number issued)  | 6                | 9                | 9               | Trend (No change)    |
| Number of notices issued relating to private rented properties                                  | New for Q1 23/24 | New for Q1 23/24 | 0               | Trend (No benchmark) |
| <b>All Other Indicator Types</b>  |                  |                  |                 |                      |
| CCTV – proportion of proactive incidents relating to NSDC responded to by the CCTV control room | New for Q1 23/24 | New for Q1 23/24 | 65.3%           | 50.0%                |
| CCTV - proportion of reactive incidents relating to NSDC responded to by the CCTV control room  | New for Q1 23/24 | New for Q1 23/24 | 58.5%           | 50.0%                |
| % reduction in anti-social behaviour - Newark & Sherwood District compared against County area  | -20.0%           | 5.0%             | 9.0%            | 8.0%*                |
| % reduction in all crime - Newark & Sherwood District compared against County area              | 17.0%            | -20.0%           | 1.0%            | -3.0%*               |
| % of businesses in the District with a food hygiene rating of 3 or above                        | New for Q3 21/22 | 92.72%           | 98.00%          | 94.00%               |
| % of businesses in the District with a 0 star food rating (major improvement necessary)         | 0.18%            | 0.09%            | 0.00%           | 0.15%                |
| % of food inspections undertaken in quarter   | No Data Received | 75.0%            | 87.0%           | Trend                |
| % of all programmed Environmental Permitting Regulations inspections completed                  | New for Q1 22/23 | 76.0%            | 47.5%           | Trend                |

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

### Exploring our performance...

The levels of crime has seen a positive reduction of 1% compared to an increase across the county at 3%. Antisocial behaviour has also seen a significant decrease of 9% in the district compared to 8% across the county. As demonstrated through some of the narrative within this report, various initiatives and projects are in place or being developed to help address the levels of anti social behaviour in the district.



## Improve the health and wellbeing of local residents

### What we have been doing this quarter;

- ⇒ Within the quarter, we have supported the Nottingham Forest Community Trust in launching their Primary Stars Programme across 8 schools in the district with a contribution of £140,000 of UKSPF. These schools will be getting the 'Premier League' treatment over the next two years as the project uses the appeal of the Premier League and professional football clubs to inspire children to develop key skills and live healthier lifestyles through participation in physical education. Through the proven programme, the Trust can empower more young people to adopt healthier lifestyles whilst improving educational outcomes through combining physical education with academic learning opportunities. The programme includes digital resources, weekly face to face delivery days and, on occasions, visits from Premier League players too.
- ⇒ Through UKSPF, two feasibility studies have been commissioned. Active Travel will look at the barriers to walking and cycling where possible as an alternative to using the car. Another study will look at community based assets and will help inform future investment in community assets, facilities, and understand infrastructure provision.
- ⇒ The Family Hub consultation is currently live in readiness for the Newark Family Hub planned in Hawtonville, and we are actively involved in the County Councils steering group to provide feedback and help shape what this project should look like. This will be a vital resource to local families.
- ⇒ A programme of family activities (Fun Together) has been created with partners. During the quarter, 4 family cookery sessions were successfully delivered over the summer holidays attracting over 40 families. We have now started our first 7 week adult cookery course where 9 adults have been regularly attending. A programme has also been developed for October half term where we will be hosting Create Together, Bake Together and Outdoors Together activities for families to get involved in.
- ⇒ This quarter 95 free blood pressure checks were provided across 5 community wellbeing events run to support the national 'know your numbers campaign'.
- ⇒ A separate report on Southwell Leisure Centre is due to be presented to Cabinet in 31st of October, covering the future options for delivery which will include an update on the maintenance works required for the dry side of the leisure centre and investigations for the wet side.
- ⇒ Tenant arrears performance remains strong with arrears below those at this point last year. Anecdotal evidence shows tenants are struggling because of the cost-of-living challenges, although the impact is not being seen through an increase in arrears. We will continue to target support for tenants through the Tenant Welfare Fund, particularly looking to target those where less support has been available.
- ⇒ Over the past 3 months, we have worked closely to enable a local charity, Nottingham Energy Partnership, to successfully secure Government funding to develop and pilot a new Home Energy Advice Team (HEAT). This two-year scheme aims to target and support hundreds of owner occupiers who are currently living in poorly insulated homes within conservation areas and/or hard to treat properties. The offer will include a host of free services, including workshops, home surveys that culminate in detailed reports and impartial advice to homeowners looking to self-fund their own energy efficiency improvement measures and/or considering switching to low carbon heating.
- ⇒ The Yorke Drive Regeneration scheme has faced delays in securing reserved matters planning for phase one. These have been as a result of managing competing stakeholder requirements, however, it is anticipated that the planning application will be considered at the Planning Committee in December 2023. We also continue to deliver resident engagement including a resident led panel, newsletter and a 'Fun Day' sponsored by the developer delivered on the 14th of August. Around 50 residents attended the fun day and activities included party games, arts and crafts, a jumble sale, hook-a-duck and coconut shy.

## Improve the health and wellbeing of local residents



⇒ We utilised the UK Shared Prosperity Fund to allow volunteer students at Newark Orchard School to undertake a community improvement project led by Volunteer it Yourself (VIY) to create a sensory garden. The project provided practical skills for local young people whilst creating a space to help students learn and enjoy the outdoors together. The new garden officially opened in July after VIY and the students transformed this previously under-utilised space. The students built bespoke seating and child-friendly planters in the garden, ensuring this fully accessible space can be enjoyed by all students. The students have added several of their own touches to the garden to create a multi-purpose and unique space for the future.

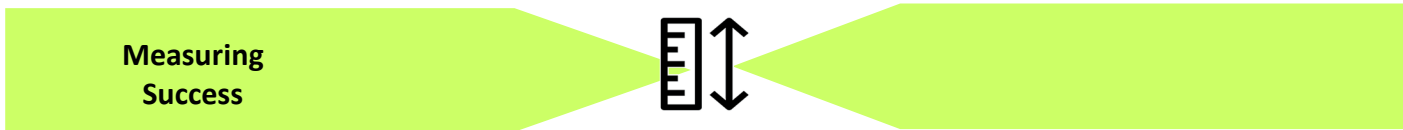


⇒ With the help of our £20,000 grant and additional funding from the Parish Council and the Football Association, Robin Hood Colts, the grass roots football team based in Edwinstowe, has upgraded its pavilion with solar panels. The John Benson Pavilion, which was built in 2008 has served the club well. However, with the recent increases in fuel costs and the focus on green issues, club members have been looking for ways to ensure their club's survival into the future. The solution was to install a Photo-Voltaic (PV) system with solar panels and battery storage. This means that the club has affordable power when it needs it.



How are we performing against our objective to...

## Improve the health and wellbeing of local residents



| Quarterly Indicators   | Quarter 2<br>21/22 | Quarter 2<br>22/23 | Quarter 2<br>23/24 | Target<br>23/24    |
|--|--------------------|--------------------|--------------------|--------------------|
| <b>Year to Date Indicators</b>                                     |                    |                    |                    |                    |
| Number of user visits - Active 4 Today (All)                       | New for Q3 21/22   | 492,064            | 578,024            | 500,000            |
| Number of events held in NSDC parks                                | New for Q3 21/22   | 108                | 136                | Trend (Increasing) |
| Number of children on environmental education visits to NSDC parks | New for Q3 21/22   | 405                | 662                | 400                |
| <b>All Other Indicator Types</b>                                   |                    |                    |                    |                    |
| Live Leisure Centre membership base (All)                          | New for Q3 21/22   | 11,024             | 11,788             | 11,500             |

### Exploring our performance...

All indicators across the health and wellbeing objective are in a strong position and above target and is testament to the continued efforts across the Council and key partners in what is an objective of vital importance to our residents.

The number of visits to our leisure centres has exceeded the 500,000 target by 78,024. Active4Today have recovered well from closures experienced as a result of Covid-19 and have rebuilt their membership base and number of user visits to deliver a strong end of quarter outturn.

# 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.

| Quarterly Indicators  | Quarter 2<br>21/22  | Quarter 2<br>22/23  | Quarter 2<br>23/24 | Target<br>23/24 |
|---|---------------------|---------------------|--------------------|-----------------|
| <b>Year to Date Indicators</b>  |                     |                     |                    |                 |
| Website – NSDC – sessions (total number of views)                                 | 209,403             | 404,920             | 850,139            | 200,000         |
| Engagement rate with posts issued on NSDC Facebook and X combined                 | 635,100             | 330,289             | 717,543            | 500,000         |
| Number of digital web form transactions   | 20,366              | 15,803              | 22,026             | 17,000          |
| % business rate collection  | 51.5%               | 57.7%               | 55.5%              | 49.1%           |
| % council tax collection  | 52.5%               | 52.4%               | 52.4%              | 48.7%           |
| Telephony - average length of time to answer call (seconds)                       | 125.0               | 142.0               | 135.0              | 90.0            |
| Responsive Repairs - telephony - average length of time to answer call (seconds)  | New for Q1<br>22/23 | 60.0                | 77.0               | 60.0            |
| <b>All Other Indicator Types</b>  |                     |                     |                    |                 |
| % invoices paid within 30 days - whole Council                                    | 96.6%               | 98.3%               | 98.3%              | 98.5%           |
| % effective response to careline calls within 180 seconds (industry standard)     | 98.0%               | 99.4%               | 99.2%              | 99.9%           |
| Average number of days to process new council tax support applications            | 19.2                | 19.6                | 12.7               | 18.0            |
| Average number of days to process council tax support change in circumstances     | 4.6                 | 7.7                 | 10.3               | 6.0             |
| Average number of working days to process new housing benefit claims              | 18.0                | 18.3                | 13.8               | 17.0            |
| Average number of working days to process housing benefit change in circumstances | 7.4                 | 5.0                 | 3.8                | 5.0             |
| % of complaints resolved within agreed timescales                                 | New for Q1<br>23/24 | New for Q1<br>23/24 | 98%                | 100.0%          |

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.

## Exploring our performance...

The continued increase in the engagement with our social media accounts demonstrates a range of posts which are engaging and informative and clearly of interest to our residents. The launch of our electronic newsletter has also raised our profile and increased residents interest in messages from us.

The average time for the contact centre to answer a call in quarter 2 only was 108 seconds, compared to 163 seconds in quarter 1. The performance continues to improve which is excellent considering that we received nearly 4,000 face to face visitors (22% increase) in this quarter.

The average time for our repairs contact centre to answer a call is below target by 17 seconds and this has increased by 17 seconds when compared to the same period of last year. The call handling times were extended due to an increase in the amount of incoming emails and online repair requests, these all need progressing individually in the system as you cannot raise multiple jobs at any one time. To combat this, we are now looking at separating these work streams giving the repairs and online requests to dedicated team members, so they will not receive calls whilst completing these tasks. We will monitor this performance over the next quarter.

Demand cannot always be predicted but the teams flex to meet demand peaks and are always focused on the quality of the provision 'right first time' which sometimes means that calls can take longer to resolve but give a much better outcome for the customer

The days to process a change in circumstances for council tax support (CTS) is above target by 4.3 days due to the large number of Universal Credit changes that has generated a potential change in council tax support. During the quarter we also experienced a number of staff absences that impacted on capacity. The number of Universal Credit changes has now stabilised and we are focussing additional resources to this area of work and expect to see improvements expected in quarter 3.

The percentage of complaints resolved within agreed timescales is below target by 2%. We are constantly reviewing our complaints process and aim to ensure that all complaints are responded to in time, and provide all of the information the customer requires. We are looking to expand our reporting on complaints to give a more detailed picture for members to consider.



Customer quote following a benefits query:

"Your colleague who dealt with my situation was absolutely amazing! Very polite, kind and professional. Always keeping me updated with everything. I really can't thank her enough. Thank you!"



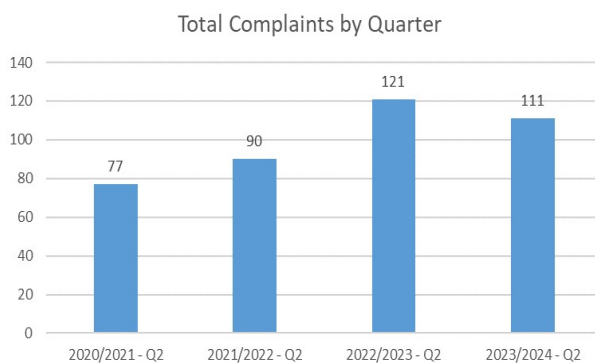
## Customer Feedback

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 highlights trends and helps us to establish our areas of demand. This provides us with insight into the needs of our customers and helps us to identify best practice, undertake continuous improvement and, ultimately, increase customer satisfaction.

During quarter 2, we received 30 compliments (praise), 12 suggestions and 111 complaints of which 40 were upheld and 28 were partially upheld.

## Complaints Received

During Quarter 2 we received 111 Stage 1 complaints, which, when compared to the same period in previous years, shows that we have received a gradual increase in numbers in Q2 since 2020/21. This now shows a reduction of 8% when compared to the same period of last year.



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

### Area of improvement...

Feedback was received regarding garden bin collections in Southwell where a lorry was leaking garden waste fluid onto the roads and pavements in the area.

### What we are doing to improve....

We have changed our compactor plate position in our collection vehicles at the start of the day to help prevent fluid building up.

## Response Times

Of the 111 complaints submitted in quarter 2, 97% were responded to within standard timescales (10 working days). Three complaints were not responded to within the 10-working day timescale, all of which were for missed bins within the Waste and Transport delivery team.

| Delivery Team                                | Complaints Received | % of All Complaints |
|--|---------------------|---------------------|
| Housing Maintenance & Asset Management       | 33                  | 30%                 |
| Waste & Transport                            | 21                  | 19%                 |
| Housing & Estate Management BM               | 18                  | 16%                 |
| Planning Development                         | 9                   | 8%                  |
| Street Scene/Grounds Maintenance             | 6                   | 5%                  |
| Public Protection/CCTV/ASB                   | 5                   | 5%                  |
| Council Tax                                  | 5                   | 5%                  |
| Environmental Services                       | 3                   | 3%                  |
| Housing Development, Regeneration & Strategy | 3                   | 3%                  |
| Benefits                                     | 1                   | 1%                  |
| Financial Services                           | 1                   | 1%                  |
| Public Protection                            | 1                   | 1%                  |
| Licensing                                    | 1                   | 1%                  |
| Economic Growth                              | 1                   | 1%                  |
| Palace Theatre                               | 1                   | 1%                  |
| Legal  | 1                   | 1%                  |
| Communications                               | 1                   | 1%                  |

## Complaints by Delivery Team

Due to the nature of their role the front facing services tend to attract the larger number of complaints. In Quarter 2 the majority of complaints received were for the following services:

**Housing Maintenance & Asset Management** received 30% (33) of all complaints submitted. Of the complaints received by the team, 15 were unsatisfied with delays or lack of action in service delivery and 10 further complaints were regarding staff conduct or lack of communication.

**Waste & Transport** received 19% (21) complaints, 16 of which were concerning missed/incorrect placement of bins.

**Housing & Estate Management** received 16% (18) of which, 8 were related to staff conduct or communication, and a further 4 residents were not happy with neighbours actions.

### Other significant complaints

Complaints have also been received across other service areas, with 1 regarding revised taxi tariffs not updated on our websites, two people had neighbour issues, one person complained about the standard of their shared accommodation, and another resident was not informed about a change in a contractor appointment.

## Suggestions

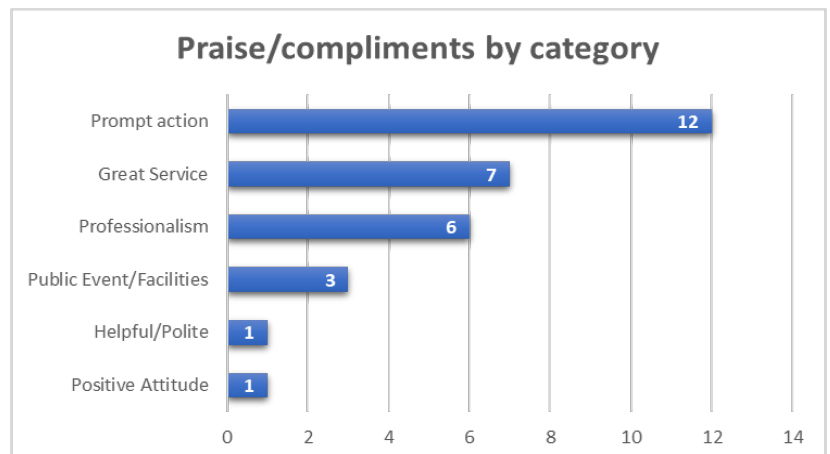
In Quarter 2, twelve suggestions were received, for example;

- Suggest that music on hold is changed to classical (calming effect on the caller).
- The inclusion of a second swimming pool in Newark.
- To look into making the Lincoln Road encampment barriers more permanent (currently using boulders which are being moved to allow entry).
- Due to historical importance, suggest an annual invitation of the Sealed Knot to Sconce Park.
- More use of social media to encourage the perception of how safe and welcoming the Town Centre is, to increase evening visits to enjoy the night life and evening entertainment.
- Re-development/facelift for DeLacey court.
- Cycle Route between Newark & Southwell.

Five of the suggestions received, could be considered as service requests, for example parks being locked during normal hours, placement of dustbins, cutting of grass verges and one request for information on work being carried out at Sconce Park.

## Praise/compliments by category

Thirty compliments were received during Q2 with prompt action (12) being the top category, followed by great service (7) and professionalism (6). Three people also complimented the facilities and events within the district, with 2 residents mentioning the positive attitude and the polite and helpful nature of our staff.



### Customer quote:

“ I would like to say a very big thank you to everyone at Newark and Sherwood District Council for the way I have been looked after since my Mum died (5 years ago). I have been treated with the utmost respect and courtesy and for that I am very grateful.”

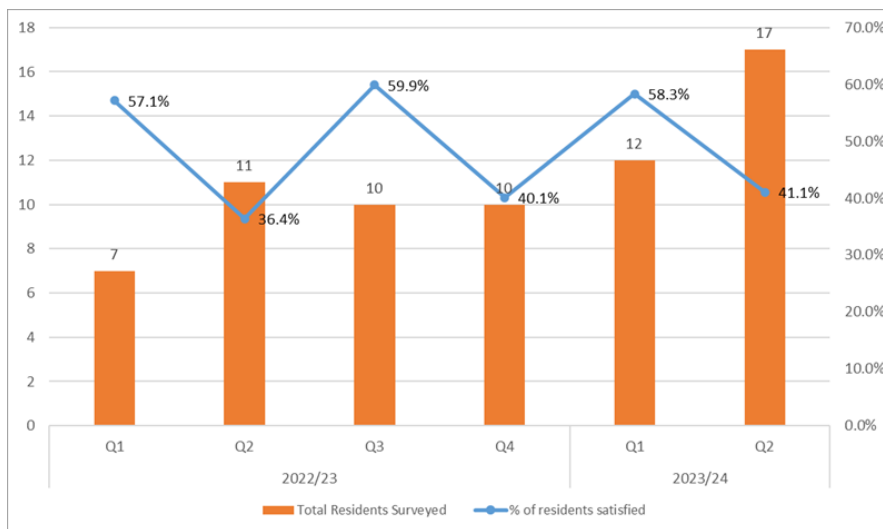
## Tenant Satisfaction

Following tenants receiving a service, satisfaction surveys are undertaken by Viewpoint to understand if our service delivery met their expectations. In quarter two, 908 surveys were conducted over 12 service areas, and the average service satisfaction across the areas was 91% (aka 91% satisfied or very satisfied). Three service areas scored 100% satisfaction - Major adaptations, Careline, and Lettings. All of the Service areas scored above 90% with the exception of Complaints and ASB.

### Complaints

Tenants were least satisfied with the complaints service; 40.1% of tenants surveyed were satisfied or very satisfied with how we handled complaints. 17 Tenants were surveyed.

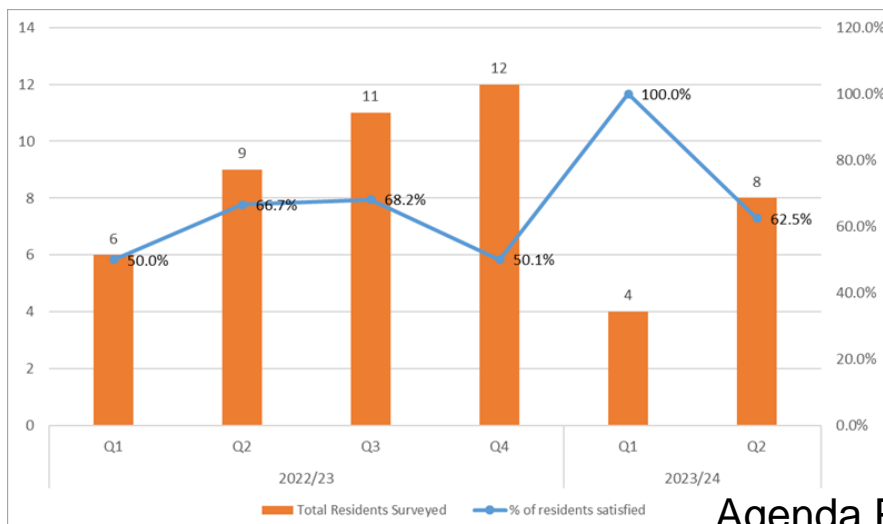
- Four tenants were unhappy about the length of time taken to respond to resolve their complaint of which 1 person felt that communication was an issue between NSDC and Contractors.
- One person responded that they had waited a full 2 years for a satisfactory outcome to their request.



### ASB

Of the 8 tenants surveyed, 3 people felt that the response from NSDC was not satisfactory:

- One tenant stated that they were considering a private exchange of home due to ongoing problems with their neighbours, which were not resolved despite many requests for help.
- Two tenants were advised to call the police with both feeling that this was not enough to resolve their ASB issue. One tenant stated that they were given a crime number by the police but their claim wasn't investigated.



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

Following on from the successes of last years ‘back to the floor’, members of the senior leadership once again spent time with different colleagues around the council, doing work that is different to their day to day. Spending time in this way, getting involved with more operational tasks, gives them the opportunity to engage with staff, gain valuable insights and learn about different parts of the council.

In September, we launched our new employee benefits platform – VIVUP. This new benefits platform will bring together all of our employee benefits into one easy to access place and includes a huge range of money saving offers including lifestyle benefits, discounts, cycle to work schemes and a car leasing scheme.

On 24 August the inaugural Boots and Berets Awards Ceremony was hosted by Nottinghamshire County Council. This was a prestigious event, hosted to celebrate those companies and individuals who play an important role in supporting ex-military personnel. Sir John Peace, Lord Lieutenant of Nottinghamshire was in attendance as the guest of honour. We are so proud and honoured to say that we won the Employer Forces Hero Award. The award recognised us as an employer that demonstrates outstanding commitment and performance to supporting the Armed Forces Community in the workplace and community, as well as our Armed Forces Covenant Gold Award.

| Quarterly Indicators  | Quarter 2<br>21/22  | Quarter 2<br>22/23  | Quarter 2<br>23/24 | Target<br>23/24 |
|---|---------------------|---------------------|--------------------|-----------------|
| <b>Year to Date Indicators</b>  |                     |                     |                    |                 |
| Average number of sick days per employee (FTE) per year lost through sickness absence | 3.5                 | 3.5                 | 3.4                | 3.5             |
| % staff turnover  | New for Q1<br>23/24 | New for Q1<br>23/24 | 8.0%               | 6.5%            |

## Exploring our performance...

The current rate of turnover is comparable to other local authorities. A healthy amount of movement within the organisation, provides opportunities to recruit new talent and growth of existing employees. The total this quarter has been impacted by a large number of retirements, which is typical in an organisation with a large proportion of older workers

# Newark & Sherwood District Council Compliance Report

## 2023/24 Quarter 2

### Introduction

Compliance refers to the alignment of a built asset with the relevant rules, regulations, and codes. This includes the products and materials incorporated into the building, as well as the way in which they're assembled and constructed. It is important that we continuously review our compliance to identify and thus rectify any issues identified to keep the buildings users and occupiers safe. This report provides assurance that the Council is compliant in its three key areas of corporate compliance, housing (tenant) compliance and green space compliance.

### Corporate Compliance

Corporate compliance refers to the compliance of the 25 commercial sites owned by the Council. We provide this assurance on all buildings owned by the Council regardless of whether they are owned and run by the Council or leased to another body (such as the Gilstrap) as the maintenance of the built asset remains the responsibility of the owner.

|   |                                      |
|---|--------------------------------------|
| Blidworth Leisure Centre                      | Newark Beacon Innovation Centre      |
| Bridge Community Centre                       | Newark Castle                        |
| Buttermarket Shopping Centre                  | Newark Lorry Park & The Ranch Café   |
| Castle House                                  | Newark Palace Theatre                |
| Church Farm Business Centre                   | Newark Sports And Fitness Centre     |
| Brunel Drive Depot - 4 Buildings (A, B, C, D) | Ollerton Housing Office              |
| Dukeries Leisure Centre                       | Queens Sconce Visitor Centre         |
| Farrar Close                                  | Sherwood Forest Arts & Crafts Centre |
| Gilstrap Centre Public Toilet                 | Southwell Leisure Centre             |
| Hawtonville Community Centre                  | The Tom Mann Pavilion                |
| National Civil War Centre                     | Vicar Water Visitor Centre           |

We provide assurance that the asset is compliant in 6 key areas.

- Legionella
- Asbestos
- Fire
- Gas
- Electrics
- Lift inspections

### Performance Indicators for Corporate Compliance for Quarter 2 2023/24

| Indicator  | Previous Quarter | Current Quarter | Target |
|--|------------------|-----------------|--------|
| % Completed Legionella tests (due this quarter)              | 100%             | 100%            | 100%   |
| % Completed Legionella Risk Assessments (due this quarter)   | 100%             | 100%            | 100%   |
| % Completed Asbestos Condition Surveys (annual)              | 100%             | 100%            | 100%   |
| % Completed Asbestos Annual Reviews (due this quarter)       | 100%             | 100%            | 100%   |
| % Completed Fire Risk Assessments (due this quarter)         | 100%             | 100%            | 100%   |
| % Completed Gas Boiler Services (due this quarter)           | 100%             | 100%            | 100%   |
| % Completed Electrical Inspection Reports (due this quarter) | 100%             | 100%            | 100%   |
| % Completed Lift Inspections (due this quarter)              | 100%             | No data         | 100%   |

### Exploring Our performance

Performance across our corporate compliance remains in a strong position with all indicators at 100%.

## Performance Housing Compliance

Housing compliance refers to the compliance of our built assets owned by the HRA aka our social tenancy estate. There are 5,749 Residential/Domestic sites and we provide assurance that they are compliant in 6 key areas. As with our housing estate, most of these sites are tenanted but the maintenance of the built asset remains the responsibility of the Council.

We provide assurance that the residential/domestic site is compliant in 6 areas.

- Legionella
- Asbestos
- Fire
- Gas
- Electrics
- Lifts

### Performance Indicators for Housing Compliance for Quarter 2 2023/24

| Indicator  | Previous Quarter | Current Quarter | Target |
|--|------------------|-----------------|--------|
| % Completed Legionella tests (due this quarter)              | 100%             | 100%            | 100%   |
| % Completed Legionella Risk Assessments (due this quarter)   | 100%             | 100%            | 100%   |
| % Completed Asbestos Condition Surveys (annual)              | 100%             | 100%            | 100%   |
| % Completed Asbestos Annual Reviews (due this quarter)       | 100%             | 100%            | 100%   |
| % Completed Fire Risk Assessments (due this quarter)         | 100%             | 100%            | 100%   |
| Number of outstanding RED Fire Risk Assessment actions       | 34               | 0               | Trend  |
| Number of outstanding AMBER Fire Risk Assessment actions     | 44               | 38              | Trend  |
| % Completed Gas Boiler Services (due this quarter)           | 97.4%            | 99.5%           | 100%   |
| % Completed Electrical Inspection Reports (due this quarter) | 89.4%            | 99.3%           | 100%   |
| % Completed Lift Inspections (due this quarter)              | 100%             | 100%            | 100%   |

### Exploring Our performance

The percentage of homes with a gas boiler service is below target by 0.5%, however all of the 24 properties that are out of compliance, are in an enforcement process to gain access to the properties.

The percentage of electrical inspection reports completed is below target by 0.7%, of the 43 of the outstanding properties, 39 are in an enforcement process to gain access.

## Green Space Compliance

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Green space compliance refers to the compliance of our green spaces and play parks. We own several parks and play parks as does the HRA and we have a responsibility to ensure the safety of park user. Therefore we inspect green spaces/parks and play parks to ensure they are safe to use.

### Performance Indicators for Green Space Compliance for Quarter 2 2023/24

| Indicator   | Previous Quarter | Current Quarter | Target |
|---|------------------|-----------------|--------|
| % Completed Play Park Inspections HRA Land (due this quarter) | 100%             | 100%            | 100%   |
| % Completed Play Park Inspections GF Land (due this quarter)  | 100%             | 100%            | 100%   |

### Exploring Our performance

Performance across our green space compliance remains in a strong position with all indicators at 100%.

### Risk

Alongside ensuring compliance we also monitor risk. This means we proactively identify potentially significant risks and implementing suitable control strategies help prevent these risks from being realised, or this is not possible, mitigate to a tolerable level. This is done in two ways.

- Operational Risks.** These are developed and managed by Business Managers and capture localised risks. These risks are reviewed every quarter and exceptions are reported to SLT and the Risk Management Group on a quarterly basis.
- Strategic Risks.** These are developed and managed by Directors and are significant risks faced by the Council which have the potential to prevent it from achieving its key/agreed objectives and/or have the potential to halt or significantly interfere with the ability of the Council to achieve its core objectives, priorities and/or ambitions. These risks are also reviewed every quarter and exceptions are reported to SLT and the Risk Management Group on a quarterly basis as well as Audit and Governance Committee on a bi-annual basis.





Report to: Policy & Performance Improvement Committee – 4 December 2023  
 Director Lead: Sanjiv Kohli, Deputy Chief Executive, Director - Resources  
 Lead Officer: Nick Wilson, Business Manager – Financial Services

| Report Summary           |  |
|--------------------------|--|
| <b>Report Title</b>      | Projected General Fund and Housing Revenue Account Revenue and Capital Outturn Report to 31 March 2024 as at 30 September 2023   |
| <b>Purpose of Report</b> | To update Members with the forecast outturn position for the 2023/24 financial year for the Council’s General Fund and Housing Revenue Account revenue and capital budgets.<br><br>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. |
| <b>Recommendations</b>   | That the Policy & Performance Improvement Committee note:<br>(a) the General Fund projected unfavourable outturn variance on Net Cost of Services of £0.418m;<br>(b) the Housing Revenue Account projected unfavourable outturn variance on net cost of HRA Services of £0.155m;<br>(c) the Capital Programme forecast Outturn of £81.237m   |

## 1.0 Background

### Overview of General Fund Revenue Projected Outturn for 2023/24

#### Current position (as at 30 September 2023): variances

1.1 *Table 1* shows a projected unfavourable variance on Service budgets against the revised budget of £0.418m, with an overall favourable variance of £0.422m to be transferred to General Fund reserves. This forecast outturn position is based on meetings which took place with Business Managers during October, whereby they have analysed actual income and expenditure to 30 September 2023 and forecasted forward the additional income and expenditure expected to be incurred to the end of March 2024. Further details of the variances projected against each of the portfolio holder budgets are provided in **Appendix A**.

Table 1: General Fund revenue outturn for 2023/24 financial year as at 30 September 2023

|  | Original<br>Budget<br>£'m | Revised<br>Budget<br>£'m | Projected<br>Outturn<br>£'m | Variance<br>£'m |
|--|---------------------------|--------------------------|-----------------------------|-----------------|
| Biodiversity and Environmental Services    | 1.388                     | 1.339                    | 1.388                       | 0.049           |
| Climate Change                             | 2.303                     | 2.330                    | 2.257                       | (0.073)         |
| Community Safety and Community Development | 2.491                     | 2.570                    | 2.537                       | (0.033)         |
| Health, Wellbeing and Leisure              | 0.727                     | 1.030                    | 1.022                       | (0.009)         |
| Heritage, Culture, and the Arts            | 0.877                     | 0.864                    | 0.861                       | (0.003)         |
| Housing                                    | 0.653                     | 0.513                    | 0.411                       | (0.102)         |
| Strategy, Performance and Finance          | 6.056                     | 7.045                    | 7.572                       | 0.527           |
| Sustainable Economic Development           | 1.589                     | 1.879                    | 1.941                       | 0.062           |
| <b>Net Cost of Services</b>                | <b>16.084</b>             | <b>17.571</b>            | <b>17.989</b>               | <b>0.418</b>    |
| Other Operating Expenditure                | 4.570                     | 4.562                    | 4.562                       | 0.000           |
| Finance & Investment Income/Expenditure    | (0.859)                   | (0.860)                  | (1.303)                     | (0.443)         |
| Taxation & Non-Specific Grant Income       | (21.989)                  | (22.596)                 | (22.883)                    | (0.287)         |
| <b>Net Cost of Non-Service</b>             | <b>(18.278)</b>           | <b>(18.894)</b>          | <b>(19.624)</b>             | <b>(0.730)</b>  |
| <b>Net Cost of Council Expenditure</b>     | <b>(2.194)</b>            | <b>(1.323)</b>           | <b>(1.635)</b>              | <b>(0.312)</b>  |
| Transfer to/(from) Usable Reserves         | 1.457                     | 0.586                    | 0.586                       | 0.000           |
| Transfer to/(from) Unusable Reserves       | 0.737                     | 0.737                    | 0.627                       | (0.110)         |
| Transfer to/(from) General Reserves        | 0.000                     | 0.000                    | 0.422                       | 0.422           |

- 1.2 An unfavourable variance of £0.418m is currently being projected on service budgets managed by business managers. This represents 2.38% of the total service budgets. A variance analysis is detailed at **Appendix A**.
- 1.3 There have been significant difficulties in recruitment to posts throughout the Council over the last few financial years. These difficulties in recruitment are being experienced across the whole of 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 built into the budget for 2023/24 was increased from 4% to 5%.
- 1.4 Currently an unfavourable variance on employee expenses of £0.324m is forecasted within the table above. This includes the 5% vacancy savings target (which was set at £0.918m). Therefore £0.594m is currently forecast to be unspent on employee expenses, which represents 3.05% (1.84% as at 30 June 2023) of employee budgets. This is based on assumptions as to when currently vacant posts are expected to be filled. Where posts are not filled by the expected time, this will increase the unspent budget, hence aligning closer to the 5% target. It is expected that by the year end position, the 5% target will be met. This is however, kept under regular review.
- 1.5 Non-Service net expenditure is projected to have a favourable variance of £0.730m (£0.613m as at 30 June) against the revised budget of £18.894m. These budgets primarily relate to income from council tax, national non-domestic rates (NNDR, or 'business rates') and investment interest. The favourable variance of £0.443m on Finance & Investment Income/Expenditure relates to increased investment interest income, based on higher than anticipated interest rates and higher investment balances. £0.240m of the £0.287m favourable variance on Taxation & Non-Specific Grant Income relates to a grant announced by the Department of Levelling-Up, Housing &

Communities (DLUHC), after the current year's budget was set, to mitigate the increase in cost borne by the Council for the Internal Drainage Boards. The remaining £0.047m is made up of several smaller items of grant in relation to the various grant schemes that the Council have administered on behalf of the Department for Energy Security and Net Zero.

### Overview of Projected Housing Revenue Account (HRA) Outturn for 2023/24

- 1.6 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 £0.155m. However, overall there is an increase in the forecast transfer to the Major Repairs Reserve of £0.113m:

*Table 2: HRA revenue outturn for 2023/24 financial year as at 30 September 2023*

|  | Original<br>Budget<br>£'m | Revised<br>Budget<br>£'m | Projected<br>Outturn<br>£'m | Variance<br>£'m |
|--|---------------------------|--------------------------|-----------------------------|-----------------|
| Expenditure                              | 20.029                    | 20.590                   | 20.592                      | 0.002           |
| Income                                   | (27.730)                  | (27.764)                 | (27.611)                    | 0.153           |
| <b>Net Cost of HRA Services</b>          | <b>(7.701)</b>            | <b>(7.175)</b>           | <b>(7.019)</b>              | <b>0.155</b>    |
| Other Operating Expenditure              | 0.142                     | 0.142                    | 0.142                       | 0.000           |
| Finance & Investment Income/Expenditure  | 3.504                     | 3.504                    | 3.236                       | (0.268)         |
| Taxation & Non Specific Grant Income     | 0.000                     | 0.000                    | 0.000                       | 0.000           |
| <b>(Surplus)/Deficit on HRA Services</b> | <b>(4.055)</b>            | <b>(3.528)</b>           | <b>(3.641)</b>              | <b>(0.113)</b>  |
| <b>Movements in Reserves</b>             |                           |                          |                             |                 |
| Transfer to/(from) Usable Reserves       | (0.527)                   | (1.054)                  | (1.054)                     | 0.000           |
| Transfer to/(from) Unusable Reserves     | (5.880)                   | (5.880)                  | (5.880)                     | 0.000           |
| Transfer to/(from) Major Repairs Reserve | 10.462                    | 10.462                   | 10.575                      | 0.113           |
| <b>Total</b>                             | <b>0.000</b>              | <b>0.000</b>             | <b>0.000</b>                | <b>0.000</b>    |

- 1.7 The favourable variance of £0.268 in the Finance & Investment Income/Expenditure line, this relates to a delay in the need to borrow external funds, as the cash flow management of the Council has meant that it doesn't need to borrow as early as originally anticipated.
- 1.8 The main reasons for the £0.155m unfavourable variance on services are detailed at **Appendix B**.

### Overview of Projected Capital Outturn 2023/24

- 1.9 The table below summarises the position for the Capital Programme as at 30 September 2023 and is split between General Fund and Housing Revenue Account.

|                         | <b>Revised Approved Budget £'m</b> | <b>Current Approved Budget £'m</b> | <b>Revised Budget updated for Approval £'m</b> | <b>Actual Spend to 30 September 2023 £'m</b> | <b>Forecast Outturn £'m</b> |
|-------------------------|------------------------------------|------------------------------------|--|--|-----------------------------|
| General Fund            | 66.354                             | 79.795                             | 64.350   | 16.703                                       | 64.350                      |
| Housing Revenue Account | 23.045                             | 29.916                             | 16.887   | 4.345  | 16.887                      |
| <b>Total</b>            | <b>89.399</b>                      | <b>109.711</b>                     | <b>81.237</b>                                  | <b>21.048</b>                                | <b>81.237</b>               |

1.10 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 Cabinet meeting on 12 September 2023, the total approved budget was £109.711m including slippage from 2022/23. The additions and amendments that now require approval at Cabinet on 5 December 2023 to reduce the total (General Fund and HRA) revised budget, as shown in the table above, to £81.237m.

1.11 A more detailed breakdown at scheme level, including some comments on projects progress, can be found at **Appendix C** (General Fund) and **Appendix D** (Housing Revenue Account).

## **2.0 Implications**

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

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

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

General Fund, Housing Revenue Account Revenue and Capital Monitoring Outturn Report as at March 2023 to Cabinet on 5 December 2023.

Appendix A

General Fund (GF) Revenue Outturn Variance Analysis by Portfolio and Business Unit as at 30 September 2023

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).

| Biodiversity and Environmental Services - £0.049m         |   | £'m            |
|---|---|----------------|
| Environmental Services                                    | Salary underspend in Grounds Maintenance due to Vacant Post and increase in Third Party Income.   | (0.033)        |
| All   | Vacancy Factor  | 0.084          |
| All   | Other Small Variances   | (0.002)        |
| <b>Biodiversity and Environmental Services Total</b>      |   | <b>0.049</b>   |
| Climate Change - £(0.073)m                                |   | £'m            |
| Environmental Services                                    | Salary underspend due to budget including 6 months of glass recycling service costs (now due to start later in the financial year) and vacancies, currently covered by agency staff   | (0.109)        |
| Environmental Services                                    | Recycling income includes 6 months of glass recycling service   | 0.086          |
| Environmental Services                                    | Garden Waste Collection income higher than anticipated due to more customers than anticipated in the budget   | (0.063)        |
| Environmental Services                                    | Vehicle running costs expenditure lower than anticipated as 6 months of additional vehicle usage budgeted for (in relation to glass recycling).   | (0.061)        |
| Environmental Services                                    | Payments less than anticipated regarding Waste Disposal and Income exceeding expectations   | (0.038)        |
| All   | Vacancy Factor  | 0.117          |
| All   | Other Small Variances   | (0.005)        |
| <b>Climate Change Total</b>                               |   | <b>(0.073)</b> |
| Community Safety and Community Development - £(0.033)m    |   | £'m            |
| Public Protection   | Additional income from HRA as hourly rates have been revised in relation to Insurance and Risk Management.  | (0.065)        |
| Public Protection   | Vacancies in Environmental Health and Neighbourhood Wardens   | (0.030)        |
| Housing Options, Health & Community Relations             | 2 vacancies within Health & Community Relations, 1 is anticipated to be filled by the end of October and the Apprentice post not expected to be filled.   | (0.049)        |
| All   | Vacancy Factor  | 0.104          |
| All   | Other Small Variances   | 0.007          |
| <b>Community Safety and Community Development Total</b>   |   | <b>(0.033)</b> |
| Health, Wellbeing and Leisure - £(0.009)m                 |   | £'m            |
| All   | Vacancy Factor  | (0.005)        |
| All   | Other Small Variances   | (0.004)        |
| <b>Health, Wellbeing and Leisure Total</b>                |   | <b>(0.009)</b> |
| Heritage, Culture, and the Arts - £(0.003)m               |   | £'m            |
| Economic Growth & Visitor Economy                         | Promotion of Tourism - Vacancy for Development & Place Marketing Manager for 6 months of the year   | (0.030)        |
| Heritage and Culture                                      | Net additional income in Box Office income, Theatre hires and ticket fees at the Palace Theatre   | (0.023)        |
| All   | Vacancy Factor  | 0.045          |
| All   | Other Small Variances   | 0.005          |
| <b>Heritage, Culture, and the Arts Total</b>              |   | <b>(0.003)</b> |
| Housing - £(0.102)m                                       |   | £'m            |
| Housing Options, Health & Community Relations             | Vacant post within Housing Options, along with staff recharges to the Resettlement Schemes which are grant funded.  | (0.118)        |
| Housing Options, Health & Community Relations             | Strategic Housing Apprentice post not being filled at this time.  | (0.016)        |
| Housing Options, Health & Community Relations             | 2 vacancies within Health & Community Relations, 1 is anticipated to be filled by the end of October and the Apprentice post not expected to be filled.   | (0.049)        |
| All   | Vacancy Factor  | 0.050          |
| All   | Other Small Variances   | 0.031          |
| <b>Resources &amp; Deputy Chief Executive's Total</b>     |   | <b>(0.102)</b> |
| Strategy, Performance and Finance - £0.527m               |   | £'m            |
| ICT & Digital Services                                    | Within the ICT team 1 FTE has recently reduced their hours to the equivalent of 0.6 FTE and 1 Vacancy from October 2023.  | (0.026)        |
| ICT & Digital Services                                    | The budget provision for Microsoft was set at a 20% increase on the 2022/23 financial year but the cost is lower than 2022/23.  | (0.034)        |
| Customer Services   | Favourable variance currently due to vacancy in the team and maternity leave, reduced slightly by Advisor roles being regraded  | (0.023)        |
| Admin Services  | Favourable variance currently due to vacancies in the team. Current forecasts assume vacancies are appointed to by October.   | (0.063)        |
| Financial Services  | SLT favourable variance on salaries due to budgeted pay award at 5% and 3.5% actual increase  | (0.018)        |
| Revenues and Benefits                                     | Vacant post from April 2023, being covered by an apprentice post from October 2023  | (0.038)        |
| Corporate Property  | Increase in Electricity costs across all Corporate Properties forecast to reflect current prices  | 0.212          |
| Corporate Property  | Newark Beacon rental and service charge income unfavourable variance due to 1 large tenant moving out that were taking up a number of units. Along with three further tenants due to move out. Budgeted for PV income generation and panels not due to be fitted until December 2023. | 0.086          |
| Corporate Property  | Surface Car Parks Newark income favourable variance due to more season tickets being sold   | (0.048)        |
| Corporate Property  | Lorry Park cleaner retired, function looking to be included in the Council's corporate contract currently covered by agency   | (0.015)        |
| Corporate Property  | Bowbridge Road Car Park not due for completion until January 2024. Unfavorable variance covered by saving on MRP.   | 0.083          |
| All   | Vacancy Factor  | 0.406          |
| All   | Other Small Variances   | 0.005          |
| <b>Legal &amp; Democratic Services Total</b>              |   | <b>0.527</b>   |
| Sustainable Economic Development - £0.062m                |   | £'m            |
| Planning Development                                      | Land Charges Income - nationally, the housing market remains uncertain and alongside rises in interest rates, house sales are seeing a reduction, thus impacting on the conveyancing process.   | 0.018          |
| Planning Development                                      | Vacant Planning Officer to backfill post, awaiting procurement exercise for new system. GIS Officer and Ecology Officer post vacant during quarter 1, officer now in post.  | (0.102)        |
| Planning Development                                      | Number of applications reduced reflecting national application submissions. No major applications currently anticipated. Planning application refunds accrued from previous years, offset against planning application income.  | 0.021          |
| Economic Growth & Visitor Economy                         | Town Centre Management - Consultancy to cover maternity leave funded from part year Development & Place Marketing vacancy within the Tourism cost centre, as per SLT report May 23  | 0.023          |
| All   | Vacancy Factor  | 0.107          |
| All   | Other Small Variances   | (0.005)        |
| <b>Legal &amp; Democratic Services Total</b>              |   | <b>0.062</b>   |
| <b>General Fund Revenue Outturn Variance for Services</b> |   | <b>0.418</b>   |

**Housing Revenue Account (HRA) Revenue Outturn Variance Analysis as at 30 September 2023**

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

| <b>HRA - £0.155m</b>  | <b>£'m</b>   |
|---|--------------|
| Recharges from General Fund, reductions in Customer Services and Admin Services due to vacancies, and increases in ICT due to HMS implementation project, Communications reflecting actual activity, Insurance and Risk Management due to more accurate charging. | 0.075        |
| Income Management Team vacancies, forecasting start in post in November 2023  | (0.072)      |
| Investment Team vacancies. Additional costs are being incurred to cover with agency budget, however, budget has been moved from other underspends to cover the cost   | (0.071)      |
| Community Centres Rates charge dated back to 2016   | 0.169        |
| x2 Vacancies within the Voids Maintenance team, currently anticipating to be filled in December 2023, but covering with contractors.  | (0.040)      |
| Responsive Repairs Team vacancies, currently forecasting to be filled in the new calendar year  | (0.127)      |
| Vacancies within the Tenancy and Estates Team forecasting to be filled in the new calendar year   | (0.068)      |
| Vacancies at Gladstone House forecasting to be filled in the new calendar year  | (0.044)      |
| Weekly Income at Gladstone House reduced by 25% due to the Careline cover terminating in house service in 2022/23, not yet reflected in the budget.   | 0.080        |
| Vacancy in Compliance Services, anticipated recruitment during September  | (0.045)      |
| Boughton Extra Care various vacancies throughout the year   | (0.031)      |
| Boughton Extra Care Scheme utilities usage is higher than expected and the tariff is currently under review   | 0.056        |
| Broadleaves Meal Charge income unfavourable variance due to no weekend provision and residents opting out of the service  | 0.041        |
| Yorke Drive losses Council Tax Voids forecast based on 2022/23 levels   | (0.014)      |
| Vacancy Factor  | 0.269        |
| Other small variances   | (0.023)      |
| <b>Total</b>  | <b>0.155</b> |

## General Fund - Spend against budget - Estimated in year

| Project | Capital Description                             | Revised Budget   | Future Proposed variations | Revised Budget including future proposed variations | Actuals to 30.09.23 | Current outstanding orders | Additional anticipated spend in year | Total Projected spend in year | Variance Over/Underspend | Comments - Spend to date   |
|---------|---|------------------|----------------------------|---|---------------------|----------------------------|--------------------------------------|-------------------------------|--------------------------|--|
| TB2257  | Playground Equipment Improvement Programme      | 249,200          | 0                          | 249,200   | 21,693              | 227,507                    | 0                                    | 249,200                       | 0                        | 14.07.23 orders have been placed, works due to start any time now.<br>16.10.23 works complete and paid for by 2nd week of November.  |
| TB3142  | Binrastructure Wrap Grant                       | 1,094            | 0                          | 1,094   | 1,094               | 0                          | 0                                    | 1,094                         | 0                        | speak to AK  |
| TB3143  | Vicar Water Embankment Works                    | 0                | 0                          | 0   | 0                   | 0                          | 0                                    | 0                             | 0                        | 14.07.23 Scheme complete   |
| TC3131  | London Road Library Gardens                     | 0                | 0                          | 0   | 335                 | 0                          | -335                                 | -0                            | -0                       |  |
|         | <b>Biodiversity and Environmental Services</b>  | <b>250,294</b>   | <b>0</b>                   | <b>250,294</b>                                      | <b>23,122</b>       | <b>227,507</b>             | <b>-335</b>                          | <b>250,294</b>                | <b>0</b>                 |  |
| TA3062  | Beacon EV Chargepoints                          | 36,850           | 0                          | 36,850  | 0                   | 0                          | 36,850                               | 36,850                        | 0                        |  |
| TB2253  | Vehicles & Plant (NSDC)                         | 1,204,360        | 0                          | 1,204,360   | 39,182              | 1,048,064                  | 117,115                              | 1,204,361                     | 0                        | 14.07.23 vehicles that need to be ordered have been to date.<br>16.10.23 orders required in place to date  |
| TB2255  | Glass Recycling Transfer Station                | 38,400           | 41,600                     | 80,000  | 462                 | 175                        | 37,763                               | 38,400                        | -41,600                  | 14.07.23 still to agree final design. May need to use some budget from Bin purchases if costs are higher than expected.<br>16.10.23 costs expected to be higher than the budget, additional from Bin Purchases budget. |
| TB2256  | Glass Recycling Bin Purchase                    | 1,411,909        | -41,600                    | 1,370,309   | 0                   | 0                          | 1,411,909                            | 1,411,909                     | 41,600                   | 14.07.23 consultation period finished, therefore initial bin purchase can be arranged.<br>16.10.23 going to tender w/c 23.10.23 will be purchasing less bins than anticipated therefore move £xx to transfer station   |
| TC3129  | Brunel Drive EV Charge points                   | 0                | 17,010                     | 17,010  | 0                   | 0                          | 17,010                               | 17,010                        | 0                        |  |
| TC3136  | Climate Change                                  | 93,300           | -93,300                    | 0   | 0                   | 0                          | 0                                    | 0                             | 0                        | 16.10.23 reprofile to 24/25  |
| TC3154  | Solar PV  | 629,650          | 0                          | 629,650   | 0                   | 426,523                    | 203,127                              | 629,650                       | 0                        | 14.07.23 works due to start in October 23 16.10.23 works are progressing.  |
| TC3158  | Upgrade Charging point at Castle House          | 50,000           | 0                          | 50,000  | 0                   | 0                          | 50,000                               | 50,000                        | 0                        | 14.07.23 looking into working with NCC.  |
|         | <b>Climate Change</b>                           | <b>3,464,469</b> | <b>-76,290</b>             | <b>3,388,179</b>                                    | <b>39,644</b>       | <b>1,474,762</b>           | <b>1,873,774</b>                     | <b>3,388,180</b>              | <b>1</b>                 |  |
| TF2000  | CCTV Replacement Programme                      | 140,500          | -85,057                    | 55,443  | 10,052              | 18,362                     | 27,029                               | 55,443                        | -0                       | 26.07.23 ASB review.<br>16.10.23 7 units currently being replaced. The remaining budget to be reprofiled to 24/25  |
| TA3097  | Yorke Drive Regeneration and Community Facility | 3,398,383        | -3,298,383                 | 100,000   | 0                   | 1,518                      | 98,482                               | 100,000                       | -0                       | 14.07.23 going to planning committee in August.<br>17.10.23 now going to planning in December, start on site would be expected in Q1 24/25, therefore reprofile budget   |

|        |  |                  |                   |                |                |                |                |                |           |  |
|--------|--|------------------|-------------------|----------------|----------------|----------------|----------------|----------------|-----------|--|
| TB6154 | Community Facilities Provision Community & Activity Village (inc S105) | 45,000           | 0                 | 45,000         | 30,409         | 0              | 14,591         | 45,000         | -0        | 14.07.23 - CHECK WITH ANDY - £45k was coming from Change Mgt. 16.10.23 the cost was less than anticipated therefore no further costs.  |
| TB6165 | S106 Community Facilities to SOT                                       | 239,620          | 0                 | 239,620        | 0              | 0              | 239,620        | 239,620        | 0         | 14.07.23 progress update with Parish Council today. 16.10.23 looking into an alternative approach.   |
| TB6171 | S106 Clipstone Miners Welfare Trust                                    | 169,169          | 0                 | 169,169        | 169,169        | 0              | 0              | 169,169        | -0        | 14.07.23 Scheme complete.  |
| TF3231 | Safer Streets 4  | 180,000          | 0                 | 180,000        | 44,351         | 0              | 135,649        | 180,000        | 0         | 26.07.23 working towards the September deadline. 16.10.23 £149k to be refunded to the PCC due to inability to meet the deadlines set by PCC for spend outside of NSDC control. |
| TF3232 | Rural Crime and Prevention   | 39,000           | 0                 | 39,000         | 0              | 0              | 39,000         | 39,000         | 0         | 26.07.23 works due around Forest corner  |
|        | <b>Community Safety and Community Development</b>                      | <b>4,211,672</b> | <b>-3,383,440</b> | <b>828,232</b> | <b>253,981</b> | <b>19,880</b>  | <b>554,371</b> | <b>828,232</b> | <b>0</b>  |  |
| TA1216 | Dukeries LC New Pool   | 0                | 0                 | 0              | -32,971        | 28,476         | 4,495          | -0             | -0        | 14.07.23 working with Ascot to complete project.   |
| TA1221 | SLC Fire Safety Remedial Works   | 391,500          | 0                 | 391,500        | 16,079         | 5,840          | 369,581        | 391,500        | -0        | 14.07.23 currently negotiating with contractor to agree spec and start date  |
| TB6162 | Magnus Academy Hockey Pitch  | 9,844            | 0                 | 9,844          | -7,983         | 10,921         | 6,906          | 9,844          | -0        | 14.07.23 retention release due end of July. Scheme complete.   |
|        | <b>Health, Wellbeing and Leisure</b>                                   | <b>401,344</b>   | <b>0</b>          | <b>401,344</b> | <b>-24,875</b> | <b>45,237</b>  | <b>380,982</b> | <b>401,343</b> | <b>-1</b> |  |
| TA3053 | Museum Improvements  | 219,577          | -184,294          | 35,283         | -4,655         | 39,938         | 0              | 35,283         | 0         | 16.10.23 on hold while Tudor attic is complete. Reprofile to 24/25   |
| TA3056 | NCWC Tudor Hall  | 278,290          | 50,000            | 328,290        | 52,674         | 224,881        | 50,736         | 328,290        | 0         | 14.07.23 start on site on 31 July due to be complete by early in the new year.   |
| TA3057 | Palace Theatre Lighting  | 11,263           | 0                 | 11,263         | -2,000         | 2,000          | 11,263         | 11,263         | -0        |  |
| TA3058 | Palace Theatre Fire Alarm Upgrade                                      | 56,040           | -56,040           | 0              | 0              | 120            | -120           | 0              | 0         | 14.07.23 in design phase at the moment, but will need to be delivered during dark period - move to 2024/25.  |
| TA3063 | Palace Backstage Safety Improvements                                   | 54,486           | 0                 | 54,486         | 27,243         | 27,243         | 0              | 54,486         | 0         | 14.07.23 Scheme complete   |
| TB3155 | Castle - Condition Works   | 80,105           | 13,955            | 94,060         | 38,796         | 55,264         | 0              | 94,061         | 0         | 14.07.23 profile £80k to 24/25 for phase 2 of the works 16.10.23 - adjust profile  |
| TB3160 | Castle Electrical Upgrade & Fire Alarm                                 | 8,757            | 0                 | 8,757          | 0              | 0              | 8,757          | 8,757          | -0        | 14.07.23 scheme complete budget not required.  |
|        | <b>Heritage, Culture and the Arts</b>                                  | <b>708,518</b>   | <b>-176,379</b>   | <b>532,139</b> | <b>112,058</b> | <b>349,446</b> | <b>70,636</b>  | <b>532,140</b> | <b>1</b>  |  |
| TF6011 | Private Sector Disabled Facilities Grants                              | 851,814          | 0                 | 851,814        | 146,656        | 4,530          | 700,628        | 851,814        | 0         | 26.07.23 referrals received as expected 16.10.23 still experiencing high volumes of referrals.   |
| TF6012 | Discretionary Disabled Facilities Grants                               | 109,697          | 0                 | 109,697        | 28,127         | 0              | 81,570         | 109,697        | -0        | 26.07.23 top ups on the above, as expected 16.10.23 due to review the policy which governs the level of discretionary payment allowed.   |
| TF3228 | Homeless Hostel  | 1,678,722        | 0                 | 1,678,722      | 1,096,811      | 452,057        | 129,854        | 1,678,722      | -0        | 14.07.23 internal works started, due to complete in December 23.   |



|        |  |                  |          |                  |                  |                |                  |                  |           |   |
|--------|--|------------------|----------|------------------|------------------|----------------|------------------|------------------|-----------|---|
| TF3267 | Homes for Ukraine  | 2,860,000        | 0        | 2,860,000        | 1,039,112        | 75,330         | 1,745,558        | 2,860,000        | 0         | 16.10.23 On track for completion in December.   |
| TF3268 | Bridging Accomodation                                    | 270,000          | 0        | 270,000          | 185,630          | 4,987          | 79,383           | 270,000          | -0        | 16.10.23 On track for completion in December.   |
| TF6807 | Warm Homes on Prescription                               | 101,728          | 0        | 101,728          | 11,934           | 5,198          | 84,597           | 101,729          | 0         |   |
|        | <b>Housing</b>   | <b>5,871,961</b> | <b>0</b> | <b>5,871,961</b> | <b>2,508,270</b> | <b>542,101</b> | <b>2,821,590</b> | <b>5,871,961</b> | <b>-0</b> |   |
| TC3152 | Target Hardening - GF                                    | 37,552           | 0        | 37,552           | 35,077           | 0              | 2,475            | 37,552           | -0        | 14.07.23 works at vicar water due to start by the end of July.<br>16.10.23 works completed onsite, just signage to arrange  |
| TA3060 | Beacon - New Boiler                                      | 61,525           | 0        | 61,525           | 0                | 0              | 61,525           | 61,525           | 0         | 14.07.23 bio mass boiler suppliers have withdrawn from the market. Investigating other options, which will come out of future decarb surveys.<br>16.10.23 BE Desgins are surveying the Beacon in November to provide an updated solution                      |
| TA3061 | Beacon - LED lights                                      | 81,995           | 0        | 81,995           | 0                | 3,355          | 78,640           | 81,995           | 0         | 14.07.23 will be procuring the works in order to deliver in this financial year<br>16.10.23 BE Desgins are surveying the Beacon in November to  |
| TC3140 | Car Park Ticket Machine Replacement                      | 0                | 0        | 0                | 0                | 0              | 0                | 0                | 0         |   |
| TC3016 | Legionella Remedial Works                                | 17,771           | 0        | 17,771           | 4,057            | 0              | 13,714           | 17,771           | 0         | 15.11.2023 This is in response to a series of phased risk assessments on legionella. To date we have completed 8 new risk assessments which are high risk buildings and 8 lower risk properties programmed for next year.                                     |
| TC3134 | Works to SFACC   | 10,344           | 0        | 10,344           | 9,313            | 0              | 1,031            | 10,344           | 0         | 14.07.23 final stage of the project nearly complete   |
| TC3135 | Works to Buttermarket                                    | 92,997           | 0        | 92,997           | 23,235           | 4,845          | 64,916           | 92,996           | -0        | 14.07.23 refurb works nearly complete. Currently testing the market for the final stage of the project.<br>16.10.23 held until finalise plans on first floor.<br>15.11.23 New lift required to the upper floor which will cost £50k.                          |
| TC3138 | Lord Hawke Way Remedial Work & Bond                      | 185,000          | -184,654 | 346              | -2,250           | 2,596          | 0                | 346              | -0        | 14.07.23 the road has now been adopted, no further funds are required.  |
| TC3142 | Common Lighting at Industrial Estates                    | 65,497           | 0        | 65,497           | 0                | 0              | 65,497           | 65,497           | 0         | 15.11.23 Use in the current FY.   |
| TC3143 | Roller Shutter Doors at Industrial Units                 | 224,750          | -209,055 | 15,695           | 15,695           | 0              | 0                | 15,695           | 0         | 16.10.23 no further works to be carried out due to responsibility being with the tenants.<br>15.11.23 Money can be returned and closed.   |
| TC3144 | Fire & Security Rear Entrance Doors at Industrial Units  | 104,670          | 0        | 104,670          | 12,996           | 73,644         | 18,030           | 104,670          | 0         | 14.07.23 installation will be ongoing throughout the year   |
| TC3145 | Fire Signage and Emergency Lighting at Industrial Units  | 222,500          | -222,500 | 0                | 0                | 0              | 0                | 0                | 0         | 15.11.23 Estates / Facilities teams have confirmed through Legal Services that the rights to undertake these works. Therefore the project can be closed and Corporate Property will rely on R&R budgets to renew aspects at the point of a unit being vacant. |
| TC3146 | Electrical Upgrades to Industrial Units                  | 207,000          | -207,000 | 0                | 0                | 0              | 0                | 0                | 0         | 15.11.23 Estates / Facilities tems have confirmed through Legal Services that the rights to undertake these works. Therefore the project can be closed and Corporate Property will rely on R&R budgets to renew aspects at the point of a unit being vacant.  |
| TC3148 | RHH Units Fit Out  | 50,676           | 0        | 50,676           | 0                | 0              | 50,676           | 50,676           | 1         | 14.07.23 one final tenant to pay for fit out.   |
| TC3155 | Security Gates Burma Road, Clipstone, S'well, SOT, SFACC | 25,000           | 0        | 25,000           | 0                | 0              | 25,000           | 25,000           | 0         | 15.11.23 Tenders expected W/C 20th - after which an appointment will be made to start works.  |

|        |  |                   |                    |                   |                   |                  |                   |                   |           |   |
|--------|--|-------------------|--------------------|-------------------|-------------------|------------------|-------------------|-------------------|-----------|---|
| TC3156 | Jubilee Bridge Works                         | 333,500           | -200,000           | 133,500           | 0                 | 0                | 133,500           | 133,500           | 0         | 14.07.23 works have been tendered, not yet awarded. 16.10.23 contractor identified, due to start early in 2024. Reprofile £200,000 to 24/25.  |
| TC3157 | Female only Shower Block Lorry Park          | 60,000            | 0                  | 60,000            | 0                 | 0                | 60,000            | 60,000            | 0         | 16.10.23 production starting end of October, with install commencing December 23.   |
| TC3159 | Car Park Barrier CH 1 - ASI                  | 0                 | 29,000             | 29,000            | 0                 | 0                | 29,000            | 29,000            | 0         | 16.10.23 barriers to be installed December 23.  |
| TE3250 | Shared Prosperity Fund year 1                | 70,064            | 0                  | 70,064            | 0                 | 0                | 70,064            | 70,064            | 0         | 16.10.23 grant allocated and will be spent by March 24  |
| TE3251 | Rural England Prosperity Fund                | 446,000           | 0                  | 446,000           | 46,406            | 0                | 399,594           | 446,000           | 0         | 16.10.23 grants have all been awarded, will be spent by March 24.   |
| TA3286 | Information Technology Investment            | 934,596           | -131,430           | 803,166           | 233,390           | 455,711          | 114,065           | 803,165           | -0        | 14.07.23 equipment is arriving now.<br>16.10.23 replacements ongoing, reprofile £135,000 to 2024/25 to fit in with work programme.  |
| TC2006 | Purchase of Land at Bowbridge Road           | 625,819           | 0                  | 625,819           | 17,295            | 15,741           | 592,783           | 625,819           | 0         | 14.07.23 out to tender at the moment, return date 4 august. If progresses to plan completion would be around January 24.<br>16.10.23 started on site today, due to finish by February 24.             |
| TC2007 | Clipstone Holding Centre                     | 2,114,319         | -1,783,449         | 330,870           | 27,529            | 3,342            | 300,000           | 330,870           | 0         | 14.07.23 tenders received for design for planning by the end of the financial year.<br>16.10.23 consultants appointed. Reprofile budget. £300k in 23/24, rest move to 24/25                           |
| TC2008 | Vicar Water Country park                     | 65,000            | 0                  | 65,000            | 0                 | 0                | 65,000            | 65,000            | 0         | 14.07.23 update to be brought back to next meeting<br>26.10.23 site will maybe form part of a wider project   |
| TE3268 | Southern Link Road Contribution              | 27,884,606        | 0                  | 27,884,606        | 8,578,793         | 7,250            | 19,298,563        | 27,884,606        | -0        | 14.07.23 - programme is delayed, however, spend is still being incurred and the LUF grant will be spent before the deadline, expected by Jan 24. Overall construction completion expected in Q3 2026. |
| TG1003 | Housing Regeneration Loan Facility           | 11,408,071        | 0                  | 11,408,071        | 0                 | 0                | 11,408,071        | 11,408,071        | 0         |   |
|        |  |                   |                    |                   |                   |                  |                   |                   |           |   |
|        | <b>Strategy, Performance and Finance</b>     | <b>45,329,250</b> | <b>-2,909,088</b>  | <b>42,420,162</b> | <b>9,001,536</b>  | <b>566,483</b>   | <b>32,852,144</b> | <b>42,420,163</b> | <b>1</b>  |   |
|        |  |                   |                    |                   |                   |                  |                   |                   |           |   |
| TB3154 | Castle Gatehouse Project                     | 4,010,515         | -3,000,000         | 1,010,515         | 62,630            | 215,511          | 732,375           | 1,010,515         | -0        | 16.10.23 seeking approval at 31.10.23 Cabinet for round 2 application for NLHF funding.   |
| TI1002 | A1 Overbridge Improvements                   | 5,600,000         | -5,000,000         | 600,000           | 24,000            | 0                | 576,000           | 600,000           | 0         | 14.07.23 quote received to take up to planning application stage which needs to be broken down between feasibility and design.<br>16.10.23 commenced working on detailed design                       |
| TI1000 | Towns Fund - 32 Stodman Street Regeneration  | 2,195,429         | 0                  | 2,195,429         | 295,927           | 1,364,814        | 534,689           | 2,195,429         | 0         | 14.07.23 works are due to start around September 23   |
| TI1002 | Towns Fund - Contribution to IASI            | 6,801,620         | 0                  | 6,801,620         | 4,408,486         | 2,295,980        | 97,153            | 6,801,619         | -0        | 14.07.23 progressing well to date.  |
| TI1003 | Towns Fund - Newark Gateway Cattlemarket Ph1 | 0                 | 0                  | 0                 | -1,430            | 0                | 1,429             | -1                | -1        |   |
| TI1005 | Towns Fund - Cycle Town                      | 50,000            | 0                  | 50,000            | 0                 | 2,522            | 47,478            | 50,000            | 0         |   |
| TI1006 | Towns Fund - Cultural Heart of Newark        | 900,000           | -900,000           | 0                 | 0                 | 0                | 0                 | 0                 | 0         |   |
|        |  |                   |                    |                   |                   |                  |                   |                   |           |   |
|        | <b>Sustainable Economic Development</b>      | <b>19,557,564</b> | <b>-8,900,000</b>  | <b>10,657,564</b> | <b>4,789,612</b>  | <b>3,878,827</b> | <b>1,989,124</b>  | <b>10,657,563</b> | <b>-1</b> |   |
|        | <b>GRAND TOTAL</b>                           | <b>79,795,073</b> | <b>-15,445,197</b> | <b>64,349,876</b> | <b>16,703,348</b> | <b>7,104,242</b> | <b>40,542,286</b> | <b>64,349,876</b> | <b>1</b>  |   |

| Project                              | Capital Description                       | Revised Budget including Variations for Approval | Future Proposed Variations | Revised Budget including Proposed Variations | Actuals to 30.09.23 | Current outstanding orders | Additional anticipated spend in year | Total Projected spend in year | Variance Over/ Underspend | Comments - Spend to date   |
|--------------------------------------|---|--|----------------------------|--|---------------------|----------------------------|--------------------------------------|-------------------------------|---------------------------|--|
| <b>PROPERTY INVESTMENT PROGRAMME</b> |   |  |                            |  |                     |                            |                                      |                               |                           |  |
| S91100                               | ROOF REPLACEMENTS                         | 1,277,779  |                            | 1,277,779                                    | 478,403             | 454,984                    | 344,391                              | 1,277,779                     | (0)                       | 06.07.23 predicting full spend in this FY as output is increasing<br>11.10.23 total jobs at approx 90 up to Q2. 60 flat roofs, 30 pitched roofs.<br>22 properties at £11,000 a property - finlock guttering to be done within next few months.   |
| S91115                               | Roof Replacement Works                    | 0  |                            | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| S91116                               | Flat Roof Replacement Work                | 0  |                            | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| S711                                 | <b>ROOF REPLACEMENTS</b>                  | <b>1,277,779</b>                                 | <b>0</b>                   | <b>1,277,779</b>                             | <b>478,403</b>      | <b>454,984</b>             | <b>344,391</b>                       | <b>1,277,779</b>              | <b>(0)</b>                |  |
| S91200                               | KITCHEN & BATHROOM CONVERSIONS            | 0  |                            | 0  | (17,731)            | 17,776                     | 0                                    | 45                            | 45                        |  |
| S91218                               | Kit & Bathrooms                           | 1,625,000  |                            | 1,625,000                                    | 405,064             | 547,793                    | 672,098                              | 1,624,955                     | (45)                      | 06.07.23 expected to spend full budget this FY, potential to be overspent but will review in Q2. 47 jobs completed and an estimated total of 180-190 to be completed in this FY.<br>16.10.23 applications for 2 months were being disputed but have now been paid in Oct. 100 jobs completed in first half of the year, spend of £700,000. Predicting another 100 jobs and a full spend by the end of the FY |
| S712                                 | <b>KITCHEN &amp; BATHROOM CONVERSIONS</b> | <b>1,625,000</b>                                 | <b>0</b>                   | <b>1,625,000</b>                             | <b>387,333</b>      | <b>565,569</b>             | <b>672,098</b>                       | <b>1,625,000</b>              | <b>0</b>                  |  |
| S91300                               | EXTERNAL FABRIC                           | 0  |                            | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| S91336                               | External Fabric Works                     | 360,000  | 11,820                     | 371,820                                      | 59,813              | 312,006                    | 0                                    | 371,820                       | (0)                       | 06.07.23 predicting full spend in this FY contractor only just started and has been set up for next 4 years so works should pick up. Potential for overspend but will review in September<br>11.10.23 completed 39 properties, 13 behind schedule, around 2 weeks of work due to schools taking up work for Bell Group.  |
| S713                                 | <b>EXTERNAL FABRIC</b>                    | <b>360,000</b>                                   | <b>11,820</b>              | <b>371,820</b>                               | <b>59,813</b>       | <b>312,006</b>             | <b>0</b>                             | <b>371,820</b>                | <b>(0)</b>                |  |
| S91400                               | DOORS & WINDOWS                           | 0  |                            | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| S91412                               | Doors & Windows Works                     | 305,267  | 0                          | 305,267                                      | 51,999              | 204,079                    | 49,189                               | 305,267                       | 0                         | 06.07.23 predicting full spend of budget this FY increasing output with Nationwide.<br>11.10.23 few issues with Nationwide works, catch up invoices coming through in October as works have now been signed off. Spend will total around £130,000 once these invoices have caught up.  |
| S714                                 | <b>DOORS &amp; WINDOWS</b>                | <b>305,267</b>                                   | <b>0</b>                   | <b>305,267</b>                               | <b>51,999</b>       | <b>204,079</b>             | <b>49,189</b>                        | <b>305,267</b>                | <b>0</b>                  |  |

| Project | Capital Description | Revised Budget including Variations for Approval | Future Proposed Variations | Revised Budget including Proposed Variations | Actuals to 30.09.23 | Current outstanding orders | Additional anticipated spend in year | Total Projected spend in year | Variance Over/ Underspend | Comments - Spend to date   |
|---------|---------------------|--|----------------------------|--|---------------------|----------------------------|--------------------------------------|-------------------------------|---------------------------|--|
| S91500  | OTHER STRUCTURAL    | 131,793  | 0                          | 131,793                                      | 30,112              | 32,497                     | 69,184                               | 131,793                       | (0)                       | 06.07.23 overspend expected, looking to source money from other projects. Few jobs in the coming months that will fully spend budget.<br>11.10.23 spend will increase over next few months with 5 jobs coming up new project manager has slowed down works slightly. Number of higher spend works coming in next few months. |
| S91511  | Walls Re-Rendering  | 0  | 0                          | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| S715    | OTHER STRUCTURAL    | 131,793  | 0                          | 131,793                                      | 30,112              | 32,497                     | 69,184                               | 131,793                       | (0)                       |  |
| S93100  | ELECTRICAL          | 0  | 0                          | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| S93115  | Rewires             | 720,000  | 0                          | 720,000                                      | 286,486             | 152,184                    | 281,330                              | 720,000                       | (0)                       | 07.07.23 51 jobs signed off, averaging 4 per week, therefore predicting full spend of budget with works continuing at the same rate (200 properties per year).<br>09.10.23 68 rewires so far until Q2. Confident will be fully spent   |
| S731    | ELECTRICAL          | 720,000  | 0                          | 720,000                                      | 286,486             | 152,184                    | 281,330                              | 720,000                       | (0)                       |  |
| S93500  | HEATING             | 344,935  | 357,329                    | 702,264                                      | 378,178             | 40,162                     | 283,694                              | 702,034                       | (229)                     | 07.07.23 predicting full spend of budget<br>19.10.23 104 jobs complete in Q2, just doing immediate urgent breakdowns to reduce spend to keep within budget.  |
| S93510  | Heating/Boilers     | 51,091   | (51,091)                   | 0  | 229                 | 0                          | 0                                    | 229                           | 229                       |  |
| S735    | HEATING             | 396,026  | 306,238                    | 702,264                                      | 378,408             | 40,162                     | 283,694                              | 702,264                       | (0)                       |  |
| S93600  | ENERGY EFFICIENCY   | 280,000  | (100,000)                  | 180,000                                      | 77,854              | 83,440                     | 18,707                               | 180,001                       | 0                         | 06.10.23 some of these invoices to be moved to decarb  |
| S93622  | PV Invertors        | 206,238  | (206,238)                  | (0)  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| S93625  | Thermal Comfort     | 445,000  | (400,000)                  | 45,000                                       | 0                   | 0                          | 45,000                               | 45,000                        | 0                         | 13.07.23 currently going through procurement, potential to be on site next month   |
| S93626  | Decarbonisation     | 461,850  | 458,106                    | 919,956                                      | 0                   | 0                          | 919,956                              | 919,956                       | 0                         | 13.07.23 government and NSDC funded to spend<br>13.10.23 programme started in September with 4 jobs being completed with 45 more projected for the rest of the year. This is estimated to cost £1,062,586  |
| S736    | ENERGY EFFICIENCY   | 1,393,088  | (248,132)                  | 1,144,956                                    | 77,854              | 83,440                     | 983,663                              | 1,144,957                     | 0                         |  |
| S95100  | GARAGE FORECOURTS   | 0  | 0                          | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| S95109  | Garages             | 30,000   | 0                          | 30,000                                       | 750                 | 0                          | 29,250                               | 30,000                        | (0)                       | 13.07.23 no works identified yet 16.10.23 potential works in Ollerton that could cost £30k+  |

| Project     | Capital Description                                      | Revised Budget including Variations for Approval | Future Proposed Variations | Revised Budget including Proposed Variations | Actuals to 30.09.23 | Current outstanding orders | Additional anticipated spend in year | Total Projected spend in year | Variance Over/ Underspend | Comments - Spend to date  |
|-------------|--|--|----------------------------|--|---------------------|----------------------------|--------------------------------------|-------------------------------|---------------------------|---|
| S95115      | Resurfacing Works  | 116,332  | 0                          | 116,332                                      | 25,857              | 9,885                      | 80,590                               | 116,332                       | 0                         | 06.07.23 expecting full spend, £24,000 order to be done by the end of the month<br>11.10.23 works done on 7 communal areas so far this year. Another 7/8 expected for the rest of the year.   |
| <b>S751</b> | <b>GARAGE FORECOURTS</b>                                 | <b>146,332</b>                                   | <b>0</b>                   | <b>146,332</b>                               | <b>26,607</b>       | <b>9,885</b>               | <b>109,840</b>                       | <b>146,332</b>                | <b>(0)</b>                |   |
| S95200      | ENVIRONMENTAL WORKS                                      | 150,000  | 0                          | 150,000                                      | 11,080              | 9,920                      | 129,000                              | 150,000                       | 0                         |   |
| S95203      | Car Parking Schemes                                      | 207,506  | 0                          | 207,506                                      | 77,407              | 10,100                     | 119,999                              | 207,506                       | (0)                       | 06.07.23 predicting full spend in this FY, few issues with waiting for Notts CC when requesting drop curbs that are delaying works until October/November<br>11.10.23 38 driveways completed this FY, works for 20 driveways predicted for the rest of the year.              |
| S95208      | Roewood Lane Sewerage Treatment Station                  | 0  | 0                          | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |   |
| S95250      | Communal Lighting  | 24,000   | 0                          | 24,000                                       | 8,362               | 2,485                      | 13,153                               | 24,000                        | (0)                       | 07.07.23 no works identified yet<br>09.10.23 3 jobs completed so far and another job in Collingham has arisen, works to commence soon, waiting for quotes.  |
| S95252      | Flood Defence Systems                                    | 12,000   | 0                          | 12,000                                       | 0                   | 0                          | 12,000                               | 12,000                        | 0                         | 13.07.23 potential works for x2 flood doors in the next few months  |
| S95253      | Play Areas   | 104,000  | 0                          | 104,000                                      | 0                   | 100,000                    | 4,000                                | 104,000                       | 0                         | 08.10.23 works have already started on several play areas so the first bills should be coming in the next few weeks.  |
| S95254      | Estate Remodelling                                       | 78,000   | 0                          | 78,000                                       | 35,659              | 21,291                     | 21,050                               | 78,000                        | (0)                       |   |
| S95303      | Target Hardening - HRA                                   | 0  | 0                          | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |   |
| S95304      | Tithe Barn Court & Queens Court Door Entry System - Safe | 28,659   | 0                          | 28,659                                       | 25,404              | 3,287                      | (33)                                 | 28,659                        | (0)                       |   |
| S95400      | Void Works   | 220,000  | 0                          | 220,000                                      | 81,598              | 138,402                    | 0                                    | 220,000                       | 0                         | As at Q1 10 properties have been worked on costing around £77,000.  |
| <b>S752</b> | <b>ENVIRONMENTAL WORKS</b>                               | <b>824,165</b>                                   | <b>0</b>                   | <b>824,165</b>                               | <b>239,511</b>      | <b>285,484</b>             | <b>299,169</b>                       | <b>824,164</b>                | <b>(1)</b>                |   |
| S97100      | ASBESTOS   | 90,420   | 0                          | 90,420                                       | 7,487               | 21,425                     | 58,138                               | 87,050                        | (3,370)                   | 06.10.23 10 communal flat floors in next month that will cost around £40k   |
| S97115      | Asbestos Surveys   | 0  | 0                          | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |   |
| S97116      | Asbestos Removal   | 0  | 0                          | 0  | (487)               | 3,856                      | 0                                    | 3,370                         | 3,370                     |   |
| <b>S771</b> | <b>ASBESTOS</b>  | <b>90,420</b>                                    | <b>0</b>                   | <b>90,420</b>                                | <b>7,000</b>        | <b>25,281</b>              | <b>58,138</b>                        | <b>90,420</b>                 | <b>(0)</b>                |   |
| S97200      | FIRE SAFETY  | 147,913  | 0                          | 147,913                                      | 22,384              | 118,270                    | 4,031                                | 144,685                       | (3,228)                   | 10.07.23 change of contractors has held up works, predicting that this will be fully spent<br>06.10.23 potential to be overspent. £8k spent on fire safety boxes and 2 jobs completed so far. New contract just started with Fieldway. £120k worth to be spent on bin stores. |
| S97218      | Enhanced Fire Risk Assessments                           | 0  | 0                          | 0  | (15,484)            | 2,495                      | 12,989                               | 0                             | 0                         |   |
| S97221      | Fire Risk Assessments                                    | 0  | 0                          | 0  | 3,228               | 0                          | 0                                    | 3,228                         | 3,228                     |   |

| Project | Capital Description      | Revised Budget including Variations for Approval | Future Proposed Variations | Revised Budget Including Proposed Variations | Actuals to 30.09.23 | Current outstanding orders | Additional anticipated spend in year | Total Projected spend in year | Variance Over/ Underspend | Comments - Spend to date   |
|---------|--------------------------|--|----------------------------|--|---------------------|----------------------------|--------------------------------------|-------------------------------|---------------------------|--|
|         |                          |  |                            |  | 0                   |                            |                                      |                               |                           |  |
| S772    | FIRE SAFETY              | 147,913  | 0                          | 147,913                                      | 10,128              | 120,764                    | 17,020                               | 147,913                       | (0)                       |  |
| S97300  | DDA IMPROVEMENTS         | 24,000   | (24,000)                   | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         | 05.07.23 no works identified yet but keep budget the same as a provision as referrals may come through, if nothing is received then this money can be used for major/minor adaptations   |
| S773    | DDA IMPROVEMENTS         | 24,000   | (24,000)                   | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| S97400  | DISABLED ADAPTATIONS     | 0  | 0                          | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| S97416  | Major Adaptations        | 500,000  | 200,000                    | 700,000                                      | 359,394             | 137,207                    | 203,399                              | 700,000                       | 0                         | 06.10.23 spend varies per month but has been averaging at £70,000. There's been 217 OT1 referrals in Q1 and Q2 which is significantly higher than predicted. If we are expecting referrals to come in at the same rate then we could need an extra £300,000 to cover spend for the remainder of the year. M&T have 43 current jobs that are level access showers, costing £4,000 each that will be done at a rate of 3 a week. |
| S97417  | Minor Adaptations        | 47,864   | 200,000                    | 247,864                                      | 28,002              | 19,861                     | 200,000                              | 247,864                       | (0)                       | 05.07.23 expenditure dependant on OT1 referrals, will need to review budget in next quarter when we have a better idea of expenditure.<br>13.10.23 Expecting similar spend for the rest of the year (around £60,000 in total)  |
| S97418  | Adaptation Stair Lift/Ho | 63,929   | 24,000                     | 87,929                                       | 51,119              | 9,310                      | 27,500                               | 87,929                        | 0                         | 05.07.23 expected to spend full budget amount this FY<br>06.10.23 £53k spent in 6 months on 23 jobs. If we are expecting referrals to come in at the same rate then we could need an extra £40,000 to cover spend for the remainder of the year.   |
| S774    | DISABLED ADAPTATIONS     | 611,793  | 424,000                    | 1,035,793                                    | 438,516             | 166,378                    | 430,899                              | 1,035,793                     | 0                         |  |
| S97500  | LEGIONELLA               | 36,000   | 0                          | 36,000                                       | 8,156               | 27,844                     | 0                                    | 36,000                        | 0                         | 07.07.23 18 jobs raised with MITIE for roughly £6k, expecting full spend of budget this FY.<br>09.10.23 25 jobs completed by the end of Q2.  |
| S775    | LEGIONELLA               | 36,000   | 0                          | 36,000                                       | 8,156               | 27,844                     | 0                                    | 36,000                        | 0                         |  |
| S99103  | BUILDING SAFETY          | 0  | 0                          | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| S98101  | Fire Alarm Systems       | 0  | 0                          | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| S98102  | Sprinkler System         | 407,000  | 0                          | 407,000                                      | 68,278              | 31,042                     | 307,679                              | 407,000                       | (0)                       | 10.07.23 design works being done for one job that will use full budget<br>06.10.23 jobs at Valeview and Thoresby Road costs to be reviewed. Both to be started in the next month   |

| Project     | Capital Description                        | Revised Budget including Variations for Approval | Future Proposed Variations | Revised Budget including Proposed Variations | Actuals to 30.09.23 | Current outstanding orders | Additional anticipated spend in year | Total Projected spend in year | Variance Over/ Underspend | Comments - Spend to date   |
|-------------|--|--|----------------------------|--|---------------------|----------------------------|--------------------------------------|-------------------------------|---------------------------|--|
| S98103      | Structural Surveys - Elevated Walkways     | 91,000   | 0                          | 91,000                                       | 0                   | 895                        | 90,105                               | 91,000                        | 0                         | 10.07.23 still sourcing contractor<br>19.10.23 internal surveys to determine whether any structural works needed happening next month.   |
| S98104      | Scooter Shed                               | 0  | 0                          | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| S98105      | Compartmentalisation in Roof Space         | 256,200  | 0                          | 256,200                                      | 0                   | 0                          | 256,200                              | 256,200                       | 0                         | 10.07.23 new contractor works to begin inspections soon, after these are done we will know the expenditure expected 06.10.23 PO of £200k to be raised for Fieldway for surveys and works to be completed, jobs starting this month. Still waiting for costs. |
| S98106      | Inspection & Install Lightening Conductors | 0  | 0                          | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| S98107      | Aerial Inspections                         | 0  | 0                          | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| <b>S781</b> | <b>BUILDING SAFETY</b>                     | <b>754,200</b>                                   | <b>0</b>                   | <b>754,200</b>                               | <b>68,278</b>       | <b>31,937</b>              | <b>653,984</b>                       | <b>754,200</b>                | <b>(0)</b>                |  |
| S99100      | PROPERTY INVESTMENT CONTINGENCY            | 48,207   | (11,820)                   | 36,387                                       | 0                   | 0                          | 36,387                               | 36,387                        | 0                         |  |
| S99102      | Housing Capital Fees                       | 343,120  | 0                          | 343,120                                      | (22,341)            | 26,565                     | 338,896                              | 343,120                       | 0                         |  |
| <b>S791</b> | <b>UNALLOCATED FUNDING</b>                 | <b>391,327</b>                                   | <b>(11,820)</b>            | <b>379,507</b>                               | <b>(22,341)</b>     | <b>26,565</b>              | <b>375,283</b>                       | <b>379,507</b>                | <b>0</b>                  |  |
|             | <b>SUB TOTAL PROPERTY INVESTMENT</b>       | <b>9,235,103</b>                                 | <b>458,106</b>             | <b>9,693,209</b>                             | <b>2,526,263</b>    | <b>2,539,062</b>           | <b>4,627,882</b>                     | <b>9,693,207</b>              | <b>(2)</b>                |  |
|             | <b>AFFORDABLE HOUSING</b>                  |  |                            |  |                     |                            |                                      |                               |                           |  |
| SA1031      | Site Acquisition (Inc RTB)                 | 1,779,312  | (1,460,562)                | 318,750                                      | 0                   | 750                        | 318,000                              | 318,750                       | 0                         | 13.07.23 Church Circle, Ollerton and The Crescent Bilsthorpe - with Legal, doing ground works at the moment.<br>17.10.23 Reprofile remaining budget to 24/25   |
| SA1033      | Estate Regeneration                        | 6,196,340  | (6,026,576)                | 169,764                                      | (405)               | 170,170                    | 0                                    | 169,764                       | 0                         | 17.10.23 going to planning on 7 December 2023, if approved, start on site expected in Q1 24/25 therefore reprofile budget to 2024/25   |
| SA1047      | New Build Contingency                      | 179,871  | (72,643)                   | 107,228                                      | 0                   | 0                          | 107,228                              | 107,228                       | 0                         |  |
| SA1048      | Boughton Extra Care                        | 295,347  | 0                          | 295,347                                      | 5,781               | 10,951                     | 278,615                              | 295,347                       | 0                         | 13.07.23 retention challenge with administrators to NSDC favor counter claim has been submitted.<br>17.10.23 still waiting to hear back from the administrators  |
| SA1060      | Phase 3                                    | 0  | 0                          | 0  | (410)               | 0                          | 410                                  | 0                             | 0                         |  |
| SA1063      | Phase 3 - Cluster 3                        | 0  | 0                          | 0  | (28,759)            | 0                          | 28,759                               | 0                             | 0                         | 01.06.23 cluster is completed but still owe retention to Woodheads   |
| SA1064      | Phase 3 - Cluster 4                        | 599,964  | 0                          | 599,964                                      | 194,634             | 346,821                    | 58,509                               | 599,964                       | (0)                       | 13.07.23 one site remaining - 17 Northgate. Starting back on site August 23, to be completed by January 24.<br>17.10.23 works continuing as planned.   |
| SA1070      | Phase 4                                    | 42,023   | 0                          | 42,023                                       | 0                   | 0                          | 42,022                               | 42,022                        | (0)                       |  |
| SA1071      | Phase 4 Cluster 1                          | 0  | 0                          | 0  | (56,537)            | 0                          | 56,537                               | (0)                           | (0)                       | 01.06.23 cluster is completed but still owe retention to Woodheads - totals £56k   |
| SA1072      | Phase 4 Cluster 2                          | 0  | 0                          | 0  | (19,440)            | 0                          | 19,440                               | 0                             | 0                         | 01.06.23 completed but still owe retention to Woodheads - totals £19k  |

| Project | Capital Description                 | Revised Budget including Variations for Approval | Future Proposed Variations | Revised Budget including Proposed Variations | Actuals to 30.09.23 | Current outstanding orders | Additional anticipated spend in year | Total Projected spend in year | Variance Over/ Underspend | Comments - Spend to date   |
|---------|-------------------------------------|--|----------------------------|--|---------------------|----------------------------|--------------------------------------|-------------------------------|---------------------------|--|
| SA1073  | Phase 4 Cluster 3                   | 942,002  | 72,643                     | 1,014,645                                    | 836,184             | 178,462                    | 0                                    | 1,014,646                     | 0                         | 13.07.23 one site complete, others due to be complete between August and September.<br>17.10.23 completion date moved back to December 2023 due to ongoing negotiations with highways. |
| SA1074  | Phase 4 Cluster 4                   | 22,228   | 0                          | 22,228                                       | 17,701              | 4,806                      | (280)                                | 22,227                        | (0)                       | 01.06.23 cluster is complete apart from retention £2k  |
| SA1075  | Phase 4 Cluster 5                   | 1,135,362  | 0                          | 1,135,362                                    | 450,180             | 640,363                    | 44,818                               | 1,135,361                     | (0)                       | 13.07.23 cluster due for completion in December 23.  |
| SA1080  | Phase 5                             | 8,495,799  | (6,100,000)                | 2,395,799                                    | 53,828              | 41,648                     | 2,300,323                            | 2,395,799                     | 0                         | 17.10.23 award letters sent out, once standstill period is over, budgets will be reallocated in line with agreed costs.  |
| SA1081  | Phase 5 Cluster 1                   | 0  | 0                          | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| SA1082  | Phase 5 Cluster 2                   | 0  | 0                          | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| SA1083  | Phase 5 Cluster 3                   | 0  | 0                          | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| SA1084  | Phase 5 Cluster 4                   | 0  | 0                          | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| SA1085  | Phase 5 Cluster 5                   | 0  | 0                          | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| SA1086  | Phase 5 Cluster 6                   | 0  | 0                          | 0  | 0                   | 0                          | 0                                    | 0                             | 0                         |  |
| SA1087  | Phase 5 Cluster 7                   | 400,000  | 100,000                    | 500,000                                      | 198,789             | 164,089                    | 137,122                              | 500,000                       | 0                         | 17.10.23 works started on site in June and is due to complete around December 2023. Increase budget by £100k in line with current estimated costs.                                     |
| SC2000  | Careline Analogue to Digital        | 71,955   | 0                          | 71,955                                       | 25,361              | 0                          | 46,594                               | 71,955                        | 0                         |  |
| SC2002  | New Housing Management System       | 521,000  | 0                          | 521,000                                      | 142,025             | 47,627                     | 331,347                              | 521,000                       | (0)                       | 14.07.23 chosen supplier received orders, on programme.  |
|         |                                     |  |                            |  |                     |                            |                                      |                               |                           |  |
|         | <b>SUB TOTAL AFFORDABLE HOUSING</b> | <b>20,681,202</b>                                | <b>(13,487,138)</b>        | <b>7,194,064</b>                             | <b>1,818,934</b>    | <b>1,605,687</b>           | <b>3,769,443</b>                     | <b>7,194,064</b>              | <b>(0)</b>                |  |
|         |                                     |  |                            |  |                     |                            |                                      |                               |                           |  |
|         | <b>GRAND TOTAL</b>                  | <b>29,916,306</b>                                | <b>(13,029,032)</b>        | <b>16,887,274</b>                            | <b>4,345,198</b>    | <b>4,144,749</b>           | <b>8,397,325</b>                     | <b>16,887,271</b>             | <b>(2)</b>                |  |



## Forward Plan

For the Period November 2023 - February 2024



### What is the Plan?

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

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

### What is a Key Decision?

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

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

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

### Exempt Information

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

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

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

| <b>Decision to be taken / Report title and Summary</b> | <b>Decision maker</b> | <b>Date Decision to be taken</b> | <b>Responsible Portfolio Holder</b>                       | <b>Responsible Officer</b>   | <b>Exempt y/n and Grounds for exemption</b> | <b>Date decision can be implemented</b> |
|--|-----------------------|----------------------------------|---|--|---|---|
| Cost of Living Support for 2024/25                     | Cabinet               | 19 Dec 2023                      | Leader - Portfolio Holder Strategy, Performance & Finance | Cara Clarkson, Strategic Housing<br>cara.clarkson@newark-sherwooddc.gov.uk                                       | Open  | 28 Dec 2023                             |
| Southwell Leisure Centre Pool Works                    | Cabinet               | 19 Dec 2023                      | Portfolio Holder - Health, Wellbeing & Leisure            | Mark Eyre, Business Manager- Corporate Property<br>Mark.Eyre@newark-sherwooddc.gov.uk                            | Part exempt                                 | 28 Dec 2023                             |
| Infrastructure Funding Statement                       | Cabinet               | 19 Dec 2023                      | Portfolio Holder - Sustainable Economic Development       | Matthew Norton, Business Manager - Planning Policy and Infrastructure<br>matthew.norton@newark-sherwooddc.gov.uk | Open  | 28 Dec 2023                             |
| 46 Northern Bypass, Newark Gateway and Lorry Park      | Cabinet               | 19 Dec 2023                      | Portfolio Holder - Sustainable Economic Development       | Matt Lamb, Director - Planning and Growth<br>Matt.Lamb@newark-sherwooddc.gov.uk                                  | Open  | 28 Dec 2023                             |
| Ollerton Town Centre Update and Purchase of a Property | Cabinet               | 19 Dec 2023                      | Portfolio Holder - Housing, Portfolio                     | Matt Lamb, Director - Planning and Growth  | Open  | 28 Dec 2023                             |

| Decision to be taken / Report title and Summary | Decision Maker | Date Decision to be taken | Responsible Portfolio Holder                                 | Responsible Officer   | Exempt y/n and Grounds for exemption | Date decision can be implemented |
|---|----------------|---------------------------|--|---|--------------------------------------|----------------------------------|
|   |                |                           | Holder - Sustainable Economic Development                    | Matt.Lamb@newark-sherwooddc.gov.uk  |                                      |                                  |
| CCTV Review                                     | Cabinet        | 19 Dec 2023               | Portfolio Holder - Public Protection and Community Relations | Jenny Walker, Business Manager- Public Protection<br>jenny.walker@newark-sherwooddc.gov.uk                                  | Open                                 | 28 Dec 2023                      |
| Damp and Mould Policy for Social Housing        | Cabinet        | 19 Dec 2023               | Portfolio Holder - Housing                                   | Caroline Wagstaff, Business Manager- Housing Maintenance and Asset Management<br>Caroline.Wagstaff@newark-sherwooddc.gov.uk | Open                                 | 28 Dec 2023                      |
| Safety in the Home Policy                       | Cabinet        | 19 Dec 2023               | Portfolio Holder - Housing                                   | Caroline Wagstaff, Business Manager- Housing Maintenance and Asset Management<br>Caroline.Wagstaff@newark-sherwooddc.gov.uk | Open                                 | 28 Dec 2023                      |

| Decision to be taken / Report title and Summary     | Decision Maker | Date Decision to be taken | Responsible Portfolio Holder                              | Responsible Officer   | Exempt y/n and Grounds for exemption | Date decision can be implemented |
|---|----------------|---------------------------|---|---|--------------------------------------|----------------------------------|
| Sherwood Avenue Park                                | Cabinet        | 19 Dec 2023               | Portfolio Holder - Biodiversity & Environmental Services  | Matt Finch, Director-Communities & Environment<br>Matthew.Finch@newark-sherwooddc.gov.uk                                    | Open                                 | 28 Dec 2023                      |
| Playing Pitch Strategy                              | Cabinet        | 19 Dec 2023               | Portfolio Holder - Health, Wellbeing & Leisure            | Cara Clarkson, Strategic Housing<br>cara.clarkson@newark-sherwooddc.gov.uk  | Open                                 | 28 Dec 2023                      |
| Facilities Improvement Plan                         | Cabinet        | 19 Dec 2023               | Portfolio Holder - Health, Wellbeing & Leisure            | Cara Clarkson, Strategic Housing<br>cara.clarkson@newark-sherwooddc.gov.uk  | Open                                 | 28 Dec 2023                      |
| Performance Framework                               | Cabinet        | 23 Jan 2024               | Leader - Portfolio Holder Strategy, Performance & Finance | Deborah K Johnson, Director of Customer Services and Organisational Development<br>deborah.johnson@newark-sherwooddc.gov.uk | Open                                 | 30 Jan 2024                      |
| Wansford and District Joint Crematorium Committee - | Cabinet        | 23 Jan 2024               | Leader - Portfolio Holder Strategy,                       | Sue Bearman, Assistant Director of Legal and  | Part exempt                          | 30 Jan 2024                      |

| Decision to be taken / Report title and Summary                        | Decision Maker | Date Decision to be taken | Responsible Portfolio Holder  | Responsible Officer  | Exempt y/n and Grounds for exemption | Date decision can be implemented |
|--|----------------|---------------------------|---|--|--------------------------------------|----------------------------------|
| New Crematorium  |                |                           | Performance & Finance, Portfolio Holder - Public Protection and Community Relations | Democratic Services<br>Sue.Bearman@newark-sherwooddc.gov.uk  |                                      |                                  |
| Alexander Lodge Service Offer  | Cabinet        | 23 Jan 2024               | Portfolio Holder - Housing  | Maria Cook, Assistant Business Manager - Housing and Estates Management<br>Maria.Cook@newark-sherwooddc.gov.uk | Open                                 | 30 Jan 2024                      |
| Final 2024/25 General Fund, Housing Revenue Account and Capital Budget | Cabinet        | 20 Feb 2024               | Leader - Portfolio Holder Strategy, Performance & Finance                           | Nick Wilson, Business Manager- Financial Services<br>Nick.Wilson@newark-sherwooddc.gov.uk                      | Open                                 | 27 Feb 2024                      |
| Housing Revenue Account Community Centre Policy                        | Cabinet        | 20 Feb 2024               | Portfolio Holder - Housing  | Julie Davidson, Business Manager- Housing and Estates<br>Julie.Davidson@newark-sherwooddc.gov.uk               | Open                                 | 27 Feb 2024                      |

| Decision to be taken / Report title and Summary   | Decision Maker | Date Decision to be taken | Responsible Portfolio Holder | Responsible Officer  | Exempt y/n and Grounds for exemption | Date decision can be implemented |
|---|----------------|---------------------------|------------------------------|--|--------------------------------------|----------------------------------|
| Homelessness and Rough Sleeper Strategy 2024-2027 | Cabinet        | 20 Feb 2024               | Portfolio Holder - Housing   | Maria Cook, Assistant Business Manager - Housing and Estates Management<br>Maria.Cook@newark-sherwooddc.gov.uk | Open                                 | 27 Feb 2024                      |

## NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Cabinet** held in the Civic Suite, Castle House, Great North Road, Newark, Nottinghamshire, NG24 1BY on Tuesday, 12 September 2023 at 6.00 pm.

PRESENT: Councillor P Peacock (Chair)

Councillor L Brazier, Councillor R Cozens, Councillor S Crosby,  
Councillor R Holloway, Councillor K Melton, Councillor E Oldham,  
Councillor M Spoons and Councillor P Taylor

### 26 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

There were no declarations of interest.

### 27 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.

### 28 MINUTES FROM THE PREVIOUS MEETING HELD ON 11 JULY 2023

The minutes from the meeting held on 11 July 2023 were agreed as a correct record and signed by the Chairman.

### 29 BUDGET PERFORMANCE - QUARTER 1- 2023/24

The Leader and Portfolio Holder - Strategy, Performance & Finance presented the Projected General Fund and Housing Revenue Account Revenue and Capital Outturn Report to 31 March 2024 as at 30 June 2023. The report forecast the outturn position for the 2023/24 financial year for the Council's General Fund and Housing Revenue Account revenue and capital budgets and detailed 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.

The Business Manager- Financial Services confirmed that the 5% variances within the salary budgets due to staffing vacancies were from across all service areas within the Council did not reflect vacancies from any specific post of business units.

AGREED (unanimously) that Cabinet:

- a) note the General Fund projected unfavourable outturn variance of £0.130m;
- b) note the Housing Revenue Account projected unfavourable outturn variance of £0.131m to the Major Repairs Reserve;

- c) approve the variations to the Capital Programme at Appendix C to the report;
- d) approve the Capital Programme revised budget and financing of £109.711m; and
- e) note the Prudential indicators at Appendix F to the report.

30 COMMUNITY PLAN PERFORMANCE - QUARTER 1 - 2023/24

The Transformation & Service Improvement Manager presented the Quarter 1 Community Plan Performance Report for April - June 2023.

The report examined how the Council had been performing against the Community Plan as well as the data to look at the performance of key services and delivery against the activities outlined in the plan from 1 April to 30 June 2023.

The Council's performance was measured in four parts as 'Our District', 'Our Performance', 'Our Customers' and 'Our Workforce'. The report for Members also contained a compliance report reporting performance in corporate compliance, housing (tenant) compliance and green space compliance.

Members welcomed the report and noted the reasons and actions on-going to mitigate those targets which had not been met, including Newark Beacon occupation and bin collections.

AGREED (unanimously) that Cabinet:

- a) review the Community Plan Performance Report attached as Appendix 1 to the report;
- b) review the Compliance Report attached as Appendix 2 to the report; and
- c) consider the Council's performance against its objectives highlighting any areas of high performance and identifying areas for improvement.

31 HOUSING COMPLIANCE PERFORMANCE REPORT- QUARTER 4 22/23 AND QUARTER 1 23/24

The Portfolio Holder for Housing presented a 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 for the end of Quarter 4 and Quarter 1 2023/24, 31 December 2023 to 30 June 2023.

The Business Manager - Housing Maintenance & Asset Management was in attendance and detailed the actions undertaken by the Council to gain access to council properties where tenants refused access to undertake gas and electricity checks and servicing.



AGREED (unanimously) that Cabinet:

- a) note the compliance performance for the end of financial year, the items for action and changes for next financial years reporting; and
- b) Identifies any areas of concerns or for further investigation or detail.

Meeting closed at 6.34 pm.

Chairman

## NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Cabinet** held in the Civic Suite, Castle House, Great North Road, Newark, Nottinghamshire, NG24 1BY on Tuesday, 19 September 2023 at 6.00 pm.

PRESENT: Councillor P Peacock (Chairman)

Councillor L Brazier, Councillor R Cozens, Councillor S Crosby,  
Councillor R Holloway, Councillor K Melton, Councillor E Oldham,  
Councillor M Spoons and Councillor P Taylor

ALSO IN ATTENDANCE: Councillor N Allen, Councillor I Brown, Councillor R Jackson, Councillor J Lee, Councillor S Michael and Councillor P Rainbow.

### 32 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

There were no declarations of interest.

### 33 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.

### 34 CHAIR'S UPDATE

The Leader and Chair referred to three recent events, the Tour Of Britain cycle race, the Community Awards ceremony and the Dragon Boat race along the River Trent in Newark which had all been successfully ran with support from the District Council.

### 35 PLANS TO DECARBONISE THE COUNCIL'S ESTATE (KEY DECISION)

The Business Manager – Corporate Property presented a report which provided the Cabinet with an update on plans to appoint consultants to develop a decarbonisation plan for the Council's buildings in line with the Council's Community Plan objectives and stated plan to be net carbon neutral by 2035.

It was noted that within the Council's carbon footprint there were two principal sources of emissions, the fleet and Council buildings. Work was underway to understand how the Council's depot at Brunel Drive may need to be developed to support low emission vehicles and five buildings had been identified for photovoltaic panels to be fitted. However, a number of other sites, as listed in the report, had been approved for the decarbonisation plan and the Council had approached the market to identify consultants to carry out feasibility work.

Following a tender exercise, a preferred partner had been selected with a value of £150,780. Surveys would commence following approval of the budget, with a completion date in late Autumn 2023. Costings for the required works would also be produced for future funding requests. It was noted that government funding rounds were made available, but it was necessary to have ready made schemes to submit in order to be successful.

AGREED (unanimously) that Cabinet approve a budget of £150,780 from the Change Management Reserve to fund the work identified in the report.

Reasons for Decision

To enable a programme of decarbonisation activities in line with the Council's Climate Emergency Strategy and Action Plan for a carbon net neutral target date of 2035.

Options Considered

The Council has a target of being net carbon neutral, excluding housing, by 2035. The two main sources of carbon within the Council's footprint are its fleet and its buildings. Doing nothing is therefore not deemed a viable alternative to deliver carbon savings within the Council's estate, whilst the expertise and capacity to deliver this work in-house is not currently available.

36 UPDATE ON KERBSIDE GLASS RECYCLING SCHEME

The Director – Communities & Environment presented a report which set out the current status and risks of the glass recycling project. An update on the project was set out in section 2 of the report. This provided updates on the infrastructure and capital works required; the vehicle and depot capacity; the waste transfer station; some of the arrangements for the service; working with Recycling Ollerton & Boughton; procurement; and resources, both staffing and financial.

In the report summary it was advised that the project continued to progress across the various areas and was still on schedule to go live in 2023/24, however there were slight risks around the transfer station. In addition, the anticipated shortfall in the budgets from 2024 onwards, could be covered if a planned increase in the garden recycling fee was implemented.

AGREED (unanimously) that Cabinet:

- a) note the current status of the project and note the challenges which may impact the project launch date;
- b) note that there is currently an additional forecast budget requirement of £30k from 2024/25;
- c) note that the garden recycling subscription fee is increased from £35 to £37 from 2024/25, in line with the rationale set out in paragraphs 2.6.8 and 2.6.10 of the report;
- d) note that the one-off funding of circa £8k for glass recycling boxes be provided to Recycling Ollerton and Boughton (ROB);
- e) approve the transition of apprentice mechanic to a permanent FTE at NS9; and
- f) further updates be provided where required.

### Reason for Decision

To introduce a kerbside glass collection service in line with resident feedback, the aspirations within the Community Plan and within the budget previously agreed by the Council.

### Options Considered

As set out, the report provides an update on an existing Council decision to introduce a kerbside glass collection service in Newark and Sherwood. As such, no alternatives have been put forward at this stage.

## 37 AMENDED ALLOCATIONS AND DEVELOPMENT MANAGEMENT DEVELOPMENT PLAN DOCUMENT (KEY DECISION)

The Business Manager – Planning Policy & Infrastructure presented a report which sought approval for the Publication Version of the Amended Allocations & Development Management Development Plan Document, and which set out proposals around the provision of a Gypsy Roma Traveller site at the former Belvoir Iron Works, Newark.

Work on preparing the Amended Allocations & Development Management DPD had gone through the various statutory stages culminating in the publication of a Draft DPD for a period of representation in November and December 2022. A total of 164 representations were received from 63 individuals and organisations. The details were set out in the Statement of Consultation and Appendix A to the report set out the proposed amendments to the DPD in response, and Appendix B was the draft version of the Second Publication Amended Allocations and Development Management DPD.

The draft DPD identified the former Belvoir Ironworks site to the south of Newark as a preferred additional allocation of Gypsy, Roma, Traveller pitch provision which could be delivered with Council support and resources, and it was noted that negotiations with the landowner were continuing.

AGREED (unanimously) that Cabinet:

- a) endorse the proposed amendments to the previous version of the Amended Allocations & Development Management DPD as set out in Appendix B;
- b) recommends to Full Council that the Amended Allocations & Development Management DPD as set out in Appendix B is published for a period of public representation;
- c) approves, subject to planning, a Maximum Contribution (as set out in the Exempt Appendix) towards the delivery of former Belvoir Iron Works Site, with delegated Authority being given to the Deputy Chief Executive & Director of Resources, in consultation with the Portfolio Holders for Strategy, Performance & Finance and Sustainable Economic Development, to conclude the terms of a land purchase in accordance with the Council's Acquisitions and Disposals Policy, subject to planning and the outcome of the grant funding submission to the Homes England Affordable Homes Programme; and

- d) to add the maximum contribution (as set out in the Exempt Appendix) into the Capital Programme financed by the Change Management Reserve.

#### Reasons for Decision

To allow Full Council to consider a publication version of the Allocations & Development Management DPD for a period of public representation.

To allow the delivery of the former Belvoir Iron Works site as part of the Council's Gypsy and Traveller Strategy, as contained within the publication version of the Allocations & Development Management DPD.

#### Options Considered

As set out in Section 1 of the report, the District Council have considered a range of options as part of the Plan Review engagement and consultation process.

### 38 NEWARK TOWNS FUND PROJECTS UPDATE AND PROJECT ADJUSTMENT REQUEST (KEY DECISION)

The Business Manager – Economic Growth & Visitor Economy presented a report which provided an update on the delivery of the identified priority projects in the Town Investment Plan through the Newark Town Deal (NTD). In addition, the report sought to approve a Project Adjustment Request relating to the Towns Fund area, by seeking to change the redline boundary of the NTD.

The report gave an update on the ten priority projects with three full business cases still to be developed and approved – Newark Cultural Heart, SISLOG (Gateway Project), and Castle Gatehouse. It was reported that to allow the conclusion of a full business case for the SISLOG/Newark Gateway redevelopment it was necessary to amend the Newark Towns Fund boundary to include the Newark Showground Policy Area.

AGREED (unanimously) that Cabinet:

- a) note and welcome the progress made in the delivery, assurance and monitoring of the Town Deal (NTD) and proposals within the Town Investment Plan (TIP); and
- b) approve the Project Adjustment Request (PAR) relating to the Towns Fund area, as detailed at paragraph 3 to the report.

#### Reason for Decision

To ensure the ongoing governance and management of the Towns Fund programme. To ensure that the Towns Fund area boundary is representative of updated information and encompasses all relevant areas.

#### Options Considered

There is an option to not undertake the PAR relating to the Town Fund Area. This has been discounted as it would not deliver the necessary requirements for the priority projects to be delivered within the programme period.

39 DECANT POLICY 2023 - 2026 (KEY DECISION)

The Portfolio Holder Housing presented a report which set out how the Council supported its tenants across the District when it was necessary to move from their homes temporarily or permanently to complete major works, or for the demolition or disposal of the property. This was known as the decant process, and a proposed Decant Policy for 2023-2026 was attached as an appendix to the report.

AGREED (unanimously) that Cabinet approve and adopt the Decant Policy for 2023-2026 as set out in the Appendix to the report.

Reason for Decision

To ensure the Council has suitable arrangements in place to support tenants with moving to facilitate necessary works to homes and for good management of housing stock to support our Community Plan objective to create more and better quality homes through our roles as landlord, developer and planning authority.

Options Considered

None, it is necessary to support tenants in this manner.

40 HOUSING SERVICES RESOURCES

The Portfolio Holder Housing presented a report which set out the current challenges in the Housing Services Business Unit and sought Cabinet approval to increase staffing resources to effectively deliver the tenancy & estate management services.

The report detailed the roles and workloads of the tenancy officers and the changes in the sector which had resulted in the additional workloads which were now being seen. It was considered that the additional resources sought would relieve pressure on existing staff, but also be available to be redirected as priorities and/or areas change or require a more intensive housing management approach. It was noted that a review of resources would be undertaken annually.

AGREED (unanimously) that Cabinet approve:

- a) the use of £45,115 from the Housing Revenue Account Service Improvement Reserve to cover the costs of the additional posts for 2023-24; and
- b) the budget for the 5 FTE tenancy officers is included in the baseline budget from 2024 onwards.

Reason for Decision

To ensure we continue to deliver excellent housing services across the district in line with best practice, regulatory compliance and keeping tenants at the heart of our services.

The increase in staffing aligns with our community plan to “create vibrant and self-sufficient local communities where residents look out for each other and actively contribute to their local area; reduce crime and anti-social behaviour and increase

feelings of safety in our communities; and improve the health and wellbeing of local residents”.

Options Considered

The consideration for temporary resource was discounted due to the continued rise of complex case management, the increase in homelessness duty discharge into our stock and the difficulty accessing support services within the district.

41 EXCLUSION OF THE PRESS AND PUBLIC

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

42 HOUSING SERVICES STRUCTURE PROPOSAL

The Cabinet considered the exempt report in relation to a Housing Services structure proposal.

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

Meeting closed at 7.06 pm.

Chairman

By virtue of paragraph(s) 4 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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