



*Castle House
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NG24 1BY*

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Monday, 19 June 2023

Chairman: Councillor P Peacock

Members of the Cabinet:

Councillor L Brazier
Councillor C Penny
Councillor M Spoors
Councillor P Taylor
Councillor Mrs R Holloway

MEETING: Cabinet

DATE: Tuesday, 27 June 2023 at 6.00 pm

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

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

If you have any queries please contact Nigel Hill on Nigel.hill@newark-sherwooddc.gov.uk.

AGENDA

Page Nos.

1. Apologies for Absence
2. Declarations of Interest from Members and Officers
3. Notification to those present that the meeting will be recorded and streamed online
4. Minutes from the previous meeting held on 21 March 2023

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Strategy, Performance & Finance Portfolio

5. Community Plan Performance - Quarter 4 and Year End- 2022/23
6. Provisional Financial Outturn Report to 31 March 2023

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Homes & Health Portfolio

7. STAR Survey 2022/23
8. Exclusion of the Press and Public

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To consider resolving that, under section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act.

None.

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, 21 March 2023 at 6.00 pm.

PRESENT: Councillor D Lloyd (Chairman)

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

APOLOGIES FOR Councillor Mrs R Holloway (Committee Member)
ABSENCE:

95 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

Councillor T Wendels and Sanjiv Kohli, Deputy Chief Executive, Director – Resources and Section 151 Officer declared an interest as Directors of Arkwood.

Councillor K Girling and Nick Wilson, Business Manager – Financial Services declared an interest as Directors of Active4Today.

96 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.

97 MINUTES FROM THE PREVIOUS MEETING HELD ON 21 FEBRUARY 2023

The minutes from the meeting held on 21 February 2023 were agreed as a correct record and signed by the Chairman.

98 COMMUNITY PLAN PERFORMANCE - QUARTER 3 - 2022/23

The Leader and Portfolio Holder for Strategy, Performance & Finance presented the quarter 3 Community Plan performance report for October – December 2022 and the targets for 23/24.

The report examines how the Council has 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 October to 31 December 2022.

The Council's performance is measured in four parts as 'Our District', 'Our Performance', 'Our Customers' and 'Our Workforce'.

AGREED that:

- a) Members review the Community Plan Performance Report attached as Appendix 1;

- b) Members comment on the supplementary document showing targets for 2023/24 (Appendix 2); and
- c) Members consider the Council's performance against its objectives highlighting any areas of high performance and identifying areas for improvement.

Reasons for Decision:

To enable the Cabinet to review the Quarter 3 Community Plan Performance report.

Options Considered:

Not applicable.

99 PROJECTED GENERAL FUND AND HOUSING REVENUE ACCOUNT REVENUE AND CAPITAL OUTTURN REPORT TO 31 MARCH 2023 AS AT 31 DECEMBER 2022

The Leader and Portfolio Holder for Strategy, Performance & Finance presented a report to update Members as to the forecast outturn position for the 2022/23 financial year for the Council's General Fund and Housing Revenue Account revenue and capital budgets.

The report provides the performance against the approved estimates of revenue expenditure and income; reporting on major variances from planned budget performance, and reporting on variations to the Capital Programme for approval; this being all in accordance with the Council's Constitution.

AGREED that:

- a) the General Fund projected favourable outturn variance of £1.020m to usable reserves be noted;
- b) the Housing Revenue Account projected unfavourable outturn variance of £0.446m to the Major Repairs Reserve be noted;
- c) the variations to the Capital Programme at Appendix E be approved; and
- d) the Capital Programme revised budget and financing of £60.393m be approved.

Reasons for Decision:

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

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.

Options considered:

Not applicable.

100 HOUSING SERVICES HEALTH AND SAFETY COMPLIANCE PERFORMANCE QUARTER 3 2022/23

The Portfolio Holder for Housing and Health 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.

The proposed future reporting arrangements were put to the Cabinet to commence from April 2023, to have compliance across the Council brought quarterly in one report to Cabinet. To comprise of a covering report and two appendices showing housing services compliance and corporate asset compliance. This with operational risks would have a new approach to aim to show all compliance in one report.

The housing services report to contain six main areas of compliance, highlighting exceptional performance areas and any emerging issues/changes that the Council needs to be aware of.

AGREED:

- a) To note the compliance performance of housing services and the areas falling outside of target;
- b) To approve the future reporting arrangements as set out in 1.5; and
- c) To identify any areas for further scrutiny to provide assurance on compliance performance in Housing Services.

Reasons for Decision:

To ensure housing services compliance with health and safety has sufficient oversight and scrutiny at executive level.

Options considered:

Not applicable.

101 EXCLUSION OF THE PRESS AND PUBLIC

Agreed that under section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involved the likely disclosure of exempt information as defined in part 1 of Schedule 12A of the Act.

102 REQUEST FOR MARKET SUPPLEMENT

The Cabinet considered the exempt report in relation to the request for Market Supplement.

103 NON-DOMESTIC RATES WRITE OFF

The Cabinet considered the exempt report in relation to the Non-Domestic Rates Write Off.

Meeting closed at 6.25 pm.

Chairman

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

Document is Restricted



Report to Cabinet 27 June 2023

Portfolio Holder: Councillor Paul Peacock, Portfolio Holder for Strategy Performance & Finance

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

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

Report Summary	
Type of report	Open Report, Non-key decision
Report Title	Community Plan Performance for Quarter 4 and Year End 22/23
Purpose of Report	To present the quarter 4 Community Plan performance report (January – March 2023).
Recommendations	That Cabinet: a) review the Community Plan Performance Report attached as Appendix 1; and b) consider the Council's performance against its objectives highlighting any areas of high performance and identifying areas for improvement.

1.0 **Background**

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

The development of this report details the quarter 4 performance and includes activities delivered both within the quarter and through the whole year of 2022/23. This information was factually correct as of the 31 March 2023.

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

Cabinet to review the quarter 2 Community Plan Performance report (Appendix 1).

3.0 Implications

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

Background Papers and Published Documents

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

None

Newark and Sherwood District Council Performance Report

2022-23 Q4 & End of Year
1 January to 31 March 2023



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Introduction

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

This report examines how the Council has been performing against the Community Plan. It examines data to look at the performance of key services and delivery against the activities outlined in the plan. This report examines the Council's performance and achievements from 1 January to 31 March (Quarter 4) and 2022/23 as a full year.

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



Our District

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

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Our Performance

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

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Our Customers

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

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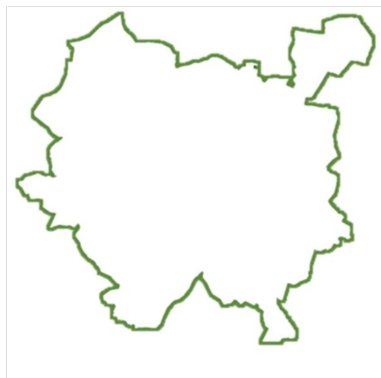
Our Workforce

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

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

About Newark and Sherwood...



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 tell us something about our district in quarter 4 (January-March 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 1, residential applications have decreased by 55, non-major applications have decreased by 167 and major applications have increased by 15.

- 22 commercial planning applications were validated
- 178 residential planning applications were validated
- 77 major planning applications were received
- 999 minor planning applications were received



As of December 2022, **1,700 people were currently unemployed** across the district. This is a reduction of **900** since December 2021.



The average Newark town centre monthly **footfall for the quarter was 121,285**, higher than last quarter's performance of **120,000**, indicating some recovery has taken place following the large decrease in footfall in winter 2022. The proportion of new visitors to Newark town centre in quarter 4 also increased, with **27% of overall visitors being new visitors**. Footfall during this quarter still sits below the average for the same period of last year - there was approximately 19% less footfall in the first 3 months of 2022 than in the first 3 months of 2023. Like the previous quarter, this could potentially be explained by the developing cost-of-living crisis, as rising prices means that there is less disposable income for residents to spend. The average **dwell time rose again during quarter 4, going from 224 minutes to 235 minutes**. This suggests that those who do visit Newark spend more time in the town centre for meals or experiential days out, rather than shorter shopping trips.

Interactions with the Council

This information gives an indication of demand for council assistance and shows the levels of demand across the year (2022/23):

- **13,299 face to face contacts** were held at Castle House. This is a 703% increase when compared to the 1,656 contacts in 21/22 but covid restrictions impacted 2021.
- **118,282 calls** were made to the contact centre. This is a 3% increase when compared to 21/22 and 26,763 were received by responsive repairs but no benchmark is available for the previous year.
- **31,236 digital web form transactions** were completed by our customers. This performance indicator changed during the year and no benchmark is available. This change allows us to measure our digital channel shift aligning more accurately to our digital transformation programme.



What we have been doing this quarter;



- ⇒ The Community Grant Scheme has been very successful, over the last year 32 groups received a combined total of £102,000 in grants. The scheme has proved popular with residents, community groups and Councillors alike which is demonstrated with the number of applications, with every round being oversubscribed. Following the success of the scheme throughout the year, the Council approved a further £50k for a third round, which has allowed grants to be awarded to a further 24 groups to support projects throughout the district.
- ⇒ In the last quarter, 4 sessions of speedwatch were delivered, 2 in Southwell, 1 in Balderton and 1 in Newark with a combined total of 64 letters being sent out to those caught speeding. There have been fewer speedwatch sessions this quarter due to poor weather conditions and a couple of villages have temporarily paused the initiative until they have additional trained members. However, the programme has expanded in new areas, Thorney now has a trained group and will be arranging sessions once the weather improves, and South Clifton have 9 volunteers ready to undertake training.
- ⇒ The Humanitarian Assistance response Team (HART) remains on standby to support the humanitarian aspects of any crisis or emergency facing the council and our residents. The focus of the team has shifted from the original Covid response to supporting the Homes for Ukraine programme and is also now addressing the cost of living pressures. In quarter 4, the team received 13 requests for support and the majority of those were linked to residents facing cost-of-living challenges in particular for support with food and fuel.
- ⇒ The Community Lottery has seen increased ticket sales during quarter 4, with the most recent week seeing 1,033 tickets sold compared to 988 in a comparable period of the previous quarter. The lottery remains popular with local groups and there are now 66 groups registered and it is on track to give £32,230. to support these good causes this year.
- ⇒ Our digital offer to tenants has continued through this quarter, and included groups undertaking online food hygiene courses so that they can deliver activities locally e.g. coffee mornings. Where required, we provided laptops and internet access.
- ⇒ Local Influence Networks began after tenants often expressed a desire to get involved on a local level and provide feedback and expertise on the area they live in. There are three specific networks for our district, one for Newark, one for Sherwood and a third for all rural locations. During the quarter we held 2 meetings with each network. The key themes at the first meetings were 'considering our approach to Damp and Mould' and a 'review of the Tenancy Agreement' and 23 tenants attended across the three meetings. The second meetings focused on 'Building Safety' and the finalised proposal regarding our new 'Hoarding Project' and 22 tenants attended across the three meetings. Across all meetings local issues and further discussion were raised such as car parking, maintenance of trees and the regeneration scheme at Yorke drive were also discussed.
- ⇒ In preparation for any flooding event, we continue to monitor and ensure that flood wardens are adequately trained. This training is provided by the Environment Agency and Nottinghamshire County Council and we signpost/support wardens in the district to access this training. We are also continuing to support the Lowdham 'flood action group' to develop a local emergency plan. Discussions are ongoing to increase resilience training for 'at risk' communities but no additional national funds are currently available for such training. We have also purchased additional aqua sacs (light weight sandbag alternatives) using a

How are we performing against our objective to...

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



£3,000 allocation from the Local Resilience Forum as part of a national funding stream to further increase resilience.

⇒ The Lowdham flood prevention works are progressing and modifications to the planned reservoir have been developed to reduce cost and provide reassurance as to the risk of a breach of any new reservoir. The funding gap presents a risk to this development of the reservoir and is being addressed by the Environment Agency.

⇒ Easter events were enjoyed at both Chatham Court Hub and Rainworth Village Hall where around 79 children attended and participated in a range of fun activities.



Customer quote following a face-to-face visit to Castle House:

"I feel that all my issues have been resolved with excellent service, I feel I have been listened to regarding my concerns and it has been a very productive visit and I felt very reassured by your colleagues throughout."

Deliver inclusive and sustainable growth



What we have been doing this quarter;

- ⇒ Within the last quarter grant funding of £891,000 was secured from the Rural Prosperity Fund. This funding will be distributed to projects that support new and existing rural businesses and successful applicants will be looking to diversify their income streams, grow and create further opportunities for residents. The funding will support a wide variety of capital projects up until March 2025 that aim to make a positive difference to rural communities and the window for applications close on 7 June 2023.
- ⇒ The Newark Construction College Centre of Excellence has seen full student intakes and cohorts 1-3 are now entering employment. So far 78 students have enrolled on the programmes, with some students have being offered full time positions at one of the partner companies and others continuing studies.
- ⇒ Phase 1 of the 20 Minute Cycle Town project is now complete with the fourth Brompton Bike Hire dock having been installed at Newark Northgate Station in March. There are now four docks in place at the key transport and residential nodes around the town including both train stations, the bus station and Middlebeck. To date, over 1,300 trips have been made on the bikes and a full launch is planned for the summer. The second phase of the Cycle Town project is now underway with education and support schemes aimed to encourage bike use being planned for 2023.
- ⇒ The YMCA Community & Activity Village is now a state of the art home to sports, leisure, health and well-being, climbing and conferencing space. Usage has continued to expand within the last quarter, following the installation of additional stadia seating and works on the bike track.
- ⇒ Work continues on the Air & Space Institute (ASI) in advance of an early 2024 opening. The announcement of the Lincoln College Group collaboration with Nottingham Trent University (NTU) at the ASI has also been launched which brings both further education and higher education together. The partnership gives ASI students the chance to complete top-up degrees delivered by NTU after finishing their Level 5 studies.
- ⇒ This quarter, an application for planning permission has been submitted which, if approved, will allow work to continue to realise ambitious plans to develop the Newark Castle Gatehouse into an exciting visitor attraction. Securing planning permission is also an important step towards finalising the project's business case that will be submitted to central government to release the £2.6m Towns Fund grant allocation for this project (expected by December 2023). These plans will sensitively transform the Gatehouse into an immersive visitor experience and has been an ongoing project with almost a decade of work contributing to the exciting but sympathetic vision.
- ⇒ The leadership of the Newark Cultural Heart project has transferred to the council as it enters its second year. The Cultural Heart of Newark is a Town Deal project with an allocation of £1.5m of Towns Fund capital and £600k revenue. Work on events, promotion, and branding continues with a view to unlocking capital funding at the latter end of 2023. The Newark Vegan Market was delivered in March which saw 5,217 people visit the town centre which is a 10% decrease when compared to a comparable Saturday of 2022. However, as shown earlier in the report, Newark footfall in quarter 4 has seen a 19% reduction when compared to the same period of last year. Officers will continue to develop events with key partners in the summer and future activity includes the Newark Beach, Music & Art events and a cycle race.
- ⇒ We continue to liaise with National Highways, Newark Showground, and Overfield Park on plans to relocate the Newark Lorry Park and redevelop the existing site for new higher paid, higher skilled job opportunities. It is likely planning applications will be made in the summer of 2023.



Deliver inclusive and sustainable growth



- ⇒ Inspire: Culture, Learning and Libraries have taken occupancy of on the 1st floor of Newark Buttermarket and are running adult educational courses, workshops and events which has increased vibrancy and footfall at the buttermarket. We are now looking at options for flexible retail and community pods for the remaining atrium space for once the refurbishment work to the building has been completed. Within the quarter, two successful networking Business Engagement Sessions were carried out and over 100 town centre businesses were involved. Discussions with businesses have also suggested the possibility of developing a Business Improvement District (BID) for Newark and businesses are being asked to express their interest in this BID model. A BID is a defined area in which a levy is charged on all business rate payers in addition to the business rates bill. This levy is used to develop projects which will benefit businesses in the local area.
- ⇒ Following a bidding process in 2022, we received confirmation in December 2022 of a grant of £3.29m from the UK Shared Prosperity Funding (UKSPF) to support the delivery of a number of interventions over the next 3 years. This funding is to deliver across 3 themes of Communities and Place, People and Skills and Supporting Local Businesses. A proportion of this years funding was awarded to external partners to enable the delivery of a variety of community projects and programmes such as the YMCA Adventure Guides, CVS Door 2 Door and Volunteer it Yourself, resulting in over 150 volunteering opportunities created in the last 3 months.
- ⇒ Working collaboratively with our partners, we are continuing to develop proposals for regenerating Ollerton Town Centre and Clipstone. The Ollerton town centre regeneration proposals have been progressed further with the support of Shared Prosperity Funding (SPF), and a deliverable project, to be funded by a SPF grant, is envisaged to be developed by summer 2023 which if approved will provide the foundation stone to develop wider retail provision, including a public sector service hub. Regeneration proposals for Clipstone have also progressed with a planning application being developed for Clipstone Holdings and a land-swap between Wellbeck Estates and Clipstone Miners Welfare Trust planned, this will eventually create a new housing and leisure offer for the local area. We are also working closely with partners (including landowners and potential occupiers/funders) and looking to expand ambitions for the Mansfield Road Clipstone site to become a first-class sporting and leisure destination, building upon the provision of new relocated facilities from elsewhere in the village.
- ⇒ We continue to lead and support on key infrastructure projects around the district. Further works on the Newark Southern Link Road will commence in the early summer. To date, clearance and levelling of land has taken place at Hawton Lane, a contractor has been appointed for the construction and detailed discussions continue to take place between the Council, Urban and Civic, Nottinghamshire County Council, and National Highways who are aiming for end of April 2023 for the technical approval of the scheme. A contract will also be let for the build of the next phase by early summer 2023.

We are continuing to liaise with National Highways on the delivery of the A46 bypass. Progress this quarter has included, the commencement of detailed technical meetings to understand and agree detailed design. It remains the aspiration that a Development Consent Order will be issued in early August 2023. This means National Highways will submit the proposal to the Planning inspectorate who will consider the scheme, and provide any comments and objections, with a the hope that they will approve the proposal.

Finally, discussions are still ongoing with National Highways and Amey, the contractor tasked with undertaking the Feasibility Study for the A1 Overbridge at Fernwood to support the expansion of Fernwood. Amey have commenced work on the study and updates are expected to be provided in late 2023.

- ⇒ During the quarter, we delivered events at 3 schools, engaging over 125 students over the three sessions, to understand aspirations, promote opportunities and to develop their interview skills. This type of activity helps prepare the students for seeking employment in the future. The quote below has been provided by a

Deliver inclusive and sustainable growth



teacher at Suthers School in Fernwood: “Feedback from students has been overwhelmingly positive and the day has impacted positively on their awareness of their next steps and future options”.

- ⇒ We offer a comprehensive programme of support to ensure sustainable economic growth for local businesses. Some of the key activities this quarter included;
- The development of a package to support the business community with the cost-of-living pressures. This package includes webinars for businesses and a social media campaign to encourage people to shop locally, both of which will be launched later in 2023.
 - We have helped create 6 new jobs and safeguarded 67 jobs through the delivery of the the ‘Business Growth and Resilience Programme’, with local businesses in the sectors of retail, food and beverage. The programme was delivered to 10 businesses who received mentoring, support and grant funding to grow or build resilience.
 - We supported 15 businesses to access Grantfinder, providing businesses with a range of advice and support and funding.
- ⇒ We delivered a Growth Hub Business Support Surgery that was attended by 7 businesses. These are one-to-one sessions with a business advisor The event received a range of positive feedback and one attendee stated that: “I felt incredibly supported and for the first time in business I did not feel lonely. This is a great idea and great support for a small business”.
- ⇒ We have worked with Nottinghamshire County Council to revise the Countywide Visitor Economy Framework. The revised framework will support the Nottinghamshire Plan for a healthy, prosperous and greener Nottinghamshire, in particular building skills that help people get good jobs, and making Nottinghamshire a great place to live, work and visit. To ensure our plans are aligned, we will review the our own Visitor Economy objectives in 2023/24 and create a new Destination Development Plan. This plan informs the marketing and promotional campaigns that promote Newark and Sherwood to visitors and these two documents shape the Tourism work programme for the next 5 to 10 years.



Spotlight benchmarking

As of December 2022, the unemployment rate in Newark and Sherwood was 4.7% which is a 2% reduction since December 2021. Whilst the unemployment rate for England is 3.6% which is a reduction of 0.9% when compared to the same period.

Quarterly Indicators	Quarter 4 20/21	Quarter 4 21/22	Quarter 4 22/23	Target 22/23
The performance of our assets which contribute to the economic growth of the district				
Year to Date Indicators				
Total number of admissions - National Civil War Centre	1,913	8,709	13,234	10,000
Total number of admissions - Palace Theatre	0	28,517	59,877	30,000
All Other Indicator Types				
Newark Beacon - % of occupied units	No Data Received	89.4%	99.1%	85.0%
Sherwood Forest Arts and Crafts - % of occupied units	New for Q1 21/22	100.0%	100.0%	90.0%
Commercial Property - % occupied units	New for Q1 21/22	93.0%	98.0%	95.0%

Annual Indicators	20/21	21/22	22/23	22/23 Target
% of Town Centre retail premises vacant across the NSDC District	6.3%	6.9%	6.8%	9.0%

Exploring our performance

Across the inclusive and sustainable growth, performance remains in a strong position with all quarterly and annual indicators currently green and above target.

The National Civil War Centre was above target by 3,234 admissions and has increased by 4,525 since the same period last year. Admissions to the theatre were also significantly higher than target by 29,877 at the end of year position. This has also increased by 31,360 when compared to the same period of last year demonstration and increase in interest in local leisure and cultural activities.

Occupancy performance across the Newark Beacon, Sherwood Forest Arts and Crafts Centre and the rest of our portfolio of corporate property remains in a strong position with all indicators being above target, demonstrating that we are a Council trusted landlord.

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



What we have been doing this quarter;

- ⇒ Our 'Starting Well' project to improve the success of tenants in new homes continues. Despite the costs of living challenges, arrears are at their lowest level since 2011/12, demonstrating the positive impact of adopting a proactive, early intervention approach.
- ⇒ We have continued to support resettled families and individuals, and this year we set-up the Newark and Sherwood Homes for Ukraine scheme with 151 families having been homed in the district. As a result of this increased workload, a new resettlement team has been recruited to support resettled households across all programmes including Afghan and Syrian households as well as households from Homes for Ukraine.
- ⇒ The replacement temporary accommodation on the former Seven Hills site, now known as Alexander Lodge is progressing well. By the end of March 23 the contractors had made the site watertight and were ready to hand over to the next phase. Alongside these works a procurement tender process was run for the next phase will be an the internal fit out of the accommodation. The contract has been awarded and we are finalising details for the next phase of work.
- ⇒ The Broadleaves Housing with Care scheme in Boughton was nominated for a national award for the best large social housing development at the Local Authority Building Control Building Excellence Awards. Already the scheme has scooped up the prestigious East Midlands award and was shortlisted against other schemes across the country. Broadleaves officially opened in 2021, and since then has been providing excellent care to people over the age of 60. It's the fourth 'housing with care' scheme that we have opened. The state-of-the-art facility has 30 spacious and accessible apartments designed to help and support those who are living there, with features such as wet rooms and wider doorways. At the scheme 20 of the apartments have been designated for people with daily care needs, and an on-site care team provides support to these residents and is available 24 hours a day, 7 days a week.
- ⇒ In December 2022, there was a review of empty homes in the district and it was identified that there were 234 private properties that had been empty for more than two years. Of these, 40 had been empty for longer than ten years, 73 had been empty between five and ten years and 121 had been empty between two and five years. In February 2023, it was decided that we will increase the Council Tax premium on long-term empty homes to the maximum allowed in regulations, for properties empty for more than 2 years to 100%, for properties empty for more than 5 years to 200% and properties more than 10 years to 300%. This is being done to encourage owners of these long-term empty properties to bring them back into use either through occupation, rent or sale. This change will also bring our policy in line with the other six district and borough councils in Nottinghamshire.
- ⇒ Throughout the quarter, we saw poor weather conditions which resulted in multiple placements being made for rough sleepers under our severe weather emergency provision. These repeat episodes of bad weather meant that some of the 13 individuals placed had to be repeatedly placed during the quarter and, where appropriate, housing advice and longer-term housing solutions were provided to prevent these individuals from returning to the streets.



How are we performing against our objective to...

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



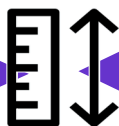
- ⇒ The Council continues to exceed national performance targets for determining planning applications. National targets are 60% determined in 13 weeks for major applications and 70% determined in 8 weeks for non-majors, and both of our indicators are 90% or above. A new validation checklist was also developed this quarter to provide detailed guidance to developers and applicants to ensure they have all the information they need within their application to help make the process quicker and smoother.
- ⇒ The 3 tier priority timescales for housing repairs have now been in place for over 15 months. Priority 1 is within 24 hours, priority 2 within 6 weeks and priority 3 for our planned works up to 6 months. Levels of performance is currently below target but this will be reviewed for next year to be aligned to the currently priorities. Additional funding is also in place to help reduce the current number of live repairs and progress will be reviewed in quarter 1 of next year. The repairs service will be the priority for further improvements next year including a renewed focus on addressing and preventing damp and mould and understanding the implication of the Stock Condition Survey findings on our long-term asset investment plans.



**Our
Tenants quote following
adaptations:**

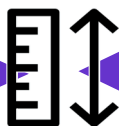
"Your staff have gone above and beyond to adapt the property exactly to my children's needs and sourced us multiple charitable funding to obtain carpets and moving costs taking a massive financial pressure off of us. Your tenancy staff are so empathetic, and your contractors did excellent adaptations in such an impressive time scale! It puts me in mind of the TV shows where a family is presented with a new home!"

Measuring Success



Quarterly Indicators	Quarter 4 20/21	Quarter 4 21/22	Quarter 4 22/23	Target 22/23
Year to Date Indicators				
Number of all tenants who have been evicted for rent arrears	0	2	2	3
Number of evictions (anti-social behaviour)	1	2	3	Trend (Increasing)
The performance of Arkwood, our property development company, which contributes to this objective				
Arkwood - number of units delivered	New for Q3 21/22	20	55	Trend (Increasing)
Arkwood - plots commenced	New for Q3 21/22	79	87	Trend (Increasing)
Arkwood - total legal completions	New for Q4 21/22	17	50	Trend (Increasing)
All Other Indicator Types				
Average time spent in temporary accommodation (weeks)	10.6	12.3	8.8	13.0
Average time (days) to re-let Council properties	31.8	27.6	28.0	28.0
% of rent collected from current tenants as a % of rent owed	100.3%	98.6%	99.0%	98.5%
Average "End to End" time for all reactive repairs (CALENDAR days)	29.0	12.7	21.2	11.0
% of repairs completed at first visit	90.0%	92.9%	88.4%	93.0%
% of planning applications (major) determined in time	New for Q1 21/22	100.0%	90.0%	90.0%
% of planning applications (non major) determined in time	New for Q1 21/22	98.0%	93.4%	90.0%
Average number of working days to process housing benefit change in circumstances	7.0	3.0	2.6	6.0
Average number of working days to process new housing benefit claims	19.0	19.0	18.1	17.0
Amount of current arrears as a % of annual rent debit	1.93%	1.68%	1.31%	2.20%
Amount of current arrears	£444,210	£396,533	£324,310	£500,000
% of all tenants who have been evicted for rent arrears	0.00%	0.04%	0.04%	0.05%
% of housing complaints resolved within agreed timescales	New for Q1 21/22	85.0%	93.0%	100.0%
% of homes with a valid gas certificate	New for Q4 21/22	99.0%	98.8%	100.0%
% of homes with Electrical Installation Condition Report (EICR) certificates up to five years old	New for Q4 21/22	99.2%	99.0%	100.0%

Agenda Page 22



Annual Indicators	20/21	21/22	22/23	22/23 Target
% of tenants satisfied with landlord/overall service (STAR)	87.5%	86.6%	86.5%	90.0%
% of tenants satisfied with the quality of their home (STAR)	85.7%	85.0%	86.1%	90.0%
% of tenants satisfied that their views are being taken into account (STAR)	81.8%	77.0%	77.1%	90.0%
% of properties with an energy efficiency (SAP) rating of C or above	New for Q4 21/22	67.7%	68.0%	69.5%

Exploring our performance

The "End to End" time for all reactive repairs is above the target set by 10 days. For 2023-24 we are amending the target to account for the priority 2 repairs having a six week target response time (42 days). We are also working through a back log of works that will impact on this performance as they are outside of timescale.

The number of homes with a valid gas compliance certificate has significantly improved but remains below target by 1.2%. Of the 5,196 properties that require a gas certificate, we have 63 without a certificate, however all of these are now in an enforcement process to allow us to gain access to the property to undertake the service required in line with gas regulations. This performance indicator has been changed from 2023-24 and will be a Tenant Satisfaction Measure (TSM) which records the number of homes without a certification.

Tenant arrears remains low and significantly below target, with the year-end arrears sitting at £324,310, a reduction of £72,223 compared to the same period last year. This is the lowest level of arrears since 2011/12. This has been achieved with minimal formal recovery action, with only 2 evictions for rent arrears taking place this year. We have also been focussing support where it is needed, and we delivered the Helping Hands scheme in Quarter 4 which targeted support to tenants to encourage them to maintain an arrears repayment plan.

The percentage of tenants 'satisfied that their views are being taken into account' is below target by 12.9% but remains in a comparable position to last year. Although this is below target for us, we are 7.1% higher than the STAR survey benchmark (which compares to the performance of other local authorities). This will be an area of focus for coming years.

Across both the overall service and the quality of homes indicators, performance delivered is below the challenging targets set. However, when we compare ourselves to other local authorities, we remain higher than the STAR benchmark which again demonstrates an higher than average level of satisfaction. This performance is a strong foundation to build on ahead of the Tenant Satisfaction Measures which will be delivered at the end of 2023/24.

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;

⇒ The Great British Spring Clean was a success across the district, thanks to the 197 dedicated local volunteers who took part, and the jam-packed schedule of green activities. In total the hard-working litter picking volunteers from across the district collected 244 bags of waste. We provided the volunteers with litter picking equipment and disposed of the bags of waste collected. Litter picking events were organised all over the district, by groups including staff at NSK Newark, Newark Community Gardeners, Historic Newark in Bloom, Rainworth Social Action HUB, Collingham Parish Council, Lowdham Community, Sherwood Forest Trust, RSPB, Green Southwell, Friends of Sconce and Devon Park, Friends of Balderton. In conjunction with the litter picking events, we also hosted a programme of greening activities to take this year's spring clean a step further. Over the two weeks activities included:

- A public survey at Sconce and Devon Park where residents discussed new plans for a Castle-themed playground and Fitness Zone. All the feedback gained from this survey will be used to shape the plans for the popular local park.
- The Community Garden at Newark Library was officially opened to local groups and schools to hire. The site, which was designed with wildlife and sustainability in mind, can be booked for free as a space for learning activities and events.
- Cleaner, Safer, Greener issues were tackled on a Day of Action in Balderton. The programme of activities resulted in 6.76 tonnes of waste being cleared from the area, 44 streets being deep cleaned and the removal of 8 fly tips.



⇒ We have continued with the 'Not in Newark and Sherwood' Campaign. Since the start of the campaign in April 2022 we have now directly issued a total of 150 Fixed Penalty Notices (FPNs) for fly tipping and 56 for other environmental offences, including failure to produce a Waste Transfer Note, indicating that they were not disposing of their waste correctly. We have also directly issued 55 FPNs for littering offences which includes side waste and some small fly tips.

⇒ In this quarter specifically, we have delivered 2 prosecutions totalling £2,358 in fines. We also currently have an additional 10 cases waiting to be heard at court which range from fly tipping, failure to have appropriate scrap and waste carriers licence offences. This quarter colleagues also issued fixed penalty notices for the following offences:

- 28 for fly tipping
- 553 for littering – 14 by council officers and 539 by our third-party enforcement partner
- 5 for failure to produce a waste transfer notice

We have also purchased 'trail cams', to assist us in gaining evidence for fly tipping prosecutions in the more remote fly tipping hotspots. These cameras will be soon rolled out soon.

⇒ Restorative justice is designed to provide an opportunity for the police to deal with low-level offences (as appropriate) without going through formal criminal justice sanctions (which could result in a young person having a criminal record). We are continuing to work the restorative justice team with weekly sessions now conducted on Sconce and Devon Park to cover a range of activities including litter picking, weeding, footpath maintenance and conservation activities.

How are we performing against our objective to...

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



⇒ The Action Team have continued to deliver works within the district, 10 new dog bins and 30 new litter bins have been installed. They have also delivered a programme of cleansing works, including deep brushing to housing communal areas and public footpaths, removing moss and debris, which complements our road sweeping delivery and improves the overall appearance of the streets.



⇒ This is the second year the Council have delivered a grounds maintenance service for the Housing Revenue Account (HRA), and as part of this service performance checks are made on the quality of the grounds maintenance service delivered. January 2023 saw the first score of '1' across the board on inspections. This means the quality was deemed 'perfect and complete to specification'. This is a good achievement to finish our second year of delivering this service in house. The averages for the quarter has been included below and show a comparison to the same period of the previous year.

Performance Outcomes of Monitoring Inspections for the Maintenance of Housing Land (HRA)		
Service Area	Q4 21/22	Q4 2022/23
Grass	1.31	1.27
Litter and Bins	1.13	1.17
Garage Site	1.58	1.29
Shrub Bed Maintenance	1.75	1.56
Weed Control	1.72	1.41
Hedge Cutting	1.65	1.47



Quarterly Indicators	Quarter 4 20/21	Quarter 4 21/22	Quarter 4 22/23	Target 22/23
Year to Date Indicators				
Number of fly tipping incidents	1,845	1,643	1,576	1,800
Number of fly tipping enforcement actions	1,870	2,601	2,291	2,050
All Other Indicator Types				
% fly tipping incidents removed within 72 hours	70.3%	89.5%	95.8%	75.0%
% of household waste sent for re-use, recycling and composting	32.5%	36.0%	Waiting for External Data	40.0%
Number of missed bins (per 100,000 households)	New for Q1 22/23	New for Q1 22/23	44.4	45.0
Total number of garden waste subscriptions	14,542	16,694	19,188	17,000
% level 1 graffiti incidents removed within 36 hours	50.0%	87.5%	91.9%	100.0%
% level 2 graffiti incidents removed within 10 days	New for Q1 22/23	New for Q1 22/23	100.0%	90.0%
% of failing sites - street and environmental cleanliness - litter	1.2%	0.5%	0.8%	2.8%
% of failing sites - street and environmental cleanliness - detritus	1.1%	0.7%	1.1%	1.8%

Exploring our performance

Performance across this objective remains positive with all indicators in a green position, with the exception of the level 1 graffiti incidents not removed within 36 hours which is under target by 8.1% however this only equates to 3 incidents being out of time.



Enhance and protect the district's natural environment

What we have been doing this quarter;

- ⇒ In February, we approved the introduction of a new kerbside glass recycling service across the district. This decision followed a public survey, if we assume that each response was from a different household this means we heard from 11.8% of Newark and Sherwood's households. The survey saw almost 93% of respondents wanting to see the new service. Currently, residents have to travel to a network of bottle banks to recycle their glass, but we were interested to find out whether residents would support a new service that collected their glass from outside their homes. There were over 6,300 completed surveys of which over 5,800 would like to have a kerbside glass recycling.
- ⇒ We finished quarter 4 with around 17,400 garden waste customers which was a record number of subscriptions. Early quarter 1 figures show that we have over 14,100 subscriptions for 2023/24 already and this number is anticipated to grow significantly as we begin collections, and the resident needs grow through the spring and summer months.
- ⇒ We are progressing with a number of projects to achieve our 2035 carbon net neutrality target and meet the actions outlined in our Greening Newark and Sherwood Action Plan.
- As laid out in the Council's Climate Emergency Strategy action plan, the Council is working to improve its energy efficiency and reduce its overall carbon footprint by installing solar panels across a selection of our Corporate and Leisure buildings, and installation will be completed by the end of 2023. This project will assist the Council in making carbon savings and generating renewable energy both of which will assist us with reaching our 2035 net carbon neutrality target.
 - Work is continuing to develop a Decarbonisation Plan for our corporate and leisure buildings to help us understand the energy efficiency and carbon reduction measures we can put in place at each site.
 - 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 513 users utilising the application. Work is ongoing to promote the app throughout the year in partnership with the other Nottinghamshire authorities, and we will continue to utilise the App throughout 2023. Recently the Green Rewards App has been shortlisted for an LLC award and an MJ award.



- ⇒ This quarter, we repurposed 40 old dustbins to create wormeries in schools to reduce the levels of unrecycled food waste and to deliver free compost. Alongside this, we provided raised growing beds where the compost could be used. This enables children to get involved in utilising food waste in better ways and gives an early introduction to growing their own food.





Enhance and protect the district's natural environment

- ⇒ Plans to maximise the Sherwood Forest visitor offering, as part of the Forest Corner Masterplan, have progressed in close liaison with Nottinghamshire County Council and RSPB. Engagement has also taken place with developers at Thoresby Vale to consider the opportunities and impacts of improving connectivity for residents and visitors between Thoresby Vale, Forest Corner and other adjacent natural assets. Objectives included in the masterplan will consist of; creating a sense of arrival and destination, providing better connectivity to Edwinstowe high street, developing the Robin Hood visitor offer, increasing the amount of visitors and dwell time, and creating a flow to the visitor journey through Sherwood Forest.
- ⇒ Persistent organic pollutants (POPs) are poisonous chemical substances that break down slowly and have a negative impact on the environment. Changes were required to the way these are disposed of and are found in some upholstered furniture. Over a very short period of time, a new booking system and team were developed to collect these items. Over 39 tonnes of upholstered seating waste has been collected and disposed of in the last quarter.
- ⇒ With regard to improving access to public transport around the district, we continue to provide feedback to the Nottinghamshire Enhanced Bus Partnership following a presentation on their current projects. There are a number of feasibility studies taking place to explore opportunities to deliver transport hubs, pocket park and ride schemes, and pinch point improvements for the bus network.
- ⇒ This quarter we have conducted recycling talks to approximately 140 students at Bishop Alexander and Holy Trinity school. We also assisted community group in Southwell with the loan of recycling games for community events.
- ⇒ This quarter saw the approval and declaration of the Gunthorpe Local Nature Reserve, this is a project we have been supporting for the past two years. We have funded new signage and provided 1,500 hedgerow trees for the site funded through our Christmas Tree Recycling scheme. We have also planted 1,096 trees on our own sites, creating new hedgerows on Vicar Water Country Park and Sconce and Devon Park as well as additional fruit trees in the Ancient Orchard at Sconce and Devon.

Measuring Success



Quarterly Indicators	Quarter 4 20/21	Quarter 4 21/22	Quarter 4 22/23	Target 22/23
All Other Indicator Types				
Number of carbon reduction projects currently in progress	New for Q1 21/22	7	7	Trend (No change)

Annual Indicators	20/21	21/22	22/23	22/23 Target
Number of trees planted or given away in the District (since October 2019)	15,912*	18,052*	22,204*	10,000*

*Number of trees planted or given away are a cumulative total running over a 4-year period between 2019/20 and 2022/23 and the target covers the whole period

Exploring our performance

Performance across the natural environment objective remains in a strong position. Over the previous 4 years, we have planted or given away 22,204 trees, exceeding the target by 12,204.

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

What we have been doing this quarter;

- ⇒ Improvements have been made on some of the entryways to our residential buildings (Lover's Lane, Tithe Barn and Queen's Court). These properties have been fitted with new intercom systems that allow tenants to use their landlines or mobile phones to open their door and, if they have the system set up on a mobile phone, they can view who is at their door through video, allowing them to feel safer at home. This target hardening measure follows the success of similar installations in previous Safer Streets projects, which left residents feeling more secure in their buildings. The sites were also fitted with new interactive notice boards that will allow residents to be kept up to date with community news, safety information, take part in tenant surveys and more. A tenant at Queen's Court said: *"This new system is better for me because I can access it conveniently from my phone and I can see who is coming to see me."*
 - ⇒ We are continuing to use deployable CCTV where possible to help combat pockets of crime and anti-social behaviour. These cameras are currently situated in hotspots at Newark, Blidworth and Edwinstowe. Additional CCTV requests have been received and these are currently under consideration for Boughton in relation to persistent fly-tipping.
 - ⇒ We continue to try and improve the feelings of safety and reduce the levels of crime and anti-social behaviour (ASB) through both preventative and reactive measure. This quarter we have allocated specific geographical areas that are known for their high levels of ASB to the Community Protection Officers (CPO). These officers are spending additional time in these areas which are in Clipstone, Rainworth, Blidworth and Ollerton & Boughton, and ensuring that there is engagement with the police and Parish Councils to encourage reporting of ASB and increase the amount of patrols.
- 
- ⇒ In response to a spike in localised ASB, a CPO is now dedicated to Newark town centre on a short-term basis. They conduct hi-visibility patrols, engage with members of the public, businesses, and licenced premises and act as a single point of contact for the Police.
 - ⇒ A 'Report It' campaign was carried out in Middlebeck where we carried out house to house enquiries asking residents about ongoing anti-social behaviour issues and provided a leaflet explaining how to report ASB.
 - ⇒ This quarter, we have once again been awarded with the Park Mark 'Safer Parking Award' for our safe and secure car parks. All car parks managed by the Council in Newark were assessed by the British Parking Association and all the sites were awarded with both the prestigious Park Mark award and the Disabled Parking award. This follows our recent achievement of the new Park Mark Freight award for Newark Lorry Park. The Lorry Park is the first of its type, not only in Nottinghamshire, but also in the East Midlands, to win the award and we are the only authority in the country to have received all three awards.
 - ⇒ In January, Public Protection officers along with housing colleagues, joined the Sherwood Police Neighbourhoods teams in a Night of Action. This night of action aimed to tackle anti-social behaviour in the Sherwood area, with ASB revisits, high visibility patrols and engagement in key hot-spot areas, including Clipstone, Ollerton, Boughton and Bilsthorpe.
 - ⇒ Usually, over the Winter months, we experience a dip in reported incidents of anti-social behaviour, unfortunately this has not been the case over the last quarter, with a sharp rise in youth related anti-social behaviour, particularly in Newark town centre, Hawtonville and Ollerton. Enforcement action has been taken on 8 young people who have all entered Acceptable Behaviour Contracts with referrals to appropriate support services. A further 6 parents/guardians have also received advisory/warning letters about their children's behaviour in the town centre.



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

⇒ As part of our commitment to the 'Violence Against Women and Girls' campaign we carried out a Night of Action on Saturday 4th March involving staff from across the council. We who worked with the Police to promote educational awareness on a substance called Cocaethylene which is produced when individuals use cocaine with alcohol. One of the adverse effects of this substance is that it increases violent and impulsive behaviours, often resulting in increased incidents of domestic violence. This is our second of three nights and although the results of the surveys carried out on the night are still being collated, the initial results are positive and showing an increased awareness with employees and patrons of the night-time economy.



⇒ A new scheme is set to launch in Newark to increase feelings of safety for women and girls within fitness centres and gymnasiums. During the quarter, we designed and delivered a survey so that voices can be heard to shape the topics that will be addressed within the training to ensure it will be effective in tackling the issues specific to the area. Data suggests that unwanted attention such as being watched, followed, unsolicited physical contact and comments on the body have caused 71.5% of women to change their gym routines. Attending the gym is a key part of many people's lives and wellbeing so, as part of the Newark Safer Streets project, partners want to ensure fitness facilities are enjoyable and a comfortable space for all members. A collaboration between the Council and Nottinghamshire Police aims to tackle the negative experiences through creating the Safer Gym Group. It will come from the Safer Streets funding secured by the Police and Crime Commissioner for Nottinghamshire, which has a large focus on violence against women and girls. The group will be made up of local gyms who wish to participate in the scheme, and they will all receive training on how to support those who may experience unwanted attention or harassment when using their facilities.

⇒ The projects set out in the Safer Streets bid continue to be developed and implemented. Anti-social behaviour at St Marks Place is being stopped in its tracks as part of another project to make Newark's streets safer. The site had been subject to drug use, urinating, and graffiti, leaving residents and workers in the area feeling unsafe. But now, new security gates have been installed to prevent vehicle and pedestrian access thanks to a grant from the Safer Streets fund. This is the third time Newark has benefitted from Safer Streets funding and over £1 million has been invested towards a safer Newark and Sherwood by the scheme to date.



Measuring Success



Quarterly indicators	Quarter 4 20/21	Quarter 4 21/22	Quarter 4 22/23	Target 22/23
Year to Date Indicators				
CCTV - number of proactive incidents	New for Q3 21/22	485	348	400
CCTV - number of reactive incidents	New for Q3 21/22	1,200	1,306	1,250
Fixed penalty notices (number issued)	34	1,599	2,464	Trend (Increasing)
Community protection notices/warnings (number issued)	25	16	8	Trend (Decreasing)
All other notices/warnings (number issued)	19	49	23	Trend (Decreasing)
All Other Indicator Types				
% reduction in anti-social behaviour - Newark & Sherwood District compared against County area	-71.0%	-15.0%	2.0%	11.0%*
% reduction in all crime - Newark & Sherwood District compared against County area	15.0%	14.5%	-9.0%	-7.0%*
% of businesses in the District with a food hygiene rating of 3 or above	New for Q3 21/22	93.12%	92.67%	84.33%
% of businesses in the District with a 0 star food rating (major improvement necessary)	New for Q2 21/22	0.18%	0.18%	0.15%
% of food inspections undertaken in quarter	New for Q1 21/22	No Data Received	100.0%	100.0%
% of all programmed inspections completed in quarter	New for Q1 22/23	New for Q1 22/23	100.0%	Trend (No benchmark)
% programmed pollution inspections completed in quarter	New for Q1 22/23	New for Q1 22/23	39.0%	Trend (No benchmark)

*target is the County average and minus denotes an increase

Annual Indicators	20/21	21/22	22/23	22/23 Target
% of tenants satisfied with the neighbourhood (STAR)	90.0%	91.5%	Waiting for External Data	90.0%

Exploring our performance...

Anti-social behaviour (ASB) has reduced by 2% when compared to the same period of last year but this reduction is less than that seen across the county at 11% making this fall below target. Crime has seen a 9% increase in all crime when compared to the previous year and has increased to a greater extent when compared to the rest of the county by 2%. Although ASB has reduced, quarter 4 has been a busy time with increased ASB and crime within our town centres leading to additional proactive and reactive responses by our control room staff especially around the reactive needs.

The % of businesses in the district with a 0-star food rating is below target and sits at 0.18%, however, this only equates to 2 businesses that scored a 0 out of the 1,107 premises in the district. Officers have worked with both businesses who have now applied to be re-scored.

Improve the health and wellbeing of local residents



What we have been doing this quarter;

- ⇒ In February, we hosted a new community food initiative supporting local residents at Cleveland Square Community Centre in Newark, in partnership with 'The Bread and Butter Thing'. The Bread and Butter Thing is a mobile food club making life more affordable for people on low incomes and helping to reduce food waste across the country by working in partnership with supermarkets, factories and farms to redistribute surplus food. This food would otherwise go to waste because it is either wrongly labelled or there is simply too much of it. The food club will support 80 families per week utilising produce that would ordinarily be bagged as food waste and potentially end up in landfill.
- 
- ⇒ During the year we have also worked with 3 food clubs that required direct support from the council to become independent. These have now become self-sufficient groups and continue to provide much needed support within their community.
 - ⇒ Throughout the year, a total of 208 homes have been helped by poverty alleviations schemes, 65 of those being private sector residents helped directly via the Council-delivered fuel poverty alleviation scheme and another 143 low income private sector residents have been supported via referrals to partner organisations offering relevant grants/interventions to help reduce fuel poverty. More joint schemes are planned for 2023/24.
 - ⇒ We are also planning to modernise, develop and extend a number of the other district's park play areas and equipment over the next year with an investment of almost £350,000. Plans to replace aging equipment for new and imaginative pieces of play equipment including inclusive play equipment for all ability users where possible to do so. Ten parks will undergo improvements, including Vicar Water County Park, 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, Cleveland Square in Newark, Turner Lane in Boughton and Sconce and Devon Park.
 - ⇒ Exciting proposals for Sconce and Devon include a new Castle-themed play area park to tie in with the town's Civil War history. Additional plans for Sconce and Devon Park include the development of a fantastic new outdoor fitness area which would be free for all visitors to use. The development would build upon the park's existing popularity as a site for fitness and wellbeing activities, such as walking, park runs, or small personal training classes.
 - ⇒ We continue to work in partnership with the YMCA at the Newark Community and Activity Village. During quarter 4, the YMCA opened their new stands and covered seating which was joint funded by the council and the YMCA. The new inclusive stands and covered seating are now installed and operational adding a new level of infrastructure necessary for the stadium pitch. Spectators can now watch the games from purpose built covered seating which will help to increase the number of spectators at home games. The new infrastructure provides in excess of 200 covered seats and standing space that will enable the home teams to progress up the National Football Pyramid which requires better infrastructure for the higher the league status. The new seats will also enable other outdoor activities and events to take place with protection for participants during periods of inclement weather.
 - ⇒ The Maid Marion Community Play Park in Bilsthorpe was formally opened to the public on 8th March and is now being used by the community with lots of positive feedback received from residents saying how good the site is now and how enjoyable it is to have access to it. The residents on Maid Marian are particularly pleased at how much it has improved the visual aspect of the road with the new railings and the planting scheme.

How are we performing against our objective to...

Improve the health and wellbeing of local residents



- ⇒ On the 25th March, we attended the Southwell Market 'Green fair' to promote Meat Free Monday. At the event, 150 people were engaged with, trying prepared meat free foods and receiving a range of recipes for them to try at home themselves.
- ⇒ Following detailed discussions with a range of stakeholders including residents, Sport England, Highways, Public Rights of Way, Planning and Tree Officers, it is now hoped that reserved matters for the first phase of the Yorke Drive will be considered by Planning Committee on 8th June 2023 which, if approved, would allow a start on-site later this year. Resident engagement continues through a resident led panel, newsletter and social media engagement.

Measuring Success



Quarterly Indicators	Quarter 4 20/21	Quarter 4 21/22	Quarter 4 22/23	Target 22/23
Year to Date Indicators				
Number of user visits - Active 4 Today (All)	New for Q3 21/22	909,388	1,008,319	1,000,000
Number of events held in NSDC parks	New for Q3 21/22	126	270	130
Number of children on environmental education visits to NSDC parks	New for Q3 21/22	969	982	800
All Other Indicator Types				
Live Leisure Centre membership base (All)	New for Q3 21/22	10,990	11,585	11,500

Exploring our performance...

All indicators across the health and wellbeing objective are in a strong position and above target.

The number of visits to our leisure centres has exceeded the 1,000,000 target by 8,319. 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 year 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 4 20/21	Quarter 4 21/22	Quarter 4 22/23	Target 22/23
Year to Date Indicators				
Website – NSDC – sessions (total number of views)	518,197	341,882	784,580	400,000
Engagement rate with posts issued on NSDC Facebook and Twitter combined	New for Q1 21/22	1,055,405	920,610	1,000,000
Number of digital web form transactions	New for Q1 21/22	41,338	31,236	Trend (Decreasing)
% business rate collection	97.0%	98.0%	97.2%	98.2%
% council tax collection	97.3%	97.4%	97.1%	97.4%
All Other Indicator Types				
Telephony - average length of time to answer call (seconds)	17.0	78.0	84.0	60.0
Responsive Repairs - telephony - average length of time to answer call (seconds)	New for Q1 22/23	New for Q1 22/23	90.3	60.0
% invoices paid within 30 days - whole Council	89.9%	98.1%	98.0%	98.5%
% effective response to careline calls within 180 seconds (industry standard)	98.7%	99.1%	99.3%	99.0%
Average number of days to process new council tax support applications	20.5	18.0	18.8	18.0
Average number of days to process council tax support change in circumstances	9.4	9.0	7.5	7.0
Average number of working days to process new housing benefit claims	19.0	19.0	18.1	17.0
Average number of working days to process housing benefit change in circumstances	7.0	3.0	2.6	6.0

Exploring our performance...

The average time for our customer contact centre to answer a call is below target by 24 seconds. However, the time to answer a call has improved significantly when compared to performance in both quarters 1 and 2. Quarter 4 is always a busy quarter due to the annual garden recycling renewals and council tax bills being issued, this also coincided with central government launching additional energy support grants. An increase in the volume of calls received impacts on the time taken to answer a call.

The average time for responsive repairs to answer a call is below target this quarter by just over 30 seconds. Across the whole 22/23 year, performance outturn would mean that on average it would be below target by 3 seconds.

During the quarter, we also experienced technical issues caused by a national issue with Virgin where our phone lines couldn't connect to the network. This issue resulted in much longer call waiting times which had a negative impact on the overall performance figures. Compared to public and private sector bodies our average time to answer is very favourable. The emphasis for our teams is on answering the enquiry at the first point of contact.

Customer Feedback

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

Over this quarter, we received 25 compliments, 10 suggestions and 95 complaints.

Compliments

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

- Housing and estate management with 7 compliments, predominately themed around caring behaviour from staff and the general support provided.
- Housing maintenance and asset management with 4 compliments with similar themes to the above but also included responsive and quality works.
- Street scene and grounds maintenance with 4 compliments, with themes around prompt and efficient delivery, attention to detail and a pleasant attitude.

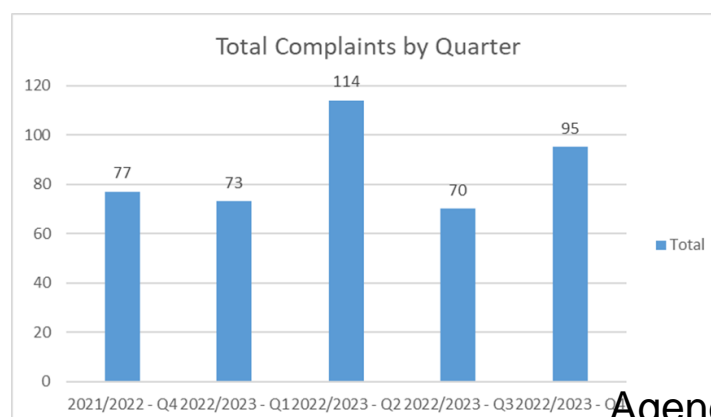
Complaints

In quarter 4 of last year, 74 complaints were raised, this has increased to 95 for this quarter's performance. The services receiving the most complaints were the most front facing, this is a usual pattern and is consistent with previous quarters. The most complaints were about waste and transport, housing maintenance and asset management, housing and estate management and council tax.

Council tax received 10 complaints this quarter which is 11 lower than the same period of the previous year. 50% of these complaints related to decisions made in terms of the customer's account.

Housing maintenance received 24 complaints, rising by 7 from the same quarter of the previous year. Themes included follow the same trend as previous quarters including quality of work both internally and through contractors and responsiveness to deal with issues raised.

Housing and estate management received 26 complaints, increasing by 19 from the same quarter of the previous year. The complaint themes were predominantly around staff conduct/attitude, neighbour issues, delays in service delivery and dissatisfaction with officer decisions.



Customer Feedback

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

Area of improvement...

A few complaints have been raised about the quality of repairs from some of our contractors

What we have done to improve...

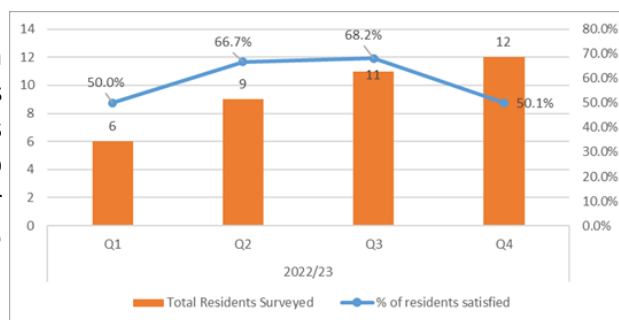
Our process for post inspecting works completed by our contractors is currently being reviewed to ensure that we are satisfied with works completed

Tenant Satisfaction

Following tenants receiving a service, satisfaction surveys are undertaken by Viewpoint to understand if our service delivery met their expectations. In quarter four, 859 surveys were conducted over 12 service areas, and the average service satisfaction across the areas was 90% (aka 90% satisfied or very satisfied). Services receiving higher than average satisfaction include adaptations, repairs, careline, gas servicing, right to buy, customer services and lettings. The areas for improvement were;

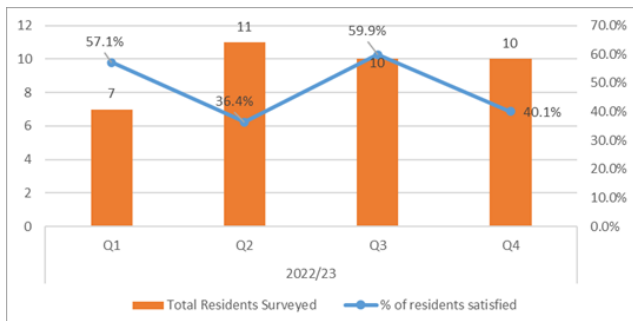
ASB

50.1% of tenants surveyed were satisfied or very satisfied with how we dealt with reports of anti-social behaviour. This performance has decreased when compared to the previous quarter by 18.1%. The performance follows a similar trend to the previous year but the performance in this quarter is higher by 11.3%. 1 tenant felt our communication was lacking and 5 were dissatisfied with the lack of progress and delays.



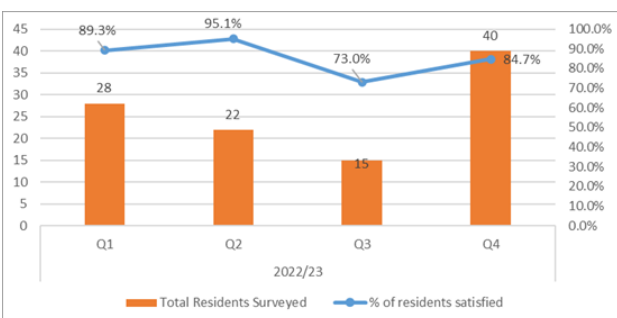
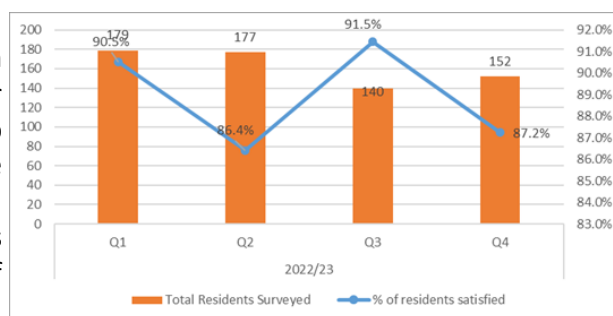
Complaints

40.1% of tenants surveyed were satisfied or very satisfied with how we handled complaints. Performance has reduced by 19.8% since the previous quarter but the amount of individuals surveyed was low and this difference would equate to 2 more people being dissatisfied. 2 tenants felt our communication was lacking, 2 were dissatisfied with the lack of progress and delays and 1 was dissatisfied with the overall outcome of the complaint.



Customer Services

87.2% of tenants surveyed were satisfied or very satisfied with customer services. This is the second lowest performing quarter of 2022/23 but is only a 4.3% decrease when compared to quarter 3 and is comparable to the same period of last year. The main issues raised were; delay to/not receiving a call back, feelings that we aren't listening to their views, other queries unrelated to the customer services experience, attitude of staff and ability to talk to the right people at the first contact.



Major works

84.7% of tenants surveyed were satisfied or very satisfied with major works. This is the second lowest scoring quarter of 2022/23. The number of individuals surveyed were also high and performance has improved by 9.4% when compared to the same period of last year. The main issues raised were; delays and unfinished jobs (either related to the major works or separate repairs) and communication and appointments.

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

In this quarter, 283 staff responded to the staff survey and this equates to a 43% completion rate. There is lots to celebrate from the findings and actions plans are being developed to improve the overall experience for colleagues. A few of the highlights included:

- 91% strongly agree or agree that the council are a good employer.
- 95% strongly agree or agree that they understand the role of the council. An 8% increase since 2020.
- 95% strongly agree or agree they understand how their job role contributes to achieving the council's objectives. A 5% increase since 2020.

As a part of any feedback mechanism, we also need to learn about where we can improve and what we can do differently. As a part of this process, we have identified various areas for improvement, for example, we will improve the speed of the training bid process and work on embedding the Council's values at all levels.

Over 370 staff attended the Staff Roadshows run through March and April 2023. These roadshows were an opportunity for staff to come together and hear from senior leadership about what is happening across the Council and the Council's future plans. It was also an opportunity for staff to connect with senior leaders and have constructive conversations on the findings from the staff survey. The themes explored at the roadshow includes how we promote and embody our values at all levels of the organisations, how we promote and encourage participation in wellbeing initiatives and how we develop career pathways and training/development for our colleagues.



	Quarter 4 20/21	Quarter 4 21/22	Quarter 4 22/23	Target 22/23
Year to Date Indicators				
Average number of sick days per employee (FTE) per year lost through sickness absence	5.3	7.6	7.4	6.0
All Other Indicator Types				
% of staff turnover	11.0%	15.0%	10.0%	14.0%

Exploring our performance...

The levels of sickness absence levels remain above target post covid, however, the years' outturn is slightly lower than the previous year.

The percentage of staff turnover remains below target by 4%, the reason we aim to have average turnover is so we can maintain a fresh workforce with appropriate levels of skill and knowledge. It is good for people to leave and employ new people with fresh ideas and approaches, but too much turnover can lead to a loss of knowledge and too little can cause the organisation to become stale. This indicator does however include agency/relief members of staff which increases the percentages for this indicator, so from quarter 1 of next year these will now be removed to show a true reflection of staff turnover.



Report to: Cabinet 27 June 2023

Portfolio Holder: Councillor Paul Peacock, Portfolio Holder for Strategy Performance & Finance

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

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

Report Summary	
Type of Report	Open Report , Non-Key Decision
Report Title	Provisional Financial Outturn Report to 31 March 2023
Purpose of Report	<p>To present to Members the provisional 2022/23 financial outturn position on the Council's revenue and capital budgets, including:-</p> <ul style="list-style-type: none"> • General Fund Revenue • Housing Revenue Account • Capital Programme • Provisions and Impaired Estimates on Debtors • Usable Reserves • Collection Fund <p>This report provides Members with a summary of actual income and expenditure compared to the revised budget and how any surpluses/deficits have been allocated to/from reserves.</p>
Recommendations	<p>That the final outturn of revenue and capital spending for 2022/23 be noted;</p> <p>That the variation to the capital programme, as set out in paragraph 1.15 be approved;</p> <p>That the capital financing proposals as set out in paragraph 1.16 be approved;</p> <p>Capital Programme reprofiling of £28.643m carried forward into 2023/24 as per appendices E and F;</p>

	<p>That the movement in Provisions and Impaired Estimates on Debtors be noted;</p> <p>That the creations of the new reserves, as outlined in paragraph 1.26, be approved; and</p> <p>That the individual contributions to, and withdrawals from, the revenue and capital Usable Reserves be noted.</p>
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1.0 **Background**

Overview of Provisional General Fund (GF) Revenue Outturn for 2022/23

- 1.1 The accounts show a favourable variance of £0.746m on service budgets, with a total additional transfer to Usable reserves of £0.565m as follows:-

Table 1: General Fund Revenue Outturn for 2022/23 Financial Year as at 31 March 2023

	Budget £'m	Outturn £'m	Variance £'m
Cleaner, Safer, Greener	5.609	5.481	(0.128)
Economic Development & Visitors	2.710	1.908	(0.801)
Homes & Health	1.714	1.555	(0.160)
Organisational Development & Governance	5.351	5.177	(0.174)
Strategy, Performance & Finance	2.961	3.479	0.517
Net Cost of Services	18.346	17.600	(0.746)
Other Operating Expenditure	4.152	4.068	(0.084)
Finance & Investment Income & Expenditure	2.041	0.897	(1.144)
Taxation & Non Specific Grant Inc	(21.265)	(21.684)	(0.419)
Net Cost of Council Expenditure	3.273	0.881	(2.392)
Use of in year variance to finance Pay Award	(0.729)	0.000	0.729
Transfer to/(from) Unusable Reserves	2.043	3.141	1.098
Transfer to/(from) Usable Reserves	(4.587)	(4.022)	0.565
Transfer to/(from) General Balance	0.000	0.000	0.000

- 1.2 The increase in Usable reserves has been applied to the Medium Term Financial Plan Reserve to assist with mitigating future funding pressures. The statutory General Fund balance has not varied during the year and remains at £1.500m, which is in accordance with the Medium Term Financial Plan approved on 9 March 2023.
- 1.3 The table below shows further detail regarding the variances which make up the additional transfer of £0.565m into Usable Reserves:-

Reason for Variance	Value £'m
Reduced spend on employees (inclusive of the 4.5% Vacancy savings target of £0.740m)	(0.083)
Reduced recharges to the Housing Revenue Account (HRA) and Capital	0.078

Development Management favourable variance due to several large planning applications	(0.202)
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Whilst the Newark Beacon have seen an increase in utility costs, the occupancy levels have been higher than expected during the year. This has also resulted in reduced advertising costs and NNDR liability now with tenants occupying the units	(0.095)
Other financial transactions, such as unused accruals and suspense items from the bank	(0.087)
Additional Car Parking Income across all sites	(0.071)
Lorry Park Income higher than anticipated	(0.130)
Vehicle running costs increases mainly due to increases in cost of fuel and materials	0.172
Waste and Recycling Income received was higher than anticipated (including additional expenditure as a result)	(0.083)
Additional Income received at the Palace Theatre in relation to shows (including additional show related expenditure)	(0.222)
The rent is no longer payable for Clipstone Holding Centre as this was purchased in 2022/23	(0.052)
Other Variances individually less than £0.050m	0.029
Favourable Variances on Services	(0.746)
Net Variance on interest	(1.167)
Additional Income relating to the NNDR Pool Surplus	(0.429)
Favourable variance on other operating expenditure e.g Apprenticeship Levy	(0.050)
Sub Total Variances on Services and Other	(2.392)
Minimum Revenue Provision and Voluntary Revenue Provision	1.098
Funding of the Pay Award, over and above budgeted increase	0.729

- 1.4 The level of favourable variance on Service Budgets managed by the Business Managers of £0.746m represents 4.06% of the total service budgets. Further details of the variances against committee budgets are in **Appendix A**.
- 1.5 Net Interest receivable amounted to £1.167m over budget. This was based on actual interest rates being higher throughout the course of the year. The budget was based upon average interest rates being at 0.25% and average balances of £41.326m, whereas the outturn was an average interest rate of 3.63% on average balances of £72.882m. The increase in average balances was mainly due the movement in the Capital Programme budgets in year.
- 1.6 This additional interest has been utilised in order to write down previous capital financing decisions on borrowing and hence, an additional £1.098m has been utilised which will generate future revenue savings of £0.026m per annum going forward which would otherwise need to have been financed annually.
- 1.7 Business Rates funding from the Business Rates Pool amounted to £1.029m which was £0.429m over the anticipated budgeted figure (£0.600m was originally budgeted for). This was due to the growth that has been seen over a number of years in the Districts' business community.

- 1.8 £0.729m of unfunded budget was applied into services in relation to the pay award for 2022/23. The budget approved by Full Council on 8 March 2022 budgeted for a 2022/23 pay award of 2%, in line with the 2021/22 pay award of 1.75% for most employees. The employers and unions agreed an increase of £1,925 per pay point.

Final position (as at 31 March 2023) compared to previous position (as at 31 December 2022)

- 1.9 The previous budget monitoring report to Cabinet projected a favourable variance against the revised budget of £0.577m on Service budgets. This report describes the actual favourable variance, against the revised budget, of £0.746m on Service budgets: an increase of £0.169m. *Table 2* summarises the changes in variance against committee budgets between the two reports. Further details of these changes by Portfolio are in **Appendix B**.

Table 2: General Fund Revenue Outturn: Changes in Variance by Committee Between Reports

Net Cost of Services variance as at 31/12/2022 (21/03/2023 Cabinet report)	(0.577)
Cleaner, Safer, Greener	(0.015)
Economic Development & Visitors	(0.117)
Homes & Health	0.005
Organisational Development & Governance	0.075
Strategy, Performance & Finance	(0.117)
Net Cost of Services variance as at 31/03/2023 (27/06/2023 Cabinet report)	(0.746)

Carry Forwards

- 1.10 Previous years have seen officers requesting carry forwards of underspends that relate to the timing of payments that have extended past the year-end date of 31st March in year. This year, the s151 Officer has approved £0.934m to be carried forward into 2023/24.
- 1.11 Any unspent conditional grants are dealt with separately and are transferred to the balance sheet for either repayment or expenditure in the following year dependent upon its terms and conditions.

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

- 1.12 The financial outturn position to 31 March 2023 for the HRA before appropriations to reserves is a deficit of £0.284m. *Table 3* summarises these variances.

Table 3: HRA Revenue Outturn for 2022/23 Financial Year as at 31 March 2023

	Budget £'m	Outturn £'m	Variance £'m
Expenditure	21.059	21.168	0.110

Income	(26.484)	(26.206)	0.277
Net Cost of HRA Services	(5.425)	(5.038)	0.387
Other Operating Expenditure	0.485	0.206	(0.279)
Finance & Investment Income/Expenditure	4.374	4.550	0.176
Taxation & Non Specific Grant Income	(0.272)	(0.272)	0.000
(Surplus)/Deficit on HRA Services	(0.839)	(0.555)	0.284
Movements in Reserves			
Transfer to/(from) Usable Reserves	1.786	1.537	(0.249)
Transfer to/(from) Unusable Reserves	(10.565)	(10.565)	0.000
Transfer to Major Repairs Reserve	9.617	9.582	(0.035)
Total	0.000	0.000	0.000

1.13 Further details of the variances against HRA budgets are in **Appendix C**.

1.14 Further details of the changes in variance between this report and the previous report are in **Appendix D**.

Overview of Provisional Capital Outturn for 2022/23

1.15 Capital monies are spent on building or enhancing the Council's asset base. There are rules and regulations regarding what can be classed as capital expenditure and this spend must be financed separately from the day to day running costs of the Council.

1.16 Members approved all variations to the Capital Programme. At its meeting on 21 March 2023, Cabinet approved the revised budget of £60.393m. Since that meeting, there has been one change made to the budget on the HRA, this is for the work on Tithe Barn Court and Chatham Court as part of the Safer Streets project. The report approving this project was reported to Cabinet on 6 December 2022. This has increased the budget by £0.125m to £60.518m. The remaining budgets in relation to Safer Streets 4 have been included in 2023/24 budgets. This has been included in the detail at **Appendix F**.

1.17 In addition to the variation above, Cabinet approval is being sought for the allocation of £0.310m of S106 monies against Phase 4 Cluster 3 affordable housing project. It is proposed that this £0.310m will be funded by AG833 Land North of Cavendish Way, Clipstone affordable housing contribution. This does not change the overall budget; it is the use of this funding to finance the existing expenditure.

1.18 The accounts show lower levels of expenditure of £31.116m or 49% of the revised capital programme budget. As with all financial programmes, there will always be an element of slippage on capital schemes at the end of the financial year. It is proposed that the Cabinet approve the re-profiling of capital schemes totalling £28.643m (£21.772m GF and £6.871m HRA) as detailed in **Appendices E and F**. This is because the majority of the schemes are already committed. For clarity, where a scheme has been completed, any remaining budgets will not be carried forward.

Table 4: GF and HRA Capital Outturn for 2022/23 Financial Year as at 31 March 2023

Spend Type	Budget Approved as per Cabinet 21/03/2023 £'m	Revised Post Cabinet £'m	Outturn £'m	Variance £'m
GF	17.750	17.750	7.413	(10.337)
GF REFCUS*	23.608	23.608	11.824	(11.784)
GF Total	41.358	41.358	19.237	(22.121)
HRA	18.972	19.097	11.816	(7.281)
HRA REFCUS*	0.063	0.063	0.063	0.000
HRA Total	19.035	19.160	11.879	(7.281)
GF and HRA Total	60.393	60.518	31.116	(29.402)

*REFCUS relates to Revenue Expenditure funded from Capital under Statute i.e. expenditure on non-Council-owned assets e.g. disabled facilities grants.

- 1.19 The GF variance of £22.121m is comprised of £21.772m of carry forward requests, and favourable variances of £0.349m. Further details are in **Appendix E**.
- 1.20 The HRA variance of £7.280m is comprised of £6.871m of carry forward requests, and favourable variances of £0.409m. Further details are in **Appendix F**.
- 1.21 Capital spending in the year totalled £31.116m. This Capital expenditure has been funded by a combination of borrowing, external grants and contributions, receipts, major repairs reserve and revenue contributions. It is proposed that Cabinet approve the revised capital financing proposals as summarised in *Table 5*:

Table 5: Proposed 2022/23 GF and HRA Capital Outturn Financing

Source of Financing	GF Programme £'m	HRA Programme £'m	Total £'m
Borrowing	3.473	2.000	5.473
External Grants & Contributions	11.993	0.588	12.581
Capital Receipts	1.601	2.159	3.760
Revenue Contributions	2.170	7.132	9.302
Total Financing	19.237	11.879	31.116

Provisions for Future Liabilities

- 1.22 Provisions are made when an event has taken place that gives the Council an obligation that probably requires settlement, can be reasonably estimated, but where the timing of the payment is uncertain. Good practice requires that any movements in a Provision should be approved separately by Cabinet. The provisions in the table below relate to alterations and appeals against the rateable values (RV) provided for on properties in the National Non-Domestic Rating list (NNDR). The amounts shown in the Statement of Accounts (and hence in the table below) relate to this Council's element for the

provision for appeals. During the year £0.623m was charged against the provision in relation to RV adjustments and £0.614m was added to the provision of which 40% is applicable to NSDC (£0.249m charge and £0.246m increase therefore £0.003m as the NSDC share). The provisions provided for in *Table 6* are the Council's 40% share, as follows:

Table 6: 2022/23 Movements in GF Provision – NNDR

General Fund Provision (NNDR) – Period of Settlement for Appeals	Balance B/Fwd 01/04/2022 £'m	Movement in Year £'m	Actual Balance 31/03/2023 £'m
Provision for Appeals – NNDR settled within 12 months	(0.009)	(0.344)	(0.353)
Provision for Appeals – NNDR settled after 12 months	(1.464)	0.347	(1.117)
Provision for Appeals – NNDR Total	(1.473)	0.003	(1.470)

- 1.23 The Council receive external advice (from Analyse Local) relating to the level of provision that should be held. The Advisors suggest that there is a risk of £0.010m which relates to the Rateable Value list which began in 2010. From the revaluation of the 2010 ratings list which occurred in 2017, there has been limited information relating to the levels of appeals due to the Governments new “Check, Challenge, Appeal” process. Analyse Local have used their knowledge and understanding from a national perspective to estimate the total liability for the 2017 list which amounts to £3.666m. This gives a total provision at Collection Fund level of £3.676m of which this Council recognises 40% (£1.470m) due to its share of the overall NNDR income.

Impaired Estimates on Debtors

- 1.24 Impaired Estimates on Debtors is an estimation of the amount that will remain uncollectable after a certain time period and may require write off in the future accounts of the Council. The calculation is based upon on the age and amounts of debt owed to the Council based on a hierarchical percentage i.e. the older the debt, the greater likelihood of non-collection. Good practice requires that movements in the Impaired Estimates on Debtors should be approved separately by Members. *Table 7* details these:

Table 7: 2022/23 Movements in GF and HRA Impaired Estimates on Debtors

Debtor Type	Balance B/Fwd 01/04/2022 £'m	Movement in Year £'m	Actual Balance 31/03/2023 £'m	Overall Provision incl. other preceptors 31/03/2023 £m
GF - Sundry Debts	(0.100)	0.038	(0.062)	(3.979)
GF - Housing Benefit	(0.935)	0.171	(0.764)	(1.463)
GF - Council Tax Debts	(0.395)	(0.069)	(0.464)	(0.062)
GF - Business Rates Debts	(0.422)	(0.059)	(0.481)	(0.764)

GF – Impaired Estimates on Debtors	(1.852)	0.081	(1.771)	(6.268)
HRA - Sundry and Other Debts	(0.030)	0.008	(0.022)	(0.022)
HRA - Former Tenants	(0.253)	(0.035)	(0.288)	(0.288)
HRA - Current Tenants	(0.397)	0.349	(0.048)	(0.048)
HRA – Impaired Estimates on Debtors	(0.680)	0.322	(0.358)	(0.358)

Usable Capital Reserves

1.25 A Reserve is created for a specific future purpose or to cover contingencies. In accordance with the Code; these Usable Reserves must be separately identified between those that are retained for Capital purposes and those that are retained for Revenue purposes. Again, good practice dictates that any movements in existing reserves, or the creation of any new reserves, be approved by Members.

1.26 Capital reserves are used to fund spend incurred on the approved capital programme. *Table 8* details the position as at 31 March 2022:

Table 8: Capital Reserves used to Fund GF and HRA Capital Programmes as at 31 March 2022

Capital – Type of Reserve Used to Fund Capital Programme	Balance B/Fwd 01/04/2022 £'m	Cont'n in Year £'m	Use in Year £'m	Actual Balance 31/03/2023 £'m	Anticipated balance at 31/03/2027 £'m
Capital - GF					
Usable Capital Receipts	1.217	0.384	1.601	0	4.170
Capital Grants Unapplied	13.040	1.007	0	14.047	6.333
Capital – HRA					
Usable Capital Receipts – HRA	1.693	0.781	1.536	0.938	2.508
Usable Capital Receipts - RTB's	0	0.934	0.934	0	1.175
Capital Grants Unapplied	0.012	0	0.012	0	0
Major Repairs Reserve (MRR)	17.448	9.582	13.663	13.367	15.122
Capital - Total	33.410	12.688	17.746	28.352	29.308

Usable Revenue Reserves

1.27 Revenue reserves are used to fund anything that is not capital in nature, albeit can be applied to capital expenditure if necessary. They cover such areas as donations, external grants and contributions for future service provision, or specific sums of money held for a specific purpose. The tables below show high level balances against the categories of the reserves that are held for each fund together with current approved commitments and hence a forecast balance. **Appendix G** details the movement on General Fund Reserves and **Appendix H** shows HRA Reserves.

General Fund	Opening Balance £'m	Closing Balance £'m	Commitments £'m	Forecast Balance £'m
Budget funding reserve	(11.837)	(7.266)	1.074	(6.192)
Earmarked for Known Pressure	(8.447)	(7.189)	1.245	(5.944)
Ringfenced	(1.438)	(2.197)	0.119	(2.078)
Un-ringfenced	(14.623)	(15.671)	11.869	(3.803)
Total	(36.345)	(32.322)	14.307	(18.015)

HRA	Opening Balance £'m	Closing Balance £'m	Commitments £'m	Forecast Balance £'m
Earmarked for Known Pressure	(5.293)	(5.116)	1.356	(3.760)
Un-ringfenced	(2.000)	(2.000)	0	(2.000)
Total	(7.293)	(7.116)	1.356	(5.760)

1.28 During the year three new General Fund reserves have been set up:

Reserve name	Balance as at 31 Mar 2023 £'m	Purpose
ICT & Digital Services	(0.095)	Funds allocated towards the mitigation and management of Cyber Security incidents
Domestic Homicide Review	(0.010)	Funds allocated towards ad hoc investigations
Homes for Ukraine Fund	(0.320)	Funding received from Nottinghamshire County Council towards the cost of resettling refugees from Ukraine and other associated costs

The Collection Fund 2022/23

- 1.29 The Collection Fund accounts for the income from the collection of Council Taxes and Business Rates, and the subsequent disbursement to local authority preceptors and central government.
- 1.30 The in-year decrease on the Council Tax account was £2.915m, which decreased the overall balance from a surplus of £1.406m at 1 April 2022 to a deficit of £1.509m at 31 March 2023. This deficit figure includes the final year of spreading adjustments in relation to the allowed deficit created during 2020/21 as a result of COVID-19.
- 1.31 The Code prescribes that the Statement of Accounts only show the element of Council Tax that relates to Newark & Sherwood District Council. In this regard, the share of the Council Tax deficit of £1.509m that relates to Newark & Sherwood District Council as at 31 March 2023 is £0.180m. £1.172m of the deficit was estimated during January 2023 and is therefore being recouped during 2023/24 from Council Tax preceptors. £0.141m of this related to Newark & Sherwood DC and has been budgeted for accordingly.

- 1.32 The in-year increase on the Business Rates account was £14.568m, which decreased the overall balance from a deficit of £14.434m at 1 April 2022 to a surplus of £0.133m at 31 March 2023. The large swing in this figure relates to the accounting processes for extended retail and nursery relief awarded to business during COVID-19.
- 1.33 The Code prescribes that the Statement of Accounts only show the element of business rates that relates to Newark & Sherwood District Council. In this regard, the share of the business rates surplus that relates to Newark & Sherwood District Council as at 31 March 2023 is £0.053m. The Council declared an estimated surplus as at 31st March 2023 of £0.438m during January and hence £0.175m has been included within the 2023/24 budget.

Pensions

- 1.34 The details regarding the Council's share of the Nottinghamshire County Council Pension Fund are provided for Members consideration at **Appendix I**.
- 1.35 Barnett Waddingham are the Pension Fund's appointed Actuary and their report sets out the assumptions used to prepare the IAS19 pension figures reported in the Council's accounts. It is best practice to consider these assumptions prior to agreeing their use and inclusion in the Statement of Accounts for 2022/23. The Audit & Governance Committee considered these at their meeting in April 2023.

2.0 Proposal/Options Considered and Reasons for Recommendation

- 2.1 For Policy, Performance, and Improvement Committee to note the content of the report and to note the approvals to be sought from Cabinet on 27 June 2023.

3.0 Implications

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

Background Papers and Published Documents

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.

Statement of Accounts files & working papers 2022/23

Capital Finance Account's 2022/23 files

Housing Revenue Account's 2022/23 files

General Fund (GF) Revenue Outturn Variance Analysis by Portfolio Holder as at 31 March 2023

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

Cleaner, Safer, Greener - £(0.128)m	£'m
Waste & Recycling: increased Garden Waste, Trade Refuse income	(0.128)
Environmental Health: vacant posts, partly offset by increased costs on agency staff	(0.205)
Neighbourhood Wardens: Additional income in fixed penalty notices with associated charge to WISE	(0.017)
Vehicle Pool and Workshop: increased transport-related costs, particularly fuel (petrol and diesel) and oil and lubricants	0.172
Additional income received for vehicle inspections for external customers and HRA vehicles	(0.045)
Street Scene Grounds Maintenance increase in recharges for tree works	(0.069)
Other small variances	0.164
Total	(0.128)

Economic Development & Visitors - £(0.801)m	£'m
Heritage & Culture: increased Palace Theatre income offset by increased spend on agencies for their proportions of income	(0.197)
Development Management: vacant post filled with a career-grade post and planning income significantly increased due to a large application.	(0.272)
Planning Policy: vacant post carried for longer than anticipated, hoping to appoint by March 2023	(0.049)
Corporate Asset Development: reduced income from recharge of costs to HRA and capital, partly offset by vacant post	0.054
Whilst the Newark Beacon have seen an increase in utility costs, the occupancy levels have been higher than expected during the year. This has also resulted in reduced advertising costs and NNDR liability now with tenants occupying the units	(0.095)
The rent is no longer payable for Clipstone Holding Centre as this was purchased in 2022/23	(0.052)
Beaumont Cross: increased spend regarding Business Rates for empty units, delays in occupancy, and rent free period incentives	0.038
Additional Car Parking Income across all sites	(0.071)
Newark Lorry Park: increased rental income, due to higher than anticipated occupancy levels	(0.130)
Other small variances	(0.027)
Total	(0.801)

Homes & Health - £(0.160)m	£'m
Housing Options: vacant posts	(0.039)
Strategic Housing: vacant posts, partly offset by reduced income from recharge of costs to Housing Revenue Account (HRA)	(0.017)
Council Tax: vacant posts	(0.031)
Shortfall against budget in recovery of overpayment of housing benefits	0.083
Health & Community Relations: vacant posts, and allocation for events that have been moved to 2023/24	(0.112)
Other small variances	(0.044)
Total	(0.160)

Organisational Development & Governance - £(0.173)m	£'m
ICT: vacant posts	(0.022)
Customer Services: vacant posts	(0.067)
Transformation: vacant posts	(0.030)
Administration Services: vacant posts	(0.035)

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

Cleaner, Safer, Greener - Variance as at 31/12/2022	(0.113)
Other small variances	(0.015)
Cleaner, Safer, Greener - Variance as at 31/03/2023	(0.128)

Economic Development & Visitors - Variance as at 31/12/2022	(0.684)
Heritage, Culture & Visitors: overall change mainly due to Palace Theatre Increased income partly offset by payments to agencies for their proportions of income	(0.100)
Planning Development Management: Large Planning Application receipt	0.123
Increased income on Newark Lorry Park	(0.024)
Other small variances	(0.116)
Economic Development & Visitors - Variance as at 31/03/2023	(0.801)

Homes & Health - Variance as at 31/12/2022	(0.165)
Other small variances	0.005
Homes & Health - Variance as at 31/03/2023	(0.160)

Organisational Development & Governance - Variance as at 31/12/2022	(0.249)
Other small variances	0.075
Organisational Development & Governance - Variance as at 31/03/2023	(0.174)

Strategy, Performance & Finance - Variance as at 31/12/2022	0.634
Other Financial Transactions Income regarding unused accruals and receipts from the bank suspense account	(0.087)
Budgeted costs for in year pension strain not required	(0.055)
Other small variances	0.025
Strategy, Performance & Finance - Variance as at 31/03/2023	0.517

General Fund Revenue Outturn for Services - Variance as at 31/03/2023	(0.746)
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Housing Revenue Account (HRA) Revenue Services Outturn Variance Analysis as at 31 March 2023

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

HRA - £0.387m	£'m
Reduced income from rents due to an increased average period of time that dwellings are remaining vacant (void)	0.190
Increased costs of supplies and services on responsive repairs. The main reasons include increases in: - the use of contractors to deliver repairs due to employee vacancies; and - the costs of materials required for repairs and the range of repairs being performed	0.306
Increased income from solar photovoltaic (PV) panels, due to warmer than expected weather and a lower than anticipated number of faulty meters.	(0.015)
The cost of compliance has increased due to new regulatory requirements and due to the increase in labour and materials costs, including gas servicing	0.145
Increase in recharges from the General Fund following pay award	0.085
Salary savings due to vacancies, net of use of agency staff	(0.034)
Unallocated Efficiency savings where projects have been re prioritised	(0.298)
Other small variances	0.008
Total	0.387

Housing Revenue Account (HRA) Revenue Outturn Change in Variance Analysis as at 31 March 2022

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

<u>HRA - Variance as at 31/12/2022</u>	0.196
Home Loss Payments: budget has been moved to 2023/24 due to timing of decants required	0.189
Compliance Services spend increase on quarter 3 forecast	0.055
Void Maintenance budget spend higher than quarter 3 forecast due to volume of work	0.088
Responsive Repairs costs in the final quarter exceeded that which was forecast in December 2022	0.192
Disturbance Allowance payments less than anticipated	(0.027)
Agency Staff spend higher than quarter 3 forecast	0.052
Reduction in rental income received compared with quarter 3 forecast	0.039
Unallocated efficiency savings where projects have been re prioritised	(0.298)
Other small variances	(0.099)
<u>HRA - Variance as at 31/03/2023</u>	0.387

General Fund - Spend against budget - Estimated in year

Project	Capital Description	Project Manager	Revised Budget Approved on 21.03.23	Future Proposed Variations	Revised Budget including Variations for Approval	Actuals to 31.03.23	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/ Underspend	Carry Forwards Required
TB2253	Vehicles & Plant (NSDC)	A Kirk	1,704,667	0	1,704,667	1,688,106	0	0	1,688,106	-16,561	16,561
TB3142	Binrastructure Wrap Grant	A Kirk	1,094	0	1,094	0	0	0	0	-1,094	1,094
TB3143	Vicar Water Embankment Works	S Young	60,450	0	60,450	58,657	0	0	58,657	-1,793	0
TC3131	London Road Library Gardens	A Kirk	492,540	0	492,540	484,886	0	0	484,886	-7,654	0
TC3147	Street Scene Building Upgrade	A Kirk / S Young	10,133	0	10,133	0	0	0	0	-10,133	0
TC3152	Target Hardening - GF	A Kirk	62,316	0	62,316	24,764	0	0	24,764	-37,552	37,552
TF2000	CCTV Replacement Programme	J Walker	50,000	0	50,000	0	0	0	0	-50,000	50,000
TF3221	Southwell Flood Mitigation	J Walker	443,421	0	443,421	443,421	0	0	443,421	0	0
TF3231	Safer Streets 4	J Walker	0	0	0	0	0	0	0	0	0
TF3227	Lowdham Flood Alleviation	J Walker	0	0	0	0	0	0	0	0	0
TF6011	Private Sector Disabled Facilities Grants	J Walker	712,210	0	712,210	560,397	0	0	560,397	-151,814	151,814
TF6012	Discretionary Disabled Facilities Grants	J Walker	98,207	0	98,207	78,511	0	0	78,511	-19,697	19,697
TF6020	Flood Grants - 2020 - 2022	J Walker	20,416	0	20,416	19,916	0	0	19,916	-500	0
	Cleaner, Safer, Greener		3,655,455	0	3,655,455	3,358,657	0	0	3,358,657	-296,798	276,717
TA1216	Dukeries LC New Pool	A Hardy	142,314	0	142,314	102,478	0	0	102,478	-39,836	0

Project	Capital Description	Project Manager	Revised Budget Approved on 21.03.23	Future Proposed Variations	Revised Budget including Variations for Approval	Actuals to 31.03.23	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/ Underspend	Carry Forwards Required
TA1218	Leisure Equipment Purchase	A Hardy	0	0	0	0	0	0	0	0	0
TA1221	SLC Fire Safety Remedial Works	S Young	86,615	0	86,615	69,615	0	0	69,615	-17,000	17,000
TA3097	Yorke Drive Regeneration and Community Facility	C Clarkson	403,462	0	403,462	59,360	0	0	59,360	-344,102	344,102
TB6154	Community Facilities Provision Community & Activity Village (inc S106)	A Hardy	441,210	0	441,210	396,210	0	0	396,210	-45,000	45,000
TB6162	Magnus Academy Hockey Pitch	A Hardy	352,500	0	352,500	342,656	0	0	342,656	-9,844	9,844
TB6165	S106 Community Facilities to SOT	A Hardy	239,620	0	239,620	0	0	0	0	-239,620	239,620
TB6168	S106 Community Facilities Edwinstowe	A Hardy	46,771	0	46,771	46,277	0	0	46,277	-494	0
TB6169	S106 Children & Young Peoples Space Contribution	A Hardy	64,614	0	64,614	64,614	0	0	64,614	0	0
TB6170	S106 Rainworth Village Hall payment to RPC		19,835	0	19,835	19,835	0	0	19,835	0	0
TF3228	Homeless Hostel	K Shutt / M Cook	2,884,458	0	2,884,458	2,065,736	0	0	2,065,736	-818,722	818,722
TF6807	Warm Homes on Prescription	H Richmond	70,000	0	70,000	38,272	0	0	38,272	-31,728	31,728
TF6810	PV Units - EON	H Richmond	557,479	0	557,479	416,959	0	0	416,959	-140,520	0
	Homes & Health		5,308,878	0	5,308,878	3,622,013	0	0	3,622,013	-1,686,865	1,506,016
TA3053	Museum Improvements	C Coulton-Jones	39,938	0	39,938	4,655	0	0	4,655	-35,283	35,283

Project	Capital Description	Project Manager	Revised Budget Approved on 21.03.23	Future Proposed Variations	Revised Budget including Variations for Approval	Actuals to 31.03.23	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/ Underspend	Carry Forwards Required
TA3056	NCWC Tudor Hall	C Coulton-Jones	199,014	0	199,014	20,184	0	0	20,184	-178,830	178,830
TA3057	Palace Theatre Lighting	C Coulton-Jones	11,263	0	11,263	0	0	0	0	-11,263	11,263
TA3058	Palace Theatre Fire Alarm Upgrade	C Coulton-Jones	51,000	0	51,000	0	0	0	0	-51,000	51,000
TA3059	Palace Theatre Catwalk	C Coulton-Jones	42,000	0	42,000	41,197	0	0	41,197	-803	0
TA3060	Beacon - New Boiler	M Eyre	0	0	0	0	0	0	0	0	0
TA3061	Beacon - LED lights	M Eyre	0	0	0	0	0	0	0	0	0
TB3154	Castle Gatehouse Project	C Coulton-Jones	500,968	0	500,968	0	0	0	0	-500,968	500,968
TB3155	Castle - Condition Works	C Coulton-Jones	627,000	0	627,000	466,895	0	0	466,895	-160,105	160,105
TB3160	Castle Electrical Upgrade & Fire Alarm	C Coulton-Jones	8,757	0	8,757	0	0	0	0	-8,757	8,757
TC3140	Car Park Ticket Machine Replacement	B Rawlinson	21,802	0	21,802	0	0	0	0	-21,802	0
TC3149	Onstreet Residential Chargepoint Scheme	B Rawlinson	12,551	0	12,551	12,533	0	0	12,533	-18	0
TC3153	Places to Ride - Thoresby Vale	R Huthwaite	0	0	0	0	0	0	0	0	0
TI1002	A1 Overbridge Improvements	M Norton	60,000	0	60,000	0	0	0	0	-60,000	60,000
TT1000	Towns Fund - 32 Stodman Street Regeneration	N Cuttell	2,053,674	0	2,053,674	489,635	0	0	489,635	-1,564,038	1,564,038
TT1002	Towns Fund - Contribution to IASI	N Cuttell	7,100,000	0	7,100,000	3,298,380	0	0	3,298,380	-3,801,620	3,801,620

Project	Capital Description	Project Manager	Revised Budget Approved on 21.03.23	Future Proposed Variations	Revised Budget including Variations for Approval	Actuals to 31.03.23	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/ Underspend	Carry Forwards Required
TT1003	Towns Fund - Newark Gateway Cattlemarket Ph1	N Cuttell	84,403	0	84,403	29,931	0	0	29,931	-54,472	0
TT1005	Towns Fund - Cycle Town	N Cuttell	150,636	0	150,636	100,636	0	0	100,636	-50,000	50,000
TC3016	Legionella Remedial Works	M Eyre	17,771	0	17,771	-0	0	0	-0	-17,771	17,771
TC3134	Works to SFACC	M Eyre	10,344	0	10,344	0	0	0	0	-10,344	10,344
TC3135	Works to Buttermarket	P Preece	663,937	0	663,937	570,941	0	0	570,941	-92,997	92,997
TC3138	Lord Hawke Way Remedial Work & Bond	M Eyre	191,860	0	191,860	6,860	0	0	6,860	-185,000	185,000
TC3141	Improvements to Newark Beacon	M Eyre	0	0	0	-0	0	0	-0	-0	0
TC3142	Common Lighting at Industrial Estates	M Eyre	1,253	0	1,253	0	0	0	0	-1,253	0
TC3143	Roller Shutter Doors at Industrial Units	M Eyre	0	0	0	0	0	0	0	0	0
TC3144	Fire & Security Rear Entrance Doors at Industrial Units	M Eyre	138,000	0	138,000	33,330	0	0	33,330	-104,670	104,670
TC3145	Fire Signage and Emergency Lighting at Industrial Units	M Eyre	0	0	0	0	0	0	0	0	0
TC3146	Electrical Upgrades to Industrial Units	M Eyre	207,000	0	207,000	0	0	0	0	-207,000	207,000

Project	Capital Description	Project Manager	Revised Budget Approved on 21.03.23	Future Proposed Variations	Revised Budget including Variations for Approval	Actuals to 31.03.23	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/ Underspend	Carry Forwards Required
TC3148	RHH Units Fit Out	M Eyre	167,000	0	167,000	116,325	0	0	116,325	-50,676	50,676
TE3250	Shared Prosperity Fund year 1	S Husslebee	40,000	0	40,000	20,000	0	0	20,000	-20,000	20,000
	Economic Development & Visitors		12,400,171	0	12,400,171	5,211,501	0	0	5,211,501	-7,188,670	7,110,321
TA3286	Information Technology Investment	D Richardson	907,589	0	907,589	307,994	0	0	307,994	-599,594	599,596
	Organisational Development & Governance		907,589	0	907,589	307,994	0	0	307,994	-599,594	599,596
TC2005	Land Acquisition - Dukeries	M Eyre	70,000	0	70,000	0	0	0	0	-70,000	0
TC2006	Purchase of Land at Bowbridge Road	M Lamb	1,785,760	0	1,785,760	1,159,941	0	0	1,159,941	-625,819	625,819
TC2007	Clipstone Holding Centre	M Lamb	1,093,250	0	1,093,250	298,931	0	0	298,931	-794,319	794,319
TC2008	Vicar Water Country park	M Lamb	65,000	0	65,000	0	0	0	0	-65,000	65,000
TC3136	Climate Change	M Finch/M Eyre	34,500	0	34,500	16,200	0	0	16,200	-18,300	18,300
TC3154	Solar PV	M Finch/M Eyre	685,250	0	685,250	55,600	0	0	55,600	-629,650	629,650
TE3268	Southern Link Road Contribution	M Lamb	13,352,376	0	13,352,376	5,967,769	0	0	5,967,769	-7,384,606	7,384,606
TG1003	Housing Regeneration Loan Facility	N Wilson	2,000,000	0	2,000,000	-761,203	0	0	-761,203	-2,761,203	2,761,203
	Strategy, Performance & Finance		19,086,136	0	19,086,136	6,737,239	0	0	6,737,239	-12,348,897	12,278,896
	TOTALS		41,358,229	0	41,358,229	19,237,405	0	0	19,237,405	-22,120,824	21,771,546

Project	Capital Description	Project Manager	Revised Budget Approved at Cabinet 21.02.23	Future Proposed Variations	Revised Budget including Variations for Approval	Actuals to 31.03.23	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/ Underspend	Carry Forward Requested
PROPERTY INVESTMENT PROGRAMME											
S91100	ROOF REPLACEMENTS	S Ingram	480,000	0	480,000	498,227	0	0	498,227	18,227	
S91115	Roof Replacement Works	S Ingram	111,355	0	111,355	123,344	0	0	123,344	11,989	
S91116	Flat Roof Replacement Work	S Ingram	57,341	0	57,341	43,285	0	0	43,285	-14,056	
S711	ROOF REPLACEMENTS		648,696	0	648,696	664,857	0	0	664,857	16,161	0
S91200	KITCHEN & BATHROOM CONVERSIONS	A Tutty	0	0	0	17,776	0	0	17,776	17,776	
S91218	Kit & Bathrooms	A Tutty	2,390,000	0	2,390,000	1,741,213	0	0	1,741,213	-648,787	593,787
S712	KITCHEN & BATHROOM CONVERSIONS		2,390,000	0	2,390,000	1,758,989	0	0	1,758,989	-631,011	593,787
S91300	EXTERNAL FABRIC	G Bruce	0	0	0	0	0	0	0	0	
S91336	External Fabric Works	G Bruce	557,398	0	557,398	424,947	0	0	424,947	-132,451	132,451
S713	EXTERNAL FABRIC		557,398	0	557,398	424,947	0	0	424,947	-132,451	132,451
S91400	DOORS & WINDOWS	D Bamford	0	0	0	-9,900	0	0	-9,900	-9,900	
S91412	Doors & Windows Works	D Bamford	269,000	0	269,000	167,733	0	0	167,733	-101,267	101,267
S714	DOORS & WINDOWS		269,000	0	269,000	157,833	0	0	157,833	-111,167	101,267
S91500	OTHER STRUCTURAL	D Bamford	192,956	0	192,956	121,163	0	0	121,163	-71,793	71,793
S91511	Walls Re-Rendering	S Osborn	20,000	0	20,000	0	0	0	0	-20,000	20,000
S715	OTHER STRUCTURAL		212,956	0	212,956	121,163	0	0	121,163	-91,793	91,793
S93100	ELECTRICAL	V Parr	0	0	0	0	0	0	0	0	
S93115	Rewires	V Parr	849,351	0	849,351	480,976	0	0	480,976	-368,375	
S731	ELECTRICAL		849,351	0	849,351	480,976	0	0	480,976	-368,375	
S93500	HEATING	D Cornwell	0	0	0	0	0	0	0	0	

[illegible]

[illegible]

Project	Capital Description	Project Manager	Revised Budget Approved at Cabinet 21.02.23	Future Proposed Variations	Revised Budget including Variations for Approval	Actuals to 31.03.23	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/ Underspend	Carry Forward Requested
SA1083	Phase 5 Cluster 3	K Shutt	0	0	0	0	0	0	0	0	
SA3001	Ollerton Local Office Refurbishment & Repurpose	J Baker	0	0	0	0	0	0	0	0	
SC2000	Careline Analogue to Digital	S Stewardson	38,178	0	38,178	26,223	0	0	26,223	-11,955	11,955
	SUB TOTAL AFFORDABLE HOUSING		9,833,971	0	9,833,971	5,025,878	0	0	5,025,878	-4,808,093	4,826,653
			0	0	0	0	0	0	0	0	
	TOTAL HOUSING REVENUE ACCOUNT		19,034,546	62,500	19,159,546	11,879,389	0	0	11,879,389	-7,280,157	6,871,436
TOTALS			19,034,546		19,159,546	11,879,389	0	0	11,879,389	-7,280,157	6,871,436

General Fund Reserves

Appendix G

Description	Balance as at 31st March	Budgeted Movement	Balance as at 1st April	Transfer from	Transfer to	Revised Balance	Commitments	Remaining Balance
MTFP Reserve	(5,587,314.22)	(38,770.00)	(5,626,084.22)	0.00	(565,443.45)	(6,191,527.67)	0.00	(6,191,527.67)
Collection Fund Budget	(6,249,735.98)	387,780.00	(5,861,955.98)	4,787,646.00	0.00	(1,074,309.98)	1,074,309.98	0.00
Budget funding reserve	(11,837,050.20)	349,010.00	(11,488,040.20)	4,787,646.00	(565,443.45)	(7,265,837.65)	1,074,309.98	(6,191,527.67)
Investment Realisation Fund	(90,935.32)	0.00	(90,935.32)	90,935.32	0.00	0.00	0.00	0.00
Election Expenses Fund	(76,783.18)	0.00	(76,783.18)	249,542.51	(218,982.92)	(46,223.59)	181,295.50	135,071.91
Insurance Fund Excesses & Self Insured	(183,668.66)	0.00	(183,668.66)	93,668.66	0.00	(90,000.00)	0.00	(90,000.00)
Insurance Risk Management Fund	(76,665.51)	0.00	(76,665.51)	76,665.51	0.00	0.00	0.00	0.00
ICT & Digital Services	0.00	0.00	0.00	0.00	(95,000.00)	(95,000.00)	0.00	(95,000.00)
Repairs And Renewals Fund	(2,400,744.14)	0.00	(2,400,744.14)	490,491.08	(503,574.79)	(2,413,827.85)	238,607.93	(2,175,219.92)
Domestic Homside Review	0.00	0.00	0.00	0.00	(10,000.00)	(10,000.00)	0.00	(10,000.00)
Training Provision	(190,451.95)	0.00	(190,451.95)	10,904.00	(101,752.05)	(281,300.00)	0.00	(281,300.00)
Restructuring And Pay	(141,200.00)	0.00	(141,200.00)	141,200.00	0.00	0.00	0.00	0.00
Court Costs	(58,958.68)	0.00	(58,958.68)	58,958.68	0.00	0.00	0.00	0.00
Planning Costs Fund	(201,140.00)	0.00	(201,140.00)	0.00	0.00	(201,140.00)	0.00	(201,140.00)
Fuel And Energy Reserve	(62,142.06)	0.00	(62,142.06)	62,142.06	0.00	0.00	0.00	0.00
Refuse Bin Purchase	(15,000.00)	0.00	(15,000.00)	15,000.00	0.00	0.00	0.00	0.00
Growth And Prosperity Fund	(127,366.29)	0.00	(127,366.29)	0.00	0.00	(127,366.29)	0.00	(127,366.29)
Emergency Planning Reserve	(42,650.96)	0.00	(42,650.96)	42,650.96	0.00	0.00	0.00	0.00
CSG/Enforcement Reserve	(46,910.08)	0.00	(46,910.08)	16,000.00	0.00	(30,910.08)	0.00	(30,910.08)
Management Carry Forwards	(992,524.39)	0.00	(992,524.39)	681,683.37	(897,048.59)	(1,207,889.61)	163,080.65	(1,044,808.96)
Flood Defence Reserve	(250,000.00)	0.00	(250,000.00)	0.00	0.00	(250,000.00)	0.00	(250,000.00)
NNDR Volatility Reserve	(793,348.00)	0.00	(793,348.00)	293,348.00	0.00	(500,000.00)	0.00	(500,000.00)
Community Initiative Fund	(154,045.07)	0.00	(154,045.07)	78,390.89	(25,234.00)	(100,888.18)	0.00	(100,888.18)
Asset Maintenance Fund	(500,000.00)	0.00	(500,000.00)	0.00	0.00	(500,000.00)	426,740.00	(73,260.00)
Capital Project Feasibility Fund	(347,287.00)	0.00	(347,287.00)	33,471.00	(7,792.00)	(321,608.00)	173,138.00	(148,470.00)
Community Engagement	(220,110.45)	0.00	(220,110.45)	158,494.00	(17,825.00)	(79,441.45)	61,616.45	(17,825.00)
COVID Pressures	(186,250.00)	179,750.00	(6,500.00)	6,500.00	0.00	0.00	0.00	0.00
COVID Compliance Reserve	(198,233.16)	161,070.00	(37,163.16)	37,163.16	0.00	0.00	0.00	0.00
Theatre Centenary Legacy	(14,744.45)	0.00	(14,744.45)	405.41	0.00	(14,339.04)	0.00	(14,339.04)
Commercial Plan Invest to Save	0.00	(200,000.00)	(200,000.00)	0.00	0.00	(200,000.00)	0.00	(200,000.00)
Workforce Development Reserve	0.00	(200,000.00)	(200,000.00)	0.00	0.00	(200,000.00)	0.00	(200,000.00)
Capital Financing Provision	(1,076,107.66)	(786,440.00)	(1,862,547.66)	1,344,798.00	0.00	(517,749.66)	0.00	(517,749.66)
Earmarked for Known Pressure	(8,447,267.01)	(845,620.00)	(9,292,887.01)	3,982,412.61	(1,877,209.35)	(7,187,683.75)	1,244,478.53	(5,943,205.22)
Building Control Surplus	(75,429.17)	0.00	(75,429.17)	0.00	(8,483.00)	(83,912.17)	0.00	(83,912.17)
Museum Purchases Fund	(39,783.83)	0.00	(39,783.83)	0.00	(6,000.00)	(45,783.83)	0.00	(45,783.83)
Community Safety Fund	(141,737.27)	0.00	(141,737.27)	34,611.33	(16,093.45)	(123,219.39)	0.00	(123,219.39)
Homelessness Fund	(306,471.91)	(232,540.00)	(539,011.91)	196,530.00	(138,060.00)	(480,541.91)	10,000.00	(470,541.91)
Revenue Grants Unapplied	(619,268.68)	0.00	(619,268.68)	158,990.00	(409,357.49)	(869,636.17)	109,473.57	(760,162.60)
Energy & Home Support Reserve	(103,171.00)	0.00	(103,171.00)	0.00	0.00	(103,171.00)	0.00	(103,171.00)
Community Lottery Fund	(7,051.96)	0.00	(7,051.96)	6,000.00	(11,010.65)	(12,062.61)	0.00	(12,062.61)
Homes for Ukraine Fund	0.00	0.00	0.00	0.00	(319,537.84)	(319,537.84)	0.00	(319,537.84)
Mansfield Crematorium	(144,801.17)		(144,801.17)		(14,559.18)	(159,360.35)		(159,360.35)
Ringfenced	(1,437,714.99)	(232,540.00)	(1,670,254.99)	396,131.33	(923,101.61)	(2,197,225.27)	119,473.57	(2,077,751.70)
Change Management/Capital Fund	(13,097,010.18)	(786,440.00)	(13,883,450.18)	863,197.27	(1,151,278.30)	(14,171,531.21)	11,868,971.03	(2,302,560.18)
Other Earmarked Reserves	(25,774.00)	0.00	(25,774.00)	25,774.00	0.00	0.00	0.00	0.00
Gen Fund Bal Bfwd	(1,500,000.00)	0.00	(1,500,000.00)	0.00	0.00	(1,500,000.00)	0.00	(1,500,000.00)
Un-ringfenced	(14,622,784.18)	(786,440.00)	(15,409,224.18)	888,971.27	(1,151,278.30)	(15,671,531.21)	11,868,971.03	(3,802,560.18)
	(36,344,816.38)	(1,515,590.00)	(37,860,406.38)	10,055,161.21	(4,517,032.71)	(32,322,277.88)	14,307,233.11	(18,015,044.77)

HRA Reserves

Appendix H

Description	Balance as at 1st April	Transfer from	Transfer to	Revised Balance	Commitments	Remaining Balance
Hra Decent Homes Reserve	0.00	0.00	(1,500,000.00)	(1,500,000.00)		(1,500,000.00)
Hra Unused Efficiency Savings	0.00	0.00	(687,870.83)	(687,870.83)		(687,870.83)
Hra Service Improvement	0.00	0.00	(1,856,000.00)	(1,856,000.00)	1,356,000	(500,000.00)
Hra Regulatory Compliance / Modernisation	0.00	0.00	(250,000.00)	(250,000.00)		(250,000.00)
Hra Health And Safety	0.00	0.00	(367,371.70)	(367,371.70)		(367,371.70)
Hra Management Carry Forwards	0.00	0.00	(305,500.00)	(305,500.00)		(305,500.00)
Hra Insurance Fund	(50,000.00)	0.00	0.00	(50,000.00)		(50,000.00)
Hra Staffing & Pay Reserve	(100,000.00)	0.00	0.00	(100,000.00)		(100,000.00)
Hra Nsh Transfer	(3,966,911.34)	3,966,911.34	0.00	0.00		0.00
Hra Development & Ict Reserve	(114,802.18)	114,802.18	0.00	0.00		0.00
Hra Earmarked Reserve	(735,402.88)	868,635.66	(133,232.78)	0.00		0.00
Hra Future Bad Debts Reserve	(325,878.38)	325,878.38	0.00	0.00		0.00
Earmarked for Known Pressure	(5,292,994.78)	5,276,227.56	(5,099,975.31)	(5,116,742.53)	1,356,000.00	(3,760,742.53)
HRA Working Balance	(2,000,000.00)	0.00	0.00	(2,000,000.00)	0.00	(2,000,000.00)
Un-ringfenced	(2,000,000.00)	0.00	0.00	(2,000,000.00)	0.00	(2,000,000.00)
Total HRA Reserves	(7,292,994.78)	5,276,227.56	(5,099,975.31)	(7,116,742.53)	1,356,000.00	(5,760,742.53)



BARNETT
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beyond the expected

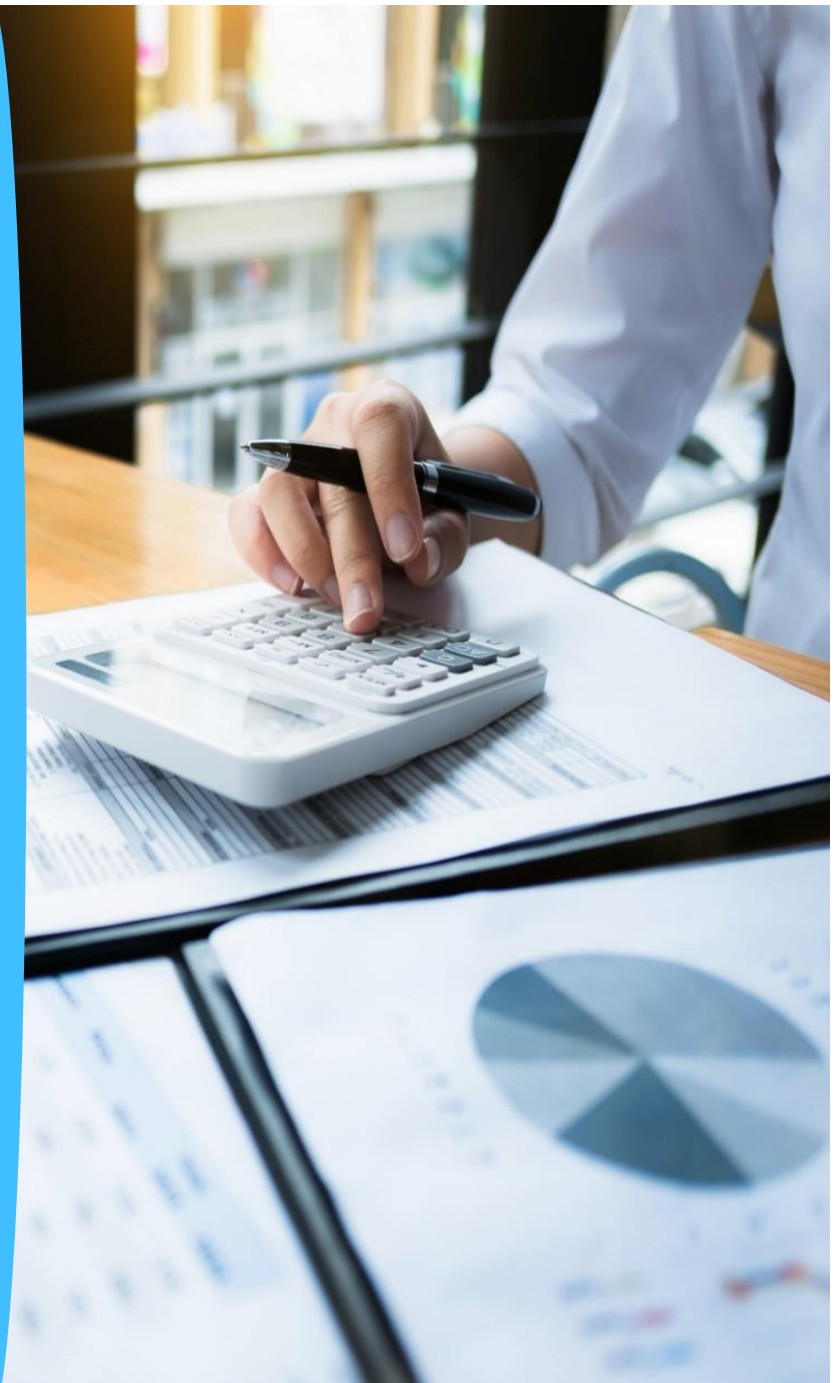
Nottinghamshire Pension Fund

(3) Newark & Sherwood District Council

IAS19 Report as at 31 March 2023

Agenda Page 64

23 May 2023



Introduction

We have been instructed by Nottinghamshire County Council, the administering authority to the Nottinghamshire Pension Fund (the Fund), to undertake pension expense calculations in respect of pension benefits provided by the Local Government Pension Scheme (the LGPS) to employees of Newark & Sherwood District Council (the Employer) as at 31 March 2023. We have taken account of current LGPS Regulations, as amended, as at the date of this report.

This report is addressed to the Employer and its advisers; in particular, this report is likely to be of relevance to the Employer's auditor.

The LGPS is a defined benefit statutory scheme administered in accordance with the Local Government Pension Scheme Regulations 2013 and currently provides benefits based on career average revalued earnings. Full details of the benefits being valued are as set out in the Regulations and summarised on the LGPS website (www.lgpsregs.org/) and the Fund's membership booklet (www.lgpsmember.org/).

The Pension Fund Committee oversees the management of the Fund whilst the day to day fund administration is undertaken by a team within the administering authority. Where appropriate some functions are delegated to the Fund's professional advisers.

This report is prepared in accordance with our understanding of IAS19 and complies with Technical Actuarial Standard 100: Principles for Technical Actuarial Work (TAS 100).

The figures disclosed are in respect of the Employer's pension obligations under the LGPS as at 31 March 2023.

This report should be read in conjunction with the post accounting date briefing note for disclosures as at 31 March 2023.

We would be happy to speak to the Employer or their auditor if more information is required.

IAS19 also requires the disclosure of any other employer provided pension benefits which are not paid from the Fund itself. We have only valued such additional liabilities, which would not be covered in the formal LGPS valuation, to the extent that they have been notified to us and are as disclosed in the data section of this report.

This report supersedes previous versions of this report and has been updated to reflect the actual whole fund asset information at 31 March 2023, which wasn't available when the initial report was requested.

We would be pleased to answer any questions arising from this report.



Barry McKay FFA
Partner

Data used

We have used the following items of data which we received from the administering authority:

Results of the latest funding valuation as at	31 March 2022
Results of the previous IAS19 report as at	31 March 2022
Actual Fund returns to	n/a
Fund asset statement as at	31 March 2023
Fund income and expenditure items to	31 March 2023
Employer income and expenditure items to	31 March 2023
Details of any new unreduced early retirement payments to	31 March 2023
Details of any settlements to/from the Employer for the period to	31 March 2023

The data has been checked for reasonableness and we are happy that the data is sufficient for the purposes of our advice.

Although some estimation of the data to the accounting date may be required, we do not believe it is likely to be material to the results in this report.

We are not aware of any material changes or events since we received the data.

Employer membership statistics

The table below summarises the membership data at 31 March 2022 for members receiving funded benefits, and as at 31 March 2022 for any members receiving unfunded benefits.

Member data summary	Number	Salaries/Pensions £000s	Average age
Actives	552	14,192	46
Deferred pensioners	808	1,863	51
Pensioners	771	4,632	72
Unfunded pensioners	87	175	80

Employer payroll

The total pensionable payroll and projected payroll for the Employer is set out below and is based on information provided to us by the administering authority. This has been used to calculate the service cost and projected service cost respectively.

Estimated payroll for the year to 31 March 2023	£15,968,000
Projected payroll for the year to 31 March 2024	£16,817,000

Scheduled contributions

The table below summarises the minimum employer contributions due from the Employer to the Fund over this inter-valuation period. The Employer may pay further amounts at any time. Future contributions may be adjusted on a basis approved by us. The calculated cost of accrual of future benefits is 18.6% of payroll p.a.

Minimum employer contributions due for the period beginning	1 Apr 2023	1 Apr 2024	1 Apr 2025
Percent of payroll	18.6%	18.6%	18.6%
plus monetary amount (£000s)	459	477	495

Funding approach

The Employer currently participates in the Newark & Sherwood District Council pool with other employers in order to share experience of risks they are exposed to in the Fund. At the 2022 valuation, the deficit for the whole pool was calculated and allocated to each employer in proportion to their value of liabilities. The next reallocation will be carried out at the 2025 valuation, should the Employer remain in the pool. Each employer within the pool pays a contribution rate based on the cost of benefits of the combined membership of the pool.

Assets

The return on the Fund (on a bid value to bid value basis) for the year to 31 March 2023 is calculated to be -2.09% based on the Fund asset statements and Fund cashflows as set out in the Data section above.

The Employer's share of the assets of the Fund is approximately 1.94%.

The estimated asset allocation for the Employer at 31 March 2023 and 31 March 2022 is as follows (noting that due to rounding they may not total 100%):

Asset breakdown	31 Mar 2023		31 Mar 2022	
	£000s	%	£000s	%
Public Equities	72,922	58%	77,930	61%
Gilts	2,586	2%	3,788	3%
Other bonds	7,410	6%	8,773	7%
Property	14,849	12%	16,528	13%
Cash/temporary investments	6,546	5%	7,200	6%
Inflation Plus	6,315	5%	6,777	5%
Infrastructure	9,833	8%	7,643	6%
Private Equities	4,649	4%	0	0%
Total	125,110	100%	128,639	100%

The table below sets out the percentages of the Fund's assets held in each asset class at 31 March 2023 (split by those that have a quoted market price in an active market, and those that do not).

Asset breakdown		31 March 2023	
		% Quoted	% Unquoted
Fixed Interest Government Securities	UK	2%	-
	Overseas	-	-
Index Linked Government Securities	UK	-	-
	Overseas	-	-
Corporate Bonds	UK	1%	-
	Overseas	5%	-
Equities	UK	17%	0%
	Overseas	41%	-
Property		-	12%
Private Equity		-	4%
Infrastructure		-	8%
Unit Trust Infl Linked		-	5%
Credit		-	3%
Cash/Temporary Investments		-	2%
Net Current Assets	Debtors	-	1%
	Creditors	-	-0%
Total		66%	34%

We do not have any further detail on the current asset allocation of the Fund; we suggest that if further information is required the administering authority is contacted in the first instance.

Actuarial methods and assumptions

Details of the actuarial methods and derivation of the assumptions used can be found in the 31 March 2023 briefing note issued alongside this report unless noted otherwise below. The key assumptions used are set out below.

Financial assumptions	31 Mar 2023	31 Mar 2022	31 Mar 2021
	p.a.	p.a.	p.a.
Discount rate	4.80%	2.60%	2.00%
Pension increases (CPI)	2.90%	3.20%	2.80%
Salary increases	3.90%	4.20%	3.80%

In addition, we have allowed for actual pension increases up to and including the 2023 Pension Increase Order. This is reflected in the Experience loss/(gain) on defined benefit obligation figure in the results. We have also allowed for actual CPI inflation experienced from September 2022 to February 2023.

We have adopted a set of demographic assumptions that are consistent with those used for the most recent Fund valuation, which was carried out as at 31 March 2022. These assumptions have been updated from those adopted at the last accounting date. Details of the post retirement mortality assumption are set out below; further details of the demographic assumptions adopted can be found in the briefing note corresponding to this report, and the Fund's actuarial valuation report.

Post retirement mortality	31 Mar 2023	31 Mar 2022
Base table	S3PA	S3PA
Multiplier (M/F)	115% / 110%	110% / 105%
Future improvements model	CMI_2021	CMI_2020
Long-term rate of improvement	1.25% p.a.	1.25% p.a.
Smoothing parameter	7.0	7.5
Initial addition parameter	0.0% p.a.	0.5% p.a.
2020 weight parameter	5%	5%
2021 weight parameter	5%	n/a

The assumed life expectancies, based on the assumptions set out above, are set out in the table below:

Life expectancy from age 65 (years)		31 Mar 2023	31 Mar 2022
Retiring today	Males	20.7	21.6
	Females	23.5	24.3
Retiring in 20 years	Males	22.0	23.0
	Females	25.0	25.8

Employer duration

The estimated duration of the Employer as at the accounting date, using the assumptions set out above is 16 years.

Past service costs

Past service costs arise as a result of introduction or withdrawal of, or changes to, member benefits. For example, an award of additional discretionary benefits to a member such as added years by a member would be considered a past service cost. We are not aware of any additional benefits which were granted over the year ending 31 March 2023.

Curtailments

Over the year, we understand no employees were permitted by the Employer to take unreduced early retirement that they would not otherwise have been entitled to.

Settlements

We are not aware of any liabilities being settled at a cost materially different to the accounting reserve during the year.

Results

Balance sheet	As at 31 Mar 2023	As at 31 Mar 2022	As at 31 Mar 2021
	£000s	£000s	£000s
Net pension asset in the statement of financial position			
Present value of the defined benefit obligation	143,192	211,102	213,871
Fair value of Fund assets (bid value)	125,110	128,639	121,215
Deficit / (Surplus)	18,082	82,463	92,656
Present value of unfunded obligation	1,649	2,281	2,429
Unrecognised past service cost	-	-	-
Impact of asset ceiling	-	-	-
Net defined benefit liability / (asset)	19,731	84,744	95,085

The amounts recognised in the profit and loss statement	Year to 31 Mar 2023	Year to 31 Mar 2022
	£000s	£000s
Service cost	7,438	7,032
Net interest on the defined liability / (asset)	2,165	1,826
Administration expenses	52	64
Total loss / (profit)	9,655	8,922

Remeasurement of the net assets / (defined liability) in other comprehensive income	Year to 31 Mar 2023	Year to 31 Mar 2022
	£000s	£000s
Return on Fund assets in excess of interest	(5,999)	7,418
Other actuarial gains / (losses) on assets	563	-
Change in financial assumptions	84,917	9,692
Change in demographic assumptions	11,874	-
Experience gain / (loss) on defined benefit obligation	(19,628)	(522)
Changes in effect of asset ceiling	-	-
Remeasurement of the net assets / (defined liability)	71,727	16,588

Reconciliation of opening & closing balances of the present value of the defined benefit obligation	Year to 31 Mar 2023 £000s	Year to 31 Mar 2022 £000s
Opening defined benefit obligation	213,383	216,300
Current service cost	7,438	6,942
Interest cost	5,492	4,112
Change in financial assumptions	(84,917)	(9,692)
Change in demographic assumptions	(11,874)	-
Experience loss/(gain) on defined benefit obligation	19,628	522
Liabilities assumed / (extinguished) on settlements	-	-
Estimated benefits paid net of transfers in	(5,212)	(5,659)
Past service costs, including curtailments	-	90
Contributions by Scheme participants and other employers	1,048	921
Unfunded pension payments	(145)	(153)
Closing defined benefit obligation	144,841	213,383

The experience loss/(gain) on the defined benefit obligation includes £16,327,000 in respect of the allowance for actual pensions increases and CPI inflation over the accounting period.

Reconciliation of opening & closing balances of the fair value of Fund assets	Year to 31 Mar 2023 £000s	Year to 31 Mar 2022 £000s
Opening fair value of Fund assets	128,639	121,215
Interest on assets	3,327	2,286
Return on assets less interest	(5,999)	7,418
Other actuarial gains/(losses)	563	-
Administration expenses	(52)	(64)
Contributions by employer including unfunded	2,941	2,675
Contributions by Scheme participants and other employers	1,048	921
Estimated benefits paid plus unfunded net of transfers in	(5,357)	(5,812)
Settlement prices received / (paid)	-	-
Closing Fair value of Fund assets	125,110	128,639

Sensitivity analysis	£000s	£000s	£000s	£000s	£000s
Adjustment to discount rate	+0.5%	+0.1%	0.0%	-0.1%	-0.5%
Present value of total obligation	134,351	142,638	144,841	147,099	156,733
Projected service cost	2,620	3,007	3,112	3,221	3,696
Adjustment to long term salary increase	+0.5%	+0.1%	0.0%	-0.1%	-0.5%
Present value of total obligation	145,613	144,993	144,841	144,690	144,097
Projected service cost	3,122	3,114	3,112	3,110	3,102
Adjustment to pension increases and deferred revaluation	+0.5%	+0.1%	0.0%	-0.1%	-0.5%
Present value of total obligation	156,132	146,987	144,841	142,746	134,864
Projected service cost	3,711	3,222	3,112	3,005	2,605
Adjustment to life expectancy assumptions	+1 Year		None		- 1 Year
Present value of total obligation	150,622		144,841		139,305
Projected service cost	3,225		3,112		3,002

Projected pension expense	Year to 31 Mar 2024 £000s
Service cost	3,112
Net interest on the defined liability / (asset)	858
Administration expenses	52
Total loss / (profit)	4,022
Employer contributions	3,587

These projections are based on the assumptions as at 31 March 2023, as described earlier in this report. The figures exclude the capitalised cost of any early retirements or augmentations which may occur after 31 March 2023.

Report to Cabinet 27 June 2023

Portfolio Holder: Councillor Lee Brazier, Portfolio Holder for Homes & Health

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

Lead Officer: Nicola Priest, Project Research Officer, Ext:5526

Report Summary	
Type of Report	Open Non key decision
Report Title	STAR Survey 2022/23
Purpose of Report	To present the STAR survey report; the STAR survey aims to establish how satisfied Council tenants are with a range of measures relating to their Council home, tenancy, communal services and neighbourhood.
Recommendations	<ul style="list-style-type: none"> a) That members note the overall positive levels in satisfaction for housing services. b) That members note the full STAR Report attached at Appendix 1. c) That members note this report has been presented to Senior Leadership Team, the Tenant Engagement Board and Policy, Performance and Improvement Committee. d) That members note there will be a survey in September 2023 following the introduction of the Tenant Satisfaction Measures (TSMs) that in part, potentially replace the current and ongoing arrangements for STAR.

1.0 Background

- 1.1 STAR has been a recognised mechanism for objectively assessing the Council's landlord services in a number of key areas for tenants for a number of years. In November 2020, the Government published the charter for social housing residents – which set out ways to improve things for people living in social housing. Within the seven strands, four fall under existing Consumer Standards set out by the Regulator for Social Housing (RSH).
- 1.2 These standards set out guidance for Home, Tenancy, Neighbourhood and Community, Tenant Empowerment and Involvement and the newly introduced Tenant Satisfaction Measures.
- 1.3 For 2023 onwards, TSMs have been added to the Housemark suite of indicators to enable benchmarking between member housing providers.

2.0 Proposal/Options Considered and Reasons for Recommendation

- 2.1 The STAR survey developed and promoted by Housemark has become the standard for tenants and residents' surveys across the housing sector. Much like the residents' survey, it aims to establish how satisfied Council tenants are with a range of measures relating to their Council home, tenancy, communal services and neighbourhood. It is not mandatory to run the STAR survey annually, but there has been value in running this survey on a regular frequency to identify key areas for improvement as this also includes customers who may not have contacted the Council's housing services within the previous 12 months. It also enables us to compare against other housing providers via our Housemark membership.
- 2.2 The survey was conducted in February and March this year and surveyed 545 tenants by telephone. The report was provided at the beginning of May. This work was conducted by our independent survey provider, Viewpoint Research.
- 2.3 Members of the Tenant Engagement Board were consulted on the proposed suite of questions to request whether they would like to see any changes. The survey questions are mostly the same as those used in 2021/22 to ensure that comparative data is available, except for this year's survey also features the 12 TSMs (where they were not already an existing STAR indicator) to allow the Council to benchmark before conducting the official TSM survey in September 2023.
- 2.4 The full STAR Report is attached at Appendix 1, but some key highlights are provided within this cover report.

3.0 Key Highlights of the Report

- 3.1 The 5 key drivers of overall satisfaction were found to be;
1. Easy to deal with (was 2)
 2. Listens to your views and acts upon them (was 3)
 3. Provides the service you expect
 4. Provides a home that is well maintained
 5. Dealing with repairs and maintenance (was 1)

The two drivers on the list for 21/22, but did not make the list this time are overall quality of home and provides a home that is safe and secure.

- 3.2 86.5% of tenants were satisfied with overall services (compared with 86.6% in 21/22), although an insignificant decline of 0.1% and it is 5.7% higher than the Housemark benchmark (compared with 3.6% in 21/22 as the benchmark has dropped).

3.3 Repairs

- 3.3.1 77% of tenants were satisfied with repairs in general (compared with 78.6% in 21/22), which is 2.2% higher than the Housemark benchmark. This relates to the general view of the repairs service, rather than specifically just those who have received a repair in the last 12 months.

3.3.2 61% of tenants surveyed had a repair carried out during 22/23 (compared with 62% in 21/22). Of those, 81.8% were satisfied with the service they received. This is 2.2% above the Housemark benchmark.

3.3.3 75.1% of customers said that the contractor showed ID (compared with 73.2% in 21/22). The report last year highlighted that some work was required here to improve this, and it is pleasing to see this is moving in a positive direction.

3.4 ASB

3.4.1 Generally, satisfaction with ASB is significantly lower than other services and there is a mix of improvement and decline in satisfaction across all measures when compared to 21/22. Easy to deal with and staff knowledge both showed improvements, whilst satisfaction with outcome has declined. The new TSM measure for satisfaction with approach to ASB handling is almost 10% below the Housemark benchmark, so this should be an area of focus going forward. It is worth noting when considering these results however that they are based on only 46 people, so this is a small sample.

3.4.2 The ASB process was revised with involved tenants to address issues with dissatisfaction and implemented in final quarter of 21/22 and has been monitored closely since. Managers are confident that officers are following the procedure and it is a very difficult area to improve satisfaction in. The fact the Housemark benchmark is 58% demonstrates this.

3.5 Lettings

3.5.1 Disappointingly, satisfaction with lettings showed a decline in all areas. Satisfaction with the overall lettings process was 87.1% (compared with 95.1% in 21/22). In addition to this, 83.9% of tenants felt that staff were easy to deal with (compared with 95% in 21/22) and there was 64.5% satisfaction with the condition of the property at the time of letting (compared with 82.9% in 21/22).

3.5.2 Given the investment into the empty homes standard and lettings process, this is surprising and it does not mirror the 22/23 transactional satisfaction with lettings of 94%. Again, as with ASB, it is worth noting that just 32 tenants who were surveyed had gone through the lettings process in 22/23, so this is a small sample.

3.6 Complaints and Queries

3.6.1 87.5% of tenants were satisfied with the way their call was handled (compared with 81.2% in 21/22) which is an increase of 6.3% and 76.6% were satisfied with the information and advice provided (compared with 78.5% in 21/22). Satisfaction in relation to being easy to deal with was 86.4% (compared with 85.6% in 21/22).

3.6.2 Complaints satisfaction remains low overall for 22/23. For context, it should be noted that just 10.8% (59) of tenants surveyed had made a complaint in the previous 12 months (compared with 9.9% in 21/22).

3.6.3 The new TSM measure for satisfaction with approach to complaint handling is 30.5% below the Housemark benchmark, so this should be an area of focus going forward. There was a 7.5% increase in being easy to deal with (50.9%) and 34% were satisfied with the outcome of the complaint (compared with 39.6% in 21/22). Complaints are closely monitored throughout the year across the service and as with ASB, this is a difficult area to improve performance in and is not helped by low sample sizes.

3.7 Neighbourhood

3.7.1 86.5% of tenants said they were satisfied with their neighbourhood as a place to live (compared with 91.5% in 21/22), which although a decline is 4.9% above the Housemark benchmark.

3.7.2 83.9% said the neighbourhood had improved or stayed the same (compared with 83.3% in 21/22) and 87.3% were satisfied with keeping communal areas clean and safe (compared with 86.1% in 21/22).

3.7.3 In relation to grounds maintenance and grass cutting, 82.1% were satisfied with this service (compared with 79.4% in 21/22), which is pleasing to see this moving in a positive direction after its second year of bringing the service in house.

3.8 Home

3.8.1 86.4% of tenants felt Newark and Sherwood District Council takes tenants' health and safety concerns seriously (compared with 86% in 21/22). 91.9% were satisfied with gas servicing (compared with 93.7% in 21/22), which is not statistically significant and pleasing that the introduction of a new contractor has not had a significant impact. 83.4% were satisfied with the heating and energy efficiency of their home (compared with 83.9% in 21/22).

3.8.2 95% of those receiving the careline service were satisfied (compared with 79.9% in 21/22). For context, satisfaction with careline for our transactional surveys for 21/22 was 97% so the drop for 21/22 STAR was not obviously explainable, so it is pleasing to see this has returned to where we would expect to see it for 22/23.

3.9 Empowerment

3.9.1 77.1% of tenants feel that their views are listened to and acted upon (compared with 77% in 21/22), which is static, but remains 12% higher than the Housemark benchmark. In addition, 83.8% were satisfied with the opportunity to make their views known (compared with 83.2% in 21/22), which remains 18% higher than the Housemark benchmark. 90.3% said they were able to interact with the Council in the way they wanted (compared with 88.2% in 21/22) which is a slight increase.

3.9.2 The only area of decline in this area was with the opportunities to participate in decision making (which was answered by 321 tenants) and was 72.9% (compared with 75.6% in 21/22). Although this is a small decrease it may indicate that our consultation processes may benefit from a review.

3.10 Value for Money

3.10.1 91.5% of tenants were satisfied their rent provides value for money (compared with 90.1% in 21/22), which is 7.9% up on the Housemark benchmark. Satisfaction that service charges provide value for money was 84.3% (compared with 78.8% in 21/22), which was up 16.7% on the Housemark benchmark.

3.10.2 Satisfaction with advice and support with managing their finances scored 88.9% compared with 89.3%, which is not significant.

4.0 Summary of Findings

4.1 Most of the areas that are benchmarked are above the Housemark benchmark, with the exception of ASB handling and Complaints handling. These are both areas of focus for the TSMs.

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

5.0 Implications

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

5.2 Financial

There are no direct financial implications resulting from this report. Where expenditure is required, it is anticipated this will be secured from the efficiency savings pot to improve services.

5.3 Digital and Cyber Security

There are significant improvements that can be achieved across all services through improvements with Housing ICT and the Directorate continue to work with ICT, having created a high-level plan of improvements to the system. A new housing management system was procured in the latter part of 22/23.

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.



NSDC STAR Survey 2022/23

Analysis Report – April 2023

viewpoint

Giving your
customers a voice



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EXECUTIVE SUMMARY

This report details the results of the 2022/23 Newark and Sherwood District Council STAR survey, delivered by Viewpoint Research CIC.

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

Results are presented to all questions, with comparisons made to the 2021/22 survey and also, where possible, to STAR benchmarking data, provided by Housemark. Results of statistical significance are highlighted.

Key findings from each section are presented below:

Services Overall

Overall satisfaction is 86.5%, a 0.1 point fall on the result achieved in the 2021/22 survey but 5.7 points above the STAR benchmark.

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

Overall satisfaction	86.5%
Overall quality of your home	86.1%
NSDC is easy to deal with	84.6%

The Net Promoter Score for 2022/23 is 37.4, very similar to the previous year, mirroring the stability in overall satisfaction. It is a full 6.6 points above the STAR benchmark figure.

A Key Driver analysis showed that the strongest influencers to the overall satisfaction score were: 'Being easy to deal with', 'Listening to views and acting upon them', 'Providing the service I expect', 'Providing a home that is well maintained' and 'Dealing with repairs and maintenance'.

Repairs & Maintenance

Satisfaction with the way NSDC deal with repairs and maintenance is at 77%, a small fall on last year but still over two points above the STAR benchmark. The core question 'satisfaction with the last repair', scored slightly higher at 79% but was again a fall (3 points) on the score achieved in 2021/22.

The overall repairs service provided by NSDC on this occasion	79.4%
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Anti-social Behaviour

Satisfaction on aspects of the ASB service are quite varied. Being 'easy to deal with' (62%) and 'staff being knowledgeable' (70%) both increased their satisfaction score but the final outcome of the ASB complaint fell notably to 39%.

Lettings

The Lettings service scored relatively high satisfaction with satisfaction with the overall service at 87%. This was however a fall of 8 points on last year. Other scores in this section also all declined on the scores received in 2021/22.

Complaints

As in previous years satisfaction with complaints was the lowest throughout the survey. NSDC's approach to complaint handling scored 26%, below the STAR benchmark, and satisfaction with the final outcome is at 34%. Satisfaction with 'NSDC being easy to deal with' improved on last year's score, up to 51%.

Dealing with Queries

Satisfaction with 'The way your call was handled' improved on last year's score to 88%. NSDC being easy to deal with also scored highly at 86%. The information and advice provided by staff scored lower at 77%.

Neighbourhoods and estates

Satisfaction with 'your neighbourhood as a place to live' fell to 86.5%, but is still nearly 5 points above the STAR benchmark above the STAR benchmark.

Also above the benchmark, by 14 points, is satisfaction that NSDC makes a positive contribution to your neighbourhood, at 79%.

Your home

Satisfaction with the gas servicing fell slightly to a, still high, 92% while satisfaction with the emergency call system (Care line) rose by 15 points to 95%.

Empowerment

Satisfaction in this section is extremely consistent with 2021/22. It is generally high scoring and the scores compare very favourably with other providers through the benchmarking figures.

'Listening to your views and acting upon them' increased by just 0.1 points but is a full 12 points above the STAR benchmark.

The scores for the other key perception questions 'Giving the opportunity to make views known' and 'keeping you informed on things that matter to you' are both comfortably above the STAR benchmark scores.

Value for Money

Satisfaction with rent providing value for money scored 92% and service charges providing value for money scored 84%. Both represent improvements on the previous year and both are notably higher than the STAR benchmark figures – by 8 and 17 points respectively.

1. Methodology

1.1 Questionnaire

The questionnaire has many similarities to that used in 2021/22 so comparative data is available for most questions. This year's survey features a small number of additional questions to allow NSDC to collect some data relating to the new Tenant satisfaction measures (TSMs) required by the Regulator of Social Housing. The questionnaire used is presented at Annex I.

1.2 Fieldwork

All surveys were completed independently by telephone. A data list was provided by NSDC of all properties with valid telephone numbers and a randomised sample was contacted. Fieldwork took place during March and April 2023. In total 545 tenants took part in the survey giving the results a margin of error of +/- 4.0%, the required margin of error laid down by Housemark for statistical validity. 382 respondents were sheltered housing tenants with 164 general needs.

1.3 Data presentation

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

Tables highlighted in green refer to the latest results (2022/23), while those in gold show comparative results – from the 2021/22 survey and the STAR benchmark score. For simplicity all tables are shown excluding no replies or non-applicable responses. The 'Base' in each table indicates the size of respondent sample.

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

1.4 Benchmarking

17 questions are benchmarked against the Housemark database, with the benchmarking group being selected by NSDC as 'General Needs and Housing for Older people'. It features a range of providers nationwide (a maximum of 232) who have submitted results. The benchmarking score used is the median score for that group. Commentary will also highlight, where relevant, if scores are in the upper quartile of benchmark responses.

1.5 Demographics

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

1.6 Statistical significance

Data has been analysed for statistical significance to compare the change in results between this year and 2021/22. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real but this cannot be stated with statistical confidence and may just be due to chance. All statistically significant differences are reported at the 95% confidence level.

1.7 Key Drivers

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

2. Services Overall

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

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
545	251 46.1%	220 40.4%	30 5.5%	20 3.7%	24 4.4%

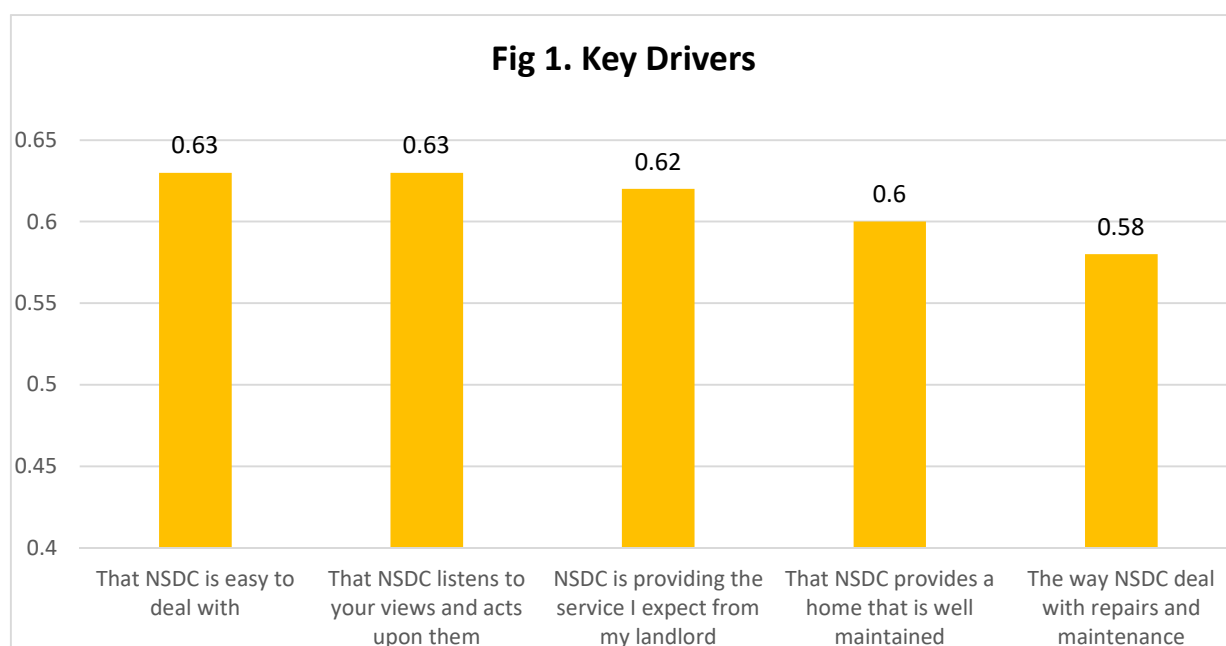
2022/23	2021/22	+/- %	STAR benchmark
86.5%	86.6%	-0.1	80.8%

- Overall satisfaction is 86.5%, a 0.1 point fall on the 2021/22 survey. It is not a statistically significant change.
- The score is 5.7 points above the STAR benchmark and in the upper quartile of Housemark responses. The benchmark score has fallen by 2.2 percentage points, reflecting a decline in overall satisfaction nationally.
- The score is below the results received from the programme of transactional surveys for 2022/23 which showed an average overall satisfaction score of 91%.
- The satisfaction levels of Supported Housing (86.4%) and General Needs (86.5%) tenants are virtually identical.
- There were no extreme geographic differences. The three lowest scoring geographic areas (where more than two tenants were dissatisfied) were: Lowdham (70%), Blidworth (78%) and Farndon (89%).

2.1.1 Key Drivers to Overall satisfaction

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

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



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

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

- The strongest correlations to the overall satisfaction score are 'That NSDC is easy to deal with' and 'That NSDC listens to your views and acts upon them'. Both focus on the customer service element of the service and both featured in the top five drivers last year.
- 'Dealing with repairs and maintenance' is no longer the top driver having been so for the previous two years, although remains in the top five so is still very influential.
- 'Providing the service I expect from my landlord' did not feature in the top 5 drivers last year. 'Providing a home that is well maintained' is a new question in this year's survey.

2.2 Satisfaction with key tenancy measures

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Overall quality of your home	545	245 45.0%	224 41.1%	28 5.1%	32 5.9%	16 2.9%
That NSDC provides a home that is well maintained	541	240 44.4%	210 38.8%	33 6.1%	39 7.2%	19 3.5%
That NSDC provides a home that is safe	543	284 52.3%	226 41.6%	9 1.7%	18 3.3%	6 1.1%
That NSDC is easy to deal with	540	230 42.6%	227 42.0%	34 6.3%	35 6.5%	14 2.6%

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
I have a good quality of life in my home	538	195 36.2%	299 55.6%	14 2.6%	20 3.7%	10 1.9%
NSDC is providing the service I expect from my landlord	543	190 35.0%	270 49.7%	28 5.2%	42 7.7%	13 2.4%
My landlord treats me fairly and with respect	540	220 40.7%	276 51.1%	23 4.3%	13 2.4%	8 1.5%

	2022/23	2021/22	+/- %	STAR benchmark
Overall quality of your home	86.1%	85.0%	+1.1	79.1%
That NSDC provides a home that is well maintained	83.2%	N/A	N/A	78.5%
That NSDC provides a home that is safe	93.9%	N/A	N/A	83.0%
That NSDC is easy to deal with	84.6%	85.6%	-1.0	77.2%
I have a good quality of life in my home	91.8%	88.3%	+3.5	N/A
NSDC is providing the service I expect from my landlord	84.7%	86.2%	-1.5	N/A
My landlord treats me fairly and with respect	91.8%	N/A	N/A	81.8%

- Scores in this section are generally very similar to 2021/22 with only some small fluctuations.
- 'Having a good quality of life in my home' saw the biggest change, increasing by 3.5 percentage points.
- All questions in this section are comfortably above the STAR benchmark where available, including the core questions 'Overall quality of your home' (7 points above the benchmark) and NSDC being easy to deal with (7.4 above) – also a key driver to overall satisfaction.
- Another key driver to overall satisfaction – providing a home that is well maintained - is 4.7 points above the benchmark, while being treated fairly and with respect is a full 10 points above.
- The 3 lowest scoring geographical areas (where more than two tenants were dissatisfied) for the core questions in this section were:

Overall quality of your home: Blidworth (72%), Edwinstowe (78%), Collingham (80%).

NSDC is easy to deal with: Wellow (67%), Boughton (76%), Newark on Trent (81%)

- For both core questions Sheltered Housing tenants were more satisfied than General Needs, particularly regarding quality of home – 88.7% satisfaction compared to 79.8% for General Needs.

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

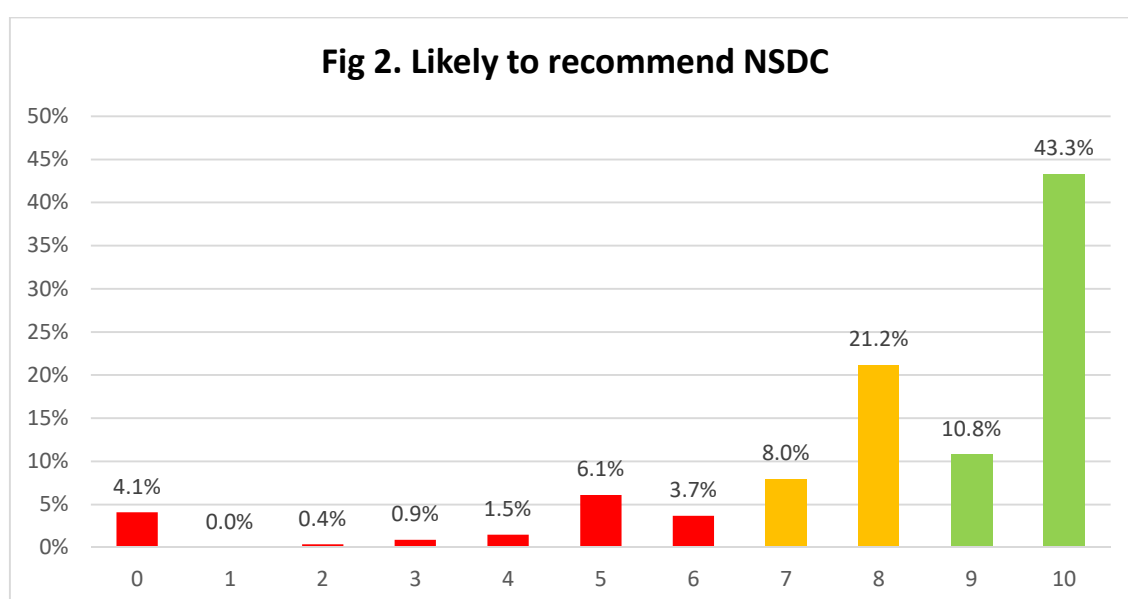
Base	Better	About the same	Worse
541	80 14.8%	392 72.5%	69 12.8%

2022/23	2021/22	+/- %
87.3%	86.8%	+0.5

- As with last year, a small increase in tenants believe that services have improved or at least stayed the same in the last 12 months.

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

Results are shown in Figure 2 below:



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

- The Net Promoter Score for 2022/23 is 37.4, a small fall of 0.2 points on 2021/22. The score is above the STAR median benchmark of 30.8.
- The percentage of detractors has risen slightly compared to last year (16.7% compared to 14.7%) while the number of promoters has also risen, from 52.3% to 54.1%.

3. Repairs & Maintenance

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

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
539	174 32.3%	241 44.7%	48 8.9%	43 8.0%	33 6.1%

2022/23	2021/22	+/- %	STAR benchmark
77.0%	78.6%	-1.6	74.8%

- Satisfaction with the repairs service is 77%, a small fall on 2022/23 but still 2 points above the STAR benchmark figure. The change is not statistically significant.
- As in previous years this question is in the top five key drivers to overall satisfaction, again showing how important repairs are to tenants' perception of overall satisfaction (Section 2.1.1).
- The overall satisfaction results for the Repairs transactional surveys in 2022/23 is 90% which shows the perception of the service is less satisfactory than from those who have recently received it.
- Satisfaction with Sheltered housing tenants was higher this year (79.4%) than with General Needs tenants (71%), the opposite of the situation in 2021/22.
- The areas with lowest satisfaction were: Carlton on Trent (0% - from just 3 responses), Sutton on Trent (42.9%) and South Muskham (50%).

3.2 Has NSDC carried out a repair to your home in the last 12 months?

Base	Yes	No
544	332 61.0%	212 39.0%

- 61% of respondents reported having a repair in the last 12 months compared to 62% in 2021/22.

3.3 How satisfied or dissatisfied are you with the overall repairs service in the last 12 months?

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
330	137 41.5%	133 40.3%	20 6.1%	31 9.4%	9 2.7%

	2022/23	2021/22	+/- %	STAR benchmark
Repairs service in last 12 months	81.8%	N/A	N/A	79.6%

- This is a new question this year. The result is 2.2 points above the benchmark.

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

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
NSDC was easy to deal with	324	155 47.8%	125 38.6%	11 3.4%	24 7.4%	9 2.8%
Time taken after you reported it	323	114 35.3%	118 36.5%	29 9.0%	41 12.7%	21 6.5%
The repair being done 'right first time'	317	158 49.8%	90 28.4%	22 6.9%	34 10.7%	13 4.1%
The repairs service you received on this occasion	324	147 45.4%	110 34.0%	24 7.4%	33 10.2%	10 3.1%

	2022/23	2021/22	+/- %	STAR benchmark
NSDC was easy to deal with	86.4%	86.4%	No change	N/A
Time taken after you reported it	71.8%	78.3%	-6.5	N/A
The repair being done 'right first time'	78.2%	75.9%	+2.3	N/A
The repairs service you received on this occasion	79.4%	82.5%	-3.1	N/A

- Satisfaction levels with these repairs questions are very similar to last year.
- 'NSDC was easy to deal with' was the highest scoring question in this section with an identical score to 2021/22.
- Satisfaction with 'The repairs service you received on this occasion' fell by 3.1 points to 79.4%. This may have been influenced by the time taken to do the repair after it was reported, with this question falling in satisfaction by 6.5 points to 71.8% satisfaction.
- Again, with the transactional score for 2022/23 at 90%, it suggests that tenants are more satisfied in the immediate period after a repair than reflecting back some time later.

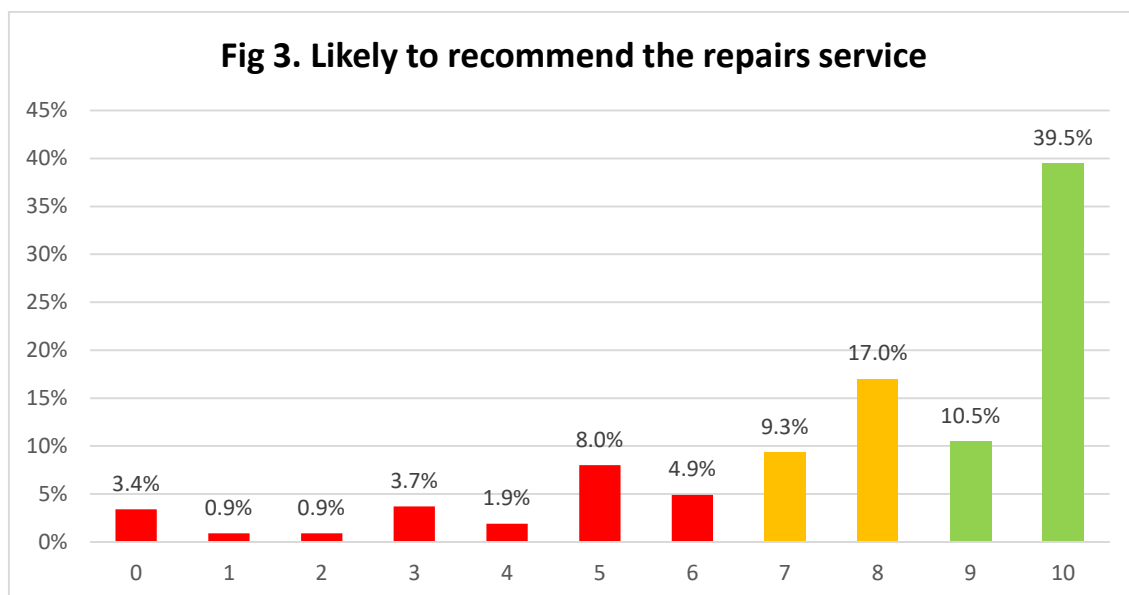
3.5 Did the contractor show proof of identity?

Base	Yes	Unsure	No
321	241 75.1%	36 11.2%	44 13.7%

2022/23	2021/22	+/- %
75.1%	73.2%	+1.9

- 75% of customers were sure that the contractor showed ID, a small increase on 2021/22.

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



- The Repairs Net Promoter Score for 2021/22 is 26.3, a 2.1 point rise on the score achieved in 2021/22.
- The improved score was due to a small increase in promoters (1.8 points) and a small decrease in detractors (0.3 points).

4. Anti-social Behaviour

4.1 Have you made an anti-social behaviour complaint in the last 12 months?

Base	Yes	No
545	46 8.4%	499 91.6%

- The number of respondents reporting an ASB case in the last 12 months rose to 8.4% from 5.5% last year. Despite this increase it is still a small sample of responses, making fluctuations in results quite likely.

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

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
NSDC's approach to handling ASB	46	8 17.4%	14 30.4%	3 6.5%	13 28.3%	8 17.4%
NSDC was easy to deal with	45	13 28.9%	15 33.3%	4 8.9%	7 15.6%	6 13.3%
The member of staff dealing with it was knowledgeable	44	13 29.5%	18 40.9%	2 4.5%	6 13.6%	5 11.4%
The final outcome of your ASB complaint	44	7 15.9%	10 22.7%	8 18.2%	7 15.9%	12 27.3%

	2022/23	2021/22	+/- %	Star benchmark
NSDC's approach to handling ASB	47.8%	N/A	N/A	58.0%
NSDC was easy to deal with	62.2%	56.7%	+5.5	N/A
The member of staff dealing with it was knowledgeable	70.4%	63.4%	+7.0	N/A
The final outcome of your ASB complaint overall	38.6%	55.2%	-16.6	N/A

- The results in this section are somewhat contradictory, with being 'easy to deal with' and 'staff being knowledgeable' both increasing in satisfaction to the relatively high levels of 62.2% and 70.4% respectively. However only a minority of respondents (47.8%) were satisfied with NSDC's approach to handling ASB, a new TSM question, which is also 10 points below the benchmark.
- The final outcome of the complaint scored lower still, at 38.6%, a 16.6 point fall from last year.
- The results are comparable to those recorded in the ASB transactional surveys where overall satisfaction for the service was 59% for 2022/23.

5. Lettings

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

Base	Yes	No
545	32 5.9%	513 94.1%

- 5.9% of respondents had rented a new property, a fall on the 7.5% in 2021/22.

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

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The overall condition of your home at the time of letting	31	15 48.4%	5 16.1%	2 6.5%	6 19.4%	3 9.7%
NSDC was easy to deal with	31	19 61.3%	7 22.6%	2 6.5%	1 3.2%	2 6.5%
The overall lettings process	31	19 61.3%	8 25.8%	3 9.7%	1 3.2%	- -

	2022/23	2021/22	+/- %
The overall condition of your home at the time of letting	64.5%	82.9%	-18.4
NSDC was easy to deal with	83.9%	95.0%	-11.1
The overall lettings process	87.1%	95.1%	-8.0

- This section has seen falls in satisfaction on all questions, albeit from a small sample of tenants.
- Despite this, satisfaction with being easy to deal with and the overall process is still high at over 80%.
- The most notable fall in satisfaction was with 'the overall condition on your home at the time of the letting' which is likely to have had an impact on the score for the overall lettings process.
- The scores are generally lower than those for the transactional surveys, where the overall satisfaction score for Lettings in 2022/23 was 94%.

6. Complaints

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

Base	Yes	No
545	59 10.8%	486 89.2%

- 10.8% of respondents reported making a complaint in the past year, a small increase on the 9.9% last year.

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

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
NSDC's approach to complaint handling	58	5 8.6%	10 17.2%	11 19.0%	20 34.5%	12 20.7%
NSDC was easy to deal with	59	8 13.6%	22 37.3%	8 13.6%	13 22.0%	8 13.6%
The final outcome of your complaint	56	2 3.6%	17 30.4%	11 19.6%	12 21.4%	14 25.0%

	2022/23	2021/22	+/- %	Star benchmark
NSDC's approach to complaint handling	25.8%	N/A	N/A	56.3%
NSDC was easy to deal with	50.9%	43.4%	+7.5	N/A
The final outcome of your complaint	34.0%	39.6%	-5.6	N/A

- The scores in this section are the lowest in the survey. NSDC's approach to complaint handling scored 25.8%, 30.5 points below the STAR benchmark. This is a new question on the survey as part of the new TSMs.
- The other scores in this section are higher with over half of respondents satisfied that NSDC were easy to deal with (a 7.5 point increase on last year).
- 34% were satisfied with the final outcome, a fall on last year.
- The scores in this section are generally lower than the overall satisfaction scores for the Complaints transactional surveys, which was 47% for 2022/23.

7. Dealing with queries

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

Base	Yes	No
545	176 32.3%	369 67.7%

- As with last year, an increased number of respondents answered this section this year – 32.3% - up from 29.4% in 2021/22, perhaps reflecting an actual increase in enquiries throughout the year.

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

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The way your call was handled	176	86 48.9%	68 38.6%	7 4.0%	8 4.5%	7 4.0%
NSDC was easy to deal with	176	88 50.0%	64 36.4%	9 5.1%	11 6.3%	4 2.3%
The information and advice provided by staff	175	73 41.7%	61 34.9%	17 9.7%	14 8.0%	10 5.7%

	2022/23	2021/22	+/- %
The way your call was handled	87.5%	81.2%	+6.3
NSDC was easy to deal with	86.4%	85.6%	+0.8
The information and advice provided by staff	76.6%	78.5%	-1.9

- There is a 6.3 point increase in 'The way your call was handled' and a small increase in NSDC being easy to deal with.
- The information and advice provided by staff was the only question in this section to see a decrease in satisfaction.
- The transactional surveys measure satisfaction with the service from the customer services call centre, which is not directly measured by this section but is a useful point of comparison nonetheless. Overall satisfaction in 2022/23 on these transactional surveys was 89% so just slightly higher than the scores in this section.

8. Neighbourhoods & Estates

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

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
544	288 52.9%	183 33.6%	25 4.6%	22 4.0%	26 4.8%

2022/23	2021/22	+/- %	STAR benchmark
86.5%	91.5%	-5.0	81.6%

- Satisfaction is 86.5%, a statistically significant fall of 5 points on 2021/22 but still 4.9 points above the STAR benchmark.
- Satisfaction among sheltered housing tenants (89.3%) was higher than with General Needs tenants (80.4%).

8.2 How satisfied or dissatisfied are you that NSDC makes a positive contribution to your neighbourhood?

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
529	192 36.3%	228 43.1%	58 11.0%	35 6.6%	16 3.0%

2022/23	2021/22	+/- %	STAR benchmark
79.4%	N/A	N/A	65.7%

- This is a new question, one that has been introduced as part of the TSMs. While the score is notably lower than satisfaction with their neighbourhood as a place to live, the score of 79.4% is a long way above the STAR benchmark.

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

Base	Better	About the same	Worse
536	59 11.0%	391 72.9%	86 16.0%

2022/23	2021/22	+/- %
83.9%	83.3%	+0.6

- The result has improved slightly on last year but is essentially very similar.

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

Base	Major problem	Minor problem	Not a problem
542	48 8.9%	170 31.4%	324 59.8%

2022/23	2021/22	+/- %
40.3%	36.0%	+4.3

- There is a 4.3 point increase in people saying litter is a problem, which is possibly an indicator as to why satisfaction with the neighbourhood as a place to live has fallen.

8.5 How satisfied or dissatisfied are you with:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The grounds maintenance, such as grass cutting	468	175 37.4%	209 44.7%	19 4.1%	40 8.5%	25 5.3%
That NSDC keeps communal areas clean and safe	253	95 37.5%	126 49.8%	8 3.2%	14 5.5%	10 4.0%
The cleaning of the Internal communal areas	178	69 38.8%	87 48.9%	5 2.8%	11 6.2%	6 3.4%
The cleaning of the External communal areas	200	70 35.0%	95 47.5%	11 5.5%	15 7.5%	9 4.5%

	2022/23	2021/22	+/- %
The grounds maintenance, such as grass cutting	82.1%	79.4%	+2.7
That NSDC keeps communal areas clean and safe	87.3%	86.3%	+1.0
The cleaning of the Internal communal areas	87.7%	86.7%	+1.0
The cleaning of the External communal areas	82.5%	92.1%	-9.6

- Satisfaction is high in this section with all questions scoring over 80%.
- The greatest variance is with satisfaction with the cleaning of the external communal areas, which has fallen by 9.6 points. This may link to the rise in littering being a problem above.

-
- The STAR benchmark for the question 'Communal areas are clean and well maintained' is 68.0%. This exact question is not asked on this survey but both questions concerning the cleaning of the communal areas are well above this.
 - Satisfaction with grounds maintenance and grass cutting improved slightly to 82.1%. This compares favourably with this question on the transactional surveys where the annual satisfaction score for 2021/22 was 71%.

9. Your home

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

Base	Agree strongly	Agree	Neither	Disagree	Disagree strongly
535	246 46.0%	216 40.4%	40 7.5%	23 4.3%	10 1.9%

2022/23	2021/22	+/- %
86.4%	86.0%	+0.4

- The score is very comparable to last year.

9.2 How satisfied or dissatisfied are you with:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Gas servicing arrangements	479	250 52.2%	190 39.7%	14 2.9%	11 2.3%	14 2.9%
The heating and energy efficiency of your home	531	189 35.6%	254 47.8%	27 5.1%	38 7.2%	23 4.3%
The emergency call system	159	104 65.4%	47 29.6%	2 1.3%	6 3.8%	- -

	2022/23	2021/22	+/- %
Gas servicing arrangements	91.9%	93.7%	-1.8
The heating and energy efficiency of your home	83.4%	83.9%	-0.5
The emergency call system	95.0%	79.9%	+15.1

- Satisfaction with gas servicing arrangements suffered a second slight fall in satisfaction but is still high at 91.9% and only slightly below the overall satisfaction score for the gas servicing on the transactional surveys - 94% for 2022/23.
- Satisfaction with the emergency call system (Care line) rose by 15 points to 95%. The overall satisfaction score for Care line on the transactional surveys was 100% in 2022/23 although this has a greater focus on the installation of the system.

10. Empowerment

10.1 How satisfied or dissatisfied are you:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
NSDC listens to your views and acts upon them	483	137 28.4%	235 48.7%	48 9.9%	43 8.9%	20 4.1%
NSDC gives the opportunity to make your views known	494	144 29.1%	270 54.7%	27 5.5%	33 6.7%	20 4.0%
That NSDC gives you a say in how services are managed	387	106 27.4%	206 53.2%	22 5.7%	34 8.8%	19 4.9%
Opportunities to participate in NSDC's decision making	321	85 26.5%	149 46.4%	31 9.7%	35 10.9%	21 6.5%
The ability to interact with NSDC in the way you prefer	520	228 43.8%	242 46.5%	20 3.8%	17 3.3%	13 2.5%
NSDC keeps you informed on things that matter to you	507	152 30.0%	280 55.2%	25 4.9%	36 7.1%	14 2.8%

	2022/23	2021/22	+/- %	STAR benchmark
NSDC listens to your views and acts upon them	77.1%	77.0%	+0.1	65.1%
NSDC gives the opportunity to make your views known	83.8%	83.2%	+0.6	66.0%
That NSDC gives you a say in how services are managed	80.6%	78.4%	+2.2	N/A
Opportunities to participate in NSDC's decision making	72.9%	75.6%	-2.7	N/A
The ability to interact with NSDC in the way you prefer	90.3%	88.2%	+2.1	N/A
NSDC keeps you informed on things that matter to you	85.2%	N/A	N/A	75.0%

- All questions in this section are comparable to 2021/22 with only small changes shown.
- The key perception question 'Listening to your views and acting upon them' increased by just 0.1 points but is a full 12 points above the STAR benchmark. This question is also a key driver to overall satisfaction.
- The scores for the other key perception questions 'Giving the opportunity to make views known' and 'keeping you informed on things that matter to you' are both comfortably above the STAR benchmark scores, by 18 and 10 points respectively.
- As with the last two years, the highest scoring question in this section is satisfaction with 'being able to interact with NSDC how they prefer' at 90.3%.

11. Value for Money

11.1 How satisfied or dissatisfied are you:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Your rent provides value for money	515	209 40.6%	262 50.9%	22 4.3%	13 2.5%	9 1.7%
Your service charges provide value for money	355	122 34.4%	177 49.9%	8 2.3%	31 8.7%	17 4.8%
The advice and support with managing your finances	244	114 46.7%	103 42.2%	14 5.7%	7 2.9%	6 2.5%

	2022/23	2021/22	+/- %	STAR benchmark
Your rent provides value for money	91.5%	90.1%	+1.4	83.6%
Your service charges provide value for money	84.3%	78.8%	+5.5	67.6%
The advice and support with managing your finances	88.9%	89.3%	-0.4	N/A

- Satisfaction with value for money has increased for both rent and service charges, which might be considered surprising in light of the national 'cost of living crisis'. The scores for both questions are also significantly above the STAR benchmark scores.
- Satisfaction with the advice and support with managing your finances fell slightly, but at 88.9% is high and comparable to last year.

Annex 1 – Questionnaire

Newark and Sherwood District Council STAR

STAR survey 2022/23

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

- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10

Repairs

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

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

Q7 Has NSDC carried out a repair to your home in the last 12 months?

- ☐ Go to Q8 Yes
- ☐ Go to Q12 No

Q8 How satisfied or dissatisfied are you with the overall repairs service in the last 12 months?

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

Q9 Thinking about your recent repair, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
NSDC was easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time taken after you reported it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repair being done 'right first time'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall repairs service provided by NSDC on this occasion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10 Did the contractor show proof of identity?

- ☐ Yes
- ☐ Unsure
- ☐ No

Q11 How likely would you be to recommend the repairs service to other residents on a scale of 0 to 10, where 0 is not at all and 10 is extremely likely?

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7

- ☐ 8
☐ 9
☐ 10

ASB

Q12 Have you made an anti-social behaviour complaint in the past 12 months?

- ☐ Go to Q13a Yes
☐ Go to Q14 No

Q13 Thinking about your recent anti-social behaviour complaint, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
NSDC's approach to handling ASB	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NSDC was easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The member of staff dealing with your ASB complaint was knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final outcome of your ASB complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Lettings

Q14 Have you rented a new property in the past 12 months?

- ☐ Go to Q15a Yes
☐ Go to Q16 No

Q15 Thinking about the lettings service, how satisfied or dissatisfied were you with the following:

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

Complaints

Q16 Have you made a complaint to NSDC in the past 12 months?

- ☐ Go to Q17a Yes
☐ Go to Q18 No

Q17 Thinking about your recent complaint, how satisfied or dissatisfied were you with the following:

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

Call Centre

Q18 Have you contacted NSDC in the last 12 months with a query (other than to pay your rent or service charges)?

- ☐ Go to Q19a Yes
☐ Go to Q20 No

Q19 Thinking about your recent call, how satisfied or dissatisfied were you with the following:

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

Neighbourhoods and Estates

Q20 How satisfied or dissatisfied are you with your neighbourhood as a place to live?

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

Q21 How satisfied or dissatisfied are you that NSDC makes a positive contribution to your neighbourhood?

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

Q22 In the last three years, would you say your neighbourhood has got better or worse?

- ☐ Better
☐ About the same
☐ Worse

Q23 To what extent is rubbish or litter a problem in your neighbourhood?

- ☐ Major problem
☐ Minor problem
☐ Not a problem

Q24 How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
a. The grounds maintenance, such as grass cutting, in your area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

b. That NSDC keeps communal areas associated with your home clean and well maintained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The cleaning of the Internal communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The cleaning of the External communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your home

Q25 To what extent do you agree or disagree that NSDC takes residents' health and safety concerns seriously.

- ☐ Agree strongly
☐ Agree
☐ Neither
☐ Disagree
☐ Disagree strongly

Q26	How satisfied or dissatisfied are you with:					
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
a. Gas servicing arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The heating and energy efficiency of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The emergency call system (careline)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Empowerment

Q27	How satisfied or dissatisfied are you:					
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
a. That NSDC listens to your views and acts upon them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. That NSDC gives you the opportunity to make your views known	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. That NSDC gives you a say in how services are managed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. With opportunities given to you to participate in NSDC's decision making processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. With the ability to interact with NSDC in the way you prefer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

f. That NSDC keeps you informed about things that matter to you

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Value for Money

Q28	How satisfied or dissatisfied are you that:						
		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
	a. Your rent provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b. Your service charges provide value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c. the advice and support you receive from NSDC with managing your finances and paying rent and service charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q29 Is there anything else you would like to say about your home and/or the services NSDC provides?

Q29a Would you like NSDC to know who you are **for this question (Q29) only?**

- ☐ Yes
☐ No