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Monday, 4 September 2023

Chairman: Councillor P Peacock

Members of the Cabinet:

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

MEETING: Cabinet

DATE: Tuesday, 12 September 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

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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
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- Strategy, Performance & Finance Portfolio**
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Public Document Pack Agenda Item 4

NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Cabinet** held in the Civic Suite, Castle House, Great North Road, Newark, Nottinghamshire, NG24 1BY on Tuesday, 11 July 2023 at 6.00 pm.

PRESENT: Councillor P Peacock (Chairman)

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

7 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

There were no declarations of interest.

8 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.

9 MINUTES FROM THE PREVIOUS MEETING HELD ON 27 JUNE 2023

The minutes from the meeting held on 27 June 2023 were agreed as a correct record and signed by the Chairman.

10 CHAIRMAN'S UPDATE

The Leader and Chairman welcomed the new Cabinet Members to their first meeting and introduced their portfolios.

11 COMMERCIAL PLAN UPDATE

The Leader and Portfolio Holder for Strategy, Performance & Finance presented a report which gave an update on the Commercial Strategy and action plan which demonstrated how the Council was responding to the anticipated reduction in funding by making strategic savings and generating additional income.

The Council had identified areas where additional income could be made or savings could be achieved without impacting the quality of service delivery. The detail of the strategy to address this funding challenge was approved by Policy & Finance Committee on 27 January 2022, in the form of the Commercial Strategy 2022-2026 and its associated Action Plan.

The Cabinet noted the positive increase in revenue figures for the Newark Beacon, the Buttermarket and the Lorry Park and the ongoing significant projects

AGREED (unanimously) that Cabinet note the update on the Commercial Plan.

Reasons for Decision:

To share how the Council is seeking to address our forecast financial deficit.

Options Considered:

Not applicable

12 CORPORATE ANNUAL BUDGET STRATEGY FOR 2024/25

The Leader and Portfolio Holder for Strategy, Performance & Finance presented the Council's Annual Budget Strategy which set out the General Fund, Capital & HRA Budget Strategy for 2024/25. The Strategy was considered by the Policy & Performance Improvement Committee at their meeting held on 26 June 2023 at which they recommended approval.

It was noted that the budget process would result in setting the budget and the Council Tax for 2024/25 and the Housing Revenue Account budget and the rent setting for 2024/25.

The Strategy took into consideration agreed financial policies on Budgeting and Council Tax, Reserves and Provisions, Charging, Value for Money and also a set of budget principles which set out the approach to be taken to the budget process. These policies had been reviewed and updated as appropriate and were attached as appendices to the report.

The current Medium Term Financial Plan (MTFP) was approved on 9 March 2023. The report set out a summary of the financial forecast identified within the current MTFP assuming that Council Tax at average Band D would increase by the same rate as in the 2023/24 financial year, namely 1.94%.

The report also set out a number of underlying assumptions which would be applied in compiling the draft budget for 2024/25 including staff costs, provision for inflation and fees and charges.

It was noted that in respect of the General Fund Balances and Reserves Policy, the figure fixed for the general fund balance set aside to pay for exceptional items was £1.5m.

AGREED (unanimously) that Cabinet:

- a) approve the overall General Fund, Capital & HRA Budget Strategy for 2024/25;
- b) note the consultation process with Members;
- c) note that Budget Officers continue work on the assessment of various budget proposals affecting services for consideration in setting the Council's budget; and

- d) note that Budget Managers work with finance officers in identifying further efficiency savings, increasing income from fees and charges and in identifying new sources of income.

Reasons for Decision:

To enable the Council's budget process to proceed encompassing agreed assumptions.

Options Considered:

Not applicable. The Council's Constitution sets out the process for developing the Council's Annual Budget.

13 ANNUAL REVIEW OF EXEMPT ITEMS

The Leader and Portfolio Holder for Strategy, Performance & Finance presented a report which detailed the exempt items of business considered by the Cabinet for period 1 June 2022 to date. It was noted that the view of officer was that none of the reports were able to be released into the public domain, as the information contained in them remained confidential.

AGREED (unanimously) that the report be noted, with no items being released into the public domain given they were all considered as still containing exempt information.

Reasons for Decision:

To review previous exempt reports considered by the Cabinet over the previous 12 months.

Options Considered:

None, this report is a useful tool in reviewing previous exempt items of business in order to release any into the public domain if considered appropriate.

14 CUSTOMER EXPERIENCE STRATEGY 2023-2027 (KEY DECISION)

The Leader and Portfolio Holder for Strategy, Performance & Finance presented a report which set out a proposed Customer Experience Strategy and the Customer Promise, which, subject to approval, would go out for public consultation before being finalised and used to shape all Council delivery.

In the 2022 residents survey, a key area identified for improvement was Council communication. As a result of this the Policy & Performance Improvement Committee set up a working group to develop a Customer Experience Strategy to improve the quality and consistency of customer experience. The working group also developed the Customer Promise which set out behaviours to follow when interacting with customers.

The proposal for the 12 week pilot was for additional opening hours (8am-9am) on a Monday which was the busiest day for customers. The Cabinet welcomed the report and the work of the Policy & Performance Improvement Committee in bringing forward the Strategy.

AGREED (unanimously) that Cabinet:

- a) approve, in principle and subject to consultation, the Customer Experience Strategy and Customer Promise; and
- b) approve the proposed pilot (as detailed in Paragraph 2.3 of the report).

Reasons for Decision:

The Council does not currently have a Customer Experience Strategy, this is a document which sets out our key principles to guide all customer interactions. Whilst the Customer Experience Strategy and Customer Promise do not directly link to the Community Plan, it relates to every service, as it outlines the behaviours all Council employees and representatives will embody when interacting with customers. The Customer Experience Strategy and Customer Promise are important as they shape the quality of our customer interactions.

Options Considered:

Continue with no Council wide strategy and see no improvements.

15 OLLERTON HALL (KEY DECISION)

The Portfolio Holder for Sustainable Economic Development presented a report which provided an update on the progress of the proposed conversion of the Hall to 8 residential apartments by the Council's preferred developer (Severns Developments (Middleton House) Ltd) and which sought an amendment to the proposed terms of sale.

Following lengthy negotiation with Council Officers, Historic England, and the local community (notably Ollerton & Boughton Town Council and Ollerton Village Resident's Association) the developer has secured planning permission and Listed Building Consent for the conversion of the Hall to accommodate 8 apartments. The developer was ready to implement the scheme but given industry challenges regarding inflationary rises and costs has stated to the Council that it was necessary to revisit the original terms of the agreement. It was now proposed that the developer continue to operate under a lease/licence arrangement until such time as all identified necessary heritage works, as detailed at Appendix B, were completed. At that point a sale would be completed for the agreed purchase price, allowing the developer to raise funds, complete the development and then occupy the completed properties

AGREED (with 8 votes for and 1 abstention) that Cabinet:

- a) note and welcome the updates provided;
- b) approve an amendment to the proposed terms of sale to allow an earlier disposal to the Council's preferred developer (Severns Developments (Middleton House) Ltd) for the agreed purchase price as set out in the exempt Appendix A to the report, subject to completion of all identified necessary heritage works as detailed at Appendix B to the report; and

- c) any renegotiation of sale on the disposal be firstly agreed by the Portfolio Holder for Strategy, Performance & Finance in consultation with the Section 151 Officer and Director – Planning & Growth.

Reasons for Decision:

To dispose of Ollerton Hall and secure the long-term future of the building.

Options Considered:

Cabinet could decide not to agree to the proposed revisions to the terms of sale and present the building back to the market for disposal. Members will be aware this building and site has a long history of failed attempts to secure a viable and acceptable re-use for the site. A return to the market would lead to delay and is unlikely, in the opinion of Officers, to find an acceptable and fundable solution given the difficult balance of reinstating heritage value and securing a deliverable scheme.

16 PLAN REVIEW PROGRESS REPORT

The Portfolio Holder for Sustainable Economic Development presented a report which updated Cabinet on progress on the Amended Allocations & Development Management DPD, the associated progress on the Gypsy & Traveller Pitch Delivery Strategy and which proposed an amendment to the Plan Review timetable and the Local Development Scheme.

The proposed amendments to the timetable were set out in section 3 of the report. The proposed timetable would mean that the DPD would be adopted in Autumn 2024. In order to achieve the timetable an extraordinary Full Council meeting was proposed for 20 September 2023 so that the DPD could be published that month and the plan hopefully being submitted by the end of the year.

AGREED (unanimously) that Cabinet:

- a) note and support the contents of the report;
- b) adopt the amendment to the Plan Review timetable (Local Development Scheme) as set in Section 3 of this report, to come into force on 18 July 2023; and
- c) request that the Chief Executive call an Extraordinary Full Council meeting be held on 20 September 2023 to agree publication of the Amended Allocations & Development Management DPD.

Reasons for Decision:

- a) To allow Cabinet to note progress on the Plan Review.
- b) To agree an amendment to the timetable so that the Local Development Scheme can be updated to comply with the Planning and Compulsory Purchase Act 2004 and appropriate regulations.
- c) To allow the Council to agree to the publication of the Amended Allocations & Development Management DPD in September 2022.

Options Considered:

It is considered that delaying the plan production or starting the process of plan production afresh would deliver any benefits to the Council, as neither would more efficiently address the current planning situation with regard to GRT pitch provision.

17 NEWARK AND SHERWOOD'S HOUSING STRATEGY AND DELIVERY PLAN 2023-2028 (KEY DECISION)

The Portfolio Holder for Housing presented a report which sought approval for the new Housing Strategy and Delivery Plan for 2023 – 2028 Which set out the Council's strategic priorities for housing over the next five years including the key issues affecting housing in Newark and Sherwood and the impact they had on residents.

It was noted that the strategy had been developed in consultation with tenants and residents, officers, and key stakeholders. In presenting the strategy, the Portfolio Holder referred to specific additions in respect of the needs of care leavers or those with lived experience of the care system which would be incorporated into the final document.

The Cabinet debated the commitment to build new homes and targets around energy performance. In addition, an awareness was needed around houses being built below the minimum space standards.

AGREED (unanimously) that Cabinet approves the Housing Strategy and Delivery Plan 2023 – 2028, noting the addition of the incorporation into the Strategy the needs of care leavers or those with lived experience of the care system.

Reasons for Decision:

The Council does not currently have a district wide Housing Strategy and Delivery Plan (the previous strategy expired in 2016). This document sets out the key issues affecting housing in Newark and Sherwood and the impact these have on residents, sets out how the Council will work in partnership to address the issues identified and demonstrates alignment with other key strategies and plans.

Options Considered:

Continue with no formal Housing Strategy and Delivery Plan and increase the scope for a lack of co-ordination, communication, and accountability for housing services.

18 SOCIAL HOUSING DECARBONISATION FUND WAVE 2.1 (KEY DECISION)

The Portfolio Holder for Housing presented a report which provided the business case behind applying in October 2022 to the governments Social Housing Decarbonisation Fund for a grant to replace oil heating systems with air source heat pumps systems for 102 council owned properties.

The Social Housing Decarbonisation Fund project offered the opportunity to kick start the decarbonisation of social housing stock, improve properties thermal comfort whilst also reducing the costs for tenants in heating their homes. The Council has been successful in securing just under £1.3m grant, a mixture of Revenue and Capital funding, to commence in April 2023.

The proposal targeted 102 Council owned homes with oil heating, to be upgraded to air source heating system, solar photovoltaic panels (PV) and a battery. Commercially sensitive financial figures were set out in an exempt appendix to the report.

The Cabinet welcomed the report and this acceleration of decarbonisation.

AGREED (unanimously) that Cabinet:

- a) endorse the project plan and accept receipt of grant funding of £1.306m from the Social Housing Decarbonisation Fund, which will be drawn down in arrears; and
- b) approve an increase in the Capital Programme of £458,106 in 2023/24 and £676,235 in 2024/25 equivalent to the Capital grant due which is the match funding being provided by the Council.

Reasons for Decision:

The Social Housing Decarbonisation Fund provides 50% grant funding for 102 of the Council's housing to have carbon neutral and lower cost-effective heating for tenants who currently have oil boiler heating systems. It meets both Community Plan objectives to create better homes as a landlord and improve tenants wellbeing by reducing fuel poverty and contributing to reducing carbon emissions.

Options Considered:

As detailed in the report, there were no viable alternatives and taking no action would make it harder for the Council to meet the Government requirements on Energy Performance Certificates and decarbonisation of social housing stock.

19 LOCAL AUTHORITY HOUSING FUND - REQUEST FOR DELEGATED AUTHORITY (KEY DECISION)

The Portfolio Holder for Housing presented a report which sought to secure delegated authority to enable the Council to fulfil obligations of the Local Authority Housing Fund to purchase 14 market sale properties in a timely manner between April and November 2023.

It was noted that the Council had been successful in securing funding under the Local Authority Housing Fund to provide capital funding for Councils in areas facing most significant housing pressures as a result of Ukrainian arrivals. The funding was split into two elements, £1,050,400 to provide 13 homes to assist with alleviation of housing pressures from Homes for Ukraine schemes and a bridging element of £171,457 to provide a four bed or larger home to allocate to a household currently in bridging accommodation.

It was reported that a desktop exercise had been undertaken to explore house prices and stock availability within the district and the grant offered would enable the Council to purchase suitable stock with the ideal purchase price to maximise grant between £153,000 and £200,000.

AGREED (unanimously) that Cabinet approve the following delegated authority:

- a) purchase of property with a value of £300k or less be delegated to Director - Housing, Health & Wellbeing; and
- b) purchase of property with a value over £300k be delegated to the Portfolio Holder for Housing, in consultation with the Leader of the Council and Section 151 Officer subject to Key Decision requirements.

Reasons for Decision:

To enable the Council to fulfil our obligations under the Local Authority Housing Fund Scheme to purchase 14 market sale properties in a timely manner between April and November 2023.

The delivery of this scheme aligns with our community plan to “create vibrant and self-sufficient local communities where residents look out for each other and actively contribute to their local area”.

Options Considered:

Continue with no delegated authority and fail to meet financial deadlines required to fulfil our obligations of the Scheme.

20 TENANT ENGAGEMENT STRATEGY

The Portfolio Holder for Housing presented a report which set out the draft Tenant Engagement Strategy which included the engagement framework, regulatory landscape and how successful engagement would be measured. The Tenant Engagement Strategy sat alongside the Council’s Consultation and Engagement Strategy 2022-2027 and set out how the Council will seek out, listen to and act on the views of tenants and leaseholders.

The Tenant and Engagement Strategy and menu of involvement were attached as appendices to the report. The Strategy had been considered by the Tenant Engagement Board and the Policy & Performance Improvement Committee who had made comments and requested an update on the take up of the menu options to a future meeting.

AGREED (unanimously) that Cabinet approve the Tenant Engagement Strategy.

Reasons for Decision:

Effective Tenant Engagement is not optional; this strategy sets out how we will engage in order to meet our legal obligations as set out by the Regulator for Social Housing

The delivery of this scheme aligns with our community plan to “Create vibrant and self-sufficient local communities where residents look out for each other and actively contribute to their local area”.

Options Considered:

Continue with no Council wide strategy and fail to meet our legal obligations with regard to tenant engagement.

21 RESPONDING TO INCREASED DEMAND IN ANTI-SOCIAL BEHAVIOUR AND SAFEGUARDING

The Portfolio Holder for Public Protection and Community Relations presented a report which set out a proposal to address the increase in demand for responding to anti-social behaviour (ASB) and safeguarding issues across the District.

The report reflected on the current demands and activities within the Community Protection Team and the recommendations of the Policy & Performance Improvement Committee which had already been implemented in respect of ASB.

Given the increasing demand and complexity of cases managed by the existing team, alongside competing demand of ad hoc funding bids aimed at making further improvement, a new Senior ASB Officer post was proposed which would supervise the Community Protection Officers ensuring deployment of patrols in key locations and to assist with dealing with more complex ASB and safeguarding cases to provide more resource to manage the continuing demand.

The Cabinet referred to enforcement and the importance of working with the police to take action on ASB when appropriate CCTV images are available.

AGREED (unanimously) that Cabinet:

- a) note the current work on Anti-Social Behaviour and Community Safety as set out in Section 1 of the report;
- b) approve the additional one full-time post to the Council's establishment;
- c) approve the overspend in salaries 2023-24 funded by the overall predicted overall Council General Fund underspend in year; and
- d) approve the growth of salary budget set out in the report for all future years from 2024-25.

Reasons for Decision:

To note the current work the Council currently undertakes to tackle Anti-Social Behaviour within the district and to look how this can be improved and enhanced ensuring support for the team and residents.

Options Considered:

Continuing service delivery with existing resources which would not help to combat the increasing demand.

22 EXCLUSION OF THE PRESS AND PUBLIC

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

23 LAND AT OLD HALL FARM, EDINGLEY (KEY DECISION)

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

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

24 OLLERTON HALL APPENDIX

25 SOCIAL HOUSING DECARBONISATION FUND WAVE 2.1 APPENDIX

Meeting closed at 7.40 pm.

Chairman



Report to: Cabinet Meeting - 12 September 2023
 Portfolio Holder: Councillor Paul Peacock, Strategy, Performance & Finance
 Director Lead: Sanjiv Kohli, Deputy Chief Executive, Director - Resources
 Lead Officer: Nick Wilson, Business Manager – Financial Services

Report Summary	
Type of Report	Open, Non-Key Decision
Report Title	Projected General Fund and Housing Revenue Account Revenue and Capital Outturn Report to 31 March 2024 as at 30 June 2023
Purpose of Report	<p>To update Members with the forecast outturn position for the 2023/24 financial year for the Council’s General Fund and Housing Revenue Account revenue and capital budgets.</p> <p>To show performance against the approved estimates of revenue expenditure and income; report on major variances from planned budget performance; and report on variations to the Capital Programme for approval; all in accordance with the Council’s Constitution.</p>
Recommendations	<p>That Cabinet:</p> <ul style="list-style-type: none"> (a) note the General Fund projected unfavourable outturn variance of £0.130m; (b) note the Housing Revenue Account projected unfavourable outturn variance of £0.131m to the Major Repairs Reserve; (c) approve the variations to the Capital Programme at Appendix C; (d) approve the Capital Programme revised budget and financing of £109.711m; and (e) note the Prudential indicators at Appendix F.
Alternative Options Considered	Not applicable.
Reason for Recommendations	To consider the forecast outturn position for the 2023/24 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.

1.0 Background

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

Current Position (as at 30 June 2023): Variances

- 1.1 Table 1 shows a projected unfavourable variance against the revised budget of £0.743m on Service budgets, with an overall unfavourable variance of £0.020m that would need to be met from the General Fund reserve. This is based on meetings which took place with Business Managers during July, whereby they have analysed actual income and expenditure to 30th June 2023 and forecasted forward to the end of March 2024 the additional income and expenditure currently expected to be incurred. Further details of the variances projected against portfolio holder budgets are in **Appendix A**.

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

	Original Budget £'m	Revised Budget £'m	Projected Outturn £'m	Variance £'m
Biodiversity and Environmental Services	1.388	1.339	1.438	0.099
Climate Change	2.303	2.132	2.243	0.111
Community Safety and Community Development	2.491	2.626	2.652	0.026
Health, Wellbeing and Leisure	0.727	0.946	0.951	0.005
Heritage, Culture, and the Arts	0.877	0.862	0.882	0.020
Housing	0.653	0.631	0.603	(0.028)
Strategy, Performance and Finance	6.056	6.873	7.295	0.422
Sustainable Economic Development	1.589	1.771	1.859	0.088
Net Cost of Services	16.084	17.180	17.923	0.743
Other Operating Expenditure	4.570	4.564	4.564	0.000
Finance & Investment Income/Expenditure	(0.859)	(0.859)	(1.182)	(0.323)
Taxation & Non-Specific Grant Income	(21.989)	(22.589)	(22.879)	(0.290)
Net Cost of Council Expenditure	(2.194)	(1.704)	(1.574)	0.130
Transfer to/(from) Usable Reserves	1.457	0.967	0.967	0.000
Transfer to/(from) Unusable Reserves	0.737	0.737	0.627	(0.110)
Transfer to/(from) General Reserves	0.000	0.000	(0.020)	(0.020)

- 1.2 An unfavourable variance of £0.743m is currently being projected on service budgets managed by business managers. This represents 4.33% of the total service budgets. A variance analysis is detailed at **Appendix A**.
- 1.3 There have been significant issues in recruitment seen across the Council over the last few financial years. This has been felt across the Local Government sector, with similar issues being seen in a number of neighbouring authorities. As a result of this, the forecast vacancy savings target for 2023/24 was increased from 4% to 5%.

- 1.4 An unfavourable variance of £0.561m on employee related expenditure includes £0.918m of vacancy savings target, representing 5% of the total budget for employees within each Business Unit. Actual vacancies forecast currently is a favourable variance of £0.357m, which represents 1.84% of the total employee budget. This is kept under regular review.
- 1.5 Non-Service expenditure is projected to have a favourable variance of £0.613m against the revised budget of £19.507m. These budgets primarily relate to income from council tax, national non-domestic rates (NNDR, or 'business rates') and investment interest. The favourable variance of £0.323m on Finance & Investment Income/Expenditure relates to increased investment interest income, based on higher than anticipated interest rates and higher investment balances. £0.240m of the £0.290m favourable variance on Taxation & Non-Specific Grant Income relates to a grant to mitigate the increase in cost for borne by the Council for the Internal Drainage Boards. The remaining £0.050m is made up of a number of smaller items of grant in relation to the various grant schemes that the Council have administered on behalf of the Department for Energy Security and Net Zero.

Current Position (as at 30 June 2023): Revised Budget Compared to Original Budget

- 1.6 There has been a net transfer of £0.490m from reserves in 2023/24 as at 30 June 2023. The transfers listed below to/from reserves were more than £0.050m in value. These total £0.414m:

Transfer from Reserves Relates to	Amount (£)	Directorate Which Received Transfer
Carry Forwards Requests approved in the outturn report	(144,070)	Communities & Environment
Repairs and Renewals usage	(52,566)	Communities & Environment
Carry Forwards Requests approved in the outturn report	(179,027)	Housing, Health & Wellbeing
Carry Forwards Requests approved in the outturn report	(67,430)	Legal & Democratic Services
Transfer from Election Reserve for District and Parish election in May 2023	(181,295)	Legal & Democratic Services
Carry Forwards Requests approved in the outturn report	(283,267)	Planning & Growth
Carry Forwards Requests approved in the outturn report	(106,114)	Resources & Deputy Chief Executive
NNDR Surplus	600,000	Resources & Deputy Chief Executive

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

- 1.7 With reference to the 'Variance' column in Table 2, the HRA accounts show a projected unfavourable variance on the Net Cost of HRA Services against the revised budget of £0.400m and a reduced transfer to the Major Repairs Reserve of £0.131m:

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

	Original Budget £'m	Revised Budget £'m	Projected Outturn £'m	Variance £'m
Expenditure	20.029	20.463	20.703	0.240
Income	(27.730)	(27.764)	(27.605)	0.160
Net Cost of HRA Services	(7.701)	(7.302)	(6.902)	0.400
Other Operating Expenditure	0.142	0.142	0.142	0.000
Finance & Investment Income/Expenditure	3.504	3.504	3.235	(0.269)
Taxation & Non Specific Grant Income	0.000	0.000	0.000	0.000
(Surplus)/Deficit on HRA Services	(4.055)	(3.655)	(3.525)	0.131
Movements in Reserves				
Transfer to/(from) Usable Reserves	(0.527)	(0.927)	(0.927)	0.000
Transfer to/(from) Unusable Reserves	(5.880)	(5.880)	(5.880)	0.000
Transfer to/(from) Major Repairs Reserve	10.462	10.462	10.331	(0.131)
Total	0.000	0.000	0.000	0.000

- 1.8 The main reasons for the £0.400m unfavourable variance on services are detailed at **Appendix B**. In relation to the saving in the Finance & Investment Income/Expenditure line, this relates to a delay in the need to borrow external funds, as the cash flow management of the Council has meant that it doesn't need to borrow as early as originally anticipated.

Overview of Projected Capital Outturn 2023/24

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

	Original Budget £'m	Current Approved Budget £'m	Revised Budget updated for Approval £'m	Actual Spend to 30 June 2023 £'m	Forecast Outturn £'m
General Fund	66.354	88.125	79.795	7.664	79.795
Housing Revenue Account	23.045	29.916	29.916	1.205	29.916
Total	89.399	118.041	109.711	8.869	109.711

- 1.10 As projects are developed and spending commitments are made, budget requirements can change. It is a requirement that Cabinet approve all variations to the Capital Programme. Following the meeting of 27 June 2023, the total approved budget was £118.041m including slippage from 2022/23. The additions and amendments that now require approval are detailed in **Appendix C** and summarised as follows:

Additions/Reductions	£4.073m
Reprofiles	£(12.404)m
Total	£(8.330)m

- 1.11 If these variations are approved, then the revised budget will be reduced to £109.711m. A more detailed breakdown at scheme level, including some comments on projects progress, can be found at **Appendix D** (General Fund) and **Appendix E** (Housing Revenue Account).

Capital Programme Resources

- 1.12 The Capital resources available to the Council are not static. Capital receipts are generated throughout the year, additional grants and contributions are paid to the Council, and borrowing may be increased to fund some projects.
- 1.13 In summary, the revised budget of £109.711m will be financed as follows, with every attempt to minimise the impact on the Council's revenue budget:

	General Fund £'m	Housing Revenue Account £'m	Total £'m
Borrowing	18.182	13.897	32.079
External Grants & Contributions	41.749	0.029	41.778
Capital Receipts	2.398	2.416	4.814
Community Infrastructure Levy	5.600	0.000	5.600
Revenue Contributions	11.866	13.574	25.440
Total	79.795	29.916	109.711

Capital Receipts

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

	General Fund £'m	HRA Receipts £'m	HRA 1-4-1 Receipts £'m	Total £'m
Balance at 1 April 2023	0.000	1.249	0.000	1.249
Received up to end of June 2023	0.000	0.110	0.047	0.157
Estimated receipts for remainder of the financial year	2.398	0.267	0.744	3.408
Approved for financing	2.398	1.626	0.791	4.815
Available Capital receipts balance at 31 March 2024	0.000	0.000	0.000	0.000
Estimated Receipts 2024/25 - 2026/27	7.900	4.200	2.372	14.472
Approved for Financing 2024/25 - 2026/27	5.326	0.000	0.000	5.326
Estimated Uncommitted Balance	2.574	4.200	2.372	9.146

- 1.15 The Treasury Management Code of Practice 2021 stipulates that quarterly update reports on prudential indicators are now required from 2023/24 onwards.
- 1.16 The prudential indicators are set within the Treasury Management Strategy, Capital Strategy and the Investment Strategy and the three strategies were approved by Audit and Governance Committee on 1 February 2023 and Full Council on 9 March 2023. The summary of the prudential indicators can be found at **Appendix F**.

2.0 Proposal/Options Considered and Reasons for Recommendation

- 2.1 To consider the forecast outturn position for the 2023/24 financial year for the Council's General Fund and Housing Revenue Account revenue and capital budgets.
- 2.2 To: show performance against the approved estimates of revenue expenditure and income; report on major variances from planned budget performance; and report on variations to the Capital Programme for approval; all in accordance with the Council's Constitution.

3.0 Implications

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

Background Papers and Published Documents

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.

General Fund, Housing Revenue Account Revenue and Capital Monitoring Outturn Report as at March 2023 to Cabinet on 27 June 2023.

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

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

Biodiversity and Environmental Services - £0.099m		£'m
All	Vacancy Factor	0.084
All	Other Small Variances	0.015
Biodiversity and Environmental Services Total		0.099
Climate Change - £0.111m		£'m
Environmental Services	Salary underspend due to budget including 6 months of glass recycling service costs (now due to start in December) and vacancies, currently covered by agency staff	(0.058)
Environmental Services	Recycling income includes 6 months of glass recycling service, now due to start in December	0.067
Environmental Services	Garden Waste Collection income is up due to more customers than anticipated in the budget	(0.031)
Environmental Services	Recharge to HRA no longer includes a percentage for Farrar Close Utilities	0.014
Environmental Services	Vehicle inspection Fees are lower than anticipated at this point in the year	0.014
All	Vacancy Factor	0.116
All	Other Small Variances	(0.011)
Climate Change Total		0.111
Community Safety and Community Development - £0.026m		£'m
Housing Options, Health & Community Relations	Health & Community Relations x2 vacancies, x1 anticipated to be filled by the end of October and the Apprentice post not expected to be filled.	(0.036)
All	Vacancy Factor	0.104
All	Other Small Variances	(0.042)
Community Safety and Community Development Total		0.026
Health, Wellbeing and Leisure - £0.005m		£'m
All	Other Small Variances	0.005
Health, Wellbeing and Leisure Total		0.005
Heritage, Culture, and the Arts - £0.020m		£'m
Economic Growth & Visitor Economy	Promotion of Tourism - Vacancy for Development & Place Marketing Manager, estimated start date September 23	(0.029)
All	Vacancy Factor	0.045
All	Other Small Variances	0.004
Heritage, Culture, and the Arts Total		0.020
Housing - £(0.028)m		£'m
Housing Options, Health & Community Relations	3 Tenancy Support Officers within Housing Options are recharged to the Resettlement Schemes which are grant funded.	(0.055)
Housing Options, Health & Community Relations	Strategic Housing Apprentice post not being filled at this time.	(0.012)
Housing Options, Health & Community Relations	Health & Community Relations x2 vacancies, x1 anticipated to be filled by the end of October and the Apprentice post not expected to be filled.	(0.036)
All	Vacancy Factor	0.050
All	Other Small Variances	0.025
Resources & Deputy Chief Executive's Total		(0.028)
Strategy, Performance and Finance - £0.422m		£'m
ICT & Digital Services	Within the ICT team x1 FTE has recently reduced their hours to the equivalent of 0.6 FTE	(0.026)
ICT & Digital Services	The budget provision for Microsoft was set at 20% but the quote came in lower than 2022/23.	(0.040)
Financial Services	SLT favourable variance on salaries due to budgeted inflation at 5% and 3.5% actual increase	(0.020)
Financial Services	Financial Services favourable variance on salaries, due to x2 FTE vacancies, which are both due to be filled by the end of August 2023 along with the budgeted inflation at 5% and actual inflation being agreed for BM at 3.5%	(0.023)
Corporate Property	Newark Beacon rental and service charge income unfavourable variance due to 1 large tenant moving out that were taking up a number of units. Along with three further tenants due to move out. Also budgeted for PV income generation and panels not due to be fitted until December 2023.	0.115
Corporate Property	Surface Car Parks Newark income favourable variance due to more season tickets being sold	(0.025)
Corporate Property	Lorry Park cleaner retired, looking to included in the Council's corporate contract currently covered by agency	(0.015)
Corporate Property	Bowbridge Road Car Park not due for completion until January 2024. Unfavorable variance covered by saving on MRP.	0.075
Customer Services	Favourable variance currently due to vacancy in the team and maternity leave, reduced slightly by Advisor roles being regraded	(0.016)
Elections And Democratic Services	Estimated cost of new Cabinet arrangements, subject to review	0.018
All	Vacancy Factor	0.406
All	Other Small Variances	(0.027)
Strategy, Performance and Finance Total		0.422
Sustainable Economic Development - £0.088m		£'m
Planning Development	Land Charges Income - nationally, the housing market remains uncertain and alongside rises in interest rates, house sales are seeing a reduction, thus impacting on the conveyancing process.	0.017
Planning Development	Vacant Planning Officer to backfill post, awaiting procurement exercise for new system, forecast to start in October 23. GIS Officer and Ecology Officer post vacant during quarter 1.	(0.104)
Planning Development	Number of applications reduced reflecting national application submissions. Anticipated fee increase in September/October of 25% for non-major apps and 35% for major apps. No major applications currently anticipated. Planning application refunds accrued from previous years, offset against planning application income.	0.057
Economic Growth & Visitor Economy	Town Centre Management - Consultancy to cover maternity leave funded from part year Development & Place Marketing vacancy within the Tourism cost centre, as per SLT report May 23	0.023
All	Vacancy Factor	0.107
All	Other Small Variances	(0.012)
Sustainable Economic Development Total		0.088
General Fund Revenue Outturn Variance for Services		0.743

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

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

HRA - £0.400m	£'m
2 Vacancies in the Income Management Team, expected to be filled in September	(0.046)
Vacancies at Gladstone House, expected to be filled by Autumn	(0.027)
Weekly Income at Gladstone House reduced by 25% due to the Careline cover terminating in house service in 2022/23, not yet reflected in the budget.	0.080
Community Centres Rates charge dated back to 2016	0.143
Tenancy & Estates vacancies, anticipated to be filled in the autumn	(0.043)
Vacancy in Compliance Services, anticipated recruitment during September	(0.022)
Boughton Extra Care Scheme utilities usage is higher than expected and the tariff is currently under review	0.053
Broadleaves Meal Charge income unfavourable variance due to no weekend provision and residents opting out of the service	0.040
Yorke Drive losses Council Tax Voids forecast based on 2022/23 levels	(0.014)
Housing Rent Income is down due to Voids	0.031
Vacancy Factor - overall favourable variance on salaries and oncosts is equal to £0.210m	0.269
Other small variances	(0.064)
Total	0.400

Capital Budget Amendments**GENERAL FUND**

Original Budget	66.354	As per Council on 9 March 2023
Slippages Approved	21.772	As per Cabinet on 27 June 2023
Current Revised Budget	88.125	

Additions

Project	Capital Description	Additions / Reductions 23-24 £m	Comments
TA1221	SLC Fire Safety Remedial Works	0.375	Additional Budget as per PH Decision 22 March 2023
TA3056	NCWC Tudor Hall	0.099	Additional Budget as per PH Decision 17 April 2023
TB6171	S106 Clipstone Miners Welfare Trust	0.169	Additional Budget as per PH Decision 12 May 2023
TE3250	Shared Prosperity Fund year 1	-0.010	Additional Budget as per PH Decision 20 March 2023
TF3228	Homeless Hostel	0.310	Additional Budget as per PH Decision 4 April 2023
TF3267	Homes for Ukraine	2.860	Additional Budget as per PH Decision 15 March 2023
TF3268	Bridging Accomodation	0.270	Additional Budget as per PH Decision 15 March 2023
TA3063	Palace Backstage Safety Improvements	-0.005	Adjustment to budget agreed with S151 Officer
TA3058	Palace Theatre Fire Alarm Upgrade	0.005	Adjustment to budget agreed with S151 Officer
Total Additions/Reductions		4.073	

Reprofiling

Project	Capital Description	Additions / Reductions 23-24 £m	Comments
TT1000	Towns Fund - 32 Stodman Street Regeneration	-6.199	Reprofile budget to match current expectations
TF3231	Safer Streets 4	-0.125	£125k of the budget was moved to 2022/23
TB3155	Castle - Condition Works	-0.080	Reprofile budget to match current expectations
TC2007	Clipstone Holding Centre Purchase & Works	-6.000	Reprofile budget to match current expectations
Total Re profiling		-12.404	

General Fund Revised Budget	79.795	Recommended for approval at Cabinet
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HOUSING REVENUE ACCOUNT

Original Budget	23.045	As per Council on 9 March 2023
Slippages Approved	6.871	As per Cabinet on 27 June 2023
Current Revised Budget	29.916	

Additions/Reductions

Project	Capital Description	Additions / Reductions 23-24 £m	Comments
S91100	ROOF REPLACEMENTS	0.798	Movement of budget between schemes to reflect spending requirements
S91200	Kitchen & Bathrooms	-0.175	Movement of budget between schemes to reflect spending requirements
S91200	KITCHEN & BATHROOM CONVERSIONS	-1.625	Movement of budget between schemes to reflect spending requirements
S91218	Kitchen & Bathrooms	-0.594	Movement of budget between schemes to reflect spending requirements
S91218	Kit & Bathrooms	1.625	Movement of budget between schemes to reflect spending requirements
S91300	EXTERNAL FABRIC	-0.360	Movement of budget between schemes to reflect spending requirements
S91336	Ext Fab Works	-0.132	Movement of budget between schemes to reflect spending requirements
S91336	External Fabric Works	0.360	Movement of budget between schemes to reflect spending requirements
S91400	DOORS & WINDOWS	-0.204	Movement of budget between schemes to reflect spending requirements
S91412	Doors & Windows Works	0.204	Movement of budget between schemes to reflect spending requirements

S91511	Walls Re-Rendering	-0.020	Movement of budget between schemes to reflect spending requirements
S91511	Walls Re-Rendering	-0.060	Movement of budget between schemes to reflect spending requirements
S93100	ELECTRICAL	-0.720	Movement of budget between schemes to reflect spending requirements
S93115	Rewires	0.720	Movement of budget between schemes to reflect spending requirements
S93500	Heating and Boilers	-0.015	Movement of budget between schemes to reflect spending requirements
S93500	HEATING	-0.300	Movement of budget between schemes to reflect spending requirements
S93600	ENERGY EFFICIENCY	-0.082	Movement of budget between schemes to reflect spending requirements
S93622	Solar PV	0.206	Movement of budget between schemes to reflect spending requirements
S93625	Thermal Comfort	0.185	Movement of budget between schemes to reflect spending requirements
S93625	Thermal Comfort	0.060	Movement of budget between schemes to reflect spending requirements
S93626	Decarbonisation	0.162	Movement of budget between schemes to reflect spending requirements
S93626	Decarbonisation	0.300	Movement of budget between schemes to reflect spending requirements
S95100	GARAGE FORECOURTS	-0.090	Movement of budget between schemes to reflect spending requirements
S95115	Resurfacing Works	0.090	Movement of budget between schemes to reflect spending requirements
S95200	ENVIRONMENTAL WORKS	-0.278	Movement of budget between schemes to reflect spending requirements
S95200	ENVIRONMENTAL WORKS	-0.030	Movement of budget between schemes to reflect spending requirements
S95400	Void Works	0.220	Movement of budget between schemes to reflect spending requirements
S97400	DISABLED ADAPTATIONS	-0.600	Movement of budget between schemes to reflect spending requirements
S97416	Major Adaptations	0.500	Movement of budget between schemes to reflect spending requirements
S97417	Minor Adaptations	0.040	Movement of budget between schemes to reflect spending requirements
S97417	Minor Adaptations	0.008	Movement of budget between schemes to reflect spending requirements
S97418	Adaptation Stair Lift/Ho	0.060	Movement of budget between schemes to reflect spending requirements
S97418	Adaptation Stair Lift/Ho	0.004	Movement of budget between schemes to reflect spending requirements
S98103	Structural Surveys - Eivated Walkways	0.075	Movement of budget between schemes to reflect spending requirements
S98105	Compartmentalisaiton in Roof Space	-0.170	Movement of budget between schemes to reflect spending requirements
S98106	Inspection & Install Ligtening Conductors	-0.075	Movement of budget between schemes to reflect spending requirements
S98106	Inspection & Install Ligtening Conductors	-0.075	Movement of budget between schemes to reflect spending requirements
S99100	PROPERTY INVESTMENT CONTINGENCY	-0.012	Movement of budget between schemes to reflect spending requirements
SA1064	Phase 3 - Cluster 4	-0.409	Movement of budget between schemes to reflect spending requirements
SA1073	Phase 4 Cluster 3	0.666	Movement of budget between schemes to reflect spending requirements
SA1074	Phase 4 Cluster 4	-0.091	Movement of budget between schemes to reflect spending requirements
SA1075	Phase 4 Cluster 5	0.257	Movement of budget between schemes to reflect spending requirements
SA1080	Phase 5	-0.824	Movement of budget between schemes to reflect spending requirements
SA1087	Phase 5 Cluster 7	0.400	New cluster set up, budget moved from overarching Phase 5 budget

Total Additions/Reductions **0.000**

Reprofiling

Project	Capital Description	Additions / Reductions 23-24 £m	Comments
	Total Re profiling	0.000	

HRA Revised budget for approval	29.916	Recommended for approval at Cabinet
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Total Additions/Reductions	4.073	
Total Re profiling	-12.404	
Total Revised Budget	109.711	

General Fund - Spend against budget - Estimated in year

Project	Capital Description	Original Budget 2023/24	Slippage Proposed	Original budget 23/24 including slippage	Proposed variations as per Appendix C	Revised Budget including future proposed variations	Actuals to 30 June 2023	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/Under	Comments - Spend to date
TB2257	Playground Equipment Improvement Programme	249,200	0	249,200	0	249,200	0	249,200	0	249,200	0	14.07.23 orders have been placed, works due to start any time now.
TB3142	Binrastructure Wrap Grant	0	1,094	1,094	0	1,094	0	1,094	0	1,094	0	
TB3143	Vicar Water Embankment Works	0	0	0	0	0	0	0	0	0	0	
TC3131	London Road Library Gardens	0	0	0	0	0	23	0	0	23	23	
	Biodiversity and Environmental Services	249,200	1,094	250,294	0	250,294	23	250,294	0	250,317	23	
TA3062	Beacon EV Chargepoints	36,850	0	36,850	0	36,850	0	0	36,850	36,850	0	
TB2253	Vehicles & Plant (NSDC)	1,187,800	16,561	1,204,360	0	1,204,360	39,182	1,048,064	117,115	1,204,361	0	14.07.23 vehicles that need to be ordered have been to date.
TB2255	Glass Recycling Transfer Station	38,400	0	38,400	0	38,400	0	0	38,400	38,400	0	14.07.23 still to agree final design. May need to use some budget from Bin purchases if costs are higher than expected.
TB2256	Glass Recycling Bin Purchase	1,411,909	0	1,411,909	0	1,411,909	0	0	1,411,909	1,411,909	0	14.07.23 consultation period finished, therefore initial bin purchase can be arranged.
TC3136	Climate Change	75,000	18,300	93,300	0	93,300	0	0	93,300	93,300	0	speak to SY
TC3154	Solar PV	0	629,650	629,650	0	629,650	0	426,523	203,127	629,650	0	14.07.23 works due to start in October 23
TC3158	Upgrade Charging point at Castle House	50,000	0	50,000	0	50,000	0	0	50,000	50,000	0	14.07.23 looking into working with NCC.
	Climate Change	2,799,959	664,510	3,464,469	0	3,464,469	39,182	1,474,587	1,950,701	3,464,470	1	
TF2000	CCTV Replacement Programme	90,500	50,000	140,500	0	140,500	10,052	10,053	120,395	140,500	-0	26.07.23 ASB review
TA3097	Yorke Drive Regeneration and Community Facility	3,054,281	344,102	3,398,383	0	3,398,383	0	1,518	3,396,865	3,398,383	-0	14.07.23 going to planning committee in August.
TB6154	Community Facilities Provision Community & Activity Village (inc S106)	0	45,000	45,000	0	45,000	30,409	0	14,591	45,000	-0	
TB6165	S106 Community Facilities to SOT	0	239,620	239,620	0	239,620	0	0	239,620	239,620	0	14.07.23 progress update with Parish Council today.
TB6171	S106 Clipstone Miners Welfare Trust	0	0	0	169,169	169,169	169,169	0	0	169,169	-0	14.07.23 Scheme complete.
TF3231	Safer Streets 4	305,000	0	305,000	-125,000	180,000	3,353	0	176,647	180,000	0	26.07.23 working towards the September deadline
TF3232	Rural Crime and Prevention	39,000	0	39,000	0	39,000	0	0	39,000	39,000	0	26.07.23 works due around Forest corner
	Community Safety and Community Development	3,488,781	678,722	4,167,503	44,169	4,211,672	212,983	11,571	3,987,118	4,211,672	-0	
TA1221	SLC Fire Safety Remedial Works	0	17,000	17,000	374,500	391,500	16,079	750	374,671	391,500	-0	14.07.23 currently negotiating with contractor to agree spec and start date

TB6162	Magnus Academy Hockey Pitch	0	9,844	9,844	0	9,844	-7,983	7,892	9,935	9,844	0	14.07.23 retention release due end of July. Scheme complete.
	Health, Wellbeing and Leisure	0	26,844	26,844	374,500	401,344	8,095	8,642	384,606	401,344	-0	
TA3053	Museum Improvements	184,294	35,283	219,577	0	219,577	-4,655	39,938	184,294	219,577	0	
TA3056	NCWC Tudor Hall	0	178,830	178,830	99,460	278,290	984	12,697	264,609	278,290	-0	14.07.23 start on site on 31 July due to be complete by early in the new year.
TA3057	Palace Theatre Lighting	0	11,263	11,263	0	11,263	-2,000	2,000	11,263	11,263	-0	move into below
TA3058	Palace Theatre Fire Alarm Upgrade	0	51,000	51,000	5,040	56,040	0	120	55,920	56,040	0	14.07.23 in design phase at the moment, but will need to be delivered during dark period - move to 2024/25
TA3063	Palace Backstage Safety Improvements	59,526	0	59,526	-5,040	54,486	0	54,486	0	54,486	0	14.07.23 Scheme complete
TB3155	Castle - Condition Works	0	160,105	160,105	-80,000	80,105	38,796	30,658	10,651	80,105	0	14.07.23 profile £80k to 24/25 for phase 2 of the works
TB3160	Castle Electrical Upgrade & Fire Alarm	0	8,757	8,757	0	8,757	0	0	8,757	8,757	-0	14.07.23 scheme complete budget not required.
	Heritage, Culture and the Arts	243,820	445,238	689,058	19,460	708,518	33,125	139,899	535,494	708,518	0	
TF6011	Private Sector Disabled Facilities Grants	700,000	151,814	851,814	0	851,814	62,191	4,530	785,093	851,814	0	26.07.23 referrals received as expected
TF6012	Discretionary Disabled Facilities Grants	90,000	19,697	109,697	0	109,697	13,612	0	96,085	109,697	0	26.07.23 top ups on the above, as expected
TF3228	Homeless Hostel	550,000	818,722	1,368,722	310,000	1,678,722	418,483	845,742	414,498	1,678,723	0	14.07.23 internal works started, due to complete in December 23.
TF3267	Homes for Ukraine	0	0	0	2,860,000	2,860,000	330	1,155	2,858,515	2,860,000	0	
TF3268	Bridging Accommodation	0	0	0	270,000	270,000	165	0	269,835	270,000	0	
TF6807	Warm Homes on Prescription	70,000	31,728	101,728	0	101,728	5,213	0	96,515	101,728	0	
	Housing	1,410,000	1,021,961	2,431,961	3,440,000	5,871,961	499,994	851,427	4,520,541	5,871,962	1	
TC3152	Target Hardening - GF	0	37,552	37,552	0	37,552	1,060	33,997	2,495	37,552	0	14.07.23 works at vicar water due to start by the end of July.
TA3060	Beacon - New Boiler	61,525	0	61,525	0	61,525	0	0	61,525	61,525	0	14.07.23 bio mass boiler suppliers have withdrawn from the market. Investigating other options, which will come out of future decarb surveys.
TA3061	Beacon - LED lights	81,995	0	81,995	0	81,995	0	0	81,995	81,995	0	14.07.23 will be procuring the works in order to deliver in this financial year
TC3140	Car Park Ticket Machine Replacement	0	0	0	0	0	0	0	0	0	0	
TC3016	Legionella Remedial Works	0	17,771	17,771	0	17,771	4,057	0	13,714	17,771	0	
TC3134	Works to SFACC	0	10,344	10,344	0	10,344	9,313	0	1,031	10,344	0	14.07.23 final stage of the project nearly complete
TC3135	Works to Buttermarket	0	92,997	92,997	0	92,997	16,435	1,815	74,746	92,996	-0	14.07.23 refurb works nearly complete. Currently testing the market for the final stage of the project.
TC3138	Lord Hawke Way Remedial Work & Bond	0	185,000	185,000	0	185,000	-2,250	2,596	184,654	185,000	-0	14.07.23 the road has now been adopted.
TC3142	Common Lighting at Industrial Estates	65,497	0	65,497	0	65,497	0	0	65,497	65,497	0	
TC3143	Roller Shutter Doors at Industrial Units	224,750	0	224,750	0	224,750	0	15,695	209,055	224,750	0	
TC3144	Fire & Security Rear Entrance Doors at Industrial Units	0	104,670	104,670	0	104,670	12,996	73,644	18,030	104,670	0	14.07.23 installation will be ongoing throughout the year

TC3145	Fire Signage and Emergency Lighting at Industrial Units	222,500	0	222,500	0	222,500	0	0	222,500	222,500	0	
TC3146	Electrical Upgrades to Industrial Units	0	207,000	207,000	0	207,000	0	0	207,000	207,000	0	
TC3148	RHH Units Fit Out	0	50,676	50,676	0	50,676	0	0	50,675	50,675	-0	14.07.23 one final tenant to pay for fit out.
TC3155	Security Gates Burma Road, Clipstone, S'well, SOT, SFACC	25,000	0	25,000	0	25,000	0	0	25,000	25,000	0	
TC3156	Jubilee Bridge Works	333,500	0	333,500	0	333,500	0	0	333,500	333,500	0	14.07.23 works have been tendered, not yet awarded
TC3157	Female only Shower Block Lorry Park	60,000	0	60,000	0	60,000	0	0	60,000	60,000	0	
TE3250	Shared Prosperity Fund year 1	59,750	20,000	79,750	-9,686	70,064	0	0	70,064	70,064	0	
TE3251	Rural England Prosperity Fund	446,000	0	446,000	0	446,000	0	0	446,000	446,000	0	
TA3286	Information Technology Investment	335,000	599,596	934,596	0	934,596	161,414	380,265	392,916	934,595	-0	14.07.23 equipment is arriving now.
TC2006	Purchase of Land at Bowbridge Road	0	625,819	625,819	0	625,819	14,508	15,343	595,969	625,819	0	14.07.23 out to tender at the moment, return date 4 august. If progresses to plan completion would be around January 24
TC2007	Clipstone Holding Centre	7,320,000	794,319	8,114,319	-6,000,000	2,114,319	25,870	0	2,088,449	2,114,319	0	14.07.23 tenders received for design for planning by the end of the financial year.
TC2008	Vicar Water Country park	0	65,000	65,000	0	65,000	0	0	65,000	65,000	0	14.07.23 update to be brought back to next meeting
TE3268	Southern Link Road Contribution	20,500,000	7,384,606	27,884,606	0	27,884,606	5,093,595	10,750	22,780,261	27,884,606	-0	14.07.23 - check
TG1003	Housing Regeneration Loan Facility	8,646,868	2,761,203	11,408,071	0	11,408,071	50,000	0	11,358,071	11,408,071	0	
	Strategy, Performance and Finance	38,382,385	12,956,551	51,338,936	-6,009,686	45,329,250	5,386,998	534,105	39,408,147	45,329,250	0	
TB3154	Castle Gatehouse Project	3,509,548	500,968	4,010,515	0	4,010,515	15,651	69,349	3,925,515	4,010,515	-0	
TI1002	A1 Overbridge Improvements	5,540,000	60,000	5,600,000	0	5,600,000	0	0	5,600,000	5,600,000	0	14.07.23 quote received to take up to planning application stage.
TI1000	Towns Fund - 32 Stodman Street Regeneration	6,830,046	1,564,038	8,394,084	-6,198,655	2,195,429	70,877	124,552	2,000,000	2,195,430	0	14.07.23 works are due to start around September 23
TI1002	Towns Fund - Contribution to IASI	3,000,000	3,801,620	6,801,620	0	6,801,620	1,431,493	5,272,974	97,153	6,801,619	-0	14.07.23 progressing well to date.
TI1005	Towns Fund - Cycle Town	0	50,000	50,000	0	50,000	0	2,522	47,478	50,000	0	
TI1006	Towns Fund - Cultural Heart of Newark	900,000	0	900,000	0	900,000	0	0	900,000	900,000	0	
	Sustainable Economic Development	19,779,594	5,976,625	25,756,219	-6,198,655	19,557,564	1,518,022	5,469,397	12,570,146	19,557,564	-0	
	GRAND TOTAL	66,353,739	21,771,546	88,125,285	-8,330,212	79,795,073	7,698,422	8,739,922	63,356,753	79,795,097	25	

HRA - Spend against budget - Estimated in year

Project	Capital Description	Original Budget 2023/24	Slippage Proposed	Original budget 23/24 including slippage	Future Proposed Variations	Revised Budget including Variations for Approval	Actuals to 30 June 2023	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/ Under	Comments - Spend to date
PROPERTY INVESTMENT PROGRAMME												
S91100	ROOF REPLACEMENTS	480,000	0	480,000	797,779	1,277,779	109,578	223,164	945,037	1,277,780	0	06.07.23 predicting full spend in this FY as output is increasing
S91115	Roof Replacement Works	0	0	0	0	0	0	0	0	0	0	
S91116	Flat Roof Replacement Work	0	0	0	0	0	0	0	0	0	0	
S711	ROOF REPLACEMENTS	480,000	0	480,000	797,779	1,277,779	109,578	223,164	945,037	1,277,780	0	
S91200	KITCHEN & BATHROOM CONVERSIONS	1,800,000	0	1,800,000	-1,800,000	0	-17,776	17,776	0	0	0	
S91218	Kit & Bathrooms	0	593,787	593,787	1,031,213	1,625,000	156,663	505,009	963,328	1,625,000	0	06.07.23 expected to spend full budget this FY, potential to be overspent but will review in September. 47 jobs completed and an estimated total of 180-190 to be completed in this FY
S712	KITCHEN & BATHROOM CONVERSIONS	1,800,000	593,787	2,393,787	-768,787	1,625,000	138,887	522,785	963,328	1,625,000	0	
S91300	EXTERNAL FABRIC	360,000	0	360,000	-360,000	0	0	0	0	0	0	
S91336	External Fabric Works	0	132,451	132,451	227,549	360,000	3,366	68,454	288,180	360,000	-0	06.07.23 predicting full spend in this FY contractor only just started and has been set up for next 4 years so works should pick up. Potential for overspent but will review in September
S713	EXTERNAL FABRIC	360,000	132,451	492,451	-132,451	360,000	3,366	68,454	288,180	360,000	-0	
S91400	DOORS & WINDOWS	204,000	0	204,000	-204,000	0	0	0	0	0	0	
S91412	Doors & Windows Works	0	101,267	101,267	204,000	305,267	48,199	74,879	182,189	305,267	0	06.07.23 predicting full spend of budget this FY increasing output with Nationwide.
S714	DOORS & WINDOWS	204,000	101,267	305,267	0	305,267	48,199	74,879	182,189	305,267	0	
S91500	OTHER STRUCTURAL	60,000	71,793	131,793	0	131,793	11,659	45,730	74,404	131,793	-0	06.07.23 overspend expected, looking to source money from other projects. Few jobs in the coming months that will fully spend budget.
S91511	Walls Re-Rendering	60,000	20,000	80,000	-80,000	0	0	0	0	0	0	
S715	OTHER STRUCTURAL	120,000	91,793	211,793	-80,000	131,793	11,659	45,730	74,404	131,793	-0	
S93100	ELECTRICAL	720,000	0	720,000	-720,000	0	0	0	0	0	0	
S93115	Rewires	0	0	0	720,000	720,000	152,906	248,876	318,218	720,000	0	07.07.23 51 jobs signed off, averaging 4 per week, therefore predicting full spend of budget with works continuing at the same rate (200 properties per year)
S731	ELECTRICAL	720,000	0	720,000	0	720,000	152,906	248,876	318,218	720,000	0	
S93500	HEATING	660,000	0	660,000	-315,065	344,935	156,627	189,450	31,767	377,844	32,909	07.07.23 predicting full spend of budget
S93510	Heating/Boilers	0	51,091	51,091	0	51,091	-95,490	113,737	0	18,247	-32,844	
S735	HEATING	660,000	51,091	711,091	-315,065	396,026	61,137	303,187	31,767	396,091	65	
S93600	ENERGY EFFICIENCY	180,000	181,785	361,785	-81,785	280,000	120	83,440	196,440	280,000	-0	
S93622	PV Invertors	0	0	0	206,238	206,238	0	0	206,451	206,451	213	
S93625	Thermal Comfort	200,000	0	200,000	245,000	445,000	0	0	445,000	445,000	0	13.07.23 currently going through procurement, potential to be on site next month
S93626	Decarbonisation	0	0	0	461,850	461,850	0	0	461,850	461,850	0	13.07.23 government and MSDC funded to spend
S736	ENERGY EFFICIENCY	380,000	181,785	561,785	831,303	1,393,088	120	83,440	1,309,741	1,393,301	213	
S95100	GARAGE FORECOURTS	90,000	0	90,000	-90,000	0	0	0	0	0	0	
S95109	Garages	30,000	0	30,000	0	30,000	0	0	30,000	30,000	0	13.07.23 no works identified yet
S95115	Resurfacing Works	0	26,332	26,332	90,000	116,332	-24,013	55,013	85,332	116,332	0	06.07.23 expecting full spend, £24,000 order to be done by the end of the month
S751	GARAGE FORECOURTS	120,000	26,332	146,332	0	146,332	-24,013	55,013	115,332	146,332	0	

Project	Capital Description	Original Budget 2023/24	Slippage Proposed	Original budget 23/24 including slippage	Future Proposed Variations	Revised Budget including Variations for Approval	Actuals to 30 June 2023	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/ Under	Comments - Spend to date
S95200	ENVIRONMENTAL WORKS	180,000	277,779	457,779	-307,779	150,000	5,000	13,000	132,000	150,000	0	
S95203	Car Parking Schemes	120,000	87,506	207,506	0	207,506	40,115	47,302	119,999	207,506	-0	06.07.23 predicting full spend in this FY, few issues with waiting for Notts CC when requesting drop curbs that are delaying works until October/November
S95208	Roewood Lane Sewerage Treatment Station	0	0	0	0	0	0	0	0	0	0	
S95250	Communal Lighting	24,000	0	24,000	0	24,000	0	0	24,000	24,000	0	07.07.23 no works identified yet
S95252	Flood Defence Systems	12,000	0	12,000	0	12,000	0	0	12,000	12,000	0	13.07.23 potential works for x2 flood doors in the next few months
S95253	Play Areas	100,000	4,000	104,000	0	104,000	0	100,000	4,000	104,000	0	
S95254	Estate Remodelling	78,000	0	78,000	0	78,000	3,238	25,157	49,604	78,000	-0	
S95303	Target Hardening - HRA	0	0	0	0	0	0	0	0	0	0	
S95304	Tithe Barn Court & Queens Court Door Entry System - Safer Streets 4	0	28,659	28,659	0	28,659	709	27,982	0	28,692	33	
S95400	Void Works	0	0	0	220,000	220,000	24,897	195,103	0	220,000	0	
S752	ENVIRONMENTAL WORKS	514,000	397,944	911,944	-87,779	824,165	73,960	408,634	341,603	824,197	32	
S97100	ASBESTOS	60,000	30,420	90,420	0	90,420	2,966	15,737	68,347	87,050	-3,370	
S97115	Asbestos Surveys	0	0	0	0	0	0	0	0	0	0	
S97116	Asbestos Removal	0	0	0	0	0	-487	3,856	0	3,370	3,370	
S771	ASBESTOS	60,000	30,420	90,420	0	90,420	2,479	19,594	68,347	90,420	-0	
S97200	FIRE SAFETY	60,000	87,913	147,913	0	147,913	0	17,546	143,356	160,902	12,989	10.07.23 change of contractors has held up works, predicting that this will be fully spent
S97218	Enhanced Fire Risk Assessments	0	0	0	0	0	-15,484	2,495	0	-12,989	-12,989	
S97221	Fire Risk Assessments	0	0	0	0	0	-83,988	83,988	0	0	0	
S772	FIRE SAFETY	60,000	87,913	147,913	0	147,913	-99,471	104,029	143,356	147,913	0	
S97300	DDA IMPROVEMENTS	24,000	0	24,000	0	24,000	0	0	24,000	24,000	0	05.07.23 no works identified yet but keep budget the same as a provision as referrals may come through, if nothing is received then this money can be used for major/minor adaptations
S773	DDA IMPROVEMENTS	24,000	0	24,000	0	24,000	0	0	24,000	24,000	0	
S97400	DISABLED ADAPTATIONS	600,000	0	600,000	-600,000	0	0	0	0	0	0	
S97416	Major Adaptations	0	0	0	500,000	500,000	114,169	337,432	48,399	500,000	0	05.07.23 expenditure dependant on OT1 referrals, will need to review budget in next quarter when we have a better idea of expenditure
S97417	Minor Adaptations	0	0	0	47,864	47,864	5,333	42,531	0	47,864	-0	05.07.23 expenditure dependant on OT1 referrals, will need to review budget in next quarter when we have a better idea of expenditure
S97418	Adaptation Stair Lift/Ho	0	0	0	63,929	63,929	20,561	43,368	0	63,929	0	05.07.23 expected to spend full budget amount this FY
S774	DISABLED ADAPTATIONS	600,000	0	600,000	11,793	611,793	140,063	423,331	48,399	611,793	0	
S97500	LEGIONELLA	36,000	0	36,000	0	36,000	0	36,000	0	36,000	0	07.07.23 18 jobs raised with MITIE for roughly £6k, expecting full spend of budget this FY
S775	LEGIONELLA	36,000	0	36,000	0	36,000	0	36,000	0	36,000	0	
S98103	BUILDING SAFETY	0	0	0	0	0	0	0	0	0	0	
S98101	Fire Alarm Systems	0	0	0	0	0	0	0	0	0	0	
S98102	Sprinkler System	310,000	97,000	407,000	0	407,000	0	0	407,000	407,000	0	10.07.23 design works being done for one job that will use full budget
S98103	Structural Surveys - Elevated Walkways	8,000	8,000	16,000	75,000	91,000	0	0	91,000	91,000	0	10.07.23 still sourcing contractor
S98104	Scooter Shed	0	0	0	0	0	0	0	0	0	0	
S98105	Compartmentalisation in Roof Space	256,200	170,000	426,200	-170,000	256,200	0	0	256,200	256,200	0	10.07.23 new contractor works to begin inspections soon, after these are done we will know the expenditure expected
S98106	Inspection & Install Lightning Conductors	75,000	75,000	150,000	-150,000	0	0	0	0	0	0	
S98107	Aerial Inspections	0	0	0	0	0	0	0	0	0	0	
S781	BUILDING SAFETY	649,200	350,000	999,200	-245,000	754,200	0	0	754,200	754,200	0	

Project	Capital Description	Original Budget 2023/24	Slippage Proposed	Original budget 23/24 including slippage	Future Proposed Variations	Revised Budget including Variations for Approval	Actuals to 30 June 2023	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/ Under	Comments - Spend to date
S99100	PROPERTY INVESTMENT CONTINGENCY	60,000	0	60,000	-11,793	48,207	0	0	48,207	48,207	0	
S99102	Housing Capital Fees	343,120	0	343,120	0	343,120	-22,341	26,565	338,896	343,120	0	
S791	UNALLOCATED FUNDING	403,120	0	403,120	-11,793	391,327	-22,341	26,565	387,103	391,327	0	
	SUB TOTAL PROPERTY INVESTMENT	7,190,320	2,044,783	9,235,103	0	9,235,103	596,529	2,643,682	5,995,204	9,235,415	312	
	AFFORDABLE HOUSING	0	-0	-0	110,000	0	0	0	0	0	-0	
SA1031	Site Acquisition (Inc RTB)	0	1,779,312	1,779,312	0	1,779,312	0	750	1,778,562	1,779,312	0	13.07.23 Church Circle, Ollerton and The Crescent Bilsthorpe - with Legal, doing ground works at the moment.
SA1033	Estate Regeneration	5,973,550	222,791	6,196,340	0	6,196,340	-61,996	69,060	6,189,276	6,196,340	0	
SA1047	New Build Contingency	0	179,871	179,871	0	179,871	0	0	179,871	179,871	1	
SA1048	Boughton Extra Care	0	295,347	295,347	0	295,347	-1,724	8,456	288,615	295,347	0	13.07.23 retention challenge with administrators to NSDC favor counter claim has been submitted.
SA1060	Phase 3	0	0	0	0	0	-410	0	409	-0	-0	
SA1063	Phase 3 - Cluster 3	0	0	0	0	0	-29,759	0	29,759	0	0	01.06.23 cluster is completed but still owe retention to Woodheads
SA1064	Phase 3 - Cluster 4	0	1,008,464	1,008,464	-408,500	599,964	1,477	4,242	594,245	599,965	0	13.07.23 one site remaining - 17 Northgate. Starting back on site August 23, to be completed by January 24.
SA1070	Phase 4	0	42,023	42,023	0	42,023	0	0	42,023	42,023	0	
SA1071	Phase 4 Cluster 1	0	0	0	0	0	-56,537	0	56,537	-0	-0	01.06.23 cluster is completed but still owe retention to Woodheads - totals £56k
SA1072	Phase 4 Cluster 2	0	0	0	0	0	-19,440	0	19,440	0	0	01.06.23 completed but still owe retention to Woodheads - totals £19k
SA1073	Phase 4 Cluster 3	0	275,802	275,802	666,200	942,002	513,599	317,999	110,405	942,003	0	13.07.23 one site complete, others due to be complete between August and September.
SA1074	Phase 4 Cluster 4	0	113,228	113,228	-91,000	22,228	17,465	4,806	0	22,272	44	01.06.23 cluster is complete apart from retention £2k
SA1075	Phase 4 Cluster 5	0	878,262	878,262	257,100	1,135,362	162,696	859,522	113,144	1,135,362	-0	13.07.23 cluster due for completion in December 23.
SA1080	Phase 5	9,300,000	19,599	9,319,599	-823,800	8,495,799	11,276	44,003	8,440,520	8,495,799	0	
SA1081	Phase 5 Cluster 1	0	0	0	0	0	0	0	0	0	0	
SA1082	Phase 5 Cluster 2	0	0	0	0	0	0	0	0	0	0	
SA1083	Phase 5 Cluster 3	0	0	0	0	0	0	0	0	0	0	
SA1084	Phase 5 Cluster 4	0	0	0	0	0	0	0	0	0	0	
SA1085	Phase 5 Cluster 5	0	0	0	0	0	0	0	0	0	0	
SA1086	Phase 5 Cluster 6	0	0	0	0	0	0	0	0	0	0	
SA1087	Phase 5 Cluster 7	0	0	0	400,000	400,000	0	0	400,000	400,000	0	
SC2000	Careline Analogue to Digital	60,000	11,955	71,955	0	71,955	0	22,339	49,616	71,955	-0	
SC2002	New Housing Management System	521,000	0	521,000	0	521,000	71,513	118,139	331,347	521,000	-0	14.07.23 chosen supplier received orders, on programme.
	SUB TOTAL AFFORDABLE HOUSING	15,854,550	4,826,653	20,681,202	-0	20,681,202	608,161	1,449,317	18,623,769	20,681,248	45	
		0	0	0	0	0	0	0	0	0	0	
	GRAND TOTAL	23,044,870	6,871,436	29,916,306	-0	29,916,306	1,204,690	4,092,999	24,618,974	29,916,662	357	

Prudential and Treasury Indicators for 2023-24 as of 30 June 2023

Treasury Strategy Indicators - Borrowing	2023/24 Original Estimate / Limit £'000	2023/24 Revised Estimate / Limit £'000	2023/24 Q1 Actual £'000	Compliance
<u>Operational Boundary for External Debt</u>	182,926	184,852	90,479	Yes

For further information on this prudential indicator please see the Treasury Management Strategy, Page 5 to 6

<u>Authorised Limit for External Debt</u>	190,126	192,052	90,479	Yes
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For further information on this prudential indicator please see the Treasury Management Strategy, Page 6

<u>HRA Debt Limit</u>	144,627	144,627	85,929	Yes
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For further information on this prudential indicator please see the Treasury Management Strategy, Page 6

Maturity Structure of Borrowing

Under 12 months	15%	15%	7%	Yes
12 months and within 24 months	15%	15%	3%	
24 months and within 5 years	30%	30%	15%	
5 years and within 10 years	100%	100%	18%	
10 years and above	100%	100%	57%	

For further information on this prudential indicator please see the Treasury Management Strategy, Page 7

Treasury Strategy Indicator - Investing

<u>Credit risk indicator (Minimum Average Portfolio Rating)</u>	A	A	AA	Yes
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For further information on this prudential indicator please see the Treasury Management Strategy, Page 14

Liquidity risk indicator

3 months	100%	100%	20%	Yes
3 – 12 months	80%	80%	43%	
Over 12 months	60%	60%	37%	

For further information on this prudential indicator please see the Treasury Management Strategy, Page 14

Interest rate risk indicator

Upper limit on one-year revenue impact of a 1% rise in interest rates	£200,000	£200,000	£182,550	Yes
Upper limit on one-year revenue impact of a 1% fall in interest rates	£200,000	£200,000	£182,550	

For further information on this prudential indicator please see the Treasury Management Strategy, Page 14

Price risk indicator

Limit on principal invested beyond year end	£15m	£15m	£12.5m	Yes
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For further information on this prudential indicator please see the Treasury Management Strategy, Page 14

Capital Strategy Indicators	2023/24 Original Estimate / Limit £'000	2023/24 Revised Estimate / Limit £'000	2023/24 Q1 Actual £'000
<u>Capital Expenditure & Financing</u>			
General Fund services	57,707	68,387	7,614
Council housing (HRA)	23,045	29,916	1,205
Capital Loan (GF)	8,647	11,408	50
Total Capital Expenditure	89,399	109,711	8,869
Capital Grants	26,073	41,778	3,377
Other Contributions	8,548	5,600	453
Capital Resources	5,738	4,814	389

Revenue / Major Repairs Reserve	18,777	25,440	2,057
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Borrowing	30,263	32,079	2,593
Total Capital Financing	89,399	109,711	8,869

For further information on this prudential indicator please see the Capital Strategy, Page 3 to 4

Capital Financing Requirement (CFR)

General Fund services	52,139	47,678	38,510
Council housing (HRA)	113,979	120,365	111,003
Capital investments	11,408	11,408	50
Total CFR	177,526	179,451	149,563

For further information on this prudential indicator please see the Capital Strategy, Page 5

Proportion of financing costs to net revenue stream

General Fund;

MRP Charge	765	623	0
Interest Payable	397	330	15
Less: Investment Income	-1,642	-1,902	-465
Total GF Financing costs	-480	-949	-450
Proportion of net revenue stream	-2.61%	-4.20%	-8.19%

Housing Revenue Account;

Interest Payable	3,624	3,240	704
Depreciation	5,994	5,994	0
MRR Contributions incl debt repayments	4,851	4,337	1,000
Less: Investment Income	-5	-5	0
Total HRA Financing costs	14,464	13,566	1,704
Proportion of net revenue stream	54.52%	54.37%	27.32%

For further information on this prudential indicator please see the Capital Strategy, Page 9

<u>Investment Strategy Indicators</u>	2023/24	2023/24	2023/24	Compliance
	Original Estimate / Limit £'000	Revised Estimate / Limit £'000	Q1 Actual £'000	

Loans for service purposes

Subsidiaries	13,000	13,000	50	Yes
Local businesses	500	500	-	
Local charities	500	500	-	
Other Bodies	500	500	25	
Total	14,500	14,500	75	

For further information on this prudential indicator please see the Investment Strategy, Page 2

Net income from service investments to net revenue stream

Total General Fund Service Investment Income	1,642	1,902	465	NA
Proportion of net revenue stream	8.92%	8.42%	8.46%	

Total Housing Revenue Account Service Investment Income	5	5	0	
Proportion of net revenue stream	0.02%	0.02%	0.00%	

For further information on this prudential indicator please see the Investment Strategy, Page 2

Shares held for service purposes

Subsidiaries	5,000	5,000	4,001	Yes
Suppliers	-	-	-	
Local businesses	-	-	-	
Total	5,000	5,000	4,001	

For further information on this prudential indicator please see the Investment Strategy, Page 3



Report to: Cabinet Meeting – 12 September 2023

Portfolio Holder: Cllr. Paul Peacock – Strategy, Performance & Finance

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

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

Report Summary	
Type of Report	Open Report, Non-Key Decision
Report Title	Community Plan Performance for Quarter 1 2023/24
Purpose of Report	To present the Quarter 1 Community Plan Performance Report (April – June 2023).
Recommendations	<p>That Cabinet:</p> <ul style="list-style-type: none"> a) review the Community Plan Performance Report attached as Appendix 1; b) review the Compliance Report attached as Appendix 2; and c) 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 1 performance and includes activities delivered within the quarter. This information was factually correct as of the 30 June 2023.

2.0 Proposal/Options Considered

That Cabinet review the Quarter 1 Community Plan Performance report (**Appendix 1**) and the Compliance report (**Appendix 2**).

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.

None



Newark and Sherwood District Council Performance Report

2023-24 Q1
1 April to 30 June 2023



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



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

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



Our District

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

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Our Performance

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

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Our Customers

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

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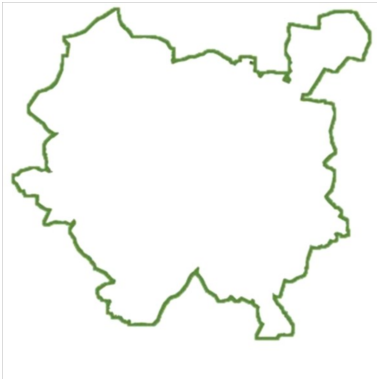
Our Workforce

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

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Our District

About Newark and Sherwood (2021 Census)...



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

There are 53,332 dwellings in the district, 38.5% are owned outright, 31.3% are owned with a mortgage or loan, 13.9% are socially rented with around 10% of those directly owned by the Council and 16.3% are private rented.

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

60.5% of the district's population are working age (16 to 64), 17% are 16 years or younger and 22.4% of the population are over the age of 65. For those over the age of 65, this percentage has increase by 3.5% when compared to the 2011 census demonstrating a growing older population when compared to the 2021 census.

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

How is our district?

This data tell us something about our district in quarter 4 (1 April to 30 June 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 3, residential applications have decreased by 23, non-major applications have decreased by 89 and major applications have decreased by 9.

- 2 commercial planning applications were validated
- 31 residential planning applications were validated
- 10 major planning applications were received
- 201 minor planning applications were received

In the period April 2023 to March 2023, 588 dwellings had been built in the district and 36 were affordable. In addition to these, 6,732 dwellings were committed or under construction.



As of March 2023, **1,800 people were unemployed** across the district. This is a reduction of **500** since March 2022.

The average Newark town centre monthly footfall for quarter 1 was 141,711 of which 21% were new visitors. Footfall during this quarter rose above the average for the same period of last year by 4.1%. So far 2023 has seen a continual increase in the number of visitors to Newark town centre. This suggests that more people are visiting despite the developing cost-of-living pressures. The increase could potentially be attributed to the good weather experienced in May and June, or to new events and installations, such as The Kings Coronation, Festival of Food and Drink, and the neurodiversity umbrellas.

Interactions with the Council

This information gives an indication of demand for council assistance across quarter 1:


- **4,176 face to face contacts** were held at Castle House, a 40% increase when compared to the same period of last year.
- **31,297 calls** were made to the contact centre, a 1% increase when compared to the same period of last year.
- **6,025 calls** were received by responsive repairs, a 19% increase when compared to the same period of last year.
- **11,390 digital web form transactions** were completed by our customers, a 38% increase when compared to the same period of last year.

How are we performing against our objective to...

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



What we have been doing this quarter;

- ⇒ The Community Lottery remains popular with local groups and there are now 66 groups registered. During the quarter, a lucky resident that had signed up celebrated a £2,000 win. Since launching over £17,600 has been won and almost £59,000 has been raised for the local community. The first live draw is planned for delivery in August where 6 of the worthy causes will each win £500.
- 
- ⇒ Within the quarter, community groups have delivered a total of 16 Speedwatch sessions with 14 being conducted in Southwell, 1 in Newark and 1 in Balderton. South Clifton have requested a new Speedwatch group and will be receiving their training in July. The Police have also developed new speedwatch guidance, for this reason some groups have been waiting for clarification on the content before they deliver any further sessions.
- ⇒ The work around the community risk plan for Lowdham is still being worked on by the local resilience forum and other partners, this will include resilience training for those communities at risk of flooding when the details have been finalised. Timeframes for these projects are still to be confirmed.
- ⇒ The major flooding redesign scheme for Lowdham now has detailed plans ready to commence works. Inflationary costs are being considered and authorities/agencies have been asked to consider additional contributions. We have approved an additional £100k contribution to the scheme.
- ⇒ The Tenant Engagement Strategy has been reviewed and started its journey through the approval process during quarter one, with feedback from the Policy and Performance Improvement Committee being included in the final draft going to Cabinet on 11 July 2023. This strategy sets out how we engage with tenants and leaseholders to seek out, listen and act on their views.
- ⇒ During this quarter 32 tenants attended the Local Influence Network meetings either in person or digitally. The topics discussed included the potential to widen our careline service to two neighbouring authorities, review of the gas servicing process and the tenant journey, and finally the draft Housing Strategy. In terms of wider engagement with our tenants, we had a total of 190 interactions with 28 of these being new contacts.
- ⇒ Our commitment to improve our digital offer to tenants remains a focus with more meetings being available online. During the quarter, we delivered a range of consultations on:
- Car parking facilities at the Leys, Lowdham where 17 tenants responded and Maypole Court, Wellow where 10 tenants responded.
 - Proposed upgrades to the play park in Boughton with 37 tenants responding to the survey of which 20 were completed on-line and 17 were completed on paper copies.
 - A Housing Ombudsman 'Call for Evidence' on communication with your landlord. This consultation will close in quarter 2.
- ⇒ We have delivered a further e-training for 3 tenants on level 2 food hygiene so that tenants can deliver food and drink related events in communal areas We also had 4 tenants also attended online training from the Tenant Participation Advisory Service on building safety and virtually attended their Housing Summit.
- ⇒ Following the success of the community grant scheme in 2022-23, the team are currently reviewing the criteria for eligible projects to ensure that funds are directed to those areas and projects with the greatest impact and to those most in need. It is envisaged that the first round for 2023-24 will take place in the next quarter. The scheme aims to support district based, charities and not-for profit organisations with projects or initiatives that align to our Community Plan.

How are we performing against our objective to...

Deliver inclusive and sustainable growth



What we have been doing this quarter;

- ⇒ The Cultural Heart of Newark is a Town Fund project with an allocation of £1.5m of 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 delivery of the Cultural Heart of Newark project was transferred from Newark Town Council to Newark and Sherwood District Council in May 2023 and now the two organisations work collaboratively to deliver the objectives of the project. The busiest day of the month and year was Saturday, 27 May 2023 with footfall figures reported at 7,040 and aligns to the Food and Drink Festival in Newark Market Place. This was part of a three-day event during which 17,658 people were recorded in Newark. This event produced the busiest weekend so far in Newark during 2023. Other events included the King's Coronation, which was shown on a screen in Newark Market Square during Saturday 6th May. In total 6,244 people were recorded by the footfall sensors, with the majority being in town during 10am and 1pm when the ceremony took place.
- ⇒ We are seeking to recruit a Town Centre Events Officer to develop a programme of activities for 2024-2025 to create a vibrant town centre, drive footfall, dwell time and local spend in the town. We are completing a full business case to submit to government to maximise the funding secured by 2026.
- ⇒ The Plans to sensitively transform the Castle Gatehouse into an immersive visitor experience continues to progress. A revised planning application is to be submitted in November 2023 for the Newark Castle Gatehouse, which if approved, will allow work to continue to realise ambitious plans to develop 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).
- ⇒ We continue to lead and support on key infrastructure projects around the district including:
 - Ongoing works on the Newark Southern Link Road, including archaeological investigations. We continue to work with our partners to have technical details approved by the end of October 2023 for the technical approval of the scheme. A contract will also be let for the build of the next phase by mid-summer 2023.
 - The A1 over bridge. We are currently in the feasibility study period, following this, we will be in a position to submit a planning application for the bridge improvements and to commence the tender process to appoint a contractor to undertake the works.
 - Ongoing discussions with the National Highways on the delivery of the A46 bypass. Following the completion of the targeted consultation in April 2023, National Highways has been reviewing the responses received. Work continues on National Highways full consultation report, ready for submission to the Planning Inspectorate (on behalf of the Secretary of State for Transport) in autumn 2023.
 - We continue to support Nottinghamshire County Council (NCC) in promoting a package of junction improvements on the A614 and A6097 corridors as part of the Major Road Network Scheme. Planning consent was granted for the scheme in September 2022. Subject to the approval of NCC's full business case by Department for Transport and the completion of a public inquiry, construction is anticipated to commence in the spring of 2024 with completion by winter 2026/27. This scheme will deliver improvements to 6 junctions.
- ⇒ The Newark Construction College Centre of Excellence. So far 78 students have enrolled on the programmes, with some students being offered full time positions at one of the partner companies and others continuing studies. These programmes include bricklaying level 1 and 2, gas testing and plumbing. A plumbing and heating level 3 course is due to start in September 2023.

How are we performing against our objective to...

Deliver inclusive and sustainable growth



⇒ In June, we announced that we will be hosting both the start and finish of stage 4 of the world-famous Tour of Britain cycle race. The race last came through Nottinghamshire in 2022 going from West Bridgford through to Mansfield. This year Sherwood Forest will provide a stunning backdrop to the Tour of Britain cycle race when it returns to the county on Wednesday 6 September. The world-class field of riders will pass through several towns and villages in the districts of Bassetlaw and Newark and Sherwood along the 170-kilometre stage. The popular visitor destinations of Southwell Minster and Clumber Park will also feature on the stage as Nottinghamshire gears up to host the Tour for a fourth time since 2017.

⇒ The 20 Minute Cycle Town project is progressing. The second phase of the Cycle Town project is underway with education and support to encourage bike use. To date, over 1600 trips have been made on the bikes and additional incentives including voucher codes have been circulated as part of the Summer promotional campaign. Brompton Bikes will also feature in the Town Centre Cycle Races on 29th July.

⇒ 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 October 2023.

⇒ Work continues on the Air & Space Institute (ASI) in advance of an early 2024 opening and the construction remains on target. When fully operational the ASI is expected to create almost 40 new jobs for the area and will provide countless training opportunities, setting students on a pathway to skilled, well-paid jobs in the civil and military aviation and engineering industries.



⇒ The Stodman Street project is progressing well with a start on site expected for mid-Summer 2023. Hoardings are expected to be erected in August/September 2023. The project has an 18 month build programme and is scheduled to be completed by the end of 2024.

⇒ Inspire: Culture, Learning and Libraries took occupancy on the 1st floor of Newark Buttermarket last year and are now running adult educational courses, workshops and events which has increased vibrancy and footfall at the Buttermarket. The practical completion of the refurbishment works on the upper floor will take place in July 2023, where we will then be ready to pursue further occupation of the atrium space.

⇒ 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 and creation of a package to support the business community with cost-of-living assistance. This includes social media improvement webinars over July and August for businesses, led by Nettle, and a social media campaign to encourage people to shop locally in Newark, Edwinstowe, Southwell and Ollerton.
- The team have also supported 21 businesses to access Grantfinder, providing businesses with a range of advice, support and signposting to available funding.
- Delivery of a D2N2 Growth Business Support Surgery in June which was attended by 6 businesses across a range of sectors.
- We continue to receive grant applications for the Rural Business Investment Programme which is due to close in August 2023 and funding will be distributed by March 2024. The programme will provide funding support for projects that support new and existing rural businesses. Successful applicants will be looking to diversify their income streams, grow and create further opportunities for residents.



How are we performing against our objective to...

Deliver inclusive and sustainable growth



- ⇒ 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. The next milestone will be that a BMX track is due to open in the Autumn 2023.
- ⇒ We are continuing to work with partners to develop proposals around a Ollerton Town Centre Regeneration Project with its development appraisal works nearing completion through the utilisation of Shared Prosperity funding. We anticipate further information on future Levelling Up opportunities to be released in autumn at the earliest.
- ⇒ We continue to support the Tourism Action Group to provide a forum for engagement, evidence and strategic direction. We will review the 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. Together these two documents will shape the Tourism work programme for the next 5 to 10 years.

Measuring Success



Spotlight benchmarking

As of March 2023, the unemployment rate in Newark and Sherwood was 2.8% which is a 1.5% reduction since March 2022. Whilst the unemployment rate for England is 3.7% which is a reduction of 0.5% when compared to the same period.

Quarterly Indicators	Quarter 1 21/22	Quarter 1 22/23	Quarter 1 23/24	Target 23/24
Year to Date Indicators				
Total number of admissions - National Civil War Centre	1,141	3,045	3,892	3,000
Total number of admissions - Palace Theatre	0	12,296	8,401	12,000
% of visitors from schools – NCWC	New for Q1 23/24	New for Q1 23/24	29.0%	Trend (no benchmark)
% of visitors from schools – Palace Theatre	New for Q1 23/24	New for Q1 23/24	0.0%	Trend (no benchmark)
Number of people reached through direct participation and outreach	New for Q1 23/24	New for Q1 23/24	2,914	Trend (no benchmark)
Total footfall across all heritage and culture services and sites	New for Q1 23/24	New for Q1 23/24	20,343	Trend (no benchmark)
Car parking numbers across all council owned Newark car parks	New for Q1 23/24	New for Q1 23/24	102,875	Trend (no benchmark)
All Other Indicator Types				
Newark town centre footfall count (visitors per day)	2,835	4,487	4,671	3,750
Newark Beacon - % of occupied units	86.0%	97.2%	63.7%	95.0%
Sherwood Forest Arts and Crafts - % of occupied units	100.0%	100.0%	100.0%	95.0%
Commercial Property - % occupied units	89.0%	97.0%	100.0%	95.0%

Exploring our performance

The total number of admissions to the Palace Theatre is below target by 3,599 and significantly below the same period of last year. This performance is attributed to three unavoidable and unexpected cancellations due to performer illness.

The % of occupied units at the Newark Beacon has reduced significantly over the past year from 86% in quarter 1 of 2022/23 to 63.7% in quarter 1 of this year. This is due to one business who occupied 11 offices that has now outgrown the space and has moved to another building within the district and we are now actively marketing to reoccupy the space. Although the Beacon is managed by us as a commercial landlord, we also have a responsibility to provide affordable workspaces for new or growing organisations to develop themselves before moving onto larger accommodation in the district, a move of this nature is welcomed to drive economic growth with the potential to create new jobs for local people.

How are we performing against our objective to...

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



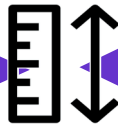
What we have been doing this quarter;

- ⇒ There are currently 52 council homes currently on site under construction and expected to complete this winter, with a further 30 properties due to start this autumn for completion next summer. These will provide much needed housing for residents.
- ⇒ This quarter has seen the establishment of a team to deliver our long-term vision for all elements of resettlement programmes. This has included the recruitment of two tenancy support workers for the Homes for Ukraine (HFU) scheme and a resettlement coordinator who oversees the Afghan and Syrian resettlement programmes. A successful submission to the Department Levelling Up Housing and Communities (DLUHC) has provided further opportunity to source additional accommodation for refugees requiring settled accommodation. We will also be purchasing 14 properties as part of this programme before December 2023 and will also be accepting three properties from Barratts Housebuilders in the coming quarter for use by Afghan refugees.
- ⇒ The development of Alexander Lodge, our new temporary accommodation, is progressing well and taking shape. The build is programmed to be completed by December 2023 and occupation of the first residents is expected in Easter 2024. Alongside the physical development, the team are also researching and designing a service offer that will promote good life skills, improve education and skills opportunities to help people be their best.
- ⇒ We continue to exceed national performance targets for determining planning applications. National targets are 60% determined in 13 weeks for major applications and 70% determined in 8 weeks for non-majors. The planning application validation checklist has been adopted by Planning Committee and is being utilised to validate all applications. The planning customer satisfaction survey is to commence shortly with a focus upon applicants and agents.
- ⇒ This quarter has seen a shift into warmer weather, so considerations are needed for Severe Weather Emergency Provision. Through the quarter, we have worked closely with Street Outreach colleagues to ensure that when we have received heat warnings from the meteorological office, supplies have been made available to anyone insecurely housed or spending temporary time on the streets during that period. These supplies included, bottled water, sun cream and cover.
- ⇒ The 3 tier priority timescales for repairs in council houses has now been in place for over 18 months. Priority 1 within 24 hours, priority 2 within 6 weeks and priority 3 for our planned works up to 6 months. Additional funding is also allocated to help reduce the current number of live repairs, with several contractors and agency staff engaged to help with this. The repairs service will be a priority for further improvements throughout this year including a renewed focus on addressing and preventing damp and mould in addition to understanding the implications of the Stock Condition Survey findings on our long-term asset investment plans.
- ⇒ In July of 2022, our empty homes standard was agreed and since then we have continued to receive positive feedback in this area. This standard has created some impacts where we are still seeing an increase in void costs and times which were both expected - we will continue to monitor this.
- ⇒ In June, we funded the delivery of a communal garden used by tenants living in Coghill Court in Southwell. The residents are now enjoying fresh turf, new planters, a rotary line, and a new bin store. The garden was updated in conjunction with the development of four new two bed bungalows on an adjacent piece of land. A special event was then held for tenants at the garden to officially open it, with Miles Harrison, one of the



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Measuring Success



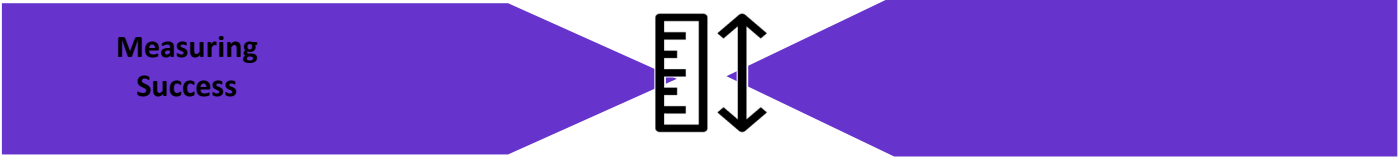
Quarterly Indicators	Quarter 1 21/22	Quarter 1 22/23	Quarter 1 23/24	Target 23/24
Year to Date Indicators				
Number of all tenants who have been evicted for rent arrears	0	0	0	Trend (No change)
Number of evictions (anti-social behaviour)	0	1	1	Trend (No change)
The performance of Arkwood, our property development company, which contributes to this objective				
Arkwood - number of units delivered	New for Q3 21/22	29	60	76
Arkwood - plots commenced	New for Q3 21/22	87	87	87
All Other Indicator Types				
Average time spent in temporary accommodation (weeks)	12.0	13.7	27.9	13.0
Average time (days) to re-let Council properties	24.9	25.8	30.4	28.0
% of rent collected from current tenants as a % of rent owed	102.6%	98.1%	98.1%	98.5%
Average "End to End" time for all reactive repairs (CALENDAR days)	39.2	13.7	17.4	16.0
% of repairs completed at first visit	91.7%	87.6%	92.3%	93.0%
% of planning applications (major) determined in time	91.0%	92.0%	100.0%	90.0%
% of planning applications (non major) determined in time	97.0%	95.0%	94.0%	90.0%
Average number of working days to process housing benefit change in circumstances	3.1	4.6	4.0	5.0
Average number of working days to process new housing benefit claims	17.2	17.8	11.8	17.0
Amount of current arrears as a % of annual rent debit	1.90%	1.75%	1.41%	2.20%
Amount of current arrears	£450,339	£434,399	£366,782	£554,400
% of housing complaints resolved within agreed timescales	93.0%	92.0%	100%	100.0%
% of homes with a valid gas certificate	New for Q4 21/22	92.2%	99.3%	100.0%
% of homes with Electrical Installation Condition Report (EICR) certificates up to five years old	New for Q4 21/22	99.1%	99.2%	100.0%

Tenants quote following a repair:



"On Thursday this week I completed an online form to report that my kitchen sink was blocked. Within a couple of hours I had a phone call to confirm the details. The plumber arrived that same afternoon and cleared the blockage but wasn't happy with the result and said he'd book a longer slot to come back and adjust the pipework so that it won't happen again. Really nice and helpful bloke. Excellent service all round - thank you!"

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Measuring
Success

Exploring our performance

The average time spent in temporary accommodation for quarter 1 was 27.9 weeks, greater than the target by 14.9 weeks. This performance attributed to one complex case which required a multi-agency approach to source appropriate move on accommodation for the individual, thus increasing the overall average time.

The percentage of repairs completed at first visit has made significant improvements when compared to the same period of last year but continues to be an amber indicator. We have made processes changes within the team by reviewing what stock is carried to vehicles to match usage and need. We are also now using our stores to deliver a number of items for operatives to further improve this performance and reduce the number of follow-ons required.

The percentage of homes with a valid gas certificate is below target by 0.7%, however all of the 36 properties that are out of compliance, are in an enforcement process to gain access to the properties.

The number of units delivered by Arkwood in the quarter is below target by 16, due to the delays in construction of the homes on Lord Hawke Way, following the liquidation of the lead construction company.



How are we performing against our objective to...

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

What we have been doing this quarter;

- ⇒ In quarter 1, we issued 49 fixed penalty notices (FPN's) for fly tipping and 16 for littering. These mainly consisted of small fly tips where the full penalty would not be appropriate (based on DEFRA guidance). Our third party enforcement partner also issued 523 fixed penalty notices for littering across the district. Working with businesses, where it appeared businesses were not disposing of their waste correctly, we issued a further 16 notices for failure to produce waste transfer and waste carriers documentation. . We have also had 4 successful prosecutions in court for flytipping and have several others pending. There were also 3 other prosecutions, 2 for duty of care when disposing of waste and 1 for failing to produce a scrap metal licence.
- ⇒ We have been working alongside Nottinghamshire Police targeting hot spots in and around Newark as a part of Operation Rogue on 15th May. Joining forces to target fly-tippers and illegal waste carriers the group's morning proved incredibly successful with countless motorists issued with fixed penalty notices and three vehicles seized. There were over 30 vehicles stopped which resulted in:
- 6 Waste Transfer Note offences, 2 Waste Carrier Licence offences, 5 Scrap Metal Licence offences – all of which were dealt with by a Fixed Penalty Notice (FPN).
 - One gentleman paying his fines as an early reduced sum of £750 for failure to hold a waste transfer note, waste carriers' licence or scrap licence.
 - Catching fly-tippers and those without a license was not the only job of the day as the officers also dealt with those breaking road laws either by using their mobile phones or failing to wear a seat belt. The work also led them to recover a stolen van, identify 4 vehicles with either no tax or insurance and detain a suspect on behalf of colleagues at Norfolk Police for reported scrap metal offences.

- ⇒ In June, a new trial scheme was launched in Newark to give small traders a new disposal option for their waste. We supported Veolia in partnership with Nottinghamshire County Council to develop the scheme where it provides small traders a cost-effective way to dispose of their waste and increase the number of available outlets for this type of waste in the area. The pilot will run until March 2024 at Veolia's Waste Transfer Station on Brunel Drive in Newark, and small traders will be able to dispose of their non-recyclable waste for a competitive fee with no minimum load charge - something which is currently viewed as one of the main barriers to traders responsibly disposing of their waste.



- ⇒ We continue to undertake works to improve access and users' experience in the district's parks and open spaces. During the quarter, we announced that improvements will be made to existing pathways at Sherwood Heath and Sconce and Devon Park. Both of which are Green Flag Award winning parks. The works will take place in addition to almost £350,000 being invested across a number of our owned play park areas to replace aging equipment and include inclusive play equipment for all ability users wherever possible.



- ⇒ The green champions scheme aims to deliver a network of volunteer litter pickers across the district. Each applicant is given litter picking equipment and can log their efforts for collection and request new bags etc via the MyAccount system. The scheme was soft launched in June and is currently in its testing phase with 7 of our existing regular volunteer groups. We are monitoring the usage of the scheme with the aim of launching in September.

How are we performing against our objective to...

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



- ⇒ We have worked in partnership with the Reach community support group and Orchard School (who are regular volunteers on sponce and Devon Park) to deliver 3 educational events where a total of 371 children attended.
- ⇒ During the quarter, we have been busy delivering a range of activity that will improve the high standard and cleanliness of our district, this included:
- Preparing our 4 Green Flag Parks and the new Newark community garden ahead of judging in quarter 2
 - Completing football renovations in-house for the first-time including aeration, overseeding and application of a total of 200 tonnes of topdressing. We also hired in specialist equipment to allow us to recycle the soil excavated from the paths project. By delivering this in house and recycling the soil allowed for a large financial saving to be realised.
 - Completed the accessible pathway project in Sponce and Devon Park.
 - We have added 5 small contracts into the commercial portfolio for street scene for both grounds maintenance and cleansing. These contracts include; Fernwood Parish Council Wildlife Garden Build, Epperstone Parish Council, Lowdham Cricket Club, Egmanton Parish Council and Lovers Lane Primary School in Newark.
 - Continued to work with partners at Nottinghamshire County Council, VIA and Southwell Town Council to deliver a no chemical trial in the town, including weed killers and pesticides.
- ⇒ This is the beginning of the third year that the environmental services team have delivered a grounds maintenance service for the Housing Revenue Account (HRA). As part of this service performance checks are made on the quality of the grounds maintenance service delivered. Housing Areas continue to see strong scores from the 90 area inspections across the District.

Through tenant engagement, we have developed 'Grounds Maintenance Champions' who follow the same scoring and inspection regime as us, but choose their own sites to inspect. Their scores are mirroring ours which demonstrates that we are performing consistently and to a high standard. The average scores for the quarter are provided in the table below. Scoring is 1 to 5. 1 being perfect and 5 needs rectifying within 24

Performance Outcomes of Monitoring Inspections for the Maintenance of Housing		
Service Area	Q1 22/23	Q1 2023/24
Grass	1.28	1.84
Litter and Bins	1.22	1.24
Garage Site	1.18	1.79
Shrub Bed Maintenance	1.72	1.62
Weed Control	1.44	1.75
Hedge Cutting	1.67	1.84



Customer quote following a bulky waste collection:

"Our bulky waste was collected yesterday. I just wanted to say what a great service and by having the collection confirmation by text is also a great aspect of the service".




Quarterly Indicators	Quarter 1 21/22	Quarter 1 22/23	Quarter 1 23/24	Target 23/24
Year to Date Indicators				
Number of fly tipping incidents	410	351	393	450
Number of fly tipping enforcement actions	517	No Data Received	456	513
Number of missed assisted collections	New for Q1 23/24	New for Q1 23/24	246	Trend (No benchmark)
All Other Indicator Types				
% fly tipping incidents removed within 72 hours	69.0%	97.2%	92.9%	75.0%
% of household waste sent for reuse, recycling and composting	37.0%	41.2%	Waiting for External Data	40.0%
Number of missed bins (per 100,000 households)	New for Q1 22/23	80.2	115.0	45.0
Total number of garden waste subscriptions	16,310	18,447	19,789	19,266
Number of level 1 graffiti incidents not removed within 36 hours	New for Q1 23/24	New for Q1 23/24	1	0
Number of level 2 graffiti incidents not removed within 10 days	New for Q1 23/24	New for Q1 23/24	0	Trend (No benchmark)
% of failing sites - street and environmental cleanliness - litter	2.1%	1.3%	0.0%	2.8%
% of failing sites - street and environmental cleanliness - detritus	3.6%	2.0%	1.7%	1.8%

Exploring our performance

The number of fly tipping enforcement actions delivered is below target by 57 and has reduced significantly when compared to quarter 1 of last year. This is also reflected in the total number of fly tipping incidents which has also reduced.

The number of missed bins (per 100,000 households) is below target by 70 for the quarter. The performance for refuse and recycling only is almost identical to the same period of last year but garden waste bins significantly increased this figure. This is attributed to new collection days for half of our customers, new rounds for staff and a delay in the distribution of some of the stickers. In addition to this, we have seen recent difficulties with staffing levels causing crews to be unfamiliar with their rounds resulting in a proportion of missed bins. All crews have been written to regarding the repeat missed bins from this period and a new assisted list is being produced to make it easier for the crew to check these at a glance.

The number of level 1 graffiti incidents not removed within 36 hours is below target, however the performance related to only 1 incident out of 14 that was not removed in the targeted timeframe.

How are we performing against our objective to...



Enhance and protect the district's natural environment

What we have been doing this quarter;

⇒ We are progressing with a number of projects to achieve our 2035 carbon net neutrality target and meet the actions outlined in our Greening Newark and Sherwood Action Plan.

- As laid out in the our Climate Emergency Strategy action plan, we are working to improve our energy efficiency and reduce our overall carbon footprint by installing solar panels across a selection of our Corporate and Leisure buildings. We have signed the contract and works on site will commence in the Summer of 2023. This project will assist in making carbon savings and generating renewable energy, both of which will assist us with reaching our 2035 net carbon neutrality target.
- 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 our depot site Brunel Drive to meet the future needs of the service. This will cover 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 behavioural change. The application enables users to log carbon reducing activities and gain points which equates to prizes. The scheme has been live for nearly a year and continues to be successful with over 520 users utilising the application.



⇒ This quarter we have continued our work on kerbside glass recycling and every eligible household in the district has received a letter informing them of the scheme. We are now working on planning our collection rounds and start working towards rolling the service out with an implementation date to be confirmed.

⇒ At this year's Nottinghamshire County Show, we engaged with around 370 individuals and families to promote recycling and home-grown food and propagation techniques.

⇒ Throughout May, we carefully selected 21 areas around the district that were left to grow to let nature take its course and provide wonderful biodiverse habitats for the district's wealth of insects and wildlife. 'No Mow May' was first launched in 2019 by the botanical charity Plantlife. The campaign encourages people to lock up their lawnmowers and let nature flourish for the month of May.



How are we performing against our objective to...



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

What we have been doing this quarter;

- ⇒ Tackling youth-related crime and anti-social behaviour (ASB) in Newark town centre remains a priority. During the last period, 18 enforcement actions were taken on young people causing nuisance in the town centre; this includes 11 1st Stage advisory letters to parents for lower-level nuisance, 4 2nd Stage letters to parents for individuals involved in persistent ASB and issuing 3 Enforcement Warnings (notification of potential court action). Injunction applications are also being progressed for 3 young people, who despite intervention and enforcement action, have persisted in causing nuisance.
- ⇒ Although the statistics show a decrease in incidents year on year, reports of youth related anti-social behaviour continues to increase and reports have been received from both the Lidl and the Lakeside area of Balderton. We are continuing to monitor the area alongside the Police and work is underway to identify those involved and take appropriate action where required. There were also incidents of youth related ASB in Clipstone. This resulted in 4 young people entering into Acceptable Behaviour Contracts.
- ⇒ To address an increase in ASB within Newark Town Centre, patrols have been increased as Community Protection Officers work on engagement with the public, businesses, and licensed premises. The shopwatch scheme currently has around 20 businesses who have signed up.
- ⇒ Schemelink is a data-sharing and communications portal that is designed to help protect retailers staff and customers by enabling quick and effective communication and the sharing of information on incidents. This continues to be promoted and more shops are signing up to support one another and enable swift action when crime or ASB is taking place. The scheme was also promoted at the Newark Business Forum to raise its profile and to help drive recruitment.
- ⇒ Chaired by the Council and attended by numerous partners, the first meeting of the newly formed multi-agency ASB Panel was launched in May. The purpose of the panel is to facilitate a partnership approach to managing young people involved in anti-social behaviour across the district.
- ⇒ Within the quarter, we delivered or supported on a range of events to address water and fire safety, ASB and alcohol usage. These events included;
 - Working collaboratively with the Nottinghamshire Fire & Rescue Service (NFRS) and Police by engaging with over 70 children from a local primary school on water safety awareness and anti-social behaviour at a Riverside Water Safety Event in Newark. The same event was also delivered in Farndon, where over 90 children attended. Here the children also designed and completed a graffiti art project for the Sea Scouts hut.
 - A fire safety event at Sconce where over 140 children from a local primary school attended. The event also included a session on anti-social behaviour, as well as a nature trail by the Park Ranger to educate the young people on the importance of preserving wildlife. Again, this was a joint enterprise with colleagues across the council, NFRS and the Police.
 - Delivered two interactive sessions. The first on responsible dog ownership, and the second on the effects of alcohol consumption. Both activities were well attended by both children and adults. -
 - Delivered two 'Extreme Wheels' events. One in Blidworth Skate Park, and the other at Sherwood Avenue Skate Park, Newark. Both events were planned to combat ASB in these locations. This was the second such event on Sherwood Avenue Skate Park and formed part of the consultation with residents as to the future of development of the site.



How are we performing against our objective to...

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



- ⇒ We are continuing to use deployable CCTV where possible to help combat crime and anti-social behaviour at several sites across Newark, Clipstone, Blidworth and Edwinstowe. A CCTV request for a hotspot of fly tipping in Boughton has also been received. This is still under consideration as we explore options for a suitable site to effectively position the camera.
- ⇒ A Further Night of Action was held on 16th June, where officers joined the Police attending all Licensed premises within the Newark town centre and surrounding areas, as part of the Violence Against Women and Girls campaign. Members of the public were also engaged with and asked their knowledge of Coca Ethylene which is produced when individuals use cocaine with alcohol. There is now evidence that the public knowledge base within Newark on this topic is increasing.
- ⇒ As a part of the Safer Street funding, we have delivered a range of projects so far. These include improvements to the entryways of some council owned residential buildings and to St Marks Precinct. Other projects are ongoing, including vehicle crime days lead by the Police, improved lighting installations on Church Walks, new CCTV camera installations at 3 locations and violence against women and girls training being delivered. In addition, work is also being undertaken to place new cameras in strategic areas to assist with feelings of safety and to be utilised in the prevention and detection of crime.
- ⇒ The Safer Gym Group has moved into a training and development phase with training to take place during July and August. This initiative aims to increase feelings of safety for women and girls within fitness centres and gymnasium. This will be delivered along with the violence against women and girls 'Stand By Her' training to address misogynistic behaviour and the impact it has on women.
- ⇒ On a lighter note, the second year of plant maturity on the bunds which were planted to deter unauthorised encampments, have seen an amazing display of what has been described by a resident as a "wall of flowers".



Measuring
Success

Quarterly Indicator	Quarter 1 21/22	Quarter 1 22/23	Quarter 1 23/24	Target 23/24
Year to Date Indicators				
Number of positive outcomes resulting from CCTV intervention	New for Q1 23/24	New for Q1 23/24	484	Trend (no bench- mark)
Fixed penalty notices (number issued)	16	474	611	Trend (Increasing)
Community protection notices/ warnings (number issued)	12	0	5	Trend (Increasing)
All other notices/warnings (number is- sued)	2	3	1	Trend (Decreasing)
Number of Notices issued relating to private rented properties	New for Q1 23/24	New for Q1 23/24	0	Trend (No bench- mark)
All Other Indicator Types				
CCTV – proportion of proactive inci- dents relating to NSDC responded to by the CCTV control room	New for Q1 23/24	New for Q1 23/24	51.0%	50.0%
CCTV - proportion of reactive incidents relating to NSDC responded to by the CCTV control room	New for Q1 23/24	New for Q1 23/24	55.0%	50.0%
% reduction in anti-social behaviour - Newark & Sherwood District compared against County area	-27.0%	15.0%	-2.0%	2.0%*
% reduction in all crime - Newark & Sherwood District compared against County area	16.0%	-26.8%	2.0%	-6.0%*
% of businesses in the District with a food hygiene rating of 3 or above	New for Q3 21/22	92.27%	92.11%	94.0%
% of businesses in the District with a 0 star food rating (major improvement necessary)	New for Q2 21/22	0.18%	0.09%	0.15%
% of food inspections undertaken in quarter	90.0%	73.0%	88.0%	100.0%

*target is the County average and minus denotes an increase

Exploring our performance...

The levels of crime has seen a positive reduction of 2% compared to an increase across the county at 6%. Antisocial behaviour however is up by 2% in the district compared to a 2% reduction across the county. As demonstrated through some of the narrative within this report, various initiatives and projects are in place or being developed to help address the levels of anti social behaviour in the district.

The % of food inspections undertaken in quarter is below target by 12% but remains in better position than performance in quarter 1 of last year. These outstanding inspections will follow on into the next quarter and will continue to be monitored throughout the year to ensure that the levels of hygiene and safety in food establishments are maintained

How are we performing against our objective to...

Improve the health and wellbeing of local residents



What we have been doing this quarter;

- ⇒ Tenant arrears performance remains strong which builds on the impressive performance at year end. As previously reported, we are seeing signs of tenants struggling because of the cost-of-living challenges, although at this time the impact is not being seen as an increase in arrears. The Helping Hand Fund was a project delivered in quarter 4 2022-23 which targeted support to tenants struggling to maintain an arrears payment plan. The scheme offered to match arrears payments (for a limited period and to a maximum weekly contribution) to encourage tenants to engage with the team and maintain their repayment plan. The scheme provided over £19,736.80 in matched payments to 155 tenants, 79% of which maintaining their payments throughout the life of the project which has supported the continued performance into quarter 1 and reduced the levels of some individual's debts.
- ⇒ The Community Chest has successfully provided £18,723 across 23 applications for improvements to neighbourhoods, community centres and groups. The applications came in from tenants, officers, and councillors all with a view to improve social housing areas. The projects included, a new bench in Cherry Holt Park, refreshed dining rooms at Vale View, garden furniture at Gladstone House, new noticeboards, blinds and storage in several community centres in addition to raised beds, plants and support for gardening groups in Ollerton and Collingham.
- ⇒ This quarter, the TSA (trade body for technology enabled care services) published an article on their website about our Careline service. The article is titled 'Celebrating the Transformative Journey of Newark and Sherwood District Council's TEC Service'. The article highlights our ongoing work to ensure that we are ready for the digital switchover. Also this highlights our proactive outreach to the tenants and residents, which has already reached approximately 75-80% of all service users.
- ⇒ The warm homes on prescription scheme continues to be promoted to allow residents to prepare for the colder months this summer. To date, 36 private sector residents have participated in our fuel poverty alleviation schemes. Subject to successful application, the scheme provides funding to help low-income households replace their boiler where the current heating system is broken or beyond repair. In addition to this, we have established a collaborative partnership with Nottinghamshire County Council and Nottingham Energy Partnership which will enable fully grant-funded insulation and low carbon heating measures to be offered to low-income homeowners who do not have access to mains gas for heating.
- ⇒ The Yorke Drive Regeneration scheme has faced delays in securing reserved matters planning for phase 1. These have been as a result of managing competing stakeholder requirements, however, it is anticipated that planning for phase 1 can be achieved by the end of summer 2023. We also continue to deliver resident engagement to gain feedback. This includes a resident led panel, newsletter and a 'Fun Day' which is sponsored by the developer and is programmed for the 14th August.
- ⇒ We also continued to deliver a range of other successful events including, a Medieval Fun Day at the Castle which saw over 2,000 attendees and our monthly family Saturdays at the National Civil War Centre. A successful temporary exhibition 'Tubthumping' by acclaimed ceramicist Emilie Taylor was also displayed at the museum where her creations blend the traditional with the contemporary, using 17th Century slipware techniques to portray modern everyday images.



How are we performing against our objective to...

Improve the health and wellbeing of local residents



- ⇒ Newark Creates is a three-year cultural programme (2021-2024) that forms part of Newark's High Streets Heritage Action Zone scheme and currently made up of the council and a range of partners with examples including Inspire and the Newark Civic Trust. The scheme aims to help with the recovery of local high streets, from regenerating historic buildings and helping to engage local communities through art and cultural projects. The programme commenced activity this quarter with the launch of the Neurodiversity Umbrella Project in the town centre. This included the installation of hundreds of colourful umbrellas in the marketplace to celebrate and represent the one in five who has a neurodevelopmental condition.
- ⇒ We also continued to deliver a range of other successful events including, a Medieval Fun Day at the Castle which saw over 2,000 attendees and our monthly family Saturdays at the National Civil War Centre. A successful temporary exhibition 'Tubthumping' by acclaimed ceramicist Emilie Taylor was also displayed at the museum where her creations blend the traditional with the contemporary, using 17th Century slipware techniques to portray modern everyday images of women at play groups, against backdrops of council flats and more.
- ⇒ Last year we became a National Portfolio Organisation, having successfully been awarded funding by the Arts Council England. Starting this quarter, a three-year programme will be delivered aiming to increase cultural engagement across the district. The first projects have included an artist in residence who showcased her skills with virtual reality technology by working with visitors to co-create virtual art, the recruitment of a team of 13 and 17 year olds to act as creative influencers for the service, and a music project with SoundLINC5 to engage with young people with disabilities.
- ⇒ We have successfully supported a social eating lunch club at Beaumont Walk with funding we sourced from Nottinghamshire County Council. This club started in April and has provided over 60 meals in the first three months. This is the 3rd lunch club set up from this funding with the others based at Collingham and Ollerton.
- ⇒ We are currently working on developing our first 'Prevention Concordat for Better Mental Health' with partners. This will include the co-creation of an action plan to improve the mental health and emotional wellbeing of our communities. We also signed up to Thrive@Work, an accreditation supporting workplace wellbeing which will help us assess our current wellbeing offer in addition to identifying opportunities for improvement.
- ⇒ To empower others, we also supported Health Mentors and Peer Mentors at The Newark Academy by delivering Level 2 Young Health Champions training. Once trained, mentors will have the skills and capacity to run campaigns in school to support their peer's health and wellbeing.
- ⇒ Alternative management arrangements are now in place for Southwell Leisure Centre through Active4Today. The focus is currently on ensuring that the provision meets the standards expected across all council managed leisure services whilst also ensuring the use of the existing provision before any extension to services are considered.
- ⇒ Following the completion of the new play area in Bilsthorpe which was completed last year, usage of the park continues to grow with more families accessing the location. This is in part down to the increased access to the site which has been gained by ensuring suitable pathways are in place. The park is being maintained to a high standard with areas being allowed to develop into biodiversity areas to encourage wildflowers and enhance ecological benefit. The new planting that has taken place is adding significant value to the visual attractiveness of the site. This is also being supported by the Bilsthorpe Green Spaces volunteer team who help to ensure that the asset is appropriately looked after.

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How are we performing against our objective to...

Improve the health and wellbeing of local residents



Measuring
Success



Quarterly Indicators	Quarter 1 21/22	Quarter 1 22/23	Quarter 1 23/24	Target 23/24
Year to Date Indicators				
Number of user visits - Active 4 Today (All)	New for Q3 21/22	259,698	274,106	250,000
Number of events held in NSDC parks	New for Q3 21/22	71	80	Trend (Increasing)
Number of children on environmental education visits to NSDC parks	New for Q3 21/22	206	371	200
All Other Indicator Types				
Live Leisure Centre membership base (All)	New for Q3 21/22	10,991	11,604	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 250,000 target by 24,106. Active4Today have recovered well from closures experienced as a result of Covid-19 and have rebuilt their membership base and number of user visits to deliver a strong end of quarter outturn.

The number of environmental education visits to our parks remains in a strong position and above target by 171 and significantly above the same period of last year by 165.

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.

Indicator Name	21/22 Q1 YTD Value	22/23 Q1 YTD Value	23/24 Q1 YTD Value	23/24 Q1 YTD Target
Quarterly Indicator	Quarter 1 21/22	Quarter 1 22/23	Quarter 1 23/24	Target 23/24
Year to Date Indicators				
Website – NSDC – sessions (total number of views)	114,341	215,493	450,564	100,000
Engagement rate with posts issued on NSDC Facebook and Twitter combined	385,132	194,589	592,729	250,000
Number of digital web form transactions	11,598	8,245	11,390	8,500
% business rate collection	31.0%	26.7%	29.8%	24.6%
% council tax collection	24.5%	24.7%	25.0%	24.4%
Telephony - average length of time to answer call (seconds)	61.0	117.0	163.0	90.0
All Other Indicator Types				
Responsive Repairs - telephony - average length of time to answer call (seconds)	New for Q1 22/23	29.0	88.0	60.0
% invoices paid within 30 days - whole Council	94.0%	98.5%	99.2%	98.5%
% effective response to careline calls within 180 seconds (industry standard)	98.4%	99.0%	99.3%	99.9%
Average number of days to process new council tax support applications	18.1	19.4	13.8	18.0
Average number of days to process council tax support change in circumstances	5.1	8.2	9.3	6.0
Average number of working days to process new housing benefit claims	17.2	17.8	11.8	17.0
Average number of working days to process housing benefit change in circumstances	3.1	4.6	4.0	5.0
% of complaints resolved within agreed timescales	New for Q1 23/24	New for Q1 23/24	99%	100%



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

“I would like to thank your colleague who was on the desk on Friday morning. She was very kind and helpful with my mum who was quite stressed about her housing situation”

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.

Exploring our performance...

The average time for our customer contact centre to answer a call is below target by 46 seconds and this has increased by 59 seconds when compared to the same period of last year. This level of performance is attributed to a range of underlying factors including:

- A new phase of the Household Support Fund was launched
- All households received a letter inviting them to opt in or out of the glass recycling scheme
- Five bank holidays in the quarter causing increased demand on the following day
- The enquires continue to be complex and is attributed to the current cost of living pressures
- The significant increase in face to face visits has meant that advisers are being redirected away from taking calls

However, the call times remain relatively low when compared to some private sector organisations and our core focus is always that the customer is dealt with at the first point of contact and this is currently 86% of all calls.

The average time for our repairs contact centre to answer a call is below target by 28 seconds and this has increased by 59 seconds when compared to the same period of last year. The call handling times were extended due to the number of bank holidays in the quarter as calls are usually higher following a bank holiday. In addition, there has been some sickness and vacancies in the team reducing the availability of call handlers to take calls. The position is anticipate to improve into quarter 2.

The days to process a change in circumstances for council tax support (CTS) is above target by 3.3 days due to the large volume of annual uprating's received in the quarter. This indicator has also had a reduction in target from 7 to 6 days for 2023/24 and for quarter 4 of last year this was 7.5 days (amber indicator -within tolerance). In quarter 1 the indicator has returned to red status with 9.3 days taken to process changes but processing times are expected to improve throughout the rest of the year. In addition to business as usual, we have also proactively been encouraging residents to claim the alternative energy grants. This included an email campaign to care homes, a press release, social media posts and a leaflet was created for the Gypsy, Roma and Traveller community which was handed out by the Community Liaison Team.

The average time to process new claims for housing benefit and council tax support have both seen significant improvements and are now below target. This performance follows changes being made to our processes and procedures so that we can support those faster given the current cost of living pressures.

Customer Feedback

Customer Feedback

Customer feedback is important to us as it allows us to get real time feedback on how we are performing from the people that we serve. This information comes through a range of 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 have started to roll out training on best practice supported by a guidance document that will guide colleagues through the process.

Over this quarter, we received 21 compliments, 7 suggestions and 85 complaints.

Compliments

21 Compliments/Praise were received this quarter with 5 service areas each receiving 4 compliments, these include:

- Customer Services team for their helpfulness and support.
- Planning and conservation teams, for their efficiency in dealing with applications.
- Street Scene/Grounds Maintenance for cutting back hedges and generally keeping our streets clean and tidy.
- Waste & Transport were praised mainly for dealing with fly tipping and clearing large items professionally and quickly.
- Housing Maintenance & Asset Management were mostly praised for their efficiency and tidiness when completing repairs. Housing & Estates Management received 1 compliment for the support and courtesy offered by several members of the team at a difficult time.

Suggestions

Of the 7 suggestions received in quarter 1, one was for a refresh of a tenants communal area to include new seating and a tv to encourage greater use of the area. Another suggestion was to include the members of a young enterprise group to work with teams on any re-wilding projects or garden renovations.

Complaints

In quarter 1 of last year, 73 complaints were raised, this has increased to 85 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 received were for Waste and Transport, Housing Maintenance & Assets, Housing and Estate Management and Council Tax.

- Waste & Transport received 24 complaints this quarter which is an increase of 9 on quarter 1 of last year. Of the complaints received for the service this quarter, 83% were regarding repeated missed bin collections.
- Housing maintenance received 23 complaints, rising by 10 from the same quarter of the previous year. Themes included were; the quality of work both internally and through contractors and responsiveness to deal with issues raised. Staff conduct was also named as an issue in 5 cases.
- Housing and estate management received 14 complaints, increasing by 2 from the same quarter of the previous year. The complaint themes were predominantly around staff conduct/attitude, dissatisfaction with officer decisions, and Officer Communication issues.
- Council tax received 7 complaints this quarter which is 3 lower than the same period of the previous year. 43% of these complaints related to decisions made in terms of the customer's account.

Customer Feedback

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

Area of improvement...

A complaint was received around the waiting times and delays to let out a property

What we have done to improve...

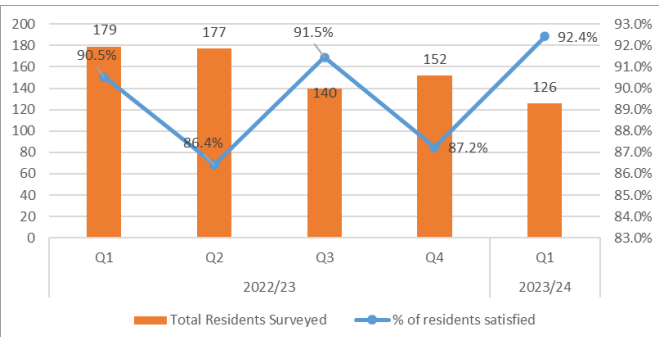
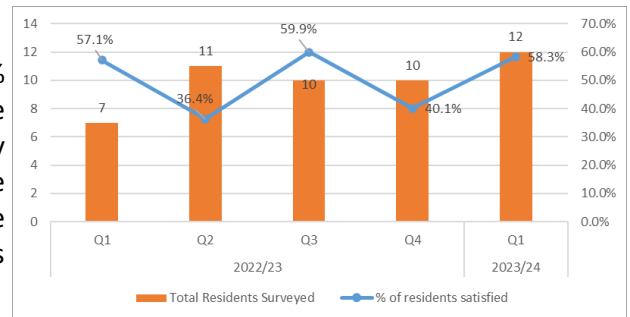
We have changed our process so that we will only advertise and allocate when we know the date the property will be fit and ready to let out

Tenant Satisfaction

Following tenants receiving a service, satisfaction surveys are undertaken by Viewpoint to understand if our service delivery met their expectations. In quarter one, 771 surveys were conducted over 12 service areas, and the average service satisfaction across the areas was 93% (aka 93% satisfied or very satisfied). Five service areas scored 100% satisfaction - Major adaptations, Minor adaptations, Careline, Major works and ASB. areas for improvement were;

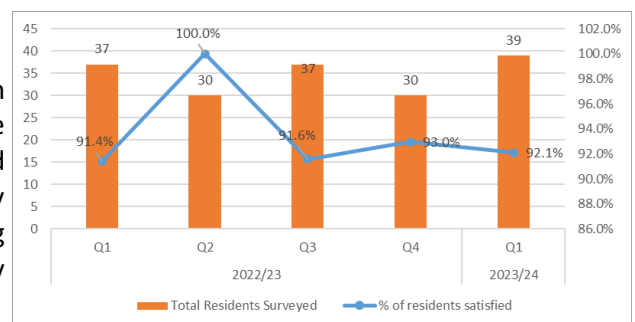
Complaints

Tenants were least satisfied with the complaints service; 58.3% of tenants surveyed were satisfied or very satisfied with how we handled complaints, however, performance has improved by 13.7% since the previous quarter. Twelve people were surveyed; 1 tenant felt our communication was lacking, 4 were dissatisfied with the lack of progress and delays and 1 was dissatisfied with the overall outcome of the complaint.



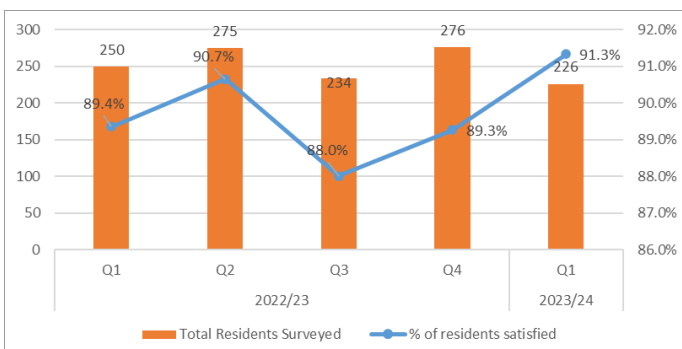
Customer Services

Of the 126 Surveys carried out, 92.4% of customers were satisfied or very satisfied by the service provided. Of the dissatisfied customers, the majority were unhappy with the call centre service overall, with mentions of unsolved issues, problems not being passed on internally and customers being forwarded to incorrect destinations.



Lettings

There were 39 surveys carried out on the Lettings service in quarter 1, Of the responses received, the majority were positive, with 92% of customers either satisfied or very satisfied with their experience and 62% of new tenants being happy with the condition and standard of the property at the letting stage. Just one comment related to cleanliness of the property was received



Repairs

Of those surveyed, 91.3% of the 226 tenants surveyed were satisfied with the service. Feedback was mainly regarding the time taken to complete repairs which was referred to by 21 customers. Not completing the repair at the first visit along with tenants having to report their issue more than once were also mentioned.

Our Workforce

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

Staff Update

The Newark & Sherwood District Council, Parish and Town Council elections took place on Thursday 4th May 2023. A total of 275 colleagues from across the Council played a huge role to ensure the election was seamlessly delivered through providing support with planning and preparations through to supporting the polling stations, verification and the count.

In response to feedback from the recent staff survey, we have been working with Affinity to deliver some financial wellbeing workshops for staff. With the first two being delivered in this quarter. These workshops aim to help colleagues take control of their finances by looking at take home pay, state and workplace pensions, types of borrowing, managing debt, budgeting, improving your credit score and more.

In June, we recognised national Armed Forces Week where colleagues participated in raising money through a bake sale for the Newark Patriotic Fund, a local charity who supports local veterans and their families.

We have recently signed up as an organisation to Thrive at Work, a workplace commitment with criteria and guidelines to ensure our workplace promotes employee health and wellbeing. In previous years we have been part of the Workplace Health Awards schemes and have worked to support staff wellbeing through a variety of ways including training, activities and resources. This new opportunity will allow us to gain a clearer understanding of how people are feeling and what additional steps we can take to support their wellbeing and to review what has worked and what hasn't in the past. During the quarter, we promoted and delivered a range of events for the Mental Health Awareness Week and the Healthy Eating Week.

Quarterly Indicators	Quarter 1 21/22	Quarter 1 22/23	Quarter 1 23/24	Target 23/24
Year to Date Indicators				
Average number of sick days per employee (FTE) per year lost through sickness absence	1.7	1.6	1.5	1.8
% staff turnover	New for Q1 23/24	New for Q1 23/24	4.0%	3.3%

Exploring our performance...

Turnover is above target in this quarter due to a number of employees retiring during the quarter, 10 of the 24 leavers were retiring with 1 of those retiring on the grounds of their ill health. It is fairly usual to see an increase in retirement after the end of the previous financial year.

Newark & Sherwood District Council Compliance Report 2023/24 Quarter 1

Introduction

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

Corporate Compliance

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

Blidworth Leisure Centre Bridge Community Centre Buttermarket Shopping Centre Castle House Church Farm Business Centre Brunel Drive Depot - 4 Buildings (A, B, C, D) Dukeries Leisure Centre Farrar Close Gilstrap Centre Public Toilet Hawtonville Community Centre National Civil War Centre	Newark Beacon Innovation Centre Newark Castle Newark Lorry Park & The Ranch Café Newark Palace Theatre Newark Sports And Fitness Centre Ollerton Housing Office Queens Sconce Visitor Centre Sherwood Forest Arts & Crafts Centre Southwell Leisure Centre The Tom Mann Pavilion Vicar Water Visitor Centre
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We provide assurance that the asset is compliant in 6 key areas.

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

Performance Indicators for Corporate Compliance for Quarter 1 2023/24

Indicator	Previous Quarter*	Current Quarter	Target
% Completed Legionella tests (due this quarter)	N/A	100%	100%
% Completed Legionella Risk Assessments (due this quarter)	N/A	100%	100%
% Completed Asbestos Condition Surveys (annual)	N/A	100%	100%
% Completed Asbestos Annual Reviews (due this quarter)	N/A	100%	100%
% Completed Fire Risk Assessments (due this quarter)	N/A	100%	100%
% Completed Gas Boiler Services (due this quarter)	N/A	100%	100%
% Completed Electrical Inspection Reports (due this quarter)	N/A	100%	100%
% Completed Lift Inspections (due this quarter)	N/A	100%	100%

*No previous data available due to this report being a new development

Exploring Our performance

Performance indicators across corporate compliance are in a strong position with all indicators meeting targets.

Performance Housing Compliance

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

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

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

Performance Indicators for Housing Compliance for Quarter 1 2023/24

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

*No previous data available due to this report being a new development

Exploring Our performance

The % of completed gas boiler services is below target by 2.6%, however all the 36 outstanding, are in an enforcement process to gain access to the properties.

The % of completed electrical inspection reports is below target by 11.6%. Of the 43 outstanding, 39 are in an enforcement process to gain access to the properties.

Green Space Compliance

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

Indicator	Previous Quarter*	Current Quarter	Target
% Completed Play Park Inspections HRA Land (due this quarter)	N/A	100%	100%
% Completed Play Park Inspections GF Land (due this quarter)	N/A	100%	100%

*No previous data available due to this report being a new development

Risk

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

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



Report to: Cabinet Meeting: 12 September
 Portfolio Holder: Councillor Lee Brazier - Homes & Health
 Director Lead: Suzanne Shead, Director of Housing Health and Wellbeing
 Lead Officer: Caroline Wagstaff, Business Manager - Housing Maintenance & Asset Management (M) 07929 864367

Report Summary	
Type of Report	Open Report / Non-Key Decision
Report Title	Quarter 4 2022-23 & Quarter 1 2023.24 Housing, Health & Wellbeing -Compliance Assurance Report
Purpose of Report	To provide an update on the position at the end of Quarter 4 and Quarter 1 2023.24 (31st December 2023 to 30th June 2023) with regard to compliance assurance overview and actions arising.
Recommendations	That Cabinet: a) note the compliance performance for the end of financial year, the items for action and changes for next financial years reporting; and b) Identifies any areas of concerns or for further investigation or detail.

1.0 Background

1.1 This report presents the combined performance of housing compliance services at the end of March 2023, and at the end June 2023 focusing on exceptions performance which is outside the Councils target parameters. This performance relates to the Council’s legal and regulatory landlord responsibilities for 27 building safety measures including fire protection, gas, asbestos, electrical and water.

1.2 Full details of these performance indicators along with associated commentary are included at **Appendix 1** (at end March 2023) and **Appendix 2** (at end June 2023) to this report. Compared to the same quarters last year, overall annual performance has improved across the 27 areas. Performance against the 27 indicators is “RAG” rated, as follows:

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

1.3 Table showing overall compliance performance for 27 elements

Month	Compliant	90% -99% compliant	Below 90% compliant	Total
June 2021	20 (74%)	4 (15%)	3 (11%)	27
Sept 2021	19 (70%)	5 (19%)	3 (11%)	27
Dec 2021	20 (74%)	5 (19%)	2 (7%)	27
Mar 2022	23 (85%)	4 (15%)	0 (0%)	27
June 2022	20 (74%)	6 (22%)	1 (4%)	27
Sept 2022	18 (67%)	6 (22%)	3 (11%)	27
Dec 2022	21(77%)	5(19%)	1(4%)	27
Mar 2023	23 (85%)	4 (15%)	0 (0%)	27
June 2023	23 (85%)	4 (15%)	0 (0%)	27

2.0 Performance Exceptions

2.1 Gas Servicing - AMBER

Of note within the amber segment is the position on gas servicing, which was 98.79% compliant at end March 2023 and improved to 99.31% compliant at end June 2023. There are at end June 2023 36 properties without a current gas safety certificate, but all these properties are now in an enforcement process. Please see Home Standard - GOV.UK (www.gov.uk).for further information on the Council’s responsibilities.

2.2 Following the expiry of the previous contract, the new combined gas servicing contract has now been in place with Phoenix Gas Services Ltd for 11 months and we have seen significant improvements in performance. This improved performance can also be attributed to implementing the MOT style of servicing, which increases the time we have to complete the annual service from one to two months (enabling the access process to commence two months before the service due date, whilst maintaining the anniversary of the service).

2.3 As part of the annual service, we now supply carbon monoxide alarms to all heating appliances in every home (with the exception of cookers). In addition, carbon monoxide alarms are also being fitted on all rewire projects.

2.4 The Council remain under regulatory notice for a breach of the consumer standards – Home Standard. Senior officers have been meeting regularly with the Regulator of Social Housing to report progress on recovery of the gas servicing position and the action plan to understand the cause of the breach and other improvements to enable the Notice to be removed. This is estimated to be August/September 2023 subject to an audit providing significant assurance of the gas servicing programme.

2.5 Oil Servicing - AMBER

There are currently 8 homes where the oil service has not been completed, this is because eight tenants have not given access and in a legal process. Phoenix are now carrying out the oil servicing as part of their servicing contract and are continuing to try and gain access to these properties.

2.6 **EICR certifications less than five years old - AMBER**

At the end June we have 43 properties without a EICR electrical certification of less than five years old, this is down by 12 at the end March 2023 and of these 39 are in a legal process

- 1 x properties have remedial works that are required prior to the completion of the EICR but this property has poor working conditions, so Compliance are working with T&E to rectify this issue
- the remainder 3 x properties have appointments in the coming month

3.0 **Implications**

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

3.1 **Tenants** - There are no direct equalities implications arising from this report though as part of how we manage these services, we consider the tenants individual circumstances and work with them through our housing services to achieve compliance. We are fitting alternative alarms for tenants with hearing impairment to ensure effective evacuation in the event of a fire.

3.2 **Financial Implications** - There are no direct financial implications arising from this report.

Background Papers and Published Documents

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

**Newark & Sherwood District Council Housing Services
Compliance Reporting**

For the month of March 2023 (Housing Services Compliance Performance)

Prepared by Mark Plant

1) Asset Base

Total no. of individual dwellings / properties being managed	5541
Total no. of “blocks” being managed Note: “Blocks” relates to multiple dwellings contained within one building i.e. flats, bedsits, maisonettes, apartments, HMO’s etc.	341
Total no. of non-residential units (i.e. commercial properties including offices, retail units, storage facilities etc.) Communal Boilers for Gladstone House, Vale View, De Lacy and The Broadleaves buildings.	4

2) Stock Type

Residential	Number of Units
Social & Affordable Housing	
Rented	5541
Leasehold/Shared Ownership	183
Non-Housing	
Community centres	32
TOTAL	5,749

3) How to Read This Report

This document reports on the compliance activities due to take place each month.

The Annual Target column indicates the total number of compliance activities expected in the year.

The number of activities due in the month is shown in the column headed **Target for Month**.

Note: Any work not carried out in the previous month will be carried forward and added to this figure.

The Total for Month column records the actual number of compliance activities carried out in the month

The **Outstanding** column records the number of activities due in the month but not completed by the end of the month.







The final two **Compliance** columns record the annual and monthly compliance percentage at the time of the report.

RAG Rating is included to assist the reader, as follows:

- Green: At or above target.
- Amber: Within 10% of target.
- Red: Less than 10% of target

4) Work Activity

Fire Safety

Fire	Annual Target	Target for Month	Total for Month completed	Outstanding	Compliance	
					Annual	Month
Type 3 Fire Risk Assessments (FRA)	139	29 (internal reviews)	29	0	100% 	100% 
Fire Alarm Testing (including emergency lighting)	6780	540	540	0	100% 	100% 
Sprinkler system	6	0	0	0	100% 	100% 
<p>Comments: All compliant, Fire Alarm, Emergency lighting, Fire extinguisher servicing complete</p> <p>FRA all in-house reviews for March have all been completed. The inspections are being carried out via the Apex mobile app and the surveys/actions being are stored directly onto APEX.</p> <p>N.B FRA's full independent surveys are carried out every 5 years for the majority of the blocks and 3 years for the housing with care schemes with an annual in-house inspection for all. The programme of inspections for both are based on the anniversary date of the FRA.</p>						

Type 3 Fire Risk Assessment (FRA) rectification

Below are the remedial actions highlighted during the Type 3 Fire Risk Assessment divided in Table A by work status:

- Further action – this is work that may need further investigation or larger scale works that require programming in such as replacement of fire doors
- Work In progress
- Completed









Table A



Completed	Further Action	Work In Progress	Grand Total FRA actions
1108	66	121	1295





Action	Count	Progress
Bin Stores	24 blocks (in 2 schemes)	Kings Court Southwell – delayed due to further consultation with residents after initial feedback. Bin store programme aimed to start toward the end of April 2023 when further consultations and liaison with planning colleagues have been completed.

Door Certification	8	Audit check noted that 8 doors with no certificates. Manufacturer no longer has certificates so new inspections arranged for April 2023 when new door inspection regime commences.
External Works	2	These works are on the External Works programme for 2023/24 financial year.
Fire Alarm	6	Analogue to digital upgrade project has started for alarms to be inter-linked with lifeline units. The majority have been completed with the last 6 blocks outstanding.
Fire Door Renewals	16	All Fire doors currently on order waiting on a date from contractor to install.
Fire Door Repair	59	Fire door minor repairs to be completed on Inspection programme which is currently underway.
Sprinklers (Recommendation not a requirement under the legislation)	1	Recommendation-Quote obtained and costs to be collated for one block - feasibility report including other areas for consideration but not a legal requirement.
Fire Stopping	35	90% of the programme completed. Only minor fire stopping left to complete which is programmed in with the door renewals noted above. Awaiting dates from contractor to complete.
Fire door certification	18	Certification of fire doors (new blocks) currently being checked.
Person Centred Fire Risk Assessment PCFRA	10	Last few remaining blocks to be completed
Procedural	33	Fire Door Inspections. Trial to be completed with contractor to ensure good performance and high tenant satisfaction.

Heating Appliance Servicing

Heating Systems	Annual Target	Target for Month	Total for Month	Out of Compliance	Compliance	
					Annual	Month
Valid Gas Annual Safety Inspection	5199	274	211	0 (63 with no valid certificate but in an enforcement process)	98.79% 	77.01% 
Solid Fuel	22	1	1	0	100% 	100% 
Oil Servicing	205	32	22	2 (with an additional 8 no valid certificate but in an enforcement process)	95.12% 	68.75% 
LPG Gas Servicing	3	0	0	0	100% 	100% 

Commercial Boilers	4	0	0	0	100% 	100% 
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Heat Pumps	89	0	0	0	100% 	100% 
Electric	18	0	0	0	100% 	100% 

Comments:

The increased number of gas enforcement cases is due to the high numbers of properties requiring servicing in the last six months. A review of how to speed up the process from non-access to legal enforcement has been undertaken and NSDC legal team are dealing with all letters and witness statements with effect from January 2023. It is anticipated that other steps taken to improve access such as installation/activating service interval timers and lifetime injunctions will reduce the number of cases required to be entered into a legal process going forward.





Oil Servicing

There are currently 10 homes where the oil service has not been completed, this is because 8 are no access cases and in a legal process.

1st time access approximately 70% as at March with a target of 75% for 2023

First time fix on Gas repairs 84.6% March with a stretch target of 85% for 2023.

Asbestos Works




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





Comment

Target met for the year on domestic asbestos surveys





Communal blocks asbestos inspections are carried out inline and at the same time as the FRA inspection programme.

Electrical Safety







Electrical 5 Year	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Domestic Testing	1161	265	220	10 (with an additional 45 in the enforcement process)	99.01% 	79.25% 
Housemark Data - Domestic EICR certified up to five years old	5545	N/A	N/A	55	99.01% 	N/A

Non-domestic Testing	133	0	0	0	100% 	100% 
PAT Testing	37	0	0	0	100% 	100% 
<p>Comments:</p> <p>The contractor is working to move the electrical inspection programme to 6 months in front and this is a work in progress. Of the 55 properties outside of five-year certification, 45 properties are in an enforcement process leaving 10 where a final visit is required. Of these 10, 3 properties have poor working conditions which have been passed to the tenancy team to work with the tenants to improve conditions, 1 has remedial works that are required prior to the completion of the EICR, 6 have access issues where we are working to gain access in the coming month.</p>						





Water Safety

Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Legionella testing	194	33	33	0	100% 	100% 
Gladstone house Bacteria Testing Potable Water	1	0	0	0	100% 	100% 
<p>Comments:</p> <p>Monthly visits completed and minor repairs identified by contractor have been ordered.</p> <p>Gladstone House bacteria testing in April 2023 and due quarterly thereafter.</p> <p>New joint contract (with Corporate Property services) commenced in January 2023. We will be implementing an electronic monitoring system for the communal area/schemes that is updated when flushing and testing is carried out and the system then produces a report in real time as to any actions that are required. This will provide us with up-to-date information and evidence of compliance. Planning is being done for 2023-2024</p>						









Lifting Equipment

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Passenger and Goods Lift Servicing	108	9	9	0	100% 	100% 
Stair lift Servicing	92	5	5	0	100% 	100% 
Hoist Servicing	30	2	2	0	100% 	100% 
<p>Comments:</p>						

Environmental

Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Play Park Inspections	884	85	85	0	100% 	100% 
Tree Surveys	1	0	0	0	100% 	100% 
Comments: All Compliant. Tree surveys are undertaken every 5 years and were completed in November 2022						

Blocks

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
General Block Inspections	1212	101	101	0	100% 	100% 
Gladstone House Air Conditioning	1	0	0	0	100% 	100% 
Gladstone House Commercial Ductwork	1	0	0	0	100% 	100% 
Community Rooms	396 (30 community rooms inspected monthly)	30	30	0	100% 	100% 
Comments All compliant						

Newark & Sherwood District Council Compliance Reporting

For the month of June 2023
 (Housing Services Compliance Performance)
 Prepared by Mark Plant

5) Asset Base

Total no. of individual dwellings / properties being managed	5541
Total no. of “blocks” being managed Note: “Blocks” relates to multiple dwellings contained within one building i.e. flats, bedsits, maisonettes, apartments, HMO’s etc.	341
Total no. of non-residential units (i.e. commercial properties including offices, retail units, storage facilities etc.) Communal Boilers for Gladstone / Vale View / De Lacy/Broadleaf	4

6) Stock Type

Residential	Number of Units
Social & Affordable Housing	
Rented	5541
Leasehold/Shared Ownership	183
Non-Housing	
Community Centres	32
TOTAL	5,749

7) How to Read This Report

This document reports on the compliance activities due to take place each month.

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The Total for Month column records the actual number of compliance activities carried out in the month

The **Outstanding** column records the number of activities due in the month but not completed by the end of the month.







The final two **Compliance** columns record the annual and monthly compliance percentage at the time of the report.

RAG Rating is included to assist the reader, as follows:

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- Amber: Within 10% of your target.
- Red: Less than 10% of your target

8) Work Activity

Fire Safety

Fire	Annual Target	Target for Month	Total for Month completed	Outstanding	Compliance	
					Annual	Month
Type 3 Fire Risk Assessments (FRA)	139	29 (internal reviews)	29	0	100% 	100% 
Fire Alarm Testing (including emergency lighting)	6780	540	540	0	100% 	100% 
Sprinkler system	6	0	0	0	100% 	100% 

Comments:
All compliant, Fire Alarm, Emergency lighting, Fire extinguisher servicing complete
FRA all in-house reviews for June have all been completed. The inspections are being carried out via the Apex mobile app and the surveys/actions being are stored directly onto APEX.

N.B FRA's full independent surveys are carried out every 5 years for the majority of the blocks and 3 years for the housing with care schemes with an annual in-house inspection for all. The programme of inspections for both are based on the anniversary date of the FRA.

Type 3 Fire Risk Assessment (FRA) rectification

Below are the remedial actions highlighted during the Type 3 Fire Risk Assessment divided in Table A by work status:

- Further action – this is work that may need further investigation or larger scale works that require programming in such as replacement of fire doors
- Work In progress
- Completed















Table A

Complete	Further Action	Work In Progress	Grand Total
1177	4	121	1295

Action	Count	Progress
Works in Progress		
Bin Stores	3 x schemes	Kings Court, Chatham & Wolfit was due to start but now on hold due to resident feedback. Works estimated to be completed by end Oct 2023
External Works	0	All completed now
Fire Alarm	1	Thorseby Road now on site, due to complete in Sept 2023
Fire Door Renewals	16	New contract signed and orders being placed at end June 2023. Estimate mid Novemeber for all to be completed.
Fire Door Repair	59	Fire door minor repairs to be completed as we carry out the Inspection programme. Starting mid July

Fire Stopping	35	Completed 90% of the programme. Only minor fire stopping left, to be included in new contract starting July 2023.
Procedural	0	Fire Door Inspections programme is now completed.
Further Actions		
PCFRA	4	Last few remaining blocks to completed in the general needs stock (Yorke Drive, Strawberry Hall Lane)

Heating Appliance Servicing

Heating Systems	Annual Target	Target for Month	Total for Month	Out of Compliance	Compliance	
					Annual	Month
Valid Gas Annual Safety Inspection	5199	594	558	36 (with 36 in enforcement process)	99.31% 	93.55%  (Low % due to outstanding enforcement cases)
Solid Fuel	20	0	0	0	100% 	100% 
Oil Servicing	205	31	23	8 (all in an enforcement process)	96.10% 	74.19%  (Low % due to outstanding enforcement cases)
LPG Gas Servicing	3	0	0	0	100% 	100% 
Commercial Boilers	4	0	0	0	100% 	100% 
Heat Pumps	89	9	9	0	100% 	100% 
Electric	18	0	0	0	100% 	100% 

Comments:

The increased number of gas enforcement cases is due to the high numbers of properties requiring servicing in the last six months. A review of how to speed up the process from non-access to legal enforcement has been undertaken and NSDC legal team are dealing with all letters and witness statements with effect from January 2023. It is anticipated that other steps taken to improve access such as installation/activating service interval timers and lifetime injunctions will reduce the number of cases required to be entered into a legal process going forward.

Oil Servicing

There are currently 8 homes where the oil service has not been completed, this is because all 8 are no access cases and in a legal process.





1st time access approximately 75.25% as at end of June with a target of 75% for 2023

First time fix on Gas repairs 98% as at the end of June with a stretch target of 85% for 2023.

Turn on and test following voids 3.063 days target is 2 days

This is higher than the 2 days SLA but this is due to tenant requesting appointment out of the two day time scale.

Asbestos Works








Asbestos	Annual Target	Target for Month	Total to Month	Outstanding	Compliance	
					Annual	Month
Asbestos Surveys (Domestic)	333 (46 running total)	10	10	0	100% 	100% 
Asbestos Surveys (Communal)	125 (per 1999 blocks)	21	21	0	100% 	100% 

Comment

Target met for the year on domestic asbestos surveys

Communal blocks asbestos inspections are carried out inline and at the same time as the FRA inspection programme (these are carried out by Terus).





Electrical Safety

Electrical 5 Year	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Domestic Testing	905	113	70	43(with 39in the enforcement process)	95.25% 	61.95% 
Housemark Data - Domestic EICR certified up to five years old	5545	N/A	N/A	43	99.22% 	N/A
Non-domestic Testing	133	0	0	0	100% 	100% 
PAT Testing	37	10	10	0	100% 	100% 







Comments:

The contractor is working to move the electrical inspection programme to 6 months in front and this is a work in progress. Of the 43 properties outside of five-year certification, 39 properties are in an enforcement process leaving 4 where a final visit is required. Of these 4, 1 property has poor working conditions which has been passed to the tenancy team to work with the tenant to improve conditions, 1 has remedial works that are required prior to the completion of the EICR, 2 have access issues where we are working to gain access in the coming month.



Water Safety



Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Legionella testing	194	33	33	0	100% 	100% 
Gladstone house Bacteria Testing Potable Water	1	0	0	0	100% 	100% 
<p>Comments:</p> <p>Monthly visits completed and minor repairs identified by Mitie have been ordered.</p> <p>Gladstone House bacteria testing in April 2023 and due quarterly thereafter. We are liaising with the T&E team to agree a date for the main tank clean to be carried out overnight to minimise disruption to tenants.</p> <p>New joint contract (with Corporate Property services) commenced in January 2023. We will be implementing an electronic monitoring system for the communal area/schemes that is updated when flushing and testing is carried out and the system then produces a report in real time as to any actions that are required. This will provide us with up-to-date information and evidence of compliance. Planning is being done for 2023-2024</p>						

Lifting Equipment









Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Passenger and Goods Lift Servicing	108	9	9	0	100% 	100% 
Stair lift Servicing	92	10	10	0	100% 	100% 
Hoist Servicing	30	2	2	0	100% 	100% 
<p>Comments:</p> <p>Passenger lifts have all been check and are compliant but there are some improvement works that have been recommended these are being looked at on an individual basis and will be carried out throughout the remaining financial year.</p>						

Environmental

Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Play Park Inspections	884	85	85	0	100% 	100% 

Tree Surveys	1	0	0	0	100% 	100% 
Comments: All Compliant. Tree surveys are undertaken every 5 years and were completed in November 2022						

Blocks

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
General Block Inspections	1212	101	101	0	100% 	100% 
Gladstone House Air Conditioning	1	0	0	0	100% 	100% 
Gladstone House Commercial Ductwork	1	0	0	0	100% 	100% 
Community Rooms	396 (30 community rooms inspected monthly)	30	30	0	100% 	100% 
Comments All compliant						