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Monday, 27 November 2023

Chair: Councillor P Peacock

Members of the Committee:

**Councillor R Cozens
Councillor S Crosby
Councillor L Brazier
Councillor K Melton**

**Councillor E Oldham
Councillor M Spoor
Councillor P Taylor
Councillor R Holloway**

MEETING:	Cabinet
DATE:	Tuesday, 5 December 2023 at 6.00 pm
VENUE:	Civic Suite, Castle House, Great North Road, Newark, NG24 1BY

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

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

AGENDA

Page Nos.

1. Apologies for Absence
2. Declarations of Interest from Members and Officers
3. Notification to those present that the meeting will be recorded and streamed online
4. Minutes from the previous meeting 3 - 11
5. Chair's Update

Strategy, Performance & Finance Portfolio

6. Budget Performance - Quarter 2 - 2023/24 12 - 36
7. Community Plan Performance - Quarter 2 - 2023/24 37 - 71

Housing Portfolio

8. Housing Services Compliance Report 72 - 80
9. Exclusion of the Press and Public

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

None.

NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Cabinet** held in the Civic Suite, Castle House, Great North Road, Newark, NG24 1BY on Tuesday, 31 October 2023 at 6.00 pm.

PRESENT: Councillor P Peacock (Chair)

Councillor R Cozens, Councillor S Crosby, Councillor K Melton,
Councillor M Spoons, Councillor P Taylor and Councillor R Holloway

APOLOGIES FOR ABSENCE: Councillor L Brazier and Councillor E Oldham

43 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

Councillors K Melton, P Harris, P Rainbow and K Roberts declared other registerable interests in relation to Agenda Item No. 14 – Southwell Leisure Centre Works – as Trustees of Southwell Leisure Centre appointed by the District Council. The Director – Customer Services & Organisational Development declared an interest in the same item as a Director of Active4Today.

44 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.

45 MINUTES FROM THE PREVIOUS MEETINGS HELD ON 12 AND 19 SEPTEMBER 2023

The minutes from the meetings held on 12 September 2023 and 19 September 2023 were agreed as a correct record and signed by the Chair.

46 CHAIR'S UPDATE

The Leader and Chair referred to the recent flooding in the District and thanked District Council colleagues who helped with the response effort. He also welcomed the reversal of the Government's decision to close railway ticket offices and the Leader also expressed his thanks to the Customer Services Business Unit for their performance in processing housing support fund referrals.

47 COMMUNITY PLAN 2023 - 2027 (KEY DECISION)

The Chief Executive and Transformation & Improvement Officer presented a report which set out the draft Community Plan for 2023-2027 which was the key direction setting document which outlined the priorities and vision of the Council for the four-year term following the May 2023 election. The draft plan was attached as an appendix to the report and it was noted that appropriate amendments had been made following comments made by the Policy & Performance Improvement Committee which were also detailed in the report.

AGREED (unanimously) that Cabinet:

- a) review the Community Plan and the accompanying comments carried forward from the Policy & Performance Improvement Committee; and
- b) endorse and recommend the Community Plan to the meeting of Full Council to be held on 12 December 2023 for approval.

Reasons for Decision

Members of Cabinet, Chairs and Vice Chairs have worked together to reach a consensus and have developed the Community Plan over the course of a number of months. The Community Plan is the key direction setting document which sets out the priorities and vision for the Council.

Options Considered

The report details the process by which alternative options for inclusion in the plan have been considered.

48 LOCALISED COUNCIL TAX SUPPORT SCHEME 2024/25

The Business Manager – Revenues and Benefits presented a report in relation to the continuation of the Localised Council Tax Support Scheme for 2024/25 with minor changes in accordance with the annual uprating amounts applied by the Department for Works and Pensions (DWP). By applying the annual uprating of income and disregards to the 2024/25 scheme, the Council would continue to maintain the current level of support to all Council Tax Support claimants and ensure that the scheme continues to benefit the most vulnerable and low-income households using nationally recognised rates of DWP income rather than continuing with the 2023 rates that were being used in the current scheme.

AGREED (unanimously) that Cabinet recommends to Full Council the uprating of the applicable amounts, premiums, state benefits and disregard criteria in accordance with the annual uprating amounts applied by the Department for Works & Pensions (DWP); whilst continuing the current Localised Council Tax Support Scheme for the 2024/25 financial year.

Reasons for Decision

To ensure the Council discharges its responsibilities to agree its Council Tax Support scheme by 31 January 2024.

Options Considered

An alternative option would be to increase the maximum award of 80% - the cost of doing this has been considered within the financial implications section in the report.

49 UPDATE ON THE COUNCIL'S RESPONSE TO THE COST OF LIVING CRISIS (KEY DECISION)

The Business Manager – Regeneration & Strategic Housing presented a report which provided an update on the delivery of proposals to assist tenants, residents, local businesses and employees with the rise in the cost of living. The report set out the

progress against the cost of living action plan which captured the range of projects and activities designed to offer such cost of living support, and provided details of proposed additional activities for the remainder of 2023/24.

AGREED (unanimously) that Cabinet:

- a) note the progress against the Cost-of-Living Action Plan as outlined in section 2 of the report;
- b) approve the additional proposals set out in section 3.2 of the report funded from the existing budget previously approved; and
- c) approve that a further report be brought to the next meeting of the Cabinet in December 2023 outlining the proposed projects for 2024/25.

Reasons for Decision

To support tenants, residents, businesses and employees with the ongoing challenges of the cost of living.

Options Considered

Alternative options include not providing a cost-of-living response; however, this has not been considered viable given the pressures faced by residents, staff and business alike.

50 DIGITAL STRATEGY ACTION PLAN UPDATE

The Business Manager – ICT & Digital Services presented a report which provided the Cabinet with an update on the Digital Strategy Action Plan. The digital strategy was created with the three initiatives of Place, Customer and Council, with the community at the heart of the initiatives. The progress against the Action Plan was detailed in the appendix to the report. The Cabinet welcomed the progress and made a link to the economic strategy going forward.

AGREED (unanimously) that Cabinet:

- a) acknowledges the value of digital transformation and that the Council continues with a 'no customer left behind' approach to digital initiatives, therefore not closing any communication channels to the community;
- b) endorse the positive continuation of the final phase of the 2021-2024 Digital Strategy, that has a large focus on the digital community; and
- c) approve the commencement of work towards the 2024-2028 Digital Strategy.

Reasons for Decision

To ensure that the Council provides communities with digital services and platforms that are expected, within budgets, time, and quality.

Furthermore, ensuring the Council is more efficient and effective through the use of digital technologies including cost benefits and improvements to Council services.

Options Considered

Closing of those more expensive channels including face-to-face, telephone and postal. This option is not a viable option and as a Council we work towards being inclusive for all of our residents and businesses in the District. Therefore, channel shifting that includes closure of non-digital communications channels would pose risk to those digitally excluded, including the most vulnerable in our communities.

51 TRANSFER OF SECTION 106 COMMUNITY FACILITY CONTRIBUTIONS TO FARNSFIELD PARISH COUNCIL

The Business Manager – Regeneration & Strategic Housing presented a report which sought approval for the transfer of Section 106 contributions held by the District Council for community facilities in Farnsfield, to Farnsfield Parish Council. The contributions held could be used to improve community facilities in the parish of Farnsfield at the village hall, bowls, football, cricket or tennis clubs as deemed appropriate. The Cabinet considered that parish councils were best placed to determine projects in their areas in accordance with any requirements of the Section 106 agreements.

AGREED (unanimously) that:

- a) the Section 106 contributions for community facilities held by the District Council for improvements to community facilities in Farnsfield be transferred to Farnsfield Parish Council; and
- b) the Council's Capital Programme for 2023/24 is increased by £141,748.08 financed by the Section 106 receipts referenced AG977 and AG975 held for community facilities improvements in Farnsfield.

Reasons for Decision

To enable Farnsfield Parish Council to provide financial support to priority community projects in Farnsfield which will deliver positive outcomes for the local community.

Options Considered

The Section 106 receipts held under these two agreements must be spent on community infrastructure projects in Farnsfield, therefore it is appropriate that the District Council transfers the receipts held to Farnsfield Parish Council in order that it can determine which community projects should be supported and will deliver good community outcomes.

The District Council could continue to determine which projects should be supported but it does not have the local contacts and connection that the Parish Council has with its local clubs and groups, and it is felt appropriate therefore to enable the Parish Council to determine such local priorities for the benefit of its community.

52 NEWARK CASTLE GATEHOUSE PROJECT - DELIVERY PHASE APPLICATION (KEY DECISION)

The Business Manager – Heritage, Culture & Visitors presented a report which updated the Cabinet on the progress and revised costs of the Castle Gatehouse Project and sought approval to submit the delivery phase application to the National Lottery Heritage Fund. The report detailed the aims and objectives for the project and the timescale for delivery which needed to meet both Heritage Fund and Towns Fund requirements.

The report identified the key documents which would be commissioned as part of the development phase which would form the application to the Heritage Fund, provided some sample of designs for the project, and also included options around the charging model.

AGREED (unanimously) that Cabinet:

- a) approve the submission of the delivery phase application to the National Lottery Heritage Fund by 16 November 2023;
- b) subject to the outcome of the Heritage Fund bid and approval of the Towns Fund Full Business Case, agree that a report be brought back to Cabinet to consider the increase to the capital programme budget from the Heritage Fund and to add additional staff to the establishment, funded by the project; and
- c) approve the preferred charging model.

Reasons for Decision

The Heritage Fund is vital to securing the match funding for this project, and any delay to the delivery phase submission risks the timescales for delivery of the Towns Fund element.

This project supports the community plan objectives of enhancing and protecting the District's natural environment through a more biodiverse planting scheme and landscaping development, preserving the green space within this historic site. It will deliver sustainable economic growth through delivery of a destination attraction for the town, and will support residents and local communities through co-creation, participation activities and opportunities to support improved wellbeing.

Options Considered

No alternatives are considered appropriate at this time. Without the project, the District Council would still have the responsibility to preserve and conserve the fabric of the building which is an ancient scheduled monument and requires significant investment, but without the wider benefits this project will offer. The Gatehouse Project is significant in the redevelopment of the town's visitor offer and as a key driver for the visitor economy, and further offers residents improved access to their heritage and to the gardens, supporting improved wellbeing and health and offering numerous opportunities to participate in cultural activity. The proposed charging model reflects the best option for the economic sustainability of the project whilst providing residents with this significantly improved offer.

53 HOUSING REVENUE ACCOUNT - HOUSING OUTTURN 2022/23 AND FUTURE DELIVERY OF NEW HOMES (KEY DECISION)

The Business Manager – Regeneration & Strategic Housing presented a report which provided an update on the progress of the Council’s Housing Revenue Account (HRA) Development Programme in 2022/23 and proposals for future housing delivery. The report reflected on the HRA Development Programme which had delivered 279 properties since 2017. The report demonstrated a highly successful and value for money programme despite the challenges faced.

The report proposed the allocation of S106 affordable housing contributions to three sites which would provide additional affordable one bed bungalows, and set out plans for the future programme to build new housing, which included a smaller discreet development programme of up to 50 units being brought forward subject to capacity and affordability.

AGREED (unanimously) that Cabinet:

- a) notes the progress and expected completion of the current HRA Development Programme;
- b) allocates £234,747.64 from Section 106 contributions (as detailed in section 2.16 of the report) to development sites at South Crescent, Clipstone; Firview, Ollerton; and Gaitskell Crescent, Edwinstowe as part of Phase 5 of the HRA Development Programme therefore reducing the required borrowing by an equivalent amount;
- c) supports the creation of £10.7m budget for the development of a discreet programme of HRA Development up to 50 units within the HRA Capital Programme in 2024/25 financed by the surplus identified at paragraph 2.19 of the report of £2.445m and with the remaining £8.255m financed initially from borrowing whilst other funding is sourced; and
- d) commits the total of £1.292m from the Section 106 agreements listed at section 2.21 of the report to the new development programme within the obligations of the S106 agreements.

Reasons for Decision

To provide confidence in the ongoing delivery of the HRA Development Programme, securing value for money secured through the programme and the outcomes delivered to against the community plan objectives to create more and better-quality homes through our roles as landlord, developer and planning authority.

Options Considered

The completion of the HRA development programme, without the introduction of a future programme, was considered but discounted in recognition of the impact that a net loss of housing (through annual right to buy numbers) would have on the ongoing viability of the HRA 30 Year Business Plan.

A pause in the programme was also discounted as this would risk losing the in-house skills and experience that have been built up over the last five years.

54 DEVOLUTION RETROFIT FUNDING (KEY DECISION)

The Business Manager – Housing Maintenance & Asset Management presented a report which sought approval for government grant funding of £583,500 to be added to the housing assets capital programme to fund decarbonisation measures in 38 social housing properties. The funding had been allocated in preparation for the establishment of the East Midlands Combined Authority. The project would deliver domestic energy efficiency and low carbon retrofit activities through the Midlands Net Zero Hub.

AGREED (unanimously) that Cabinet:

- a) endorse the project plan and accept receipt of grant funding of £583,500 from the Department for Levelling Up Housing and Communities (DLUHC), which will be drawn down in arrears; and
- b) approve an increase in the Capital Programme of £583,500 in 2023/24 fully funded by DLUHC grant.

Reasons for Decision

The DLUHC grant will provide 100% funding to assist the Council in its decarbonisation programme for its own social housing stock. 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 noted in section 3 of the report, there were no viable alternatives and taking no action would mean returning grant funding back to government and make it harder for the Council to meet the government requirements on energy efficiency and move towards decarbonisation of social housing stock.

55 SOUTHWELL LEISURE CENTRE WORKS (KEY DECISION)

The Director – Resources, Section 151 Officer and Deputy Chief Executive and Business Manager – Corporate Property presented a report which advised the Cabinet of the condition of Southwell Leisure Centre and the essential works that were required to the dry side and wet side facilities, and also updated the Cabinet on the decision taken to close the main pool at the centre from 29 October 2023 to 1 December 2023 in order to carry out further investigatory works.

The report summarised the works required under fire safety and general repairs following a full feasibility of a programme of works undertaken by Lindum, and in respect of the pool, Asher Swimpool Centre Limited had been instructed to undertake a condition survey, the full details of which were contained in an exempt appendix.

The costs for the fire safety and general repairs were set out, but it was noted that in relation to the larger programme of works there was a potential for closure of the centre which would result in a loss of net income. It was also noted that there were likely to be significant costs resulting from the pool survey, details of which would be brought to the next meeting of the Cabinet.

AGREED (unanimously) that Cabinet:

- a) approves an additional transfer of £161,800 funded from the Change Management Reserve, giving a total Capital budget of £740,000 to carry out the essential works to the dry side facility as set out in this report;
- b) note that whilst every effort will be made to phase the works to keep the Leisure Centre operational at all times, there is a possibility that the Leisure Centre may have to close for a period of time in order for the works to be carried out safely, effectively and efficiently; and
- c) note that in the event of closure, Active4Today will endeavour to accommodate customers at the Newark and Dukeries facilities, and that the Leisure Centre members affected will have their direct debits reduced to a nil payment where appropriate.

Reasons for Decision

To mitigate the risk of failure of the main pool and carry out the essential fire safety and general repair works to the building.

Options Considered

An alternative option would be to do nothing. This is not a feasible option as there are significant compliance and maintenance works that need to be carried out. In addition, the condition of the main pool at the centre poses a risk of significant water leakage and impact on wider operations to the site.

(Having declared an interest, Councillor K Melton did not vote on this item).

56 REVISIONS TO THE COMMUNITY GRANT SCHEME (KEY DECISION)

The Business Manager – Regeneration & Strategic Housing presented a report which proposed revised criteria for allocations against the Council’s community grant scheme. In 2022/23 the Council offered a combined community grant scheme which consolidated a number of previous grant allocations and allocations under the scheme totalled £151,000, supporting 56 organisations. Given the criteria for the scheme was left relatively open, the demand on the scheme far exceeded the funds available. Therefore, this report proposed additional criteria to prioritise spend for 2023/24. The budget for 2023/24 had been set at £100,000 and a timeframe for allocations under the scheme was set out in the report, with a cross party panel being convened to consider applications.

AGREED (with 6 votes for and 1 abstention) that Cabinet approve the revised criteria for grant allocations as set out at sections 2.3 and 2.4 of the report.

Reasons for Decision

To ensure that funding can be allocated to community groups – supporting communities to be sustainable and thrive.

Options Considered

Maintaining the existing grant criteria was considered, however the changes proposed allow for greater targeting of funds in line with Community Plan priorities.

57 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 Paragraphs 3 and 5 of Part 1 of Schedule 12A of the Act.

58 SOUTHWELL LEISURE CENTRE WORKS - EXEMPT APPENDIX

The Cabinet considered the exempt appendix in relation to works at Southwell Leisure Centre.

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

Meeting closed at 7.40 pm.

Chair



Report to: Cabinet Meeting – 5 December 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 September 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 favourable outturn variance of £0.422m; (b) note the Housing Revenue Account projected favourable outturn variance of £0.113m to the Major Repairs Reserve; (c) approve the variations to the Capital Programme at Appendix E; (d) approve the Capital Programme revised budget and financing of £81.237m; and (e) note the Prudential indicators at Appendix H.
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

Overview of General Fund Revenue Projected Outturn for 2023/24

Current Position (as at 30 September 2023): Variances

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

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

	Original Budget £'m	Revised Budget £'m	Projected Outturn £'m	Variance £'m
Biodiversity and Environmental Services	1.388	1.339	1.388	0.049
Climate Change	2.303	2.330	2.257	(0.073)
Community Safety and Community Development	2.491	2.570	2.537	(0.033)
Health, Wellbeing and Leisure	0.727	1.030	1.022	(0.009)
Heritage, Culture, and the Arts	0.877	0.864	0.861	(0.003)
Housing	0.653	0.513	0.411	(0.102)
Strategy, Performance and Finance	6.056	7.046	7.572	0.526
Sustainable Economic Development	1.589	1.879	1.941	0.062
Net Cost of Services	16.084	17.571	17.989	0.418
Other Operating Expenditure	4.570	4.562	4.562	0.000
Finance & Investment Income/Expenditure	(0.859)	(0.860)	(1.303)	(0.443)
Taxation & Non-Specific Grant Income	(21.989)	(22.596)	(22.883)	(0.287)
Net Cost of Non-Service	(18.278)	(18.894)	(19.624)	(0.730)
Net Cost of Council Expenditure	(2.194)	(1.323)	(1.635)	(0.312)
Transfer to/(from) Usable Reserves	1.457	0.586	0.586	0.000
Transfer to/(from) Unusable Reserves	0.737	0.737	0.627	(0.110)
Transfer to/(from) General Reserves	0.000	0.000	0.422	0.422

- 1.2 An unfavourable variance of £0.418m is currently being projected on service budgets managed by business managers. This represents 2.38% of the total service budgets. A variance analysis is detailed at **Appendix A**.

- 1.3 There have been significant difficulties in recruitment to posts throughout the Council over the last few financial years. These difficulties in recruitment are being experienced across the whole of the Local Government sector, with similar issues being seen in a number of neighbouring authorities. As a result of this, the forecast vacancy savings target built into the budget for 2023/24 was increased from 4% to 5%.
- 1.4 Currently an unfavourable variance on employee expenses of £0.324m is forecasted within the table above. This includes the 5% vacancy savings target (which was set at £0.918m). Therefore £0.594m is currently forecast to be unspent on employee expenses, which represents 3.05% (1.84% as at 30 June 2023) of employee budgets. This is based on assumptions as to when currently vacant posts are expected to be filled. Where posts are not filled by the expected time, this will increase the unspent budget, hence aligning closer to the 5% target. It is expected that by the year end position, the 5% target will be met. This is however, kept under regular review.
- 1.5 Non-Service net expenditure is projected to have a favourable variance of £0.730m (£0.613m as at 30 June) against the revised budget of £18.894m. These budgets primarily relate to income from council tax, national non-domestic rates (NNDR, or 'business rates') and investment interest. The favourable variance of £0.443m on Finance & Investment Income/Expenditure relates to increased investment interest income, based on higher than anticipated interest rates and higher investment balances. £0.240m of the £0.287m favourable variance on Taxation & Non-Specific Grant Income relates to a grant announced by the Department of Levelling-Up, Housing and Communities (DLUHC), after the current year's budget was set, to mitigate the increase in cost borne by the Council for the Internal Drainage Boards. The remaining £0.047m is made up of several smaller items of grant in relation to the various grant schemes that the Council have administered on behalf of the Department for Energy Security and Net Zero.

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

- 1.6 As at 30 September 2023, there have been net transfers totalling £1.486m from reserves. The main transfers, over £0.050m are listed in the table below. These total £1.303m, with the remainder of £0.183m being smaller transfers of less than £0.050m, mainly from the Repairs and Renewals (R&R) Reserve:

Transfer from Reserves Relates to	Amount (£)	Portfolio Holder which received transfer
Carry Forwards Requests approved in the outturn report	70,000	Climate Change
Carry Forwards Requests approved in the outturn report	187,822	Community Safety and Community Development
Carry Forwards Requests approved in the outturn report	154,816	Health, Wellbeing & Leisure
Drawdown from the reserve holding prior year receipts relating to Homes for Ukraine	(155,263)	Housing

Carry Forwards Requests approved in the outturn report	245,919	Strategy, Performance and Finance
Transfer from Election Reserve for District and Parish election in May 2023	181,295	Strategy, Performance & Finance
Drawdown from Change Management in relation to the Gateway Project	101,02	Strategy, Performance & Finance
Consultancy costs regarding the delivery of major capital projects	83,400	Strategy, Performance & Finance
Drawdown from Change Management for Consultancy in relation to Decarbonising the Council Estate	150,780	Strategy, Performance & Finance
Carry Forwards Requests approved in the outturn report	283,367	Strategy, Performance & Finance

Current Position (as at 30 September 2023) Compared to Previous Position (as at 30 June 2023)

- 1.7 The previous budget monitoring report as at 30 June 2023 projected an unfavourable variance against the revised budget of £0.743m on Service budgets. This report projects an unfavourable variance against the revised budget of £0.418m on Service budgets. *Table 2* summarises the changes in variance against directorate budgets between the reports for the two quarters. Further details of these changes by directorate are in **Appendix B**.

Table 2: General Fund Revenue Outturn: Changes in Variance by Directorate between Reports

	Variance £'m
Net Cost of Services variance: as at 30 June 2023 (12/09/2023 Cabinet)	0.743
Biodiversity and Environmental Services	(0.050)
Climate Change	(0.184)
Community Safety and Community Development	(0.059)
Health, Wellbeing and Leisure	(0.014)
Heritage, Culture, and the Arts	(0.022)
Housing	(0.074)
Strategy, Performance and Finance	0.104
Sustainable Economic Development	(0.026)
Net Cost of Services variance: as at 30 September 2022 (05/12/2022 Cabinet)	0.418

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

- 1.8 With reference to the 'Variance' column in *Table 3*, the HRA accounts show a projected unfavourable variance on the Net Cost of HRA Services against the revised budget of £0.155m. However, overall there is an increase in the forecast transfer to the Major Repairs Reserve of £0.113m:

Table 3: HRA revenue outturn for 2023/24 financial year as at 30 September 2023

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

1.9 The favourable variance of £0.268 in the Finance & Investment Income/Expenditure line, this relates to a delay in the need to borrow external funds, as the cash flow management of the Council has meant that it doesn't need to borrow as early as originally anticipated.

1.10 The main reasons for the £0.155m unfavourable variance on services are detailed at **Appendix C** and the main reasons for the changes in variance between this report and the report for the previous quarter, ended 30 June 2023, are in **Appendix D**.

Overview of Projected Capital Outturn 2023/24

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

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

1.12 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 12 September 2023, the total approved budget was £109.711m including slippage from 2022/23. The additions and amendments that now require approval to reduce the total (General Fund and HRA) revised budget, as shown in the table above, to £81.237m are detailed in **Appendix E** and summarised as follows:

	General Fund		Housing Revenue Account	
	2023/24 £'m	2024/25 £'m	2023/24 £'m	2024/25 £'m
Additions/Reductions	£(0.724)m	£0.000m	£0.458m	£0.000m
Reprofiles	£(14.722)m	£14.722	£(13.487)m	£13.487m
Total	£(15.445)m	£14.722	£(13.029)m	£13.487m

- 1.13 If these variations are approved, then the revised budget will be reduced to £81.237m. A more detailed breakdown at scheme level, including some comments on projects progress, can be found at **Appendix F** (General Fund) and **Appendix G** (HRA).

Capital Programme Resources

- 1.14 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.
- 1.15 In summary, the revised budget of £81.237m 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	16.596	2.504	19.100
External Grants & Contributions	38.866	0.487	39.353
Capital Receipts	1.895	0.808	2.703
Community Infrastructure Levy	0.600	0.000	0.600
Revenue Contributions	6.393	13.088	19.481
Total	64.350	16.887	81.237

Capital Receipts

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

	General Fund £'m	HRA Receipts £'m	HRA 1-4-1 Receipts £'m	Total £'m
Balance at 1st April 2023	0.000	1.249	0.000	1.249
Received up to end of September 2023	0.048	0.146	0.340	0.534
Estimated receipts for remainder of the financial year	2.350	0.231	0.451	3.032
Approved for financing	1.895	0.017	0.791	2.703
Available Capital receipts balance at 31 March 2024	0.503	1.609	0.000	2.112

Estimated Receipts 2024/25 - 2026/27	3.500	1.200	2.373	7.073
Approved for Financing 2024/25 - 2026/27	3.686	1.609	1.600	6.895
Estimated Uncommitted Balance	0.317	1.200	0.773	2.290

Prudential Indicators

- 1.17 The Treasury Management Code of Practice 2021 stipulates that quarterly update reports on prudential indicators are now required from 2023/24 onwards.
- 1.18 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 H**.
- 1.19 As can be seen from **Appendix H**, the Council was fully compliant with all of the indicators as set within the Treasury Management Strategy, Capital Strategy and Investment Strategy.

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

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

Background Papers and Published Documents

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

Projected General Fund and Housing Revenue Account Revenue and Capital Outturn Report to 31 March 2024 as at 30 June 2023

Appendix A

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

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

Biodiversity and Environmental Services - £0.049m		£'m
Environmental Services	Salary underspend in Grounds Maintenance due to Vacant Post and increase in Third Party Income.	(0.033)
All	Vacancy Factor	0.084
All	Other Small Variances	(0.002)
Biodiversity and Environmental Services Total		0.049
Climate Change - £(0.073)m		£'m
Environmental Services	Salary underspend due to budget including 6 months of glass recycling service costs (now due to start later in the financial year) and vacancies, currently covered by agency staff	(0.109)
Environmental Services	Recycling income includes 6 months of glass recycling service	0.086
Environmental Services	Garden Waste Collection income higher than anticipated due to more customers than anticipated in the budget	(0.063)
Environmental Services	Vehicle running costs expenditure lower than anticipated as 6 months of additional vehicle usage budgeted for (in relation to glass recycling).	(0.064)
Environmental Services	Payments less than anticipated regarding Waste Disposal and Income exceeding expectations	(0.038)
All	Vacancy Factor	0.117
All	Other Small Variances	(0.005)
Climate Change Total		(0.073)
Community Safety and Community Development - £(0.033)m		£'m
Public Protection	Additional Income from HRA as hourly rates have been revised in relation to Insurance and Risk Management.	(0.065)
Public Protection	Vacancies in Environmental Health and Neighbourhood Wardens	(0.030)
Housing Options, Health & Community Relations	2 vacancies within Health & Community Relations, 1 is anticipated to be filled by the end of October and the Apprentice post not expected to be filled.	(0.049)
All	Vacancy Factor	0.104
All	Other Small Variances	0.007
Community Safety and Community Development Total		(0.033)
Health, Wellbeing and Leisure - £(0.009)m		£'m
All	Vacancy Factor	(0.005)
All	Other Small Variances	(0.004)
Health, Wellbeing and Leisure Total		(0.009)
Heritage, Culture, and the Arts - £(0.003)m		£'m
Economic Growth & Visitor Economy	Promotion of Tourism - Vacancy for Development & Place Marketing Manager for 6 months of the year	(0.030)
Heritage and Culture	Net additional income in Box Office income, Theatre hires and ticket fees at the Palace Theatre	(0.023)
All	Vacancy Factor	0.045
All	Other Small Variances	0.005
Heritage, Culture, and the Arts Total		(0.003)
Housing - £(0.102)m		£'m
Housing & Estates Management	Vacant post within Housing Options, along with staff recharges to the Resettlement Schemes which are grant funded.	(0.118)
Housing Strategy & Regeneration	Strategic Housing Apprentice post not being filled at this time.	(0.016)
Housing Strategy & Regeneration	2 vacancies within Health & Community Relations, 1 is anticipated to be filled by the end of October and the Apprentice post not expected to be filled.	(0.049)
All	Vacancy Factor	0.050
All	Other Small Variances	0.031
Resources & Deputy Chief Executive's Total		(0.102)
Strategy, Performance and Finance - £0.527m		£'m
ICT & Digital Services	Within the ICT team 1 FTE has recently reduced their hours to the equivalent of 0.6 FTE and 1 Vacancy from October 2023.	(0.026)
ICT & Digital Services	The budget provision for Microsoft was set at a 20% increase on the 2022/23 financial year but the cost is lower than 2022/23.	(0.034)
Customer Services	Favourable variance currently due to vacancy in the team and maternity leave, reduced slightly by Advisor roles being regraded	(0.023)
Admin Services	Favourable variance currently due to vacancies in the team. Current forecasts assume vacancies are appointed to by October.	(0.063)
Financial Services	SLT favourable variance on salaries due to budgeted pay award at 5% and 3.5% actual increase	(0.018)
Revenues and Benefits	Vacant post from April 2023, being covered by an apprentice post from October 2023	(0.038)
Corporate Property	Increase in Electricity costs across all Corporate Properties forecast to reflect current prices	0.212
Corporate Property	Newark Beacon rental and service charge income unfavourable variance due to 1 large tenant moving out that were taking up a number of units. Along with three further tenants due to move out. Budgeted for PV income generation and panels not due to be fitted until December 2023.	0.086
Corporate Property	Surface Car Parks Newark income favourable variance due to more season tickets being sold	(0.048)
Corporate Property	Lorry Park cleaner retired, function looking to be included in the Council's corporate contract currently covered by agency	(0.015)
Corporate Property	Bowbridge Road Car Park not due for completion until January 2024. Unfavourable variance covered by saving on MRP.	0.083
All	Vacancy Factor	0.406
All	Other Small Variances	0.005
Legal & Democratic Services Total		0.527
Sustainable Economic Development - £0.062m		£'m
Planning Development	Land Charges Income - nationally, the housing market remains uncertain and alongside rises in interest rates, house sales are seeing a reduction, thus impacting on the conveyancing process.	0.018
Planning Development	Vacant Planning Officer to backfill post, awaiting procurement exercise for new system. GIS Officer and Ecology Officer post vacant during quarter 1, officer now in post.	(0.102)
Planning Development	Number of applications reduced reflecting national application submissions. No major applications currently anticipated. Planning application refunds accrued from previous years, offset against planning application income.	0.021
Economic Growth & Visitor Economy	Town Centre Management - Consultancy to cover maternity leave funded from part year Development & Place Marketing vacancy within the Tourism cost centre, as per SLT report May 23	0.023
All	Vacancy Factor	0.107
All	Other Small Variances	(0.005)
Legal & Democratic Services Total		0.062
General Fund Revenue Outturn Variance for Services		0.418

General Fund (GF) Revenue Outturn Change in Variance Analysis by Portfolio Holder between 30 June 2023 and 30 September 2023

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

Biodiversity and Environmental Services - Variance as at 30/06/2023		0.099
Environmental Services	Change in assumptions regarding vacant posts within the Grounds Maintenance Service and additional Third Party Income	(0.033)
All	Other small variances	(0.017)
Biodiversity and Environmental Services - Variance as at 30/09/2023		0.049
Climate Change - Variance as at 30/06/2023		0.111
Environmental Services	Environmental Services: Changes in assumptions regarding vacant posts	(0.041)
Environmental Services	Payments less than anticipated regarding Waste Disposal and Income exceeding expectations	(0.038)
Environmental Services	Garden Waste Collection income higher than anticipated due to more customers than anticipated in the budget	(0.032)
Environmental Services	Vehicle running costs expenditure lower than anticipated due to Glass Recycling	(0.061)
All	Other small variances	(0.012)
Climate Change - Variance as at 30/09/2023		(0.073)
Community Safety and Community Development - Variance as at 30/06/2023		0.026
Public Protection	Additional Income from HRA as hourly rates have been revised	(0.065)
Public Protection	Vacancies in Environmental Health and Neighbourhood Wardens	(0.026)
All	Other small variances	0.032
Community Safety and Community Development - Variance as at 30/09/2023		(0.033)
Health, Wellbeing and Leisure - Variance as at 30/06/2023		0.005
All	Other small variances	(0.013)
Health, Wellbeing and Leisure - Variance as at 30/09/2023		(0.008)
Heritage, Culture and the Arts - Variance as at 30/06/2023		0.005
All	Other small variances	(0.008)
Heritage, Culture and the Arts - Variance as at 30/09/2023		(0.003)
Housing - Variance as at 30/06/2023		0.005
Housing & Estates Management	Staff recharges to the Resettlement Schemes which are grant funded	(0.063)
	Other small variances	(0.044)
Housing - Variance as at 30/09/2023		(0.102)
Strategy, Performance and Finance - Variance as at 30/06/2023		0.422
All	Increase in Electricity costs across all Corporate Properties forecast to reflect current prices	0.212
Newark Beacon	Newark Beacon: Change in assumptions in relation to anticipated income following the end of a lease on a large unit and increased expectations in Café Income	(0.029)
Surface Car Parks Newark	Surface Car Parks Newark: Change in assumptions in relation to parking income across the town, in line with income received to date	(0.023)
All	Other small variances	(0.056)
Strategy, Performance and Finance - Variance as at 30/09/2023		0.526
Sustainable Economic Development - Variance as at 30/06/2023		0.088
Planning Development	Planning Development: Change in assumptions in relation to refunds relating to previous years	(0.023)
All	Other Small Variances	(0.003)
Sustainable Economic Development - Variance as at 30/09/2023		0.062
General Fund Revenue Outturn for Services - Variance as at 30/09/2023		0.418

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

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

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

Housing Revenue Account (HRA) Revenue Outturn Change in Variance Analysis between 30 June 2023 and 30 September 2023

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

HRA - Variance as at 30/06/2023	0.400
Recharges from General Fund, reductions in Customer Services and Admin Services due to vacancies, and increases in ICT due to HMS implementation project, Communications reflecting actual activity, Insurance and Risk Management due to more accurate charging.	0.069
Income Management: Changes in assumptions in relation to vacancies being filled	(0.026)
Gladstone House: Changes in assumptions in relation to vacancies being filled	(0.017)
Additional charges in relation to Community Centres Rates charge dated back to 2016	0.026
Voids Maintenance: Changes in assumptions in relation to vacancies being filled, and the use of contractors to cover	(0.028)
Tenancy and Estates: Changes in assumptions in relation to vacancies being filled	(0.025)
Responsive Repairs: Changes in assumptions in relation to vacancies being filled	(0.111)
Compliance Services: Changes in assumptions in relation to vacancies being filled	(0.023)
Community centre gas charges not expected to be as high as though, but will be closely monitored over the winter months	(0.014)
Improvement in void levels has resulted in rental income forecast being closer to budget	(0.035)
Other small variances	(0.061)
HRA - Variance as at 30/09/2023	0.155

GENERAL FUND

Original Budget	66.354		As per Council on 9 March 2023
Slippages Approved	21.772		As per Cabinet on 27 June 2023
Quarter 1 Movements	(8.330)		As per Cabinet on 12 September 2023
Current Revised Budget	79.795		

Additions

Project	Capital Description	Additions / Reductions 23-24 £m	Additions / Reductions 24-25 £m	Comments
TA3056	NCWC Tudor Hall	0.050		PH decision 20.09.23
TA3286	Information Technology Investment	0.004		Additional costs to be funded from Repairs and Renewals Fund
TB2255	Glass Recycling Transfer Station	0.042		Move budget from Bin Purchases now costs are known
TB2256	Glass Recycling Bin Purchase	(0.042)		Reduce bin purchases budget in order to increase the cost of transfer station
TC3129	Brunel Drive EV Charge Points	0.017		PH decision 13.10.23
TC3159	Car Park Barrier CH 1 - ASI	0.029		PH decision 26.09.23
TC3138	Lord Hawke Way Remedial Work & Bond	(0.185)		Road now adopted, therefore remaining budget not required
TC3143	Roller Shutter Doors at Industrial Units	(0.209)		Budget no longer required as responsibility lies with Tenant
TC3145	Fire Signage and Emergency Lighting at Industrial Units	(0.223)		Budget no longer required for all units, only vacant ones
TC3146	Electrical Upgrades to Industrial Units	(0.207)		Budget no longer required for all units, only vacant ones
Total Additions/Reductions		(0.724)	0.000	

Reprofiling

Project	Capital Description	Additions / Reductions 23-24 £m	Additions / Reductions 24-25 £m	Comments
TA3053	Museum Improvements	(0.184)	0.184	Reprofile to 2024/25 following works to the Tudor Attic
TA3058	Palace Theatre Fire Alarm Upgrade	(0.056)	0.056	Project needs to be delivered during the dark period at the Theatre, so reprofile to 24/25
TA3097	Yorke Drive Regeneration and Community Facilities	(3.298)	3.298	Reprofile to 2024/25 due to start on site being early 2024/25 subject to planning permission
TA3286	Information Technology Investment	(0.135)	0.135	Reprofile to 2024/25 to fit in with work plan
TB3155	Castle Condition Works	0.014	(0.014)	Reprofile to 2024/25 to fit in with work plan
TC2007	Clipstone Holding Centre	(1.783)	1.783	Reprofile to 2024/25 to align to programme of works
TC3136	Climate Change	(0.093)	0.093	Reprofile to 2024/25 to following on from recent surveys being carried out
TC3156	Jubilee Bridge Works	(0.200)	0.200	Reprofile to 2024/25 due to start on site being early 2024
TF2000	CCTV Replacement Programme	(0.085)	0.085	Reprofile to 2024/25 due to CCTV system review
TI1002	A1 Overbridge	-5.000	5.000	Reprofile to 2024/25 in line with current expectations
TB3154	Newark Castle Gatehouse	-3.000	3.000	Reprofile to 2024/25 in line with current expectations
TT1006	Towns Fund Newark Cultural Heart	-0.900	0.900	Reprofile to 2024/25 in line with current expectations
Total Re profiling		(14.722)	5.822	

Total General Fund Variations	-15.445	5.822	Recommended for approval at Cabinet on 5 December
General Fund Revised Budget	64.350		

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
Quarter 1 Movements	0.000		As per Cabinet on 12 September 2023
Current Revised Budget	29.916		

Additions/Reductions

Project	Capital Description	Additions / Reductions 23-24 £m	Additions / Reductions 24-25 £m	Comments
S91336	External Fabric Works	0.012		reorganise budget to match programme of works
S93500	HEATING	0.357		reorganise budget to match programme of works
S93510	Heating/Boilers	(0.051)		reorganise budget to match programme of works
S93600	ENERGY EFFICIENCY	(0.100)		reorganise budget to match programme of works

S93622	PV Invertors	(0.206)		reorganise budget to match programme of works
S93625	Thermal Comfort	(0.400)		reorganise budget to match programme of works
S93626	Decarbonisation	0.458		approved at Cabinet on 11 July 2023 - increase grant funded
S97300	DDA IMPROVEMENTS	(0.024)		reorganise budget to match programme of works
S97416	Major Adaptations	0.200		reorganise budget to match programme of works
S97417	Minor Adaptations	0.200		reorganise budget to match programme of works
S97418	Adaptation Stair Lift/Ho	0.024		reorganise budget to match programme of works
S99100	Investment Programme Contingency	(0.012)		reorganise budget to match programme of works
SA1047	New Build Contingency	(0.073)		move contingency to Phase 4 Cluster 3
SA1073	Phase 4 Cluster 3	0.073		move budget from contingency
SA1080	Phase 5	(0.100)		move additional budget into cluster 7
SA1087	Phase 5 Cluster 7	0.100		move additional budget from overall phase 5 budget
Total Additions/Reductions		0.458	0.000	

Reprofiling

Project	Capital Description	Additions / Reductions 23-24 £m	Additions / Reductions 24-25 £m	Comments
SA1031	Site Acquisition (Inc RTB)	(1.461)	1.461	Reprofile budget to match expected acquisitions
SA1033	Estate Regeneration	(6.027)	6.027	Reprofile budget to match expected programme
SA1080	Phase 5	(6.000)	6.000	Reprofile budget to match expected programme
Total Re profiling		(13.487)	13.487	

Total HRA Variations	-13.029	13.487	Recommended for approval at Cabinet on 5 December
HRA Revised budget for approval	16.887		
Total Additions/Reductions	(0.266)	0.000	
Total Re profiling	(28.209)	19.309	
Total Revised Budget	81.237		Recommended for approval at Cabinet on 5 December

General Fund - Spend against budget - Estimated in year

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

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

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

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

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

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

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

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S98105	Compartmentalisation in Roof Space	256,200	0	256,200	0	0	256,200	256,200	0	10.07.23 new contractor works to begin inspections soon, after these are done we will know the expenditure expected 06.10.23 PO of £200k to be raised for Fieldway for surveys and works to be completed, jobs starting this month. Still waiting for costs.
S98106	Inspection & Install Lightening Conductors	0	0	0	0	0	0	0	0	
S98107	Aerial Inspections	0	0	0	0	0	0	0	0	
S781	BUILDING SAFETY	754,200	0	754,200	68,278	31,937	653,984	754,200	(0)	
S99100	PROPERTY INVESTMENT CONTINGENCY	48,207	(11,820)	36,387	0	0	36,387	36,387	0	
S99102	Housing Capital Fees	343,120	0	343,120	(22,341)	26,565	338,896	343,120	0	
S791	UNALLOCATED FUNDING	391,327	(11,820)	379,507	(22,341)	26,565	375,283	379,507	0	
	SUB TOTAL PROPERTY INVESTMENT	9,235,103	458,106	9,693,209	2,526,263	2,539,062	4,627,882	9,693,207	(2)	
	AFFORDABLE HOUSING									
SA1031	Site Acquisition (Inc RTB)	1,779,312	(1,460,562)	318,750	0	750	318,000	318,750	0	13.07.23 Church Circle, Ollereton and The Crescent Bilsthorpe - with Legal, doing ground works at the moment. 17.10.23 Reprofile remaining budget to 24/25
SA1033	Estate Regeneration	6,196,340	(6,026,576)	169,764	(405)	170,170	0	169,764	0	17.10.23 going to planning on 7 December 2023, if approved, start on site expected in Q1 24/25 therefore reprofile budget to 2024/25
SA1047	New Build Contingency	179,871	(72,643)	107,228	0	0	107,228	107,228	0	
SA1048	Boughton Extra Care	295,347	0	295,347	5,781	10,951	278,615	295,347	0	13.07.23 retention challenge with administrators to NSDC favor counter claim has been submitted. 17.10.23 still waiting to hear back from the administrators
SA1060	Phase 3	0	0	0	(410)	0	410	0	0	
SA1063	Phase 3 - Cluster 3	0	0	0	(28,759)	0	28,759	0	0	01.06.23 cluster is completed but still owe retention to Woodheads
SA1064	Phase 3 - Cluster 4	599,964	0	599,964	194,634	346,821	58,509	599,964	(0)	13.07.23 one site remaining - 17 Northgate. Starting back on site August 23, to be completed by January 24. 17.10.23 works continuing as planned.
SA1070	Phase 4	42,023	0	42,023	0	0	42,022	42,022	(0)	
SA1071	Phase 4 Cluster 1	0	0	0	(56,537)	0	56,537	(0)	(0)	01.06.23 cluster is completed but still owe retention to Woodheads - totals £56k
SA1072	Phase 4 Cluster 2	0	0	0	(19,440)	0	19,440	0	0	01.06.23 completed but still owe retention to Woodheads - totals £19k
SA1073	Phase 4 Cluster 3	942,002	72,643	1,014,645	836,184	178,462	0	1,014,646	0	13.07.23 one site complete, others due to be complete between August and September. 17.10.23 completion date moved back to December 2023 due to ongoing negotiations with highways.

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SA1074	Phase 4 Cluster 4	22,228	0	22,228	17,701	4,806	(280)	22,227	(0)	01.06.23 cluster is complete apart from retention £2k
SA1075	Phase 4 Cluster 5	1,135,362	0	1,135,362	450,180	640,363	44,818	1,135,361	(0)	13.07.23 cluster due for completion in December 23.
SA1080	Phase 5	8,495,799	(6,100,000)	2,395,799	53,828	41,648	2,300,323	2,395,799	0	17.10.23 award letters sent out, once standstill period is over, budgets will be reallocated in line with agreed costs.
SA1081	Phase 5 Cluster 1	0	0	0	0	0	0	0	0	
SA1082	Phase 5 Cluster 2	0	0	0	0	0	0	0	0	
SA1083	Phase 5 Cluster 3	0	0	0	0	0	0	0	0	
SA1084	Phase 5 Cluster 4	0	0	0	0	0	0	0	0	
SA1085	Phase 5 Cluster 5	0	0	0	0	0	0	0	0	
SA1086	Phase 5 Cluster 6	0	0	0	0	0	0	0	0	
SA1087	Phase 5 Cluster 7	400,000	100,000	500,000	198,789	164,089	137,122	500,000	0	17.10.23 works started on site in June and is due to complete around December 2023. Increase budget by £100k in line with current estimated costs.
SC2000	Careline Analogue to Digital	71,955	0	71,955	25,361	0	46,594	71,955	0	
SC2002	New Housing Management System	521,000	0	521,000	142,025	47,627	331,347	521,000	(0)	14.07.23 chosen supplier received orders, on programme.
	SUB TOTAL AFFORDABLE HOUSING	20,681,202	(13,487,138)	7,194,064	1,818,934	1,605,687	3,769,443	7,194,064	(0)	
	GRAND TOTAL	29,916,306	(13,029,032)	16,887,274	4,345,198	4,144,749	8,397,325	16,887,271	(2)	

Treasury Strategy Indicators - Borrowing	Original Estimate / Limit £'000	Revised Estimate / Limit £'000	Q1 Actual £'000	Q2 Actual £'000	Compliance
Operational Boundary for External Debt	182,926	184,852	90,479	89,755	Yes
Authorised Limit for External Debt	190,126	192,052	90,479	89,755	Yes
HRA Debt Limit	144,627	144,627	85,929	88,913	Yes
Maturity Structure of Borrowing					
Under 12 months	15%	15%	7%	7%	Yes
12 months and within 24 months	15%	15%	3%	3%	
24 months and within 5 years	30%	30%	15%	15%	
5 years and within 10 years	100%	100%	18%	18%	
10 years and above	100%	100%	58%	58%	
Treasury Strategy Indicator - Investing					
Credit risk indicator (Minimum Average Portfolio Rating)	A	A	AA	AA	Yes
Liquidity risk indicator					
3 months	100%	100%	20%	37%	Yes
3 – 12 months	80%	80%	43%	43%	
Over 12 months	60%	60%	37%	20%	
Interest rate risk indicator					
Upper limit on one-year revenue impact of a 1% rise in interest rates	£200,000	£200,000	£182,550	£179,150	Yes
Upper limit on one-year revenue impact of a 1% fall in interest rates	£200,000	£200,000	£182,550	£179,150	
Price risk indicator					
Limit on principal invested beyond year end	£15m	£15m	£12.5m	£12.5m	Yes

Capital Strategy Indicators	Original Estimate / Limit £'000	Revised Estimate / Limit £'000	Q1 Actual £'000	Q2 Actual £'000
Capital Expenditure & Financing				
General Fund services	57,707	68,387	7,614	16,653
Council housing (HRA)	23,045	29,916	1,205	4,345
Capital Loan (GF)	8,647	11,408	50	50
Total Capital Expenditure	89,399	109,711	8,869	21,048
Capital Grants	26,073	41,778	3,377	8,015
Other Contributions incl CIL	8,548	5,600	453	1,074
Capital Resources	5,738	4,814	389	924
Revenue / Major Repairs Reserve	18,777	25,440	2,057	4,881
Borrowing	30,263	32,079	2,593	6,154
Leasing	-	-	-	-
Total Capital Financing	89,399	109,711	8,869	21,048

Capital Financing Requirement (CFR)	Original Estimate / Limit £'000	Revised Estimate / Limit £'000	Q1 Actual £'000	Q2 Actual £'000
General Fund services	52,139	47,678	38,510	42,659
Council housing (HRA)	113,979	120,365	111,003	102,071
Capital investments	11,408	11,408	50	50
Total CFR	177,526	179,451	149,563	144,780

Proportion of financing costs to net revenue stream

General Fund;

MRP Charge	765	623	0	613
Interest Payable	397	330	15	15
Less: Investment Income	-1,642	-1,902	-465	-1,373
Total GF Financing costs	-480	-949	-450	-745
Proportion of net revenue stream	-2.61%	-4.20%	-8.19%	-6.42%

Housing Revenue Account;

Interest Payable	3,624	3,240	704	704
Depreciation	5,994	5,994	0	0
MRR Contributions incl debt repayments	4,851	4,337	1,000	1,500
Less: Investment Income	-5	-5	0	0
Total HRA Financing costs	14,464	13,566	1,704	2,204
Proportion of net revenue stream	54.52%	54.37%	27.32%	17.65%

<u>Investment Strategy Indicators</u>	2023/24 Original Estimate / Limit £'000	2023/24 Revised Estimate / Limit £'000	2023/24 Q1 Actual £'000	2023/24 Q2 Actual £'000
<u>Loans for service purposes</u>				
Subsidiaries	13,000	13,000	50	-
Local businesses	500	500	-	-
Local charities	500	500	-	-
Other Bodies	500	500	25	25
Total	14,500	14,500	75	25

Net income from service investments to net revenue stream

Total General Fund Service Investment Income	1,642	1,902	465	1,373
Proportion of net revenue stream	8.92%	8.42%	8.46%	11.83%
Total Housing Revenue Account Service Investment Income	5	5	0	0
Proportion of net revenue stream	0.02%	0.02%	0.00%	0.00%

Shares held for service purposes

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



Report to: Cabinet Meeting – 5 December 2023

Portfolio Holder: Councillor 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 2 2023/24
Purpose of Report	To present the Quarter 2 Community Plan Performance Report (July – September 2023).
Recommendations	That Cabinet: <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

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

1.2 The development of this report details the quarter 2 performance and includes activities delivered within the quarter. This information was factually correct as of the 30 September 2023.

2.0 Proposal/Options Considered and Reasons for Recommendation

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

3.0 Implications

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

Background Papers and Published Documents

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

None



Newark and Sherwood District Council Performance Report

2023-24 Q2

1 July to 30 September 2023

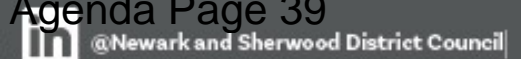
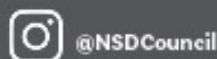


Contact Us

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Introduction

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



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

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



Our District

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

Page 3



Our Performance

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

Page 4



Our Customers

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

Page 24



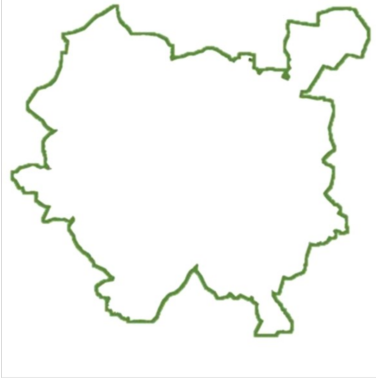
Our Workforce

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

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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 tells us something about our district in quarter 2 (1 July to 30 September 2023). Most of these indicators are not factors we can directly affect, only influence, but they add context to the work we undertake.



The number of planning applications we receive gives an indication of the level of construction planned in the district. When compared to the same period of last year, commercial applications have decreased by 9, residential applications have decreased by 23, non-major applications have decreased by 127 and major applications have decreased by 18.

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

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



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

Interactions with the Council

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

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

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;

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



How are we performing against our objective to...

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



- ⇒ Within the quarter, 4 Speedwatch sessions have been conducted, with 2 in Newark, 1 in Blidworth and 1 in Little Carlton.
- ⇒ We continue to strive for an improved digital offer to both residents and tenants and we have recently introduced QR codes on some communications including our leaflets for events or groups we are running. The QR codes are already proving to be successful where a future event for tenants has already had all of the available tickets requested. Tenants also commented on how easy the process was, and some of them found it beneficial that it followed with a pre-written email for them to send.
- ⇒ Following the success of the community grant scheme in 2022-23, we have now delivered a review of the criteria for the next round. We are pleased to be able to provide grants to good community projects. Once approved, the scheme will be open for applications in November.
- ⇒ The Tenant Engagement Strategy was approved at Cabinet in July and sits alongside our Consultation and Engagement Strategy. This strategy sets out how we will seek out, listen to and act on the views of tenants and leaseholders.



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

The topics discussed included:

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

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

How are we performing against our objective to...

Deliver inclusive and sustainable growth



What we have been doing this quarter;

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

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



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

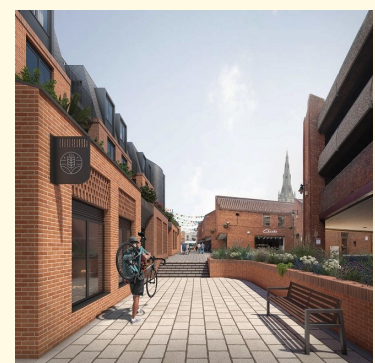


⇒ Through the quarter, 71 participants across all UK Shared Prosperity Fund (UKSPF) people and skills programmes were supported. This includes a combination of 1 to 1 support with job searching, CV writing, short courses, and compliments mainstream (Adult Education Budget) funded provision. We are working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

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

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

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



Agenda Page 44

How are we performing against our objective to...

Deliver inclusive and sustainable growth



- ⇒ We continue to lead and support on key infrastructure projects around the district including:
- The Newark Southern Link Road (SLR). Technical approval for the A1 end of the SLR was granted in July 2023 with work on schedule for completion in summer 2025. A public consultation event was held on the 28th September 2023 at YMCA Community and Activity Village in Newark. This provided an opportunity for residents to find out more about the scheme and the Middlebeck development.
 - The A1 over bridge. Work is ongoing and we are in an early feasibility stage where we have now appointed Amey to undertake the study of the overbridge at Fernwood.
 - The Ollerton Roundabout and the A614. The scheme is currently progressing in accordance with the timetable. The Secretary of State is deciding whether to confirm, modify or reject the Compulsory Purchase Order and Side Roads Order for the junction improvements.
- ⇒ The launch of a package to support the business community with cost-of-living assistance has been delivered. This included social media improvement webinars for businesses led by Nettle which saw 34 attendees across 4 webinars. A social media campaign has also been delivered to encourage people to shop locally in Newark, Edwinstowe, Southwell and Ollerton.
- ⇒ We continue to work with partners on proposals regarding the Ollerton Town Centre Regeneration Project with appraisal works nearing completion through the utilisation of UKSPF funding. This project is also dependent on further details in relation to further potential Levelling up funding opportunities which was originally expected this summer 2023. Further feasibility is also scheduled next year through additional UKSPF funding.
- ⇒ The Cultural Heart of Newark project was transferred to us from Newark Town Council in May 2023 and now we continue to work collaboratively to deliver the objectives of the project. A programme of activities are being developed for 2024-2025 with the aim to create a vibrant town centre, drive footfall, dwell time and local spend in the town. Over the next quarter, the capital programme will focus on the marketplace. We will also continue to develop a full business case with Government, to maximise the funding secured by 2026.

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



Measuring Success



Spotlight benchmarking

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

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

Exploring our performance

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

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

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;

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

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

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

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

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

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

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

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



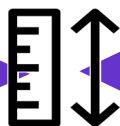
How are we performing against our objective to...

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



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

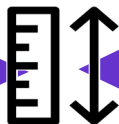
**Measuring
Success**



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

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Measuring Success



Exploring our performance

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

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



Agents quote following a planning application:

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



How are we performing against our objective to...

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

What we have been doing this quarter;

- ⇒ In Quarter 2, we issued 20 fixed penalty notices (FPN) for fly tipping and 6 for littering, which were small fly tips where the full penalty would not be appropriate (based on DEFRA guidance). Our third-party enforcement partner also issued 543 FPN's for littering offences. Working with businesses we issued 31 notices for failure to produce waste transfer and waste carrier documentation, where it appeared businesses were not disposing of their waste correctly. We have also had 3 prosecutions cases in court for fly tipping and have several others that are now pending - all 3 resulted in the issuing of an arrest warrant when the defendant failed to attend court.
- ⇒ In partnership with Nottinghamshire Police and the Environment Agency we have conducted 3 'Operation Rogues' and over 40 vehicles were stopped. The operations are one of the proactive means of deterring or disrupting rogue traders in disposing of waste unlawfully, taking a multi-agency approach to stop suspect vehicles with the aim of checking the licenses and if required taking restorative steps. In our last operation in September, all the vehicles had the correct documentation in place showing that the operations are having an impact. Contrast this with one of our first operations in 2021 when out of 17 vehicles stopped, 4 were seized by the police and 4 fined for waste offences. Next year we hope to shift to weekend or evening operations to try and catch the tippers in the hours when they are likely to tip.
- ⇒ A grant from the Chewing Gum Task Force, administered by the environmental charity Keep Britain Tidy, will help us clean up gum and reduce gum littering. We are putting plans in place as part of the Cleaner, Safer, Greener strategy to remove the chewing gum that blights Newark town centre streets, and we are focusing on four main areas along Carter Gate, Stodman Street, St Marks Place, and the Marketplace. We are one of 56 councils across the country that have successfully applied to the Chewing Gum Task Force, now in its second year.
- ⇒ Our Day of Action in Rainworth was delivered in July, the day had many successes with some examples including:
- 5 tonnes of litter and detritus were collected and removed
 - 3 new litter bins and 1 new dog waste bins installed
 - 1 fly tip was removed and 1 FPN issued
 - 46 thank you cards were delivered to residents for keeping their gardens well maintained
 - 14 drivers were spoken to about vehicles idling outside local schools, and officers also discussed parking regulations
 - 2 patches of graffiti were removed
 - 16 businesses were checked for Waste Transfer Notices and 4 FPNs were issued for failure to produce
 - 2 FPNS for littering were issued by our third-party enforcement partner
 - 9 dog owners were spoke to about responsible dog ownership
- ⇒ During the quarter four of our parks, Newark Castle Gardens, Sconce and Devon Park, Vicar Water Country Park, and Sherwood Heath Cockglode and Rotary Woods, have all once again been awarded the Green Flag Award, the international quality mark for parks and green spaces. Our new community garden in Newark has also been added to the list of award winners, now making this 5 parks award winning parks across the district.
- ⇒ The entry into the Royal Horticultural Society Britain in Bloom back in July was awarded a Silver Gilt and we were only 2 Marks off the top award of Gold. The Sconce and Devon Park also received Gold within the Judging.



How are we performing against our objective to...

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



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

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

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

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

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

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



Customer quote following enhancements to a play park:

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

Measuring
Success

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

Exploring our performance

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

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

How are we performing against our objective to...



Enhance and protect the district's natural environment

What we have been doing this quarter;

- ⇒ As part of the move towards net zero carbon emissions, we secured a government grant of up to £1.3m, which we will match fund to deliver a £2.6m social housing decarbonisation programme over two years. The programme will target tenants with oil or LPG heating systems. The plan is to replace these carbon intensive fossil fuel systems with carbon neutral alternatives, using air source heat pumps, solar panels and battery storage to reduce carbon emission and make them cheaper to run. Creating warm homes that are free from damp and mould.
- ⇒ We are progressing with a number of projects to achieve our 2035 carbon net neutrality target.
- As laid out in our Climate Emergency Strategy action plan, we are working to improve our energy efficiency and reduce our overall carbon footprint by installing solar panels across a selection of our Corporate and Leisure buildings. Works will be commencing on site this Autumn. This project will assist in making carbon savings and generating renewable energy, both of which will assist us with reaching our 2035 net carbon neutrality target. In addition to those already on our main office, Castle House. Additional sites are the Newark Sports and Fitness Centre, the Dukeries Leisure Centre, the Beacon Business Innovation Centre and the Green Flag parks of Sconce and Devon and Vicar Water.
 - Work is continuing to develop a Decarbonisation Plan for our corporate and leisure buildings to help us understand the energy efficiency and carbon reduction measures we can put in place at each site.
 - We are continuing to explore options for the future of Brunel Drive, our depot site, to meet the future needs of the service in relation to the collection of additional waste streams and the electrification of our fleet of vehicles.



We are part of the Nottinghamshire wide Green Rewards App which is an online platform designed to incentivise and encourage residents to undertake positive behaviour change by enabling users to log carbon reducing activities and gain points for these activities (which equate to prizes). The scheme has been live for nearly a year and continues to be successful with over 540 users utilising the application.

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



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

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



How are we performing against our objective to...

Enhance and protect the district's natural environment

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



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



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

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



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;

- ⇒ A review of CCTV cameras has been undertaken to ensure that they are suitably located, lines of sight are clear and are in good working order. From the review, we identified 7 cameras that needed to be replaced, a camera at the Lidl in Balderton is being fixed and tree growth blocked a camera view so an extended pole has been used to resolve the issue. The CCTV replacement programme is also being developed based on this review to ensure that the cameras are replaced in line with their age and that they keep pace with advancing technology
- ⇒ Deployable CCTV remains in key hotspot locations across Blidworth, Clipstone, Newark and Edwinstowe and the CCTV request for Boughton is ongoing, there are challenges around identifying a suitable hosting site. The deployable CCTV in Newark has provided evidence to both the police and council officers in pursuing enforcement action on individuals causing criminal damage and ASB in the area.
- ⇒ Our Housing Team worked with Nottinghamshire Police to secure a Closure Order for a council property in Newark following more than a year of ASB. A Closure Order is designed to provide immediate relief for the community from the ASB being committed from a property. The Closure Order was granted at a hearing at Nottingham Magistrates Court for the maximum of three months. Three individuals were later arrested by the Police for being located inside the property and breaching the Closure Notice.
 
- ⇒ We continue to push forward with our commitment to crackdown on ASB, following the approval to increase resources within the Community Safety Team. The approved plans are aimed to strengthen the service provided by the team, including the addition of a new Senior ASB Officer. The role would supervise the Community Protection Officers (CPOs) ensuring deployment of patrols in key locations are in a timely manner and to assist dealing with more complex ASB and safeguarding cases.
- ⇒ There is a continued focus on youth related ASB in Newark town centre and hi-visibility priority patrols continue. There is a cohort of new young people who have been identified as causing nuisance and intervention with these individuals and their parents is underway. In September, ASB injunctions were secured on 3 young people responsible for crime and ASB predominately in the town centre, excluding them from the area. As well as associating with each other in the Newark area, which is to prevent displacing the behaviour to another location. First Stage Warning letters have also been issued to 5 young people and a second stage warning to a young person for causing issues at Balderton Lakeside shopping centre. First stage letters have been issued to 2 young people in Blidworth.

Further work is being undertaken to continue these efforts, liaising closely with the police, Youth Services, and other agencies to tackle ASB. A summit was held in the summer months to address the issues that agencies face and devise plans on how to work better together to tackle them.
- ⇒ The shopwatch scheme, Schemelink is getting further members and has now also moved into the Ollerton/ Sherwood area where the retail premises were struggling with an increase in shoplifting. Schemelink is a data sharing and communications portal that is designed to help protect retailers staff and customers by enabling quick and effective communication and the sharing of information on incidents.



How are we performing against our objective to...

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

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



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

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

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

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

Measuring Success



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

*target is the County average and minus denotes an increase

Exploring our performance...

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

How are we performing against our objective to...

Improve the health and wellbeing of local residents



What we have been doing this quarter;

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

How are we performing against our objective to...

Improve the health and wellbeing of local residents



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



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



How are we performing against our objective to...

Improve the health and wellbeing of local residents



Measuring
Success



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

Exploring our performance...

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

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

Our Customers

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

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

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

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

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

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

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

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



Customer quote following a benefits query:

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

Customer Feedback

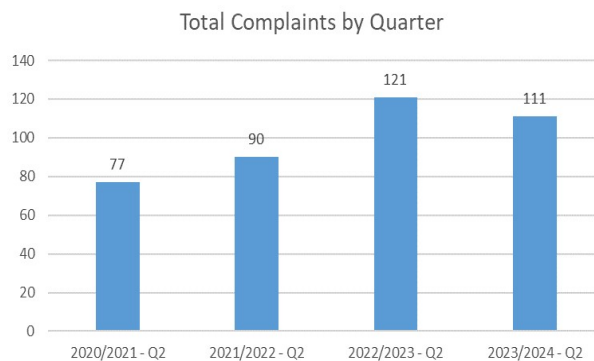
Customer Feedback

Customer feedback is important to us as it allows us to get real time feedback on how we are performing from the people that we serve. This information highlights trends and helps us to establish our areas of demand. This provides us with insight into the needs of our customers and helps us to identify best practice, undertake continuous improvement and, ultimately, increase customer satisfaction.

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

Complaints Received

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



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

Area of improvement...

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

What we are doing to improve....

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

Response Times

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

Customer Feedback

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

Complaints by Delivery Team

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

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

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

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

Other significant complaints

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

Suggestions

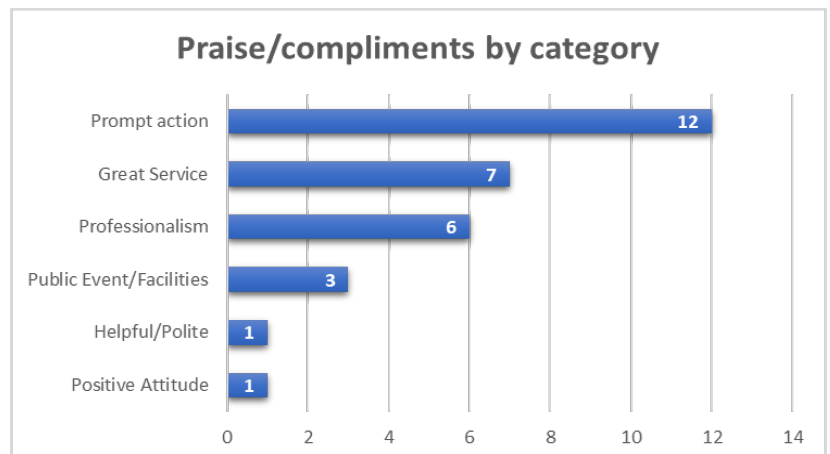
In Quarter 2, twelve suggestions were received, for example;

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

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

Praise/compliments by category

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



Customer quote:

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

Customer Feedback

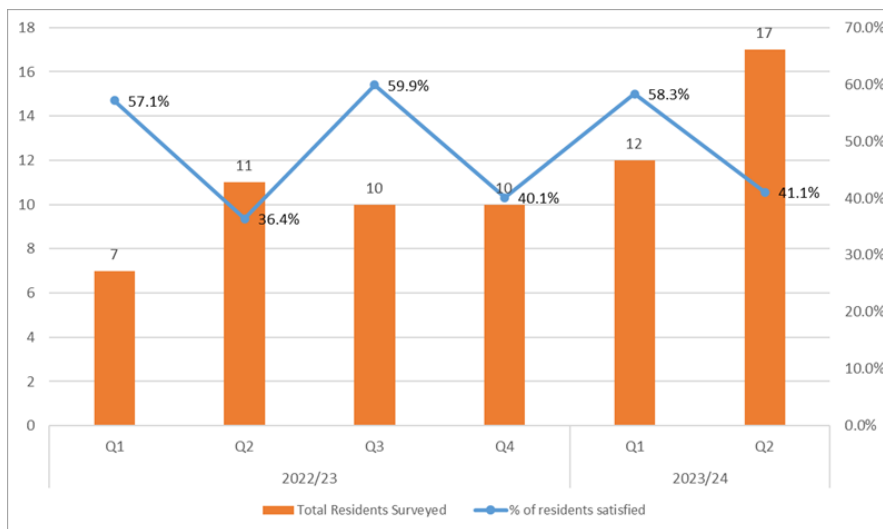
Tenant Satisfaction

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

Complaints

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

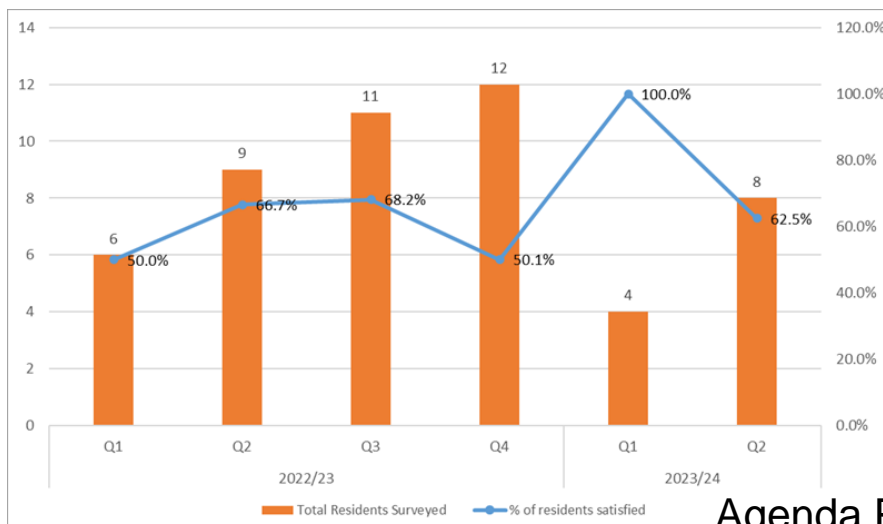
- Four tenants were unhappy about the length of time taken to respond to resolve their complaint of which 1 person felt that communication was an issue between NSDC and Contractors.
- One person responded that they had waited a full 2 years for a satisfactory outcome to their request.



ASB

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

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



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

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

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

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

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

Exploring our performance...

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

Newark & Sherwood District Council Compliance Report

2023/24 Quarter 2

Introduction

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

Corporate Compliance

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

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

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

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

Performance Indicators for Corporate Compliance for Quarter 2 2023/24

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

Exploring Our Performance

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

Performance Housing Compliance

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

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

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

Performance Indicators for Housing Compliance for Quarter 2 2023/24

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

Exploring Our performance

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

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

Green Space Compliance

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

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

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

Exploring Our performance

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

Risk

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

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 (Performance) Meeting: 19 December 2023

Portfolio Holder: Councillor Lee Brazier - Housing

Director Lead: Suzanne Shead, Director of Housing, Health & 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 2 2023.24 Housing, Health & Wellbeing -Compliance Assurance Report
Purpose of Report	To provide an update on the position at the end of Quarter 2 2023/24 (30 June 2023 to 30 September 2023) with regard to compliance assurance overview and actions arising.
Recommendations	That Cabinet: a) note the compliance performance for the end of the financial year, the items for action and changes for next financial years reporting; and b) Identify any areas of concern or for further investigation or detail.

1.0 Background

1.1 This report presents the combined performance of housing compliance services at the end September 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 September 2023) to this report. Compared to the same quarter 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
Sept 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 is now 99.54% compliant. There are 24 properties without a current gas safety certificate, but all these properties are now in an enforcement process. Please see [Home Standard - GOV.UK \(www.gov.uk\)](http://www.gov.uk).for further information on the Council’s responsibilities.

2.2 The Council are working with the gas contractor on reprofiling the gas servicing programme to avoid the large peak of services that caused an issue in July 2022.

2.3 As part of the annual service, carbon monoxide alarms fitted next to all heating appliances in every home (with the exception of cookers) are checked and carbon monoxide alarms are also being fitted on all rewire projects.

2.4 In addition, a number of properties have been identified where the tenants have hearing difficulties and alternative carbon monoxide alarms are being fitted that have flashing lights and vibrating pillows to warn the occupier of any issues. These will also be linked into the smoke alarm system to increase overall protection.

2.5 Oil Servicing - AMBER

There are currently 8 homes where the oil service has not been completed, are all in an enforcement process. Our gas contractor is now carrying out the oil servicing as part of their servicing contract and are increasing the number of trained oil engineers on the contract.

2.6 EICR (Electrical) Certification Less Than Five Years Old - AMBER

We currently have 39 properties without a EICR electrical certification of less than five years old, of these 37 are in a legal process. The two remaining properties have confirmed appointments for the first week of October 2023.

3.0 Position with Regulator of Social Housing (RSH)

- 3.1 Current performance has significantly improved, and an external audit of our gas servicing programme has now been completed and the final report has just been received. This audit is a requirement from RSH before making a decision on removal of the Regulatory Notice.

4.0 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.

- 4.1 **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.
- 4.2 **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.

None

Newark & Sherwood District Council Compliance Reporting

For the month of September 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	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 2 **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 your target.
- Amber: Within 10% of your target.
- Red: Less than 10% of your target

4) Work Activity

Fire Safety

Fire	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Type 3 Fire Risk Assessments	139 (83 running total)	25 (internal reviews)	25	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:</p> <p>Monthly update meeting being held with Compliance Fire Surveyor and Senior Management to ensure progress is being made and to monitor FRA works.</p> <p>All compliant, Fire Alarm, Emergency lighting, Fire extinguisher servicing complete FRA all reviews for September have been completed.</p>						

Type 3 Fire Risk Assessment (FRA) Rectification

Below are the remedial actions highlighted during the Type 3 Fire Risk Assessment divided by in Table A 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
1236	0	59	1295

Action	Count	Progress
Bin Stores	3 schemes with 127 flats	All Bin Store Consultations have taken place and plans finalised, contractors on site.
Fire Door Renewals	16 (flats)	To be included in new contract as coming to end of their life cycle.





Sprinklers (Recommendation to be considered not a requirement under the legislation)	1	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 (individual flats)	Completed 90% of the programme. Only minor fire stopping left. To be included in new contract and work commenced following inspection regime.
Person Centred Fire Risk Assessments	4	Last few remaining blocks to complete (Actions from newer FRA's)

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	603	579	24 (all in enforcement process)	99.54% 	96.02%  (Low % due to outstanding enforcement cases)
Solid Fuel	20	3	3	0	100% 	100% 
Oil Servicing	203	22	14	8 (all in an enforcement process)	96.06% 	63.64%  (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% 
<p>Comment</p> <p>Weekly meeting legal meetings are being carried out to ensure the movement of legal cases is maintained. 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 enter a legal process in the future.</p>						

1st time access for servicing 71.11% as at end of September with a target of 75% for 2023
First time fix on Gas repairs 97% as at the end of September with a stretch target of 85% for 2023.
Turn on and test following voids 2.93 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 date time scale (due to tenants availability etc, this was on 3 jobs out of 15)





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.						







Electrical Safety

Electrical 5 Year	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Domestic Testing	905	118	39	39 (with 32 in the enforcement process)	95.25% 	66.95% 
Housemark Data - Domestic EICR certified up to five years old	5545	N/A	N/A	39	99.30% 	N/A
Non-domestic Testing	133	0	0	0	100% 	100% 
PAT Testing	37	10	10	0	100% 	100% 
Comments The two cases that are not in legal have appointments with the tenants booked for the first week in October. Weekly Compliance meeting taking place with senior management team and EICR are being report at each meeting. Also, weekly meetings are being carried out to ensure the movement of legal cases is maintained.						





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 our contractor have been ordered.</p> <p>All works are weekly testing are recorded on web-based Compliance software.</p> <p>The main tank at Gladstone will require a clean and this is being planned to be done overnight on the 7/10/23, to cut down the disruption to the tenants.</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	12	12	0	100% 	100% 
Hoist Servicing	30	10	10	0	100% 	100% 
<p>Comments:</p> <p>All compliant</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% 
<p>Comments:</p> <p>All Compliant.</p> <p>Tree surveys are undertaken every 5 years and were completed in November 2022</p>						

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	Jordan 0	0	0	100% 	100% 
Community Rooms	396 (30 community rooms inspected monthly)	30	30	0	100% 	100% 
Comments All compliant						